



# SMARTGATE ABP INWARDS

## Detailed Business Requirements Use Cases

### For Series 1

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|                | 2.4                | Amendments for offshore Kiosks | 28-Mar-2008 | Te Hana Mercieca | Minor amendment following review by the business.   |

## SmartGate ABP Inwards Series 1 Detailed Business Requirements – Use Cases

|  |     |  |             |                                  |   |
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**SmartGate ABP Inwards Series 1**  
**Detailed Business Requirements – Use Cases**

## Document Sign Off

Document Owner

This document has been reviewed and endorsed by the relevant stakeholders.

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# 1. INTRODUCTION

## 1.1. PURPOSE

This document depicts the Use Cases for the Detailed Business Requirements. It covers the software aspects of the kiosk and gate components from the traveller perspective for the SmartGate Automated Border Processing (ABP) Inwards project for the first stage of release. The Detailed Business Requirements define the capabilities that the project needs to deliver in order to meet the high level requirements and project objectives restricted to the kiosk and gate components for the February 2007 release. It states what is needed, not how it is to be provided and does not reflect a design or implementation.

The SmartGate ABP Inwards project is part of the overall SmartGate ABP program spanning over 4 years beginning in July 2005 and ending on 30 June 2009. The driver for the SmartGate ABP program is the increased demand on international airports in Australia with more people travelling. In around 10 year’s time, it is anticipated that 70% of air travellers entering Australia will have an ICAO compliant ePassport.

The focus in the first part of the four-year program will be to deliver a tangible solution to meet the need for Inwards travellers to use technology to support automated processing. This project will be the first step in meeting the overall strategy around improved traveller facilitation at the airport. The project will achieve this by looking at improvements and efficiency around the current business processes rather than taking a clean slate approach (business process re-engineering). In the New Policy Proposal 2005 Business Case to government, Customs undertook to begin to deliver the solution in February 2007.

For further details of this project in relation to the whole program, refer to the Program Scope and Objectives Definition as defined in the Smartgate ABP Functional Requirements document (see [REDACTED] section).

The Stakeholders named in this document are subject to Organisational restructures and as such should be identified in the relevant Organisational documentation.

## 1.2. TERMINOLOGY

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in the RFC 2119 (see References section). Some of these keywords are also listed in the Glossary.

The following key words in this document are to be interpreted as:  
“TRAVELLER” means either a Passenger or a Crew Member;

“CREW MEMBER” means a Crew Member working on the flight or a Positioning Crew Member on the flight;

“PASSENGER” means everyone who is not classified as a Crew Member.

These keywords are also listed in the Glossary.

APC is the equivalent to DIAC APP Movement regardless of crew or passenger status.

“UNIT IDENTIFIER” is the unique letter and number combination used to identify each self-processing unit component (kiosk or gate). The unit identifier should be saved with any information the system records about actions performed by a traveller at each self-processing unit. The unit identifier for each self-processing unit is made up of the following information:

1. Airport code (3 alpha - e.g. BNE for Brisbane)
2. Smartgate identifier (ABP)
3. Direction - Inwards outwards (1 char - I or O)
4. Appliance type - Kiosk/Gate (1 char - K or G)
5. Unique Identifier - Race id for the gate and unique number for the Kiosk (3 Numeric).

e.g. BNEABPIG026

## 2. TRAVELLER ELIGIBILITY (UC)

Traces From: HL1363 Inwards ICAO International Travellers, HL1370 Secondary Examination Area, HL1507 Customs Business Process, HL1348 Facilitation Standard, HL1303 Manual Processing Integrity, HL1340 Border Processing Outcomes, HL1632 Establish Eligible User

This section describes the detailed business requirements for the self-processing unit relating to the eligibility of the traveller documentation, eligibility of the traveller, Immigration and Customs declarations and retrieval of the image from the ePassport chip. This is also referred to as the “Kiosk” in the SmartGate distributed model.

### 2.1. SELF PROCESSING UNIT READY STATE

| Tag/ID             | Description  |
|--------------------|--|
| DET6429<br>UC1.1   | The Customs Airport Officer prepares the self-processing unit for traveller readiness. |
| <b>Stakeholder</b> | Airport Representatives, Passenger Clearance, Business Transformation                  |
| <b>Traces From</b> |  |
| <b>Traces To</b>   |  |

| Case           | Description                                   |
|----------------|---|
| <u>Actor/s</u> | Customs Airport Officer, Central Office Staff |



|  |  |
|--|--|
| <b><u>Pre-condition</u></b>                          | The self processing unit must be positioned and connected to the power supply and network.   |
| <b><u>Basic Flow</u></b>                             | <p>1) This use case begins when the Customs Airport Officer identifies the need to ready the self processing units for expected flight demand.</p> <p>2) The Customs Airport Officer will power on the required self processing units (e.g. via a centrally controlled system management function).</p> <p>3) The system will then initiate the self processing units into the ready state, or each self-processing unit initialises itself.</p> <p>4) Each self-processing unit indicates that it has successfully initialised.</p> <p>5) The Customs Airport Officer verifies that all requested self-processing units have been successfully put into the ready state (activated).</p> <p>Note: Manual power on and operational mode selection could be accepted for the February 2007 SmartGate Series 1 implementation.</p> |
| <b><u>Alternative Flow – Offshore Kiosk</u></b>      | <p>If at step 1, the self-processing unit is situated in an offshore airport departure area (i.e. a non-Australian international airport) then,</p> <p>1a1) This use case begins when the off-shore Customs Airport Officer identifies the need to ready the self processing units for outgoing flight demand.</p> <p>1a2) Return to Basic Flow, step 2.</p>   |
| <b><u>Alternative Flow - Manual Power On</u></b>     | <p>If at step 2, the centrally controlled system management function is unavailable, then:</p> <p>2a1) As a fail over the Customs Airport Officer will power on the self processing units.</p> <p>2a2) The Customs Airport Officer will select the operational mode manually.</p> <p>2a3) Each self-processing unit indicates that it has successfully initialised.</p> <p>2a4) The Customs Airport Officer verifies that all requested self-processing units have been successfully put into the ready state (activated).</p> <p>2a5) Self-processing units await arrival of travellers.</p>  |
| <b><u>Alternative Flow – Failure to Activate</u></b> | <p>If at step 5, the Customs Airport Officer identifies that one or more of the required self-processing units have not been placed in the ready state (activated) successfully, then:</p> <p>5b1) The Customs Airport Officer will attempt to identify cause for failure to activate and rectify if possible (e.g. no power to unit, out of consumables, etc).</p> <p>5b2) The Customs Airport Officer will report any malfunctions unable to be resolved locally (following defined procedures to do so).</p> <p>5b3) The Customs Airport Officer will decide if other self-processing units can</p>   |

|  |  |
|--|--|
|  | be activated.  |
| <b><u>Post-condition</u></b>                               | <p>Following successful completion of Basic Flow, the Customs Airport Officer verifies that all requested self processing units have been successfully put into the ready state by having:</p> <ol style="list-style-type: none"> <li>1) The self processing unit indicates availability and readiness for operation to the traveller.</li> <li>2) The self processing unit is showing the configurable instructional commencement message (text and/or video and/or image) in English.</li> <li>3) The self processing unit is indicating that the ePassport reader is ready to receive an ePassport (e.g. light cue).</li> <li>4) The self processing unit is showing the option of alternative languages.</li> </ol> <p>(e.g.: English, Arabic, Chinese Simplified, Vietnamese, Greek, Japanese, Malay, Chinese Traditional, Indonesian, Italian, Korean, Spanish, and Thai (as per some of the current Inwards Passenger Card selection)).</p> |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | In the Co-Located/ Integrated Model, the powering up of the Self Processing Units for the Traveller Eligibility process will need to also consider the powering up of the Self Processing Units for the Traveller Clearance process [Use Case DET6538 UC2.1 Self Processing Unit Ready State].   |

## **2.2. SELF-PROCESSING**

| <b>Tag/ID</b>      | <b>Description</b>  |
|--------------------|---|
| DET4903<br>UC1.2   | The traveller identifies and selects SmartGate self-processing option.  |
| <b>Stakeholder</b> | Airport Representatives, Passenger Clearance, Business Transformation   |
| <b>Traces From</b> | HL1544 Travellers Self Process capability, HL2308 Self processing available cue, HL1454 Self processing unavailable cue |
| <b>Traces To</b>   |   |

| <b>Case</b>                 | <b>Description</b>  |
|-----------------------------|---|
| <b><u>Actor/s</u></b>       | Traveller   |
| <b><u>Pre-condition</u></b> | The aircraft has arrived or for offshore kiosks, the flight has been opened for |

|   |  |
|---|--|
|   | <p>check in.</p> <p>The self processing unit(s) must be active and available for traveller use.</p>  |
| <b><u>Basic Flow</u></b>  | <ol style="list-style-type: none"> <li>1) This use case begins when the flight arrives at the airport.</li> <li>2) The traveller disembarks the aircraft.</li> <li>3) The traveller proceeds towards the Entry Control Point.</li> <li>4) The traveller recognises the SmartGate self-processing option.</li> <li>5) The traveller selects self-processing option.</li> <li>6) The traveller selects an available self-processing unit indicated ready for use.</li> <li>7) Traveller commences self-processing.</li> </ol>  |
| <b><u>Alternative Flow – Offshore Kiosk</u></b>                 | <p>If at step 1, the self-processing unit is situated in an offshore airport departure area (i.e. a non-Australian international airport) then:</p> <ol style="list-style-type: none"> <li>1a1) This use case begins when the flight departing from the offshore airport has been opened for travellers to check in.</li> <li>1a2) The traveller checks into their flight.</li> <li>1a3) The traveller proceeds through the Outwards Control Point.</li> <li>1a4) The traveller proceeds through security.</li> <li>1a5) The traveller recognises the SmartGate self-processing option.</li> <li>1a6) The traveller selects self-processing option.</li> <li>1a7) The traveller selects an available self-processing unit indicated ready for use.</li> <li>1a8) Traveller commences self-processing.</li> </ol> |
| <b><u>Alternative Flow - Manual Process</u></b>                 | <p>If at step 5, the traveller does not wish to use the SmartGate self-processing option, then:</p> <ol style="list-style-type: none"> <li>5a1) The traveller will proceed to the Customs manual primary line.</li> </ol>  |
| <b><u>Alternative Flow – Offshore Kiosk, Manual Process</u></b> | <p>If at step 1a6, the traveller does not wish to use the SmartGate self-processing option, then:</p> <ol style="list-style-type: none"> <li>1a6i) The traveller will proceed to board the aircraft.</li> </ol>  |
| <b><u>Post-condition</u></b>                                    | <p>The traveller has selected a SmartGate self-processing unit that is available and ready for traveller use.</p>  |
| <b><u>Co-Located / Integrated Model</u></b>                     | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>  |

|                       |  |
|-----------------------|--|
| <u>Considerations</u> |  |
|-----------------------|--|

### 2.3. EPASSPORT PRESENTED

| Tag/ID             | Description   |
|--------------------|---|
| DET4908<br>UC1.3   | The traveller presents their ePassport to the self-processing unit.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL1369 Undocumented travellers, HL1573 Accepted ePassport   |
| <b>Traces To</b>   |   |

| Case                                     | Description  |
|--|--|
| <u>Actor/s</u>                           | Traveller  |
| <u>Pre-condition</u>                     | The traveller has selected a self processing unit.   |
| <u>Basic Flow</u>                        | <p>1) This use case begins when the traveller is positioned in front of the self-processing unit.</p> <p>2) The traveller views the default (English) configurable instructional message (video and/or text and/or image) about presenting ePassport, Privacy Statement and other instructional information (KM1).</p> <p>3) The traveller inserts their ePassport into reader, assisted by light cue.</p> <p>4) The self-processing unit attempts to read the ePassport Machine Readable Zone.</p> <p>5) The system checks the validity of the Machine Readable Zone (e.g. nulls, overflows, etc).</p> <p>6) The system continues processing.</p> <p>Note: The traveller has the option to select a foreign language for text - refer to Change Selected Language Use Case.</p> |
| <u>Alternative Flow - Manual Process</u> | If at step 1, the traveller does not wish to use the SmartGate self-processing option, then  |

|   |   |
|---|---|
|   | 1a1) The traveller will proceed to the Customs manual primary line.   |
| <b><u>Alternative Flow – Offshore Kiosk, Manual Process</u></b>       | <p>If at step 1, the traveller is positioned in front an offshore self-processing unit and does not wish to use the SmartGate self-processing option, then:</p> <p>1b1) The traveller will proceed to board the aircraft.</p>   |
| <b><u>Alternative Flow - ePassport Read Fault</u></b>                 | <p>If at step 4 the system is unable to read the ePassport Machine Readable Zone, then:</p> <p>4a1) The system will present a configurable instructional message (text and/or video and/or image) to advise the traveller to retry inserting the ePassport (KMW1).</p> <p>4a2) The system will record the failure to read ePassport Machine Readable Zone for later use (e.g. statistical purposes).</p> <p>4a3) Traveller retrieves ePassport.</p> <p>4a4) The system will then return to the ready state, displaying the first instructional message (KM1).</p> <p>4a5) The traveller will retry the process from step 3 or proceed to the SmartGate assistance desk.</p>     |
| <b><u>Alternative Flow – Offshore Kiosk, ePassport Read Fault</u></b> | <p>If at step 4a5, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport) then:</p> <p>4a5i) The traveller will retry the process from step 3 or proceed to board the aircraft.</p>   |
| <b><u>Alternative Flow - ePassport Validity Fault</u></b>             | <p>If at step 5 the system is unable to validate the ePassport Machine Readable Zone, then:</p> <p>5a1) The system will present a configurable instructional message (text and/or video and/or image) to advise the traveller to retry inserting the ePassport (KMW1).</p> <p>5a2) The system will record the failure to read ePassport Machine Readable Zone for later use (e.g. statistical purposes).</p> <p>5a3) Traveller retrieves ePassport.</p> <p>5a4) The system will then return to the ready state, displaying the first instructional message (KM1).</p> <p>5a5) The traveller will retry the process from step 3 or proceed to the SmartGate assistance desk.</p> |
| <b><u>Alternative Flow – Offshore Kiosk,</u></b>                      | <p>If at step 5a5, the traveller is using a self-processing unit situated in an offshore</p>  |

|  |  |
|--|--|
| <b><u>ePassport Validity Fault</u></b>                     | airport departure area (i.e. a non-Australian international airport) then:<br><br>5a5i) The traveller will retry the process from step 3 or proceed to board the aircraft. |
| <b><u>Post-condition</u></b>                               | Self processing is able to proceed.  |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | There are no changes to this Use Case for the Co-Located/Integrated Model.   |

## **2.4. CHIP DETECTED**

| <b>Tag/ID</b>      | <b>Description</b>  |
|--------------------|---|
| DETtemp1<br>UC1.4  | The system detects that the ePassport has a chip present.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL2226 ISO 14443 chip, CR181  |
| <b>Traces To</b>   |   |

| <b>Case</b>                                       | <b>Description</b>   |
|---|--|
| <b><u>Actor/s</u></b>                             | System   |
| <b><u>Pre-condition</u></b>                       | The traveller has inserted their ePassport.  |
| <b><u>Basic Flow</u></b>                          | <ol style="list-style-type: none"> <li>1) This use case begins when the traveller has inserted their ePassport into the reader.</li> <li>2) The system checks for the presence of the chip.</li> <li>3) The system identifies chip is present.</li> <li>4) The system continues processing.</li> </ol> |
| <b><u>Alternative Flow – No Chip Detected</u></b> | <p>If at step 3, the system has identified that the passport presented is a gazetted ePassport (i.e. via the MRZ) and it is unable to detect a chip, then:</p> <p>3a1) The system will record the failure to detect a chip for later use (e.g. statistical purposes).</p>                              |

|   |  |
|---|--|
|   | <p>3a2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>3a3) Traveller retrieves ePassport.</p> <p>3a4) The system will issue a configurable instructional message to inform the traveller that they will need to be processed by a Customs Officer (KMW2).</p> <p>3a4) The system will then return to the ready state.</p> <p>3a5) Traveller proceeds to the SmartGate assistance desk.</p> |
| <b><u>Alternative Flow – Offshore Kiosk, No Chip Detected</u></b> | <p>If at step 3a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport) then:</p> <p>3a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>3a4ii) The system will then return to the ready state.</p> <p>3a4iii) Traveller proceeds to board the aircraft.</p>                           |
| <b><u>Post-condition</u></b>                                      | Self processing is able to proceed.  |
| <b><u>Co-Located / Integrated Model Considerations</u></b>        | There are no changes to this Use Case for the Co-Located/Integrated Model.   |

## 2.5. SYSTEM PROCESSING INDICATION

| Tag/ID             | Description   |
|--------------------|---|
| DET4956<br>UC1.5   | The system indicates processing action to the traveller.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office  |
| <b>Traces From</b> | HL2309 Self process response cue  |
| <b>Traces To</b>   | DET4908: ePassport Presented, DETtemp1: Chip Detected, DET4964: Traveller Eligibility Retry Limit Check, DET4978: Gazetted ICAO ePassport, DET5008: Check Expected Movement, DET5015: Check DIAC Directive, DET5021 Check Visa Subclasses, DETtemp5: Check Visa Conditions, DET6489: Check for Age Restrictions, DETtemp2: Expected Movement Alert Checking, DET5026 Validity & Integrity Check of Digital Component, DET5031: Retrieve & Store Chip Image, ██████████<br>██████████ DET5066: Proceed Decision, DET6523: Print Ticket |

| <b>Case</b>  | <b>Description</b>  |
|--|---|
| <b><u>Actor/s</u></b>                                      | System  |
| <b><u>Pre-condition</u></b>                                | The system was able to commence processing.   |
| <b><u>Basic Flow</u></b>                                   | <p>1) This use case begins when the system has detected system processing has commenced and traveller has no action to perform.</p> <p>2) The system displays configurable informational message in English or selected language informing the traveller that processing has commenced (KM2).</p> <p>3) The system is to display the configurable informational message (KM2) until system processing completed.</p> <p>4) The system continues processing.</p> |
| <b><u>Post-condition</u></b>                               | The system displays information to traveller that system processing has commenced / is in action whilst the system continues with processing.   |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | There are no changes to this Use Case for the Co-Located/Integrated Model. However, it needs to be considered in context with the equivalent use case for Traveller Clearance [Use Case DET5106 UC2.6 System Processing Indication].  |

## **2.6. TRAVELLER ELIGIBILITY RETRY LIMIT CHECK**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DET4964<br>UC1.6   | The system is to restrict the traveller to a system configurable limit of retries for assessing traveller eligibility and obtaining the authority to proceed (e.g. traveller is presented with a ticket, but may misplace it so then retries the self-processing option again. This can only be allowed to the system configurable x limit set). The retry attempts are based on the number of completed attempts (proceed or referred result, but does not include time out or cancelled attempts). |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Audit, Customs Legal, Customs Security   |
| <b>Traces From</b> | HL2240 Self process retries configurable, HL2210 Retries auditable, CR648  |
| <b>Traces To</b>   |  |



| <b>Case</b>  | <b>Description</b>  |
|--|---|
| <u><b>Actor/s</b></u>  | System  |
| <u><b>Pre-condition</b></u>                                    | <p>1) The system was able to read the Machine Readable Zone of the ePassport.</p> <p>2) The system has not already determined that the traveller is ineligible (e.g. has already been referred due to no expected movement, non ICAO ePassport, non ePassport, etc).</p> <p>3) The traveller has not previously been processed at the gate.</p> <p>4) The traveller has a valid expected movement.</p>  |
| <u><b>Basic Flow</b></u>                                       | <p>1) This use case begins when an ePassport Machine Readable Zone is read.</p> <p>2) The system verifies the traveller is not exceeding the traveller eligibility retry limit based on the same date and same flight number match criteria for the ePassport number against a previously completed Traveller Eligibility record. Cancelled or Time Out records do not count towards the retry limit count.</p> <p>3) The system continues processing.</p>  |
| <u><b>Alternative Flow - Retry Exceeded</b></u>                | <p>If at step 2, the traveller has exceeded the traveller eligibility retry limit, then:</p> <p>2a1) The system is to cease processing.</p> <p>2a3) The system will record the retry limit has been exceeded for later use (e.g. statistical purposes).</p> <p>2a4) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>2a5) Traveller retrieves ePassport.</p> <p>2a6) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>2a7) The system will return the self-processing unit to the ready state.</p> |
| <u><b>Alternative Flow - Retry Exceeded Offshore Kiosk</b></u> | <p>If at step 2a6, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport) then:</p> <p>2a6i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2a6ii) The system will return the self-processing unit to the ready state.</p>   |
| <u><b>Post-condition</b></u>                                   | Self processing is able to proceed.   |

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| <u>Co-Located / Integrated Model Considerations</u> | There are no changes to this Use Case for the Co-Located/Integrated Model. |
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## 2.7. GAZETTED ICAO EPASSPORT

| Tag/ID             | Description   |
|--------------------|---|
| DET4978<br>UC1.7   | The system verifies the ePassport is an eligible ICAO ePassport and gazetted by DIAC and is not an expired ePassport.             |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, DIAC, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL1536 TD Not Supported, HL1368 TD Endorsements, HL1300 ICAO ePassports, HL1226 Unrecognised ePassport                            |
| <b>Traces To</b>   |   |

| Case   | Description  |
|--|--|
| <u>Actor/s</u>                                   | System   |
| <u>Pre-condition</u>                             | The system has successfully read the Machine Readable Zone.  |
| <u>Basic Flow</u>                                | <p>1) This use case begins when the system has successfully read the Machine Readable Zone of the ePassport.</p> <p>2) The system verifies that the Country of Issue code (Issuing State) and the ePassport series number from the Machine Readable Zone has been gazetted by the DIAC (The Country of Issue code is on the first line of the MRZ, position 3-5 inclusive of that row).</p> <p>3) The system verifies that the Date of Expiry of ePassport from the Machine Readable Zone is equal to or greater than the current system processing date (The Date of Expiry field appears on the second row of the MRZ, position 22-27 inclusive of that row).</p> <p>4) The system continues processing.</p> |
| <u>Alternative Flow - Non Gazetted ePassport</u> | <p>If at step 2, the ePassport has not been identified as gazetted, then:</p> <p>2a1) The system is to cease processing.</p> <p>2a2) The system will record the details that the ePassport was not in the gazetted range for later use (e.g. statistical purposes).</p>  |

|  |   |
|--|---|
|  | <p>2a3) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>2a4) Traveller retrieves ePassport.</p> <p>2a5) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>2a6) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow – Offshore Kiosk, Non Gazetted ePassport</u></b></p> | <p>If at step 2a5, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a5i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2a5ii) The system returns the self-processing unit to the ready state.</p>  |
| <p><b><u>Alternative Flow – Failed ePassport Date of Expiry Check</u></b></p>  | <p>If at step 3, the ePassport has expired, then:</p> <p>3a1) The system is to cease processing.</p> <p>3a2) The system will record the details that the ePassport has expired for later use (e.g. statistical purposes).</p> <p>3a3) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>3a4) Traveller retrieves ePassport.</p> <p>3a5) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>3a6) The system returns the self-processing unit to the ready state.</p> |
| <p><b><u>Alternative Flow – Offshore Kiosk, Non Gazetted ePassport</u></b></p> | <p>If at step 3a5, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>3a5i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>3a5ii) The system returns the self-processing unit to the ready state.</p>  |
| <p><b><u>Post-condition</u></b></p>  | <p>Self processing is able to proceed.</p>  |
| <p><b><u>Co-Located / Integrated Model</u></b></p>                             | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>   |

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| <u>Considerations</u> |  |
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## 2.8. CHANGE SELECTED LANGUAGE

| Tag/ID             | Description   |
|--------------------|---|
| DET4994<br>UC1.8   | The system enables the traveller to change the language from the default English or from another selected language.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL1331 Multiple Language, HL2307 Default Language, HL1333 Available Languages   |
| <b>Traces To</b>   | All Traveller Eligibility Use Cases.  |

| Case                  | Description  |
|-----------------------|--|
| <u>Actor/s</u>        | Traveller  |
| <u>Pre-condition</u>  | The system presents language options for the traveller to select from.   |
| <u>Basic Flow</u>     | <ol style="list-style-type: none"> <li>1) This use case begins when the traveller wants to change a language option.</li> <li>2) The system is to enable the traveller to select a language from the following:<br/>English, Arabic, Chinese Simplified, Vietnamese, Greek, Japanese, Malay, Chinese Traditional, Indonesian, Italian, Korean, Spanish, Thai (as per current Inwards Passenger Card selection, but final selection to be confirmed during design and development).</li> <li>3) The traveller selects a language.</li> <li>4) The system records the selected language for later use (e.g. required at Traveller Clearance).</li> <li>5) The system invokes <i>Display Selected Language Use Case</i>.</li> </ol> |
| <u>Post-condition</u> | <ol style="list-style-type: none"> <li>1) The traveller has selected a language.</li> <li>2) The system highlights the selected language option.</li> <li>3) The system has recorded the selected language for later use (e.g. Traveller Clearance).</li> <li>4) The system has invoked <i>Display Selected Language Use Case</i> [DET4986</li> </ol>  |

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|  | UC1.9].  |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | There are no changes to this Use Case for the Co-Located/Integrated Model. |

## 2.9. DISPLAY SELECTED LANGUAGE

| Tag/ID             | Description   |
|--------------------|---|
| DET4986<br>UC1.9   | The system displays all text in the language selected by traveller.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL1331 Multiple Language, HL2307 Default Language, HL1333 Available Languages   |
| <b>Traces To</b>   | All Traveller Eligibility Use Cases.  |

| Case  | Description  |
|---|--|
| <b><u>Actor/s</u></b>                       | System   |
| <b><u>Pre-condition</u></b>                 | The traveller has selected a language.   |
| <b><u>Basic Flow</u></b>                    | <p>1) This use case begins when the traveller selects a language option.</p> <p>2) The system will refresh the active screen image and display all text (e.g. messages, response keys, etc) in all subsequent screens in the new chosen language.</p> <p>3) The system will display all configurable instructional message text in the selected language until self-processing completed, traveller cancels out of the self-processing, another language is selected or a time period has elapsed with no traveller responses to required action.</p> <p>4) The system continues processing.</p> |
| <b><u>Post-condition</u></b>                | <p>1) The system has refreshed and displays text in new chosen language up to the point of time out, cancel or completion of Traveller Eligibility processing.</p> <p>2) Self-processing is able to proceed.</p>   |
| <b><u>Co-Located / Integrated Model</u></b> | There are no changes to this Use Case for the Co-Located/Integrated Model.   |

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| <u>Considerations</u> |  |
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## 2.10. ABILITY TO CANCEL SELF-PROCESSING

| Tag/ID             | Description   |
|--------------------|---|
| DET4999<br>UC1.10  | Ability for the traveller to cancel out of the self-processing process at any time  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Legal, Customs Security                                     |
| <b>Traces From</b> | HL2309 Self process traveller cue, CR648, CR627   |
| <b>Traces To</b>   | DET4956: System Processing Indication DET5066: Proceed Decision DET5054: Legal Declaration DET5036: H&C Declaration DET5045: Yellow Fever Declaration DET5041: Change Declaration Responses DET6519: Adhoc Declarations |

| Case                 | Description   |
|----------------------|---|
| <u>Actor/s</u>       | Traveller, System   |
| <u>Pre-condition</u> | 1) The system has presented cancel option for the traveller to select.  |
| <u>Basic Flow</u>    | <p>1) This use case begins when the traveller wants to cancel out of the self-processing process.</p> <p>2) The traveller selects the ‘Cancel’ option from any of the configurable instructional message screens that include the cancel option, within the self processing process.</p> <p>3) The system displays the configurable instructional cancellation confirmation message to the traveller (KQW5).</p> <p>4) The traveller selects the ‘Yes’ option from the cancellation confirmation message.</p> <p>5) The system cancels processing for the current traveller.</p> <p>6) The system records the cancellation details for later use (e.g. statistical purposes – status of “PAX Cancelled Processing”, traveller identity, date, time, and point of cancellation).</p> <p>7) If the traveller who is cancelling the self-processing process has previously completed Traveller Eligibility and has retrieved a ticket for the same flight, on the same day, the system is to retain this record as the valid record (i.e. so the</p> |

|  |   |
|--|---|
|  | <p>traveller can still use the previously issued ticket to process through Traveller Clearance).</p> <p>8) The system prompts user to retrieve ePassport (KM5B).</p> <p>9) Traveller retrieves ePassport.</p> <p>10) The system returns the self-processing unit to the ready state.</p>  |
| <b><u>Alternative Flow - Reject Cancellation</u></b>                   | If at step 4, the traveller does not confirm the cancellation, the system is to return to the point of interrupt and continue processing.   |
| <b><u>Alternative Flow – Traveller fails to Retrieve ePassport</u></b> | <p>If at step 9, the traveller does not retrieve the ePassport, then:</p> <p>9a1) KM5B will remain displayed on the kiosk screen and the ePassport will remain in the passport reader unit until retrieved.</p> <p>9a2) Once the traveller has retrieved their ePassport, the system will return the self-processing unit to the ready state.</p> |
| <b><u>Post-condition</u></b>   | <p>1) The system has cancelled the self processing process.</p> <p>2) The system has recorded the cancellation details.</p> <p>3) Traveller has retrieved ePassport.</p> <p>4) The system has returned the self processing unit to the ready state.</p>   |
| <b><u>Co-Located / Integrated Model Considerations</u></b>             | There are no changes to this Use Case for the Co-Located/Integrated Model.  |

## **2.11. TIME OUT FROM SELF-PROCESSING**

| <b>Tag/ID</b>      | <b>Description</b>  |
|--------------------|---|
| DET5003<br>UC1.11  | Ability for the system to cancel the self-processing process when no response from the traveller has been received.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL2309 Self process traveller cue, CR627  |
| <b>Traces To</b>   | DET5054: Legal Declaration DET5036: H&C Declaration DET5045: Yellow Fever Declaration DET5041: Change Declaration Responses DET6519: Adhoc Declarations                             |

| Case   | Description  |
|--|--|
| <u>Actor/s</u>                                   | Traveller, System  |
| <u>Pre-condition</u>                             | The system has not received response from traveller within the required time limit.  |
| <u>Basic Flow</u>                                | <p>1) This use case begins when the traveller has not responded to a system need within a system configurable time limit relevant to the individual system response process points.</p> <p>2) The system will display a configurable informational message to the traveller at the bottom of the current screen indicating what is required of them to enable the processing to continue (KMW9).</p> <p>3) If the time limit is then reached on this informational message response, then the system is to cancel the self-processing process.</p> <p>4) The system will issue a time-out configurable informational message to the traveller indicating the time-out has occurred and to retrieve their ePassport (KMW9A).</p> <p>5) If the traveller who has timed out of the self-processing process has previously completed Traveller Eligibility and has retrieved a ticket for the same flight, on the same day, the system is to retain this record as the valid record (i.e. so the traveller can still use the previously issued ticket to process through Traveller Clearance).</p> <p>6) The system records the time out details for later use (e.g. statistical purposes - status of “PAX Timeout Cancellation”, traveller identify, date, time, point of time out).</p> <p>8) Traveller retrieves ePassport.</p> <p>9) The system will return the self-processing unit to the ready state.</p> |
| <u>Alternative Flow – Timeout Offshore Kiosk</u> | <p>If at step 4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>4a1) The system will issue a time-out configurable informational message to the traveller indicating the time-out has occurred and to retrieve their ePassport and try again (NZKMW9A).</p> <p>4a2) Traveller retrieves ePassport.</p> <p>4a3) If the traveller who has timed out of the self-processing process has previously completed Traveller Eligibility and has retrieved a ticket for the same flight, on the same day, the system is to retain this record as the valid record (i.e. so the traveller can still use the previously issued ticket to process through Traveller Clearance).</p>  |



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|  | <p>4a4) The system records the time out details for later use (e.g. statistical purposes - status of “PAX Timeout Cancellation”, traveller identify, date, time, point of time out).</p> <p>4a5) The system will return the self-processing unit to the ready state.</p>  |
| <b><u>Alternative Flow – Traveller fails to Retrieve ePassport</u></b> | <p>If at step 8, the traveller does not retrieve the ePassport, then:</p> <p>8a1) KM5B will remain displayed on the kiosk screen and the ePassport will remain in the passport reader unit until retrieved.</p> <p>8a2) Once the traveller has retrieved their ePassport, the system will return the self-processing unit to the ready state.</p>                               |
| <b><u>Post-condition</u></b>   | <ol style="list-style-type: none"> <li>1) The system has ceased the self processing process.</li> <li>2) The system has recorded the time out details.</li> <li>3) The system has issued the informational message to the traveller.</li> <li>4) Traveller has retrieved ePassport.</li> <li>5) The system has returned the self processing unit to the ready state.</li> </ol> |
| <b><u>Co-Located / Integrated Model Considerations</u></b>             | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>   |

## **2.12. CHECK EXPECTED MOVEMENT**

| <b>Tag/ID</b>      | <b>Description</b>  |
|--------------------|---|
| DET5008<br>UC1.12  | The system verifies the traveller has an expected movement record.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Passenger Assessment & Response, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Security  |
| <b>Traces From</b> | HL1365 Domestic Travellers, HL1373 Distinguish PAX & Crew, HL1374 Crew Status, HL1228 NPP 1 - Collection, HL2253 APP Expected Movement Match, HL2289 Expected Movement Date Check, HL1381 Flight Clearance, HL2288 DIAC approved ePassport, HL2289 Expected Movement Date Check |
| <b>Traces To</b>   |   |



|  |                    |
|--|--------------------|
|  | [Redacted Content] |
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|  | 2a2iii) The system returns the self-processing unit to the ready state.   |
| <b><u>Alternative Flow – Offshore Kiosk, Verify Port Code</u></b>  | <p>If at step 3, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>3a1) The system retrieves the matched record and verifies the Arrival Port Code contained in the expected movement is a for an Australian international airport where the SmartGate self-processing option is available (e.g. ‘BNE’ or ‘CNS’).</p> <p>3a2) The system continues processing.</p>   |
| <b><u>Alternative Flow – Offshore Kiosk, Invalid Port Code</u></b> | <p>If at step 3a1, the Arrival Port Code is not in the list of Australian international airports where the SmartGate self-processing option is available (e.g not ‘BNE’ or ‘CNS’) then:</p> <p>3a1i) The system is to cease the self processing process.</p> <p>3a1ii) The system will issue a configurable instructional message (text and/or video and/or image) that SmartGate is not available in the Australian destination they are travelling to and to remove their ePassport (KMW13-NZ).</p> <p>3a1iii) Traveller retrieves ePassport.</p> <p>3a1iv) The system returns the self-processing unit to the ready state.</p>   |
| <b><u>Alternative Flow - Invalid Route ID</u></b>                  | <p>If at step 3, the system is unable to verify the Route ID, then:</p> <p>3b1) The system is to cease the self processing process.</p> <p>3b2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>3b3) Traveller retrieves ePassport.</p> <p>3b4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>3b5) The system will record the details of invalid Route ID for the traveller for later use (e.g. statistical purposes).</p> <p>3b6) The system will return the self processing unit to the ready state.</p> |
| <b><u>Alternative Flow – Offshore Kiosk Invalid Route ID</u></b>   | <p>If at step 3b4, the traveller is using a self-processing unit situated in an offshore airport departure area and the system is unable to verify the Route ID, then:</p> <p>3b4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them and to remove their ePassport (KMW2-NZ).</p>  |

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|  | 3b4ii) The system returns the self-processing unit to the ready state.  |
| <b><u>Post-condition</u></b>                               | 1) The system has matched traveller to a valid expected movement record with the flight open.<br><br>2) Self-processing is able to proceed. |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | There are no changes to this Use Case for the Co-Located/Integrated Model.  |

### 2.13. CHECK DIAC DIRECTIVE

| Tag/ID             | Description   |
|--------------------|---|
| DET5015<br>UC1.13  | The system verifies the traveller has no DIAC directives on the expected movement to prevent traveller proceeding with self-processing clearance. |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Security       |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers [REDACTED]   |
| <b>Traces To</b>   |   |

| Case   | Description  |
|--|--|
| <b><u>Actor/s</u></b>                          | System   |
| <b><u>Pre-condition</u></b>                    | The traveller has a valid expected movement record.  |
| <b><u>Basic Flow</u></b>                       | 1) This use case begins when the system has successfully read the traveller's expected movement record.<br><br>2) The system [REDACTED]<br><br>3) The system continues processing. |
| <b><u>Alternative Flow -</u></b><br>[REDACTED] | If at step 2 [REDACTED]<br><br>2a1) The system is to cease the self processing process.<br><br>2a2) The system will issue a configurable instructional message to instruct the     |

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|  | <p>traveller to retrieve their ePassport (KM5B).</p> <p>2a3) Traveller retrieves ePassport.</p> <p>2a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>2a5) The system will record the DIAC referral details for the traveller for later use (e.g. statistical purposes).</p> <p>2a6) The system will return the self processing unit to the ready state.</p> |
| <p><u><b>Alternative Flow – Offshore Kiosk,</b></u><br/>[REDACTED]</p> | <p>If at step 2a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2a4ii) The system returns the self-processing unit to the ready state.</p>  |
| <p><u><b>Post-condition</b></u></p>                                    | <p>1) The system has [REDACTED]</p> <p>2) Self-processing is able to proceed.</p>   |
| <p><u><b>Co-Located / Integrated Model Considerations</b></u></p>      | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>   |

## 2.14. CHECK VISA SUBCLASSES

| Tag/ID             | Description  |
|--------------------|--|
| DET5021<br>UC1.14  | The system verifies the traveller has a valid visa subclass to allow traveller to proceed with self-processing clearance and [REDACTED] and that the visa subclass is allowed to be used by the traveller based on Country of Issue code.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security   |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1366 VIP's, HL1407 Visa types, HL1408 SPV, HL1409 PRNIV, HL2025 New Zealand with Substantive Visa, HL1383 Aust Passport Stamping, HL1379 Non-Aust Passport Stamping, HL1373 Distinguish PAX & Crew, HL1374 Crew Status, [REDACTED] |





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|  | <p>(e.g. statistical purposes).</p> <p>2a6) The system returns the self-processing unit to the ready state.</p>  |
| <p><b><u>Alternative Flow – Offshore Kiosk, Subclass Not Permitted for Self Processing</u></b></p> | <p>If at step 2a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2a4ii) The system will record the visa subclass referral details for the traveller for later use (e.g. statistical purposes).</p> <p>2a4iii) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow – Traveller Not Permitted to Use Subclass</u></b></p>                    | <p>If at step 4, the visa subclass indicates the traveller is not permitted to use that visa subclass, then :</p> <p>4a1) The system is to cease processing.</p> <p>4a2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>4a3) Traveller retrieves ePassport.</p> <p>4a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2)</p> <p>4a5) The system will record the visa subclass referral for the traveller for later use (e.g. statistical purposes).</p> <p>4a6) The system returns the self-processing unit to the ready state.</p> |
| <p><b><u>Alternative Flow – Offshore Kiosk, Traveller Not Permitted to Use Subclass</u></b></p>    | <p>If at step 4a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>4a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>4a4ii) The system will record the visa subclass referral details for the traveller for later use (e.g. statistical purposes).</p> <p>4a4iii) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Post-condition</u></b></p>  | <p>1) The visa subclass indicates self-processing clearance permitted.</p> <p>2) The system has recorded [REDACTED] for the visa subclass.</p> <p>3) Self-processing is able to proceed.</p>   |

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| <u><b>Co-Located / Integrated Model Considerations</b></u> | There are no changes to this Use Case for the Co-Located/Integrated Model. |
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## 2.15. CHECK VISA CONDITIONS

| Tag/ID             | Description  |
|--------------------|--|
| DETtemp5<br>UC1.31 | The system verifies the traveller does not have visa conditions that preclude them from self processing.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL1906 Visa Condition, HL1410 NVFFT, HL1586 GRP, HL1587 ACCOMPANIED, HL1588 MARRIED  |
| <b>Traces To</b>   |  |

| Case  | Description   |
|---|---|
| <u><b>Actor/s</b></u>   | System  |
| <u><b>Pre-condition</b></u>   | The traveller [REDACTED]  |
| <u><b>Basic Flow</b></u>  | <p>1) This use case begins when the system has successfully read the traveller's expected movement record.</p> <p>2) The system verifies the visa conditions on the expected movement record against a listing of system configurable visa conditions which indicate if this visa condition is eligible for self-processing.</p> <p>[REDACTED]</p> <p>3) The system continues processing.</p> |
| <u><b>Alternative Flow – Visa Condition Not Permitted for Self Processing</b></u> | <p>If at step 2, the visa condition indicates self-processing not permitted, then :</p> <p>2a1) The system is to cease processing.</p> <p>2a2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>2a3) Traveller retrieves ePassport.</p>  |

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|  | <p>2a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>2a5) The system will record the visa condition referral for the traveller for later use (e.g. statistical purposes).</p> <p>2a6) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow – Offshore Kiosk, Visa Condition Not Permitted for Self Processing</u></b></p> | <p>If at step 2a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2a4ii) The system will record the visa condition referral details for the traveller for later use (e.g. statistical purposes).</p> <p>2a4iii) The system returns the self-processing unit to the ready state.</p> |
| <p><b><u>Post-condition</u></b></p>  | <p>1) The visa condition indicates self-processing clearance permitted.</p> <p>2) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p>  | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>   |

## 2.16. CHECK FOR AGE RESTRICTION

| Tag/ID             | Description  |
|--------------------|--|
| DET6489<br>UC1.15  | The system verifies if the traveller is of an age that allows for self-processing, and if the traveller is of a minor [REDACTED]                           |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL1367 Children, HL1542 Age of Users   |
| <b>Traces To</b>   |  |

| Case | Description |
|------|-------------|
|------|-------------|

| <u>Actor/s</u>  | System  |
|---|---|
| <u>Pre-condition</u>                                      | The traveller has a valid expected movement record.   |
| <u>Basic Flow</u>   | <p>1) This use case begins when the system has successfully read the traveller's expected movement record.</p> <p>2) The system will calculate the age of the traveller based on the expected movement details.</p> <p>3) The system will identify if the traveller matches one of the system configurable age restrictions (minimum age to actually use self processing and the age that identifies a minor).</p> <p>4) If the age restriction allows the traveller to proceed, then the system will allow the self-processing to continue.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>  |
| <u>Alternative Flow – Age Restriction</u>                 | <p>If at step 4, the age restriction prevents the traveller from self-processing, then</p> <p>4a1) The system is to cease processing.</p> <p>4a2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>4a3) Traveller retrieves ePassport.</p> <p>4a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>4a5) The system will record the age restriction for later use (e.g. statistical purposes).</p> <p>4a6) The system will return the self-processing unit to the ready state.</p> |
| <u>Alternative Flow – Offshore Kiosk, Age Restriction</u> | <p>If at step 4a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>4a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>4a4ii) The system will record the age restriction referral details for the traveller for later use (e.g. statistical purposes).</p> <p>4a4iii) The system returns the self-processing unit to the ready state.</p>  |

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| <b><u>Post-condition</u></b>                               | Self processing is able to proceed.  |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | There are no changes to this Use Case for the Co-Located/Integrated Model. |

## 2.17. EXPECTED MOVEMENT ALERT CHECKING

| Tag/ID             | Description   |
|--------------------|---|
| DETtemp2<br>UC1.16 | The system verifies if the traveller has a matched alert and actions according to alert category and level.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Passenger Assessment & Response, Business Transformation, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1304 Enforcement Integrity, HL1375 PACE Alert, [REDACTED], HL1385 Enforcement Notification, CR227                                     |
| <b>Traces To</b>   |   |

| Case   | Description  |
|--|--|
| <b><u>Actor/s</u></b>                          | System   |
| <b><u>Pre-condition</u></b>                    | The traveller has a valid expected movement record.  |
| <b><u>Basic Flow</u></b>                       | <p>1) This use case begins when the system has successfully read the traveller's expected movement record.</p> <p>2) The system must check the most recently updated information on incoming traveller alerts to determine whether the traveller is on alert.</p> <p>3) If the traveller is not on alert, the system continues processing.</p> |
| <b><u>Alternative Flow –</u></b><br>[REDACTED] | <p>If [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>   |
| <b><u>Alternative Flow –</u></b>               | [REDACTED]   |

|   |                   |
|---|-------------------|
| <p>[REDACTED]</p>                               | <p>[REDACTED]</p> |
| <p><i>Alternative Flow –</i><br/>[REDACTED]</p> | <p>[REDACTED]</p> |
| <p><i>Alternative Flow –</i><br/>[REDACTED]</p> | <p>[REDACTED]</p> |

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|  | <p>2e4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>2e5) The system must record details about the traveller alert referral for later use (e.g. statistical purposes).</p> <p>2e6) The system will return the self-processing unit to the ready state.</p> |
| <p><b><u>Alternative Flow – Offshore Kiosk,</u></b><br/>[REDACTED]</p> | <p>If [REDACTED]<br/>[REDACTED]<br/>[REDACTED]<br/>[REDACTED]<br/>[REDACTED]</p> <p>2e4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2e4ii) The system must record details about the traveller alert referral for later use (e.g. statistical purposes).</p> <p>2e4iii) The system will return the self-processing unit to the ready state.</p>                                 |
| <p><b><u>Post-condition</u></b></p>                                    | <p>1) The system has identified the [REDACTED]<br/>[REDACTED]</p> <p>2) Self-processing proceeds.</p>  |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p>      | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>  |

## **2.18. VALIDITY & INTEGRITY CHECK OF DIGITAL COMPONENT**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DET5026<br>UC1.17  | The system verifies the traveller's ePassport digital component  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security, DFAT     |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1227 Authenticate ePassport, HL1226 Unrecognised ePassport, HL1341 Establish Identity, HL1561 Validating chip, CR648 |





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|  | <p>The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>Traveller retrieves ePassport.</p> <p>As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2) .</p> <p>The system is to cease processing.</p> <p>The system will record the digital component issue for the traveller’s ePassport for later use (e.g. statistical purposes). This will include the type of issue identified.</p> <p>The system will return the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow – Offshore Kiosk, Issue with Digital Component</u></b></p> | <p>In a distributed model of delivery for the SmartGate Inwards:</p> <p>If at step 2 to 5, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport) and the system finds a fault with the digital component of the ePassport, then:</p> <p>2b1) The system is to cease processing.</p> <p>2b2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>2b3) Traveller retrieves ePassport.</p> <p>2b4) The system is to add an indication to the traveller’s record that indicates to the Primary Line officer that there is a digital component issue with this traveller's ePassport .</p> <p>2b5) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2b6) The system will record the digital component issue for the traveller’s ePassport for later use (e.g. statistical purposes). This will include the type of issue identified.</p> <p>2b7) The system will return the self-processing unit to the ready state.</p> |
| <p><b><u>Post-condition</u></b></p>  | <p>1) The system has found no issues with the digital component of the ePassport.</p> <p>2) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model</u></b></p>                                   | <p>In the Co-Located/Integrated Model, this use case would require the ability to only be able to refer the traveller to the Primary Line for any failures in Step 2 to</p>   |

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| <b><u>Considerations</u></b> | <p>5.</p> <p>The system configurable action control for the type of failure would need to be able to handle both a distributed model and co-located/integrated model running simultaneously at an airport, with the action control potentially being different between the models.</p> |
|------------------------------|--|

## **2.19. RETRIEVE & STORE CHIP IMAGE**

| Tag/ID             | Description  |
|--------------------|--|
| DET5031<br>UC1.18  | The system is to retrieve and store the image from the ePassport.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Audit, Customs Security, DFAT, DIAC |
| <b>Traces From</b> | HL2224 Read ePassport, HL1252 Classified Protected   |
| <b>Traces To</b>   |  |

| Case   | Description   |
|--|---|
| <b><u>Actor/s</u></b>  | System  |
| <b><u>Pre-condition</u></b>                                  | The system has validated the digital component of the ePassport.  |
| <b><u>Basic Flow</u></b>                                     | <p>1) This use case begins when the system has successfully checked the validity and integrity of the digital component of the ePassport .</p> <p>2) The system retrieves the image from the ePassport chip.</p> <p>3) The system converts the chip image into a biometric template.</p> <p>4) The system records the template and chip image of the traveller for future system processing and for auditing and evidentiary purposes.</p> <p>5) The system continues processing.</p> |
| <b><u>Alternative Flow - Issue Retrieving Chip Image</u></b> | <p>If at step 2, the system is unable to retrieve the image from the chip, then:</p> <p>2a1) The system is to cease processing.</p> <p>2a2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>2a3) Traveller retrieves ePassport.</p>   |

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|---|---|
|   | <p>2a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2) .</p> <p>2a5) The system will record the chip issue for the traveller’s ePassport for later use (e.g. statistical purposes).</p> <p>2a6) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow – Offshore Kiosk, Issue Retrieving Chip Image</u></b></p> | <p>If at step 2a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>2a4ii) The system will record the chip issue details for the traveller’s ePassport for later use (e.g. statistical purposes).</p> <p>2a4iii) The system returns the self-processing unit to the ready state.</p>  |
| <p><b><u>Alternative Flow - Cannot Convert Chip Image</u></b></p>                   | <p>If at step 3, the system is unable to convert the chip image into a biometric template, then:</p> <p>3a1) The system is to cease processing.</p> <p>3a2) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>3a3) Traveller retrieves ePassport.</p> <p>3a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>3a5) The system will record the chip image conversion to template issue for the traveller’s ePassport for later use (e.g. statistical purposes).</p> <p>3a6) The system returns the self-processing unit to the ready state.</p> |
| <p><b><u>Alternative Flow – Offshore Kiosk, Cannot Convert Chip Image</u></b></p>   | <p>If at step 3a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>3a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>3a4ii) The system will record the chip image conversion to template issue for the traveller’s ePassport for later use (e.g. statistical purposes).</p>  |



|  |   |
|--|---|
|  | <p>traveller to retrieve their ePassport (KM5B).</p> <p>2a3) Traveller retrieves ePassport.</p> <p>2a4) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2) .</p> <p>[REDACTED]</p> <p>2a6) The system is to return the self-processing unit to the ready state.</p> |
| <p><b><u>Alternative Flow – Offshore Kiosk,</u></b><br/>[REDACTED]</p> | <p>If at step 2a4, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a4i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>[REDACTED]</p> <p>2a4iii) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow –</u></b><br/>[REDACTED]</p>                 | <p>If at step 2, the match returned a referral to be actioned at the Traveller Clearance stage; then:</p> <p>2b1) The system is to continue processing.</p> <p>2b2) The system will need to know of this referral at the Traveller Clearance stage.</p>   |
| <p><b><u>Post-condition</u></b></p>                                    | <p>The system continues processing.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p>      | <p>In the Co-Located/Integrated Model, this use case would require the ability to only be able to refer the traveller to the Primary Line for any failure in Step 2.</p> <p>The system would need to be able to handle both a distributed model and co-located/integrated model running simultaneously at an airport, with the referral action to be taken by the system if the traveller [REDACTED]</p> <p>[REDACTED]</p>  |

## 2.21. HEALTH & CHARACTER DECLARATION

| Tag/ID            | Description  |
|-------------------|--|
| DET5036<br>UC1.20 | The passenger is asked to declare their health and character status. |

|                    |   |
|--------------------|---|
| <b>Stakeholder</b> | Airport Representatives, Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office   |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1373 Distinguish PAX & Crew, HL1374 Crew Status, HL1228 DIMIA Entry Permission, HL1343 Health & Character Declaration, HL1566 Mandatory Declaration |
| <b>Traces To</b>   | DET4986: Display Selected Language, DET4994: Change Selected Language, DET4999: Ability to Cancel Self-Processing, DET5003: Time Out from Self-Processing , DET5041: Change Declaration Responses   |

| <b>Case</b>                 | <b>Description</b>   |
|-----------------------------|--|
| <b><u>Actor/s</u></b>       | Passenger  |
| <b><u>Pre-condition</u></b> | <p>The passenger holds an ePassport from a country other than Australia (e.g. system configured to identify these ePassports by Country of Issue and series of ePassport).</p> <p>The passenger has a valid expected movement record.</p> <p>The passenger has a [REDACTED]</p> <p>The passenger has visa subclass and conditions that allow the passenger to proceed to Traveller Clearance.</p> <p>The passenger has to have a gazetted ICAO ePassport that is not expired.</p> <p>The traveller is [REDACTED]</p>   |
| <b><u>Basic Flow</u></b>    | <p>1) This use case begins when the passenger’s ePassport has been successfully read by the system and met the pre-condition checks (this will commence the declaration sequence).</p> <p>2) The system is not to interrupt the declaration sequence once it has commenced until the passenger has completed the declaration sequence, a time out in processing has been experienced or the passenger has chosen to cancel the self-processing process.</p> <p>3) The passenger is presented with the system configurable Health question (KQ3A).</p> <p>4) The passenger answers the mandatory Health question presented in the positive or negative (e.g. Yes or No).</p> <p>5) The passenger is presented with the system configurable Character question (KQ3B).</p> <p>6) The passenger answers the mandatory Character question presented in the</p> |



|  |   |
|--|---|
|  | <p>declaration sequence).</p> <p>2) The system is not to interrupt the declaration sequence once it has commenced until the passenger has completed the declaration sequence, a time out in processing has been experienced or the passenger has chosen to cancel the self-processing process.</p> <p>3) The passenger is presented with the system configurable Yellow Fever question pt1 (KQ3DA) which asks if the Traveller has been to Africa or South America in the last 6 days.</p> <p>4) The passenger answers No to the question.</p> <p>5) The system continues processing.</p> |
| <b><u>Alternative Flow – Traveller answers ‘yes’</u></b>   | <p>If at step 4, the traveller answers ‘yes’ to the question:</p> <p>4a1) The passenger is presented with the system configurable Yellow Fever question pt2 (KQ3DB) which asks if the Traveller has been to the specific countries in Africa and South America where Yellow fever is an issue.</p> <p>4a2) The traveller answers ‘Yes’ or ‘No’ to the question.</p> <p>4a3) The system continues processing.</p>  |
| <b><u>Post-condition</u></b>                               | <p>1) The passenger must have answered the yellow fever question.</p> <p>2) Self-processing is able to proceed.</p>   |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>   |

## **2.23. CUSTOMS DECLARATION – REQUIREMENT REMOVED**

| <b>Tag/ID</b>             | <b>Description</b>   |
|---------------------------|--|
| <i>DET5049<br/>UC1.22</i> | <i>The traveller is asked to declare anything of Customs interest.</i>   |
| <b>Stakeholder</b>        | <i>Airport Representatives, Passenger Assessment &amp; Response, Passenger Clearance, Business Transformation, Customs ITB, Technology Office</i>  |
| <b>Traces From</b>        | <i>HL1363 Inwards ICAO International Travellers, HL1373 Distinguish PAX &amp; Crew, HL1374 Crew Status, HL1228 DIMIA Entry Permission, HL1566 Mandatory Declaration, HL1392 Customs Declaration, HL1231 Currency Declaration</i> |
| <b>Traces To</b>          | <i>DET4986: Display Selected Language, DET4994: Change Selected Language, DET4999: Ability to Cancel Self-Processing, DET5003: Time Out from Self-</i>   |



*Processing, DET5041: Change Declaration Responses*

| Case  | Description   |
|---|---|
| <u>Actor/s</u>                                      | <i>Traveller</i>  |
| <u>Pre-condition</u>                                | <p><i>The traveller has a valid expected movement record.</i></p> <p><b>[REDACTED]</b></p> <p><i>The traveller has visa subclass and conditions that allows the traveller to proceed to Traveller Clearance.</i></p> <p><i>The traveller has to have a gazetted ICAO ePassport that is not expired.</i></p> <p><i>The expected movement record identifies crew members and passengers.</i></p>  |
| <u>Basic Flow</u>                                   | <p><i>1) This use case may begin when the traveller has had their ePassport successfully read by the system and met pre-condition checks (this will commence the declaration sequence).</i></p> <p><i>2) Once the declaration sequence is commenced the system is not to interrupt the declaration sequence until the passenger completes the declaration sequence, the time out processing condition has been met or the passenger chooses to cancel the self-processing process.</i></p> <p><i>3) Passengers are then presented with the system configurable Customs Declaration question (e.g. Have you answered yes to question 1, 2, 3, 4 or 5 on your Incoming Passenger Card?) and an image of the Incoming Passenger Card.</i></p> <p><i>4) Crew members are then presented with the system configurable Customs Declaration question (e.g. Have you answered yes to the Customs Declaration question(s) on your Aircrew Declaration?).</i></p> <p><i>5) The traveller answers the mandatory Customs Declaration question presented in the positive or negative (e.g. Yes or No).</i></p> <p><i>6) The system continues processing.</i></p> |
| <u>Post-condition</u>                               | <p><i>1) The traveller must have answered the customs declaration question.</i></p> <p><i>2) Self-processing is able to proceed.</i></p>  |
| <u>Co-Located / Integrated Model Considerations</u> | <i>There are no changes to this Use Case for the Co-Located/Integrated Model.</i>   |

## 2.24. ADHOC DECLARATIONS

| Tag/ID             | Description  |
|--------------------|--|
| DET6519<br>UC1.23  | The traveller is asked to make adhoc declarations.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Assessment & Response, Passenger Clearance, Business Transformation, Customs ITB, Technology Office   |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers   |
| <b>Traces To</b>   | DET4994: Change Selected Language, DET4986: Display Selected Language, DET5003: Time Out from Self-Processing, DET4999: Ability to Cancel Self-Processing, DET5041: Change Declaration Responses |

| Case                  | Description  |
|-----------------------|--|
| <u>Actor/s</u>        | Traveller  |
| <u>Pre-condition</u>  | <p>The traveller has a valid expected movement record.</p> <p>The [REDACTED]</p> <p>The traveller has visa subclass and conditions that allows the traveller to proceed to Traveller Clearance.</p> <p>The traveller has to have a gazetted ICAO ePassport that is not expired.</p>  |
| <u>Basic Flow</u>     | <ol style="list-style-type: none"> <li>1) This use case begins when the passenger's ePassport has been successfully read by the system and met the pre-condition checks (this will commence the declaration sequence).</li> <li>2) The system is not to interrupt the declaration sequence once it has commenced until the passenger has completed the declaration sequence, a time out in processing has been experienced or the passenger has chosen to cancel the self-processing process.</li> <li>3) The traveller is presented with the system configurable adhoc declaration question/s.</li> <li>4) The traveller answers the adhoc declaration question/s presented in the positive or negative (e.g. Yes or No).</li> <li>5) The system continues processing.</li> </ol> |
| <u>Post-condition</u> | <ol style="list-style-type: none"> <li>1) The traveller has answered the adhoc declaration question/s.</li> <li>2) Self-processing is able to proceed.</li> </ol>  |

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| <u>Co-Located / Integrated Model Considerations</u> | There are no changes to this Use Case for the Co-Located/Integrated Model. |
|---|--|

## 2.25. LEGAL DECLARATION

| Tag/ID             | Description  |
|--------------------|--|
| DET5054<br>UC1.25  | The traveller is asked to confirm their declarations (responses to the questions) by making a legal statement.   |
| <b>Stakeholder</b> | Airport Representatives, Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Legal   |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1373 Distinguish PAX & Crew, HL1374 Crew Status, HL1228 DIMIA Entry Permission, HL1566 Mandatory Declaration, CR67                               |
| <b>Traces To</b>   | DET5041: Change Declaration Responses, DET4986: Display Selected Language, DET4994: Change Selected Language, DET4999: Ability to Cancel Self-Processing, DET5003: Time Out from Self-Processing |

| Case                      | Description   |
|---------------------------|---|
| <u>Actor/s</u>            | Traveller   |
| <u>Pre-condition</u>      | <p>The traveller must have been presented with at least one question (i.e. Yellow Fever, Criminal Convictions and/or Health – not including this Legal Declaration question).</p> <p>The traveller must have responded to all questions presented to them.</p>  |
| <u>Basic Flow</u>         | <ol style="list-style-type: none"> <li>1) This use case begins when the traveller is presented with the system configurable Legal Declaration (KQ4A).</li> <li>2) The traveller responds to the mandatory Legal Declaration presented in the affirmative (Yes).</li> <li>3) The system is to record all the declaration responses for later use.</li> <li>4) If this is a retry by the traveller, then any previous set of responses to the declarations is to be retained.</li> <li>5) The system continues processing.</li> </ol> |
| <u>Alternative Flow –</u> | If at step 1, the traveller has not been asked any questions (e.g. in the case of   |

|   |   |
|---|---|
| <p><b><u>Traveller has not been asked any questions</u></b></p>   | <p>Crew who would normally not be asked the Health or Character questions) then:</p> <p>1a1) The system must record all relevant details of the traveller transaction with the kiosk.</p> <p>1a2) The system will continue processing (i.e. the system will not present the Legal Declaration and will go on to print the ticket or refer the traveller).</p> |
| <p><b><u>Alternative Flow - Dismiss Legal Declaration</u></b></p> | <p>If at step 2, the traveller does not affirm their responses (e.g.: traveller answers No to Legal Declaration) then:</p> <p>Include Use case Change declaration Response.</p>   |
| <p><b><u>Alternative Flow - Reject Cancellation</u></b></p>       | <p>If at step 2a2, the traveller does not confirm the cancellation, the system is to return to the point of interrupt and continue the process.</p>   |
| <p><b><u>Post-condition</u></b></p>                               | <p>1) The traveller must have answered the legal declaration.</p> <p>2) Responses to all declarations have been recorded.</p> <p>3) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p> | <p>There are no changes to this Use Case for the Co-Located/Integrated Model.</p>   |

## 2.26. CHANGE DECLARATION RESPONSES

| Tag/ID                    | Description   |
|---------------------------|---|
| <p>DET5041<br/>UC1.24</p> | <p>The traveller has the ability to change their responses to the declaration questions.</p>  |
| <p><b>Stakeholder</b></p> | <p>Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Passenger Assessment &amp; Response, DIAC</p>   |
| <p><b>Traces From</b></p> | <p>HL1363 Inwards ICAO International Travellers, HL1373 Distinguish PAX &amp; Crew, HL1374 Crew Status, HL1228 DIMIA Entry Permission, HL1566 Mandatory Declaration</p>   |
| <p><b>Traces To</b></p>   | <p>DET5036: H&amp;C Declaration, DET5045: Yellow Fever Declaration , DET6519: Adhoc Declarations, DET4986: Display Selected Language, DET4994: Change Selected Language, DET4999: Ability to Cancel Self-Processing, DET5003: Time Out from Self-Processing, DET5054: Legal Declaration</p> |

| Case  | Description  |
|---|--|
| <u>Actor/s</u>  | Traveller  |
| <u>Pre-condition</u>  | The traveller has responded to all declaration questions that have been presented to them.   |
| <u>Basic Flow</u>   | <p>1) This use case begins when the traveller is presented with the option to review and change the responses to the declaration questions (prior to making the Legal Declaration) (KQ4).</p> <p>2) The traveller selects the ‘change’ option for one or more of their declaration question responses.</p> <p>3) The system must enable the traveller to navigate the entire list of declaration questions in sequence to review and/or change their declaration responses.</p> <p>4) The system must enable the traveller to select an alternative response to one or more of the declaration questions.</p> <p>5) The System returns the traveller to the review and change responses screen (KQ4). The system must refresh the screen image and display the changed responses. In the case of hierarchical question sets it must remove questions no longer applicable and add new questions answered. Responses to questions not affected by this review are to be maintained as they were.</p> <p>6) The system continues processing.</p> |
| <u>Alternative Flow – Traveller Does not need to change any answers</u> | <p>If at step 2, the traveller does not want to change any answers then:</p> <p>6a1) Processing continues from step 6 in the basic flow.</p>   |
| <u>Alternative Flow – Heirarchical questions</u>                        | <p>If at step 5, the traveller has <b>changed</b> their response to a question which is part of a hierarchical structure of questions (e.g. The yellow fever question set) and that question has subordinate questions (e.g. part1 of the yellow fever question set) then:</p> <p>5a1) If the new response to this question means that subsequent question(s) in this heirachy are no longer required then the system is to ignore any previous answers to the subsequant questions from this travellers interaction for subsequent processing and no longer show these questions when returned to the review screen.</p> <p>5a2) If the new response to this question means that subsequent question(s) in this heirachy are now required then the system is to display the next question (and any further questions in this hierarchy in turn) until all required questions have been answered. When the traveller is returned to the review screen the new question(s) just answered are also to be displayed.</p>                          |

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|   | 5a2) Processing continues from step 5 in the basic flow.   |
|   |  |
| <b><u>Alternative Flow – Traveller wants to change another answer</u></b> | If at step 6, the traveller wants to change their answer to any of the questions then:<br><br>6a1) Processing continues from step 2 in the basic flow. |
| <b><u>Post-condition</u></b>  | The system has refreshed the display of the traveller's responses.<br><br>The traveller is able to proceed from point of each response change.         |
| <b><u>Co-Located / Integrated Model Considerations</u></b>                | There are no changes to this Use Case for the Co-Located/Integrated Model.   |

## 2.27. PROCEED DECISION

| Tag/ID             | Description  |
|--------------------|--|
| DET5066<br>UC1.26  | The system determines if the traveller is allowed to proceed to Traveller Clearance or be directed to the Customs manual Primary Line.         |
| <b>Stakeholder</b> | Passenger Clearance, Passenger Assessment & Response, Business Transformation, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL2291 Referred to Manual, CR67  |
| <b>Traces To</b>   |  |

| Case                        | Description   |
|-----------------------------|---|
| <b><u>Actor/s</u></b>       | System  |
| <b><u>Pre-condition</u></b> | The system has completed all the Traveller Eligibility system checks and processing, or a system check or process has returned a Primary Line referral.<br><br>AND<br><br>The traveller has responded to all mandatory declaration questions (including the Legal Declaration) relevant to the traveller, if the self-processing process enabled the declarations to be presented (noting that it is possible that a traveller may not get presented with any declaration questions). |
| <b><u>Basic Flow</u></b>    | 1) This use case begins when the system check has determined that the traveller is  |

|   |   |
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|   | <p>allowed to proceed to the Traveller Clearance stage.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>(Note 3: The management of referrals on system check failures and responses to declarations and how and when a traveller is directed to the Customs manual Primary Line will be managed via the business operational use case requirements).</p> <p>4) The system is to record the result of the checks for later use.</p> <p>5) The system continues processing.</p>  |
| <p><b><u>Alternative Flow - Referral Required</u></b></p>                 | <p>If at step 1, the traveller has answered any of the declaration questions that are configured to prevent the traveller proceeding to the Traveller Clearance stage (e.g.: negative response to the Legal Declaration, etc.) (noting that it is possible that a traveller may not get presented with any declaration questions);</p> <p>OR</p> <p>If at step 1, the system checks returned a referral to be actioned at the Traveller Eligibility stage, then;</p> <p>1a1) The system will issue a configurable instructional message to instruct the traveller to retrieve their ePassport (KM5B).</p> <p>1a2) Traveller retrieves ePassport.</p> <p>1a3) As soon as the traveller retrieves their ePassport (i.e. with no delay), the system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (KMW2).</p> <p>1a4) The system is to record the result of the checks for later use.</p> <p>1a5) The system is to return the self-processing unit to the ready state.</p> |
| <p><b><u>Alternative Flow – Offshore Kiosk, Referral Required</u></b></p> | <p>If at step 1a3, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>1a3i) The system will issue a configurable instructional message to inform the traveller that there is difficulty processing them (KMW2-NZ).</p> <p>1a3ii) The system is to record the result of the checks for later use.</p>  |

|  |  |
|--|--|
|  | 1a3iii) The system returns the self-processing unit to the ready state.  |
| <b><u>Post-condition</u></b>                               | <p>1) The system proceeds to print ticket for traveller.</p> <p>2) The result of eligibility checking has been recorded.</p> <p>3) Self-processing is able to proceed.</p>   |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | <p>In the Co-Located/Integrated Model, this use case would require the ability to only be able to refer the traveller to the Primary Line for any failures in Step 3.</p> <p>The system configurable action control for the type of failure would need to be able to handle both a distributed model and co-located/integrated model running simultaneously at an airport, with the action control potentially being different between the models.</p> |

## **2.28. PRINT TICKET – TRAVELLER ELIGIBILITY**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DET6523<br>UC1.27  | The system will print the necessary information on the ticket at the Traveller Eligibility stage.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Assessment & Response, Passenger Clearance, Business Transformation, Technology Office |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers: C124238  |

| <b>Case</b>                 | <b>Description</b>   |
|-----------------------------|--|
| <b><u>Actor/s</u></b>       | System   |
| <b><u>Pre-condition</u></b> | The system has determined the traveller can proceed to the Traveller Clearance stage.  |
| <b><u>Basic Flow</u></b>    | <p>1) This use case begins when the system [REDACTED]</p> <p>2) The system must print the travellers' ePassport number, Given Name and as much as possible of the Family Name in a minimum font size of 16 on the front of the ticket (i.e. reverse side of the magnetic strip). The font size and style must be configurable. The printed text must be readable by the human eye.</p> |





|  |   |
|--|---|
|  | <p>2a3) Traveller retrieves ePassport.</p> <p>2a4) The system will record the details of the ticket printing problem for later use (e.g. statistical purposes).</p> <p>2a5) The system will indicate the self-processing unit is unavailable for use.</p>   |
| <p><b><u>Alternative Flow – Offshore Kiosk, System Unable to Print Ticket</u></b></p>                      | <p>If at step 2a2, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>2a2i) The system will issue a configurable instructional message to inform the traveller that an error has occurred, to remove their ePassport and try again upon arrival into Australia (NZKMW10).</p> <p>2a2ii) Traveller retrieves ePassport.</p> <p>2a2iii) The system is to record the details of the ticket printing problem for later use (e.g. statistical purposes).</p> <p>2a2iv) The system will indicate the self-processing unit is unavailable for use.</p> |
| <p><b><u>Alternative Flow – Traveller Retrieves ePassport prior to system processing completed</u></b></p> | <p>If at step 1, the traveller removes their ePassport prior to the completion of the system processing;</p> <p>AND</p> <p>The ticket has not been printed, then;</p> <p>1a1) The system will issue a message to the traveller indicating that their ePassport has been moved (KMW6).</p> <p>Note: If the traveller requests a cancellation (an option they will have), but they remove the ePassport prior to the cancellation processing, then the system will treat it as the traveller having removed the ePassport.</p> <p>1a2) The system is to return the self processing unit to the ready state.</p>   |
| <p><b><u>Post-condition</u></b></p>  | <p>1) The system has presented the printed ticket to the traveller.</p> <p>2) The system has displayed the informational message and video to retrieve the ticket.</p> <p>3) The system has light cue on ticket unit.</p> <p>4) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p>  | <p>In a Co-Located/Integrated Model this use case would not be required. The printing of the ticket would be managed by the Traveller Clearance process [Use Case DET5174 UC2.15 Print Ticket - Traveller Clearance].</p>   |

## 2.29. TRAVELLER RETRIEVES PRINTED TICKET

| Tag/ID             | Description  |
|--------------------|--|
| DET6529<br>UC1.28  | The traveller retrieves the printed ticket at Traveller Eligibility stage.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Assessment & Response, Passenger Clearance, Business Transformation, Technology Office |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers   |
| <b>Traces To</b>   |  |

| Case   | Description   |
|--|---|
| <u>Actor/s</u>                                     | Traveller   |
| <u>Pre-condition</u>                               | The system has printed the ticket.  |
| <u>Basic Flow</u>                                  | <p>1) This use case begins when the system displays the configurable instructional message (video and/or text and/or image) instructing the traveller to retrieve their ticket (KM5A).</p> <p>2) The system must indicate the location of the printed ticket (e.g. visual light cue around the ticket feeder).</p> <p>3) The traveller retrieves the ticket.</p> <p>4) The system continues processing.</p> |
| <u>Alternative Flow – Ticket Timeout</u>           | <p>If at step 3, the traveller fails to retrieve the ticket within the configurable time out limit, then:</p> <p>3a1) The system will alter the instructional message (text and/or video and/or image) in an attempt to attract the traveller’s attention to the situation (KMW3).</p> <p>3a2) The traveller retrieves the ticket.</p> <p>3a3) The system continues processing.</p>                         |
| <u>Alternative Flow - Fails to Retrieve Ticket</u> | <p>If at step 3, the traveller fails to retrieve the ticket after the configurable time out limit has passed, then:</p> <p>3b) The system will alter the instructional message (text and/or video and/or image) in an attempt to attract the traveller’s attention to the situation (KMW3B).</p> <p>3b2) The system retracts the ticket.</p>  |

|   |   |
|---|---|
|   | <p>3b3) The system displays a message to the traveller to inform them that they have not retrieved their ticket within the time limit, the process has been cancelled and to retrieve their ePassport and try again or proceed to the SmartGate assistance desk. (KMW4).</p> <p>3b4) Traveller retrieves ePassport.</p> <p>3b5) The system returns the self-processing unit to the ready state.</p>   |
| <p><b><u>Alternative Flow - Fails to Retrieve Ticket Offshore Kiosk</u></b></p> | <p>If at step 3b3, the traveller is using a self-processing unit situated in an offshore airport departure area (i.e. a non-Australian international airport), then:</p> <p>3b3i) The system displays a message to the traveller to inform them that they have not retrieved their ticket within the time limit, the process has been cancelled and to retrieve their ePassport and try again (NZKMW4).</p> <p>3b3ii) Traveller retrieves ePassport.</p> <p>3b3iii) The system returns the self-processing unit to the ready state.</p> |
| <p><b><u>Post-condition</u></b></p>   | <p>1) The traveller retrieves the ticket.</p> <p>2) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p>               | <p>In a Co-Located/Integrated Model this use case would not be required. The retrieval of the ticket would be managed by the Traveller Clearance process [Use Case DET6551 UC2.16 Traveller Retrieves Printed Ticket].</p>  |

## **2.30. SYSTEM RELEASES EPASSPORT – REQUIREMENT REMOVED**

| <i>Tag/ID</i>      | <i>Description</i>   |
|--------------------|--|
| DETtemp3<br>UC1.29 | The system releases the ePassport.   |
| <i>Stakeholder</i> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Assessment & Response, Passenger Clearance, Business Transformation, Technology Office |
| <i>Traces From</i> | HL1383 Aust Passport Stamping, HL1379 Non Aust Passport Stamping   |
| <i>Traces To</i>   |  |

| <i>Case</i>           | <i>Description</i> |
|-----------------------|--------------------|
| <b><u>Actor/s</u></b> | Traveller          |

|   |   |
|---|---|
| <u>Pre-condition</u>                                | <i>The traveller has retrieved the printed ticket.</i>  |
| <u>Basic Flow</u>                                   | <p>1) <i>This use case begins when the traveller has retrieved the ticket.</i></p> <p>2) <i>The system releases the ePassport.</i></p> <p>3) <i>The system continues processing.</i></p>  |
| <u>Post-condition</u>                               | <p>1) <i>The ePassport has been released by the system.</i></p> <p>2) <i>Self-processing is able to proceed.</i></p>  |
| <u>Co-Located / Integrated Model Considerations</u> | <i>In a Co-Located/Integrated Model this use case would need to have the timing of the ePassport release to co-incide with the retrieval of the ticket managed by the Traveller Clearance process [Use Case DET6551 UC2.16 Traveller Retrieves Printed Ticket].</i> |

## 2.31. TRAVELLER RETRIEVES EPASSPORT

| Tag/ID             | Description  |
|--------------------|--|
| DET6534<br>UC1.30  | The traveller retrieves their ePassport from the ePassport reader.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Assessment & Response, Passenger Clearance, Business Transformation, Technology Office |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, CR648  |
| <b>Traces To</b>   |  |

| Case                 | Description  |
|----------------------|--|
| <u>Actor/s</u>       | Traveller  |
| <u>Pre-condition</u> | The system has released the traveller's ePassport.   |
| <u>Basic Flow</u>    | <p>1) This use case begins when the system displays the configurable instructional message (text and/or video and/or image) for the traveller to retrieve their ePassport (KM5B).</p> <p>2) The system must indicate the location of the printed ticket (e.g. visual light cue at the passport reader).</p> <p>3) The traveller retrieves ePassport.</p> <p>4) The system displays the configurable instructional message (text and/or video</p> |

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|   | <p>and/or image) for the traveller to proceed to the gate (KM5C).</p> <p>5) Self-processing for Traveller Eligibility completed for traveller.</p> <p>6) The system is to return the self-processing unit to the ready state.</p>  |
| <b><u>Alternative Flow - Fails to Retrieve ePassport</u></b>                                      | <p>If at step 3, the traveller fails to retrieve the ePassport, then:</p> <p>3a1) The system continues to display KM5B.</p> <p>3a2) The self-processing unit remains in the unavailable state.</p>   |
| <b><u>Alternative Flow – Offshore Kiosk, Proceed Directive</u></b>                                | <p>If at step 4, the traveller traveller is using a kiosk situated in an offshore airport departure area (i.e. a non-Australian international airport):</p> <p>4a1) The system displays the configurable instructional message (text and/or video and/or image) for the traveller to proceed to the gate upon arrival into Australia (amended NZKM5C).</p> <p>4a2) Self-processing for Traveller Eligibility completed for traveller.</p> <p>4a3) The system is to return the self-processing unit to the ready state.</p> |
| <b><u>Alternative Flow – Traveller Retrieves ePassport prior to retrieving printed ticket</u></b> | <p>If at step 1, traveller removes the ePassport prior to the completion of the system processing;</p> <p>AND</p> <p>The ticket has been printed, then;</p> <p>1b1) The system will retract the ticket if the configured time out period elapses and the ticket has not been retrieved by the traveller.</p> <p>1b2) The system is to return the self processing unit to the ready state.</p>  |
| <b><u>Post-condition</u></b>  | <p>1) The traveller eligibility processing is completed.</p> <p>2) The self-processing unit is in the ready state.</p>   |
| <b><u>Co-Located / Integrated Model Considerations</u></b>  | <p>In a Co-Located/Integrated Model this use case would need to have the timing of the ePassport release to co-incide with the retrieval of the ticket managed by the Traveller Clearance process [Use Case DET6551 UC2.16 Traveller Retrieves Printed Ticket].</p> <p>The configurable instructional message for the traveller to proceed to the Traveller Clearance stage would not be required.</p>   |

### 3. TRAVELLER CLEARANCE (UC)

Traces From: HL1363 Inwards ICAO International Travellers, HL1370 Secondary Examination Area, HL1507 Customs Business Process, HL1348 Facilitation Standard, HL1303 Manual Processing Integrity, HL1340 Border Processing Outcomes, HL1632 Establish Eligible User,

This section describes the detailed business requirements for the self-processing unit relating to the clearance of the traveller. This is also referred to as the “gate” in the SmartGate distributed model.

#### 3.1. SELF PROCESSING UNIT READY STATE

| Tag/ID             | Description   |
|--------------------|---|
| DET6538<br>UC 2.1  | The Customs Airport Officer readies the Traveller Clearance self-processing unit for use by travellers.       |
| <b>Stakeholder</b> | Airport Representatives, Passenger Clearance, Business Transformation, Customs PAX Systems, Technology Office |
| <b>Traces From</b> |   |
| <b>Traces To</b>   |   |

| Case                 | Description  |
|----------------------|--|
| <u>Actor/s</u>       | Customs Airport Officer, Central Office Staff  |
| <u>Pre-condition</u> | The self processing unit must be positioned and connected to the power supply and network.   |
| <u>Basic Flow</u>    | <ol style="list-style-type: none"> <li>1) This use case begins when the Customs Airport Officer identifies the need to ready the self processing units for arriving flights.</li> <li>2) The Customs Airport Officer will power on the required self processing units (e.g. via a centrally controlled system management function).</li> <li>3) The system will then initiate the self processing units into the ready state, or each self-processing unit initialises itself.</li> <li>4) Each self-processing unit indicates that it has successfully initialised.</li> <li>5) The Customs Airport Officer verifies that all requested self-processing units have been successfully put into the ready state (i.e. indicator lights are showing that the unit is ready and instructional message GM1 is displayed).</li> </ol> |

|  |  |
|--|--|
|  | Note: Manual power on and operational mode selection could be accepted for the February 2007 SmartGate Series 1 implementation.  |
| <b><u>Alternative Flow - Manual Power On</u></b>           | <p>If at step 2, the centrally controlled system management function is unavailable, then:</p> <p>2a1) The Customs Airport Officer will power on the self processing units individually.</p> <p>2a2) The Customs Airport Officer will select the operational mode for each self processing unit manually.</p> <p>2a3) Each self-processing unit indicates that it has successfully initialised.</p> <p>2a4) The Customs Airport officer verifies that all self-processing units have successfully initiated into the ready state (i.e. activated and ready to process travellers).</p>   |
| <b><u>Alternative Flow – Failure to Activate</u></b>       | <p>If at step 5, the Customs Airport Officer identifies that one or more of the self-processing units have not initiated into the ready state successfully, then:</p> <p>5a1) The Customs Airport Officer will attempt to identify the cause of the failure and if possible rectify (e.g. no power to unit, out of consumables, etc).</p> <p>5a2) The Customs Airport Officer will report any unresolvable malfunctions (e.g. by following the defined procedures to do so).</p>   |
| <b><u>Post-condition</u></b>                               | <p>Following successful completion of the Basic Flow, the Customs Airport Officer will verify that all self-processing units have successfully initiated into the ready state by:</p> <p>1) checking that the self-processing unit indicates availability and readiness for operation to the traveller (e.g.: available indicator light on).</p> <p>2) checking that the self-processing unit is showing the configurable instructional commencement message (text and/or video and/or image) in English (GM1).</p> <p>3) checking that the self-processing unit is indicating that the ticket reader is ready to receive a ticket (e.g. light cue).</p> |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | In the Co-Located/ Integrated Model, the powering up of the Self Processing Units for the Traveller Clearance process will need to also consider the powering up of the Self Processing Units for the Traveller Eligibility process [Use Case DET6429 UC1.1 Self Processing Unit Ready State].   |



### 3.2. SELF-PROCESSING

| Tag/ID             | Description   |
|--------------------|---|
| DET5095<br>UC 2.2  | The traveller chooses a Traveller Clearance self-processing unit.   |
| <b>Stakeholder</b> | Airport Representatives, Passenger Clearance, Business Transformation   |
| <b>Traces From</b> | HL1544 Travellers Self Process capability, HL2308 Self processing available cue, HL1454 Self processing unavailable cue |

| Case   | Description  |
|--|--|
| <u>Actor/s</u>   | Traveller  |
| <u>Pre-condition</u>                                     | The self processing unit(s) must be active and available for traveller use.<br><br>The traveller has been issued with a Smartgate ticket from Traveller Eligibility processing.  |
| <u>Basic Flow</u>  | 1) This use case begins when the traveller elects to continue with self-processing.<br>2) The traveller proceeds to the Traveller Clearance area.<br>3) The traveller selects an available Traveller Clearance self-processing unit.<br>4) Traveller commences self-processing.  |
| <u>Alternative Flow - Manual Process</u>                 | If at step 1, the traveller does not wish to use the Traveller Clearance self-processing option, then:<br><br>1a1) The traveller will proceed to the Customs manual primary line.  |
| <u>Alternate Flow – Traveller pushes into gate doors</u> | If at step 4, the traveller pushes against the gate doors without having entered their ticket, then:<br><br>4a1) The system will sound a configurable alarm to warn the traveller to stop pushing against the gate doors.<br><br>4a2) The system will remain in the ready state. |
| <u>Post-condition</u>                                    | The traveller has selected a Traveller Clearance self-processing unit that is available and ready for use.   |
| <u>Co-Located / Integrated Model Considerations</u>      | This use case would not be required in for the Co-Located/ Integrated Model. The equivalent Traveller Eligibility use case [DET4903 UC1.2] would only be required.   |

### 3.3. TICKET PRESENTED

| Tag/ID             | Description  |
|--------------------|--|
| DET5100<br>UC 2.3  | The traveller presents their ticket from the Traveller Eligibility stage to the Traveller Clearance self-processing unit.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Passenger Assessment & Response, Business Transformation, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, CR648  |
| <b>Traces To</b>   |  |

| Case   | Description   |
|--|---|
| <u>Actor/s</u>   | Traveller   |
| <u>Pre-condition</u>                                     | <p>1) The traveller has selected a Traveller Clearance self processing unit that is in the ready state.</p> <p>2) The traveller has not inserted their ticket into the self-processing unit.</p>  |
| <u>Basic Flow</u>  | <p>1) This use case begins when the traveller is positioned in front of the self-processing unit.</p> <p>2) The traveller views configurable instructional message (text and/or video and/or image) on presenting and inserting the ticket (GM1).</p> <p>3) The traveller inserts their ticket into reader, assisted by light cue on the ticket reader.</p> <p>4) The self-processing unit reads the ticket.</p> <p>5) The system continues processing.</p> |
| <u>Alternative Flow - Manual Process</u>                 | <p>If at step 3, the traveller does not wish to use the SmartGate self-processing option, then</p> <p>3a1) The traveller will proceed to the Customs manual primary line.</p>   |
| <u>Alternate Flow – Traveller pushes into gate doors</u> | <p>If at step 3, the traveller pushes against the gate doors, then:</p> <p>3a1) The system will sound a configurable alarm to warn the traveller to stop pushing against the gate doors.</p> <p>3a2) The system will continue processing.</p>   |

|   |  |
|---|--|
| <p><b><u>Alternative Flow – unable to read the ticket</u></b></p> | <p>If at step 4, the system is unable read the ticket because it is damaged, inserted incorrectly or it is not a valid SmartGate ticket, then:</p> <p>4a1) The system will return the ticket and present an instructional message to advise the traveller to re-insert their ticket (GMW1).</p> <p>4a2) If the traveller fails to retrieve their ticket after a system configurable time limit they will be prompted to do so (GM4a).</p> <p>4a3) If the traveller (still) fails to retrieve their ticket after a system configurable time limit the system will retract the ticket.</p> <p>4a4) The system will return the self-processing unit to the ready state.</p> |
| <p><b><u>Post-condition</u></b></p>                               | <p>1) The traveller has inserted the ticket into the reader and the system has read the ticket successfully.</p> <p>2) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p> | <p>This use case would not be required in for the Co-Located/ Integrated Model. In a co-located / integrated model no ticket is required to be issued at the completion of the Traveller Eligibility processing, hence no need to insert a ticket to commence the Traveller Clearance processing.</p>  |

### **3.4. IMAGE ACQUISITION RETRY LIMIT**

| Tag/ID                     | Description  |
|----------------------------|--|
| <p>DETtemp4<br/>UC 2.4</p> | <p>To be used by the system at the Image Acquisition use case.</p> <p>The system is to restrict the acquisition of an image of the traveller to a configurable retry limit. The retry limit is based on the time permitted for the acquisition of an image of the traveller.</p> |
| <p><b>Stakeholder</b></p>  | <p>Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Audit, Customs Legal, Customs Security</p>  |
| <p><b>Traces From</b></p>  | <p>HL2230 Facial Match Retries, HL1452 Retries Configurable</p>  |

| Case                               | Description   |
|------------------------------------|---|
| <p><b><u>Actor/s</u></b></p>       | <p>System</p>   |
| <p><b><u>Pre-condition</u></b></p> | <p>1) The traveller has inserted their ticket into the self-processing unit.</p> <p>2) The system has successfully read the traveller's ticket.</p> |

|   |   |
|---|---|
| <p><b><u>Basic Flow</u></b></p>                                   | <p>1) This use case begins when the system attempts to acquire an image of the traveller.</p> <p>2) The system continues attempts to acquire an image of the traveller until the image acquisition retry time limit has been reached.</p> <p>3) The system proceeds with clearance processing.</p>  |
| <p><b><u>Alternative Flow - Retry Exceeded</u></b></p>            | <p>If at step 2, the image acquisition retry limit has been exceeded and the attempts to acquire a successful image of the traveller have failed, then:</p> <p>2a1) The system is to cease processing;</p> <p>2a2) The system is to retain the ticket;</p> <p>2a3) The system will record details of the failed image acquisition for later use (e.g. statistical purposes).</p> <p>2a4) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>2a5) The system will return the self-processing unit to the ready state.</p> |
| <p><b><u>Post-condition</u></b></p>                               | <p>The system is able to proceed with processing.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p> | <p>There are no changes to this Use Case for the Co-Located/ Integrated Model.</p>  |

### **3.5. PERMITTED TO USE TRAVELLER CLEARANCE**

| Tag/ID                    | Description  |
|---------------------------|--|
| <p>DET5116<br/>UC 2.5</p> | <p>The system verifies that the traveller has a valid record from the Traveller Eligibility self-processing process.</p>         |
| <p><b>Stakeholder</b></p> | <p>Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office</p> |
| <p><b>Traces From</b></p> | <p>HL1363 Inwards ICAO International Travellers</p>  |

| Case                         | Description   |
|------------------------------|---------------|
| <p><b><u>Actor/s</u></b></p> | <p>System</p> |

|   |   |
|---|---|
| <b><u>Pre-condition</u></b>   | 1) The system has successfully read the traveller's ticket.   |
| <b><u>Basic Flow</u></b>  | <p>1) This use case begins when the system has successfully retrieved the most recently completed information for the traveller from the Traveller Eligibility processing (e.g. traveller may have made more than 1 attempt to obtain a ticket at the kiosk).</p> <p>2) The system continues processing.</p>  |
| <b><u>Alternative Flow – Traveller Not Permitted to Use Traveller Clearance</u></b> | <p>If at step 1, the system detects that the traveller's record does not allow the traveller to proceed with Traveller Clearance (e.g. they have a referral attached to their record), then:</p> <p>1a1) The system will cease processing.</p> <p>1a2) The system will retain the ticket.</p> <p>1a3) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>1a4) The system will record the traveller's referral details for later use (e.g. statistical purposes).</p> <p>1a5) The system will return the self-processing unit to the ready state.</p> |
| <b><u>Alternative Flow – Traveller's Ticket Already Processed</u></b>               | <p>If at step 1, the system detects that the ticket record has already been processed at the Traveller Clearance stage, then :</p> <p>1a1) The system will cease processing.</p> <p>1a2) The system will retain the ticket.</p> <p>1a3) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>1a4) The system will record the usage of the previously processed traveller ticket for later use (e.g. statistical purposes).</p> <p>1a5) The system will return the self-processing unit to the ready state.</p>   |
| <b><u>Post-condition</u></b>  | The system has been able to retrieve the traveller's information from the Traveller Eligibility processing.   |
| <b><u>Co-Located / Integrated Model Considerations</u></b>                          | This use case would not be required in for the Co-Located/ Integrated Model. In a co-located / integrated model no ticket is required to be issued at the completion of the Traveller Eligibility processing, hence no need to insert or validate a ticket to commence the Traveller Clearance processing.  |

[REDACTED]

| Tag/ID              | Description |
|---------------------|-------------|
| DETtemp6<br>UC 2.19 | [REDACTED]  |
| Stakeholder         | [REDACTED]  |
| Traces From         | [REDACTED]  |
| Traces To           |             |

| Case  | Description |
|---|-------------|
| <u>Actor/s</u>  | System      |
| <u>Pre-condition</u>  | [REDACTED]  |
| <u>Basic Flow</u>   | [REDACTED]  |
| <u>Alternative Flow –</u><br>[REDACTED]<br>[REDACTED]       | [REDACTED]  |
| <u>Post-condition</u>                                       | [REDACTED]  |
| <u>Co-Located /<br/>Integrated Model<br/>Considerations</u> | [REDACTED]  |

### 3.7. SYSTEM PROCESSING INDICATION

| Tag/ID             | Description  |
|--------------------|--|
| DET5106<br>UC 2.6  | The system indicates to the traveller that a processing action is occurring.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office   |
| <b>Traces From</b> | HL2309 Self process response cue   |
| <b>Traces To</b>   | DET5100 Ticket Presented, DET5116: Permitted to Use Traveller Clearance, DET5159 Image Acquisition, DET5164: Compare Images, DET5143: Retrieve Expected Movement, DET5149: Check DIAC Directive DET5154: Check Visa Subclasses, DETtemp7: Check Visa Conditions, DET5080: Customs Alert Checking, DET5169: Proceed Decision, DET5174: Print Ticket |

| Case  | Description   |
|---|---|
| <u>Actor/s</u>                                      | System  |
| <u>Pre-condition</u>                                | The system was able to commence processing the traveller.   |
| <u>Basic Flow</u>                                   | <p>1) This use case begins when the system has detected that system processing has commenced but the traveller has no action to perform.</p> <p>2) The system displays configurable informational message(s) (text and/or image) in English, or the chosen language the traveller selected at the Traveller Eligibility stage informing the traveller that processing has commenced (GM7).</p> <p>3) The system is to indicate processing in action until system processing has completed.</p> <p>4) The system continues processing.</p> |
| <u>Post-condition</u>                               | The system displays information to traveller that system processing has commenced / is in action.   |
| <u>Co-Located / Integrated Model Considerations</u> | There are no changes to this Use Case for the Co-Located/ Integrated Model. However, it needs to be considered in context with the equivalent use case for Traveller Eligibility [Use Case DET4956 UC1.5 System Processing Indication].   |

### 3.8. DISPLAY SELECTED LANGUAGE

| Tag/ID | Description |
|--------|-------------|
|--------|-------------|

|                    |   |
|--------------------|---|
| DET5126<br>UC 2.7  | The system displays all text in the language selected by traveller from the Traveller Eligibility process, or the English default if no other language selected.              |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Legal, Customs Security |
| <b>Traces From</b> | HL1331 Multiple Language, HL2307 Default Language, HL1333 Available Languages   |
| <b>Traces To</b>   | All Traveller Clearance Use Cases.  |

| Case  | Description  |
|---|--|
| <u>Actor/s</u>                                      | System   |
| <u>Pre-condition</u>                                | The traveller selected a language at the Traveller Eligibility process or stayed with the English default.   |
| <u>Basic Flow</u>                                   | 1) This use case begins when the system is determining the appropriate language to display instructional messages to the traveller (e.g. instructional messages).<br><br>2) The system continues processing.                   |
| <u>Post-condition</u>                               | The system displays instructional messages in the language selected by the traveller at Traveller Eligibility. This excludes the ready state instructional message (GM1) for the Traveller Clearance self processing unit.     |
| <u>Co-Located / Integrated Model Considerations</u> | In a Co-Located/ Integrated Model this use case would not be required. The Display of Language selected would be managed via the equivalent Traveller Eligibility use case [Use Case DET4986 UC1.9 Display Selected Language]. |

### 3.9. IMAGE AQUISITION

| Tag/ID             | Description  |
|--------------------|--|
| DET5159<br>UC 2.8  | The system acquires an image(s) of the traveller.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1305 Facial Recognition Technology   |



| Case   | Description   |
|--|---|
| <u>Actor/s</u>                                       | System  |
| <u>Pre-condition</u>                                 | 1) The system has already issued the instructional message for the traveller to remove their headwear and sunglasses (GM1).<br>2) The system has successfully read the traveller's ticket.  |
| <u>Basic Flow</u>                                    | 1) This use case begins when the system instructs the traveller to look at the highlighted camera (GM3).<br>2) The system will locate the traveller's face and commence the image acquisition process.<br>3) Whilst the images are acquired, the system will indicate to the traveller to keep looking at the highlighted camera (GM6) .<br>4) When image(s) has been successfully acquired, the system will indicate that the process has been successful with an audible 'beep' and display a system processing indication to the traveller (GM7). The image must be acquired within a configurable image acquisition retry limit (refer to Use Case 3.4 – <i>Image Acquisition Retry Limit</i> ).<br>5) The system records the acquired image of the traveller for future use (e.g. auditing and evidentiary purposes).<br>6) The system continues processing. |
| <u>Alternative Flow – Issue with Acquiring Image</u> | If at step 4, the system is unable to acquire an image of the traveller within the configurable retry limit, then:<br>4a1) The system is to cease processing.<br>4a2) The system is to retain the ticket.<br>4a3) The system will issue a configurable instructional message (text and/or video and/or image) to the traveller to indicate they will need to be processed by a Customs Officer (GMW3).<br>4a4) The system will record a sample set of the images acquired (maximum of 5 images).<br>4a5) The system will record the failure to acquire an acceptable image of the traveller for later use (e.g. statistical purposes).<br>4a6) The system will return the self-processing unit to the ready state.  |
| <u>Post-condition</u>                                | 1) The system has converted the acquired image into a template.<br>2) The system has recorded the template and acquired image.  |

|   |   |
|---|---|
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p> | <p>In a Co-Located/ Integrated Model this use case would need to have alternative flow step 6a2 removed as there would be no need to retain the ticket as it would not have been issued in the co-located / integrated model by the Traveller Eligibility processing.</p> <p>The system configurable instructional messages would need to be able to handle both a distributed and co-located/integrated model running simultaneously at an airport, with the instructional messages potentially being different between the models (e.g.: the message in alternative flow above would need to include the retrieval of the travellers ePassport in a co-located/integrated model, but not in a distributed model).</p> |
|---|---|

### 3.10. COMPARE IMAGES

| Tag/ID             | Description  |
|--------------------|--|
| DET5164<br>UC 2.9  | The system compares the image of the traveller to the chip image from the traveller's ePassport.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1305 Facial Recognition Technology   |

| Case  | Description   |
|---|---|
| <b><u>Actor/s</u></b>                               | System  |
| <b><u>Pre-condition</u></b>                         | <ol style="list-style-type: none"> <li>1) The system has acquired and recorded an image of the traveller.</li> <li>2) The system has retrieved the chip image from the traveller's ePassport.</li> </ol>  |
| <b><u>Basic Flow</u></b>                            | <ol style="list-style-type: none"> <li>1) This use case begins when the system begins the comparison between the image of the traveller to the chip image from the traveller's ePassport using configurable matching criteria.</li> <li>2) The system records the successful image comparison and comparison score.</li> <li>3) The system continues processing.</li> </ol> |
| <b><u>Alternative Flow - Unsuccessful Match</u></b> | <p>If at step 1, the system fails to make a match between the acquired image of the traveller and the chip image from the traveller's ePassport, then:</p> <ol style="list-style-type: none"> <li>1a1) The system records the unsuccessful image comparison and score.</li> <li>1a2) The system is to retain the ticket.</li> </ol>   |

|  |  |
|--|--|
|  | <p>1a3) The system will record a referral to the Customs manual primary line for this failure.</p> <p>1a4) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>1a5) The system will return the self-processing unit to the ready state.</p>  |
| <b><u>Post-condition</u></b>                               | The system has successfully matched the traveller's acquired image to the chip image from the traveller's ePassport.   |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | <p>In a Co-Located/ Integrated Model this use case would need to have alternative flow step 3a2 removed as there would be no need to retain the ticket as it would not have been issued in the co-located / integrated model by the Traveller Eligibility processing.</p> <p>The system configurable instructional messages would need to be able to handle both a distributed and co-located/integrated model running simultaneously at an airport, with the instructional messages potentially being different between the models (e.g.: the message in alternative flow above would need to include the retrieval of the travellers ePassport in a co-located/integrated model, but not in a distributed model).Eligibility processing.</p> |

### **3.11. RETRIEVE EXPECTED MOVEMENT**

| <b>Tag/ID</b>      | <b>Description</b>  |
|--------------------|---|
| DET5143<br>UC2.10  | The system retrieves the travellers expected movement record.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Passenger Assessment & Response, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Security  |
| <b>Traces From</b> | HL1365 Domestic Travellers, HL1373 Distinguish PAX & Crew, HL1374 Crew Status, HL1228 NPP 1 - Collection, HL2253 APP Expected Movement Match, HL2289 Expected Movement Date Check, HL1381 Flight Clearance, HL2288 DIAC approved ePassport, HL2289 Expected Movement Date Check |

| <b>Case</b>                 | <b>Description</b>                                       |
|-----------------------------|--|
| <b><u>Actor/s</u></b>       | System   |
| <b><u>Pre-condition</u></b> | The system has successfully read the traveller's ticket. |

|   |   |
|---|---|
| <p><b><u>Basic Flow</u></b></p>                                   | <p>1) This use case begins when the system retrieves reference information from the traveller's ticket to access the traveller's data recorded at Traveller Eligibility.</p> <p>2) The system checks the traveller's data recorded at Traveller Eligibility for a matching expected movement record. The business rules for matching to an expected movement record are to be the same as the equivalent Traveller Eligibility use case (i.e. Use Case DET5008 <i>UC1.12 Check Expected Movement</i> Basic Flow steps 2 &amp; 3).</p> <p>3) The system continues processing.</p>  |
| <p><b><u>Alternative Flow – No Expected Movement</u></b></p>      | <p>If at step 2, the system fails to locate an expected movement record for the traveller, then:</p> <p>2a1) The system will cease processing.</p> <p>2a2) The system will retain the ticket.</p> <p>2a3) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>2a4) The system will record the details of the missing expected movement for the traveller for later use (e.g. statistical purposes).</p> <p>2a5) The system will return the self-processing unit to the ready state.</p> |
| <p><b><u>Post-condition</u></b></p>                               | <p>1) The system has matched traveller's details to a valid expected movement record.</p> <p>2) Self-processing is able to proceed.</p>   |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p> | <p>In a Co-Located/ Integrated Model this use case would not be required. The retrieval of the expected movement would not be necessary as the expected movement would have been matched via the Traveller Eligibility use case [Use Case DET5008 UC1.12 Check Expected Movement] and the Traveller Clearance processing would be able to continue based on the successful outcome of the Traveller Eligibility use case.</p>   |

### **3.12. CHECK DIAC DIRECTIVE**

| Tag/ID             | Description   |
|--------------------|---|
| DET5149<br>UC2.11  | The system verifies the traveller has no DIAC directives on the expected movement to prevent traveller proceeding with self-processing clearance. |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Security       |

|                    |  |
|--------------------|--|
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, [REDACTED]<br>[REDACTED] |
|--------------------|--|

| <b>Case</b>  | <b>Description</b>  |
|--|---|
| <b><u>Actor/s</u></b>                                      | System  |
| <b><u>Pre-condition</u></b>                                | The system has identified that the traveller has a valid expected movement record.  |
| <b><u>Basic Flow</u></b>                                   | <p>1) This use case begins when the system has successfully read the traveller's expected movement record.</p> <p>[REDACTED]</p> <p>3) The system continues processing.</p>   |
| <b><u>Alternative Flow -</u></b><br>[REDACTED]             | <p>If at step 2, the DIAC [REDACTED]</p> <p>2a1) The system is to cease the self processing process.</p> <p>2a2) The system is to retain the ticket.</p> <p>2a3) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>2a4) The system will record the DIAC referral details for the traveller for later use (e.g. statistical purposes).</p> <p>2a5) The system will return the self processing unit to the ready state.</p> |
| <b><u>Post-condition</u></b>                               | <p>1) The system has identified the [REDACTED].</p> <p>2) Self-processing is able to proceed.</p>   |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | In a Co-Located/ Integrated Model this use case would not be required. The checking of the DIAC Directive would not be necessary as the check would have been completed via the Traveller Eligibility use case [Use Case DET5015 UC1.13 Check DIAC Directive] and the Traveller Clearance processing would be able to continue based on the successful outcome of the Traveller Eligibility use case.   |

### 3.13. CHECK VISA SUBCLASSES

| Tag/ID             | Description   |
|--------------------|---|
| DET5154<br>UC2.12  | The system verifies the traveller has a valid visa subclass to allow traveller to proceed with self-processing clearance.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security  |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers, HL1366 VIP's, HL1407 Visa types, HL1408 SPV, HL1409 PRNIV, HL2025 New Zealand with Substantive Visa, HL1383 Aust Passport Stamping, HL1379 Non-Aust Passport Stamping, HL1373 Distinguish PAX & Crew, HL1374 Crew Status, HL1228 DIMIA Entry Permission, HL2290 Process Immigration Directive |

| Case   | Description   |
|--|---|
| <u>Actor/s</u>   | System  |
| <u>Pre-condition</u>   | The traveller has a [REDACTED]  |
| <u>Basic Flow</u>  | <p>1) This use case begins when the system verifies the visa subclass on the expected movement record against a listing of configurable visa subclasses, which indicates if this visa subclass is eligible for self-processing.</p> <ul style="list-style-type: none"> <li>All gazetted ePassports are required to be checked.</li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
| <u>Alternative Flow – Subclass Not Permitted for Self Processing</u> | <p>If at step 3, the visa subclass indicates self-processing not permitted, then :</p> <p>3a1) The system is to cease processing.</p> <p>3a2) The system is to retain ticket.</p> <p>3a3) The system is to indicate with a configurable instructional message (text</p>   |

|  |  |
|--|--|
|  | <p>and/or video and/or image) to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>3a4) The system will record the visa subclass referral for the traveller for later use (e.g. statistical purposes).</p> <p>3a5) The system returns the self-processing unit to the ready state.</p>  |
| <b><u>Alternative Flow – Traveller Not Permitted to Use Subclass</u></b> | <p>If at step 3, the visa subclass indicates the traveller is not permitted to use that visa subclass, then :</p> <p>3a1) The system is to cease processing.</p> <p>3a2) The system is to retain the ticket.</p> <p>3a3) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>3a4) The system will record the visa subclass referral for the traveller for later use (e.g. statistical purposes).</p> <p>3a5) The system returns the self-processing unit to the ready state.</p> |
| <b><u>Post-condition</u></b>   | <p>1) The visa subclass indicates self-processing clearance permitted.</p> <p>2) The system has recorded [REDACTED] the visa subclass.</p> <p>3) Self-processing is able to proceed.</p>   |
| <b><u>Co-Located / Integrated Model Considerations</u></b>               | <p>In a Co-Located/ Integrated Model this use case would not be required. The checking of the Visa Subclasses would not be necessary as the check would have been completed via the Traveller Eligibility use case [Use Case DET5021 UC1.14 Check Visa Subclasses] and the Traveller Clearance processing would be able to continue based on the successful outcome of the Traveller Eligibility use case.</p>   |

### **3.14. CHECK VISA CONDITIONS**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DETtemp7 UC2.20    | The system verifies the traveller does not have visa conditions that preclude them from self processing.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Business Transformation, DIAC, Customs ITB, Technology Office, Customs Audit, Customs Security |
| <b>Traces From</b> | HL1906 Visa Condition, HL1410 NVFFT, HL1586 GRP, HL1587 ACCOMPANIED, HL1588 MARRIED  |

| Case   | Description   |
|--|---|
| <u>Actor/s</u>   | System  |
| <u>Pre-condition</u>   | The traveller [REDACTED]  |
| <u>Basic Flow</u>  | <p>1) This use case begins when the system verifies the visa conditions on the expected movement record against a listing of system configurable visa conditions which indicate if this visa condition is eligible for self-processing.</p> <p>[REDACTED]</p> <p>2) The system continues processing.</p>  |
| <u>Alternative Flow – Visa Condition Not Permitted for Self Processing</u> | <p>If at step 1, the visa condition indicates self-processing not permitted, then :</p> <p>1a1) The system is to cease processing.</p> <p>1a2) The system is to retain the ticket.</p> <p>1a3) The system will issue a configurable instructional message (text and/or video and/or image) to indicate to the traveller they will need to be processed by a Customs Officer (GMW3).</p> <p>1a4) The system will record the visa condition referral for the traveller for later use (e.g. statistical purposes).</p> <p>1a5) The system returns the self-processing unit to the ready state.</p> |
| <u>Post-condition</u>  | <p>1) The visa condition indicates self-processing clearance permitted.</p> <p>2) Self-processing is able to proceed.</p>   |
| <u>Co-Located / Integrated Model Considerations</u>                        | <p>In a Co-Located/ Integrated Model this use case would not be required. The checking of the Visa Conditions would not be necessary as the check would have been completed via the Traveller Eligibility use case [Use Case DET5021 UC1.31 Check Visa Conditions] and the Traveller Clearance processing would be able to continue based on the successful outcome of the Traveller Eligibility use case.</p>  |

**3.15.** [REDACTED]

| Tag/ID            | Description |
|-------------------|-------------|
| DET5080<br>UC2.13 | [REDACTED]  |



|                    |            |
|--------------------|------------|
| <b>Stakeholder</b> | [REDACTED] |
| <b>Traces From</b> | [REDACTED] |
| <b>Traces To</b>   |            |

| Case  | Description |
|---|-------------|
| <u>Actor/s</u>  | System      |
| <u>Pre-condition</u>                                  | [REDACTED]  |
| <u>Basic Flow</u>                                     | [REDACTED]  |
| <u>Alternative Flow -</u><br>[REDACTED]<br>[REDACTED] | [REDACTED]  |



|   |   |
|---|---|
| <u>Co-Located / Integrated Model Considerations</u> | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
|---|---|

### 3.16. PROCEED DECISION

| Tag/ID             | Description   |
|--------------------|---|
| DET5169<br>UC2.14  | The system determines if the traveller is allowed to proceed to baggage area (obtain Traveller Clearance) or be directed to the Customs manual Primary Line . |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Passenger Clearance, Passenger Assessment & Response, Customs ITB, Technology Office                                   |
| <b>Traces From</b> | HL2291 Referred to Manual, HL1387 Evidence Immigration Cleared, HL1557 Reject Applicable Travellers, CR648  |
| <b>Traces To</b>   |   |

| Case                 | Description   |
|----------------------|---|
| <u>Actor/s</u>       | System  |
| <u>Pre-condition</u> | The system has completed all the Traveller Clearance system checks and processing, or a system check or process has returned a Primary Line referral.   |
| <u>Basic Flow</u>    | <p>1) This use case begins when the system has completed the Traveller Clearance checks and processing.</p> <p>2) If the traveller has responded to any declaration question which identifies the traveller is still permitted to proceed through Traveller Clearance;</p> <p>AND</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |

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|--|--|
|  | <p>AND</p> <p>the traveller has a visa subclass and visa condition that permits self clearance;</p> <p>AND</p> <p>[REDACTED]</p> <p>AND</p> <p>the traveller's acquired image and chip image from the traveller's ePassport result in a match;</p> <p>Then:</p> <p>3) The system is to record a 'Proceed' status for this traveller.</p> <p>4) System processing continues.</p>  |
| <p><b><i>Alternative Flow -</i></b><br/>[REDACTED]</p> | <p>If at step 2, the traveller has responded in the positive to any declaration question which prevents them from proceeding through Traveller Clearance;</p> <p>OR</p> <p>[REDACTED]</p> <p>OR</p> <p>the traveller holds a visa subclass or visa condition that prevents them from proceeding through Traveller Clearance;</p> <p>OR</p> <p>the traveller has a Customs alert that prevents them from proceeding through Traveller Clearance;</p> <p>OR</p> <p>[REDACTED]</p> <p>2a2) The system is to retain the ticket.</p> <p>2a3) The system is to display configurable instructional message (text and/or video and/or image) informing the traveller they will need to be processed by a Customs Officer (GMW3).</p> |

|  |  |
|--|--|
|  | 2a4) The system to return the self processing unit to the ready state.   |
| <b><u>Post-condition</u></b>                               | The system has recorded the 'Proceed' status for the traveller.  |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | <p>In a Co-Located/ Integrated Model this use case would need to have:</p> <ol style="list-style-type: none"> <li>1) Basic Flow step 2 altered to remove the DIAC Directive, Visa Subclass and Visa Conditions 'If' statement rules as these would have been completed by Traveller Eligibility use case [Use Case DET5066 UC1.26 Proceed Decision] .</li> <li>2) Alternative Flow rule altered to remove the DIAC Directive, Visa Subclass and Visa Conditions 'If' statement rules as these would have been completed by Traveller Eligibility use case [Use Case DET5066 UC1.26 Proceed Decision] .</li> <li>3) Remove step 2a2 from Alternative Flow as no need to retain the ticket as it would not have been issued in the co-located / integrated model by the Traveller Eligibility processing.</li> <li>4) The system configurable instructional messages would need to be able to handle both a distributed and co-located/integrated model running simultaneously at an airport, with the instructional messages potentially being different between the models (e.g.: the message in alternative flow above would need to include the retrieval of the travellers ePassport in a co-located/integrated model, but not in a distributed model).Eligibility processing.</li> </ol> |

### **3.17. PRINT TICKET – TRAVELLER CLEARANCE**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DET5174<br>UC2.15  | [REDACTED]   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Assessment & Response, Passenger Clearance, Business Transformation, Technology Office |
| <b>Traces From</b> | HL1387 Evidence Immigration Cleared, HL1474 Clearance Outcome, [REDACTED], HL1397 Revise Alert Status  |

| <b>Case</b>                 | <b>Description</b>  |
|-----------------------------|---|
| <b><u>Actor/s</u></b>       | System  |
| <b><u>Pre-condition</u></b> | The system has recorded a 'Proceed' status for the traveller. |
| <b><u>Basic Flow</u></b>    | [REDACTED]  |



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|  | <p>Customs Officer (GMW3).</p> <p>2a4) The system must record details of the ticket printed that has experienced an error (e.g. statistical purposes).</p> <p>2a5) The system will indicate the self-processing unit is unavailable for use.</p>   |
| <b><u>Post-condition</u></b>                               | The system has printed the code(s) on ticket.  |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | <p>In a Co-Located/ Integrated Model this use case would need to have the printing of the Travellers' ePassport number added to the Basic Flow as per basic flow step 3 of Traveller Eligibility use case [Use Case DET6523 UC1.27 Print Ticket – Traveller Eligibility].</p> <p>The system configurable instructional messages would need to be able to handle both a distributed and co-located/integrated model running simultaneously at an airport, with the instructional messages potentially being different between the models (e.g.: the message in alternative flow above would need to include the retrieval of the travellers ePassport in a co-located/integrated model, but not in a distributed model).Eligibility processing.</p> |

### **3.18. TRAVELLER RETRIEVES PRINTED TICKET**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DET6551<br>UC2.16  | The traveller retrieves the printed ticket.  |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Assessment & Response, Passenger Clearance, Business Transformation, Technology Office |
| <b>Traces From</b> | HL1363 Inwards ICAO International Travellers   |

| <b>Case</b>                 | <b>Description</b>   |
|-----------------------------|--|
| <b><u>Actor/s</u></b>       | Traveller  |
| <b><u>Pre-condition</u></b> | The system has printed the ticket.   |
| <b><u>Basic Flow</u></b>    | <p>1) This use case begins when the traveller has viewed the configurable instructional message (text and/or video and/or image) to indicate to the traveller they can retrieve their ticket (GM4).</p> <p>2) The traveller retrieves the ticket.</p> <p>3) The system turns on configurable indicator light on rear of self processing unit to indicate successful transacting traveller.</p> |

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|--|--|
|  | 4) The system continues processing.  |
| <b><u>Alternative Flow - Fails to Retrieve Ticket</u></b>  | <p>If at step 2, the traveller fails to retrieve the ticket within the configurable time out limit, then:</p> <p>2a1) The system will retract the ticket.</p> <p>2a2) The system will display an instructional message to the traveller to indicate that an error has occurred (GMW7).</p> <p>2a3) The system will record the ticket retraction details (e.g. statistical purposes).</p> <p>2a4) The system returns the self processing unit to the ready state.</p> |
| <b><u>Post-condition</u></b>                               | <p>1) The traveller has retrieved the ticket.</p> <p>2) Self-processing is able to proceed.</p>  |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | There are no changes to this Use Case for the Co-Located/ Integrated Model.  |

### **3.19. REFERRAL**

| <b>Tag/ID</b>      | <b>Description</b>   |
|--------------------|--|
| DET5183<br>UC2.17  | This informs the traveller they are being referred to the Customs manual Primary Line.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Business Transformation, Customs ITB, Technology Office |
| <b>Traces From</b> | HL2291 Referred to Manual  |
| <b>Traces To</b>   | DET5160 Proceed Decision   |

| <b>Case</b>                 | <b>Description</b>  |
|-----------------------------|---|
| <b><u>Actor/s</u></b>       | System  |
| <b><u>Pre-condition</u></b> | The system has recorded a 'Referral' status for the traveller.  |
| <b><u>Basic Flow</u></b>    | <p>1) This use case begins when the system retains the ticket.</p> <p>2) The system is to display configurable instructional message (text and/or video and/or image) informing the traveller they will need to be processed by a Customs Officer (GMW3).</p> |



|  |  |
|--|--|
|  | 3) The system returns the self processing unit to the ready state.   |
| <b><u>Post-condition</u></b>                               | 1) The traveller has been given the instructions to proceed to the priority Customs Primary Line.<br><br>2) The self-processing unit is in the ready state for the next traveller.   |
| <b><u>Co-Located / Integrated Model Considerations</u></b> | In a Co-Located/ Integrated Model this use case would need to have Basic Flow step 2 replaced with ‘Traveller to retrieve their ePassport’ as there would be no need to retain the ticket as it would not have been issued in the co-located / integrated model by the Traveller Eligibility or Traveller Clearance processing, but the traveller would need to retrieve their ePassport.<br><br>The system configurable instructional messages would need to be able to handle both a distributed and co-located/integrated model running simultaneously at an airport, with the instructional messages potentially being different between the models (eg: the message in the basic flow above would need to include the retrieval of the travellers ePassport in a co-located/integrated model, but not in a distributed model).Eligibility processing. |

### **3.20. TRAVELLER PROCEEDS THROUGH GATE**

| <b>Tag/ID</b>      | <b>Description</b>  |
|--------------------|---|
| DET5180<br>UC2.18  | The traveller moves through the gate to enter baggage reclaim area.   |
| <b>Stakeholder</b> | Enabling Services (Passenger Systems), Airport Representatives, Passenger Clearance, Passenger Assessment & Response, Technology Office |
| <b>Traces From</b> | HL1387 Evidence Immigration Cleared, CR648, CR85037   |
| <b>Traces To</b>   |   |

| <b>Case</b>                 | <b>Description</b>   |
|-----------------------------|--|
| <b><u>Actor/s</u></b>       | Traveller  |
| <b><u>Pre-condition</u></b> | The traveller has retrieved the printed ticket.  |
| <b><u>Basic Flow</u></b>    | 1) This use case begins when the system displays the configurable instructional message (text and/or video and/or image) indicating the traveller must proceed through the gate (GM5).<br><br>2) The traveller views and follows the instructional message indicating the traveller must proceed through the gate. |



|   |   |
|---|---|
|   | <p>4b2) The system will indicate to the traveller by configurable instructional message (text and/or video and/or image) to move through the gate (e.g. ‘Please proceed through the gate’).</p> <p>[REDACTED]</p> <p>4b4) The traveller moves through the gate door area.</p> <p>4b5) Once the traveller and their baggage (i.e. there is no obstruction preventing the closure of the gate doors) have cleared the gate door area, the system must shut the gates.</p> <p>4b6) The system will record the alarm triggering details for the traveller for later use (e.g. statistical purposes).</p> <p>4b7) The system will automatically reset the alarm and return the self-processing unit to the ready state.</p> <p>4b8) Self-processing for Traveller Clearance completed for traveller.</p>   |
| <p><b><u>Alternative Flow – Traveller leaves baggage in area in front of the gate doors</u></b></p> | <p>If at step 4, the traveller passes through the beginning of the gate section, but leaves their baggage in front of the first section (i.e. in front of the gate doors), then:</p> <p>4c1) The gate doors must remain open whilst the traveller is in the gate area.</p> <p>4c2) After a configurable time the system must sound an audible alarm to prompt the traveller to move through the gate.</p> <p>4c3) The system will indicate to the traveller by configurable instructional message (text and/or video and/or image) to move through the gate (e.g. ‘Please proceed through the gate’).</p> <p>[REDACTED]</p> <p>4c5) The traveller may return to the first section of the gate to collect their baggage or move completely through the gate door area.</p> <p>4c6) Once the traveller has cleared the gate door area through the back section of the gate, the system must shut the gates.</p> <p>4c7) The system will record the alarm triggering details for the traveller for later use (e.g. statistical purposes).</p> <p>4c8) The system will automatically reset the alarm and return the self-processing unit to the ready state.</p> <p>4c9) Self-processing for Traveller Clearance completed for traveller.</p> |

|   |   |
|---|---|
| <p><b><u>Alternative Flow – 2<sup>nd</sup> traveller enters gate area before 1<sup>st</sup> traveller clears gate</u></b></p> | <p>If at step 4, the traveller passes through the beginning of the gate section, but fails to clear the final section (i.e. the 3<sup>rd</sup> zone) before the next traveller enters the area in front of the gate doors (i.e. the 1<sup>st</sup> zone), then:</p> <p>4d1) The gate doors must close in front of the second traveller.</p> <p>4d2) The system will return the self-processing unit to the ready state.</p> <p>4d3) Self-processing for Traveller Clearance is completed for the first traveller.</p> |
| <p><b><u>Alternative Flow – Traveller clears entire gate but returns through the back section of the gate.</u></b></p>        | <p>If at step 4, the traveller has passed through all sections of the gate but decides to turn around and re-enter the gate area from the back section, then:</p> <p>4e1) The gate doors will be closed.</p> <p>4e2) The gate doors will remain closed.</p> <p>4e3) The system will return the self-processing unit to the ready state.</p> <p>4e4) Self-processing for Traveller Clearance is completed for the traveller.</p>   |
| <p><b><u>Post-condition</u></b></p>   | <p>1) The traveller has proceeded through gate successfully.</p> <p>2) The traveller has completed the Traveller Clearance stage.</p> <p>3) The self-processing unit is in the ready state for the next traveller.</p>  |
| <p><b><u>Co-Located / Integrated Model Considerations</u></b></p>   | <p>There are no changes to this Use Case for the Co-Located/ Integrated Model.</p>  |

[Redacted]

[Redacted]

| Title      | Version    |
|------------|------------|
| [Redacted] | [Redacted] |
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