



Security Bulletin – 06/2024

Subject: Amadeus Altea CM – APP Thailand

Effective: 16th November 2024

Introduction:

This *security bulletin* explains how to manage, in Amadeus Altea Departure CM, Advanced Passenger Processing (APP) allowing airport operators to verify, during the check-in flow, the eligibility of all passengers travelling to and from Thailand.

Procedure:

Once passengers have been accepted, Altea CM performs APP checks automatically and does not allow to check-in any passengers until an **APP** message is generated in order to obtain an authorization to board.

APP responses

After collection or validation of API data, different type of APP responses will be displayed in Amadeus Altea CM in the passenger *Customer Record* window:

- **OK to Board if Docs OK:** passenger has been checked-in and can be boarded
- **Contact Thai Govt:** passenger has been checked-in but cannot be boarded due to lack of B/P
- **Do not Board:** passenger has been checked-in but cannot be boarded
- **Cancelled:** passenger acceptance has been cancelled

See some examples below:

APP Check Status			
AZ758	10SEP	FCO-BKK	APP SUCCESSFUL - THA 10SEP 08:01GMT 8503 - OK TO BOARD IF DOCS OK - ARRIVAL
⚠ APP Check Status			
AZ758	10SEP	FCO-BKK	APP DENIED - THA 10SEP 08:29GMT 8600 - Contact Thai Govt - ARRIVAL
APP Check Status			
AZ758	10SEP	FCO-BKK	- THA 10SEP 08:14GMT 8502 - DO NOT BOARD - ARRIVAL



Check-in

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.

Default: AZ Applications Device Navigation Logout Help

Messenger (0) | AZ Flight AZ2758 (1) | AZ Customer (2)

Local Print Mode [Customer Identification](#) [Customer Selection](#) [Customer Acceptance](#) [Nationality](#) [Travel Information](#)

STD: 15:15 Gate: None Boarding: 14:15 Baggage: Open

Search API System Restart [SF12](#)

AZ2758 10SEP FCO (1) • BKK Bangkok Suvarnabhumi International
Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 BOONMA Namsai Y(Y) D005.AZ.ECOCLASSIC

++ AZ2758 10SEP FCO-BKK

Select Customer(s): 1 [Expand \[SF2\]](#) 1 of 1 Selected

The following information is required for this customer. Swipe document or enter detail below.

Customer Details

Nationality: THA Regulatory Gender: Female Date of Birth: 01JAN1990

Passport (THA)

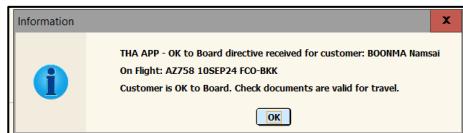
Source: MANUAL Qualifier: Normal Passport Number: T300111 Surname: BOONMA Given Name(s): Namsai Issue Country: THA Expiry Date: 16JUN2026 Carried: Yes Multiple Passports: No

Document

Document Type: <select Type> Country: Number: Surname: BOONMA Given Name(s): Namsai Expiry Date: Carried: Yes

[Advanced Options](#) [Confirm](#) [Add Customer](#) [Back](#)

The APP Check Status will be automatically displayed



and if passenger is “OK to Board”, boarding pass will be printed.

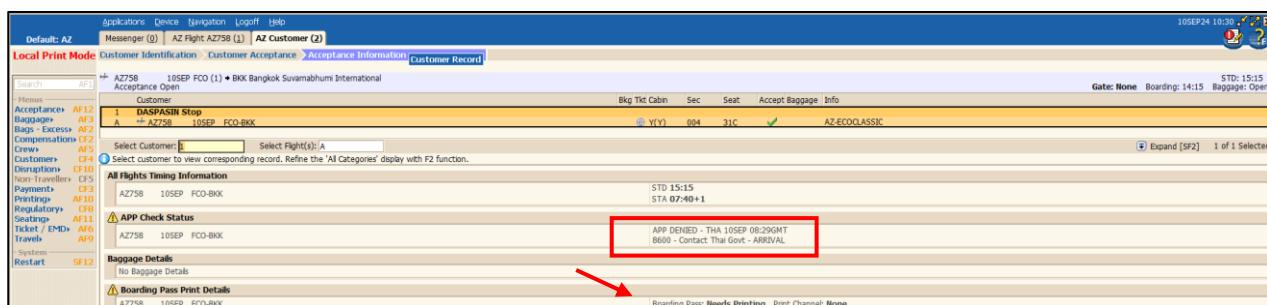
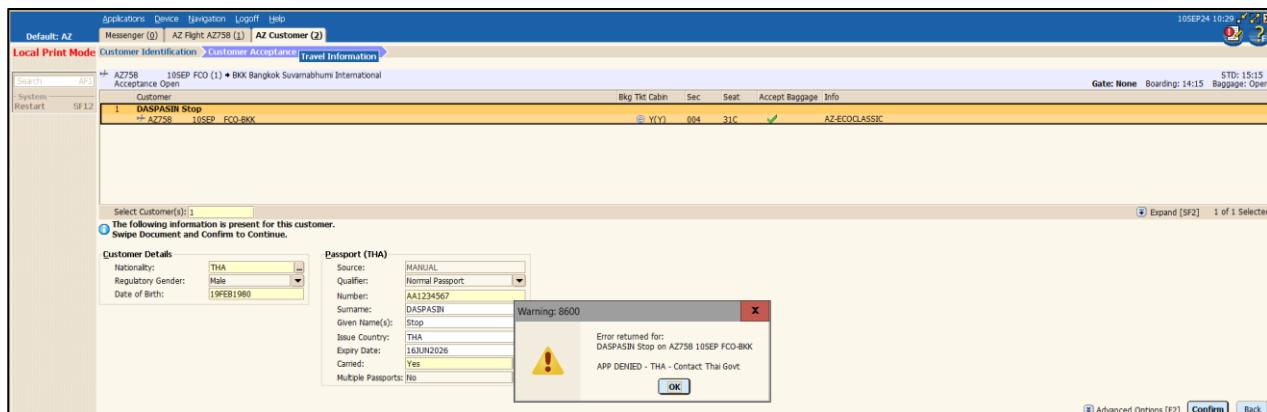
ATTN. For passengers holding a **VISA** always verify its validity for entry into Thailand, without adding it in Altea CM.



CONTACT THAI GOVT

Passengers with an **“APP DENIED – Contact Thai Govt”** will be accepted on the flight but boarding pass printing will be inhibited until APP is resolved.

Immediately contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions.



Never Perform APP Override without the authorization received by the AZ Security Desk.

ATTN. If APP has not been resolved, the acceptance must be immediately cancelled.

DO NOT BOARD

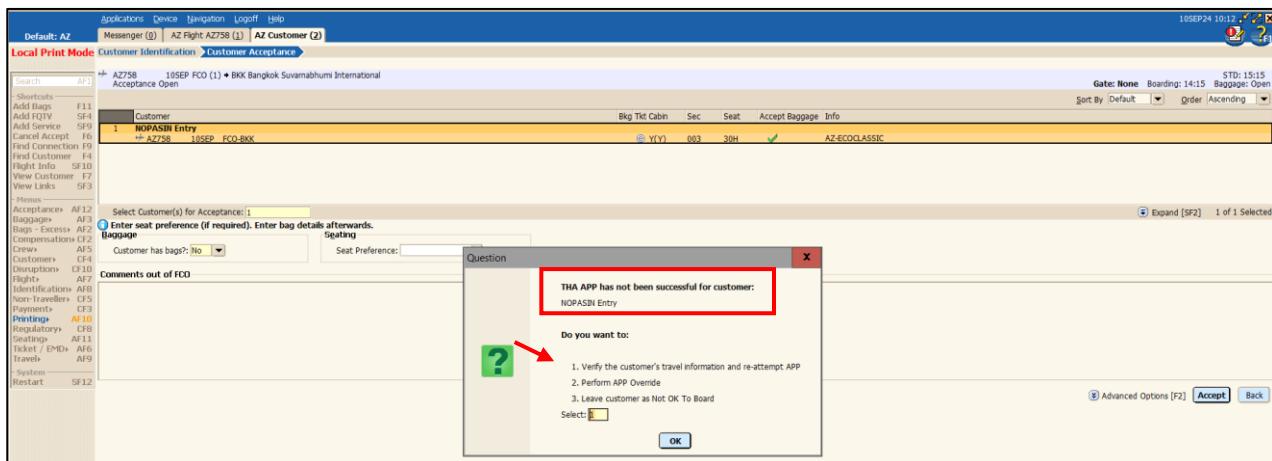
Passengers with an APP Check Status **“Do Not Board”** will be accepted on the flight but boarding pass printing will be inhibited until APP is resolved.

During check-in, a warning *pop-up* will automatically display the following options:

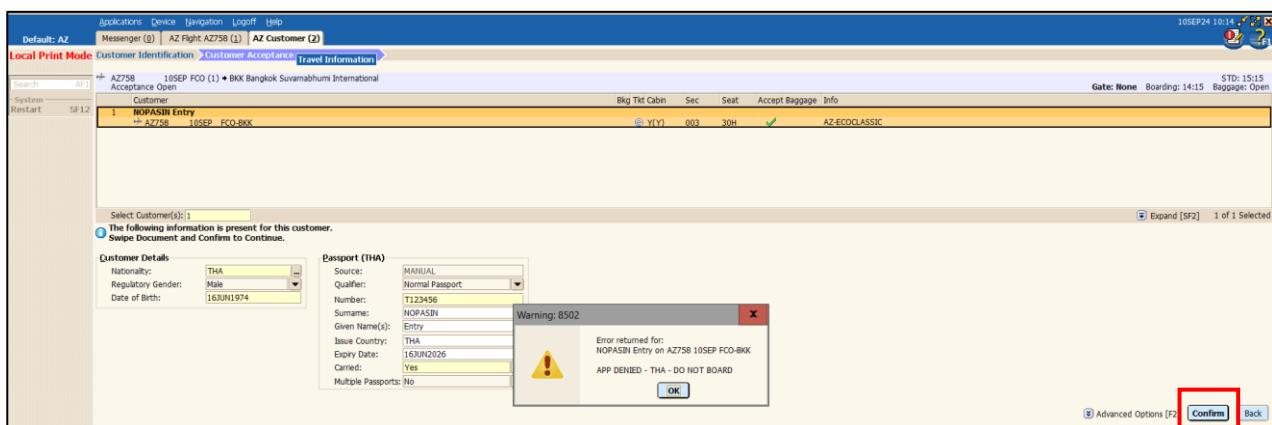
1. Verify the customer travel information and re-attempt the APP
2. Perform APP Override
3. Leave customer as Not OK to Board



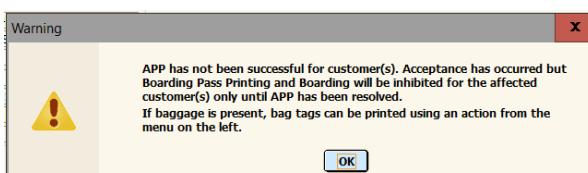
Always select option 1 in order to verify passenger's travel document and then click **OK**



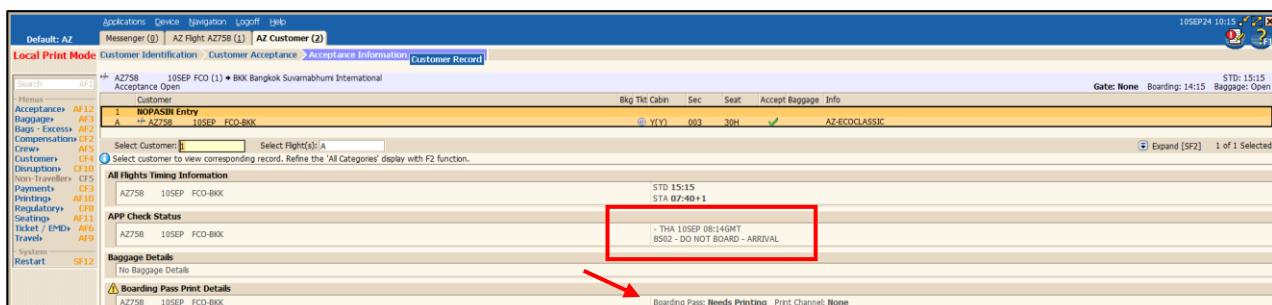
Check regulatory data in the Travel Information mask, correct any error, if needed, before retrying and click on **Confirm**



If APP Check Status remains “Do Not Board” the following warning will be displayed:



Here below the APP status showing in the Customer Record window.





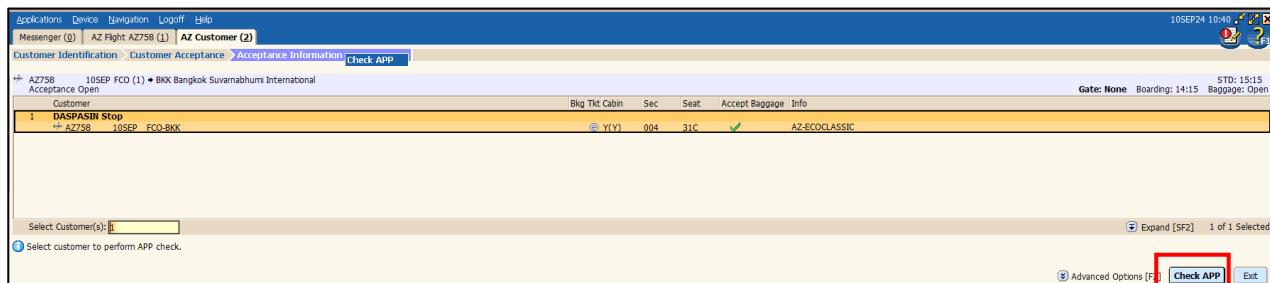
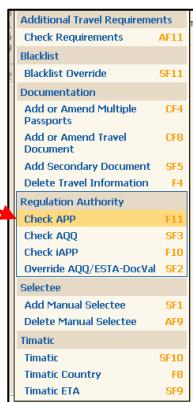
For passengers with **APP “Do Not Board”** contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions.

Never Perform APP Override without the authorization received by the AZ Security Desk.

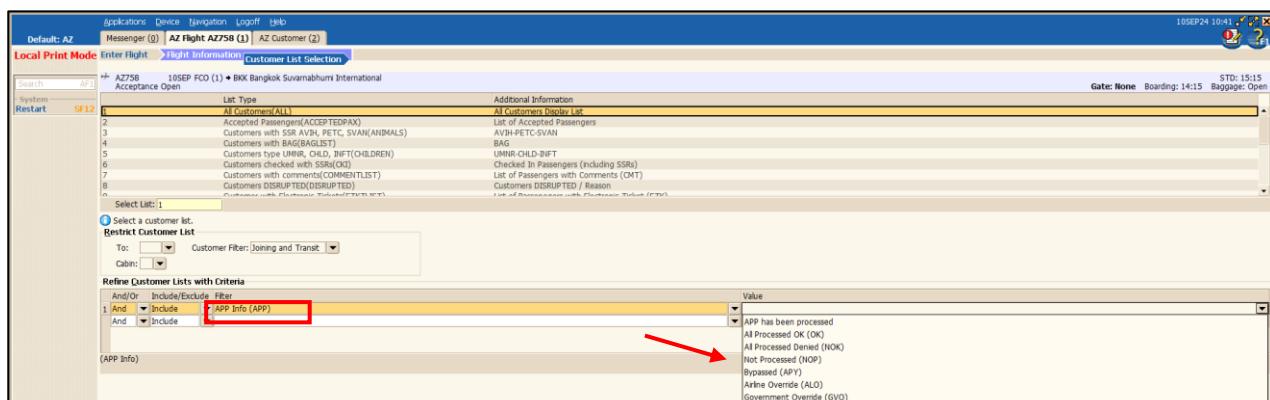
ATTN. If APP has not been resolved, the acceptance must be immediately cancelled.

APP Checks

If automatic APP checks fail for any reason during passenger acceptance or cancellation, airport operators will be able to activate APP checks either by proceeding with check-in or through the Regulatory Menu by selecting the **Check APP option**:



APIS Customer List: from Advanced Options of Customer List, select **APP Info (APP)** as filter and select one of *value* from the drop-down menu.





For example: All Processed Denied (NOK) status

The screenshot shows a software interface for ITA AIRWAYS Security. The top menu bar includes Applications, Device, Navigation, Logoff, and Help. The status bar shows Default: AZ, Messenger (0), AZ Flight AZ758 (1), and AZ Customer (2). The main window is titled 'Flight Information' and shows flight details: AZ758, 10SEP FCO (1) → BKK Bangkok Suvarnabhumi International, Acceptance Open, Selected List: All Customers, Selected Filters: (APP Info=NOK). The left sidebar has 'Local Print Mode' selected and includes 'Shortcuts' for Identify Cust (F6), Print to Default (F8), View Customer (F7), View Links (SF3), and Acceptance (AF12). The 'Customer List Selection' and 'Customer List' tabs are visible. The 'Customer List' table has columns: Customer, From, To, Bkg, Cabin, Class, Seat, Accept, and APP. Two rows are listed: 1. DASPASIN Stop (FCO, BKK, Y, Y, 31C, ✓, NOK) and 2. NOPASIN Entry (FCO, BKK, Y, Y, 30H, ✓, NOK). The 'APP' column for both rows is highlighted with a red box.

Customer	From	To	Bkg	Cabin	Class	Seat	Accept	APP
1 DASPASIN Stop	FCO	BKK	Y	Y	31C	✓	NOK	
2 NOPASIN Entry	FCO	BKK	Y	Y	30H	✓	NOK	