



## **Security Bulletin – 02/2024**

### **Subject: Amadeus Altea CM – iAPP Canada**

**Effective: 10<sup>th</sup> 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.

Default: AZ Applications Device Navigation Logout Help  
Messenger (0) AZ Flight AZ650 (1) AZ Customer (2)

PDT Customer Identification Customer Acceptance Travel Information

Search AFJ  
Restart SF12

AZ650 13FEB FCO (1) • YYZ Toronto Lester B. pearso Gate: None Board

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info  
1 FINLEY Jannie  
AZ650 13FEB FCO-YYZ (Y) AZ-ECORLEX APP

Select Customer(s): 1

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

Customer Details  
Nationality: NRU  
Regulatory Gender: Female  
Date of Birth: 26FEB1998  
Redress Number (CAN):  
Redress Number (USA):  
Known Traveller Number (USA):  
Passport (NRU)  
Source: HISTORICAL  
Qualifier: Normal Passport  
Number: MKDANBRZU  
Surname: FINLEY  
Given Name(s): Jannie  
Issue Country: NRU  
Expiry Date: 15MAY2026  
Carried: Yes  
Multiple Passports: No

Visa  
Country:  
Number:  
Surname: FINLEY  
Given Name(s):  
Issue Country:  
Expiry Date:  
Carried: Yes

Advanced Options [F2] Confirm

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

Default: AZ Applications Device Navigation Logout Help  
Messenger (0) AZ Flight AZ650 (1) AZ Customer (2)

PDT Customer Identification Customer Acceptance Travel Information

Search AFJ  
Restart SF12

AZ650 13FEB FCO (1) • YYZ Toronto Lester B. pearso Gate: None Board

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info  
1 FINLEY Jannie  
AZ650 13FEB FCO-YYZ (Y) AZ-ECORLEX APP

Select Customer(s): 1

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

Customer Details  
Nationality: NRU  
Regulatory Gender: Female  
Date of Birth: 26FEB1998  
Redress Number (CAN):  
Redress Number (USA):  
Known Traveller Number (USA):  
Passport (NRU)  
Source: HISTORICAL  
Qualifier: Normal Passport  
Number: MKDANBRZU  
Surname: FINLEY  
Given Name(s): Jannie  
Issue Country: NRU  
Expiry Date: 15MAY2026  
Carried: Yes  
Multiple Passports: No

Visa  
Country: CAN  
Number: 02TPGTRSZQ  
Surname: FINLEY  
Given Name(s): Jannie  
Issue Country:  
Expiry Date: 16JUN2028  
Carried: Yes

Advanced Options [F2] Confirm



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

The screenshot shows the ITA Airways Security interface. A warning message is displayed: "Warning: IAPP check is Not Cleared on flight: AZ650 13FEB FCO-YYZ For customer(s): FBILEY Jeanne. CAN Immigration status is Document Not on File. Suggested actions: - Check regulatory data entered and correct any errors then retry. - Add one of the following secondary documents, if available and not already entered: 1) Permanent Resident Card 2) Visa. - Refer to company procedures to obtain clearance if the problem persists." A red arrow points from the "Document" section of the customer details to the "Warning" message.

A close-up of the "Document" section of the customer details. The "Document Type" dropdown menu is open, showing options: "All", "Permanent Resident Card", "Other", and "Visa". A red arrow points from the "Warning" message in the previous screenshot to this dropdown menu.

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

A screenshot of the "Regulatory" menu. The "Add Secondary Document" option is highlighted with a red box. Other options include "Check Requirements", "Blacklist", "Documentation", "Regulation Authority", and "Check APP".

The screenshot shows the ITA Airways Security interface. The "Regulatory" menu is open, and the "Add Secondary Document" option is highlighted with a red box. A red arrow points from this option to the "Document" section of the customer details, where the "Document Type" dropdown menu is open, showing options: "Border Crossing Card", "Facilitation Document", "Military Identity Card", "Nexus Card", "Other", "Permanent Resident Card", and "Refugee/Re-entry Permit".



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

Default: AZ Applications Device Navigation Logout Help  
Messenger (0) AZ Flight AZ650 (1) AZ Customer (2) 13FEB24 09:21

PDT Customer Identification Customer Acceptance Acceptance Information Customer Record

Search: AF1  
System Restart SF12

AZ650 14FEB FCO (1) YYZ Toronto Lester B. Pearson  
Acceptance Open Gate: None Boarding: 13:30 Baggage: Open

Customer: 1 FIBILEY Jeanine  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
A AZ650 14FEB FCO-YYZ YYY 000 14L AZ-ECORLEX

Select Customer(s): Select Flight(s): A  
Select customer to view corresponding record. Refine the 'All Categories' display with F2 function. Expand [SF2] 1 of 1 Selected

All Flights Timing Information  
AZ650 14FEB FCO-YYZ STD 14:30 STA 18:05

AQQ Check Status  
AZ650 14FEB FCO-YYZ AQQ STATUS - OK to Board  
ESTA/DocVal STATUS - OK - Not applicable

iAPP Check Status  
AZ650 14FEB FCO-YYZ CAN Security Status: OK to Board  
CAN Immigration Status: 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".

Default: AZ Applications Device Navigation Logout Help  
Messenger (0) AZ Flight AZ650 (1) AZ Customer (2)

PDT Customer Identification Customer Acceptance Travel Information

Search: AF1  
System Restart SF12

AZ650 12FEB FCO (1) YYZ Toronto Lester B. Pearson  
Acceptance Open Gate: None Boarding: 13:30 Baggage: Open

Customer: 1 VANEGAS Hermelindo  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
A AZ650 12FEB FCO-YYZ YYY AZ-ECORLEX

Select Customer(s): 1  
The following information is required for this customer. Swipe document and confirm to continue. Expand

Customer Details  
Nationality: CAN  
Regulatory Gender: Male  
Date of Birth: 16MAR1998  
Redress Number (CAN)  
Redress Number (USA)  
Known Traveller Number (USA)

Passport (CAN)  
Source: HISTORICAL  
Qualifier: Normal Passport  
Number: PT9FXCS295  
Surname: VANEGAS  
Given Name(s): Hermelindo  
Issue Country: CAN  
Expiry Date: 05JUN2026  
Carried: Yes  
Multiple Passports: No

Visa  
Country:   
Number:   
Surname: VANEGAS  
Given Name(s): Hermelindo  
Issue Country:   
Expiry Date:   
Carried: Yes

Advanced Options [F2] Confirm

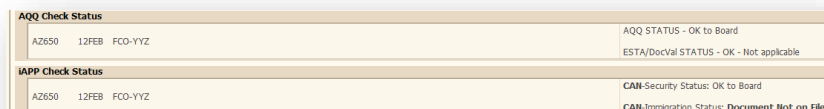
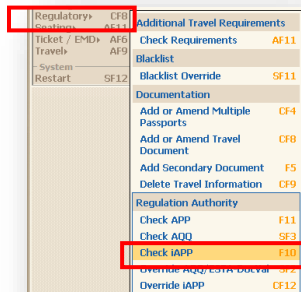
## iAPP Checks

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

|                                    |       |         |
|------------------------------------|-------|---------|
| AQQ Check Status                   |       |         |
| AZ650                              | 12FEB | FCO-YYZ |
| AQQ STATUS - Checks not performed  |       |         |
| iAPP Check Status                  |       |         |
| AZ650                              | 12FEB | FCO-YYZ |
| CAN-Security Status: 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:



## 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.**

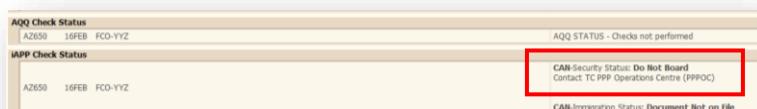
It is the gate agents' responsibility to ensure that the Selectee boarding pass **is stamped by CATSA** confirming that the required additional screening was conducted.

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

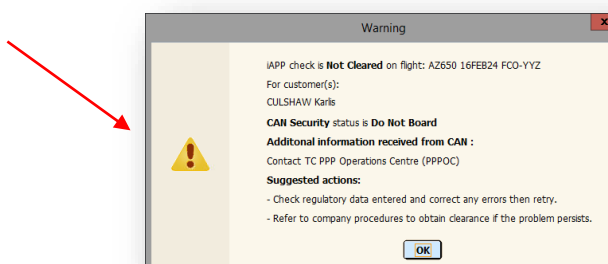
- escort the passenger back to the screening checkpoint to have the screening completed and the boarding pass marked as such;
- call the screening checkpoint to have a CATSA screening officer come to the gate and escort the passenger back to the screening checkpoint to have the screening completed and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

The screenshot displays the ITA Airways Security application interface. At the top, there's a navigation bar with 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. Below this, a search bar shows 'AZ650 16FEB FCO (1) • YYZ Toronto Lester B. Pearson'. The main area is divided into sections: 'Customer Identification', 'Customer Acceptance', and 'Travel Information'. A warning dialog box is open, titled 'Warning', with a yellow triangle icon. The text inside the warning box reads: 'iAPP check is Not Cleared on flight: AZ650 16FEB FCO-YYZ. For customer(s): OULSHAW Karls. CAN Immigration status is Document Not on file. Additional information received from CAN: Contact TC PPP Operations Centre (PPPOC). Suggested actions: - Check regulatory data entered and correct any errors then retry. - Add one of the following secondary documents, if available and not already entered: 1) Permanent Resident Card 2) Visa - Refer to company procedures to obtain clearance if the problem persists.' Below the warning box, there are buttons for 'Confirm', 'Skip Customer', and 'Back'. The background interface shows various input fields for customer details, document information, and visa data.

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.

The screenshot shows the IATA APIS Customer List interface. The 'Refine Customer Lists with Criteria' section is visible, with a red box highlighting the 'Filter' dropdown menu. A red arrow points to the 'IAPP Status (IAP)' option in the dropdown menu.

For example: *Do Not Board* status

AZ650 17FEB FCO (1) • YYZ Toronto Lester B. pearso  
Acceptance Open  
Selected List: All Customers  
Selected Filters: (IAPP Status=NOK)

| Customer       | From | To  | Bkg | Cabin | Class | Seat | Accept | iAPP         |
|----------------|------|-----|-----|-------|-------|------|--------|--------------|
| 1 GOBURN Jayme | FCO  | YYZ | Y   | Y     |       |      |        | Do Not Board |