Topic: iPort Document Verification and Timatic

iPort has many features which must be enabled by the airline. API checks and document verification are one of these features that not all airlines have enabled.

API Check vs Document Verification:

An API Check (Interactive API in iPort) allows the system to send travel document information in real time and do a check against the destination country's entry requirements. This gives you immediate feedback about whether the passenger will be allowed entry or not. (Currently this is only enabled on Corendon flights.)

Document Verification is used when there is no automatic API Check available. In these cases, it is up to the check-in staff to verify that the documents are valid and that entry requirements will be met. iPort has a built in Timatic to help with this process. See below:

Step 1: Click the colored square under API.

Step 2: In the popup you can swipe the travel document to add it to the system. Because the document must be verified manually you must ensure that the documents provided will be accepted for entry. To do this, click "Travel Doc."

The system will take the travel documents you have provided and check them against the entry requirements. Here the document requirements have been met, and the system shows a green check mark.

Step 3: With the documents checked, they can now be verified by clicking the check box on the previous popup window.

Important note: Clicking the check box will override any warnings the system gives you about ineligible travel documents! See the below example:

Here is a passenger with a connecting flight. For both legs the API status is OK. This passenger was accepted on the flight, however upon arrival at their final destination they were denied entry and sent back as an INAD.

Clicking the API box, you can see that the document was verified.

However, clicking Travel Doc reveals that the documents were not eligible for the second leg of the journey.

By clicking the check box this warning was overwritten. It is therefore always important to fully check the documents using the Travel Doc function.