# Streamlining immigration and customs declaration procedures

Japan

Orchestrating a brighter world **NEC**

## KIOSKs equipped with face recognition facilitating smooth arrival procedures at the airport

### The Challenge

As global air travel rebounds, governments face a daunting task: streamlining immigration and customs while maintaining security. There has been a sharp increase in the number of passengers who choose electronic options for immigration and customs. It is vital to ensure smooth and efficient procedures.

### The Solution

NEC's "Immigration and Customs Declaration KIOSKs" offer a revolutionary approach. Travelers register their passport, face, and fingerprint details at the KIOSKs. This information is then linked with the systems used by the Immigration Services Agency and Japan Customs, realizing one-stop immigration and customs declaration procedures. Redundant procedures like presenting passports multiple times are eliminated, significantly reducing processing time and airport congestion.

### The Results

**Field tests of the system** met benchmarked expectations, leading the Immigration Services Agency and Japan Customs to order kiosks for full public use at Haneda Airport Terminal 2.

❖ **Faster clearance:** Redundant procedures like presenting passports multiple times are eliminated, significantly reducing processing time and airport congestion.

❖ **Enhanced security:** World's most accurate face recognition AI engine* ensure accurate identity verification of travelers. It can also automatically detect masks, sunglasses, or other accessories, prompting only applicable users to remove them.

❖ **Superior user experience:** Multiple cameras accommodate diverse heights and users with wheelchairs. The appropriate language is automatically displayed when the user scans their QR code for immigration and customs declaration information at the KIOSK, eliminating the hassle of having to manually change the language. In addition, user-centric design featuring the use of illustrations and elaborate color schemes on the screen allows even first-time users to follow the instructions with ease.

*NEC ranked No.1 several times as the world's most accurate face recognition technology in vendor tests conducted by the US National Institute of Standards and Technology(NIST).
<URL> https://jpn.nec.com/biometrics/face/history.html
 * Results shown from NIST do not constitute an endorsement of any particular system, product, service, or company by the U.S. government.

> *We see great value in this solution for maintaining strict immigration, while offering travelers a simple way to complete procedures.*

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## A drive towards greater sustainability by NEC

**01 Efficiency**
Less processing time means lower energy consumption, contributing to a greener future.

**02 Diversity**
Each kiosk comes equipped with multiple cameras that accommodate users regardless of their height or whether they are using wheelchairs, as well as support functions that provide operational assistance through animated and audio guidance, providing a smooth experience for many users.