

ISSUING TRAVEL DOCUMENTS ABROAD

PASSPORTREACH






Terminal 2 04 42 A,B,C

Actual Boarding	Prog Flight	Plan Schedule	Passenger Status	Priority Class	Origin	Dest To	Time Arrival/Depart	Actual Boarding	Prog Flight	Plan Schedule	Passenger Status	Priority Class	Origin	Dest To	Time Arrival/Depart	Actual Boarding	Prog Flight	Plan Schedule	Passenger Status
.. 05	4001	1015	BOARDING	C37	51-79	LISBON	TP 8741	.. 05	785	1030		A11	51-79	SIBIU	RO 9332	.. 05	601	1045	
.. 05	713	1020	1030	R45	51-79	BUDAPEST	JK 9211	.. 05	661	1035		A19	51-79	KIEV	PS 9815	.. 1H	912	1050	
.. 05	917	1020	BOARDING	B42	51-79	SALZBURG	UA 9487	.. 05	751	1035		A17	51-79	KHARKOV	PS 9809	.. 05	695	1030	
.. 05	939	1020		B28	51-79	KLAGENFURT	LO 4069	.. 05	798	1035		C32	51-79	CAIRO	FB 1404	.. 05	675	1050	
.. 05	943	1020		B41	51-79	GRAZ	TG 7236	.. 05	853	1035		R07	51-79	BOMBAY	HF 9863	.. 05	831	1050	
.. 05	951	1025	GoToGate	B30	51-79	HEL SINKI	SK 9422	.. 05	035	1040		R44	51-79	LONDON-HEATH	NZ 4853	.. 05	699	1055	
.. 05	951	1025		C33	51-79	BARCELONA	TP 8709	.. 05	453	1040		A13	51-79	IASI	RO 9534	.. 05	893	1055	
.. 05	825	1025		B27	51-79	LINZ	Un 9491	.. 05	645	1040		R05	51-79	TUL BUIU	LY 8362	.. 05	893	1055	
.. 05	335	1030		A10	51-79	ANKARA	OU 5550	.. 05	857	1040	GoToGate	A16	16-23	BELGRADE	OS 7431	.. 05	393	1055	
.. 05	367	1030		B34	51-79	OSLO	80 2839	.. 05	315	1045		A14	85-99	BUCHAREST	OS 7011	.. 05	412	1100	
.. 05	541	1030		B33	51-79	BRUSSELS	LH 6450	.. 05	342	1045		C56	51-79	MOSCOW	SU 402	.. 05	815	1100	
.. 05	541	1030		C61	51-79	DAMASCUS		.. 05	601	1045									

ANTS 37 38 40 42 43

THE CHALLENGE



The advent of ePassports has given rise to a new onset of security features that make today's passport truly embody the definition of a secure travel document. An ePassport or electronic passport is a Machine Readable Travel Document (MRTD) with an embedded chip that stores electronic data from the passport, and biometric data of the passport holder. There are two generations of ePassport, the 1st generation included one biometric (facial image) stored on an embedded data chip. The 2nd generation, which EU countries are adopting, includes the incorporation of fingerprints. Both are protected with PKI technologies and access controls.

With the introduction of ePassports, the security of the travel document has been greatly enhanced, hence counterfeit and fraudulent use is more subject to detection. Consequently, many countries are now realizing that threats and attacks have shifted from the physical document to the issuance process itself. With the increased security of ePassports comes the corresponding reality that:

A legitimate ePassport, improperly issued by a country to a criminal or terrorist, is far more dangerous than a counterfeit document. It will effectively be undetectable and more likely treated as a solid guaranty of a traveler's acceptability.

The inclusion of a secondary biometric in the 2nd generation of ePassports opens up new challenges such as capturing secondary biometrics and printing the enhanced passport. These security concerns are compounded in embassies and consulates abroad. Many countries are addressing these concerns by repatriating and centralizing their passport issuance to the home country, and tightening their entire issuance process to prevent fraud and employee malfeasance. With centralized personalization, there is also clearly a tradeoff with the time it takes to process, print and ship the passport back to the requesting person abroad.

PassportReach is ideally suited to deal with these difficulties. PassportReach offers strong application entry and management capabilities suited to these modern security requirements.

Emergency Passports

Passport management encompasses a balancing act between the challenges of security, cost-effectiveness and service. With the growing trend of centralized printing, the challenge of issuing secure travel documents has become enhanced with the added dimension of time sensitivity. This is where emergency travel documents such as Emergency Passports have been garnering more attention with the growing trend of centralized printing.

PassportReach has the advantage of being able to issue an Emergency Passport in accordance with country preferences, after connection to the in-country passport database and entitlement officials to ensure that the issuance is warranted. Emergency Passports can be issued by missions in times of crises or to appease the time concerns of a citizen in the event of replacing a lost passport. ICAO, the governing body for official travel documents, has no current standard for Emergency Passports; however, they have initiated work with ISO in defining such standards in the International Capacity Building Working Group (ICBWG).

PASSPORT ISSUANCE ABROAD

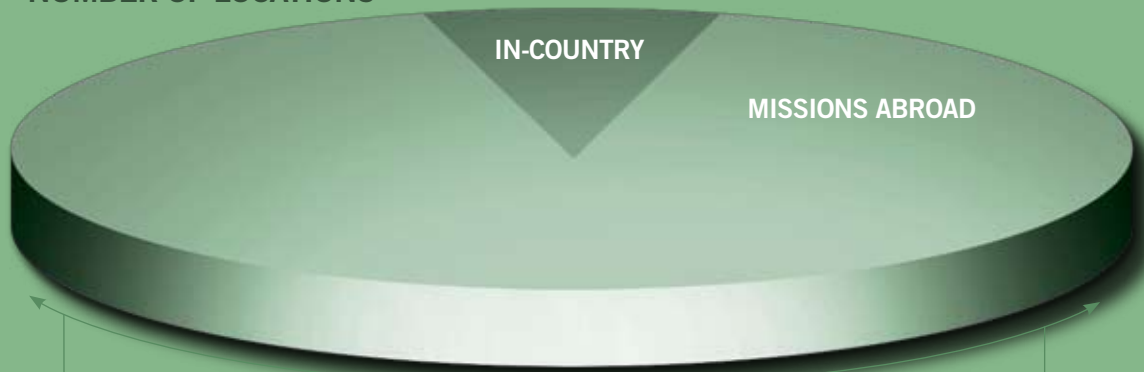


The issuance of passports abroad often represents an overlooked part of passport issuance on a whole. National governments are faced with different challenges when it comes to offering passport services globally, as it consists of operating in unique environments.

VOLUME OF PASSPORTS



NUMBER OF LOCATIONS



Security concerns (i.e. missions abroad involves locally employed staff who are not citizens; shipment issues; more physical locations)

Service requirements (urgency of replacement travel documents abroad)

Low bandwidth, high latency (vs. in-country high bandwidth office connections with no or minimal latency)

Situations of limited IT resources at locations abroad

Capturing biometrics in multiple locations

Many locations abroad

Cost concerns – expensive equipment at multiple locations; installation & upgrade issues



Passport systems do not operate in isolation. There is a strong correlation within the worlds of Passport and Consular Services such as the ability to provide a person-centric service offering. Ministries of Foreign Affairs provide a wide assortment of consular services to citizens, one of those offerings is handling lost passports. Picture a scenario where a citizen travels to a foreign country and loses their passport along with their money while abroad. In order to leave the foreign country, the citizen needs to approach a home country consulate or embassy to request a replacement travel document (a temporary or emergency passport). With a consular and passport system working together the details of the lost passport, the issuance of the new passport, the financial assistance and the request for a new full-validity passport can be entered at the same time in the consular and passport system.

THE SOLUTION

WorldReach's PassportReach solution provides the ideal balance of a secure, cost effective and timely solution that is scalable according to size and volume of Ministries of Foreign Affairs and supports local, regional and centralized printing.



PassportReach supports all phases of secure document issuance abroad such as data capture, biometric capture, entitlement & identity processing, scanning, tracking and printing in the case of temporary or emergency secure travel documents. Since 1995, PassportReach has been used to produce millions of passports abroad.

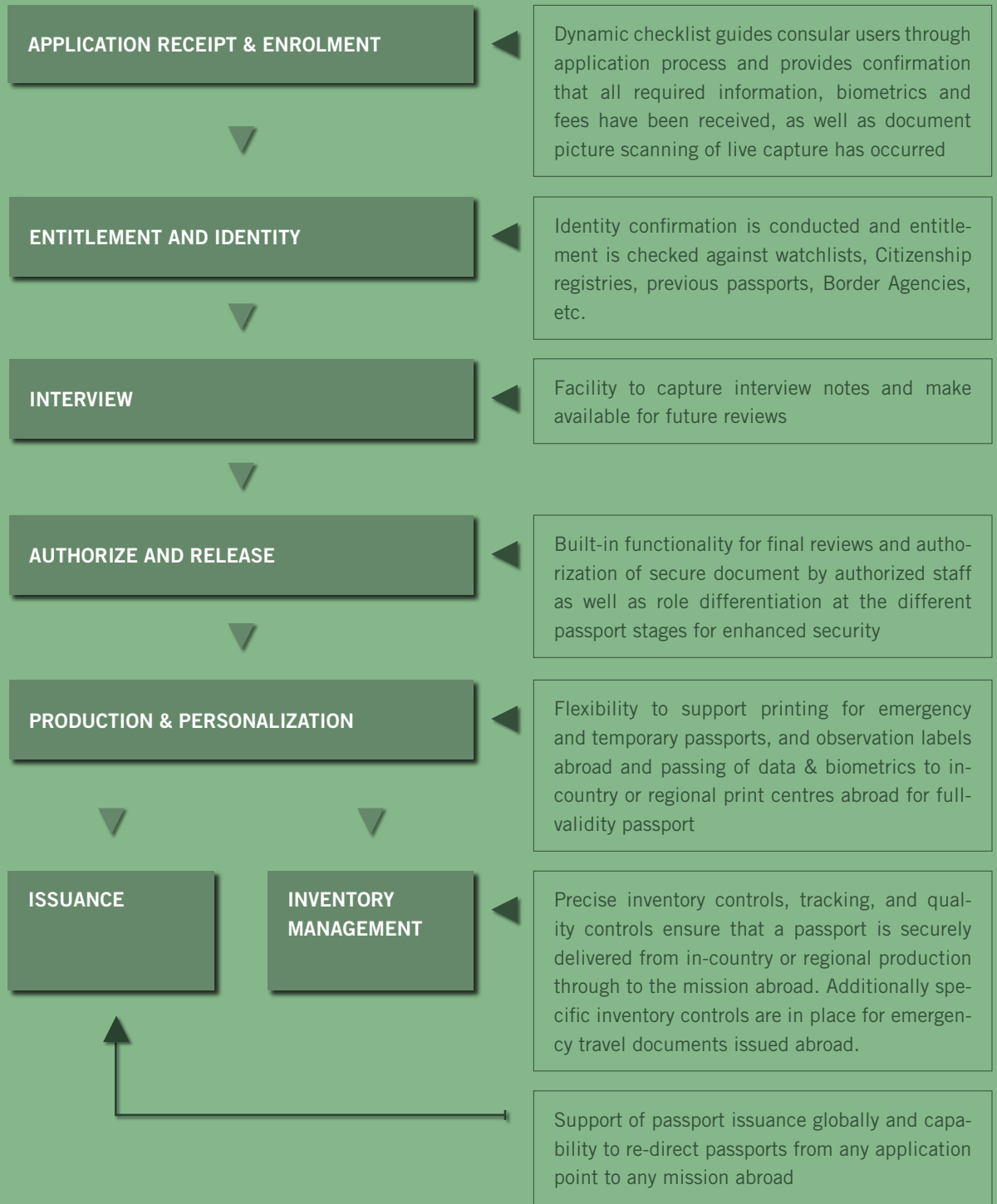
PassportReach allows Ministries to incorporate business rules that are used to handle the initial receipt, sorting and distribution of passport applications and generate dynamic checklists that help to guide users

through application processing and approval. PassportReach's enrolment functionality facilitates the capture of information entered on the application form and stores it as data, saves the application form and supporting documents as electronic images, and captures and prepares the image of the applicant for use in the passport and for biometric facial recognition processes. Additionally, interview notes can be captured and action items can be

communicated to the home country passport authorities, for example where there is no proof of citizenship or a check-up on a guarantor is needed.

PASSPORT PROCESS

WORLDREACH ADDED-VALUE



Applications for emergency travel documents and regular passports can be processed simultaneously for efficiency and can incorporate security measures that require the return of the emergency travel document in advance of releasing the full-validity passport.

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In addition to business rules which are applied in the flow of the application, PassportReach relies on dynamic checklists to ensure proper completion of tasks according to user profiles which can include, locally engaged staff (application receipt) and Ministry-based staff (application approval/entitlement). PassportReach's role differentiation at the different passport stages and the separation of responsibilities between issuance phases minimizes fraudulent activities and improves the security of the overall process.



Built-in functionality ensures that the correct checks are performed for entitlement including the confirmation that all required information, photographs and fees have been received. A set of checks is incorporated to establish evidence that the applicant is the person whose identity is claimed on the application form. A check is made against a watchlist to determine whether a person is legally entitled to a passport and whether or not there are any risk indicators that require further investigation before approving an application.

The secure production and distribution of full-validity passports, emergency travel documents and observation labels is fully accounted for in PassportReach with built-in functionality incorporating precise quality controls, and inventory controls and tracking.

THE BENEFITS

- Minimization of the error rate in preparing a passport through the use of system-maintained rules and check-lists;
- Immediate checking of previous passport issuances and control lists as part of the passport issuing process;
- Standardization and optimization of the passport issuance workflow process;
- Improvements in processing speed, reduced backlogs and increased quality of documents;
- Consolidated data is immediately accessible and updated by authorized personnel at missions and headquarters;
- Reduces loss of documents & mail-in processing;
- Ensures timely service to citizens at missions with an appropriate travel document to suit their needs;
- Leverages consular experience and lessons learned since 1995;
- Multilingual

In the world of passport management, passport issuance abroad represents a niche service offering. Inherent in this niche offering are a considerable number of unique nuances and details that differ from the standard in-country passport procedures, PassportReach addresses all details associated with this often overlooked but important government service.



ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software Corporation is the leading provider of consular management solutions. Since 1993, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. WorldReach products are licensed to over 850 sites with more than 3000 daily users with Ministries of Foreign Affairs including: Canada, the United Kingdom, The Netherlands, Spain, New Zealand, and Ireland.

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