



Security Bulletin – 02/2024

Subject: Amadeus Altea CM – iAPP Canada

Effective: 10th May 2024

Introduction:

This *security bulletin* explains how to manage, in Amadeus Altea Departure CM, Interactive Advanced Passenger Processing (iAPP) allowing airport operators to verify, during the check-in flow, the eligibility of all passengers traveling to/from **Canada**.

Procedure:

Altea CM normally performs iAPP checks “automatically”.

After submission of API data, different type of responses will be displayed in Amadeus Altea CM in the passenger *Customer Record* window:

Canada Security Status

- CAN-Security Status: OK to Board
- CAN-Security Status: Do Not Board
- CAN-Security Status: Selectee (outbound flights only)

Canada Immigration Status

- CAN-Immigration Status: Valid Document on File
- CAN-Immigration Status: Document not on File
- CAN-Immigration Status: Document not Applicable or Not Required
- CAN-Immigration Status: Insufficient Information

Depending on the passenger's security status received, different actions can be performed:

- **“OK to Board”**: passenger can be checked-in and boarded if a *Valid Document on File* or *Document not Applicable/Not Required* code is also received.
- **“Do Not Board”**: passenger cannot be checked-in and boarded regardless of the Canada Immigration Status received.
- **“Selectee”**: passenger is under additional security screening but can be checked-in and boarded if a *Valid Document on File* or *Document not Applicable/Not Required immigration* code is also received.



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.

Customer Identification > Customer Acceptance > Travel Information

Customer

1 FINLEY Jeannie

Customer Details

Passport (NRU)

Visa

Select Customer(s): 1

The following information is required for this customer.
Swipe document and Confirm to continue.

Customer Details

Passport (NRU)

Visa

Advanced Options [F2] Confirm

If needed, enter additional document such as **Visa** from the **Visa** box and then **Confirm**

Customer Identification > Customer Acceptance > Travel Information

Customer

1 FINLEY Jeannie

Customer Details

Passport (NRU)

Visa

Select Customer(s): 1

The following information is present for this customer.
Swipe Document and Confirm to Continue.

Customer Details

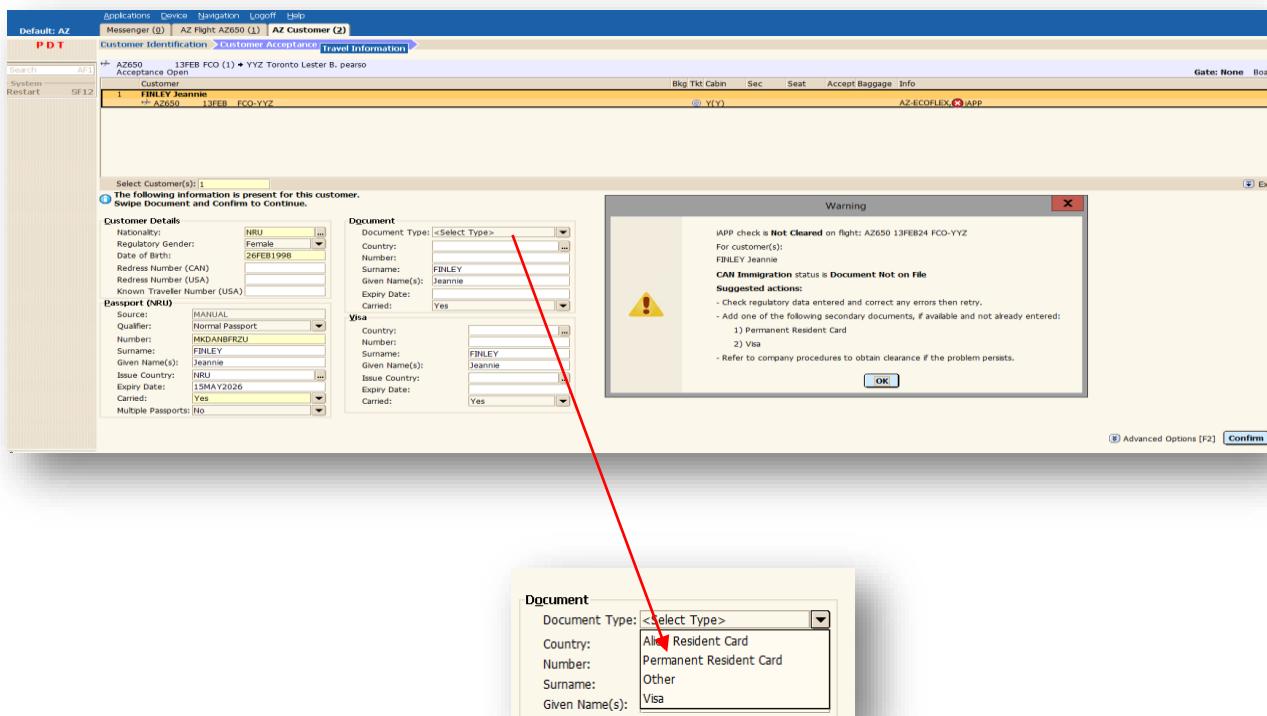
Passport (NRU)

Visa

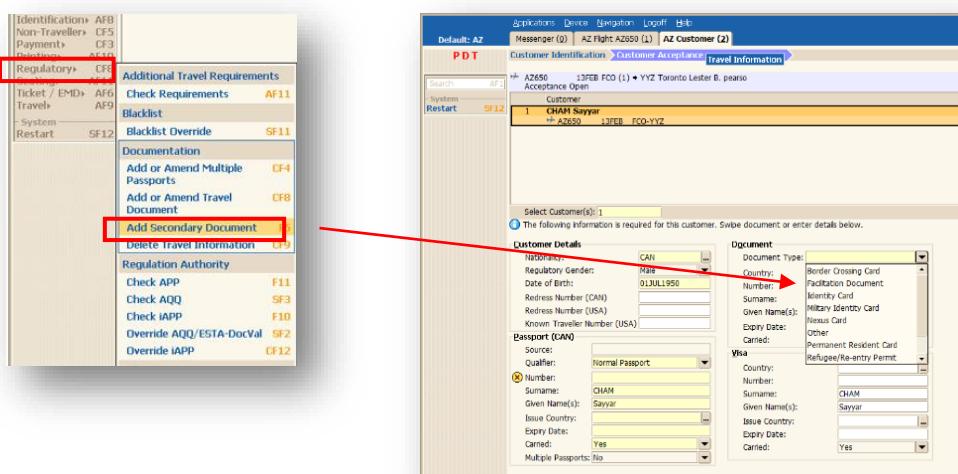
Advanced Options [F2] Confirm



When necessary, additional document such as Permanent Resident Card will be required and can be added from the **Document** box



If passenger has a different such as Facilitation Document, Military Identity Card, Refugee Travel Document or Nexus card, they can be added by clicking on **Add Secondary Document** option from Regulatory menu





Passenger will be accepted with a *Valid Document on file*

Canadian Traveller Number (CTN) not provided at the time of reservation shall be added to the *Redress Number (CAN)* field from *Customer Details* box. The CTN consists of thirteen (13) alpha-numeric characters beginning with "CAN".

iAPP Checks

If automatic iAPP checks fail for some reason the CAN-Security Status will show as "Not Performed".



Airport operators will be able to activate iAPP checks either by proceeding with check-in or through the Regulatory Menu by selecting the **Check iAPP option**:

The screenshot shows the ITA AIRWAYS Security software interface. On the left, the 'Regulatory' menu is open, with the 'Check iAPP' option highlighted. To the right, two status windows are displayed: 'AQQ Check Status' and 'iAPP Check Status', both showing 'OK' status for flight AZ650 on 12FEB from FCO-YYZ.

Selectee

In case of Selectee passengers the boarding pass will be issued with the distinctive additional screening mark “SSSS” to ensure that the Canadian Air Transport Security Authority (CATSA) performs the necessary additional screening.

Additional screening applies only to passengers departing from Canadian airports and aerodromes.

It is the gate agents' responsibility to ensure that the Selectee boarding pass **is stamped by CATSA** confirming that the required additional screening was conducted.

If the passenger arrives at the boarding gate **without the CATSA stamp**, the agent shall:

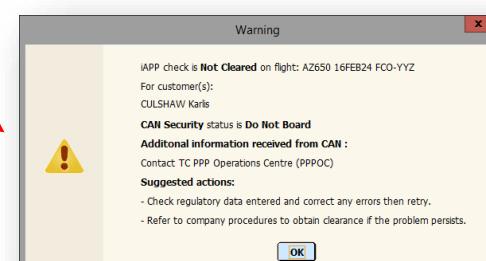
- escort the passenger back to the screening checkpoint to have the screening completed and the boarding pass marked as such;
- call the screening checkpoint to have a CATSA screening officer come to the gate and escort the passenger back to the screening checkpoint to have the screening completed and the boarding pass marked as such.

Do Not Board Process

For passengers with a security status “**Do Not Board**”, check-in cannot be finalized.



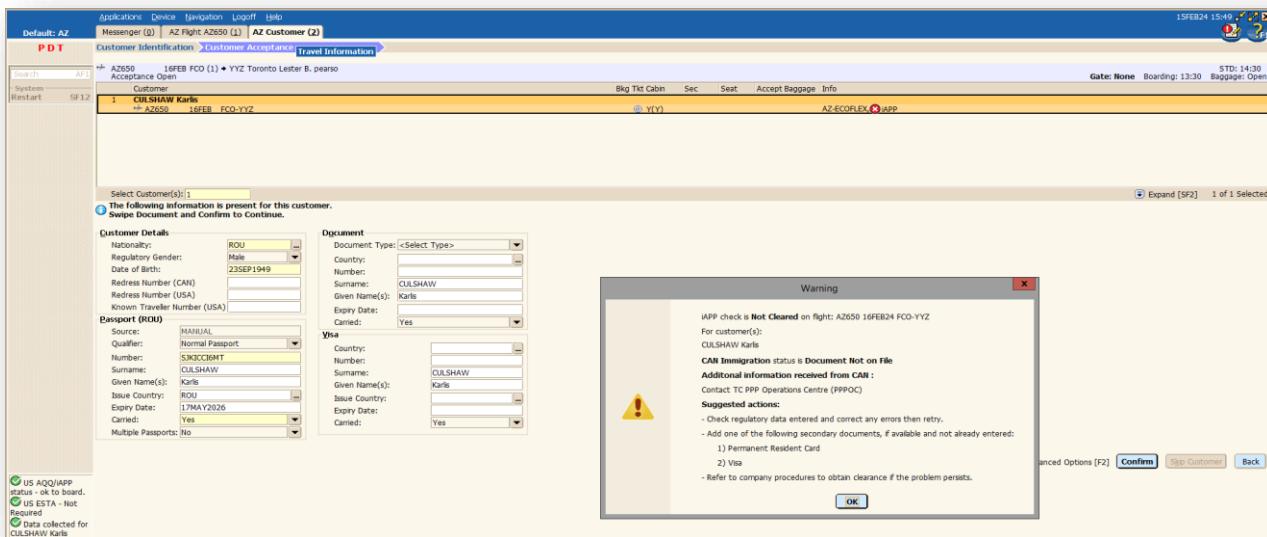
A **warning verification pop-up** will be displayed during check-in flow; click on **OK**.





Check full passport information, add secondary documents, if available and/or missing, and then click on **Confirm**.

If the security status remains unchanged:



contact ITA Airways “Centrale di Sicurezza Aerea” (Security Desk) +39 06 6562 5000 for further instructions.

If, as a result of the resolution process completed by the “Centrale di Sicurezza Area”, the passenger status changes into **Ok to Board** or **Selectee**, airport operator will be able to finalize check-in and issue the boarding pass.

NEVER disclose the reason why the passenger is Do Not Board. Revealing any information may result in penalties for the airline.

Airport operators should simply say to the passenger that there is an issue and that they are working to resolve it.

Unsolicited Messages

If an **unsolicited** message is received after check-in, make sure to process the passenger according to the latest iAPP status received.

System Outage

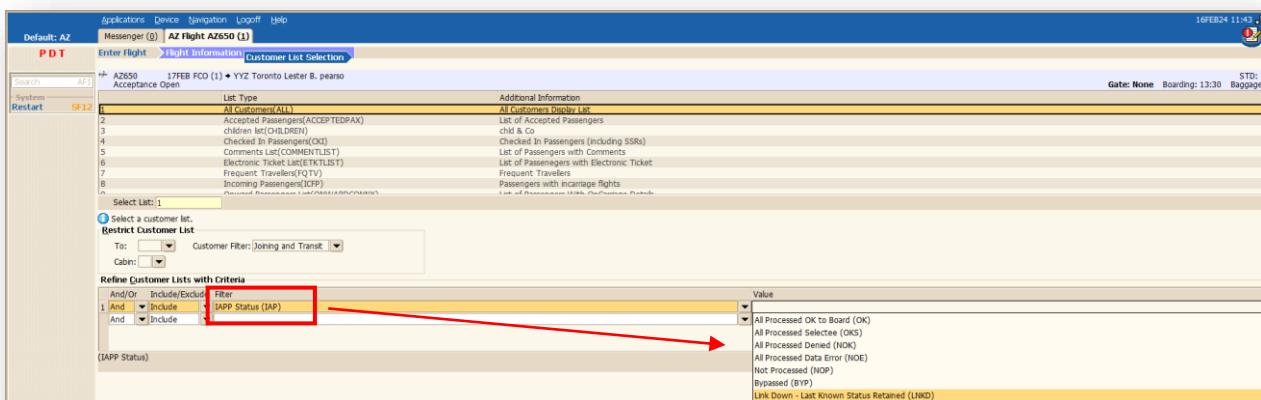
If automatic iAPP checks are not received for a significant number of passengers, therefore affecting the capability to complete check-in, an outage might be ongoing.

In these cases, contact ITA Airways “Centrale di Sicurezza Aerea” +39 06 6562 5000 and follow their instructions.



APIS Customer List:

From Advanced Options of Customer List, select **IAPP Status (IAP)** as *filter* and select one of the *values* from the drop-down menu.



For example: *Do Not Board* status

