



Security Bulletin – 05/2024

Subject: Amadeus Altea CM – APP United Arab Emirates

Effective: 27th October 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 United Arab Emirates (UAE).

Procedure:

During passengers' acceptance, Altea CM performs APP checks automatically and does not allow printing of the boarding pass 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
- **Visa Not Found:** passenger has been checked-in but cannot be boarded due to Visa not found and lack of B/P
- **Contact UAE Gvt:** 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			APP SUCCESSFUL - ARE 11SEP 07:34GMT 8503 - OK TO BOARD IF DOCS OK - ARRIVAL
AZ856	12SEP	FCO-DXB	
⚠ APP Check Status			APP DENIED - ARE 11SEP 06:49GMT 8635 - VISA NOT FOUND - ARRIVAL
AZ856	12SEP	FCO-DXB	
⚠ APP Check Status			APP DENIED - ARE 11SEP 07:53GMT 8600 - Contact UAE Gvt - ARRIVAL
AZ856	12SEP	FCO-DXB	
⚠ APP Check Status			APP DENIED - ARE 09SEP 08:26GMT 8502 - DO NOT BOARD - ARRIVAL
AZ856	10SEP	FCO-DXB	
APP Check Status			APP CANCELLATION SUCCESSFUL - ARE 11SEP 08:02GMT 8505 - CANCELLED - ARRIVAL
AZ856	12SEP	FCO-DXB	



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 screenshot shows the ITA Airways check-in interface. The 'Travel Information' tab is active, displaying customer details for GATES George. The 'Confirm' button is highlighted with a red box.

The APP Check Status will be automatically displayed

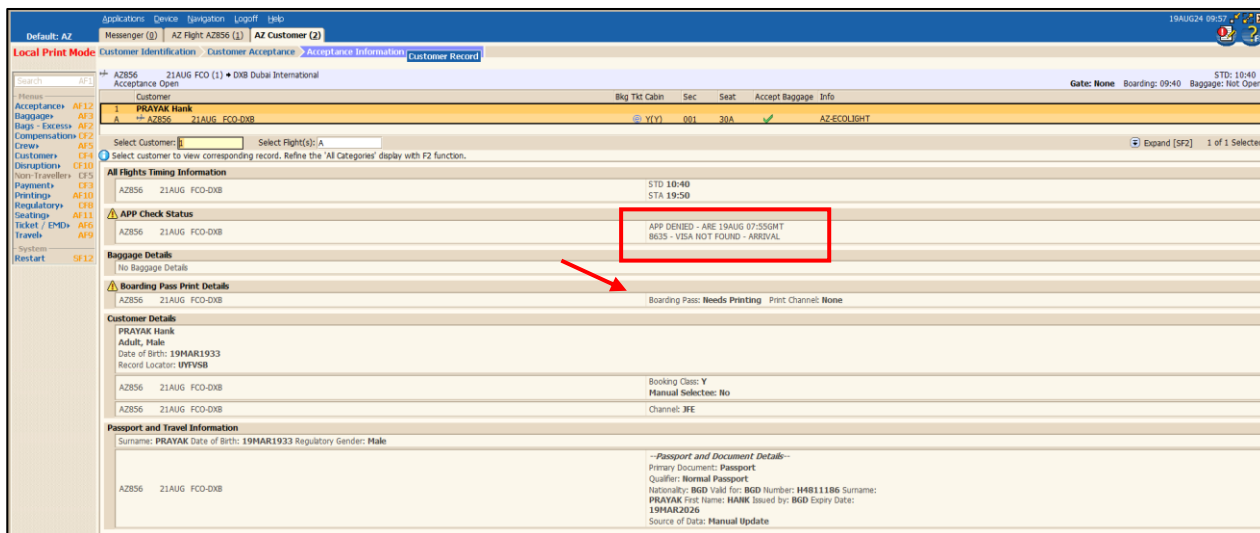
The dialog box contains the following text: "ARE APP - OK to Board directive received for customer: GATES George. On Flight: AZ856 12SEP24 FCO-DXB. Customer is OK to Board. Check documents are valid for travel." An "OK" button is at the bottom.

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

The screenshot shows the ITA Airways check-in interface with the 'Acceptance Information' tab active. The 'APP Check Status' section shows "No APP Details available" and "APP SUCCESSFUL - ARE 11SEP 08:05GMT 8503 - OK TO BOARD IF DOCS OK - ARRIVAL". A red arrow points to the 'Boarding Pass Print Details' section, which shows "Boarding Pass: Not printed" and "Boarding Pass: Printed".

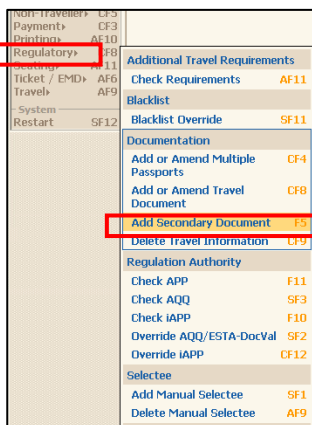
VISA NOT FOUND

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



The screenshot shows the ITA Airways Security interface for a passenger named PRAYAK HANK. The status is 'APP DENIED - ARE 19AUG 07:55GMT 8635 - VISA NOT FOUND - ARRIVAL'. A red box highlights this status, and a red arrow points to the 'Boarding Pass Print Details' section, which indicates 'Boarding Pass: Needs Printing'.

If passenger has a valid **VISA**, it must be added by clicking on **Add Secondary Document** option from **Regulatory** menu.



The screenshot shows the 'Regulatory' menu with various options. The 'Add Secondary Document' option is highlighted with a red box.



The screenshot shows the 'Document' form with the 'Document Type' set to 'Visa'. A red arrow points to the 'Document Type' dropdown menu.

Click on **Check APP** functionality in order to process the passenger according to the latest APP status received.



The screenshot shows the 'Regulatory' menu with various options. The 'Check APP' option is highlighted with a red box.

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



IDENTITY CARD of citizens who are member of the Gulf Cooperation Council (GCC)* must be added by selecting Identity Card option from Document Type box.

The screenshot shows the ITA Airways Security interface. The 'Document Type' dropdown is highlighted with a red box, showing 'Identity Card' selected. The customer details for AL KARRIE Kate are visible, including Nationality (KWT), Date of Birth (08OCT1955), and Passport (KWT).

*Bahrain, Kuwait, Oman, Qatar, Saudi Arabia and the United Arab Emirates.

CONTACT UAE GOVT

Passengers with an “**APP DENIED – Contact UAE 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.

The screenshot shows the ITA Airways Security interface. The 'APP Check Status' section is highlighted with a red box, showing 'APP DENIED - ARE 11SEP 07:53GMT 8600 - Contact UAE Govt - ARRIVAL'. The customer details for DASPRA Stop are visible, including Nationality (USA), Date of Birth (19FEB1980), and Passport (USA).

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.



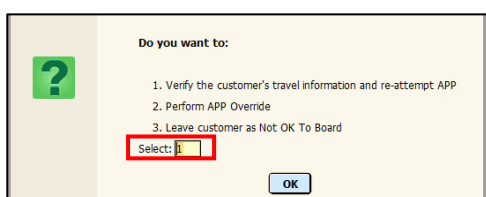
DO NOT BOARD

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:

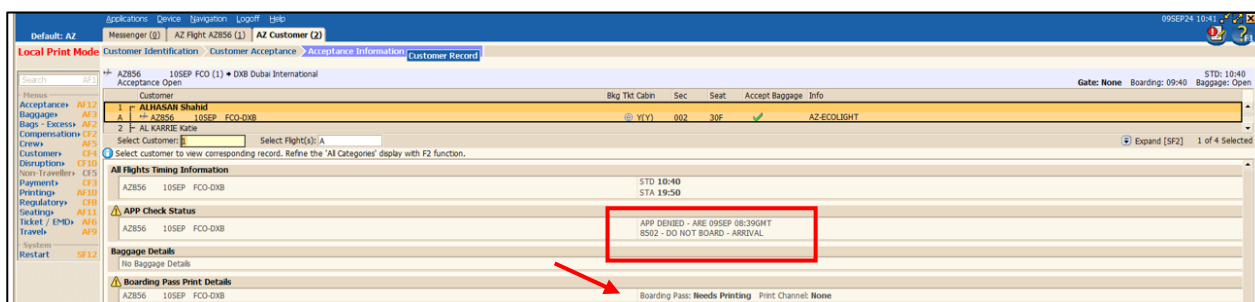
1. *Verify the customer travel information and re-attempt the APP*
2. *Perform APP Override*
3. *Leave customer as Not OK to Board*

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**”:



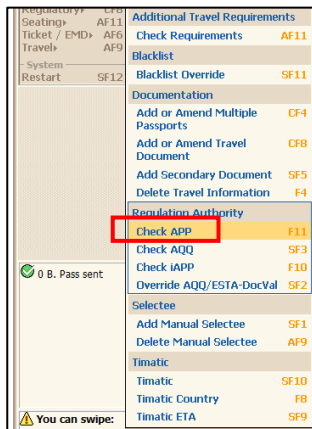
contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions. Passenger will be accepted on the flight, but boarding pass printing will be **inhibited** until APP is resolved.

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

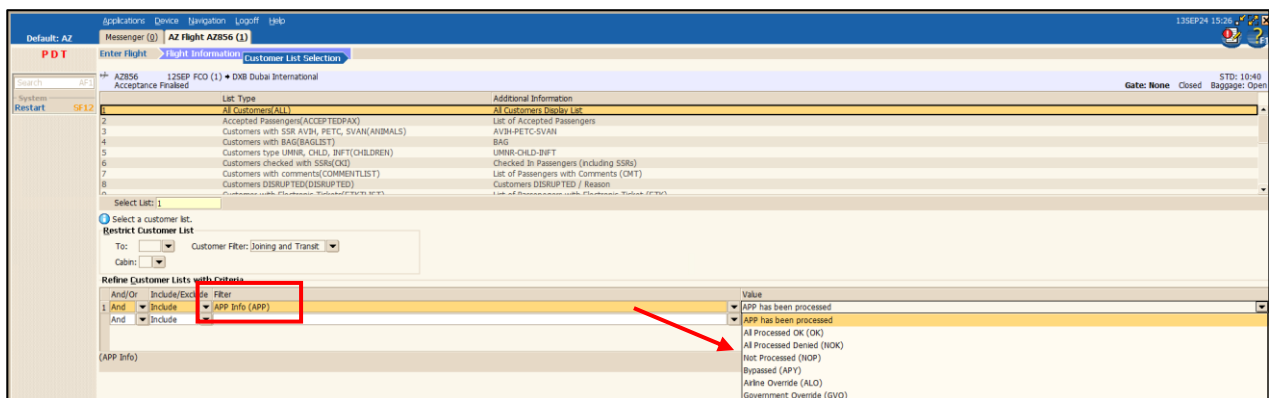
ATTN. If APP has not been resolved, the acceptance must be immediately cancelled.

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: "OK" status

