

STATION INSTRUCTION

Station Instruction #	SI 295		
Title	Digital Permissions – Electronic Travel Authorisation (UK ETA) – VT100 Updates		
Date of Issue	15 TH July 2024		
Effective start date	17 th July 2024	July 15, 2024	
Effective end date	UFN		
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Reason for Issue

The UK Home Office is rolling out their Electronic Travel Authorisation (ETA) in a phased approach, for non-Visa nationals travelling to the UK.

In order to meet these requirements, we will be rolling out additional functionality in VT100, to support the Go Live later this year.

The first release of changes happens overnight on the **16th to 17th July** and will mean Ground Crew see minor changes to some VT100 screens, post the release.

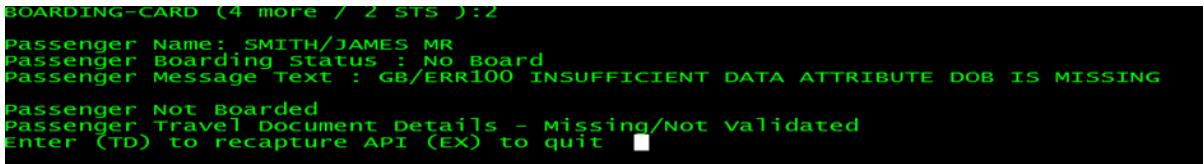
Border Authority boarding status is only on Interactive API routes (currently only International flights into and out of the UK), and is checked at bag drop (the existing drop bag and add bag command) and boarding.

Insufficient Data and Exceptions will be displayed differently and require a new action by Ground Crew, outlined in this SI and the screenshots below.

Time out status is a new status for Ground Crew, and the required action is outlined in this SI and the screenshot below.

GHM ADDITION TO SECTION

Section	Title	Details
1.1.5.3	International Flights to the UK	See below table

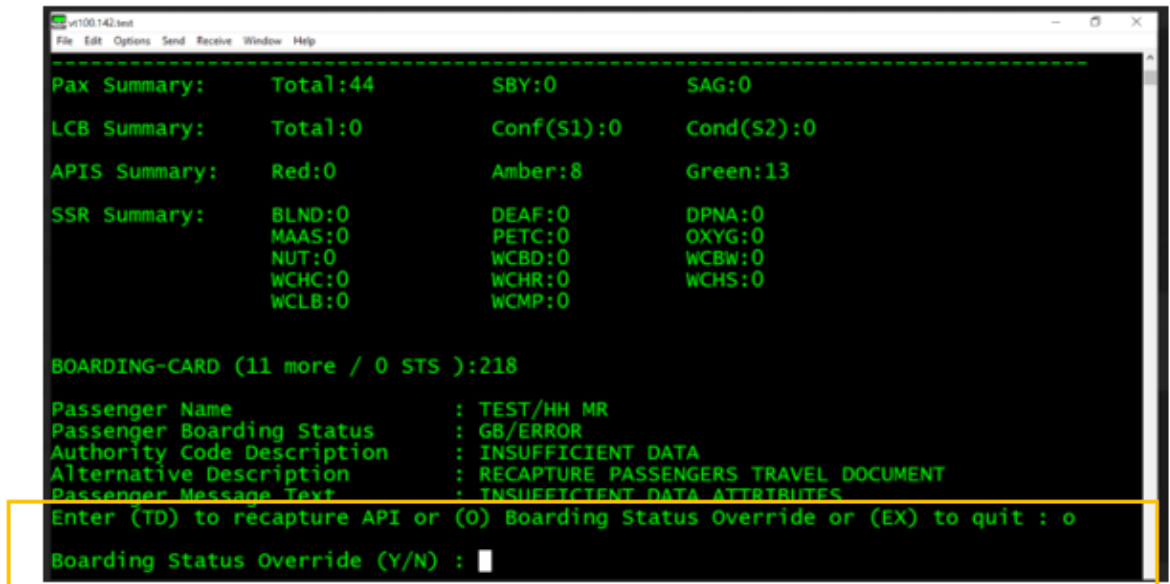
Type of Route	ID Requirement
International Flights to the UK	ETA VT100 Release Insufficient data (Screenshots 1 – current text and Screenshot 2 – new text) This is where a customer's API is missing or incomplete. Required actions by Ground Crew are to re-capture the API data using the TD- command. Once this action is completed this will clear the Insufficient data status. 1. Insufficient data – (CURRENT TEXT) 

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- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes

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2. Insufficient data – (NEW TEXT)



```
vt100.142.txt
File Edit Options Send Receive Window Help

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Pax Summary:      Total:44      SBY:0      SAG:0
LCB Summary:      Total:0      Conf(S1):0  Cond(S2):0
APIS Summary:     Red:0      Amber:8    Green:13
SSR Summary:      BLND:0     DEAF:0     DPNA:0
                  MAAS:0     PETC:0     OXYG:0
                  NUT:0     WCBW:0     WCBW:0
                  WCHC:0     WCHR:0     WCHS:0
                  WCLB:0     WCMP:0

BOARDING-CARD (11 more / 0 STS ):218
Passenger Name      : TEST/HH MR
Passenger Boarding Status : GB/ERROR
Authority Code Description : INSUFFICIENT DATA
Alternative Description : RECAPTURE PASSENGERS TRAVEL DOCUMENT
Passenger Message Text : INSUFFICIENT DATA ATTRIBUTES
Enter (TD) to recapture API or (0) Boarding Status Override or (EX) to quit : 0
Boarding Status Override (Y/N) : █
```

The Ground Crew process remains the same, i.e. the customers travel document details need to be re-captured using the TD- command.

TD- command can be accessed directly from the screen displayed without the requirement for Ground Crew to change screens.

Exception

This can happen when a customer adds a character which is not recognised/or is invalid into the name field. Re-capturing the travel document details will not help to clear this error.

Required action by Ground Crew is to amend the name on the booking by removing the invalid character only. This is an extremely rare occurrence and there is not a screenshot to illustrate this.

Time Out Error (Screenshots 3 and 4)

Currently VT100 has no time out message. From the release date Ground Crews will see a Time Out error. Time Out means the response has not been able to provide a status for the customers and Ground Crew should re-capture the API data to clear the error.

Ground crew will be required to retry this process **TWICE** by using the TD- command. If after this, the time out error persists Ground Crew can over-ride this status to allow check-in or boarding by:-

- Selecting YES to boarding status override
- Selecting Reason Code **LINE 6** "Border Authority Response Not Received".
- See below screenshot

3. Time Out Error

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easyJet

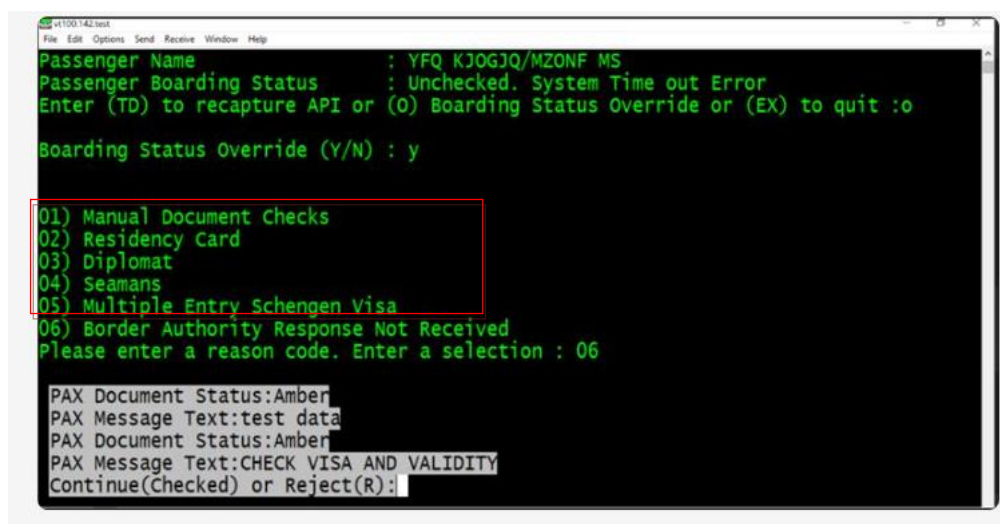
```
Passenger Name           : SMITH/HH MR
Passenger Boarding Status : GB/ERROR
Authority Code Description : SYSTEM TIME OUT
Passenger Message Text   : SYSTEM TIME OUT - REFER TO TIMEOUT PROCEDURE FO
R UK FLIGHTS
Enter (TD) to recapture API or (O) Boarding Status Override or (EX) to quit :td

Please Swipe Passport / ID Card
for HH SMITH:

Unable to read travel document - (R)e-swipe, Key (M)anually or (E)xit?
m

Please enter the following data from the Passport / ID Card / Group Passport /
```

4. Time Out Override examples ONLY Option 6 is to be used
(Override Options 1 to 5 inclusive are not to be used at this time)



```
v1100142.txt
File Edit Options Send Receive Window Help

Passenger Name           : YFQ KJOGJQ/MZONF MS
Passenger Boarding Status : Unchecked. System Time out Error
Enter (TD) to recapture API or (O) Boarding Status Override or (EX) to quit :o

Boarding Status Override (Y/N) : y

01) Manual Document Checks
02) Residency Card
03) Diplomat
04) Seamans
05) Multiple Entry Schengen Visa
06) Border Authority Response Not Received
Please enter a reason code. Enter a selection : 06

PAX Document Status:Amber
PAX Message Text:test data
PAX Document Status:Amber
PAX Message Text:CHECK VISA AND VALIDITY
Continue(Checked) or Reject(R):
```

Self Bag Drop (SBD) operations

There will be no change in SBD, normal process will apply, with customer being dealt with by Ground Crew.

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