



**Australian  
BORDER FORCE**

# **Advance Passenger Processing (APP) Arrivals and Departures Manual**

July 2020

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# 1. Introduction

The Australian Government has implemented strategies to ensure that only correctly documented passengers and crew travel to and depart from Australia. International air carriers play a crucial role in helping keep our borders secure. The Department of Home Affairs is working with airlines to ensure they understand their obligations when entering and departing Australia as defined in the *Migration Act 1958* (the Migration Act) and *Migration Regulations 1994* (the Migration Regulations).

All passengers and crew ('travellers') travelling to and departing from Australia, including all transit travellers, must be processed through the Australian Government mandated Advance Passenger Processing (APP) system.

APP helps airlines to determine whether travellers have authority to travel to, remain in and depart from Australia.

This manual provides an overview of how to process different types of travellers arriving into and departing from Australia. As the layout of each airline's Departure Control System (DCS) screens and the commands used to capture APP information vary from airline to airline these instructions are to be used as a guide only.

Failure to comply with APP reporting obligations may be subject to financial or other penalties. Infringement notices may be issued to an operator for non-compliance. Operator's receiving an infringement notice may choose to pay a prescribed penalty to avoid prosecution.

[To avoid an infringement, operators must send an APP report to the Department for every passenger and crew member.](#)

Application of the APP reporting process will minimise the likelihood of other offences, such as those under section 229 of the Act.

## 1.1. The Border Operations Centre (BOC)

The Department's Border Operations Centre (BOC) provides operational advice and assistance to airlines to assist them in meeting their obligations and helping to resolve boarding issues for genuine travellers. The BOC operates 24 hours a day, 7 days a week. If you have doubts about a traveller's bona fides and whether they are a genuine traveller, contact the BOC.

The BOC is based in Canberra, Australia.

Phone: + 61 1300 368 126 or +61 (02) 6264 1301

Email: [BOC@abf.gov.au](mailto:BOC@abf.gov.au)

Sitatex: CBRIXCR

## 2. Traveller Processing

Each airline populates the fields in the APP system differently. Some airlines capture traveller's information by scanning the Machine-Readable Zone of a travel document. Other airlines may require the check-in agent to manually enter the data or automatically capture data from their computer reservation system, frequent flyer or other systems.

Important: The full and correct details must be entered into the APP system exactly as they appear in the traveller's valid travel document.

As these details may differ to the details in the reservation system or frequent flyer details, it is therefore highly recommended that airlines use details from the travel document presented at check-in and undertaking a face-to-travel document check rather than relying on details in the reservation system or frequent flyer details.

Failure to do so could result in difficulties in generating a successful APP transaction or increase immigration processing time for the traveller when arriving into and/or when departing from Australia.

### 2.1. Visas

Australian citizens have automatic right of entry to Australia and do not require a visa. Most New Zealand citizens are granted a Special Category Visa on arrival in Australia by presenting a valid New Zealand travel document and completing a travel card (an Incoming Passenger Card or Crew Declaration form) to a border line officer.

With some limited exceptions, all other non-Australian or non-New Zealand citizens are required to hold a valid visa to enter and stay in Australia. The Travel Information Manual (TIM) or TIMATIC provides detailed information on Australia's visa requirements. (see: [www.timaticweb.com](http://www.timaticweb.com))

Note: Australian visas are recorded electronically. Visa holders do not need a visa label in their travel document to travel to, enter, stay or depart Australia.

An Electronic Travel Authority (ETA) or eVisa is linked to an eligible travel document and the person must be travelling on that travel document to receive an 8501 <OK TO BOARD> response. If the person is travelling on a new travel document that was not used to obtain the initial ETA or eVisa the person should apply for an ETA or eVisa for the new travel document.

Note: If the BOC becomes aware that an ETA has incorrect bio-data, including an incorrect nationality or an incorrect passport number, a new ETA will need to be applied for by the traveller before entry into Australia is allowed.

Where the traveller's travel document matches their Australian or New Zealand travel document record or a current visa record, the check-in agent should receive an 8501 <OK TO BOARD> response in most cases.

The following generic processing requirements for travellers gives an overview of how each traveller type is processed. It applies to travellers processed through an airline's DCS but is also applicable to processing travellers through the SITA Carrier Portal.

### 2.2. Travel document holders

All travel document holders, excluding travellers who hold, an ImmiCard, or a Document of Identity, should be processed via APP using **'minimum data'**.

### 2.2.1. Check-in data entry

To process travellers enter:

- Travel document number
- Nationality code (ICAO) as stated in the travel document
- Family name - first four letters (only) or full family name
- Travel document type (P)

### 2.2.2. APP response

Where the traveller's travel document matches a current Australian or New Zealand travel document record or Australia visa record, the check-in agent should receive an 8501 <OK TO BOARD> response in most cases.

Where the traveller's travel document does not match a current Australian or New Zealand travel document record or Australia visa record the check-in agent should receive an 8502 <DO NOT BOARD> or an 8510 <CONTACT BOC> response, depending on the issue concerned.

Some reasons for an 8502 or 8510 response may include:

- No visa
- Old and new travel document
- Data mismatch
- Missing departure record of last departure from Australia
- Document Alert on Interpol's Stolen and Lost Travel Document Database

## 2.3. ImmiCard holders

Australia may issue an ImmiCard to people who are unable to obtain a travel document from their country of nationality. Travellers holding these documents are not Australian citizens and require a valid Australian visa to travel to Australia. Their nationality is indicated on the ImmiCard. The ImmiCard is designed for single entry only to Australia and cannot be used to depart Australia.

If an ImmiCard is presented for outward APP processing, the check-in agent should request the traveller to produce a valid travel document to action outward APP.

### 2.3.1. Check-in data entry for ImmiCard holders

To process an ImmiCard holder through APP enter:

- ImmiCard number – (3 letters followed by 6 numbers, e.g. AMS123456)
- Nationality code (ICAO) as stated in the ImmiCard (not 'AUS'/Australia)
- Family name—first four letters (only) or full family name
- Travel document type (O) – Other

### 2.3.2. APP response

Where the traveller has a valid visa, the check-in agent should receive an 8501 <OK TO BOARD> response.

If the details entered do not match a current visa record, the check-in agent should receive an 8502 <DO NOT BOARD> or an 8510 <CONTACT BOC> response:

- Please check that the card information was correctly entered
- If further assistance is required with APP reporting for an ImmiCard holder, please contact the BOC

## 2.4. Military personnel and their dependants

**Refer to TIM/TIMATIC for eligible military personnel who are not required to hold a visa to travel to Australia.**

Certain military personnel travelling on duty or on leave in Australia are not required to obtain a visa prior to their travel to Australia and may only present their military identification and movement orders which must specify 'Australia'.

Dependent family members of certain military personnel are not required to hold a visa to travel to Australia if they are accompanying or joining that member. However, they must be listed on the movement orders and have a valid travel document to travel to Australia.

To process military personnel that TIM/TIMATIC list as not requiring a visa, these travellers should be processed through APP by their full details, with 'O' in the document type field.

### 2.4.1. Dependent family members should be processed by their full details with 'P' in the document type field. Check-in for eligible military personnel travelling on movement orders

To process military personnel on movement orders, enter the following:

- Military document number
- Nationality code (ICAO) as stated in the military document
- Full family name
- Given names
- Date of birth
- Sex
- Travel document type (O)

### 2.4.2. Check-in data entry for dependants of eligible military personnel

To process dependants of eligible military personnel with full details, enter the following:

- Travel document number
- Nationality code (ICAO) as stated in the travel document
- Full family name
- Given names



- Date of birth
- Sex
- Travel document type (P)

### 2.4.3. Check-in data entry for all other military personnel

All other military personnel must hold a valid visa for travel to Australia. These travellers are processed through APP by their travel document.

### 2.4.4. APP response

#### 2.4.4.1. Arriving Military Personnel

Military personnel and their dependants from the United Kingdom, United States of America, Canada and Singapore can be pre-registered in Australian immigration systems before travel. Where these travellers have pre-registered before travel, the check-in agent receives an 8501 <OK TO BOARD> response.

If the military personnel and their dependants have not been pre-registered as eligible to travel without a visa or are from one of the other nationalities listed in the TIM/TIMATIC, the check-in agent receives an 8502 <DO NOT BOARD> response. The check-in agent can then perform an airline 'A' override.

If military personnel are not listed in TIM/TIMATIC as not requiring a visa and they have a valid visa, an 8501 <OK TO BOARD> will be returned.

#### 2.4.4.2. Departing Military Personnel

Foreign military personnel travelling with a passport are processed using their passport.

Certain military personnel (including New Zealand and other foreign personnel) travelling on duty without a passport will only present their military identification and movement orders. A list of approved armed forces is included in the TIM/TIMATIC.

On departure these travellers should be processed through APP by their full details, with 'Other Travel Document' (O) in the document type field. Some DCS use an alternate naming convention for Other Travel Document. Please consult your system manual if (O) is not accepted.

Departing military personal with a valid Australian or New Zealand travel document, or an Australian visa will receive an 8501 <OK TO BOARD> response.

Departing military personal that are members of a participating armed forces agreement and who hold military ID and movement orders can be process using 'O' document the check-in agent will receive an 8502 <DO NOT BOARD> response. The check-in agent can then perform an 'A' override.

If the Airline cannot perform an 'A' override, they will need to call the BOC for a Government 'G' override code.

## 2.5. Holders of a Certificate of Identity or Convention Travel Document

Australia may issue a Certificate of Identity (COI) to non-Australian citizens holding specific Australian issued visas, and who are about to leave Australia and are unable to obtain a travel document from the country of which the person claims to be a national of.

Convention Travel Document (CTD), also known as a Titre de Voyage, may be issued to non-Australian citizens recognized by Australia as refugees in accordance with the United Nations Convention relating to the Status of Refugees of 28 July 1951 and its 1967 Protocol. These travel documents are issued to people who are unable to obtain a travel document from their country of nationality.

Travellers holding these documents are not Australian citizens and require a valid Australian visa to travel to and from Australia. Their nationality is indicated in the travel document. Only the Issuing Authority of the document is Australia. These travellers should be processed in APP using their full details with document type 'P'.

### 2.5.1. Check-in data entry for holders of a Certificate of Identity or Convention Travel Document

To process travellers with full details, enter the following:

- Travel document number
- Nationality code (ICAO) as stated in travel document (not AUS)
- Full family name
- Given names
- Date of birth
- Sex
- Travel document type (P)

### 2.5.2. APP response

Where the traveller has a valid visa, the check-in agent should receive an 8501 <OK TO BOARD> response.

If the details entered do not match a current visa record an 8502 <DO NOT BOARD> response is received.

## 2.6. Document of Identity

Document of Identity (non-citizen) - DOI's may also be issued in very limited compassionate circumstances, to people who possess the nationality of a Commonwealth country and have an urgent need to travel.

### 2.6.1. Check-in data entry for DOI holders

To process Document of Identity holders, enter:

- Document number
- Nationality code (ICAO) as stated in the Document of Identity (carefully check the nationality)
- Family name - first four letters (only) or full family name
- Travel document type (P)

### 2.6.2. APP response

Where the traveller's travel document matches a current visa record the check-in agent should receive an 8501 <OK TO BOARD> response in most cases.

Where the traveller's travel document does not match a current visa record the check-in agent should receive an 8502 <DO NOT BOARD> or an 8510 <CONTACT BOC> response, depending on the issue concerned.

## 2.7. Family travel documents

Some countries still issue family travel documents. A family travel document includes the primary holder (husband, wife, mother or father) and children. Travellers presenting a family travel document, even if they are travelling without the children, must be processed through APP using their full details. If all family members are travelling, the check-in agent must submit an APP check for **each** person, using their full details. The check-in agent should be aware that secondary adults or children on a family travel document cannot travel without the primary holder.

### 2.7.1. Check-in data entry for family travel document holders

To process each traveller with full details, enter the following:

- Travel document number
- Nationality (ICAO) as stated in travel document
- Full family name
- Given names
- Date of birth
- Sex
- Travel document type (P)

### 2.7.2. APP response

The APP System gives an 8501 <OK TO BOARD> response in most cases where the traveller has a valid visa.

The APP System gives an 8516 <INSUFFICIENT DATA> response if only minimum data is entered where there are multiple visaed persons on the same travel document.

## 2.8. Travellers without travel documents

In some situations, a traveller may need to travel without a valid travel document, for example, if the travel document is lost or stolen. Some travellers without travel documents are entitled to travel to Australia provided the BOC has granted 'uplift approval'.

Some passengers without travel documents are entitled to depart Australia to return to their home country provided airline staff received uplift approval to the flight's country of destination.

### 2.8.1. Check-in data entry for travellers without travel documents

These travellers need to be processed through APP using full details and with Document type 'N'. To process an undocumented traveller enter the following:

- Full family name

- Given names
- Date of birth
- Sex
- Document Type 'N'

### 2.8.2. APP response for travellers arriving without travel documents

The APP System gives an 8510 <CONTACT BOC> response. Once the BOC has given 'uplift approval' the check-in agent must resubmit APP and enter a 'G' override.

Note: 'G' overrides can only be authorised by the BOC.

### 2.8.3. APP response for travellers departing without travel documents

The APP system gives an 8502 <DO NOT BOARD> response where no travel document is entered and the airline override should be entered.

Once the 'A' override has been entered the APP system gives an 8517 <OVERRIDE ACCEPTED> response. The airline is responsible for establishing that the destination country has granted 'uplift approval'.

## 2.9. Travellers with a valid visa in an old travel document (including a Return Endorsement or an Authority to Return)

**All travel document information entered into the APP System should be from the current, valid travel document.**

Note: Australian visas are recorded electronically. Visa holders do not need a visa label in their passport to travel to, enter or stay in Australia.

Travellers may present at check-in with two travel documents - a valid travel document and an expired or alternate travel document containing a valid Australian visa, either paper or wet stamp.

Where the traveller has a new, valid travel document, the check-in agent should enter the details of this travel document into the APP System, even if the person's visa was issued against an expired or a different travel document.

### 2.9.1. APP response

The APP System gives an 8501 <OK TO BOARD> response if:

- The traveller has notified the Department of the new travel document
- The new travel document has been recorded against the person's record in the Department's system
- The visa is still valid and the new travel document is issued in the same personal details, including nationality, as the expired or a different travel document

If the person has not notified the Department of the new travel document or if the person's personal details in the new travel document are different

- an 8502 <DO NOT BOARD> response is received for travel to Australia, and

- an 8510 <CONTACT BOC> response is received for travel out of Australia

If an 8510 <CONTACT BOC> is received the check-in agent must contact the BOC so that details of the new travel document can be added to the person's record. After contacting the BOC (who will link the two passports) the check-in agent will need to perform another APP check using the new travel document to receive an 8501 <OK TO BOARD> message.

On departure if the travel document is an Australian or New Zealand travel document and the Department does not have a record of the new travel document the traveller gets an 8502 <Do Not Board> and an 'A' override is required.

An 'A' override cannot be used for travel documents that are not Australian or New Zealand for departure APP.

## **2.10. Transit travellers**

Transit travellers are passengers who arrive at an Australian airport and leave Australia on an outbound flight without passing through immigration clearance.

All travellers transiting Australia must be processed through APP.

Travellers who have entered Australia and then travel to another country after passing immigration clearance, are not processed as transit travellers.

It is the responsibility of the check-in agent to identify and process all persons transiting Australia.

Some transit travellers will require a visa. However, some nationals can Transit Australia Without a Visa (TWOV) for a stay less than eight hours. These travellers cannot leave the transit lounge to enter Australia without a visa. Please refer to TIM/TIMATIC for more information on nationalities eligible to transit Australia without a visa.

When processing transit travellers through the APP System, there are three possible transactions types, these are Intermediate Transit, Transit at Destination and Transit at Origin. The transaction types used depend on the airline's DCS.

### **2.10.1. Intermediate Transit**

An Intermediate Transit transaction is required if the traveller remains on the one flight until they reach their final destination. For processing APP, the check-in agent should enter the origin port and the destination port of the traveller.

For example, a person travelling Dubai-Singapore-Sydney-Auckland on the one flight, the check-in agent would enter Dubai as the origin port and Auckland as the destination port, the transit flag does not need to be set. The system automatically notifies Australia that this person is transiting Australia. Only one APP transaction is required.

This transit situation is identified by the APP System and references to the Official Airline Guide Schedules so the airline does not need to take any special action. However, the airline must ensure that APP is completed for all travellers in these circumstances.

### **2.10.2. Transit at Origin and Transit at Destination**

A Transit at Origin and Transit at Destination transaction is required if the traveller changes flights in an APP country before they reach their final destination.

Because there are two flights involved, two separate APP transactions must be conducted. In each transaction the appropriate transit field must be set to 'Y'.

For example, a person is travelling Singapore-Sydney-Auckland with a change of flight in Sydney, the traveller must be checked-in and an APP transaction conducted on each sector of the journey.

In the APP transaction for the Singapore-Sydney sector the traveller must be flagged as Transit at Destination in the check-in Request message by setting the transit field to 'Y'.

In the APP transaction for the Sydney-Auckland sector, the traveller must be flagged as Transit at Origin in the check-in Request message by setting the transit field to 'Y'.

### 2.10.3. Check-in data entry for transit travellers with visas

Transit travellers with visas can be APP processed using the minimum data. To process travellers with minimum data, enter the following:

- Travel document number
- Nationality code (ICAO) as stated in travel document
- Family name - first four letters (only) or full family name
- Transit field information for the traveller is set to 'Y'

### 2.10.4. Check-in data entry for travellers eligible for Transit Without Visa

Travellers eligible for Transit Without Visa (TWOV) must be processed through APP with full details. To process travellers with full details, enter the following:

- Travel document number
- Nationality code (ICAO) as stated in travel document
- Full family name
- Given names
- Date of birth
- Sex
- Arrival into Transit field information for the traveller is set to 'Y'

### 2.10.5. APP response

If the traveller holds a visa, the response is an 8501 <OK TO BOARD>.

If the traveller is processed by travel document and the nationality is a TWOV nationality, the response is an 8501 <OK TO BOARD>.

If the traveller is processed with a document other than a travel document and the nationality is a TWOV, the response is an 8502 <DO NOT BOARD> and the airline can do an 'A' override.

If the traveller does not hold a visa and is not a TWOV nationality the APP response is an 8502 <DO NOT BOARD>. The traveller must obtain an Australian visa.

## 2.11. Airline crew

All airline crew, both operational and positioning, must be processed through APP. They must present a valid travel document and an airline identity document. Positioning aircrew must also have a letter from their employer confirming their status.

All crew, with the exception of Australian and New Zealand travel document holders, should have a Crew Travel Authority (CTA). A CTA is valid for the life of a travel document. It is electronic and there is no evidence of the CTA registration in a travel document.

A CTA registration can be completed online on the Australian Carrier Portal. Airlines will have registered users who can access the portal. Registration of crew is usually completed by the airline personnel or crewing areas.

Please refer to the Australian Carrier Portal manual available through SITA via email: [ssd.amm.gsl@sit.aero](mailto:ssd.amm.gsl@sit.aero).

### 2.11.1. Check-in for crew

To APP process aircrew via the airline DCS enter:

- Travel document number
- Nationality code (ICAO) as stated in the travel document
- Family name – first four letters only or full family name
- Travel document type (P)
- PAX Crew Flag must be set to 'C' for operational crew
- PAX Crew Flag must be set to 'X' for positioning crew

### 2.11.2. APP response

If the crew member holds a CTA or has a New Zealand or Australian travel document known to the APP system, an 8501 <OK TO BOARD> response is returned.

If the crew is an Australian or New Zealand travel document holder not known to the APP System, then an 8502 <DO NOT BOARD> message is returned. In these cases an 'A' override can be used.

If the crew member who is required to hold a CTA or visa does not hold a CTA (or other visa) the APP system will give an 8502 <DO NOT BOARD> response. The check-in agent should contact the airline personnel or crewing areas and ensure the crew member is registered for a CTA and then retry the check-in process.

## 2.12. APP is not required for domestic travellers

Domestic travellers who are travelling between Australian international airports on the domestic leg of an international flight do not need to be reported through outward APP as they are not departing Australia, they are domestic travellers.

### 3. Dual Nationals

There are situations where the traveller departing Australia holds another travel document of another nationality and is required to use that travel document to enter their destination country. For example, the United States of America (USA) requires all its citizens travelling to the USA to check-in with their USA travel document, even if they hold another citizenship and travel document.

When a travel document is unknown to Australian border agencies an 8510 <CONTACT BOC> response is returned. If this occurs, the check-in agent must contact the BOC so that details of the new travel document can be added to the traveller's record. After contacting the BOC (who will link the two passports) the check-in agent will need to perform another APP check-in using the new travel document. An 8501 <OK TO BOARD> response should be returned.

If BOC cannot add this travel document to Australian border agencies' records then the BOC will authorise the use of a 'G' override.



## 4. APP System Responses

The following is a list of responses that a check-in agent could receive when processing travellers using the APP System.

### 4.1. OK to Board (8501)

This response indicates that the data has been sent to Australian border agencies and the passenger or crew member may board the aircraft.

The check-in agent usually receives an 8501 <OK TO BOARD> response, although some airline systems may use different phrasing.

If the check-in agent does not receive an 8501 <OK TO BOARD> response, they must ensure they have entered the correct data. Most problems occur because the minimum data is incorrect. A simple way of ensuring the minimum data is correct is to read it directly from the machine readable zone on the traveller's travel document.

### 4.2. Repeated OK to Board (8508)

Not all DCS are configured the same and some airlines have not included this function to display in their DCS.

When check-in is being performed for a group of travellers, a check-in agent could mistakenly capture details from the same travel document for more than one traveller, perhaps by swiping the same travel document twice using a travel document reader. This results in a duplicate APP transaction for one traveller and no APP transaction for another.

**The response code is simply a warning message to the check-in agent that APP has already been submitted using these travel document details.**

**Airlines should check that they have not accidentally missed a traveller, particularly for a family group or a group check-in.**

### 4.3. Override Accepted (8517)

This response is generated after the check-in agent has entered an override into the system. The check-in agent can board a traveller following receipt of this response.

### 4.4. Insufficient Data (8516)

If the check-in agent receives an 8516 <INSUFFICIENT DATA> error message, depending on the system they are using, they need to resubmit the request with the traveller's full details, as shown on the travel document. The following information is required:

Full details include:

- Travel document number
- Nationality code (ICAO) as stated in travel document
- Full family name
- Given names

- Date of birth
- Sex

## 4.5. Do Not Board (8502)

The check-in agent may receive an 8502 <DO NOT BOARD> when no matching travel document record or

valid visa can be found for the traveller. Other reasons for <DO NOT BOARD> can include:

- incorrect data
- the traveller does not have a travel document known to the system
- the traveller does not have a valid visa to enter Australia
- the traveller departing from Australia is holding a new Australian or New Zealand travel document not known to the system. An 'A' override can be used
- the traveller departing from Australia does not have a travel document at all, then enter data and use an 'A' override

If the check-in agent receives an 8502 <DO NOT BOARD> they should:

- Check that the correct minimum data has been entered (most mistakes occur in the nationality code and the spelling of the family name)
- Check if there is a valid visa by completing a TIETAC or TIETAQ through the ETA System.

If the person does not hold a valid visa and the traveller is eligible for an ETA, please apply for an ETA through the ETA System. For ETA eligible travel documents refer to TIM/TIMATIC.

If the traveller is a crewmember and does not hold a Crew Travel Authority, please contact your airline's crew scheduling team for a CTA registration.

Check TIM or TIMATIC for whether the traveller is able to travel to Australia without a visa. If the traveller is eligible to travel to Australia without a visa the check-in agent will need to resubmit the APP check with the traveller's full details.

The check-in agent will still receive an 8502 <DO NOT BOARD> response after providing the full details, however airline supervisors may have authority to override this command, only if they have checked TIM/TIMATIC for visa exemptions.

To process travellers with full details enter the following:

- Travel document number
- Nationality code (ICAO) as stated in travel document
- Full family name
- Given names
- Date of birth
- Sex

## 4.6. Duplicate names (8507)

This response is received because the system has found more than one record which matches the minimum data entered. The check-in agent must resubmit the APP transaction with the traveller's full details. The following information is required:

Full details include:

- Travel document number
- Nationality code (ICAO) as stated in travel document
- Full family name
- Given names
- Date of birth
- Sex

#### **4.7. Contact BOC (8510)**

If this response is received the check-in agent must contact the BOC immediately and must not board a traveller without permission from the BOC in Australia.

An example where this may occur is when the foreign travel document is not known to the APP System.

- The travel document can be added by the BOC
- BOC can authorise a 'G' override or an uplift

If permission to board is given by the BOC the check-in agent must resubmit the traveller data into the APP System.

#### **4.8. Override Not Authorised (6092)**

This error message is generated when the check-in agent has entered a 'G' override but a matching authorisation cannot be found. Check-in agent should not board the traveller if this error message is received. Check-in agents should contact the BOC for authorisation to use the 'G' override.

#### **4.9. Cancelled (8505)**

This message means the APP cancellation was successful.

#### **4.10. No Record (8506)**

The APP cancellation failed because a matching APP record could not be found to cancel. This could be due to the following reasons:

- A data mismatch
- The APP record has already been cancelled

If this message is received the check-in agent should check that the data entered was identical to the original APP transaction.

## 5. APP System Overrides

In specific circumstances, airlines can override an 8502 <DO NOT BOARD> APP message. Procedures for using the override codes vary between airlines and are usually limited to check-in supervisors.

Overrides are used to indicate to Australia's border agencies that the traveller does not hold an authority to travel to or depart from Australia. The traveller does not have a visa, Australian travel document or New Zealand travel document, but qualifies for travel to or to depart from Australia through published guidelines found in the TIM or TIMATIC or by special permission from the BOC.

There are two override codes, Code 'A' (Airline) and Code 'G' (Government).

### 5.1. Airline Override Code 'A'

Override Code 'A' should be used when an airline makes a decision to override the APP message in specific circumstances. These specific circumstances are:

#### 5.1.1. Arriving Travellers

- Transit Without Visa (TWOV) travellers (see Section 2.10 for information on processing transit travellers)
- Military personnel from certain countries travelling on military orders and holding military identification and their dependants (see Section 2.4 for information on military personnel and their dependants, which details the requirement that military orders must list Australian as the destination or transit country)
- Positioning air crew
- Residents of Australia holding an 'Authority to Return' or 'Return Endorsement' (a stamp) in an expired travel document but holding a valid national travel document returning to Australia within three years of their last departure from Australia.

#### 5.1.2. Departing Travellers

- New Zealand travel document – current not expired (not on the system)
- Australian travel document – current not expired (not on the system)
- Undocumented traveller
- Military personnel travelling on movement orders with military identification (see Section 2.4 for information on military personnel and their dependants, which details the requirement that military orders must list Australian as the destination or transit country)

For detailed explanations of these cases refer to TIM or TIMATIC.

#### 5.1.3. Check-in agent

The check-in agent will have already been prompted to provide full details for the traveller and crew list on the previous page, therefore the check-in agent can use the 'A' override code.

#### 5.1.4. APP response

The check-in agent then receives an 8517 <OVERRIDE ACCEPTED> response once an 'A' override has been accepted. This means the override has been successful and the APP information has been received by the Department. Do not undertake another APP check once the 8517 <OVERRIDE ACCEPTED> response is received. The traveller may now board the plane.

## 5.2. Government Override Code 'G'

**Code 'G' must ONLY be used when the BOC in Australia has given authority to override an APP response and has recorded an authorisation in the system.**

### 5.2.1. Check-in agent

When an 8510 <CONTACT BOC> message is received, or an 8502 <DO NOT BOARD> message is received repeatedly, contact BOC for advice.

When the BOC have given authority to use the 'G' override, then resubmit APP and enter the 'G' override code and receive an 8517 <OVERRIDE ACCEPTED> message.

### 5.2.2. APP response

The APP System checks for a matching authorisation.

When an authorisation is found the check-in agent receives an 8517 <OVERRIDE ACCEPTED> response and the traveller may now board the plane.

When a matching authorisation is not found the check-in agent receives a 6092 <OVERRIDE NOT AUTHORISED> error message. The check-in agent should contact the BOC to authorise the 'G' override.

Note: If the BOC has authorised the 'G' override, then the check-in agent should check that the APP data is entered the same as when the original 8510 message was received. Check in agents can avoid having to call the BOC again by checking the APP data is the same. If the data is the same but an 8510 response happens again, call BOC if still receiving an error message.

## **6. Cancelling an APP Transaction**

APP transactions should be cancelled in situations where an APP transaction was completed with incorrect data, or where an APP transaction was completed for a passenger or crew member who subsequently does not board the flight.

To cancel an APP transaction on a standalone system, enter 'TIETAX'.

To cancel an APP transaction in an integrated systems follow your airline's DCS procedures.

To ensure the cancellation is successful, the check-in agent must enter the original data that was entered for the original APP transaction.

### **6.1. APP Successful Cancellation**

The response received is 8505 <CANCELLED>.

### **6.2. APP Unsuccessful Cancellation**

The check-in agent may also receive an 8506 <NO RECORD> response which indicates that a previous APP transaction was not cancelled because an existing record could not be found. If this message is received, the check-in agent should check that the data entered was identical to the original APP transaction.

If the data was not identical, the cancellation request must be re-entered with the correct data. If the data was identical, the cancellation has already been processed and now there is no record to cancel.

## 7. System Down Procedures

Australian law requires airlines to report on all passengers and crew travelling to and departing from Australia through the APP System. If carriers fail to do so they may be subject to financial penalties. By complying with APP requirements, airlines may avoid penalties in the case of systems down.

### 7.1. Systems Down Definition

A Systems Down event is an occurrence or set of circumstances beyond the control of the airline that renders them unable to report via their primary reporting system (APP) due to a set of unforeseen circumstances. Specifically, this involves an airline not being able to access APP for reporting in the usual manner (for example, due to one or more of the following: a power outage, server crash, internet connectivity issues, etc.).

The following actions are to be taken if the APP system or airline systems becomes unavailable.

### 7.2. Confirm the problem

Contact the airline internal help desk to identify if the problem is an airline internal problem or with the airline's host. If it is not either of these check to see if it is a SITA problem by contacting the SITA helpdesk relevant for your country.

If the local SITA country number is not known call +1 514 282 6128.

Alternatively, the full list of contact desk phone numbers can be found at [www.sita.aero/content/call-us-support](http://www.sita.aero/content/call-us-support) and you can email [ssd.amm.gsl@sit.aero](mailto:ssd.amm.gsl@sit.aero).

To contact the SITA Service Desk from Australia:

- Dial 1800 300 043
- When your call is answered press 0 (zero) and enter the Customer ID '510' for Australia.

### 7.3. Notifying the BOC

If the airline systems are not available and normal processing cannot continue, airlines may avoid penalties for failing to provide APP data by advising the BOC:

The BOC is a 24/7 operation based in Canberra, Australia

Phone: + 61 1300 368 126 or +61 (02) 6264 1301

Email: [BOC@abf.gov.au](mailto:BOC@abf.gov.au)

Sitatex: CBRIXCR

And providing the following information:

- Flight number
- Departure airport
- Estimated time and date of departure
- Arrival airports in Australia



- Estimated time and date of arrival/s
- Follow system down procedures outlined below
- Number of passengers and crew on the flight

**Airlines should contact BOC and not the Australian Border Force at the destination airport.**

**Airlines should contact the BOC by phone to ensure prompt attention and follow up with an email.**

## 7.4. Flights arriving in Australia

### 7.4.1. If an airline cannot access the APP System but has access to the ETA system

- Check that the travel document belongs to the traveller and that the document is valid. Conduct a face-to-travel document check
- Check there are no obvious signs of the travel document been fraudulently altered. This includes photo substitution, changed data, pages missing, or any tampering
- If a valid Australian or New Zealand travel document is held allow the traveller to board
- For all other foreign nationals, use the TIETAC process to check the validity of the travel document and the authority to enter and remain in Australia
- For instructions on the use of TIETAC refer to the ETAS Manual at <http://www.homeaffairs.gov.au>
- If a valid visa/ETA is found through TIETAC, allow boarding
- If no visa/ETA is found through TIETAC, contact the BOC

### 7.4.2. If an airline cannot access the APP System and the ETA system

- Allow Australian and New Zealand travel document holders to board
- For all other foreign nationals, as Australia is now visa label-free and visa labels are no longer routinely issued to visa holders, their travel document may not contain a visa label
- Confirm the traveller holds a valid travel document and ask them if they hold an electronic visa
- If the traveller answers 'yes' board the traveller
- If the traveller answers 'no' contact the BOC
- If the check-in agent has any doubts consult the Australian ALO where possible, or contact the BOC

### 7.4.3. If the BOC Phone System is not responding

If it has been identified that the problem is not an airline internal problem or a SITA problem and the BOC cannot be contacted by phone, contact the BOC by:

- Phone: + 61 1300 368 126
- Email: [BOC@abf.gov.au](mailto:BOC@abf.gov.au)
- Sitatex: CBRIXCR

## 7.5. Flights departing Australia

- Check that the passport or travel document belongs to the passenger or crew and that the document is valid (face-to-passport check).
- Check there are no obvious signs of the travel document being fraudulently altered. This includes photo substitution, changed data, pages missing, or any tampering.
- If check-in staff have any doubts about the document or the traveller contact the BOC.

## 7.6. Planned System Down

If an airline is planning to undertake work on their DCS, processing of APP is still required. APP can be undertaken in the Carrier Portal.

Carrier Portal Airline Administrators are responsible to manage 'Normal User' log-ins. For further information on the Carrier Portal and access to the Carrier Portal Manual go to <https://www.eta.immi.gov.au/UCP/login.form>

If your airline does not have access to the Carrier Portal please contact [APPwebsite@abf.gov.au](mailto:APPwebsite@abf.gov.au).