ITA AIRWAYS
Security

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

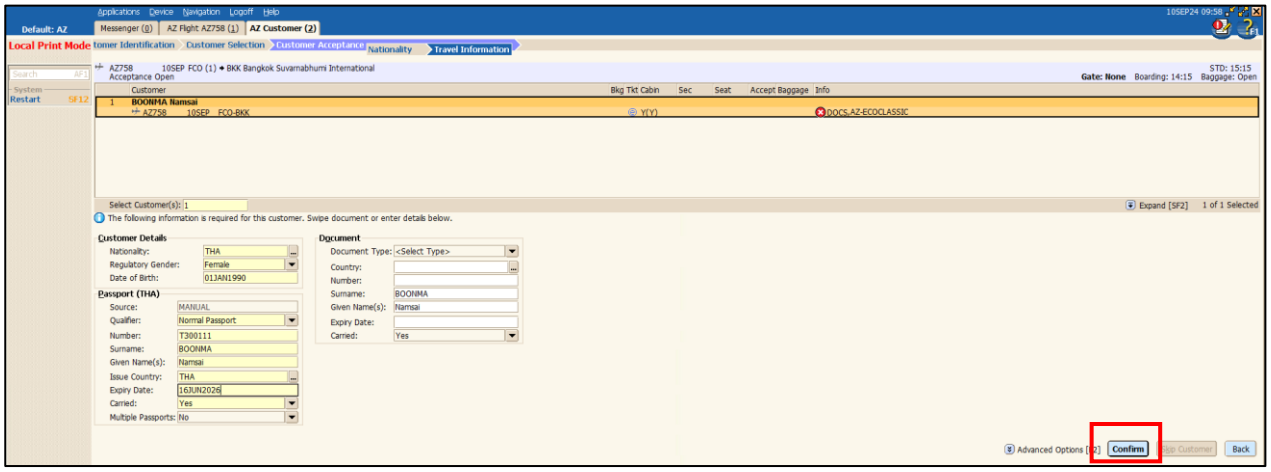
After collection or validation of API data, different type of APP responses will be displayed in Amadeus Altea CM in the passenger *Customer Record* window:

- **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

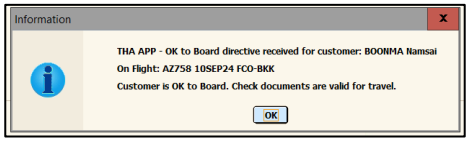
See some examples below:

Check-in

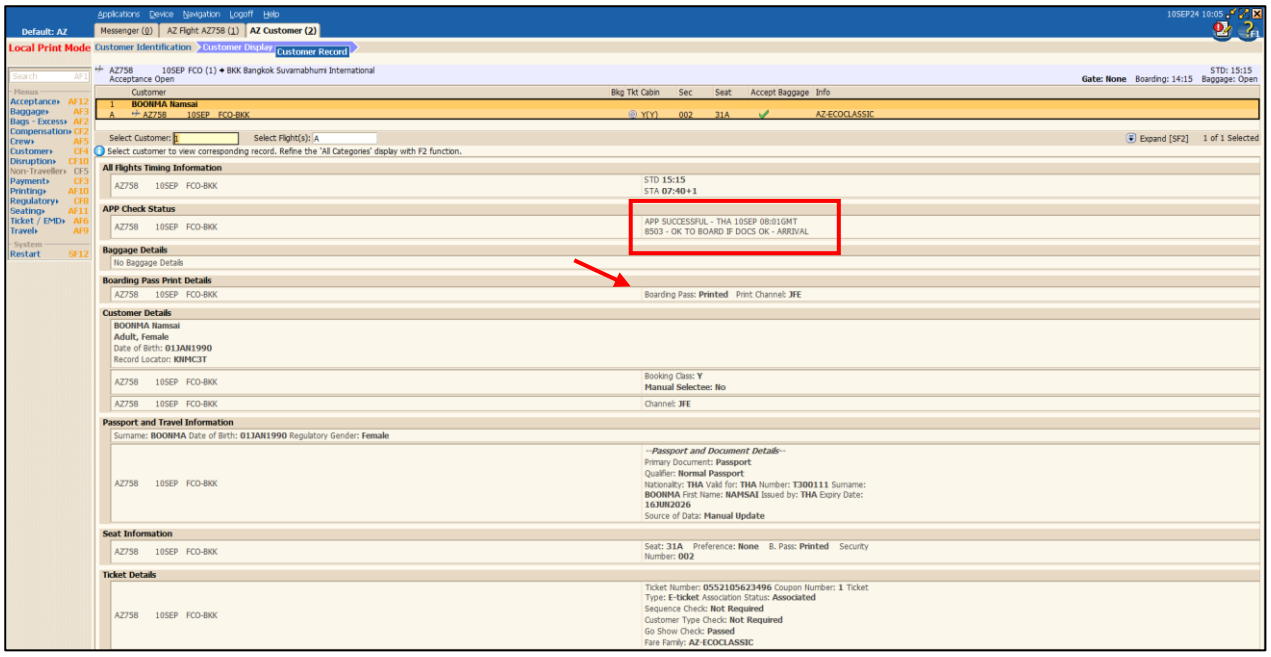
During check-in always collect or validate full passport information (including customer's given name/surname, regulatory gender and date of birth) with the data entered/showing in the *Travel Information* mask and update or add any missing data, as required.



The APP Check Status will be automatically displayed



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

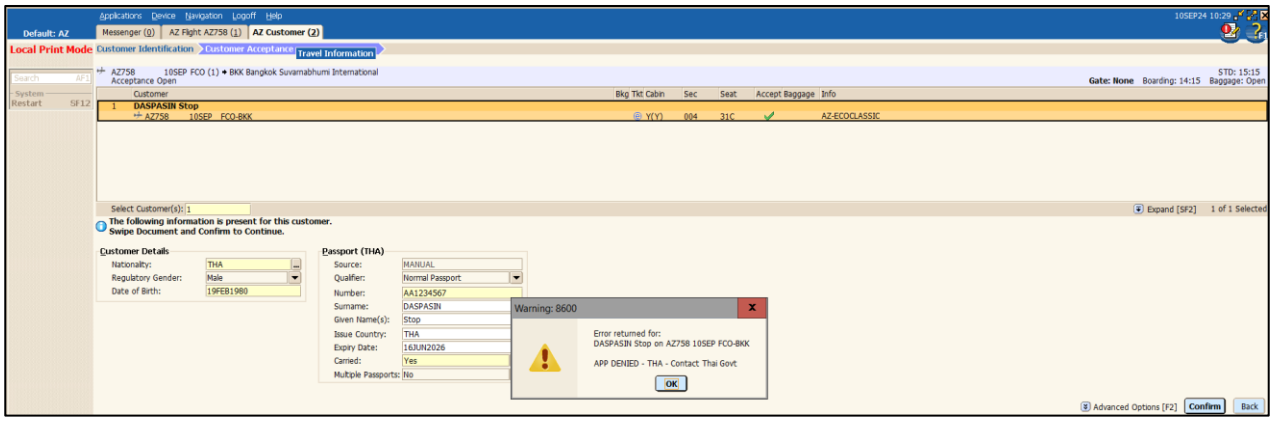


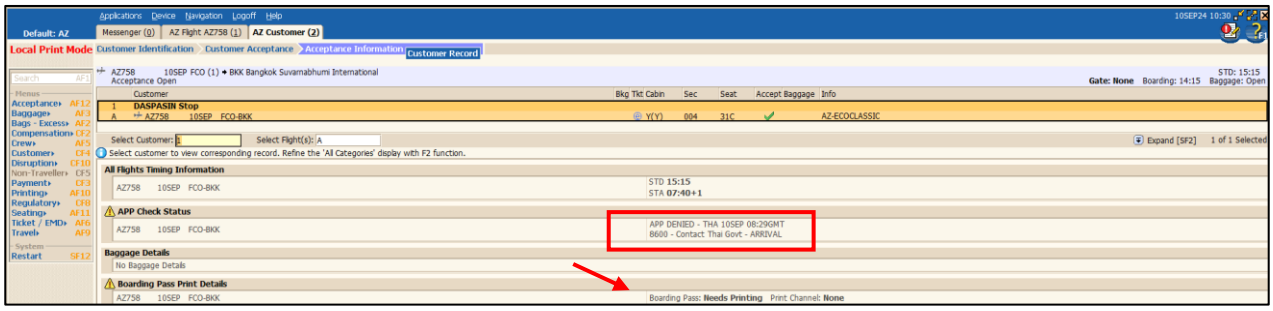
ATTN. For passengers holding a **VISA** always verify its validity for entry into Thailand, without adding it in Altea CM.

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.

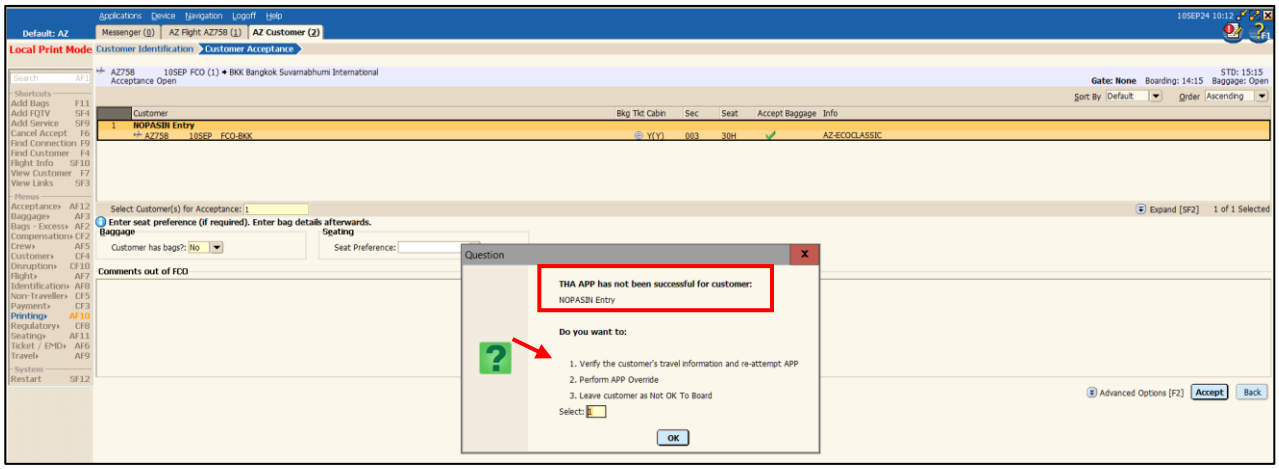
DO NOT BOARD

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.

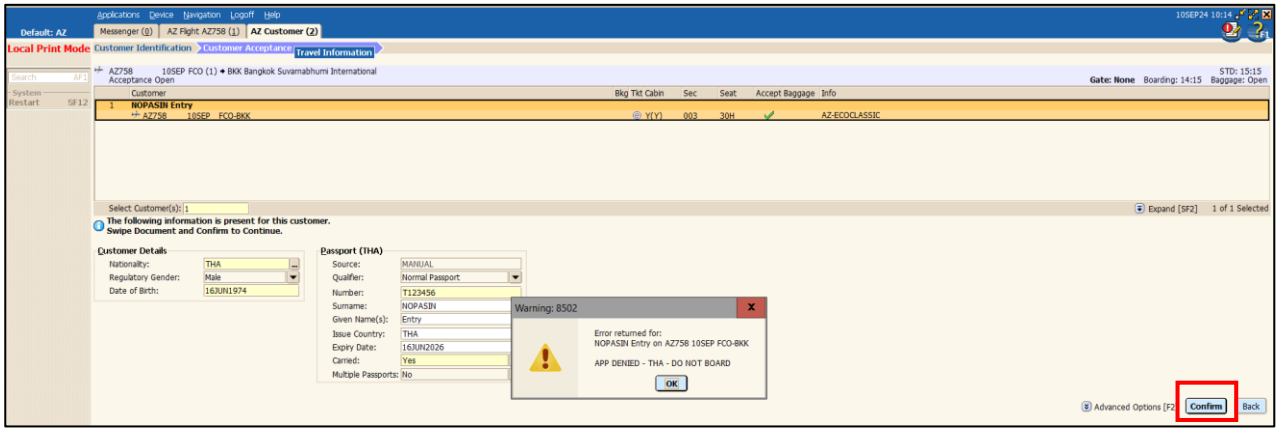
During check-in, a warning *pop-up* will automatically display the following options:

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

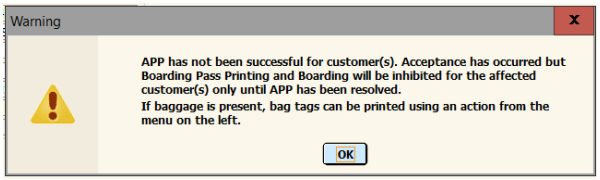
<u>Always select *option* 1</u> in order to verify passenger's travel document and then click **OK**



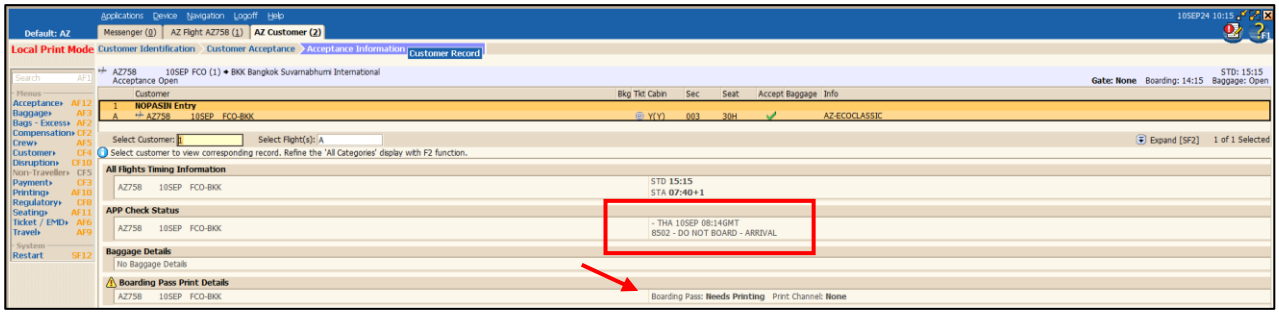
Check regulatory data in the Travel Information mask, correct any error, if needed, before retrying and click on ***Confirm***



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.



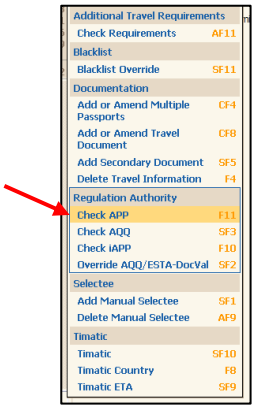
For passengers with **APP** "**Do Not Board**" contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions.

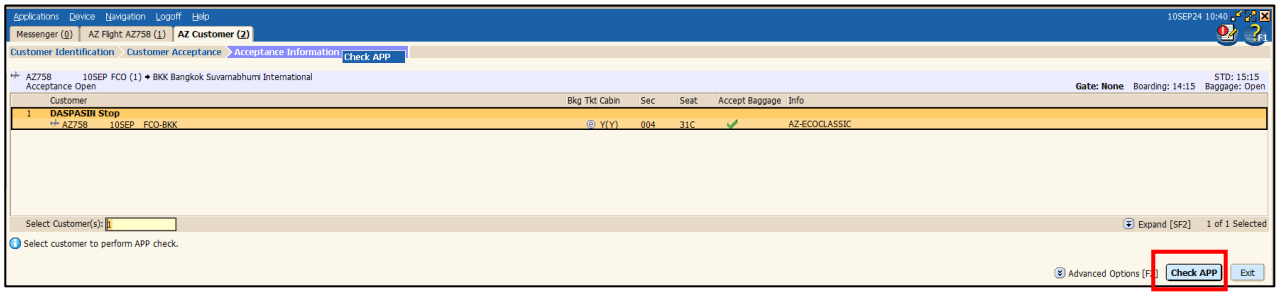
Never ***Perform APP Override*** without the authorization received by the AZ Security Desk.

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

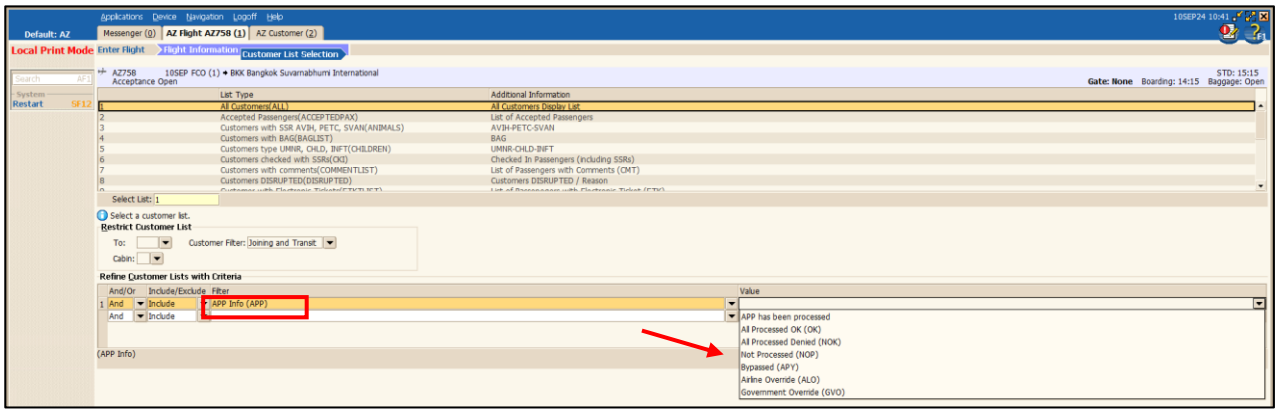
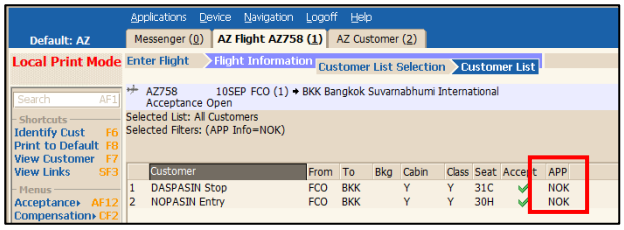
APP Checks

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