



READ AND SIGN

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Topic: Online travel document verification tool for customers in to use on selected routes

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5 NOV 2024

In the end of August we communicated for the first time about an online travel document verification tool coming as part of the web check-in for customers.

As part of the web check-in flow customers can verify their travel documents by scanning or uploading a picture with their phone or computer prior to arriving to the airport. The tool is first taken in to use on routes to/from Thailand (BKK, HKT), Japan (KIX, NRT, HND) and Korea (ICN) on **6th of November**. The tool is available even though the routing is not direct but e.g. via HEL. The tool is only available for AY operated flights. More routes will be added after the first trial.

Check or not to check documents?

The Travel Ready tool verifies the customer's documents and is considered as a trusted source. Once the tool has confirmed customer's documents Altéa CM wont give a ADC pop up and the customer will not appear on the ineligible to board list.

When the document verification is done by the customer in the tool, and it is visible in Altéa CM (see the instructions), document checks are not needed unless identity checks are required by the local authorities/procedures. Customer can also choose not to scan or download their travel documents via Travel Ready tool. In these cases, ADC pop up will appear and normal travel document check procedures are followed at airports.