Entrust ePassport as a Service

Challenge

With the development of new secure travel initiatives including the Digital Travel Credential, the adoption of ePassports, and an increasing number of people living outside their country of citizenship, the importance and demand for passports has never been greater. Travel document issuance authorities face a whole new set of challenges to address the increased need for passports in this new contactless digital age.

ePassports have greatly enhanced the security of the travel document, making counterfeit and fraudulent use much more subject to detection. Many of the threats and attacks have shifted from the physical document to the issuance process itself.

The accessibility to passports now stands as one of the greatest challenges that countries face. How do you make the application and issuance process for a passport simpler for citizens? How do you produce a more secure travel document without sacrificing citizen service level expectations with regards to timeliness and manner of delivery?

Solution

Entrust ePassport as a Service is a scalable solution that helps countries provide their citizens with improved accessibility to obtain a secure travel document from a full validity passport to an emergency travel document. The solution supports the passport process both in-country and overseas and supports local, regional, and centralized printing. Since 1994, ePassport as a Service has been used to process just under 4 million passport applications.

Learn more about our our identity verification solutions at entrust.com

Entrust ePassport as a Service

ePassport as a Service at a glance

Entrust offers a full solution via ePassport as a Service for application and enrollment of full validity passports abroad as well as full personalization and issuance of an emergency travel document.

Overseas service – full validity and emergency passports (FVPs and ETDs)

Receiving agents (RAs) assist travel document issuance authorities with the front-end of the passport process using ePassport as a Service's overseas application and enrollment solution guides the user through processes to accept application forms, review them for accuracy and completeness, examine biometrics and supporting documents, collect the associated fees, and handle the entire enrollment process for both FVP and ETDs. Options to include authentication of an existing passport, prepopulate application details, and verify the identity of the applicant as the rightful holder of the travel document can be included in the solution delivery based on Entrust's Identity Verification as a Service (IDVaaS) product.

The entitlement process and resulting decision are made with the travel document issuance authority, which consists of consulting with external systems and look-up lists, capturing of interview notes, and ultimately distribution of the centrally/regionally personalized passports, Precise inventory controls, tracking, and quality controls ensure that a passport is securely delivered via Entrust cloud-based solutions from in-country or a regional production using our passport personalization products through to the mission abroad.

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FEATURES

- Supports the processing of ePassports and issuance of ETDs and temporary passports

- Secure application auto-population and data entry facilities

- Application data uploading, scanning of citizenship documents and digital photos

- Supports primary biometrics data capture in compliance with ICAO eMRTD standards

- Capability to personalize emergency travel documents abroad (decentralized)

- Support of the consolidated personalization of full-validity passports (centralized)

- Production of management and operational reports

- Inventory management (orders and tracking) of secure document stock

- Real-time updates, tracking, and approval notification

- Dynamic business rules checklist

- Capability to cross-check information with security agencies and/or citizenship processing centers

- Cloud-based secure architecture

- Multilingual

- Separation of roles and responsibilities for enrollment and passport approval in compliance with ICAO guidelines for fraud prevention

BENEFITS

- Enhances the accessibility of the passport application process to those in-country and abroad

- Minimizes the error rate in preparing a passport through the use of auto-population and system-maintained rules and checklists

- Immediate checking of previous passport issuances and control lists as part of the passport issuing 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 and mail-in processing

- Ensures timely service to citizens at missions abroad or receiving agent offices with an appropriate travel document to suit their needs

Learn more at
entrust.com

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