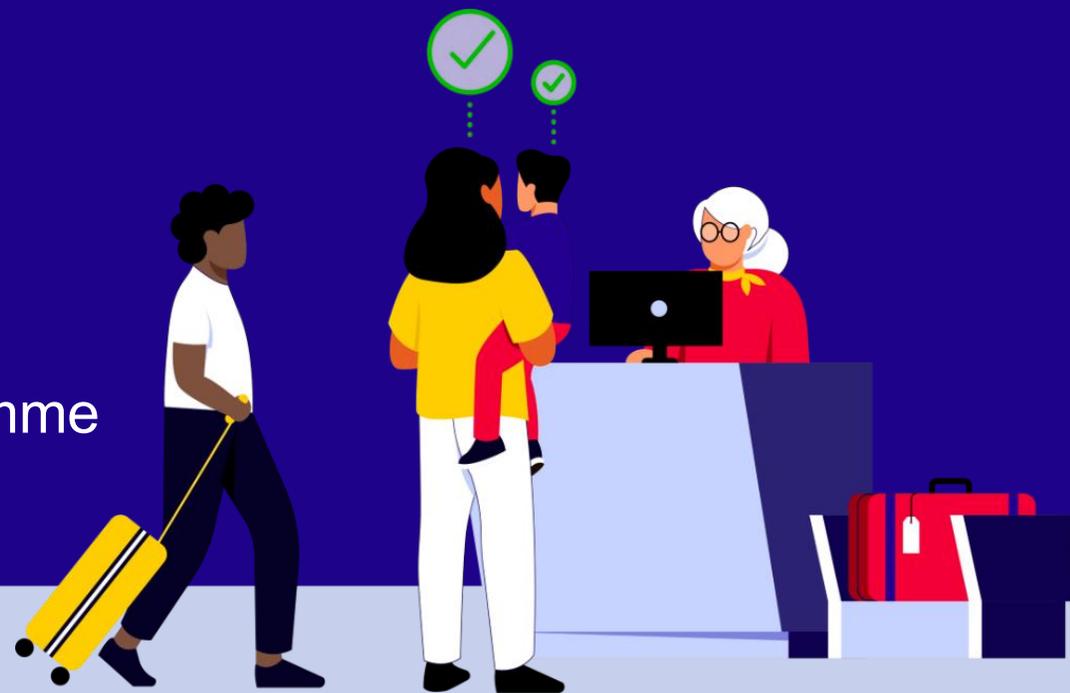


iAPI Carrier Passenger Handling Guidance

February 2026

Future Border & Immigration System (FBIS) Programme



Pack purpose

The purpose of this document is to provide guidance to prepare carriers for the introduction of the '0B – No Record of Valid Permission' CUSRES code into the iAPI system, and the end of the implementation period when the UK Electronic Travel Authorisation (ETA) will be enforced. It sets out the indicative behaviour carriers should undertake in response to the code returned for specific passenger handling scenarios.

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UPT CUSRES Codes



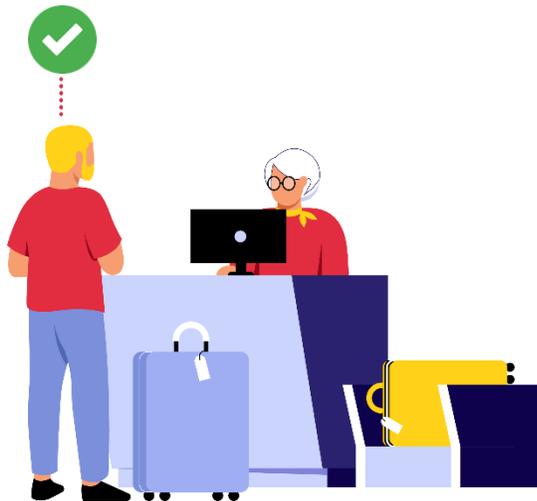
UPT CUSRES Codes

The **Interface Control Document (ICD)** provides technical requirements and guidance for the UPT and Health CUSRES codes which have been added to the iAPI system. Carriers will receive one of the codes in relation to a passenger's permission to travel.

Sector	Existing/ New	ERC Segment	Code Description (as per ICD)	Free Text (as per ICD)
Board	Existing	0A	VALID PERMISSION TO TRAVEL. BOARDING PASS MAY BE ISSUED.	Valid permission to travel found
Check	Existing	0B	NO RECORD OF VALID PERMISSION TO TRAVEL	Carrier may conduct manual check to determine permission
	Existing	0Z	AUTHORITY TO CARRY GRANTED. BOARDING PASS MAY BE ISSUED.	(No free text)
	Existing	2Z	SELECTEE	SELECTEE Refer to Carrier Standard Operating Procedures for UK flights
	Not in use	0P	PERMISSION DECISION PENDING	Carrier may conduct manual check to determine permission
No Board	Existing	1Z	AUTHORITY TO CARRY REFUSED. DO NOT BOARD.	DO NOT BOARD Refer to Carrier Standard Operating Procedures for UK flight
Error	Existing	0T	SYSTEM TIME OUT	System time out - Refer to Timeout Procedure for UK flights
	Existing	4Z	INSUFFICIENT DATA	Insufficient data attributes

'0A – Valid Permission to Travel'

Response message	Action
 <p data-bbox="147 491 563 576">VALID PERMISSION TO TRAVEL</p>	<p data-bbox="639 362 2435 448">This confirms that the individual has a valid digital immigration permission (either an ETA or an eVisa), and no further immigration checks are required.</p> <p data-bbox="639 496 2428 582">Carriers must continue to check that the passport or travel document held by the passenger is valid, genuine, and in the possession of the rightful holder in all cases.</p>



- Carriers should rely on the **'0A - Valid Permission to Travel'** response as **evidence that a passenger holds a valid UK immigration status, entry clearance or visa** and no further visa (permission to travel) checks are necessary. Carriers will not be liable to a penalty charge should this prove not to be the case when the passenger arrives in the UK.
- If this is not the case, and the document is a reasonably apparent forgery and/or is not presented by the rightful holder, you will continue to be liable to a penalty charge. You will also remain responsible for any associated removal and detention costs of any such passenger refused entry on arrival. Details on requirements for checking passengers prior to boarding UK inbound flights can be found here: [Document checks and charges for carriers - GOV.UK](https://www.gov.uk/government/guidance/document-checks-and-charges-for-carriers)

'0Z – Authority to Carry Granted'

Response message	Action
 <p data-bbox="137 608 563 694">AUTHORITY TO CARRY GRANTED</p>	<p data-bbox="631 348 2397 379">This means that you must check if this individual has a valid passport or travel document, and that they are the rightful holder.</p> <p data-bbox="631 425 2321 494">For <u>visa nationals</u> you must also check for a valid immigration or exemption document. Follow this link to check UK Visa Requirements: list for carriers</p> <p data-bbox="631 539 1615 571">You should conduct a manual check for an immigration permission by:</p> <ul data-bbox="728 576 2346 722" style="list-style-type: none">• Checking for a valid physical immigration document (such as a visa vignette or stamp etc.)Or:• By using a share code which the individual can request from their UKVI account. Follow this link to access the service https://www.gov.uk/check-immigration-status <p data-bbox="631 768 2397 836">If the individual has no exemption or proof of physical or digital permission, you should contact the Home Office for advice by calling the UK Border Force Carrier Support Hub 0300 369 0610 or +44 204 619 6020 from outside the UK</p>



There is no change for British or Irish Citizens

British and Irish citizens are currently out of scope for automated permission checks and will return an **'0Z - Authority to Carry Granted'** response as they do today. This includes all British nationality types: British National Overseas (BNO), British Overseas Citizens (BOC), British Overseas Territories Citizen (BOTC), and British Subjects.

'0B – No Record of Valid
Permission' and '0T – System
Time Out' responses



"0B – No Record of Valid Permission to Travel"

Carriers will receive a '0B – No Record of Valid Permission to Travel' message when the Home Office **cannot find a valid digital permission** (either an ETA or an eVisa) for the passenger, in Home Office systems, and it means something needs to be checked or resolved before the passenger can be boarded.

Response message	Action
 <p>NO RECORD OF VALID PERMISSION</p>	<p>You must check if this individual has a valid passport or travel document.</p> <p>You must also check for a valid immigration or exemption document. Follow this link to check UK Visa Requirements: list for carriers</p> <p>You should conduct a manual check for an immigration permission by:</p> <ul style="list-style-type: none">• Checking for a valid physical immigration document (such as a visa vignette or stamp etc.),• Checking if the passenger has a newly issued passport, they may not have linked it to their UK Visas & Immigration (UKVI) account. The passenger may be able to self-resolve and update their new passport details using the 'Update Your Details' service.• By using a share code which the passenger can request from their UKVI account. Follow this link to access the service https://www.gov.uk/check-immigration-status <p>If the individual has no exemption or proof of physical or digital permission, you should contact the Home Office for advice by calling the Border Force Carrier Support Hub 0300 369 0610 or +44 204 619 6020 from outside the UK.</p>

- Something must be resolved before the passenger is allowed to board.
 - **For Visa Nationals:** Conduct manual check for permission to travel. Some visa national passengers may still only have a physical document proving their permission to travel. In these cases, presenting a valid, genuine, physical proof of permission will remain satisfactory evidence of a passenger's permission to travel to the UK.
 - **For Non-visa Nationals:** Passenger must apply for an ETA, or provide other valid evidence of UK immigration Status - this can include a Certificate of Application – showing that they have made a valid application to the EU Settlement Scheme (only to be accepted for non-visa nationals)
- For further guidance visit "[Confirming your passenger has a valid permission to travel to the UK](#)"

"OT - System Time Out"

The **"OT - System Time Out"** response will be sent when Home Office systems are taking longer than expected to respond to a permission check request from a carrier.

Home Office systems will complete an automated resubmission process, and if a UPT response is still not returned, this will then trigger the **'OT – System Time Out'** code, which will inform carriers of a Home Office system time out and that they need to manually resubmit passenger data.

If you receive a 'OT – System Timeout' Response:

1. Make an **initial resubmission attempt**.
2. If this and any subsequent resubmission attempts are unsuccessful, carriers should make a **final resubmission attempt no later than one hour prior to scheduled time of departure**.
3. If you still receive a 'OT' response, the **passenger may be boarded** and a carrier's liability charge in relation to permission to travel checks will be waived. However, detention/arrival costs will remain in place. Carrier Liability penalties will be implemented if a passenger does not satisfy manual checks but has been carried to the UK.

You must still ensure that their travel document is valid, genuine and held by the rightful owner.



If the outage is on the carrier side, you must contact the Carrier Support Desk to advise them of the outage

+44 300 106 5216 or CarrierSupport@homeoffice.gov.uk

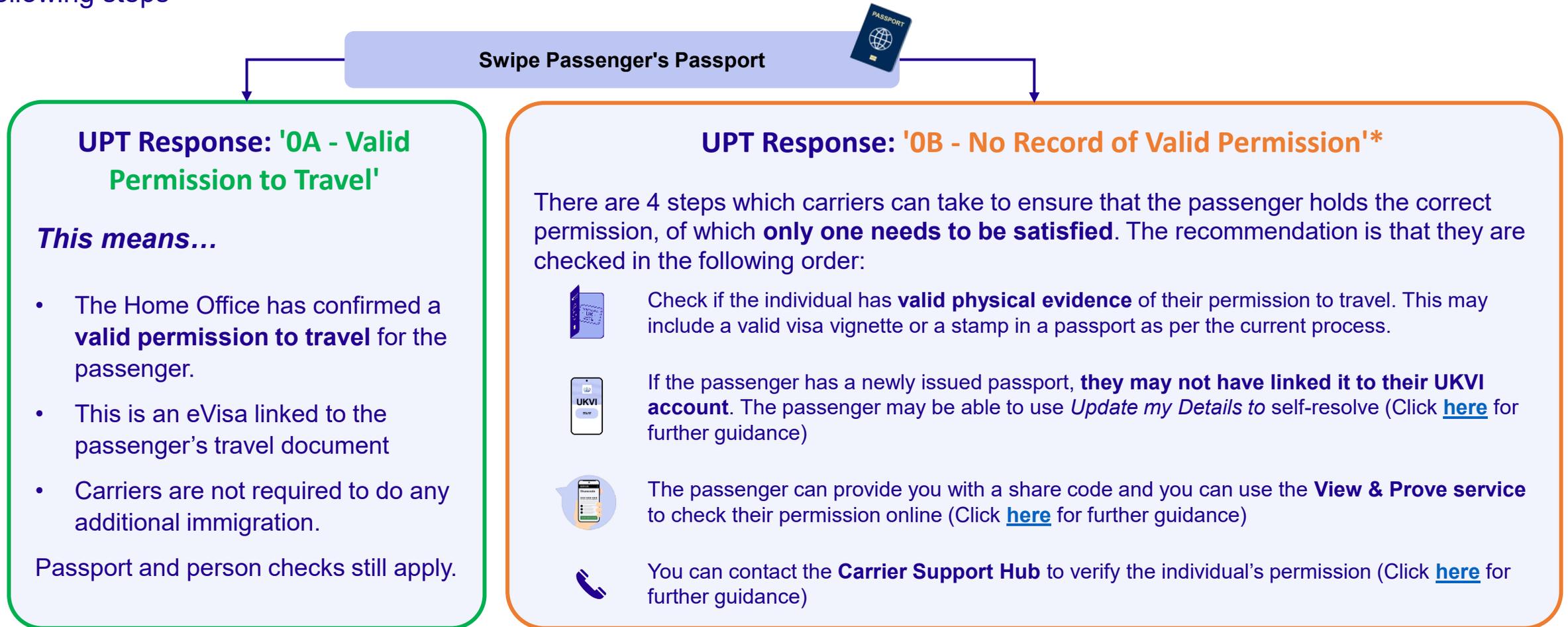


Confirming your Visa National passenger has a Valid Permission



Confirming if a Visa National has a valid permission

Most passengers with an eVisa should receive a “0A - Valid Permission to Travel found” message, and where this is received you can rely on this without asking for further evidence, but if you don't receive this message, you should take the following steps



*Note: Until 28th January 2026, Visa Nationals will continue to receive the “Authority to Carry Granted” message

Passenger Handling Scenarios: Visa Nationals

Passenger Type	Current UPT Response	UPT Response (From 28 th January 2026)	Carrier Action	Permission Result
<p>Visa National with a digital permission linked to the Passport/Travel document that they are travelling on</p>	<p>0A – VALID PERMISSION TO TRAVEL</p>	<p>0A – VALID PERMISSION TO TRAVEL</p>	<p>This means that the Home Office has confirmed a valid digital permission to travel for the individual which is linked to the passport/travel document that they are travelling on.</p> <p>Carriers are not required to check for physical visas, however face to face and Passport or Travel Document checks still apply.</p>	<p>Passenger has permission to travel as confirmed by UPT response</p>
<p>Visa National with a valid, genuine exemption or physical evidence such as the examples below:</p> <ul style="list-style-type: none"> Valid Biometric Residence Cards (BRCs) Ink stamps in passports, or other documents e.g. letters with stamps on Vignette stickers in passports 	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0B – NO RECORD OF VALID PERMISSION TO TRAVEL</p>	<p>This means that the Home Office has not found a valid digital permission for the individual.</p> <p>Carriers must check the individual's physical exemption certificate or physical permission as well as continue to conduct face to face and Passport or Travel document checks.</p>	<p>Passenger has permission to travel following physical document checks</p>

Checks must be done on all passport/travel document that are presented to ensure they are genuine and valid, and that the person is the rightful holder.

Passenger Handling Scenarios: Visa Nationals

Passenger Type	Current UPT Response	UPT Response (From 28 th January 2026)	Carrier Action	Permission
<p>Visa National whose digital permission is not linked to the Passport/ Travel document that they are travelling on and has no exemption or physical evidence.</p>	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0B – NO RECORD OF VALID PERMISSION TO TRAVEL</p>	<p>This means that the Home Office has not found a digital permission for the individual.</p> <p>Carriers can encourage the individual to log into their UK Visas & Immigration (UKVI) account to update their details.</p> <p>Carriers can also verify a passenger’s permission by:</p> <ul style="list-style-type: none"> • Checking the passenger’s immigration status using a Share Code via the online ‘Check someone’s immigration status’ service • Calling the Carrier Support Hub (+ 44 300 369 0610 or +44 204 619 6020 from outside the UK) 	<p>Passenger has permission to Travel confirmed via share code or Carrier Support Hub</p>
<p>Visa National who has no exemption certificate or physical evidence of permission and is unable to provide evidence of a digital permission and the Carrier Support Hub advise that the Home Office has no record of their immigration status.</p>	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0B – NO RECORD OF VALID PERMISSION TO TRAVEL</p>	<p>This means that the Home Office has not found a digital permission for the individual.</p> <p>Where no permission is held and no physical UK visa or vignette is presented, the passenger should not be boarded.</p>	<p>If Permission to Travel has not been confirmed, carriers may be liable for Carriers Liability charge if they carry the individual to the UK</p>

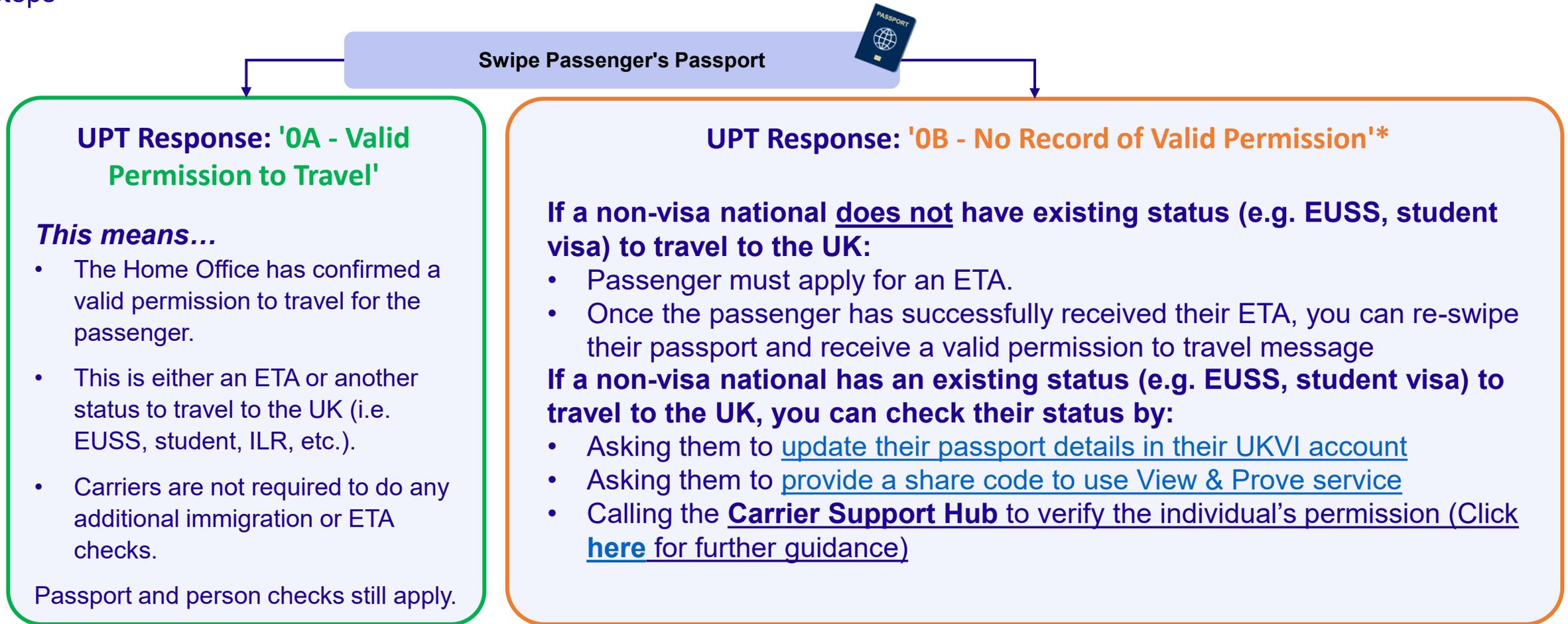
Checks must be done on all passport/travel document that are presented to ensure they are genuine and valid, and that the person is the rightful holder.

Confirming your Non-Visa National passenger has a Valid Permission



Confirming if a Non-Visa National has a valid permission

Most passengers with a Valid Permission should receive the “0A - Valid Permission to Travel found” message, which can be relied upon without asking for further evidence, but if you don't receive this message, you must take the following steps



**Note: Until 25th February 2026, Non-visa Nationals will continue to receive the “Authority to Carry Granted” message.*

Passenger Handling Scenarios: Non-Visa Nationals

Passenger Type	Current UPT Response	UPT Response (From 25 th February 2026)	Carrier Action	Permission Result
Non-Visa National who has a valid ETA or other digital permission linked to the Passport/Travel document that they are travelling on.	0A – VALID PERMISSION TO TRAVEL	0A – VALID PERMISSION TO TRAVEL	This means that the Home Office has confirmed a valid ETA or other digital permission for the individual which is linked to the passport/travel document that they are travelling on.	Passenger has permission to travel as confirmed by UPT response
Non-Visa National who does not hold an ETA or other digital permission	AUTHORITY TO CARRY GRANTED	NO RECORD OF VALID PERMISSION	<p>This means that the Home Office has not found a digital permission to travel.</p> <p>From 25th February 2026, carriers will be liable for ensuring that non-visa nationals have an ETA or existing permission when travelling to UK.</p> <p>Carriers should ensure eligible non-visa national visitors hold a valid ETA or existing UK Immigration Status before allowing them to board.</p>	<p>Passenger has permission to travel following a successful ETA application</p> <p>Passenger not allowed to board having not been granted a valid ETA</p>



There is no change for British or Irish Citizens

British and Irish citizens are currently out of scope for automated permission checks and will return an '**0Z - Authority to Carry Granted**' response as they do today. This includes all British nationality types: British National Overseas (BNO), British Overseas Citizens (BOC), British Overseas Territories Citizen (BOTC), and British Subjects. Their passport is their permission.

Checks must be done on all passport/travel document that are presented to ensure they are genuine and valid, and that the person is the rightful holder.

Passenger Handling Scenarios



Passenger Handling Scenarios

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
<p>Accompanied Visas</p> <ul style="list-style-type: none"> • Accompanied Child • Overseas Domestic Worker 	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0A – VALID PERMISSION TO TRAVEL</p>	<ul style="list-style-type: none"> • Carriers are no longer required to check that passengers on Accompanied eVisas or vignettes (Accompanied Child or Overseas Domestic Workers) are travelling with the named individual stated on their visa. Carriers should continue using their own safeguarding procedures to ensure the welfare of each passenger boarding their aircraft. • Carriers should consider a '0A Board: Valid Permission to Travel Found' response message to be satisfactory evidence that the passenger has a valid UK immigration permission. • If a "0A" response has been received, carriers will not be liable for a charge if they carry a passenger who is later found not to be travelling with the named individual stated on their visa on arrival at the control. • If you encounter any passengers where you believe there may be cause for concern regarding safeguarding, or you have any doubts, you should raise this by contacting the Carrier Support Hub (+44 300 369 0610 or +44 204 619 6020 from outside the UK). 	<p>Valid Permission to Travel confirmed via UPT response</p>

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
British/Irish nationals	0Z – AUTHORITY TO CARRY GRANTED	0Z – AUTHORITY TO CARRY GRANTED	<ul style="list-style-type: none"> British and Irish citizens are currently out of scope for automated permission checks and will return an ‘0Z - Authority to Carry Granted’ response, as they do today. Their British or Irish passport is evidence of their permission to travel. 	Valid Permission to Travel confirmed via UPT response
British & Non-Visa nationals with dual citizenship	0Z – AUTHORITY TO CARRY GRANTED	0B – NO RECORD OF VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> If carriers encounter a dual non-visa national passenger that claims to be a British citizen, they can verify a passenger’s permission by checking that the passenger has: <ul style="list-style-type: none"> - A valid British passport, or - A valid Certificate of Entitlement to Right of Abode in a valid third country passport, or - An expired British passport (issued 1989 or later) accompanied by a valid non-visa national third country passport, provided that the biographic details in third country passport match those in the British passport. If the passenger does not have any of the above evidence, carriers should call the Carrier Support Hub (+44 300 369 0610 or +44 204 619 6020 from outside the UK). 	Valid Permission to Travel confirmed following physical document checks
Certificate of Entitlement to Right of Abode	0Z – AUTHORITY TO CARRY GRANTED	0A – VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> From 14th January 2026, some passengers hold their Certificate of Entitlement to Right of Abode as a digital record, and carriers will receive a ‘0A Board: Valid Permission to Travel Found’ response. However, passengers may still have a valid physical Certificate of Entitlement to the Right of Abode in their third country passport, and this may still be accepted as their permission to travel. If you are unsure of a passenger’s permission, you should call the Carrier Support Hub (+44 300 369 0610 or +44 204 619 6020 from outside the UK). 	Valid Permission to Travel confirmed via UPT response

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
ETA Airside Transit	0Z – AUTHORITY TO CARRY GRANTED	0Z – AUTHORITY TO CARRY GRANTED	<ul style="list-style-type: none"> Non-visa national passengers who transit directly airside do not require an ETA and will receive a '0Z – Authority to Carry' response, as long as the DDU marker is present and the passenger is ok to board. The only airports in the UK where passengers can currently transit airside is London Heathrow and Manchester. If the DDU marker is not present and the passenger does not hold an ETA you will receive a '0B – No Record of Valid Permission to Travel' response and you must assure yourself that the passenger is in direct airside transit before you can override the '0B' message in your system. 	Valid Permission to Travel confirmed via UPT response
Transit without visa (TWOV) scheme	0Z – AUTHORITY TO CARRY GRANTED	0B – NO RECORD OF VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> If the passenger does not have a visa (transit or other product), carriers will receive a '0B - No Record of Valid Permission to Travel' response and should consult the UK Visa Requirements: list for carriers to determine whether the passenger qualifies for the TWOV concession, as you do today. If you are satisfied that the passenger qualifies for the TWOV scheme, you can override the '0B' response in your system. 	Valid Permission to Travel confirmed via UK Visa Requirements: List for Carriers

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
EUSS Certificate of Application	0Z – AUTHORITY TO CARRY GRANTED	0A – VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> Individuals who have applied to the EU Settlement Scheme and are awaiting an outcome, will have a Certificate of Application (CoA). This is not an eVisa but will, for EEA and Swiss citizens (and other non-visa nationals) automatically be confirmed as '0A - Valid Permission to Travel' response. However, they will not be able to update their travel document details. Carriers can verify a passenger's permission by: <ul style="list-style-type: none"> Checking the passenger's immigration status using a Share Code via the online 'Check someone's immigration status' service Calling the Carrier Support Hub (+44 300 369 0610 or +44 204 619 6020 from outside the UK). EEA and Swiss citizens who have a pending application under the EU Settlement Scheme can use either a valid national identity card or passport to enter the UK. 	Valid Permission to Travel confirmed via UPT response
	0Z – AUTHORITY TO CARRY GRANTED	0B – NO RECORD OF VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> Visa nationals with a pending valid EUSS application are advised <u>not to travel</u> unless they hold a valid visa or visa exemption document, such as an EUSS family permit. They should not attempt to travel on a Certificate of Application (CoA), as it is not a visa or visa exemption document. 	No Record of Valid Permission to Travel

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
<p>Exempt from control:</p> <ul style="list-style-type: none"> • Diplomats • Armed Forces • Foreign Delegations • International Organisations <p>Individuals who are exempt from immigration control are recommended to obtain an Exempt eVisa.</p>	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0A – VALID PERMISSION TO TRAVEL</p>	<ul style="list-style-type: none"> • Individuals who are exempt from control are recommended to obtain an Exempt eVisa. In these cases, carriers will receive a '0A – Valid Permission to Travel' response and should rely on this message as evidence that the passenger has a valid UK immigration status. 	<p>Valid Permission to Travel confirmed via UPT response</p>
	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0B – NO RECORD OF VALID PERMISSION TO TRAVEL</p>	<ul style="list-style-type: none"> • If an individual holds a valid exempt vignette, they will still receive a '0B – No Record of Valid Permission to Travel' response, and you can override the '0B' message in your system. • However, if an individual only holds a diplomatic, service or official passport, it is <u>not by itself</u>, evidence of an exemption from control. <p>Carriers should check additional documentary evidence such as:</p> <ul style="list-style-type: none"> - Official letters or Notes Verbale from the individual's Ministry of Foreign Affairs (MFA) or international organisation confirming the individual's diplomatic status, employment with an international organisation, and their duties in the UK; or - Genuine documentation issued by the FCDO confirming diplomatic status (diplomatic ID card) - Official military ID and movement orders <ul style="list-style-type: none"> • If you're satisfied the passenger qualifies as exempt from immigration control, you can override the '0B' message in your system. 	<p>Valid Permission to Travel confirmed following physical exemption document checks</p>

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
<p>Form for Affixing a Visa (FAVs)</p>	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0A – VALID PERMISSION TO TRAVEL</p>	<ul style="list-style-type: none"> Passengers will hold a FAV with a vignette visa sticker affixed to it. The passenger’s immigration permission will be digitally linked to the FAV document number, and therefore the FAV document number should be entered into the passport number field. Carriers should consider a ‘0A Board: Valid Permission to Travel Found’ response message to be satisfactory evidence that the passenger has a valid UK immigration permission. 	<p>Valid Permission to Travel as confirmed by UPT response</p>
<p>Home Office issued Travel Documents:</p> <ul style="list-style-type: none"> Refugee Travel Document Stateless Persons Travel Document Certificate of Travel 	<p>0Z – AUTHORITY TO CARRY GRANTED</p>	<p>0B – NO RECORD OF VALID PERMISSION TO TRAVEL</p>	<ul style="list-style-type: none"> A passenger travelling on a UK Home Office issued Travel Document will return a "0B – No Record of Valid Permission to Travel" response. If you are satisfied that the passenger has presented valid physical evidence and the individual is the rightful holder, you can <u>override</u> the ‘0B’ response in your system. For further advice on a passenger’s permission to travel, you should call the Carrier Support Hub (+44 300 369 0610 or +44 204 619 6020 from outside the UK). This advice does not apply to Refugee, Stateless or other travel documents issued by other countries. To ensure the existence of a permission for holders of these documents, you will continue to need evidence of a proof of permission, either by receipt of a ‘0A - Valid Permission to Travel’ response via the iAPI system, or sight of a physical confirmation of permission such as a visa vignette. Home Office issued Travel Documents are due to become digitised, we will confirm the date in due course. 	<p>Valid Permission to Travel as confirmed following physical document checks</p>

Travel cohort	Current UPT Response	New UPT response	Carrier Action	Permission
Holy See and Vatican City passports	0Z – AUTHORITY TO CARRY GRANTED	0B – NO RECORD OF VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> Passengers who hold Holy See or Vatican City passports will return a ‘0B - No Record of Valid Permission to Travel’ response. If you are satisfied that the passenger has presented valid physical evidence, you can override the ‘0B’ response in your system. 	Valid Permission to Travel confirmed following physical document checks
Seafarers, Continental Shelf Workers, Well boat Workers	0Z – AUTHORITY TO CARRY GRANTED	0B – NO RECORD OF VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> Seafarers will return a ‘0B - No Record of Valid Permission to Travel’ response, and you should conduct a manual check of their valid physical evidence of employment as crew: <ul style="list-style-type: none"> Non-visa national Seafarers ILO Book holders Repatriating Seafarers If you are satisfied that the passenger has presented valid physical evidence, you can override the ‘0B’ response in your system. 	Valid Permission to Travel confirmed following physical document checks
Ukraine Passport Holders with status under the Ukraine Permission Extension (UPE) scheme	0A – VALID PERMISSION TO TRAVEL	0A – VALID PERMISSION TO TRAVEL	<ul style="list-style-type: none"> Ukrainian nationals may have <i>expired</i> passports, where the validity date has been extended by a wet-ink stamp. Carriers should know to override the response by entering the new passport expiry date in your system. Ukrainian nationals should also have a UKVI account and access to an eVisa under the Ukraine Permission Extension (UPE) scheme. 	Valid Permission to Travel confirmed following physical document checks

Crew



Crew definition	Non-Visa National	Visa National	Inbound immigration process	Outbound immigration process
Crew operating IN and OUT	<ul style="list-style-type: none"> If leaving the UK within 7 days: They <u>do not</u> require an ETA If staying in the UK for more than 7 days: They must meet the requirements of the Immigration Rules 	<ul style="list-style-type: none"> If leaving the UK within 7 days: They are <u>not</u> required to obtain entry clearance If staying in the UK for more than 7 days: They require a visa 	Enter via agreed local crew channel clearance arrangements.	Exit via agreed local crew channel clearance arrangements.
Deadheading Crew operating IN only Those who <u>have</u> been working or operating the inbound service will be on the crew manifest. They will be on the passenger list on the outbound service.	<ul style="list-style-type: none"> If leaving by 23:59 hours the following day: They <u>do not</u> require an ETA, unless seeking entry for more than 1 night under the Visitor Rules 	<ul style="list-style-type: none"> If leaving by 23:59 hours the following day: They are exempt from obtaining a visa If staying after 23:59 hours the following day: They require a visa 	Required to present to the Primary Control Point (PCP) as a passenger, to be granted entry, if appropriate. They should hold confirmation of their crew status and evidence that they are either deadheading or positioning (and operating as crew on either their arrival in, or departure from, the UK).	Required to present to the PCP as a passenger, to be granted entry, if appropriate. They should hold confirmation of their crew status and evidence that they are either deadheading or positioning (and operating as crew on either their arrival in, or departure from, the UK).
Positioning Crew operating OUT only Those who <u>have not</u> been working the inbound service will be on the passenger list on the inbound service. They will be on the crew manifest on the outbound service.				Exit via agreed local crew channel clearance arrangements.
Aircraft security guards, crew on training, loadmasters, engineers and others are not accepted as operating crew	Require their passport and must meet the requirements of Immigration Rules	Require their passport and must meet the requirements of Immigration Rules	Required to present to the Primary Control Point (PCP) as a passenger	Required to present to the Primary Control Point (PCP) as a passenger

Dual national British/Non-visa national crew: When operating as crew, they can use the usual operating passport/travel document registered with the carrier, as crew do not require an ETA and will be covered by crew regulations. They should always hold confirmation of their crew status.

Help and Support

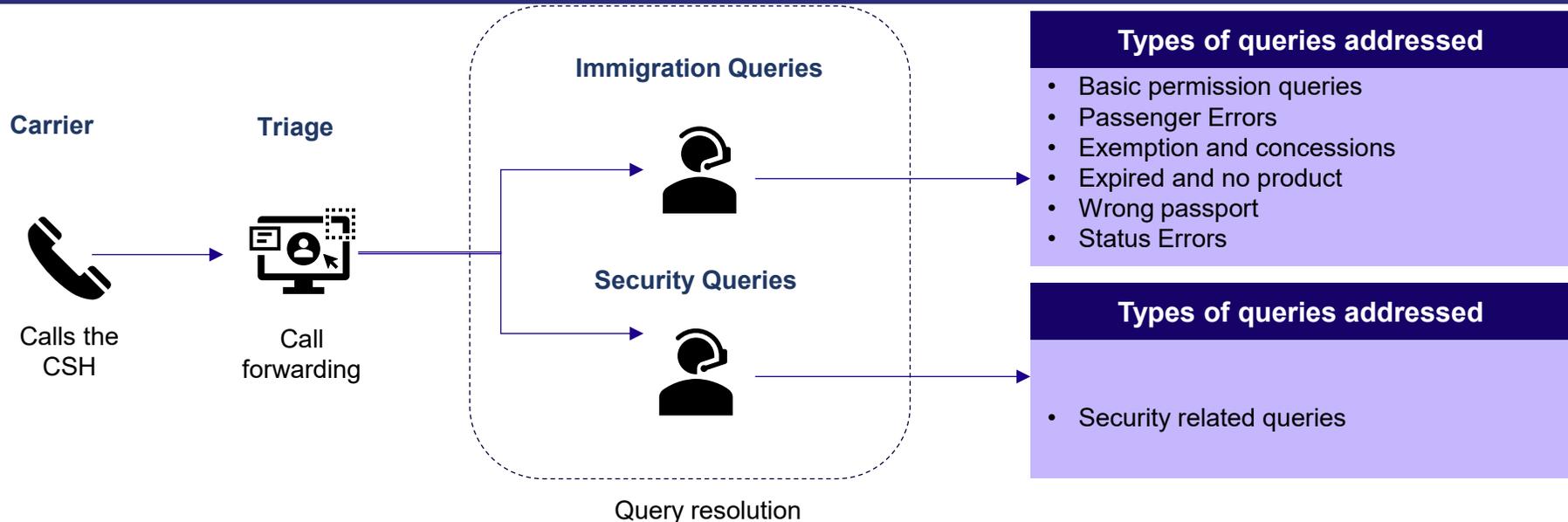


UK Border Force Carrier Support Hub

If carriers require advice, the UK Border Force Carrier Support Hub is a **24/7 support function** within the Home Office, to answer all queries related to a passenger's permission to travel to the UK.



Contacting the Carrier Support Hub via telephone (+ 44 300 369 0610 or +44 204 619 6020 from outside the UK)



Contacting the Carrier Support Hub via email (CSHenquiries@homeoffice.gov.uk)

- Please provide a clear reason for the email referral and to include relevant material facts relating to the enquiry
- The Carrier Support Hub encourage inclusion of photos or scans of documents where this is possible
- For critical, time-sensitive referrals, carriers are encouraged to make enquiries via the telephone

These telephone numbers and email address are for carriers, operators and border officials only.

Appendix 1: How to check a share code



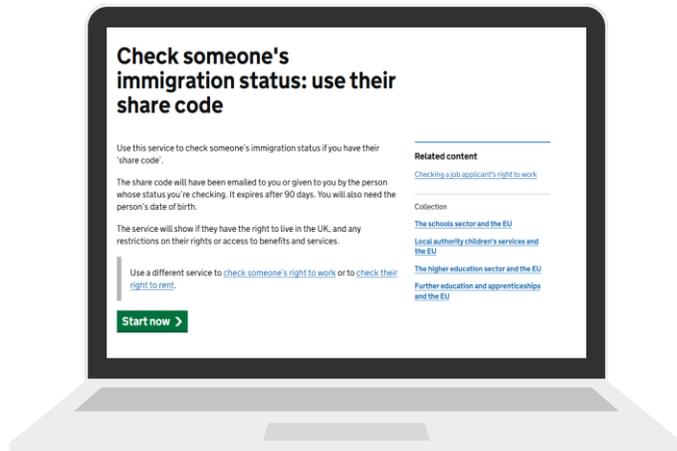
How to check a Share Code

If a passenger cannot, or does not want to, update their details, carriers can ask the them to navigate to the View & Prove Service where they can generate a Share Code to allow them to view their permission online

1

The check in agent visits: www.gov.uk/check-immigration-status and clicks **start now**

The check in agent types in the share code the passenger has generated when prompted



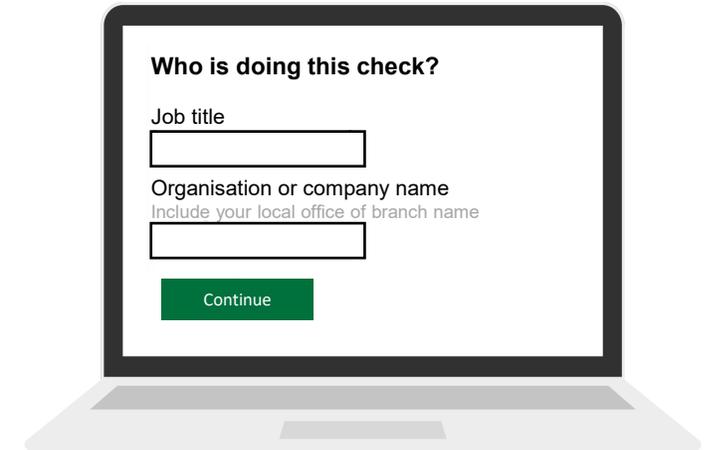
2

The check in agent then types in the passenger's **Date of Birth**



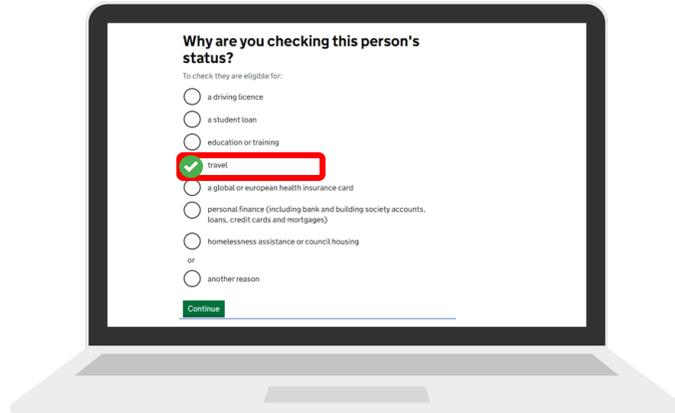
3

The agent confirms who is doing this check by entering their **Job Title and Organisation Name**



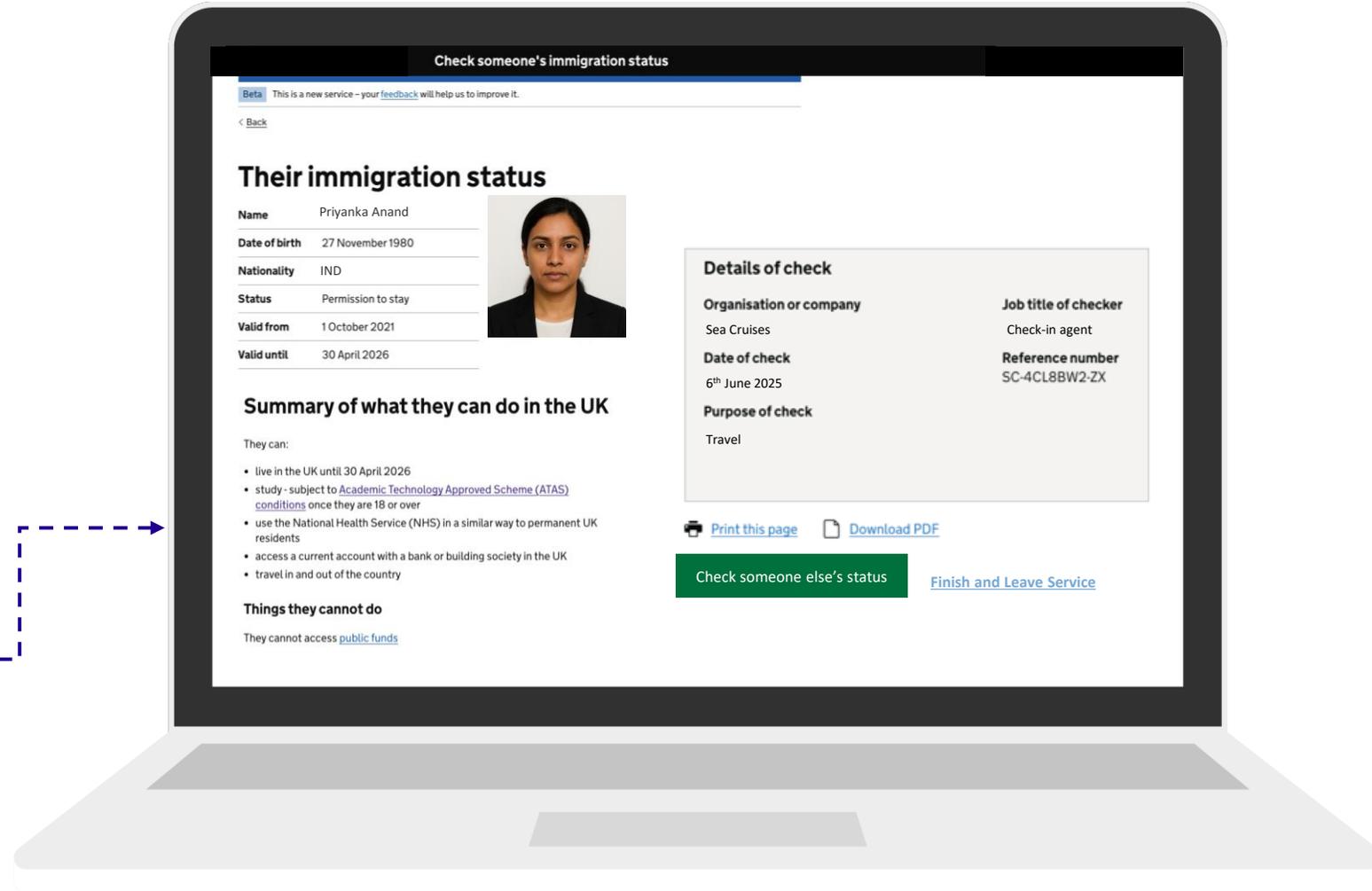
How to check a Share Code

- 4 The agent then **selects the reason why they are checking the passenger's status**. In this case, they select travel.

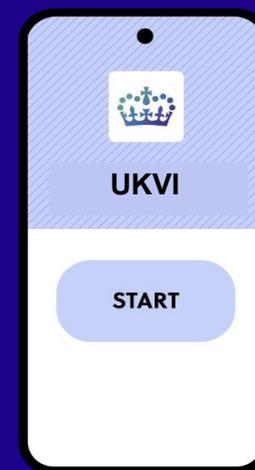


- 5 The agent **view's the passenger's profile and sees that they have the appropriate permission and that they can travel in and out of the country**. The agent clicks *Finish and Leave Service*

- 6 The agent then **completes the passenger's usual face-to-face person and travel document checks**



Appendix 2: How to use the "Update My Details" service



How to use 'Update My Details'

If carriers receive the “**No record of Valid Permission**” response, the passenger has not got any physical evidence of their status, and they have not updated their new passport details on their UKVI account, the passenger may be able to use *Update my Details* to self-resolve and prove their immigration status

1 The passenger goes to **gov.uk** and types in '**Update my Details**' and selects the top option, 'Update your UK Visas and Immigration account details'

The passenger selects '**Sign into your UKVI account**' and then 'sign in'



Why your details need to be up to date

Your details must be up to date so that you can:

- view and prove your rights to others, for example employers or landlords
- be contacted by UKVI, for example if you're waiting for a decision or to have documents returned
- travel with your current identity document

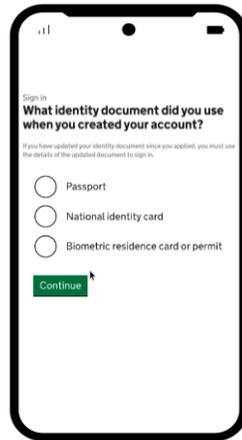
If you do not have the correct identity document in your UKVI account, you may be delayed at the border when entering the UK.

Update your UKVI account details

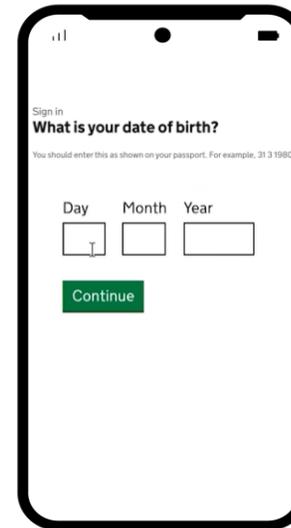
[Sign into your UKVI account](#) to update your details.

→ **Next**
[Update your UKVI account details](#)

2 The passenger selects the **identity document** they used to create the account, their passport. They then enter their **passport number**



3 The passenger enters their **date of birth**



4 The passenger is asked how they want to receive a security code.

They enter the **security code** received via text or email

How do you want to receive a security code?

Send a text message (SMS) to 071****789

Send an email to a*****@anydomain.com

Continue

[I no longer have access to my phone and email](#)

Check your phone

We have sent a 6-digit security code to: 071****789

You need to use this code within 10 minutes of it being sent.

You have not received a security code. Make sure the phone number is correct.

It may take a few minutes to arrive.

Security code:

Continue

How to use 'Update My Details'

5 The passenger selects 'add a new identity document'

Identity document

This identity document is linked to your immigration status. If you travel to the UK, you must make sure that it is in date and can be used to enter the UK. [Check which documents you can use on GOV.UK \(opens in a new tab\).](#)

You can add a new identity document if you want to use it to travel.

[Add a new identity document](#)

Passport	
Number	04S006343
Nationality	Chinese
Expiry date	18 October 2024

6 The passenger confirms their personal details have not changed.

They then read the information about the upcoming steps

Add an identity document

Have your personal details changed on your new identity document?

These are the details on your account:

Name: MIHAELA STEFANIA POPESCU
Nationality: Romania
Date of birth: 01/01/1980

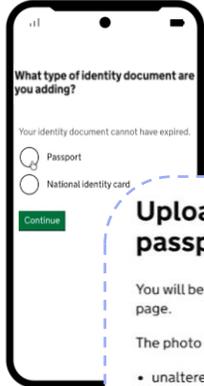
Yes, my name, nationality or date of birth has changed

No, my personal details have not changed

[Continue](#)

7 The passenger selects 'passport' as the identity document they want to add.

They then read the advice and **upload their passport photo**



Upload or take a photo of your passport

You will be able to check if your photo meets our requirements on the next page.

The photo must be:

- unaltered by effects or filters
- original, not a screenshot or photocopy
- in colour
- horizontal (landscape)
- a jpg or jpeg file

Upload or take a photo

[Choose file](#) Int Passport.jpg

How to use 'Update My Details'

8 The passenger is informed their **passport photo meets the requirements**



9 The passenger completes a final check of their details and selects **'submit and continue'**

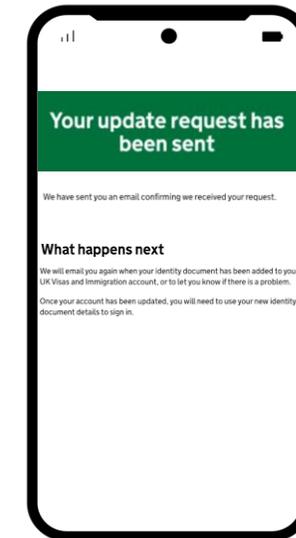
Check before you continue

You need to check the details you have provided are correct before you continue.

Document type	Passport	Change
Country of issue	China	Change
Document number	08R004268	Change
Expiry date	02/11/2034	Change
Name	Xin Wang	Change
Nationality	Chinese	Change
Date of birth	01/01/1980	Change
Photo of document	Int passport.jpg	Change

10 The passenger is informed the update request has been sent

The passenger **waits ~5 minutes** for the new ID document details to update in the UK Government System. If successful, the agent refreshes the API and gets a **'0A' code confirming their Valid Permission to Travel**.

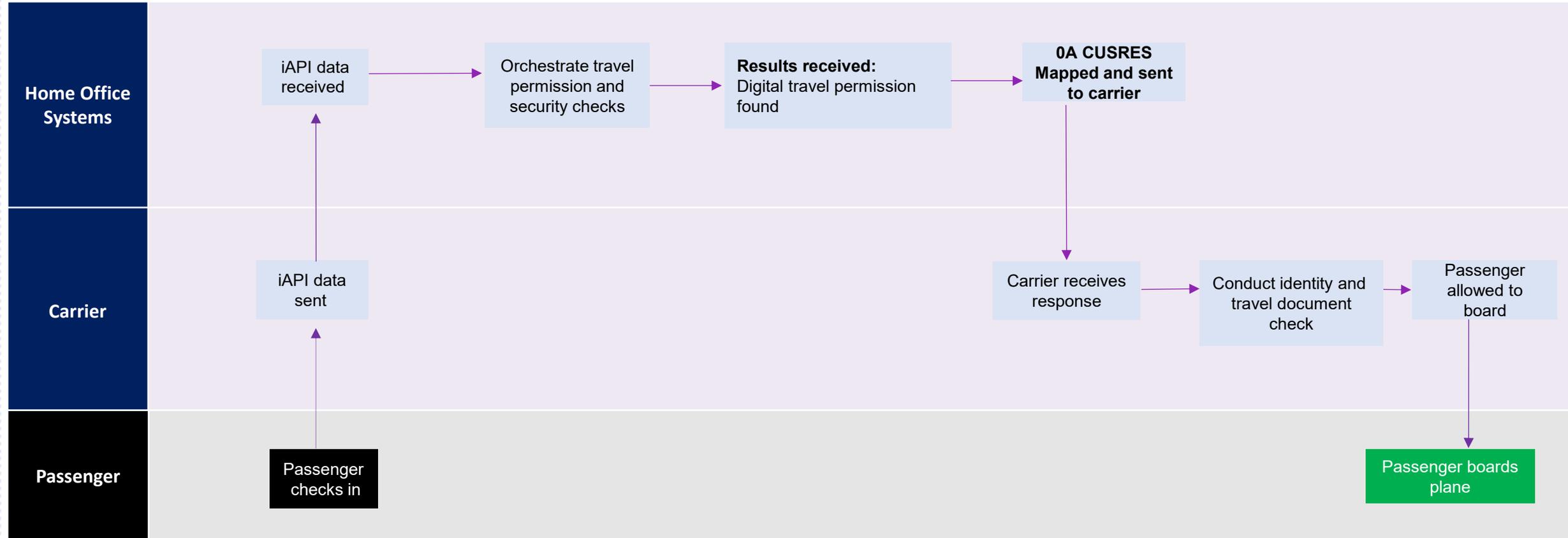


Appendix 3: User Journeys

- 0A – Valid digital immigration permission found
- 0B – Valid digital immigration permission not found

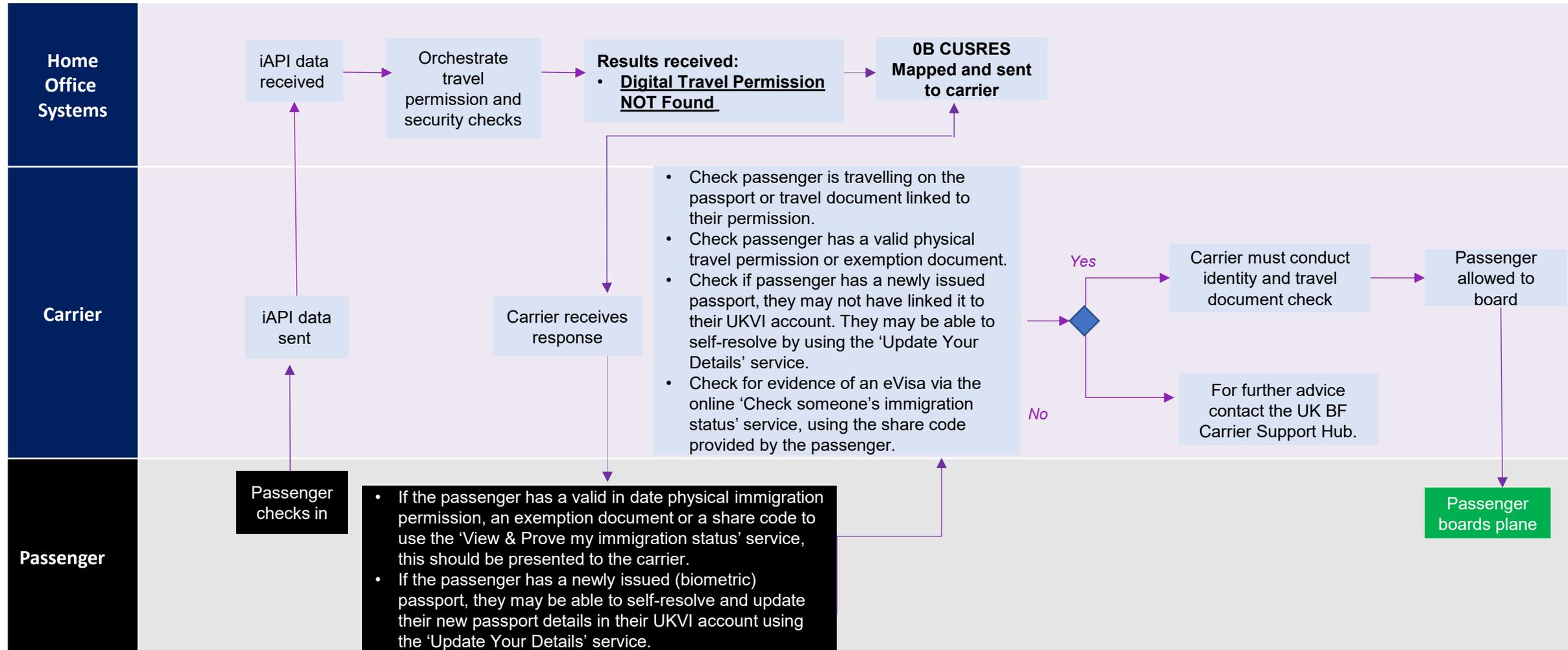
0A User Journey

Board: Passenger has a valid digital immigration permission (and health permission if applicable)



0B User Journey

Check: Valid Digital Immigration Permission Not Found. Carrier to check for a valid immigration permission



As we transition to digital-only permissions, the number of passengers with a physical travel permission will decrease. If the Home Office is unable to confirm a passenger's status, the carrier should carry out a manual check for evidence of a valid permission or exemption document.

Appendix 4: Health-related CUSRES Codes

Health-related CUSRES Codes

Health-related codes have been built into the iAPI system as a future preparedness measure. These codes will **only** be sent to carriers when there are health requirements in place for travel to the UK. The health codes will facilitate pre-departure health checks, removing the need for carriers to conduct manual checks of health documentation where the Home Office can confirm requirements are met. Carriers may surface all health codes in their system, or a reduced set of the health codes. This decision can be made by each carrier dependent upon preference.

Sector	Existing/ New	ERC Segment	Code Description (as per ICD)	Free Text (as per ICD)
Check	New	0U	NO RECORD OF VALID PERMISSION TO TRAVEL AND HEALTH TEST RESULT	Manually check travel permission and test result
	New	0V	NO RECORD OF VALID PERMISSION TO TRAVEL AND VACCINATION	Manually check travel permission and vaccination status
	New	0Y	NO RECORD OF VALID PERMISSION TO TRAVEL, VACCINATION AND HEALTH TEST RESULT	Manually check travel permission, vaccination status and test result
	New	0F	NO RECORD OF VALID PERMISSION TO TRAVEL. HEALTH EXEMPTION DECLARED.	Manually check travel permission and health exemption
	New	0G	NO RECORD OF VALID PERMISSION TO TRAVEL AND HEALTH DECLARATION	Manually check travel permission and health requirements
	New	0H	VALID PERMISSION TO TRAVEL. NO RECORD OF HEALTH DECLARATION	Manually check health requirements
	New	0I	VALID PERMISSION TO TRAVEL. NO RECORD OF HEALTH TEST RESULT.	Manually check test result
	New	0J	VALID PERMISSION TO TRAVEL. NO RECORD OF VACCINATION	Manually check vaccination status
	New	0K	VALID PERMISSION TO TRAVEL. NO RECORD OF VACCINATION AND HEALTH TEST RESULT	Manually check vaccination status and test result
	New	0Q	VALID PERMISSION TO TRAVEL. HEALTH EXEMPTION DECLARED.	Manually check health exemption

If you have any feedback or further questions about this iAPI Carrier Information Pack, please contact the Carrier Engagement & Delivery Team at:
DtBCarrierEngagementMailbox@homeoffice.gov.uk