

SI # 322

Title Travel to the UK – eVisa Update – Visa nationals for the UK

OPR #	962	Issue Date:	23/01/2026	Effective Date:	28/01/2026	Valid Until:	UFN
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GHM Amendments:

Section	Title	Details
1.1.5.3	International Flights to the UK	As below

Reason for Issue:

From the Wednesday 28th January 2026 10:00 hours (GMT) the UK Home Office will be able to advise carriers through the carrier's Departure Control System (DCS) whether a customer holds the correct eVisa to travel to the UK. Ground Crew will see the following information in the DCS systems to reflect this.

(Ground Crew should be aware that as we provide data from -48 hours to STD, from 28th January to the 1st February some customers will still be highlighted by ICTS for a check and should be checked as today's process).

Details

What is an eVisa?

An eVisa is an electronic record of a person's permission to travel to the UK. The UK Home Office will automatically create a digital immigration status for all visa holders. This status will be shown in the DCS.

eVisa's replace the following physical documents, which will no longer be valid for travel:-

- Biometric Residence Permits (BRP)
- Biometric Residents Cards (BRC) only
- 90 day entry clearance vignettes

For a customer to obtain an eVisa individuals must have created an online UKVI account.

Which physical documents ARE still valid?

The following documents can still be accepted.



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- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes

DCS System Responses

Carriers will receive a response in the DCS, this SI reflects VT100/eRes changes, Local DCS users may see slightly different responses in Local DCS but the categories remain the same:

Board, Valid Permission Found or Authority To Carry Granted

Ground Crew will only be shown a status that requires an action. If a permission is found, or not applicable the customer has a green status and therefore no action is required. Customer can be boarded.

No record of valid permission to travel

Ground Crew to conduct manual check to verify correct documents are held. Examples below of system response:-

```
1) TESTB/TESTA MR      0   D      K754R3C  0101 HK    0LGW  0
13:05 03NOV/BCNLGW 1940/2105: 8858()>C1/1
Passenger Name          : TESTB/TESTA MR
Passenger Boarding Status : GB/CHECK
Authority Code Description : NO RECORD OF VALID PERMISSION TO TRAVEL
Passenger Message Text   : CARRIER MAY CONDUCT MANUAL CHECK TO DETERMINE PERMISSION
Boarding Status Override (Y/N) : Y

91) Manual Document Checks
92) Residency Card
93) Diplomat
94) Seafarers
95) Multiple Entry Schengen Visa
Please enter a reason code. Enter a selection : -
```

Resolving a "No Record of Valid Permission" response

- Check valid physical evidence
- If the customer holds a newly issued passport they may not have linked the new document to their UKVI account. Customer to use Update my Details section to self-resolve
- Ground Crew can contact the Carrier Support hub to verify customers permission

Authority to carry refused do not board

Do Not board, the customer has not been given permission to travel

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1) CHRIS/ORANGE MR      89  D+      KCVNX1H  0102 HK    0LTN  0
2) MORIS/RED MR         90  D+      KCVNX1H  0202 HK    0LTN  0
10:11 22JAN/AMSLTN 2105/2125: 2522()>brd
BOARDING-CARD (36 more / 31 STS ):90

Passenger Name          : MORIS/RED MR
Passenger Boarding Status : GB/NOBOARD
Authority Code Description : AUTHORITY TO CARRY REFUSED. DO NOT BOARD.
Alternative Description   : Denied by UK authorities - Deny Boarding
Passenger Message Text   : DO NOT BOARD Refer to Carrier Standard Operational
Procedures for UK flights

Passenger Not Boarded
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System time out

Ground Crew to re-capture passport information. If required Ground Crew can do this a maximum of two times, if the error persists Ground Crew are permitted to board the customer

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1) TEST/JHON MR      91  D+      KCVNX1M  0101 HK    0LTN  0
11:26 22JAN/AMSLTN 2105/2125: 2522()>brd
BOARDING-CARD (40 more / 31 STS ):91

Passenger Name          : TEST/JHON MR
Passenger Boarding Status : GB/ERROR
Authority Code Description : SYSTEM TIME OUT
Alternative Description   : Re-enter document details up to 2 times. If error
or persists override, board customer and comment booking
Passenger Message Text   : SYSTEM TIME OUT - REFER TO TIMEOUT PROCEDURE FOR
UK FLIGHTS
Enter (TD) to recapture API or (O) Boarding Status Override or (EX) to quit :
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Dual Nationals

Customers who have dual nationality including British or Irish should always carry their valid British or Irish passport to show exemption and be allowed to board.

Accompanied Visa's

From 28th January there is no requirement to check an accompanied visa as the valid permission will be in the system and the appropriate response will be returned.

TravelDoc Amber Alerts for Visa nationals

For an interim period, Ground Crew may also see Amber alerts for visa nationals which should be cleared where a permission is held. We will advise when this will be removed, estimated 1st February 2026.

Ground Crew Document Checking Responsibilities

It is still important that Ground Crew check that the passport presented belongs to the customer presenting it and is valid, in date and genuine.

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