



Airports with Primary Inspection Kiosks Frequently Asked Questions for Customer Service Representatives

Eligibility

1. Who is eligible to use the new kiosks and mobile app?

Most travellers arriving in Canada by air, including returning residents and foreign nationals. Each kiosk is fully accessible, in compliance with Canadian standards.

The following travellers should be directed to a border services officer for in-person processing:

- Unaccompanied minors (travellers under the age of 16, who are travelling alone), and
- Travellers with a non-machine-readable travel document.

NOTE: When in doubt, CSRs can confirm the traveller's age by asking them.

2. Who can use a kiosk together?

Up to 5 travellers with the same place of residence can use a kiosk together. Place of residence is defined as Country and Province / State. For example, a mother and her daughter, not living at the same street address but living in the same province, can use the kiosk together.

3. Can NEXUS members use the kiosks?

NEXUS members should continue to use dedicated NEXUS kiosks for expedited processing or can opt to use a passport for regular processing at a Primary Inspection Kiosk.

4. Will PIK process airline crew?

Yes. Airline crew can and should use a kiosk. In most airports there are dedicated kiosks available for use by crew.

CanBorder – eDeclaration Mobile App

5. How does a traveller scan their eDeclaration QR code at the kiosk?

Mobile app users scan their QR code at the first screen on the kiosk. App users do not need to select a language. The device needs to be presented face up, and may need to be angled to reduce glare for a proper scan.

6. Where is the app available?

Each time the kiosks are deployed at a new airport, a new release of the app will be pushed out, so it will always reflect our current service locations. The mobile app is configured so that travellers must select their airport of entry as a first step in their declaration process.

Functionality

7. Should a Canadian Permanent Resident scan their Canadian PR card or their foreign passport at the kiosk?

Canadian Permanent Residents must scan their Canadian PR card at the kiosk. If they scan their foreign passport the system will not recognize their status is Canada.

8. How does a traveller scan their passport or PR card at the kiosk?

Each kiosk works differently so CSRs should ask the Airport Authority for guidance on how to properly scan a passport and PR card at the kiosk.

It is important that the machine readable zone on the photo page of the passport be scanned. The traveller must continue to hold their document in or on the reader until the scan is complete.

Declaration questions

9. Do travellers still need to complete the paper Declaration Card?

The CBSA is phasing out the use of the paper declaration card for all travellers arriving at Canada's major airports. Once the new kiosks are available at an airport, travellers will no longer be given a paper declaration card on-board the aircraft. If a traveller was given a paper declaration card, they must still complete their declaration at the kiosk.

10. Can the CSR help with kiosk questions?

Travellers might seek clarification about the questions they are asked to answer on the kiosk.. CSRs should advise the traveller to answer to the best of their ability. CSRs may answer questions on how to use the kiosks, help travellers who are experiencing difficulty with scanning their document or taking their photo, or provide direction to those who choose to quit their session.

11. Are travellers required to use the kiosk?

All travellers are asked to use the kiosks as this allows the CBSA to provide them the best service. If they are ineligible or unable to use a kiosk, they should be directed to make their declaration to a border services officer. As queuing varies by airport, check with local CBSA staff to confirm where these travellers should be directed.

12. Are travellers who begin and quit a session able to try again?

If travellers quit a session after scanning the passport but before taking the picture, they can start a new session. However, if they quit after successfully scanning their passport and taking their photo, they cannot begin a new session and will have to be directed to see an officer.

CSR Roles and Responsibilities

13. How can I better prepare travellers waiting in queue?

CSRs are asked to advise travellers to get their travel documents ready while they are waiting in queue. If a traveller begins to use a kiosk without their documents ready their session may time-out while they are looking for their documents in their luggage.

14. Where do CSRs direct travellers if the kiosks malfunction?

In the event of a kiosk outage, travellers will be directed to an officer for in-person processing. As contingency plans vary by airport, CSRs should check with local CBSA staff to confirm where these travellers should be directed.

In such instances, CSRs should assist with changing the stanchions to direct travellers to in-person processing.

15. How will CSRs assist with kiosk maintenance?

Airport Authorities are responsible for the monitoring and maintenance of all kiosks. CSRs must assist with servicing the kiosks, i.e. replacing thermal paper when empty and cleaning the touch screens periodically, as directed by their respective Airport Authority.

16. How will CSRs report kiosk incidents/outages?

CSRs must report kiosk problems as per their local procedures, to Airport Authority personnel. A printable poster with instructions on how to report incidents are your side is available and should be posted for your reference.