



Security Bulletin – 02/2025

Subject: Altea CM – Auto Document Check (ADC)

Effective: 11 December 2025

Introduction:

This *security bulletin* explains how to manage check-in operations, in Amadeus Altea CM, after the activation of the **Auto Document Check (ADC)** feature, implemented to ensure that passengers hold, at the time of departure, the necessary travel documentation to enter their destination country.

ADC has been designed to work in a similar way to interactive regulatory checks as soon the required information is collected on the “**Travel Information Screen**”.

Procedure:

During check-in, the “**Travel Information Screen**” may already be pre-filled with passport information from the reservation. Nevertheless, **always swipe** the passport to update all mandatory fields. If swiping is not possible, manually enter the missing data.

Mandatory fields are highlighted in yellow and must be completed.

Additional document such as Permanent Resident Card, Refugee, Military Identity Card, Facilitation Document, etc. can be added from the “**Document**” box.

If you are aware that the passenger holds a Visa or Permanent Resident Card, this data should be entered at the same time as the passport data.

The screenshot shows the Amadeus Altea CM software interface. The top menu bar includes Applications, Device, Navigation, Logoff, and Help. The top right shows the date and time (16SEP25 12:39) and some status icons. The main window has tabs for Customer List Selection, Customer List, Customer Selection, Customer Acceptance, and Travel Information. The Travel Information tab is active. A message bar at the top of the main area says "Customer List Selection > Customer List > Customer Selection > Customer Acceptance > Travel Information". Below this, a flight summary is displayed: AZ214, 16SEP FCO (1) → LCY London City Airport, Acceptance Open, STD: 14:40, Gate: None, Boarding: 13:40, Baggage: Open. A table below shows a customer record for "ORLANDO Fiore Mr" (ID AZ214, flight 16SEP FCO-LCY). The "Accept Baggage" field is marked with a red "X" and "Y(Y)". To the right, a "Document" section is highlighted with a green border, showing fields for Document Type, Feature, Country, Number, Surname, Given Name(s), Expiry Date, and Carried. Below this, a "Visa" section shows fields for Qualifier, Feature, Country, Number, Surname, Given Name(s), and Issue Country. The "Customer Details" section on the left contains fields for Nationality (ITA), Regulatory Gender (Male), Date of Birth (25MAY1974), Purpose of Visit (Tourist), and Onward/Return Ticket (No). The "Passport (ITA)" section contains fields for Source (MANUAL), Qualifier (Normal Passport), Feature (BIOMETRIC DOCUMENT/EP...), Number (YC85314789), Surname (ORLANDO), Given Name(s) (Fiore), Issue Country (ITA), Expiry Date (12DEC2034), Carried (No), and Multiple Passports (No).

ADC Fields

ADC activation results in the following **new fields** being displayed on the Travel Information Screen.

- **Purpose of Visit**
- **Onward/Return Ticket**
- **Document Qualifier**
- **Document Feature**

→ Purpose of Visit

The correct purpose of visit **shall always be selected** from the drop-down menu:

- **Business:** Passenger is on a duty trip and will return to his home country
- **Immigration:** Passenger is allowed to immigrate into the destination country
- **Studies:** Passenger has written permission to study or to go to school in the destination country
- **Tourist:** Passenger is travelling on holiday
- **Work:** Passenger has written permission to work in the destination country



Customer Details

Nationality:	IND
Gender:	Male
Date of Birth:	13JAN1981
Country of Residence:	IND
Purpose of Visit:	Tourist
Onward/Return Ticket:	

Passport (IND)

Qualifier:	Normal
Feature:	
Number:	
Surname:	ALPHA
Given Name(s):	Bravo
Issue Country:	
Expiry Date:	
Carried:	Yes

Note: Immigration/Studies/Work require additional documents, such as a visa, work or study permit. Always check that they are available and enter them correctly.

→ Onward/Return Ticket

The presence of the onward/return ticket is deduced from the itinerary of the passenger.

This field can be used to force the Onward/Return indicator to 'Yes' in case of a separate onward/return ticket.

Customer Details

Nationality:	IND
Gender:	Male
Date of Birth:	13JAN1981
Country of Residence:	IND
Purpose of Visit:	Tourist
Onward/Return Ticket:	No

Passport (IND)

Qualifier:	Normal
Feature:	
Number:	
Surname:	ALPHA
Given Name(s):	Bravo
Issue Country:	
Expiry Date:	
Carried:	Yes

→ **Document Qualifier**

The document qualifier is part of the “**Passport**”, “**Document**” and “**Visa**” menu.

It allows to select the specific document type used for travel.

Note: The “**Qualifier**” field shown under the “**Document**” information screen will only be activated when document type “**Other**” is selected.

Passport (IND)	Document
Qualifier: Feature: Number: Surname: Given Name(s): Issue Country: Expiry Date: Carried:	Document Type: Other Qualifier: Feature: Country: Number: Surname: Given Name(s): Expiry Date: Carried:
Qualifier: Feature: Number: Surname: Given Name(s): Issue Country: Expiry Date: Carried:	Alien Certificate of Registration APECBusinessTravelCard BI_105 BirthCertificate CertificateOfCitizenship CertificateOfIdentity CertificateOfIndianStatus CertificateOfNaturalization
Visa	
Qualifier: Feature: Country: Number: Surname: Given Name(s): Date of Issue: Issue City: Issue Country: Expiry Date: Carried:	Visa VISA_AUS_ETA Visa_ShorePass Visa_TransitPass Visa_USA_A1 Visa_USA_A2 Visa_USA_A3 Visa_USA_A4

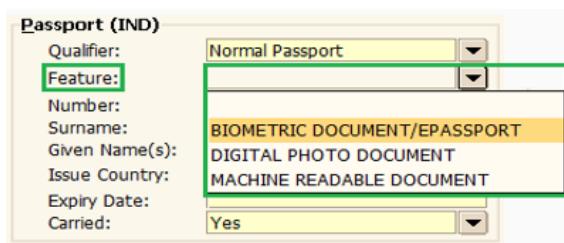
→ **Document Feature**

The default of the field "feature" is always "**machine readable**".

→ change to "**biometric**" in case of a biometric document, marked with this symbol



→ or "**Digital photo**" for documents with a digital photograph.

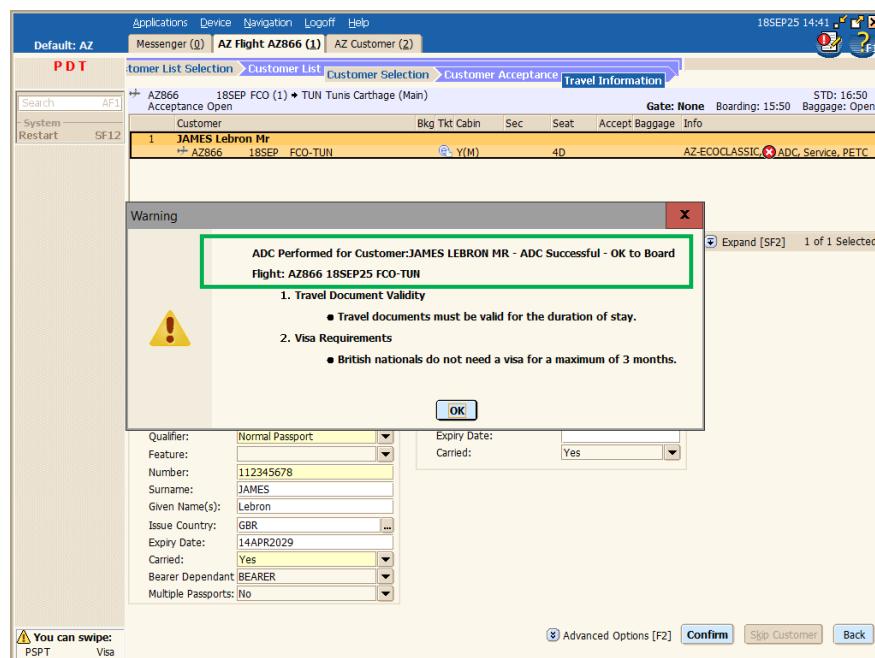


Once all data has been submitted, Altea will perform a regulatory check through **TIMATIC** and provide one of the following main responses:

- **OK to Board**
- **Do Not Board**
- **Conditional**

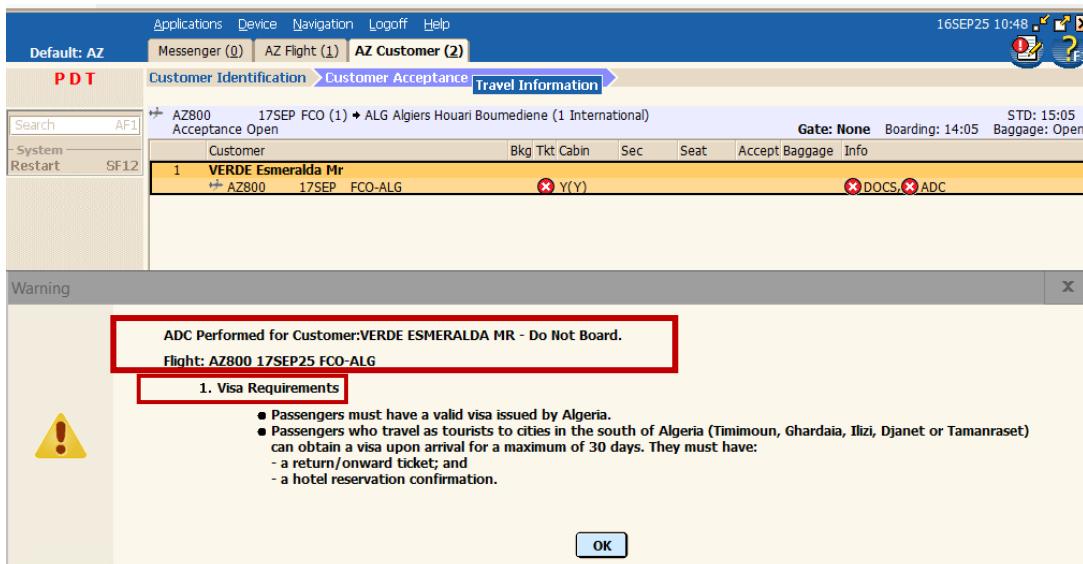
The response pop-up will include an additional description supporting the outcome of the regulatory checks performed:

OK to Board



Do Not Board

A “**Do Not Board**” response will be prompted if the correct documentation for the country of destination is missing:



Customer Identification > Customer Acceptance > Travel Information

Customer: VERDE Esmeralda Mr

Flight: AZ800 17SEP FCO-ALG

Warning: ADC Performed for Customer:VERDE ESMERALDA MR - Do Not Board.

Flight: AZ800 17SEP25 FCO-ALG

1. Visa Requirements

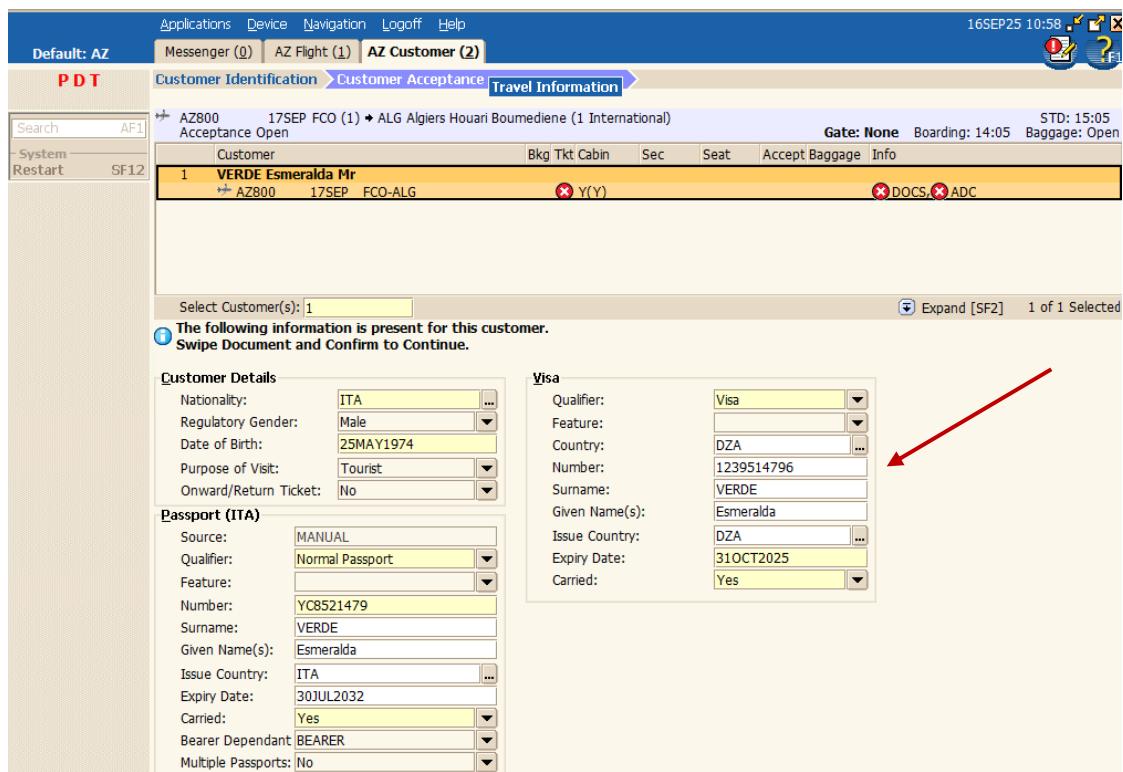
! Passengers must have a valid visa issued by Algeria.

! Passengers who travel as tourists to cities in the south of Algeria (Timimoun, Ghardaia, Ilizi, Djedda, Tamanrasset) can obtain a visa upon arrival for a maximum of 30 days. They must have:

- a return/onward ticket; and
- a hotel reservation confirmation.

OK

If additional documentation (i.e. visa, PRC) can be provided by the passenger, a new ADC request will be triggered after submission of the new travel document information, and an updated ADC response is returned by the system.



Customer Identification > Customer Acceptance > Travel Information

Customer: VERDE Esmeralda Mr

Flight: AZ800 17SEP FCO-ALG

Select Customer(s): 1

The following information is present for this customer.

Swipe Document and Confirm to Continue.

Customer Details

Nationality:	ITA
Regulatory Gender:	Male
Date of Birth:	25MAY1974
Purpose of Visit:	Tourist
Onward/Return Ticket:	No

Passport (ITA)

Source:	MANUAL
Qualifier:	Normal Passport
Feature:	
Number:	YC8521479
Surname:	VERDE
Given Name(s):	Esmeralda
Issue Country:	ITA
Expiry Date:	30JUL2032
Carried:	Yes
Bearer Dependant:	BEARER
Multiple Passports:	No

Visa

Qualifier:	Visa
Feature:	
Country:	DZA
Number:	1239514796
Surname:	VERDE
Given Name(s):	Esmeralda
Issue Country:	DZA
Expiry Date:	31OCT2025
Carried:	Yes

Warning X

ADC Performed for Customer:VERDE ESMERALDA MR - ADC Successful - OK to Board
Flight: AZ800 17SEP25 FCO-ALG

1. Travel Document Validity

- Travel documents must be valid for at least 6 months upon arrival.

2. Return/Onward Ticket Information

- Visitors without a return/onward ticket could be refused entry.

3. Yellow Fever Vaccination Requirements

- Passengers must have a yellow fever vaccination certificate if in the last 6 days they have been in Angola, Argentina, Benin, Bolivia, Brazil, Burkina Faso, Burundi, Cameroon, Central African Rep., Chad, Colombia, Congo, Congo (Dem. Rep.), Cote d'Ivoire, Ecuador, Equatorial Guinea, Ethiopia, French Guiana, Gabon, Gambia, Ghana, Guinea-Bissau, Guinea, Guyana, Kenya, Liberia, Mali, Mauritania, Niger, Nigeria, Panama, Paraguay, Peru, Senegal, Sierra Leone, South Sudan, Sudan, Suriname, Togo, Trinidad and Tobago, Uganda or Venezuela.

OK

ADC Override

The ADC responses must be strictly observed. Nevertheless, there are exceptions that are not considered completely by ADC.

If you assume that passenger is allowed to travel, refer directly to TIMATIC and check the travel rules carefully with the support of the Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000, in order to verify if the passenger is allowed to travel and receive the authorization to perform the Override.

When performing the override, always insert a comment in the "Authoriser" field: **OK 25000** specifying the reason for the authorization.

Important: in case of violation against applicable immigration rules, the airline faces a fine.

Conditional

When a "**Conditional**" response is returned by the system, the agent shall carefully review the conditions shown in the response pop-up (see green-highlighted box in the example below) before confirming that these are met by selecting the option "**YES**".

Information X

ADC Performed for Customer:SIGNH PATEL MR - Conditional to Board.
Flight: AZ797 17SEP25 FCO-HND

1. Visa Requirements

- Passengers must have a valid visa issued by Japan.
- Passengers with a residence card issued by Japan do not need a visa if they have stayed outside of Japan for a maximum of 1 year. If they stayed outside of Japan for more than 1 year, they must also have a re-entry permit issued by Japan.
- Passengers with a special permanent resident certificate issued by Japan can stay outside of Japan for a maximum of 2 years.
- Passengers with a passport can transit through Tokyo Tokyo Intl (Haneda) without a visa for a maximum of 72 hours and can obtain a Shore Pass upon arrival if they have a confirmed onward ticket to a third country. They must not be subject to entry restrictions and not fall under any of the grounds for denial of landing defined in the Immigration Control and Refugee Recognition Act.
 - They must:
 - arrive and depart from the same airport; and
 - have sufficient funds to cover their stay.
 - Passengers with a passport can transit without a visa for a maximum of 3 days and obtain a Transit Pass upon arrival if they have a confirmed onward ticket to a third country. They must have sufficient funds to cover their stay, arrive and depart from an airport or seaport located within the same group below.
 - Group A:
 - Airports: Narita (NRT), Haneda (HND), Nagoya (NGO), Niigata (KIJ), Komatsu (KMQ) and Yokota (OKO).
 - Seaports: Tokyo, Yokohama, Niigata and Nagoya.
 - Group B:
 - Airports: Osaka (KIX), Nagoya (NGO) and Komatsu (KMQ).
 - Seaports: Osaka, Kobe and Nagoya.
 - Group C:
 - Airports: Fukuoka (FUK), Nagasaki (NGS), Kumamoto (KMQ), Kagoshima (KQJ), Naha (OKA) and Kadena (DNA).
 - Seaports: Hakata (Fukuoka), Shimonoseki and Naha (Okinawa).
 - Group D:
 - Airport: Chitose (CTS).
 - Seaports: Tomakomai, Otaru, Hakodate and Muroran.

NOTE: Only HND (Terminal 2 International Flights Areas and Terminal 3) and KIX are open 24 hours. Passengers cannot stay overnight in the transit areas of other airports.

Can you confirm that the condition(s) is/are met?

Yes
No



If the required conditions are met and confirmed the final **ADC status** will be displayed in the View Customer Screen as "ADC Status - Conditional OK":

The screenshot shows the Altea CM interface with the following details:

- Header: Applications, Device, Navigation, Logoff, Help. Date: 16SEP25 16:33.
- Tab: AZ Customer (2) is selected.
- Customer Identification: AZ792, 17SEP FCO (1) → HND Tokyo International Haneda (3). Acceptance Open.
- Flight: AZ792, 17SEP FCO-HND. STD: 14:55, STA: 10:25+1.
- Customer Record: SIGNH Patel Mr, Y(Y).
- Buttons: Select Customer, Select Flight(s), Expand [SF2], 1 of 1 Selected.
- Information: Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.
- Section: All Flights Timing Information. AZ792, 17SEP FCO-HND. STD 14:55, STA 10:25+1.
- Section: ADC Check Status. AZ792, 17SEP FCO-HND. ADC STATUS - Conditional OK (highlighted with a green box).
- Section: Baggage Details. No Baggage Details.
- Section: Boarding Pass Print Details. AZ792, 17SEP FCO-HND. Boarding Pass: Not printed, Print Channel: None.
- Section: Customer Details.

ADC Responses

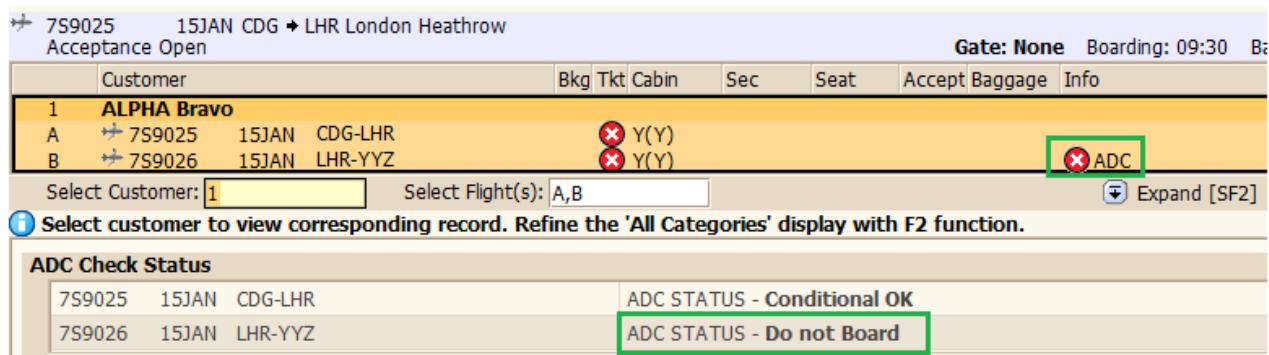
In addition to the three main responses returned by ADC, there are other internal statuses which can be shown in Altea CM.

Status	Description
Not Required	ADC is Not Required
Not Performed	ADC is Not Performed
Ok to Board	ADC status is OK to Board
Conditional Not OK	ADC status is Conditional and conditions are not confirmed
Conditional OK	ADC status is Conditional and conditions are confirmed
Do Not Board	ADC status is Do Not Board
Bypassed	ADC is Bypassed
Data Error	ADC resulted in an Error
Not Applicable	ADC status is not relevant

ADC Error Icon

The Error icon "ADC" is displayed in the CP table when ADC status is one of the following:

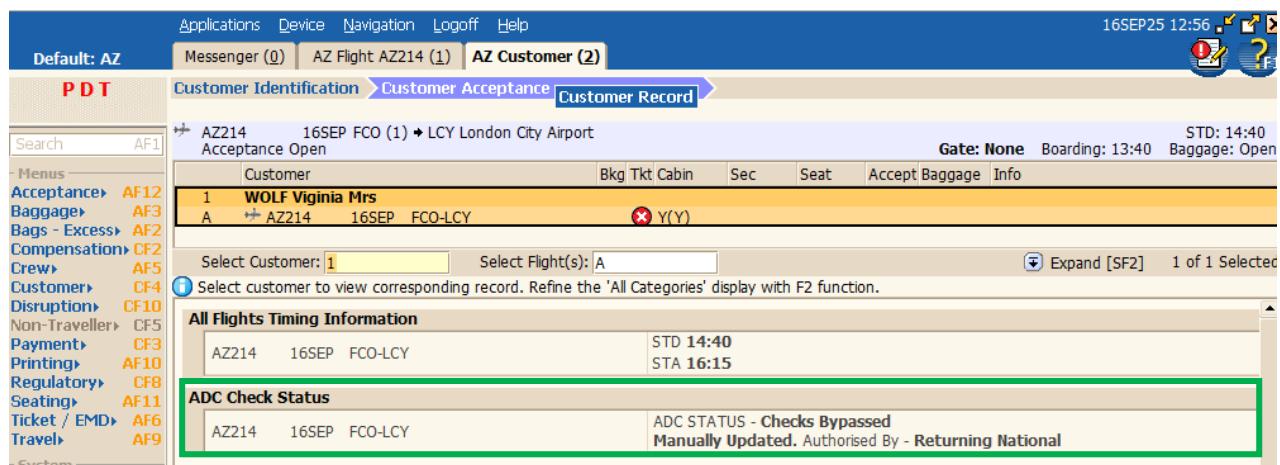
- **Not Performed**
- **Conditional Not OK**
- **Do Not Board**
- **Data Error**



Deleting data in the Travel Information Screen will set the ADC status to "**Not Performed**" and the red ADC-Icon will appear again.

Bypassed

If the Customer's nationality matches the destination country, the ADC response is **Checks Bypassed – Returning National**. The check only applies when the customer travels from point to point on a single leg flight with a non-expired passport.



Delete Travel Information

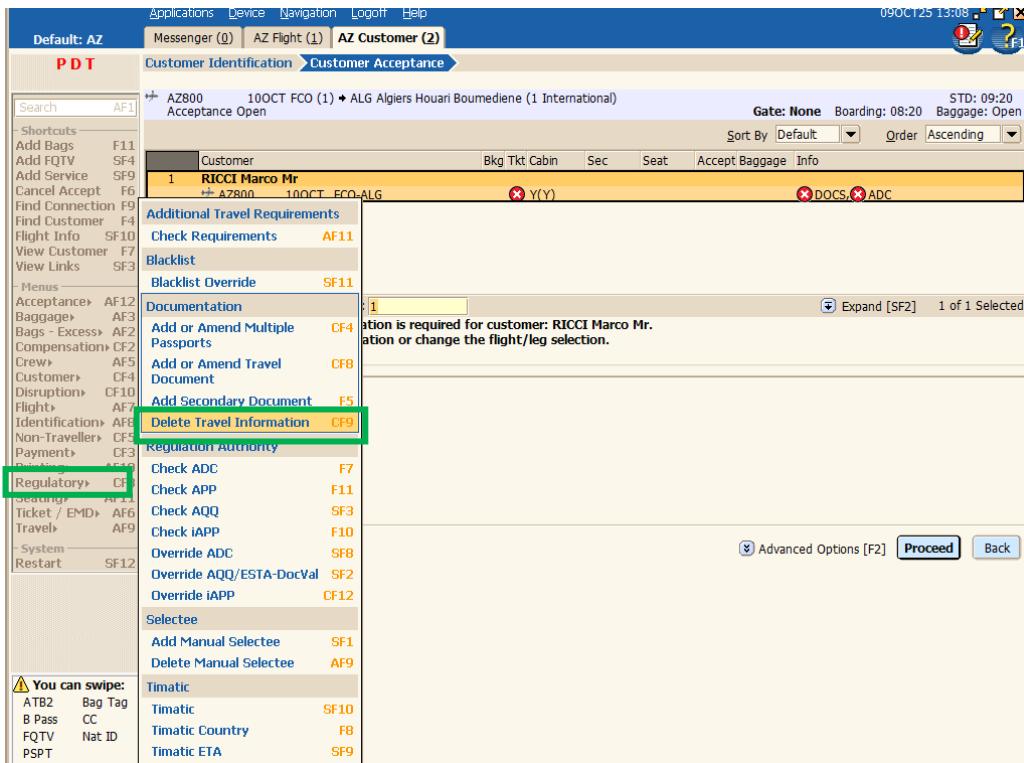
Document data must be deleted in the following cases:

- A different type of document has been entered than the one used by the passenger (e.g. Passport data is entered instead of Refugee Travel Document or a National ID-card stored at time of reservation instead of the passport presented at check-in)
- The system does not respond properly although all mandatory data has been entered.

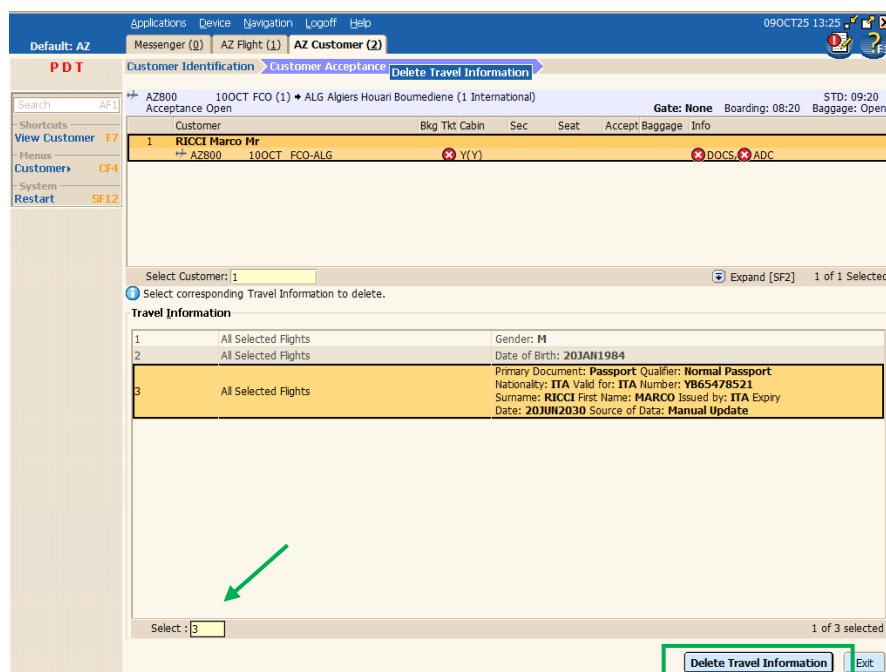


In this case proceed as follows:

→ Go to "Customer Details" - select "Regulatory", then "Delete Travel Information"



- Enter the list number of the travel document that must be deleted and confirm with "Delete Travel Information"
- Press "Exit" to leave the screen.





→ Press "Proceed" and enter the new/applicable travel document. "Confirm" will trigger a new ADC check.

The screenshot shows the Altea DCS software interface. The top menu bar includes Applications, Device, Navigation, Logoff, Help, Messenger (0), AZ Flight (1), and AZ Customer (2). The date is 09OCT25 13:23. The main window is titled 'Customer Identification > Customer Acceptance' with a sub-tab 'Travel Information'. The flight information is AZ800, 10OCT FCO (1) → ALG Algiers Houari Boumediene (1 International). The customer list shows 1 record: RICCI Marco Mr. The passport section for ITA is highlighted with a green box. The 'Confirm' button is highlighted with a green arrow. Other buttons include Advanced Options [F2], Skip Customer, and Back.

Note: Altea DCS does not overwrite the travel document automatically if a different document type is entered but registers it as an additional travel document. Therefore, make sure to delete the document data first before entering the new document. Otherwise, this may result in ADC error responses.

Through Check-in

The ADC response for an onward flight is verified at the time of check-in **for the entire itinerary**.

Note: If the operating carrier of the onward flight is same as the prime flight and the passenger transaction is retrieved by the transit station (i.e. FCO), the ADC response is updated to **Bypassed – Trusted upline station**.

The screenshot shows the Altea DCS software interface. The top menu bar includes Applications, Device, Navigation, Logoff, Help, Messenger (0), AZ Flight (1), and AZ Customer (2). The date is 16SEP25 12:11. The main window is titled 'Customer List Selection > Customer List' with a sub-tab 'Customer Record'. The flight information is AZ896, 17SEP FCO (1) → CAI Cairo International (2). The customer list shows 1 record: COLOMBO Cristoforo Mr. The flight section shows AZ609 (16SEP JFK-FCO) and AZ896 (17SEP FCO-CAI). The 'From JFK' status is highlighted with a green box. The ADC Check Status section shows AZ609 (16SEP JFK-FCO) with 'ADC STATUS - Not Applicable' and AZ896 (17SEP FCO-CAI) with 'ADC STATUS - Checks Bypassed Manually Updated. Authorised By - Trusted Upline Station'. The AQQ Check Status section shows AZ609 (16SEP JFK-FCO) with 'AQQ STATUS - OK to Board' and AZ896 (17SEP FCO-CAI) with 'ESTA/DocVal STATUS - OK - Not applicable' and 'AQQ STATUS - Checks not required'.



When an inbound through check-in request is received from a partner airline, the trusted partner check is initiated. If the carrier is trusted, the ADC response is updated to **Bypassed – Trusted Partner**:

7S9026 10MAR LHR → YYZ Toronto Lester B. Pearson
Acceptance Open STD: 11:30
Gate: None Boarding: 10:45 Baggage: Not Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 JOEL James Mr
A 6X7868 10MAR NCE-LHR Y(Y) ✓
B 7S9026 10MAR LHR-YYZ Y(Y) 002 9H ✓ DOCS, From NCE

Select Customer: [] Select Flight(s): A,B 1 of 1 Selected

>Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.

ADC Check Status
6X7868 10MAR NCE-LHR
7S9026 10MAR LHR-YYZ

ADC STATUS - Not Applicable
ADC STATUS - Checks Bypassed
Manually Updated. Authorised By - Trusted Partner

Ad-hoc ADC Checks

ADC also allows the possibility to perform *ad-hoc* ADC checks, out of the regular check-in process. After retrieving the passenger's name, select the "**Regulatory**" option from the sidebar menu and then click on "**Check ADC**".

Applications Device Navigation Logoff Help
16SEP25 16:49

Default: AZ Messenger (0) AZ Flight (1) AZ Customer (2)

PDT Customer Identification > Customer Acceptance

AZ770 17SEP FCO (1) → DEL Delhi Indira Gandhi International (3)
Acceptance Open STD: 13:55
Gate: None Boarding: 12:55 Baggage: Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 NERI Marco Mr
A A7770 17SEP FCO-DEL Y(Y) DOCS, ADC

Additional Travel Requirements
Check Requirements AF11
Blacklist
Blacklist Override SF11
Documentation
Add or Amend Multiple Passports CF4
Add or Amend Travel Document CF8
Add Secondary Document F5
Delete Travel Information CF9

Regulation Authority
Check ADC F7
Check APP F11
Check AQQ SF3
Check iAPP F10
Override ADC SF8
Override AQQ/ESTA-DocVal SF2
Override iAPP CF12

Selectee
Add Manual Selectee SF1
Delete Manual Selectee AF9
Timatic
Timatic SF10
Timatic Country F8
Timatic ETA SF9

Advanced Options [F2] Proceed Back

You can swipe:
ATB2 Bag Tag
B Pass CC
FQTV Nat ID
PSPT

This does not trigger the check-in process, as the validation of the status is activated only upon a check-in request.