

ETAS Changes in 1P

Product Advisory Number: 578	Version: 1	Effective Date: 17072008				
High Level Description	ETAS, the Electronic Travel Authority System for travel visas to Australia will no longer always refer the requestor to the Australian Embassy when a visa cannot be automatically granted immediately.					
Impact Summary	Improved customer service, as referrals to the Australian Embassy are expected to be reduced by an estimated 50%					
Reason For Issue						
Customer Impact	N	Internal Only				
	Y	Subscribers				
	Y	Developers *				
	Y	Air Suppliers – NW only				
	N	Surface Suppliers				
System	N	Galileo	N	Apollo	Y	Worldspan
Product Area	Y	Host Function				
	N	Desktop				
	N	Fares				
	N	Web Services (API and Messaging) *				
	N	Galileo Fares Interface (ATO/CTO)				
	Y	Hosting – NW is the only hosted airline using ETAS				
Load to Production	October 15, 2008, 6AM ET					
Load to Copy	n/a					
* Additional Information						
Web Services (API and Messaging)						
Contact	Diane.fay@travelport.com					

OVERVIEW

ETAS is the Electronic Travel Authority System, which allows the user to electronically request and receive a travel visa to Australia. Currently, if the ETA System is not able to grant immediate approval and issue the visa, the applicant is referred to the Australian embassy.

New ETA processing will change the response when a visa cannot be immediately granted. If the system cannot make an immediate decision, the application will be automatically sent to Australian Government for resolution. When this occurs, the user will receive a message asking them to check back at a later time to see whether the visa application has been approved, or whether the applicant must go to the Australian Embassy. In addition, if a visa enquiry request is made, a new responses will be returned to indicate a timeframe to check again.

CUSTOMER BENEFIT

Improved customer service, as referrals to the Australian Embassy are expected to be reduced by an estimated 50%.

DETAIL AND CUSTOMER EXAMPLES

Example of ETA approval response (current response, not changing)

```

      1          2          3          4          5          6
1234567890123456789012345678901234567890123456789012345678901234
01          ETA APPROVAL                                08JUL08/0224~
02 FAMILY NAME      DIAMOND..... AUSTRALIAN GOVT
03 GIVEN NAMES     DOLORES CANOVA.....
04 PASSPORT        428243939..... USA    EXPIRY DATE 18JAN2018~
05 DATE OF BIRTH   16MAR1955  SEX F  COB USA~
06 TYPE OF TRAVEL  V VISITOR ETA.....
07 ENTRY STATUS    UD/976 ETA VISITOR (SHORT).....
08                AUTHORITY TO ENTER AUSTRALIA VALID TO.....
09                08JUL2009. ....
10                PERIOD OF STAY 03 MTHS.....
11                MULTIPLE ENTRY.....EMPLOYMENT PROHIBITED.
12 ETA APPROVED.
13 )>
14
15
```

Example of ETA application pending approval (new responses)

```

      1          2          3          4          5          6
1234567890123456789012345678901234567890123456789012345678901234
```

```
01 >TIETAA                ETA APPLICATION    08JUL2008/0123
02 PASSPORT NUMBER (01PA98736..... FROM PASSPORT TITLE PAGE-
03 NATIONALITY      (FRA                1-3 CHARACTER CODE-
04 DATE OF BIRTH   (16DEC1970          DDMONYYYY/--MONYYYY/-----YYYY
05 SEX              (M                    M/F-
06 COUNTRY OF BIRTH (FRA                1-3 CHARACTER CODE
07 EXPIRY DATE     (24DEC2010          DDMONYYYY
08 FAMILY NAME     (HOZIER..... FULL NAMES-NO TITLES
09 GIVEN NAMES     (PORSCHE..... SPACE BETWEEN NAMES
10 TYPE OF TRAVEL  (V.                V/BL/BS
11 APPLICATION IN PROGRESS. PLEASE CHECK AGAIN IN 03 HOURS
12
13 OR, if already in progress, this response:
14
15 IN PROGRESS. ENQUIRE IN 03 HOURS (AIRPORTS-CONTACT EOC).
```

Example of response to ETA Enquiry Request When the Response is Pending (new response)

```
1 2 3 4 5 6
123456789012345678901234567890123456789012345678901234
01 >                VISA STATUS                26JUN08/0155
02 FAMILY NAME     HOZIER..... AUSTRALIAN GOVT
03 GIVEN NAMES     PORSCHE.....
04 PASSPORT        01PA98777..... FRA-
05 DATE OF BIRTH   16DEC1970 SEX M ARRIVAL DATE .....
06 ENTRY STATUS    .....
07                APPLICATION SUBMITTED ON 26JUN2008 FOR.....
08                ZA/942 CREW TRAVEL AUTHORITY.....
09                DECISION ON APPLICATION IS PENDING.....
10                .....
11                .....
12 CTA APPLICATION IN PROGRESS. PLEASE CHECK AGAIN IN 54 MINUTES
13
14
15
```

Example of Application Not approved (current response, not changing)

```
1 2 3 4 5 6
123456789012345678901234567890123456789012345678901234
```

```
01 VISA STATUS 19JUN08/1300
02 FAMILY NAME HECTOR..... AUSTRALIAN GOVT
03 GIVEN NAMES ROWENA.....
04 PASSPORT E498766..... USA
05 DATE OF BIRTH 26AUG1968 SEX F ARRIVAL DATE .....
06 ENTRY STATUS .....
07 APPLICATION SUBMITTED ON 18JUN2008 FOR.....
08 UD/976 VISITOR ETA.....
09 APPLICATION WAS NOT APPROVED.....
10 NO AUTHORITY TO TRAVEL TO AUSTRALIA HELD BY..
11 PASSENGER.....
12 APPLICATION NOT APPROVED. REFER APPLICANT TO AUSTRALIAN EMBASSY
13
14
15
```

INTERNAL ONLY INFORMATION

GLOSSARY

Term	Definition
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