Frequently Asked Questions
– The ABTC Mobile Application for cardholders

What is the ABTC Mobile Application?
The APEC Business Travel Card (ABTC) Mobile Application is a new method for displaying the ABTC. It provides access to a digital version of the ABTC for approved applicants and cardholders from fully participating Member Economies to display on their mobile electronic devices when using their ABTC to enter an APEC Economy.

Why have we created a Mobile Application for ABTC?
The ABTC Mobile Application is being developed for cardholders to bring the ABTC Scheme into the modern and digitised world of global travel. It will provide cardholders from fully participating Economies with a more efficient, convenient and user-friendly service.

When will the Mobile Application be made available?
The Mobile Application is currently under development and will be officially launched at APEC Leaders’ Week in November 2020. Once it is released, fully participating Economies may choose to offer the ABTC Mobile Application to their approved applicants. It will be available for use in early 2021.

Please consult with your Home Economy about when the ABTC Mobile Applications will become available for use by cardholders in your Economy. Each Economy will determine its own timeline in transitioning to the introduction of the ABTC Mobile Application for use by its cardholders.

Who can access and use the ABTC Mobile Application?
All approved applicants and cardholders from fully participating Member Economies can access and use the ABTC Mobile Application, following its adoption by the Home Economy.

Cardholders from transitional Member Economies, Canada and the United States, will not have access to the ABTC Mobile Application for the foreseeable future, but can continue to use the physical card of the ABTC without any change of procedures.

All Economies, including transitional Member Economies are expected to accept the digital version of the ABTC immediately following its official launch and release.

Are there any changes to procedures when presenting on the digital ABTC?
No. The ABTC Mobile Application is essentially a digital version of the physical card:

When passing through international airports on your ABTC, you will be required to present the digital card on the ABTC Mobile Application just as you would your physical card, as instructed by an Airport Official either when entering the APEC fast track lane or when entering an Economy.

How is the Mobile Application different to the physical card?
The ABTC Mobile Application provides the cardholder and Airport Officials with up-to-date information:

- **Real time data** - Unlike the physical card, the ABTC Mobile Application is directly linked to the ABTC System, providing cardholders and Airport Officers with real-time information on the status of the ABTC.

- **ABTC System** – As the ABTC Mobile Application is linked to the ABTC System, any changes made in the system will be immediately reflected when the cardholder opens their ABTC Mobile Application. For example, if Pre-Clearance to enter an Economy has been approved, or the ABTC itself has expired, or the passport has been renewed, this will immediately update and display within the ABTC Mobile Application.
Can applicants apply for and use both the ABTC Mobile Application and the physical ABTC?

Only new or renewing applicants will have the opportunity to use and be offered access to the ABTC Mobile Application upon release, where a Home Economy has agreed to move to the digital platform. Existing cardholders will not necessarily be granted the ability to transition to the ABTC Mobile Application, unless and until they are approved for a new ABTC.

While it is intended for the digital ABTC to eventually replace the physical card in fully participating Economies, this transition will vary among APEC Economies. Your Home Economy will determine if you are eligible to hold both the physical ABTC and have access to the ABTC Mobile Application.

**Note:** It is important for cardholders to enter and exit on the same ABTC, e.g. if a cardholder enters an Economy on the physical card they must exit on the same card.

What happens if I get a new Passport?

If ABTC holders have to renew their passport details during the validity of their ABTC, they may be given the option to make use of the ABTC Mobile Application, rather than receiving a replacement physical card. This can be requested when completing a passport update with your Home Economy.

Will the ABTC Mobile Application cost more to use?

The ABTC Mobile Application will be free of charge to download and access for those applicants who have been approved an ABTC. There will be no additional fee applied due to development of the ABTC Mobile Application; however, individual Economies set, review and charge ABTC application fees as each deem necessary.

How do applicants and cardholders receive the ABTC Mobile Application?

Where a new or repeating applicant indicates the preference for the ABTC Mobile Application and their Home Economy offers the service, an auto-generated email will be sent to the nominated point of contact email address upon approval for an ABTC. The email will include the application number and instructions on how to download and log into the ABTC Mobile Application. Applicants should be informed by their Home Economy, at the time of their application, of the option to use the ABTC Mobile Application.

**Note:** to use the ABTC Mobile Application an applicant must provide their email address.

What Security will the ABTC Mobile Application feature?

The ABTC Mobile Application will employ additional security features to provide Economies greater confidence that an ABTC and cardholder are genuine. These features include:

- **Secure Sign on** – An approved ABTC applicant will be sent an email with a unique token (an individual application number) for the ABTC Mobile Application and a link to download and log onto the Mobile Application. This unique token will change every time you renew your card.

- **User Authentication** – Users are required to ensure their user credentials are authenticated and verified when logging on to the Mobile Application. Only ABTC cardholders who have been granted access to the mobile application can log in. Please refer below to the step-by-step process.

- **Screenshots** - On Android devices, users are prevented from taking screenshots of the Mobile Application; and on iOS devices, users who attempt to take a screenshot of the Mobile Application will be presented with a message reminding them that Airport Officials will not accept a screenshot of the Mobile Application.

- **Watermarks** - The virtual card screen of the ABTC Mobile Application will have APEC and other discrete security watermarks, making it difficult to fraudulently replicate.

- **Locked to Gravity** – The holographic overlay and card background pattern change colour and visibility in correlation with the movement of the device, allowing Airport Officials to quickly confirm that they have been presented with the official ABTC application rather than a screenshot or video capture.

These additional security features for the ABTC Mobile Application further mitigate against fraudulent replication and misuse, along with protecting the cardholders ABTC and personal details.
Tips for Getting the Most out of the ABTC Mobile Application

Please see general advice below regarding common issues cardholders may experience in the following scenarios:

- **Pre-Clearance Cancellation** – It is important to ensure your ABTC remains valid for use to the Economy you intend to enter on your ABTC before you travel. This process is made easier by simply opening the ABTC Mobile Application, which automatically updates the status of your ABTC for display on your mobile device. Alternatively, the status of an ABTC can be checked by entering one’s details, including your Home Economy and application number, [online at the ABTC application status checker](#).

- **No wifi** – The ABTC Mobile Application and status of your ABTC is stored in your mobile device’s memory. The ABTC Mobile Application is able to be used for a period of time in the event you are not able to go online after you arrive at your destination. Airport Officers can check the date and time of last refresh. It is important that you refresh the ABTC Mobile Application by opening it and checking the status of your ABTC before you travel to ensure that your digital ABTC is valid for use to the Economy you wish to enter.

- **System Outage** – The ABTC Mobile Application and status of your ABTC is stored in your mobile device’s memory. If there is a system outage due to maintenance or issues connecting to the internet, the ABTC Mobile Application is able to be used for a period of time in the event that the cardholder is not able to go online after they arrive at their destination. Cardholders can check the date and time of last refresh and when there is no internet connectivity, the application will indicate its status as ‘offline’. It is important that you refresh the ABTC Mobile Application by opening it and checking the status of your ABTC before you travel to ensure that your digital ABTC is valid for use to the Economy you wish to enter.

- **Uncharged device** – It is important to ensure that your mobile device(s) are sufficiently charged to allow use of your digital ABTC on the ABTC Mobile Application when entering an Economy. Alternatively, many international airports provide charging stations for mobile devices.

- **Lost mobile device** – It is important to ensure that you are mindful of not losing your mobile device, otherwise you may not be able to use the ABTC Mobile Application or even enter the Economy you are travelling to. In the event you lose your mobile device, you should contact your Home Economy as soon as possible.

- **Missing information** – If there is any missing or incomplete information on your digital ABTC, such as a your photo, signature or other document information, you should contact your Home Economy immediately to ensure that your ABTC application is valid. Please be aware that a digital ABTC that has missing information is not considered valid for use.

“I am passionate about the creation and use of the Mobile Application as a way to modernize the ABTC Scheme”

Kimberlee Stamatis, BMG Convenor
Using the ABTC Mobile Application

Applicant log on process:

**Step 1 – Approved** applicants will receive a notification email with an Application ID. Then, using Google Play Store or the Apple Store, search the ‘APEC Business Travel Card’, or ‘ABTC’, and install the application.

![Figure 1: Application Stores](image1.png)

**Hint** – When entering date of birth you can quickly find and select your year of birth by pressing the year on the top left corner of the calendar.

![Figure 3: Calendar for D.O.B.](image3.png)

**Step 2** – Applicants will then be prompted to enter the details of their application: email, passport number, date of birth and the unique Application ID.

![Figure 2: Initial log on screen](image2.png)

**Step 3** – Upon verification, applicants will be required to create a pin to access and use the Mobile Application. It is important to remember your pin in order to access and use the ABTC Mobile application when travelling. If you forget your pin, you can reset it on the log in screen. You can also select ‘forget me’ if you want to use the same device to log into another ABTC.

![Figure 4: Create Pin Screen](image4.png)
Using the ABTC Mobile Application:

**Digital ABTC** – The ABTC Mobile Application home screen displays all of the relevant information of an applicant’s ABTC, including up to date information on the status of an application, such as which Economies they currently have permission to enter into on their ABTC. A system message with instructions will present if your ABTC is expired or cancelled.

**Figure 5: Display Screen**

**View virtual card** – The virtual ABTC can be viewed by selecting the ‘view card’ button on the ABTC Mobile Application.

**Figure 6: Virtual Card Screen**

**Other features** – The virtual card can also be accessed by selecting the menu button on the top right hand side of the screen. The menu also provides access to:

- Frequently Asked Questions – on the ABTC Mobile Application, with a relevant link to the apec.org website.
- Terms and Conditions – of use for the ABTC Mobile Application.

**Figure 7: Menu Screen**

If you experience any difficulties with the ABTC Mobile Application, please do not hesitate to contact your Home Economy or the APEC Office of the Business Mobility Group Convenor at apec@homeaffairs.gov.au.