

# FAQs ON USING THE E-TRAVEL SYSTEM

(etravel.gov.ph)

as of 15 April 2023

## What is the e-Travel System?

The “e-Travel System” is a digital single data collection platform for passengers arriving in and departing from the Philippines. It is implemented for purposes of establishing an integrated border control, health surveillance, and economic data analysis.

## ARRIVAL

All passengers and crewmembers arriving into the Philippines shall register in the e-Travel System (etravel.gov.ph) not earlier than **seventy-two (72) hours** from their intended arrival.

### 1. Who shall register in the e-Travel System?

- All arriving passengers and crewmembers.

### 2. When can I register/update in the e-Travel System?

- Within **seventy-two (72) hours/three (3) days** from the scheduled time of arrival in the Philippines.

### 3. What if I fail to register in the e-Travel System?

- You may be assisted to register/update your records at e-Travel System by airline staff and other airline personnel upon arrival and before assessment by the Bureau of Quarantine (BOQ).

## DEPARTURE

All departing Filipino passengers shall register in the e-Travel System (etravel.gov.ph) prior departure immigration clearance.

### 4. Who shall register in the e-Travel System (etravel.gov.ph)?

- All departing Filipino passengers, as a replacement for the submission of paper-based departure cards.

### 5. Are departing foreigners and crewmembers still required to register/update in the e-Travel System?

- No.

### 6. When can I register/update in the e-Travel System?

- Within **seventy-two (72) hours but not less than three (3) hours** from the scheduled time of departure from the Philippines.

### 7. What if I fail to register/update in the e-Travel?

- Register/update their e-Travel before undergoing immigration inspection; or
- Fill out paper-based departure card/s, which are readily available near/inside the departure immigration area.

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## OTHERS

### 8. What if I am already registered in the e-Travel System?

- YOU (passenger) may update your status/e-Travel record under the “Edit Registration” tab of the e-travel; while
- For CREWMEMBERS, under the “Registered Crew”, as shown in the images below:

The image displays two screenshots of the eTravel System interface. The left screenshot shows the 'Register' page for Philippine and Foreign Passport Holders, with fields for Transportation Type, Date of arrival, and Email. The right screenshot shows the 'Registered Crew' section, with fields for Transportation Type, Date of arrival, and Email, and a 'Continue' button.

### 9. When can the paper-based arrival/departure cards be used?

- In the event that the e-Travel site is inaccessible; and/or
- Passengers who are incapable of e-Travel registration/update.

### 10. Is payment required to register/update e-Travel?

- No. e-Travel is free of charge. Please report all those who claim otherwise to the Cybercrime Investigation and Coordinating Center (CICC) through this link: <https://cicc.gov.ph/report/>

### 11. Is internet access required to use the e-Travel?

- Yes, internet access/connection is required to use the e-Travel System, and is accessible through smartphones/computers.



(+632) 8465 2400  
(+632) 8524 3769

@immigPH

www.immigration.gov.ph



@BIHelplinePH



immigration.helpline.ph  
officialbureauofimmigration



immigPH@gmail.com  
info@immigration.gov.ph