

# Automated Passport Control (APC) Process Guide



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**AUTOMATED PASSPORT CONTROL (APC)  
VANCOUVER AIRPORT AUTHORITY  
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## Revision History

Date	Version	Description	Revised
1 Jun 2013	1.0	Initial version of manual	YVR
12 Jun 2013	1.1	New APC cover page standard added	YVR
17 Jun 2013	1.2	EZ Access Keypad description added	YVR
24 Jul 2013	1.3	CAN passport holders and age logic	YVR
23 Oct 2013	1.4	CAN Purpose of Travel amendment - Sec 3.3	YVR
10 Apr 2014	1.5	Addition of ESTA functionality	YVR
25 Aug 2014	1.6	Addition of LPR functionality	YVR
27 Nov 2014	1.7	Addition of Hot Button feature and screenshots	YVR
8 Jan 2015	1.8	Change to Purpose of Travel screen for ESTA	YVR
29 Jun 2015	2.0	Phase 4 changes added	YVR
26 Aug 2015	2.3	Changes to order of document type screen, changes to purpose of travel for U.S. Visa classes, removal of No to All button, and new O on receipt for referral to CBP officer	YVR
29 Sept 2016	2.4	New take photo instructions	YVR

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## Definitions

Term	Definition
APC	Automated Passport Control
BCC	Border Crossing Card
CBP	United States Customs and Border Protection
CSR	Customer service representative, airport employee or contractor assigned to assisting travelers using the ABC kiosks.

Term	Definition
Declaration card	Used for entry into the United States. Not needed if using APC kiosks.
DVO	Document Verification Officer. U.S. CBP officer responsible for inspecting travelers who have used an APC kiosk and obtained a receipt.
ESTA	Electronic System for Travel Authorization. Required for those under the Visa Waiver Program for stays of 90 days or less for tourism or business. Transiting or traveling through the United States to Canada or Mexico is generally permitted for VWP travelers.
Family unit	Members of a family residing in one household.
LPR	United States lawful permanent resident
Kiosk	An interactive computer terminal available for public use.
MRZ	Machine-readable zone. The two lines of machine-readable information at the bottom of the main passport page.
Primary inspection	First stage in clearing U.S. Customs where travelers present their passport and make a declaration. Travelers may be referred for secondary inspection.
Primary traveler	Family member responsible for the travel party.
Secondary inspection	Second stage in clearing U.S. Customs where travelers may be directed to the secondary processing area for further questioning or baggage search.
Travel party	Passengers traveling together on the same flight belonging to the same family unit.
VWP	Visa Waiver Program. It allows citizens of the 38 participating countries to travel to the United States without obtaining a visa, for stays of 90 days or less for tourism or business.
YVR	Vancouver International Airport

# 1 Introduction

The Automated Passport Control (APC) system provides self-service kiosks that allow the following travelers to complete a portion of the primary inspection process electronically:

- U.S. and Canadian passport holders
- Foreign travelers who have been issued a U.S. Entry Visa in their passports with a class of either B1 (temporary visitor for business) or B2 (temporary visitor for pleasure or in transit)
- Travelers who have a U.S.-issued Border Crossing Card (BCC)
- U.S. lawful permanent residents (LPRs), also referred to as *green card holders*
- Returning passport holders from one of the 38 countries listed in the Visa Waiver Program (VWP) with a valid Electronic System for Travel Authorization (ESTA)

Other foreign passports, Visa types, or foreign residency cards cannot be processed at the kiosks and must be handled by a CBP officer in a booth.

## 1.1 Purpose of This Guide

The purpose of this *APC Process Guide* is to provide airport customer service representatives (CSRs) with general instructions for using the APC kiosks. Because CSRs are typically required to assist travelers in using the kiosks, they must be thoroughly familiar with their use.

For more information on APC, see the following documents:

- *APC Operations and Maintenance Guide*

## 1.2 Kiosk Functions

The primary objective of APC is to increase the productivity of Customs and Border Protection (CBP) resources by moving many of the necessary data collection duties to passengers while they are otherwise idle in queue. Because the kiosk lines may be shorter than the lines at the CBP booths, travelers can be processed and on their way faster. As well, by reducing workload, the use of APC kiosks may free up CBP officers for other activities.

APC kiosks are easy to use and do not require preregistration or payment of any membership fees. An added benefit is that no declaration form is required by the user, as all questions are asked and answered on the touch screen.

To use the kiosk, eligible travelers do the following:

- Activate the screen
- Select their travel document type
- Scan their travel document
- Select their purpose of travel to the U.S. (if Canadian passport holder or Visa, BCC, or VWP with ESTA traveler)

- Have their four fingerprints taken (if U.S. Visa, U.S. BCC, U.S. LPR, or VWP with a valid ESTA re-entering the U.S., and are between the ages of 14 and 79)
- Have their photo taken
- Answer declaration questions

The data is passed to U.S. CBP for the standard risk assessment. A response from CBP allows for the printing of a receipt. Once finished at the kiosk, travelers present their printed receipt, travel document, and boarding pass (if applicable) to a CBP officer for verification and final clearance.

## 2 Kiosk Components

### 2.1 Kiosk Terminology



Figure 1: Standard Kiosk Components

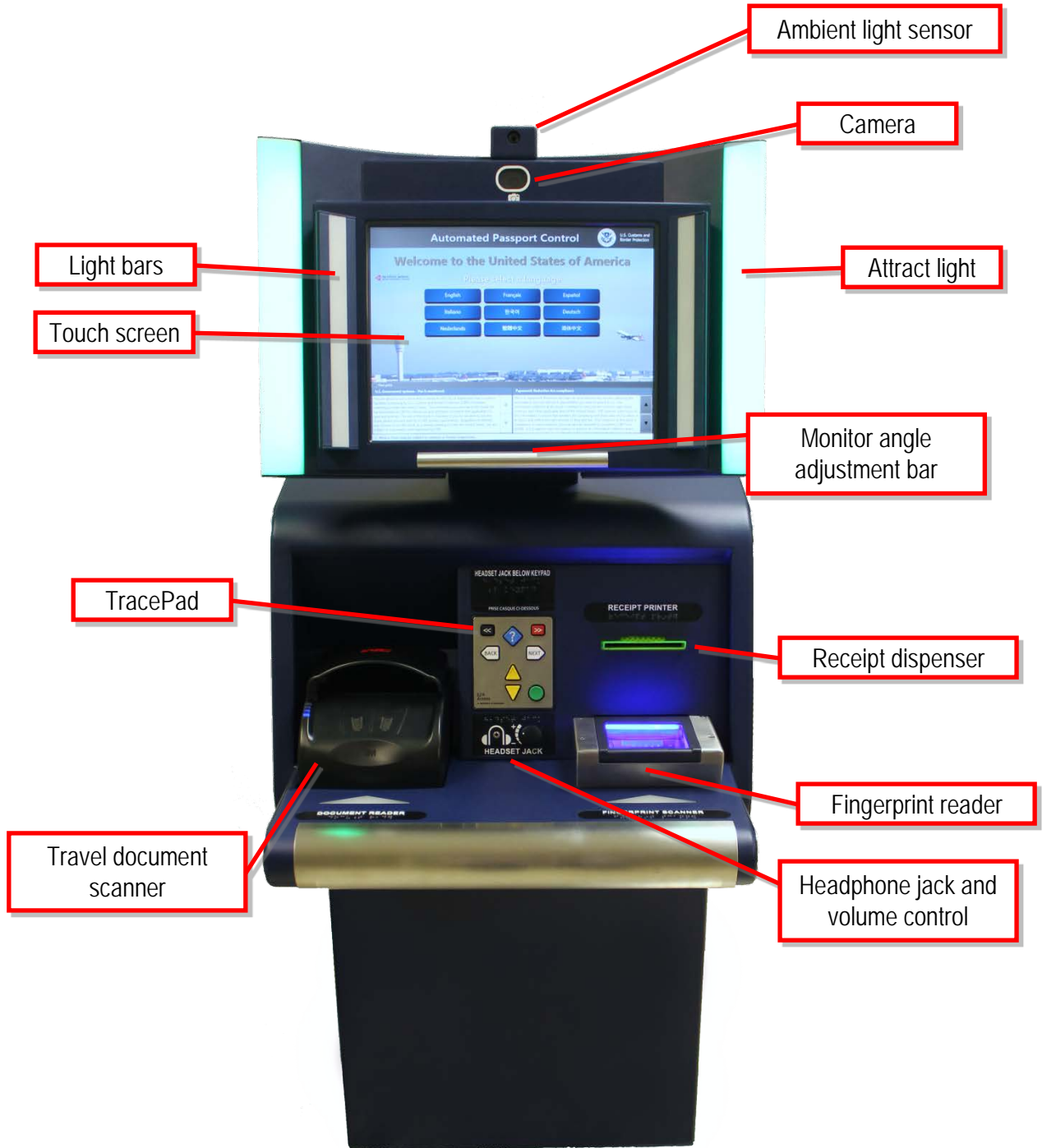


Figure 2: Premium Kiosk Components



## 2.2 Kiosk Component Functions

Table 1 lists the functions of the APC kiosk components.

**Table 1: Kiosk Component Functions**

Component	Function
Attract light	Used to indicate when the kiosk is available for use (green light) or not available for use (light out).
Ambient light sensor	Used to adjust brightness of photo flash.
Camera	Used to take a photo of each traveler, which is printed on the receipt.
Fingerprint reader	Used to capture the fingerprints of each traveler.
Headphone jack and volume control	Used by travelers who are visually impaired, together with the TracePad.
Light bars	Used to illuminate user's face capture ICAO-quality photos.
Monitor angle adjustment bar (on Premium Kiosks only)	Used to adjust the viewing angle of the monitor.
Receipt dispenser	Used to dispense declaration card receipts.
Speaker	Used to deliver an audible beep if a receipt is not taken.
Touch screen	Used to input information that is not machine readable.
TracePad (EZ Access Keypad)	Provides software navigation for people with mobility or sensory impairments.
Travel document scanner	Used to scan travel documents.

### 2.3 TracePad (EZ Access Keypad)

The kiosk is also equipped with an 8-button EZ Access Keypad (Figure 2) that provides software navigation for people with mobility or sensory impairments.



**Figure 3: APC Kiosk EZ Access Keypad**

The 8 common buttons on the keypad support the accessibility features listed in Table 2.

**Table 2: Keypad Accessibility Features**

Button	Features
HELP button	This button is a blue diamond shape and is located in the middle of the keypad. Use the blue button to repeat instructions or text.
Up button	This yellow triangle-shaped button is in the middle of the keypad. It activates the highlight cursor and moves the cursor up the screen.
Down button	This yellow triangle-shaped button is in the middle of the keypad. It activates the highlight cursor and moves the cursor down the screen.
Action button	This round green button is in the bottom right corner of the keypad. Use the green button to enter, confirm, accept, and submit.
BACK button	This white button has a pointed tip pointing left, and is in the upper left of the keypad.
NEXT button	This white button has a pointed tip pointing right, and is in the upper right of the keypad.
HOME button	This button is a black rectangle with a double chevron symbol pointing to the left, and is in the upper left corner.
END button	This button is a small red rectangle with a double chevron symbol pointing to the right, and is in the upper right corner of the keypad.

### 3 Completing a Transaction

#### 3.1 Pre-Conditions

The following pre-conditions must be met before completing a transaction at an APC kiosk:

- The green attract light must be on and the kiosk welcome screen must be displayed.
- Travelers must have a valid and machine-readable U.S., Canadian, or VWP with ESTA passport, U.S. Visa, U.S. Border Crossing Card (U.S. BCC), or U.S. LPR card.
- Canadian passports must not expire in the next 180 days from the date of entry, and VWP passports must not expire in the next 90 days.

A written declaration card is not required.

#### 3.2 Normal APC Transaction

##### U.S. and Canadian Passport Holders

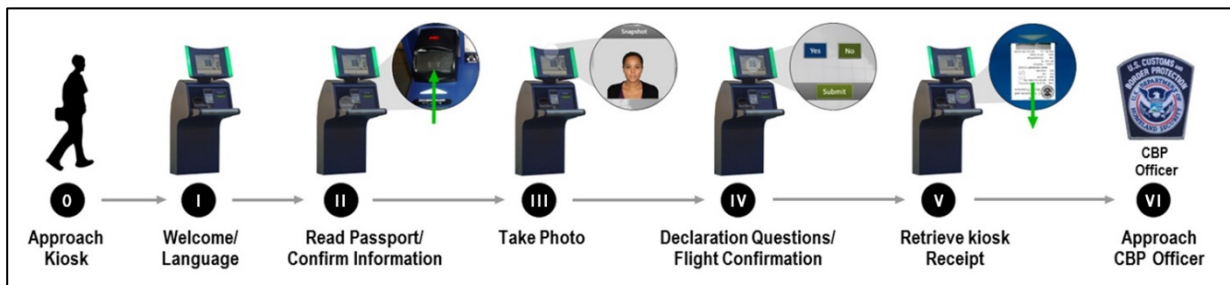
The steps in this section for completing the APC process apply to U.S. and Canadian passport holders.

The process for [U.S. Visa, U.S. Border Crossing Card, U.S. Lawful Permanent Resident Card, and Visa Waiver Program Travelers](#) is slightly different and is provided later in this guide.

The primary traveler can complete the transaction for a family traveling together who live at the same address. There is no limit to the size of the family group. The person using the kiosk should be communicating with others in the group about the declaration content.

A family consisting of U.S. and Canadian passport holders can be processed in the same kiosk transaction as long as they are traveling together and live at the same address. There is no limit on the number of U.S. or Canadian travelers within the same kiosk transaction.

**Note:** Canadian travelers may only stay in the U.S. for 180 days or less.



**Figure 4: APC Process Overview**

The steps for completing the APC process are described on the following pages, complete with screen examples.

- 1 The travel party approaches an available kiosk. The **Welcome to the United States of America** screen displays in the available language choices (for example, English, French, Chinese—up to 33 languages).



The primary traveler selects a language.

If the wrong language is selected, the traveler can press either **Quit** to cancel the transaction, or **Go Back** to return to the language selection screen.



At any point in the transaction, kiosk support staff may press the **Language Hot Button** at the top left corner of the screen to switch from the selected language to English, or vice versa. This allows airport staff to help travelers through the process no matter which language is initially selected.

- The traveler presses their travel document type (**US / Canada/ ESTA Passport**).



- The kiosk plays a short animation showing how to scan the specific travel document selected. The traveler places the travel document on the scanner. If the traveler presses **Go Back**, they are returned to the document type selection screen.

The machine-readable zone (MRZ) on the travel document must be inserted first and the document held flat. Aligning the document to the left corner is best but is not mandatory. The kiosk will indicate if there's a problem. If so, the traveler may try scanning it again. The scanner validates the following:

- It is a U.S. Visa, U.S. Border Crossing Card, U.S. LPR card, or U.S., Canadian, or VWP passport (meeting criteria of ESTA and re-entering the U.S.) passport.
- It has not expired, or is soon to expire (90 days for VWP and 180 days for Canadian).
- The MRZ data is in the proper format.



- 4 The screen displays the traveler’s travel document information. If correct, the traveler presses **Accept**. If the information is *not* correct, the traveler can retry by inserting their document in the scanner again or by pressing **Go Back**, and attempt to rescan the travel document on the document scan screen.



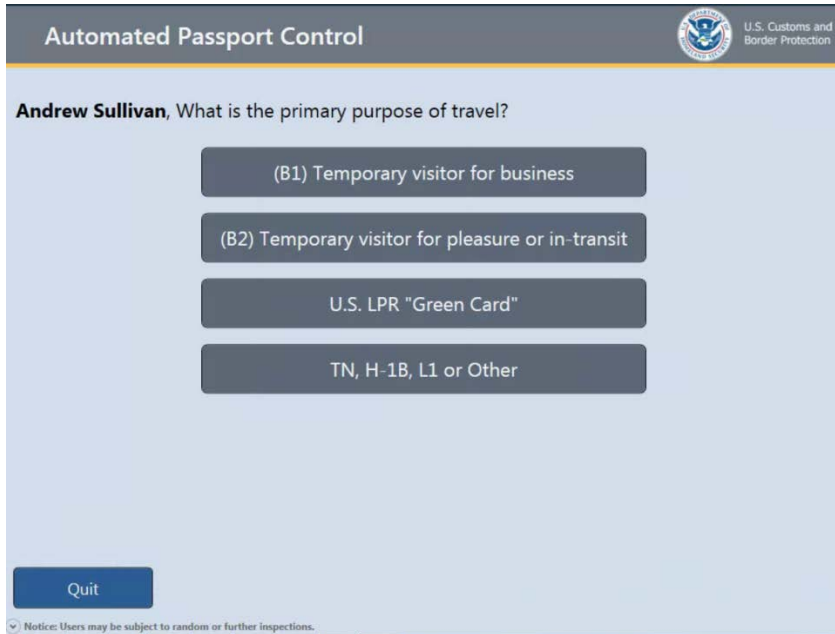
- 5 If the traveler accepts the travel document information, the kiosk plays a short animation showing how to remove the travel document from the scanner. The traveler removes the document. If the traveler does not remove the travel document within a specified period of time, the kiosk will automatically proceed to the next screen.



- 6 Each traveler must select one of the following choices for their purpose of travel to the U.S., and then press **Continue**. This screen will not appear for U.S. passport holders.
- (B1) Temporary visitor for business
  - (B2) Temporary visitor for pleasure or in transit
  - U.S. LPR "Green Card"
  - TN, H-1B, L1 or Other

Canadian passport holders who are in-transit, meaning connecting same-day to an onward airport, must select **(B2) Temporary visitor for pleasure or in transit**.





- 7 If the traveler selects **LPR**, the traveler is returned to the document scan screen to scan their LPR card.
- 8 If the traveler selects **TN, H-1B, L1 or Other**, the traveler is returned to the document type selection screen to select another type of travel document. If the traveler selects **TN, H-1B, L1 or Other** for a second time, the screen below is displayed and the travel party must be referred to a CBP officer for full clearance.





- 9 The traveler presses the **Green Camera** to have a photo taken.



The traveler can press the up and down arrows to adjust the camera so their face appears squarely in the view box. (Premium Kiosks shows a "Tilt" diagram instructing user how to adjust camera).

- 10 As soon as the **Green Camera** button is pressed a 3 second countdown will appear within an yellow arrow that moves to the top of the screen so the traveler's eyes are drawn to the camera.



- 11 The photo will now be automatically accepted if a face is detected in the frame. If no face is detected than the following screen will be presented instructing the user to make some corrections before attempting another photo. A maximum of 2 photo attempts are currently configured. After a second failed photo the final photo taken will be automatically used if the photo process is non-biometric (US Passports, CAN Passports, Minor/Senior ESTA, LPR, VISA).



- 12 The primary traveler presses **Yes** or **No** to each of the questions below. The declaration is made on behalf of all travelers in the family group.



- 13 The traveler presses **Submit** to send the information to CBP or presses **Go Back** to change the information.

- 14 The following message displays while the information is processed.

- 15 The traveler presses **Add family member** if traveling with family members residing at the same address or **No other family members** if traveling alone or once all family members have been added to the transaction.

- 16 If there are other family members, steps 2 to 10 will repeat until **No other family members** is pressed on the screen below.



- 17 The primary traveler confirms the flight information by pressing either **Yes** or **No**.



18 The following message displays while the receipts are printing.



19 The primary traveler takes the receipt(s) and the family group walks to the Document Verification Officer (DVO) stationed nearby and presents their travel documents and receipts. If a large **X** or **O** is printed on the receipt, the travel party is required to report to a CBP officer in a booth.

## U.S. Visa, U.S. Border Crossing Card, U.S. Lawful Permanent Resident Card, and Visa Waiver Program Travelers

The following travelers may use APC and will go through a similar APC kiosk transaction as detailed above, but must go through a slightly different photo capture procedure as well as a fingerprinting process:

- U.S. Visa travelers
- U.S. lawful permanent resident (LPR) card holders
- U.S. Border Crossing Card (BCC) travelers
- 
- Visa Waiver Program (VWP) or ESTA passport holders who have previously entered the U.S. with an Electronic System for Travel Authorization (ESTA) (i.e., second, third entry)

**Note:** Under the terms of the VWP ESTA program, visitors may only stay in the U.S. for 90 days or less.

The following steps apply to the travelers listed above. The process for [U.S. and Canadian Passport Holders](#) is provided earlier in this guide.

- 1 The group of travelers approaches an available kiosk. The **Welcome to the United States of America** screen displays the available language choices.



The screenshot shows the 'Automated Passport Control' kiosk interface. At the top, it says 'Automated Passport Control' and 'U.S. Customs and Border Protection'. The main heading is 'Welcome to the United States of America' with the instruction 'Please select a language'. There are 12 language buttons arranged in a 4x3 grid: English, Dansk, Deutsch, 简体中文, Ελληνικά, Español, Eesti, Suomi, Français, Magyar, Íslenska, and Italiano. Below the language buttons, there are three sections of text: 'U.S. Government systems - Use is monitored.', 'Paperwork Reduction Act compliance', and a notice: 'Notice: Users may be subject to random or further inspections.'

The primary traveler selects a language.

If the wrong language is selected, the traveler can press **Quit** to cancel the transaction.

- 2 The traveler presses their travel document type: **US / Canda / ESTA Passport** (VWP with ESTA passport holders only), **U.S. Border Crossing Card**, **U.S. VISA**, or **U.S. LPR "Green Card"**.



- 3 The kiosk plays one of the following short animations showing how to scan the specific travel document type selected. The traveler places the travel document on the scanner. If the traveler presses **Go Back**, they are returned to the document type selection screen.

The machine-readable zone (MRZ) on the travel document must be inserted first and the document held flat. Aligning the document to the left corner is best but is not mandatory. The kiosk will indicate if there's a problem. If so, the traveler may try scanning it again.

The following animation plays if the traveler selected **Passport** as their travel document type.



The following animation plays if the traveler selected **U.S. Border Crossing Card** as their travel document type.





The following animation plays if the traveler selected **U.S. VISA** as their travel document type.



The following animation plays if the traveler selected **U.S. LPR "Green Card"** as their travel document type.



- 4 The screen displays the traveler's travel document information. If correct, the traveler presses **Accept**. If the information is *not* correct, the traveler can press **Go Back** and attempt to rescan the document on the document scan screen.



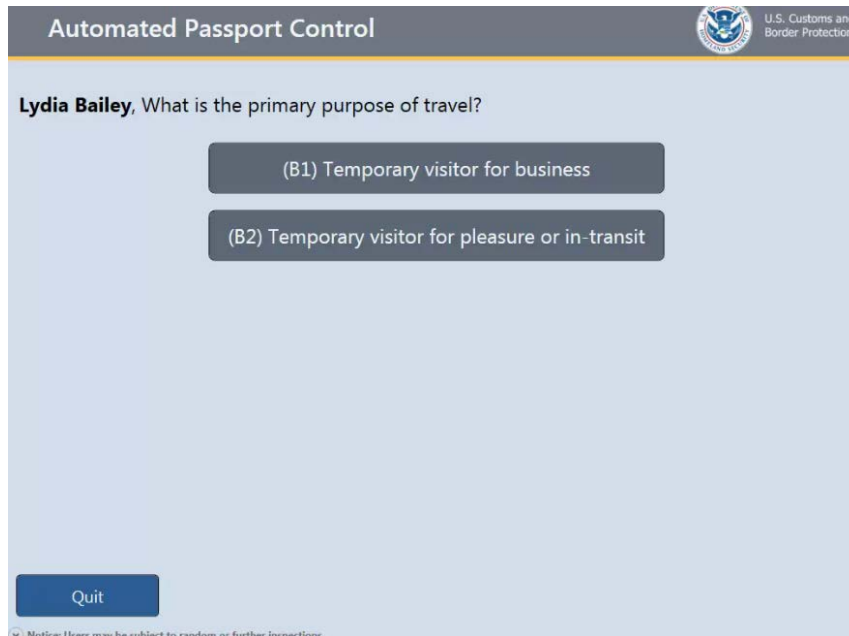
- 5 If the traveler accepts the travel document information, the kiosk plays a short animation showing how to remove the travel document from the scanner. The traveler removes the document. If the traveler does not remove the travel document within a specified period of time, the kiosk will automatically progress to the next screen.



- 6 For U.S. Visa travelers with a B3, B5, or C4 Visa class, U.S. BCC travelers, and returning VWP with ESTA passport holders, after the document confirmation, the traveler must select one of the following choices for their purpose of travel to the U.S., then press **Accept**. This screen will not appear for U.S. lawful permanent residents or travelers with a Visa class of B1, B2, or D1.

Travelers with a B3 or B5 Visa class or Border Crossing Card must select one of the following choices for their purpose of travel:

- (B1) Temporary visitor for business
- (B2) Temporary visitor for pleasure or in transit



Automated Passport Control

U.S. Customs and Border Protection

Lydia Bailey, What is the primary purpose of travel?

(B1) Temporary visitor for business

(B2) Temporary visitor for pleasure or in-transit

Quit

Notice: Users may be subject to random or further inspections.

Travelers with a C4 Visa class must select one of the following choices for their purpose of travel:

- (D1) For crewmen serving aboard an aircraft in any capacity that will land in the U.S.
- TN, H-1B, L1 or Other

The screenshot shows the Automated Passport Control (APC) interface for Irene Berry. The title bar reads "Automated Passport Control" and "U.S. Customs and Border Protection". The question is "Irene Berry, What is the primary purpose of travel?". There are two buttons: "(D1) Aircrew working a flight into the U.S." and "TN, H-1B, L1 or Other". A "Quit" button is at the bottom left. A notice at the bottom states: "Notice: Users may be subject to random or further inspections."

VWP with ESTA passport holders must select one of the following choices for their purpose of travel:

- (WB) Temporary visitor for business
- (WT) Temporary visitor for pleasure or transit
- LPR "Green Card"
- TN, H-1B, L1 or Other

The screenshot shows the Automated Passport Control (APC) interface for Jerry Harper. The title bar reads "Automated Passport Control" and "U.S. Customs and Border Protection". The question is "Jerry Harper, What is the primary purpose of travel?". There are four buttons: "(WB) Temporary visitor for business.", "(WT) Temporary visitor for pleasure or in transit.", "LPR", and "TN, H-1B, L1 or Other". A "Quit" button is at the bottom left. A notice at the bottom states: "Notice: Users may be subject to random or further inspections."

- 7 If the traveler selects **LPR**, the traveler is returned to the document scan screen to scan their LPR card.

If the traveler selects **TN, H-1B, L1 or Other**, the screen below is displayed and the travel party must be referred to a CBP officer for full clearance.



- The kiosk plays a short animation showing how to scan fingerprints. The traveler (if aged 14–79 years) places their right hand with the four fingers flat against the glass surface of the fingerprint reader, and presses firmly until the screen guides turn green. The traveler waits to be prompted for the next step.



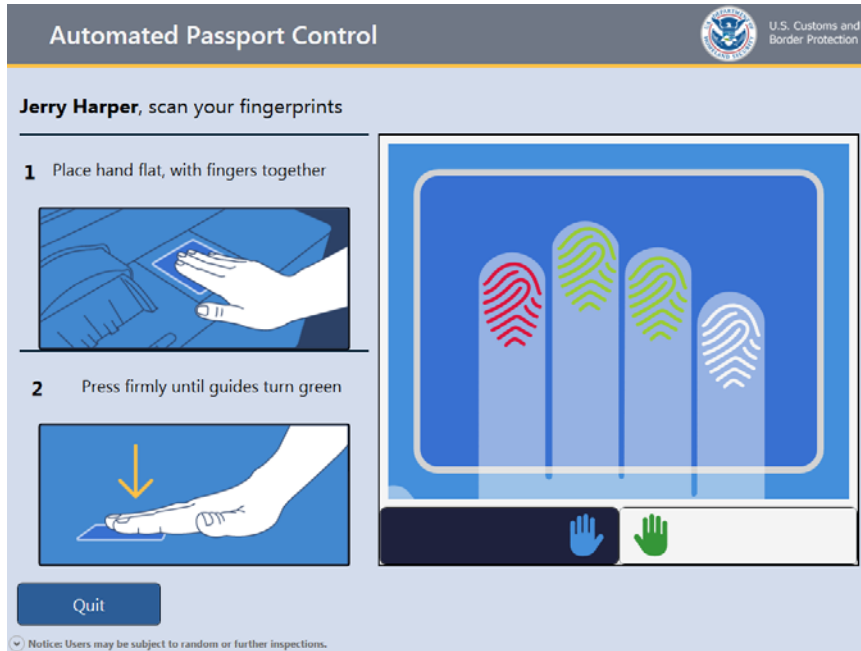
The traveler cannot start with their left hand. However, if there is an issue with fingerprinting their right hand, the traveler has the option to switch to their left hand by clicking the left hand button.



9 The kiosk provides white, yellow, and green indicators for each finger to provide the traveler with feedback on how well the fingerprints are being read:

- White indicates no reading for that finger.
- Yellow indicates that a finger has been detected, but the print is not good enough.
- Green indicates the print is good enough to be read.

At least 3 fingers must have a good reading to proceed.



10 The traveler presses **Green Camera** button to have a photo taken.



The traveler can press the up and down arrows to adjust the camera so their face appears squarely in the view box. (Premium Kiosks shows a "Tilt" diagram instructing user how to adjust camera).

11 As soon as the **Green Camera** button is pressed a 3 second countdown will appear within an yellow arrow that moves to the top of the screen so the traveler's eyes are drawn to the camera.





- 12 The photo will now be automatically accepted if a face is detected in the frame. If there are issues with the photo, the traveler will be provided with instructions to correct their positioning and to retake the photo. Travelers are to remove eyewear, toques, hats, scarves, and any other coverings around the neck, face, and head to allow successful photo capture. The traveler has a maximum of two attempts at taking their photo.

If there is no face detected in the picture, and there is only one traveler in the group, the kiosk will return to the welcome screen. If there are multiple travelers in the group when this occurs, the kiosk will return to the page that lists the number of travelers..



The rest of the steps for a U.S. Visa, U.S. BCC, U.S. LPR, or VWP traveler are identical to steps 12–19 for [U.S. and Canadian Passport Holders](#).

### 3.3 Review by Document Verification Officer

Document Verification Officers (DVO), typically positioned near the exit to the APC kiosks area, perform several functions when reviewing travelers who have been processed at the kiosks, including:

- Confirming the identities of the travelers by checking that travel document photos visually match the travelers.
- Checking that the names on the travel documents and the names on the receipts match.
- Asking questions of the travelers.

The DVO then either:

- Clears the travelers.
- Refers the travelers for primary inspection by a U.S. Customs and Border Protection officer located in a booth.
- Refers the travelers for secondary inspection.

# 4 Exception Screens

The following exception screens may display during a transaction.



If another language is selected, the page changes to that language. The traveler then presses **Continue** to move to the next page.



The above screen is displayed for additional traveler(s) in the family group.



The above screen is displayed after the declaration questions screen to permit additional travelers to be added.



The above screen displays if the traveler scans a document type different then the one selected on the document type screen. The traveler can try to rescan the travel document or continue.



The above screen displays if the travel document cannot be read. The traveler can remove and try to rescan. If unsuccessful, the traveler can either try another kiosk or go to a CBP booth.



The above screen displays if the travel document has expired. The traveler must go to a CBP booth.



The above screen displays if the travel document has already been scanned.



The above screen displays if the traveler's photo is invalid during the photo capture process.

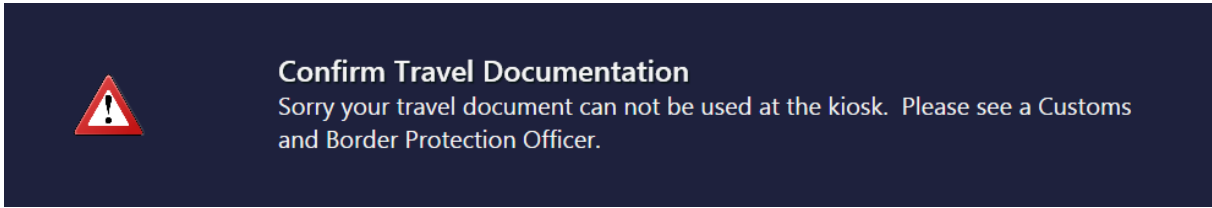


The above screen displays if the photo capture session for a U.S. LPR or ESTA traveler is unsuccessful after two attempts.



The above screen displays if the fingerprinting session for a U.S. LPR or ESTA traveler is unsuccessful after four attempts.

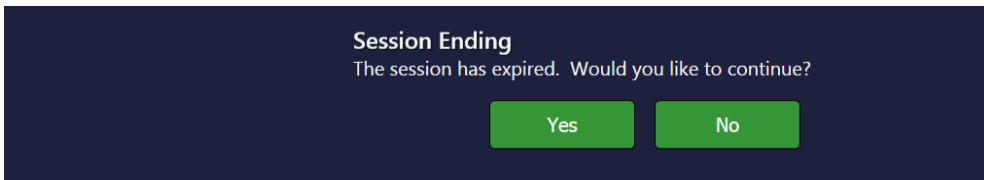
## 5 Error Messages



The above message displays if the travel document cannot be successfully read.



The above message displays if the travel document has expired. Refer the traveler to a CBP officer.



The above message displays if the kiosk has remained inactive for a set period of time.

**Out of Service**

Sorry this kiosk is temporarily out of service due to a problem with the accessibility keypad. Please try another kiosk

The above message displays if the accessibility keypad has a problem.

**Out of Service**

Sorry this kiosk is temporarily out of service due to a problem with the camera. Camera not detected. Please try another kiosk.

The above message displays if the camera has a problem.

**Out of Service**

Sorry this system is temporarily out of service due to a communication issue.

The above message displays if the kiosk is unable to communicate with host systems. A host system provides services to kiosks, such as configuration, communication, and database access.

**Out of Service**

Sorry this kiosk is temporarily out of service due to a problem finding the document reader. Please try another kiosk.

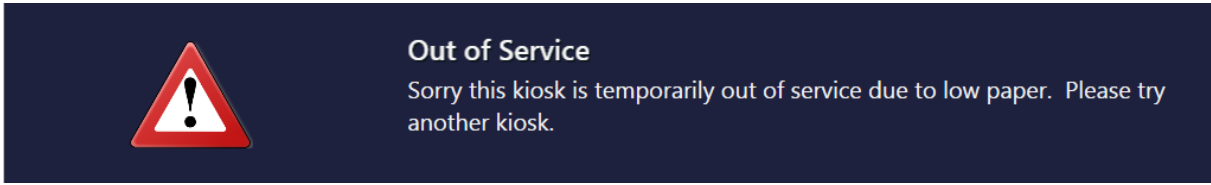
The above message displays if there's a problem with the passport scanner.

**Out of Service**

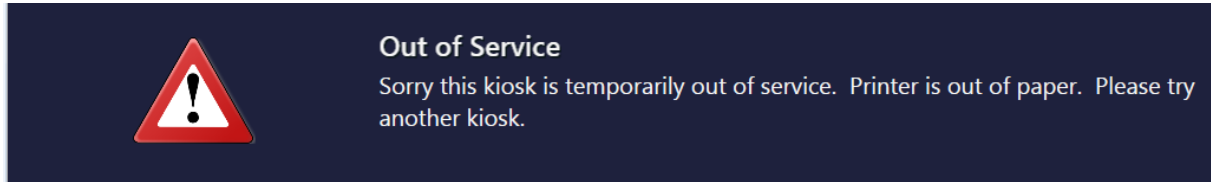
Sorry this kiosk is temporarily out of service. The finger print reader was not detected. Please try another kiosk.

The above message displays if there's a problem with the fingerprint scanner.

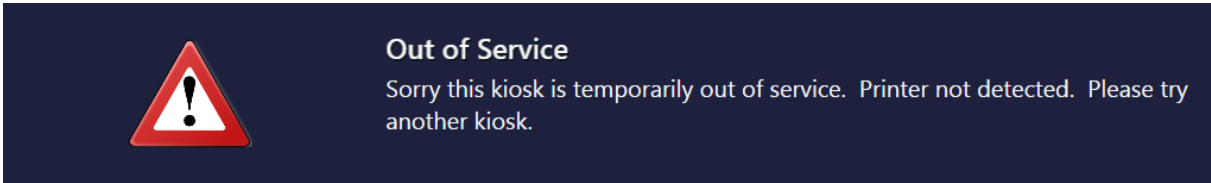




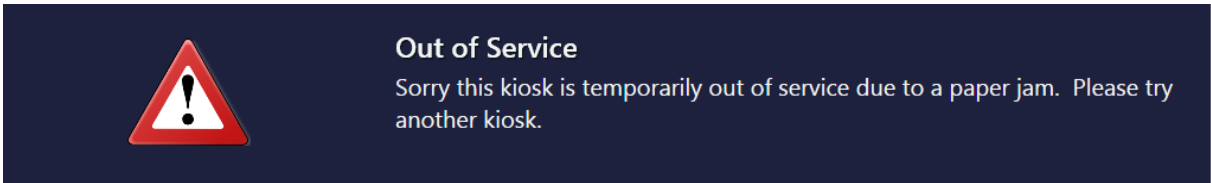
The above message displays if the kiosk is low on paper.



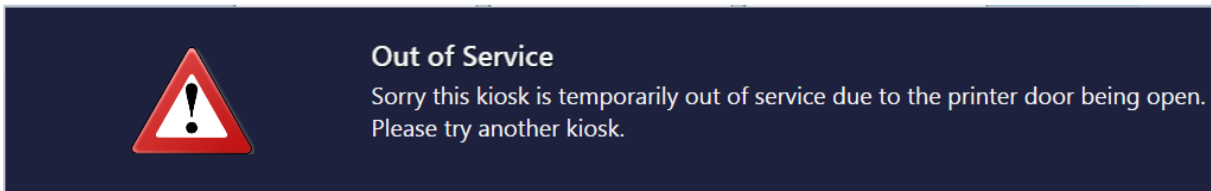
The above message displays if the kiosk is out of paper.



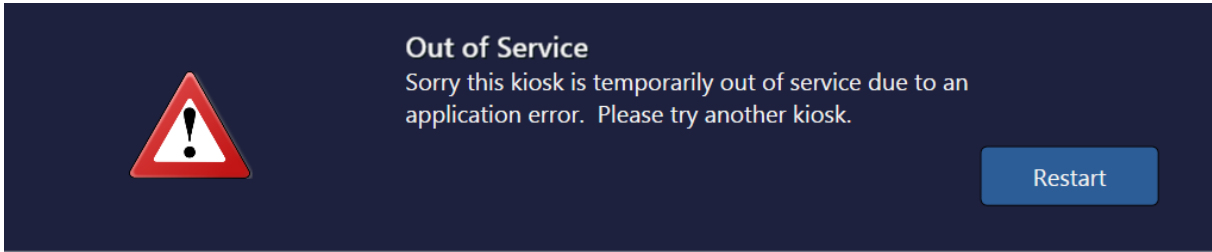
The above message displays if there's a problem with the printer.



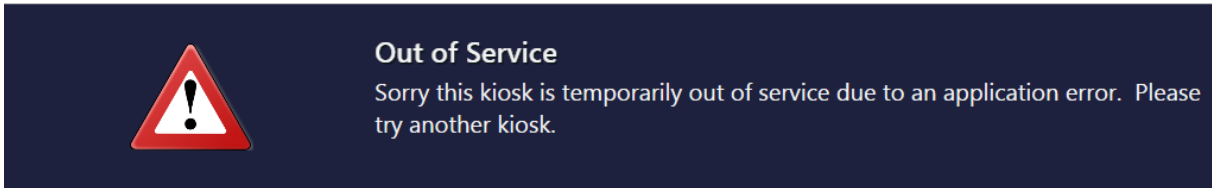
The above message displays if there's a paper jam.



The above message displays if the printer door is open.



*In Admin isAllowedToRestart=True*



*In Admin IsAllowedToRestart=False*

The above message displays if the application crashes.

## 6 Kiosk Troubleshooting FAQs

### Do travelers still need to fill out a declaration card?

No, the declaration is made using the kiosk via the touch screen. If the traveler has already completed a card, it can be given to a customer service representative or the Document Verification Officer (U.S. Customs and Border Protection officer) for shredding.

### Is APC safe and secure technology?

Yes, the APC technology does not store any personal information. Travelers' travel document information and answers to the declaration questions are submitted directly to U.S. Customs and Border Protection (CBP) via secure encryption protocols similar to how it's done by a CBP officer at a booth.

### Why is a photo taken?

The traveler's photo is taken to allow the Document Verification Officer to verify that the declaration receipt is for the person who used the kiosk, and the photo on the receipt matches the travel document photo. For VWP travelers with a valid ESTA and are re-entering the U.S., the photo is required to update the U.S. Visit program system monitored exclusively by U.S. CBP.

### Can kiosks process passports with a temporary extension to the expiry date?

No, travelers with this temporary extension must be processed by a U.S. Customs and Border Protection officer at a booth.

### Does an expired and/or extension to an expired LPR card still work at an APC kiosk?

No, as the machine-readable zone (MRZ) of the card is scanned, the content within the string does not contain extended expiry date information. For this case as well as those cards that are expired, the kiosk will advise the user to see a CBP officer for admissibility.

### Can kiosks process travel documents that are damaged?

Damaged travel documents can generally be processed as long as the two lines of code at the bottom of the main page (the *machine-readable zone* or *MRZ*) can be read.

### What if the travel document is not scanning properly?

Have the traveler try scanning it again, or try another kiosk. If the problem persists:

- 1 Insert the document face down with the MRZ inserted first.
- 2 Push the document to the back of the scanner and hold it flat.
- 3 Push the document to the left corner (best but not mandatory).

If the travel document is still not scanning:

- 4 Verify that it's one of the following:
  - U.S., Canadian, or VWP passport—other foreign passports cannot be processed
  - U.S. Visa
  - U.S. Border Crossing Card
  - U.S. LPR card

- 5 Verify that the document has not expired or is soon to expire (within 90 days for VWP passport holders and 180 days for Canadian passport holders).
- 6 Remove the document from any protective covers.

If the problem persists, the traveler must be processed by a U.S. Customs and Border Protection officer at a booth.

#### **What happens if the kiosk runs out of paper?**

The kiosk will display an "Out of Service" message. The IT help desk or other appropriate party needs to be notified to re-stock the paper.

#### **What happens if there's a paper jam?**

Tug gently on the receipt to see if it can be removed. Otherwise, maintenance or other appropriate party needs to be called to fix the paper jam. Typically, a small piece of paper is caught inside the printer eject area. A pair of tweezers can be used to remove any pieces of paper or debris, allowing the kiosk to be back in service.

#### **Who is applicable for ESTA?**

Citizens of countries (currently 38 countries) covered by the Visa Waiver Program (VWP) may apply for ESTA. The list of eligible countries may be found at <https://esta.cbp.dhs.gov>.

#### **Why are fingerprints required for VWP ESTA travelers?**

A traveler's fingerprints are captured at the kiosk and compared against the fingerprints collected by CBP during the initial U.S. entry by the traveler at which time all 10 fingerprints were taken. A valid match between the fingerprints captured at the kiosk and those collected during the initial enrolment is required for entry into the U.S. Fingerprints are not required for those under 14 or 80 years of age or older.

#### **How do I get more information on ESTA?**

The US government maintains a comprehensive website on ESTA. It can be found at <https://esta.cbp.dhs.gov>.