

Automatic Immigration Clearance Offers Convenience to Passengers and Cargoes

Taiwan is an island that relies mainly on the air and the sea for transportations. As time is money, therefore, in light of the safety of the country or tariff payment, both the passengers and the cargoes have to go through continuous inspection checkpoints while the procedures have to be speedy and handy. The computerization of international airports and harbors has made possible the automatic clearance of all passengers. Thanks to the advent of trade-van, the clearance of the sea and the air cargoes has also been automated. All of these have demonstrated the wisdom of Taiwan on the international arena.

There are over 60 gates in Taoyuan, Songshan, Taichung, Kaohsiung airports and Kinmen Harbor that apply automatic clearance system with computerized automation modes. The modes combine biometrics technology. By identifying the passenger's face and the fingerprint of the index finger, the automatic clearance system has enabled the travelers to enter or leave the country more easily, thus greatly reducing the number of people queuing up to go through the Customs.

Shopping can be done without wallets, credit cards or cellphones. With just a face, the traveler can either pass through controlled areas or go shopping. The biometrics technology has indeed achieved outstanding development. With only the features on the face, Google can easily identify a person by matching "image to image" among billions of pictures. Taiwan has also developed e-gate system. Whether in the international airports or harbors, officials of the Immigration Agency can easily carry out the check-in procedures with the travelers' passports or boarding passes. It has greatly shortened the time for lining up. It is very convenient to go through the Customs within 12 seconds. The gate will automatically open when sensing the passport. Passengers only need to take off their glasses, look directly at the machine in the front, and go through the Customs within ten more seconds.

Children under 14 cannot apply for automatic clearance because their facial features have not been fixed yet, nor can those who are shorter than 140cm apply for the same clearance. Such restrictions have invited complaints from family tour groups. To cope with it and to speed up the clearance, the Immigration Agency has additionally set up a parent-child passage where the parents pass with facial recognition while the children pass with passports.

It has been more than five years since the airport automatic clearance system kicked off on January 1, 2012. The registered number has exceeded 4 million. The average daily usage is 35000, and the number even climbs over 40000 on long holidays. Its usage has become so frequent that by November 28, 2016 the overall number of passengers using it has arrived at 40 million.

It is already a wonder that annually 10 million people are making use of the automatic clearance system. What is more challenging is the “cargo clearance automation” that connects through computer networks all the related institutions that deal with the imports and exports of the cargoes. These institutions include government-owned establishments such as the Customs, International Trade Bureau, Science Park Bureau, various Licensing Institutions, Civil Aeronautics Administration, air cargo terminals, port authorities, Textile Federation and such private corporations as import and export companies, shipping companies, customs brokers, warehousing industry, banks and so on. The system incorporates these institutions for cargo information exchanging and sharing. In this way it speeds up the clearance of the cargoes while at the same time enhances the competition among the industries.

To keep up with the trend of trade internationalization and liberation, the Executive Yuan has actively promoted customs modernization. In November 1990, the Program of Overall Cargo Clearance Automation was verified. Henceforth, the Ministry of Finance set up a promotion

team to implement the program which was followed up by the installation of information networks called “trade-van.”

The advantage of clearance automation is the orders can be acquired 24 hours a day. Trade-van keeps operating around the clock. Companies can file for customs clearance online anytime with no regard of the office hours. There is no need for personal delivery of declaration paper at the Customs either. By speeding up the operation time, it also saves costs. Online clearance helps customs agents to have a clear grasp of the ongoing declaration status. It not only upgrades the service quality but also saves time for waiting and labor costs.

The wisdom Taiwan manifests is deeply impressing. For people to leave Taiwan or for foreign tourists to enter Taiwan, there is no more need for them to wait in long lines. For the cargoes to be imported or exported, there are no longer bottlenecks in declaration or clearance. Without any need for courtesy of privilege, cargoes and goods can now enjoy a speedy transportation to their destinations.

04 入境自動通關 旅客與貨物都方便

台灣是海島，對外交通要靠海空運輸；時間就是金錢，無論旅客或貨運，基於國境安全或關稅，必須經過層層審核把關，流程就是要快速便捷。國際機場、港口的電腦化，讓旅客可以自動通關；貨物海空運通關今因為**關貿網路**而自動化，在國境展現台灣智慧。

桃園(Taoyuan International Airport)、松山(Taipei Songshan Airport)、台中和高雄等機場與金門等港口(Kinmen Harbor)，已有超過 60 座**閘門**，自動通關採用電腦自動化模式，結合**生物辨識科技**，機場內自動通關系統透過人臉和食指指紋輔助辨識身分，讓旅客能自助便捷入出國，紓解海關排隊人潮。

購物不必掏錢包、刷卡或手機，就靠一張臉就可以進出管制場域或消費購物，人臉辨識科技有**跳躍性**進展，谷歌可以在數以億計的照片中「以圖找圖」，根據人臉特徵很容易鑑別身分，我國發展「**入出國自動查驗通關系統**」，在國際機場或港口的出入境管理櫃台，移民署官員要確認旅客身分，現在很容易憑護照、登機證預辦登機(check-in)，大幅減少排隊等候時間。12 秒就可通關確實很便利，護照一刷門自動打開，民眾拿下眼鏡盯著前方機器，只花 10 幾秒時間就完成通關。

14 歲以下的小孩因為五官變化大，或身高未滿 140 公分也不能申請自動通關，讓親子出遊的家庭抱怨，移民署特別增設親子通道，爸媽用人臉辨識、孩子護照通關，讓旅客更快速通關。

機場自動通關系統 2012 年 1 月 1 日開辦 5 年多，註冊人數破 400 萬人，每天平均 3 萬 5 千人使用，連假更破 4 萬人次。自動通關系統使用越來越頻繁，2016 年 11 月 28 日 4 千萬人出爐。

每年 1000 萬人次使用自動查驗通關，已經很神奇；更具挑戰性的是「貨物通關自動化」(cargo clearance automatic)，利用電腦網路將貨物進出口有關的海關、國際貿易局、科學園區管理局、各簽署機關、民航局、航空貨運站、港務局、紡拓會等政府機構，與進出口業、航運業、報關業、倉儲業、銀行等民間業者多向互聯，彼此交換與共享貨物資訊，以加速貨物通關，有效提昇業者的競爭力。

行政院為配合貿易國際化、自由化的趨勢，積勢推動關務現代化，於 1990 年 11 月核定貨物通關全面自動化方案，財政部成立「貨物通關自動化規劃推行小組，積極建置通關自動化資訊網路，稱為「關貿網路」。

通關自動化的優點：隨時收單：關貿網路 24 小時運作，業者隨時透過網路報關，不必受海關上班時間限制，也不必派人將書面報單送至海關辦理報關手續。加速通關：可縮短通關作業時間，加速貨物流通，節省各單位營運成本。線上掌握報關狀態：報關業者可線上掌握報單處理狀態，提昇服務品質，並免除排隊等候時間及人力成本。

智慧台灣讓人留下深刻印象，無論人民或國外觀光客出入國門，不再大排長龍；貨物進出口，報關、通關不再是瓶頸，貨暢其流，享受速捷不再需要特權禮遇。