

## Security Bulletin – 02/2026

### Subject: Altea CM – Auto Document Check Reminder

**Effective:** immediate

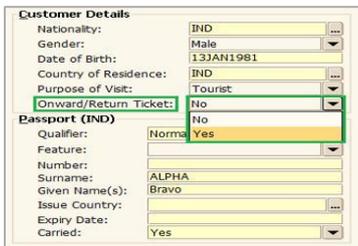
#### Introduction:

This Security Bulletin highlights the most common data entry errors, made by airport staff, when entering in Altea CM passengers' travel document information and provides instructions on the correct use of the **Auto Document Check (ADC)** tool, in order to prevent passengers from being denied boarding.

#### Common Issues and Correct Data Entry

##### 1. Onward/Return Ticket

Always indicate, in the Customer Details *section* of the Travel Information *mask*, whether the passenger is travelling or not with an onward or return ticket, even if the return ticket is issued separately.



<b>Customer Details</b>	
Nationality:	IND
Gender:	Male
Date of Birth:	13JAN1981
Country of Residence:	IND
Purpose of Visit:	Tourist
Onward/Return Ticket:	No
Passport (IND):	No
Qualifier:	Normal
Feature:	
Number:	
Surname:	ALPHA
Given Name(s):	Bravo
Issue Country:	
Expiry Date:	
Carried:	Yes

Correct selection of Onward/Return Ticket in the Auto Document Check (ADC) tool

##### 2. Visa Issue Country

The Issue Country *field* must contain the country code of the country that issued the visa.

Example: U.S. visa → USA



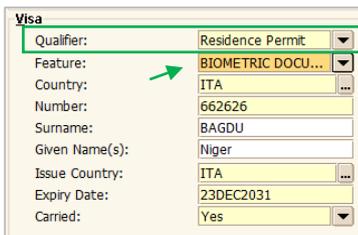
<b>Visa</b>	
Qualifier:	Visa
Feature:	
Country:	USA
Number:	53536333
Surname:	SMITH
Given Name(s):	John
Issue Country:	USA
Expiry Date:	20DEC2035
Carried:	Yes

Correct entry of Visa Issue Country

##### 3. Residence Permit

Residence Permit must be entered in the Visa *section* of the Travel Information *mask*, by selecting the *option* "Residence Permit" and specifying the *feature* "Biometric Document", if this is required by the country issuing the permit.

Example: Residence Permit issued by Italy must be biometric.

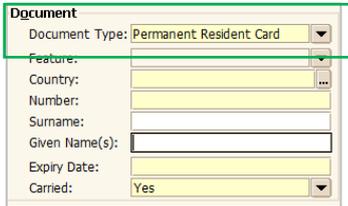


<b>Visa</b>	
Qualifier:	Residence Permit
Feature:	BIOMETRIC DOCU...
Country:	ITA
Number:	662626
Surname:	BAGDU
Given Name(s):	Niger
Issue Country:	ITA
Expiry Date:	23DEC2031
Carried:	Yes

Correct entry of Residence Permit with Biometric Document *feature*

#### 4. USA/CAN Permanent Resident Cards

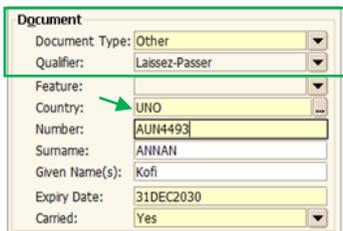
USA and Canadian Permanent Resident Cards must be entered in the Document *section* of the Travel Information *mask*, by selecting the *option* “Permanent Resident Card”.



Correct entry of USA/CAN Permanent Resident Card

#### 5. Laissez-Passer Document

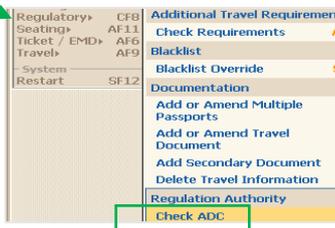
Laissez-Passer document must be entered in the Document *section* of the Travel Information *mask*, by selecting Document Type as “Other” and Qualifier as “Laissez-Passer”; it must not be entered as a passport. Laissez-Passer issued by the United Nations must be entered using UNO as country code.



Correct entry of Laissez-Passer as document type

#### 6. Use of “Check ADC” Function

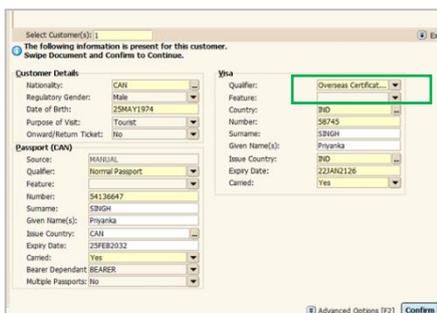
The “Check ADC” *option* can be used to verify if the passengers’ travel documents have been entered correctly and meet the entry requirements of the destination country.



Use of “Check ADC” function to verify compliance

#### 7. OCI: Overseas Citizens of India

Overseas Citizen of India (OCI) card, a multiple-entry visa for foreign nationals of Indian origin, allowing unrestricted travel and stay in India, which has replaced the former Person of Indian Origin (PIO) card, must be entered in the Visa *section*, by selecting the *option* “Overseas Citizen of India”.



Do not select the PIO card option as this is no longer valid

#### 8. Passenger Acceptance

Always accept the passenger up to the final destination, ensuring that all ADC checks are correctly performed. Accepting the passenger only to the first point of transit in order to by-pass a negative ADC response for the final destination is not the correct procedure.