



Security Bulletin – 10/2023

Subject: Amadeus Altea CM – US “Document Validation Program”

Effective: July 5, 2023 - 13:00 GMT

Introduction:

This *security bulletin* explains how to manage check-in operations, in Amadeus Altea CM, after the activation of the **US “Document Validation Program”**, implemented by CBP, to mitigate the risk regarding the potential use of fraudulent/invalid **US** travel documents of passengers arriving in the **United States**.

The “Document Validation Program” enables CBP to use API data, submitted by the airlines, to verify the validity of each **US travel document** (Passports, Visas, Permanent Resident Cards, ESTA approvals and EVUS registrations) and provides airport operators, during the check-in flow, with an interactive response message, utilizing a *Real-Time Document Matching*.

Procedure:

During check-in always collect or validate full passport information (including customer’s given name/surname, regulatory gender and date of birth) with the data entered/showing in the *Travel Information* mask and update or add any missing data, as required.

Additional **US** document such as Permanent Resident Card, Refugee, Military Identity card, Facilitation Document, etc. can be added from the **Document** box.

Once API Data has been submitted, different type of responses will be displayed in the **DocVal STATUS** field of the *Customer Record* window.

The **DocVal STATUS** responses received mean that the travel document submitted was a match or not to a valid/existing travel document in CBP’s databases and an interactive response is sent to the airline, indicating whether the passengers are cleared to board or if CBP recommends them not to be boarded.

Document Validation Status

- **Valid ESTA or US Document on file:** e.g., Visa, Permanent Resident Card, U.S. Passport
- **Denied - ESTA not on file:** VWP participant passport - No application for Travel Authorization via ESTA on file/Visa not on file
- **ESTA Denied:** VWP participant passport - U.S. authorized Travel Document Required
- **Denied - No US Document on file:** e.g., Visa, Permanent Resident Card, U.S. Passport
- **Denied - EVUS not on file:** no application for travel authorization via EVUS on file
- **Denied - Recommended Do not Board:** due to inadmissibility such as visa cancellations, revocations, overstays, etc
- **Denied - Pending Review:** CBP unable to provide automated response
- **Denied - Insufficient Information:** Insufficient data to provide ESTA/EVUS/Document Validation
- **Not Applicable:** Travel Authorization via ESTA not applicable / Document Validation not applicable



Unsolicited Messages

If an **unsolicited** message is received after check-in, make sure to process the passenger according to the latest **DocVal STATUS** received.

REMINDER: The traveler must have the U.S. visa or other U.S. entry document in their possession, regardless of the Document Validation response. Photocopies are also not acceptable. Please verify the physical document for all travelers.