



## READ AND SIGN

Revision: 0 | Issued: 27.05.2024

### Topic: Security Bulletin - Amadeus Altea CM – APP Saudi Arabia

Dear all,

Please see the ITA Airways Security Bulletin regarding passengers traveling to Saudi Arabia.

Generally, Altea does an APP check automatically. However, it is still our responsibility to confirm that travel documents are sufficient for travel. Please pay special care when checking in passengers to non-Schengen destinations.

For passengers traveling with visas or other supporting documents, be sure to verify the validity of the visa or documents **before** adding it to the system.

**IMPORTANT - Adding a visa without checking its validity may result in a false positive response from the APP check even if the visa is not valid. Altea CM only understands that a passenger is holding a visa. It does not understand what type or if it is genuine.**

*As always, do not accept passengers to any destination until you are certain they will be allowed entry. If you are less than 100% sure about a passenger's entry eligibility, contact the visa team or your supervisor for assistance.*



## Security Bulletin – 04/2024

### Subject: Amadeus Altea CM – APP Saudi Arabia

Effective: 02<sup>nd</sup> June 2024

#### Introduction:

This *security bulletin* explains how to manage, in Amadeus Altea Departure CM, Advanced Passenger Processing (APP) allowing airport operators to verify, during the check-in flow, the eligibility of all passengers travelling to and from the **Kingdom of Saudi Arabia (KSA)**.

#### Procedure:

Once passengers have been accepted, Altea CM performs APP checks automatically and does not allow to check-in any passengers until an **APP** message is generated in order to obtain an authorization to board.

#### APP responses

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

- **OK to Board if Docs OK:** passenger has been checked-in and can be boarded
- **Do not Board:** passenger has been checked-in but cannot be boarded
- **Travel document type invalid:** passenger has been checked-in but cannot be boarded due to invalid document
- **Active Check-in transaction already exists for this document:** document has already been submitted for another passenger
- **Cancelled:** passenger acceptance has been cancelled

See some examples below:

|                  |               |   |
|------------------|---------------|---|
| APP Check Status |               | APP SUCCESSFUL - SAU 11MAR 11:17GMT<br>8503 - OK TO BOARD IF DOCS OK - ARRIVAL                                    |
| AZ838            | 13MAR FCO-RUH |   |
| APP Check Status |               | APP DENIED - SAU 11MAR 12:54GMT<br>8502 - DO NOT BOARD - ARRIVAL  |
| AZ838            | 13MAR FCO-RUH |   |
| APP Check Status |               | APP FAILURE - SAU 11MAR 11:32GMT<br>6062 - Travel document type invalid - ARRIVAL                                 |
| AZ838            | 13MAR FCO-RUH |   |
| APP Check Status |               | APP FAILURE - SAU 11MAR 13:48GMT<br>6270 - Active Check in transaction already exists for this document - ARRIVAL |
| AZ838            | 13MAR FCO-RUH |   |
| APP Check Status |               | APP CANCELLATION SUCCESSFUL - SAU 11MAR 14:01GMT<br>8505 - CANCELLED - ARRIVAL                                    |
| AZ838            | 13MAR FCO-RUH |   |



## 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  
PDT  
Applications Device Navigation Logout Help  
Messenger (0) AZ Flight AZ838 (1) AZ Customer (2)  
27MAR24 15:52  
Customer Identification Customer Acceptance Travel Information  
AZ838 28MAR FCO (1) • RUH Riyadh King Khalid International  
Gate: None Boarding: 14:15 Baggage: Open  
Customer  
1 SMITH Robert  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
AZ838 28MAR FCO-RUH  
YTY AZ-ECOCLASSIC  
Select Customer(s): 1  
The following information is required for this customer.  
Swipe document and confirm to continue.  
Customer Details  
Nationality: USA  
Regulatory Gender: Male  
Date of Birth: 20DEC1971  
Passport (USA)  
Source: HISTORICAL  
Qualifier: Normal Passport  
Number: 77733333  
Surname: SMITH  
Given Name(s): Robert  
Issue Country: USA  
Expiry Date: 20DEC2024  
Carried: Yes  
Multiple Passports: No  
Advanced Options [F2] Confirm Help Customer Back

The APP Check Status will be automatically displayed

Information  
SAB APP - OK to Board directive received for customer: SMITH Robert  
On Flight: AZ838 28MAR24 FCO-RUH  
Customer is OK to Board. Check documents are valid for travel.  
OK

and if passenger is "OK to Board", boarding pass will be printed.

Default: AZ  
PDT  
Applications Device Navigation Logout Help  
Messenger (0) AZ Flight AZ838 (1) AZ Customer (2)  
27MAR24 15:53  
Customer Identification Customer Acceptance Customer Record  
AZ838 28MAR FCO (1) • RUH Riyadh King Khalid International  
Gate: None Boarding: 14:15 Baggage: Open  
Customer  
1 SMITH Robert  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
AZ838 28MAR FCO-RUH  
YTY 001 30A AZ-ECOCLASSIC  
Select Customer: Select Flight(s):  
Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.  
All Rights: Timing Information  
AZ838 28MAR FCO-RUH  
STD 15:15  
STA 21:25  
APP Check Status  
AZ838 28MAR FCO-RUH  
APP SUCCESSFUL - SAU 27MAR 14:33GMT  
R503 - OK TO BOARD IF DOCS OK - ARRIVAL  
Baggage Details  
No Baggage Details  
Boarding Pass Print Details  
AZ838 28MAR FCO-RUH  
Boarding Pass: Printed Print Channel: None  
Customer Details  
SMITH Robert  
Adult, Male  
Date of Birth: 20DEC1971  
Record Location: PHMCF58  
AZ838 28MAR FCO-RUH  
Booking Class: Y  
Manual Selection: No  
AZ838 28MAR FCO-RUH  
Channel: JFE  
Passport and Travel Information  
Surname: SMITH Date of Birth: 20DEC1971 Regulatory Gender: Male  
AZ838 28MAR FCO-RUH  
--Passport and Document Details--  
Primary Document: Passport  
Qualifier: Normal Passport  
Nationality: USA Valid for: USA Number: 77733333 Surname: SMITH First Name: ROBERT Issued by: USA Expiry Date: 20DEC2024  
Source of Data: Manual Update  
Seat Information  
AZ838 28MAR FCO-RUH  
Seat: 30A Preference: None B. Pass: Printed Security Number: 001

For passengers holding a **VISA** always verify its validity without adding it in Alteia CM.



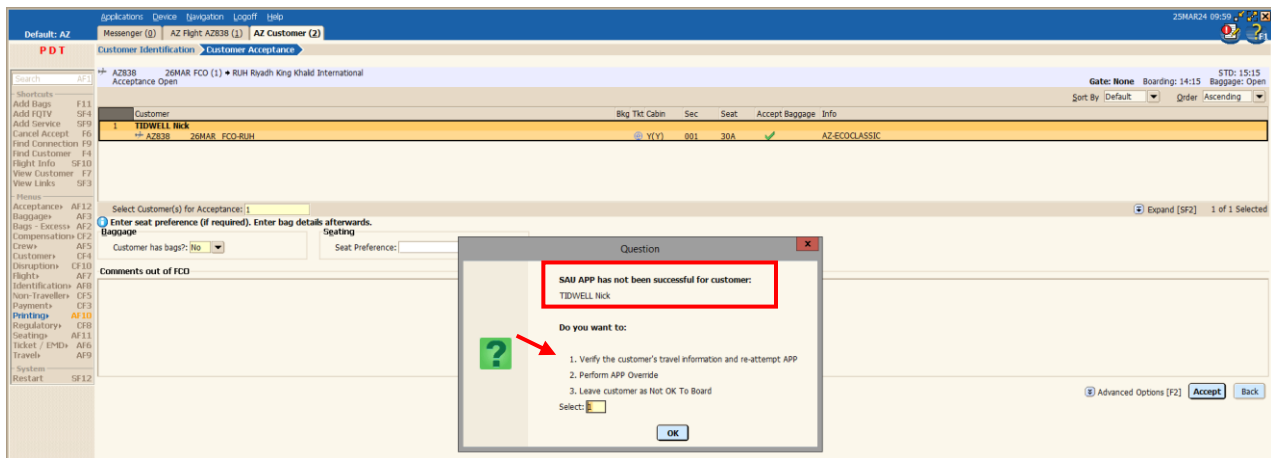
## **DO NOT BOARD**

Passengers with an APP Check Status “**Do Not Board**” will be accepted on the flight but boarding pass printing will be inhibited until APP is resolved.

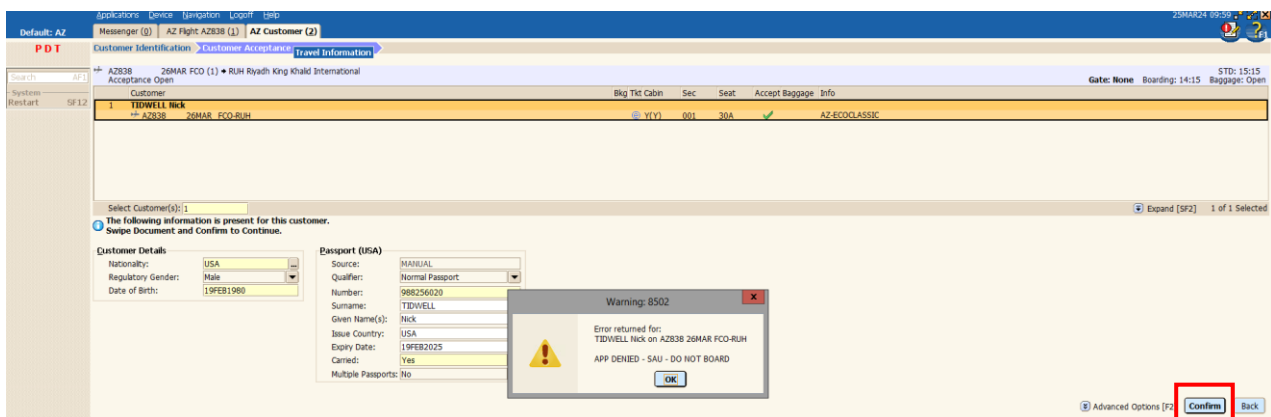
During check-in, a warning *pop-up* will automatically display the following options:

1. *Verify the customer travel information and re-attempt the APP*
2. *Perform APP Override*
3. *Leave customer as Not OK to Board*

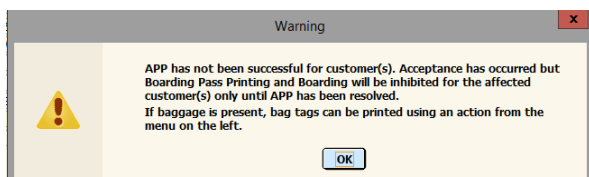
**Always select option 1** in order to verify passenger’s travel document and then click **OK**



Check regulatory data in the Travel Information mask, correct any error, if needed, before retrying and click on **Confirm**



If APP Check Status remains “**Do Not Board**” the following warning will be displayed:





Here below the APP status showing in the Customer Record window.

The screenshot shows the ITA Airways Customer Record window for flight AZ838 (26MAR FCO (1) • RUH Riyadh King Khalid International). The 'APP Check Status' section is highlighted with a red box, indicating 'APP DENIED - SAU 25MAR 08:59GMT 8502 - DO NOT BOARD - ARRIVAL'.

For passengers with **APP Denied** contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions.

Never **Perform APP Override** without the authorization received by the AZ Security Desk.

### Travel document type invalid

Should an invalid document (e.g. ID card) be collected or validated during check-in, a warning *pop-up* will automatically be displayed.

Passenger will be accepted on the flight, but *boarding pass printing* will be inhibited until a valid document is entered and APP resolved.

The screenshot shows the ITA Airways Customer Record window for flight AZ838 (26MAR FCO (1) • RUH Riyadh King Khalid International). A warning pop-up is displayed, stating: 'Unrecognised APP Directive (6062) received for customer: ROSSI Mario. On Flight: AZ838 26MAR24 FCO-RUH. Description: Travel document type invalid'. The 'Description' field is highlighted with a red box.



Applications: Device Integration Logout Help  
Default: AZ Messenger AZ Flight AZ338 (1) AZ Customer (2)  
PDT Customer Identification Customer Acceptance **Acceptance Information** Customer Record

Search: AF12  
+ AZ338 28MAR FCO (1) • RUH Riyadh King Khalid International  
Customer: Acceptance Open  
Gate: None Boarding: 14:15 STD: 15:15  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
1 ROSSI Mario  
A → AZ338 28MAR FCO-RUH  
YYI 002 30F ✓ AZ-ECOCLASSIC

Select Customer: Select Flight(s): A  
Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.

**All Flights Timing Information**  
AZ338 28MAR FCO-RUH STD 15:15 STA 21:25

**APP Check Status**  
AZ338 28MAR FCO-RUH  
APP FAILURE - SAU 28MAR 07-10GMT  
6062 - Travel document type invalid - ARRIVAL

**Baggage Details**  
No Baggage Details

**Boarding Pass Print Details**  
AZ338 28MAR FCO-RUH Boarding Pass: Needs Printing Print Channel: None

**Customer Details**  
ROSSI Mario  
Adult, Male  
Date of Birth: 20DEC1966  
Record Locator: PQBEL7  
AZ338 28MAR FCO-RUH Booking Class: Y  
Manual Selectee: No  
AZ338 28MAR FCO-RUH Channel: JFE

**Passport and Travel Information**  
Surname: ROSSI Date of Birth: 20DEC1966 Regulatory Gender: Male  
AZ338 28MAR FCO-RUH  
Nationality: ITA  
~Passport and Document Details~  
Primary Document: Identity Card  
Valid for: ITA Number: 3737733733 Surname: ROSSI First Name: MARIO Issued by: ITA Expiry Date: 20DEC2025 Source of Data: Manual Update

**Seat Information**  
AZ338 28MAR FCO-RUH Seat: 30F Preference: None B. Pass: Needs Printing Security Number: 002

**Delete** the invalid travel document before adding a new one by clicking on *Add or Amend Travel Document* from *Regulatory Menu*.

Regulatory> CF9  
Seatings> AF11  
Ticket / EMD> AF6  
Travels> AF9  
System> SF12  
Restart

**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 SF5  
Delete Travel Information F4  
Regulation Authority  
Check APP F11  
Check AQQ SF3  
Check IAPP F10  
Override AQQ/ESTA-DocVal SF2  
Selectee  
Add Manual Selectee SF1  
Delete Manual Selectee AF9  
Timatic  
Timatic SF10  
Timatic Country F8  
Timatic ETA SF9

You can swipe:

Regulatory> CF8  
Seatings> AF11  
Ticket / EMD> AF6  
Travels> AF9  
System> SF12  
Restart

**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 SF5  
Delete Travel Information F4  
Regulation Authority  
Check APP F11  
Check AQQ SF3  
Check IAPP F10  
Override AQQ/ESTA-DocVal SF2  
Selectee  
Add Manual Selectee SF1  
Delete Manual Selectee AF9  
Timatic  
Timatic SF10  
Timatic Country F8  
Timatic ETA SF9

You can swipe:

Verify if the APP has been resolved

Applications: Device Integration Logout Help  
Default: AZ Messenger AZ Flight AZ338 (1) AZ Customer (2)  
PDT Customer Identification Customer Acceptance **Acceptance Information** Customer Record

Search: AF12  
+ AZ338 28MAR FCO (1) • RUH Riyadh King Khalid International  
Customer: Acceptance Open  
Gate: None Boarding: 14:15 STD: 15:15  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
1 ROSSI Mario  
A → AZ338 28MAR FCO-RUH  
YYI 002 30F ✓ AZ-ECOCLASSIC

Select Customer: Select Flight(s): A  
Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.

**All Flights Timing Information**  
AZ338 28MAR FCO-RUH STD 15:15 STA 21:25

**APP Check Status**  
AZ338 28MAR FCO-RUH  
APP SUCCESSFUL - SAU  
8503 - OK TO BOARD IF DOCS OK - ARRIVAL

**Baggage Details**  
No Baggage Details

**Boarding Pass Print Details**  
AZ338 28MAR FCO-RUH Boarding Pass: Needs Printing Print Channel: None

**Customer Details**  
ROSSI Mario  
Adult, Male  
Date of Birth: 20DEC1966  
Record Locator: PQBEL7  
AZ338 28MAR FCO-RUH Booking Class: Y  
Manual Selectee: No  
AZ338 28MAR FCO-RUH Channel: JFE

**Passport and Travel Information**  
Surname: ROSSI Date of Birth: 20DEC1966 Regulatory Gender: Male  
AZ338 28MAR FCO-RUH  
Nationality: ITA  
~Passport and Document Details~  
Primary Document: Passport  
Qualifier: Normal Passport  
Valid for: ITA Number: Y6363636333 Surname: ROSSI First Name: MARIO Issued by: ITA Expiry Date: 20DEC2025 Source of Data: Manual Update

**Seat Information**  
AZ338 28MAR FCO-RUH Seat: 30F Preference: None B. Pass: Needs Printing Security Number: 002



and then proceed with printing of the boarding pass

Applications Device Navigation Logoff Help

Default: AZ Messenger (0) AZ Flight AZ838 (1) AZ Customer (2)

PDT

Customer Identification Customer Acceptance Acceptance Information Customer Record

Search AF1

Menus

Acceptance> AF12  
Baggage> AF3  
Bags - Excess> AF2  
Compensation> CF2  
Crew> AF5  
Customers> CF1  
Disruption> CF10  
Non-Travellers> CF5  
Payment> CF3  
Printing> AF10  
Regulatory> CF8  
Seating> AF11  
Ticket / EMD> AF6  
Travel> AF9

System  
Restart SF12

AZ838 28MAR FCO (1) → RUH Riyadh King Khalid International  
Acceptance Open

| Customer      | Bkg | Tkt   | Cabin | Sec     | Seat | Accept | Baggage | Info |               |
|---------------|-----|-------|-------|---------|------|--------|---------|------|---------------|
| 1 ROSSI Mario | A   | AZ838 | 28MAR | FCO-RUH | Y(Y) | 002    | 30F     | ✓    | AZ-ECOCLASSIC |

Select Customer: 1 Select Flight(s): A

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

All Flights Timing Information

| Flight | Date  | From | To  | STD   | STA   |
|--------|-------|------|-----|-------|-------|
| AZ838  | 28MAR | FCO  | RUH | 15:15 | 21:25 |

APP Check Status

| Flight | Date  | From | To  | Status  |
|--------|-------|------|-----|---|
| AZ838  | 28MAR | FCO  | RUH | APP SUCCESSFUL - SAU<br>8503 - OK TO BOARD IF DOCS OK - ARRIVAL |

Baggage Details

No Baggage Details

Boarding Pass Print Details

| Flight | Date  | From | To  | Boarding Pass          | Print Channel |
|--------|-------|------|-----|------------------------|---------------|
| AZ838  | 28MAR | FCO  | RUH | Boarding Pass: Printed | None          |

**ATTN.** If passenger does not provide a valid document, the acceptance must be immediately cancelled.

## APP Checks

If automatic APP checks fail for any reason during passenger acceptance or cancellation, airport operators will be able to activate APP checks either by proceeding with check-in or through the Regulatory Menu by selecting the **Check APP** option:

System  
Restart SF12

Additional Travel Requirements

Check Requirements AF11

Blacklist Override SF11

Documentation

Add or Amend Multiple Passports CF4

Add or Amend Travel Document CF5

Add Secondary Document CF6

Delete Travel Information CF7

Regulation Authority CF8

Check APP CF9

Check APP CF10

Override APP/ESTA Overrule CF11

Select

Add Manual Selection CF12

Delete Manual Selection CF13

Issue

Issue CF14

Issue CF15

Issue CF16

Issue CF17

Issue CF18

Issue CF19

Issue CF20

Issue CF21

Issue CF22

Issue CF23

Issue CF24

Issue CF25

Issue CF26

Issue CF27

Issue CF28

Issue CF29

Issue CF30

Issue CF31

Issue CF32

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Issue CF86

Issue CF87

Issue CF88

Issue CF89

Issue CF90

Issue CF91

Issue CF92

Issue CF93

Issue CF94

Issue CF95

Issue CF96

Issue CF97

Issue CF98

Issue CF99

Issue CF100

**APIS Customer List:** from Advanced Options of Customer List, select **APP Info (APP)** as *filter* and select one of *value* from the drop-down menu.

Default: AZ Messenger (0) AZ Flight AZ838 (1) AZ Customer (2)

PDT

Enter Flight Flight Information Customer List Selection

Search AF1

System  
Restart SF12

AZ838 28MAR FCO (1) → RUH Riyadh King Khalid International  
Acceptance Open

| Lat | Type                                | Additional Information                    |
|-----|-------------------------------------|---|
| 1   | All Customer (ALL)                  | All Customer (ALL)                        |
| 2   | Accepted Passengers (ACCEPTEDPAX)   | List of Accepted Passengers               |
| 3   | Children List (CHILDREN)            | Child & Co                                |
| 4   | Checked In Passengers (COI)         | Checked In Passengers (including SSRs)    |
| 5   | Comments List (COMMENTLIST)         | List of Passengers with Comments          |
| 6   | Electronic Ticket List (ETL)        | List of Passengers with Electronic Ticket |
| 7   | Frequent Travellers (FTV)           | Frequent Travellers                       |
| 8   | Incoming Passengers (ICP)           | Passengers with Inflight Rights           |
| 9   | Passenger Selection (PASSSELECTION) | List of Passengers with Selection Rights  |

Select List: 1

Select a customer list.

Restrict Customer List

To: Customer Filter: Joining and Transit

Cabin:

Refine Customer Lists with Criteria

| And/Or | Include/Exclude | Filter         | Value                               |
|--------|-----------------|----------------|-------------------------------------|
| 1 And  | Include         | APP Info (APP) | APP has been processed              |
| 2 And  | Include         | APP Info (APP) | APP has been processed OK (OK)      |
| 3 And  | Include         | APP Info (APP) | APP has been processed Denied (NOK) |
| 4 And  | Include         | APP Info (APP) | Not Processed (NOP)                 |
| 5 And  | Include         | APP Info (APP) | Bypassed (APV)                      |
| 6 And  | Include         | APP Info (APP) | Active Override (ALO)               |
| 7 And  | Include         | APP Info (APP) | Government Override (GVO)           |

(APP Info)

For example: **Government Override** status

Search AF1

System  
Restart SF12

AZ838 28MAR FCO (1) → RUH Riyadh King Khalid International  
Acceptance Open

Selected List: All Customers

Selected Filters: (APP Info=GVO)

| Customer       | From | To  | Bkg | Cabin | Class | Seat | Accept | APP |
|----------------|------|-----|-----|-------|-------|------|--------|-----|
| 1 TIDWELL Nick | FCO  | RUH | Y   | Y     | 30A   | ✓    | ✓      | GVO |