



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.

The screenshot shows the iPort software interface. The top navigation bar includes 'iPort', 'My Flights', 'Seatmap', 'iSales', 'Check-In' (selected), 'Pax', 'Special Tags', and 'iLists'. The main display shows flight information: H4 402, 04 JUL, FRA-RMO, STD 16:00, ETD 16:00, CTOT --, STA 19:20, ETA 19:20. Below this, a table lists passengers: 1. HAUPT/JACMATEJR... and 2. HAUPT/LUCASCAEL... Both passengers are marked as 'Paid' and have a green checkmark. The 'Check-In' tab is active, showing a table for 'FRA - RMO 04JUL H4 402'. The table includes columns: BCN, Passenger Name, STS, API, PT, Seat, Add. Bags (pcs/kg), SSR, TKT, CTC, FQT, PSS. The 'API' column for passenger 1 is highlighted with a red box and contains the text 'CHK'. The 'Passenger Name' column shows HAUPT/JACMATEJRIVER... and HAUPT/LUCASCAELAN. The 'Seat' column shows 'B' for both passengers. The 'Add. Bags' column shows '0' for both. The 'SSR' column shows '0/0'. The 'TKT', 'CTC', 'FQT', and 'PSS' columns are empty. At the bottom of the interface, there are several function keys: F1-Help, F2-Clear, F3-F-Keys (1), F4-My Flights, F7-Undo Check In, F8-Offload, F9-Place on STBY, F10-Check In, F11-Reprint BP, and F12-Reissue BT.



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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."

iPort

Passenger: HAUPT/JACMATEJRIVER

Modify Primary Identity Paper

Last name: HAUPT
First names: JACMATEJRIVER
Gender: Male Date of birth: 25APR04
Nationality: DEU
Type: Passport Number: C79VTJL9K
Country of issue: DEU Date of expiry: 18OCT33

I confirm that VISA requirements and documents are checked

Modify Secondary Identity Paper

Other travel related information

iPort

Passenger: HAUPT/JACMATEJRIVER

Travel document check

Passenger itinerary

From: FRA To: RMO Date: 04JUL25

Passenger information

Gender: Male Date of birth: 25APR04
Age at departure: 21 years, 70 days

Primary document

Type: Passport Doc. number: C79VTJL9K
Nationality: DEU - Germany Issuing entry: DEU - Germany
Expires: 18OCT33 Format: Unknown

Additional documents

From Germany (D) - To Moldova (MDA)

- Visa is not required for Moldova. Maximum stay of 90 days.

Additional travel rules

- Passengers not holding onward/return tickets or other acceptable evidence of onward/return travel may be refused entry.
- Passengers must have at least 2 blank pages in their passport.
- Travel documents issued more than 10 years prior to arrival are not accepted.

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.



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

iPort Try the new view

Passenger: HAUPT/JACMATEJRIVER

Modify Primary Identity Paper

1. HAUPT
Service: A320-200
Prem: YSKY
2. HAUPT
Service: Y136
Prem: Y136

Last name: HAUPT
First names: JACMATEJRIVER
Gender: Male Date of birth: 25APR04
Nationality: DEU
Type: Passport Number: C79VJLJ9K
Country of issue: DEU Date of expiry: 18OCT33

I confirm that VISA requirements and documents are checked

Modify Secondary Identity Paper Add Secondary

TravelDoc Save Cancel

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

iPort Try the new view

Check In

My Flights Seatmap Itineraries

Overview iSales

H4 202 03 JUL FRA-OIP STD 14:05 ETD 14:21 CTOT -- STA 17:25 ETA 17:41

Passenger present: 1. ALIBRAHM/ADELA... Add Pad
Service: A320-200 YSKY
Basic: 0900 BASIC/CLASSIC 1ST PC 138cm 180cm
Airport check-in: 1 €10.00 Large Cabin Bag up to 1 €30.00 10kg 115cm

Swipe a passport, national ID card, credit card, boarding pass or bag tag to find a passenger.

Find passenger Passenger name / seat / bag / etiket number ALIBRAHM/ADELA... Find

F1-Print receipt / Remark

Overview iSales

H4 202 03 JUL FRA-OIP STD 14:05 ETD 14:21 CTOT -- STA 17:25 ETA 17:41

Passenger present: 1. ALIBRAHM/ADELA... Add Pad
Service: A320-200 YSKY
Basic: 0900 BASIC/CLASSIC 1ST PC 138cm 180cm
Airport check-in: 1 €10.00 Large Cabin Bag up to 1 €30.00 10kg 115cm

Swipe a passport, national ID card, credit card, boarding pass or bag tag to find a passenger.

Find passenger Passenger name / seat / bag / etiket number ALIBRAHM/ADELA... Find

F1-Print receipt / Remark

FRA - OIP 03 JUL H4 202 0 OIP - RHO 03 JUL H4 482 1

BCN: Passenger Name: STS API PI Seat Add. Bags (p/n/p) SSR TKT CTC FQT PSS Segm. St: HK CC: Y BC: P OSE: Yes TOT: -- PNR: ACPO9R

1 ✓ S03 ALIBRAHM/ADELA... M 13F 0 0 1/16 OKN+ E N N

F1-Refresh F2-TravelDoc F2-Full PNR

FRA - OIP 03 JUL H4 202 0 OIP - RHO 03 JUL H4 482 1

BCN: Passenger Name: STS API PI Seat Add. Bags (p/n/p) SSR TKT CTC FQT PSS Segm. St: HK CC: Y BC: P OSE: Yes TOT: -- PNR: ACPO9R

1 ✓ S03 ALIBRAHM/ADELA... M 13F 0 0 1/16 OKN+ E N N

F1-Refresh F2-TravelDoc F2-Full PNR

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.



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

iPort

Passenger: ALIBRAHIM/ADELAYADA...

Modify Primary Identity Paper

Last name: AL IBRAHIM
 First names: ADEL AYAD ABDULHAMEED
 Gender: Male Date of birth: 11MAR97
 Nationality: IRQ
 Type: Passport Number: A18612952
 Country of issue: IRQ Date of expiry: 11AUG29

I confirm that VISA requirements and documents are checked

Modify Secondary Identity Paper

Other travel related information

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

iPort

Passenger: ALIBRAHIM/ADELAYADA...

Travel document check

Passenger itinerary

From: FRA To: OTP Date: 03JUL25

Passenger information

Gender: Male Date of birth: 11MAR97
 Age at departure: 28 years, 114 days

Primary document

Type: Passport Doc. number: A18612952
 Nationality: IRQ - Iraq Issuing cntry: IRQ - Iraq
 Expires: 11AUG29 Format: Unknown
 Expiring in: 4 years, 38 days

Additional documents

From Germany (D) - To Romania (ROU)

- Passenger is travelling within the Schengen Area: no applicable immigration requirements.

From Romania (ROU) - To Moldova (MDA)

- Visa, eVisa or additional documentation is required for Moldova. An eVisa can be obtained on the eVisa Moldova website.

Please provide one of the following:

- Residence Permit
- Re-entry Permit
- Visa
- Laissez-Passer
- Work Permit

Additional travel rules

- Passengers travelling on an e-Visa must hold a printed copy on arrival. Passengers must hold a copy of the invitation, as well as other supporting documents according the purpose of the visit and a medical health insurance for the period of stay.
- Passengers not holding onward/return tickets or other acceptable evidence of onward/return travel may be refused entry.
- Passengers who do not hold a travel document issued by Moldova will be accepted

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