ITA AIRWAYS
Security

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	
AZ856 12SEP FCO-DXB	APP SUCCESSFUL - ARE 11SEP 07:34GMT 8503 - OK TO BOARD IF DOCS OK - ARRIVAL

⚠ APP Check Status	
AZ856 12SEP FCO-DXB	APP DENIED - ARE 11SEP 06:49GMT 8635 - VISA NOT FOUND - ARRIVAL

⚠ APP Check Status	
AZ856 12SEP FCO-DXB	APP DENIED - ARE 11SEP 07:53GMT 8600 - Contact UAE Gvt - ARRIVAL

⚠ APP Check Status	
AZ856 10SEP FCO-DXB	APP DENIED - ARE 09SEP 08:26GMT 8502 - DO NOT BOARD - ARRIVAL

APP Check Status	
AZ856 12SEP FCO-DXB	APP CANCELLATION SUCCESSFUL - ARE 11SEP 08:02GMT 8505 - CANCELLED - ARRIVAL

Security

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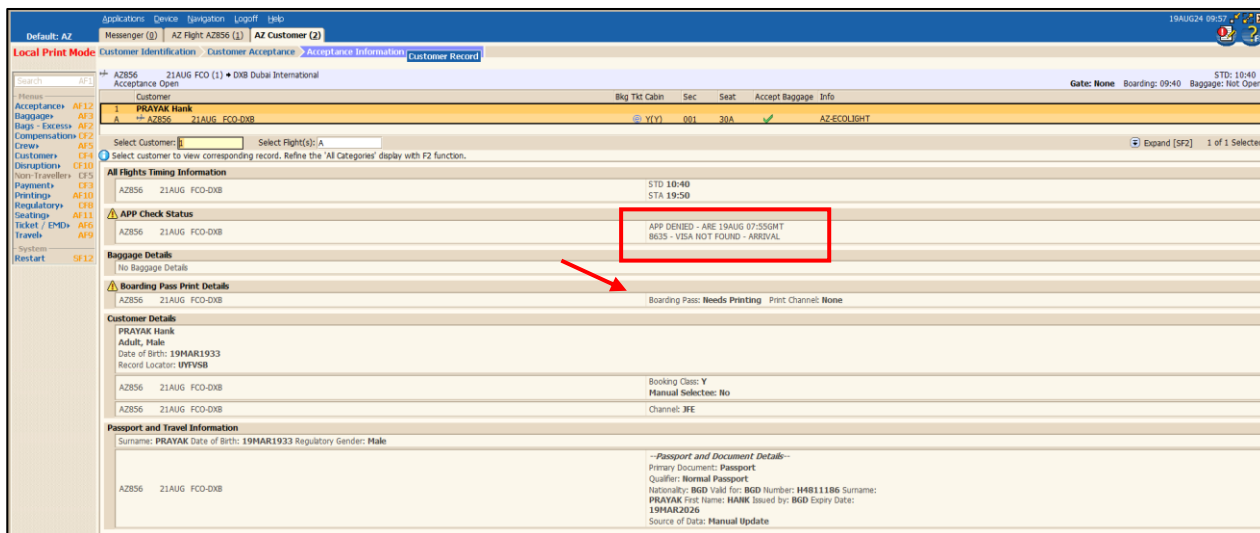
and if passenger is "OK to Board", boarding pass will be printed.
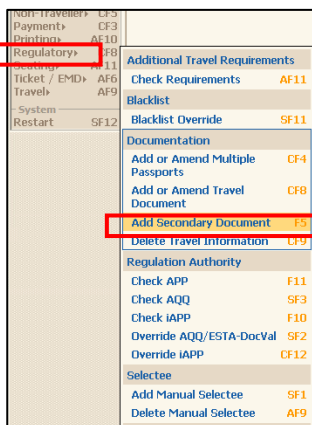
ITA AIRWAYS
Security

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.

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

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

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*.

*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.

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.
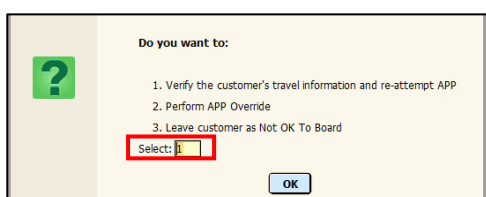
Security

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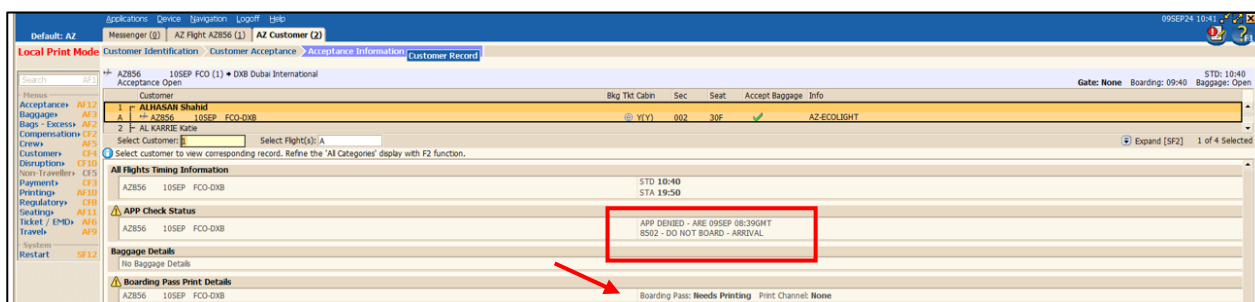
contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions. Passenger will be accepted on the flight, but boarding pass printing will be **inhibited** until APP is resolved.

Never _**Perform APP Override**_ without the authorization received by the AZ Security Desk.
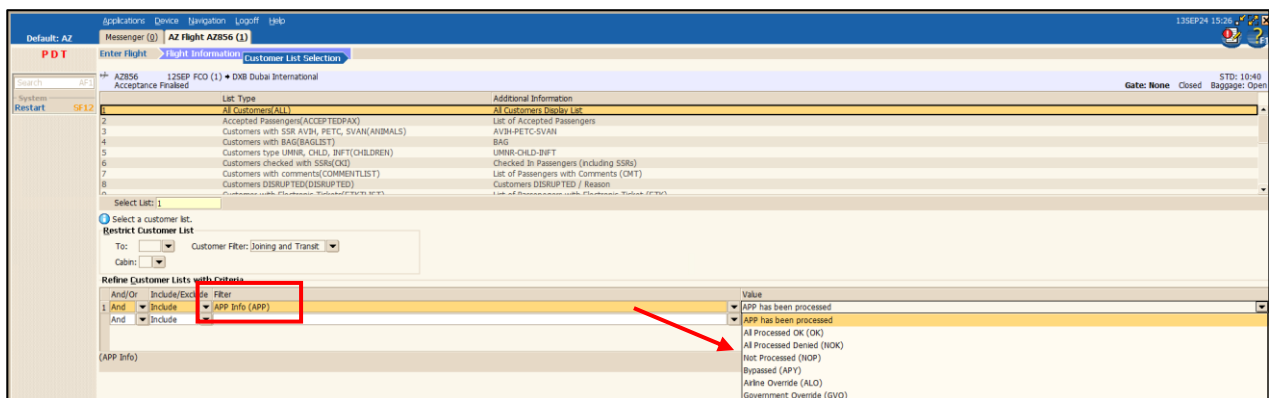
ATTN. If APP has not been resolved, the acceptance must be immediately cancelled.

Security

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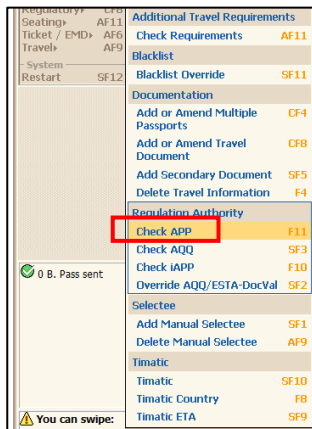
APIS Customer List: from Advanced Options of Customer List, select **APP Info (APP)** as *filter* and select one of *value* from the drop-down *menu*.

For example: "OK" *status*