

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: 02nd 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 8503 - OK TO BOARD IF DOCS OK - ARRIVAL
⚠ APP Check Status	AZ838 13MAR FCO-RUH	APP DENIED - SAU 11MAR 12:54GMT 8502 - DO NOT BOARD - ARRIVAL
⚠ APP Check Status	AZ838 13MAR FCO-RUH	APP FAILURE - SAU 11MAR 11:32GMT 6062 - Travel document type invalid - ARRIVAL
⚠ APP Check Status	AZ838 13MAR FCO-RUH	APP FAILURE - SAU 11MAR 13:48GMT 6270 - Active Check in transaction already exists for this document - ARRIVAL
APP Check Status	AZ838 13MAR FCO-RUH	APP CANCELLATION SUCCESSFUL - SAU 11MAR 14:01GMT 8505 - CANCELLED - ARRIVAL



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.

The APP Check Status will be automatically displayed



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

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



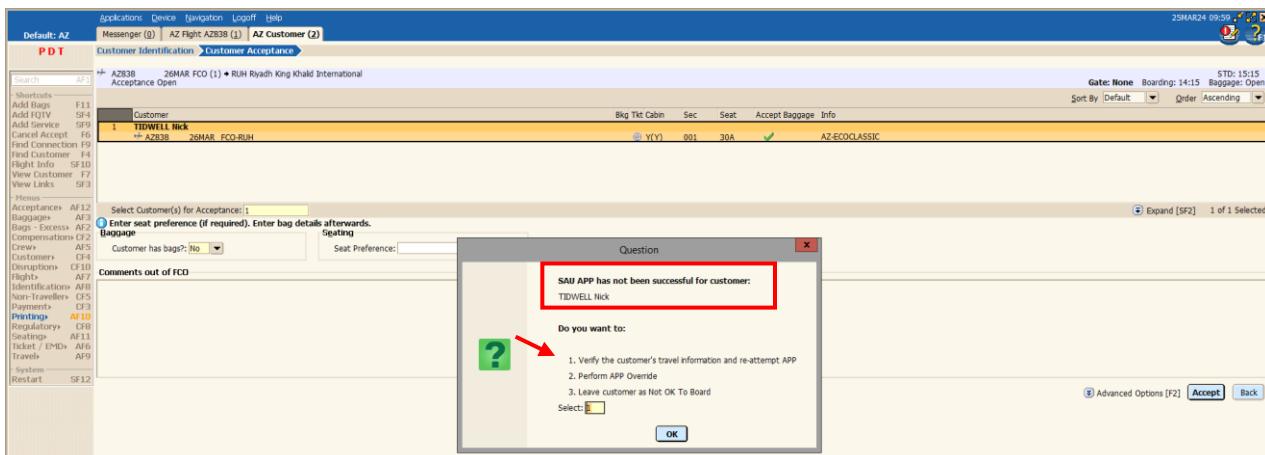
DO NOT BOARD

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.

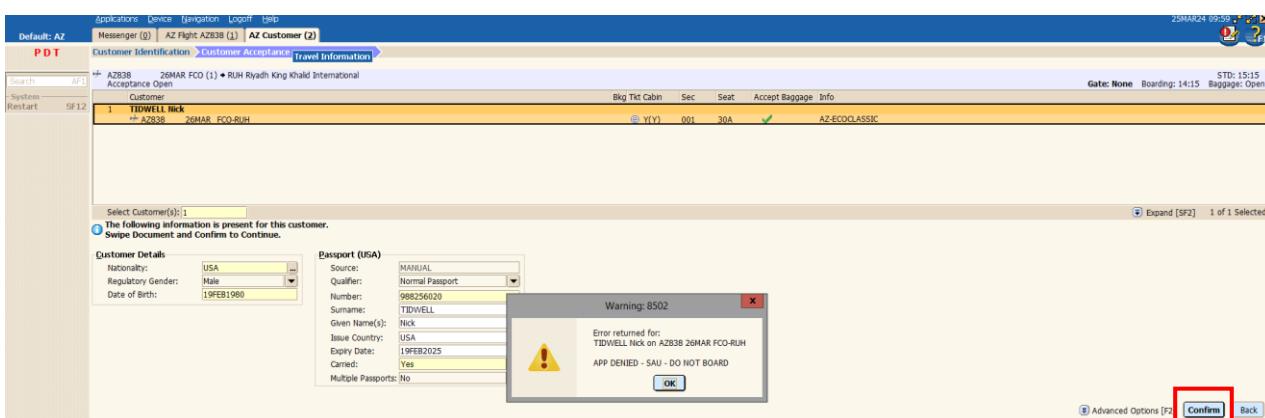
During check-in, a warning *pop-up* will automatically display the following options:

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

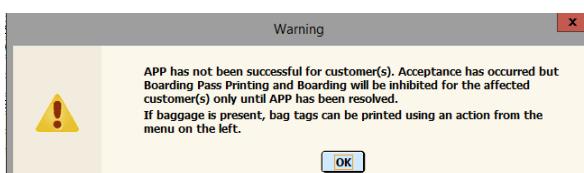
Always select option 1 in order to verify passenger's travel document and then click **OK**



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

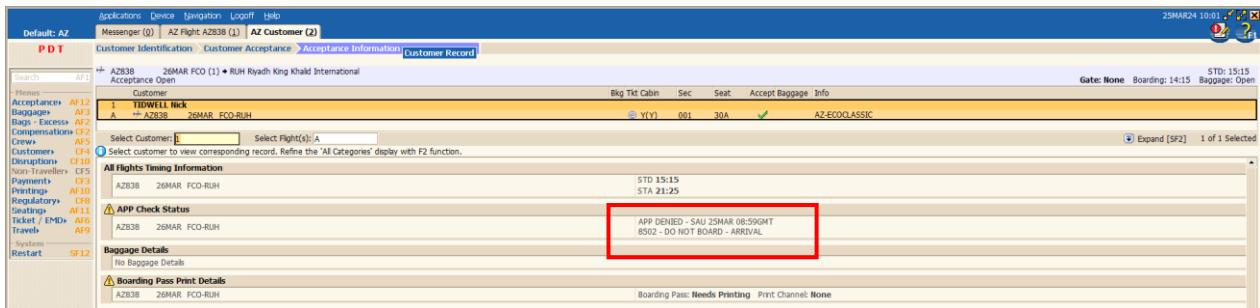


If APP Check Status remains “**Do Not Board**” the following warning will be displayed:





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



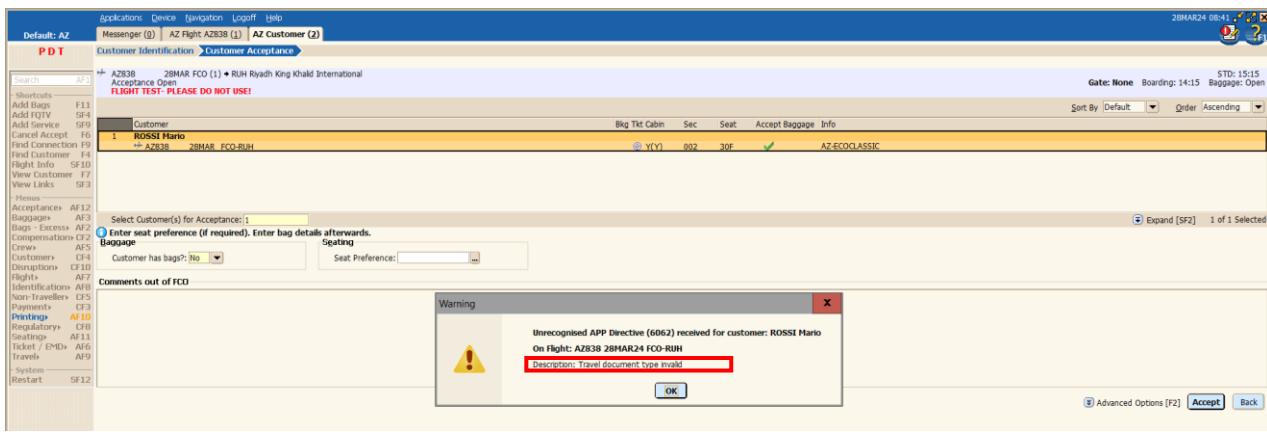
For passengers with **APP Denied** contact ITA Airways Centrale di Sicurezza Aerea (Security Desk) +39 06 6562 5000 for further instructions.

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.





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



Verify if the APP has been resolved

Default: AZ Applications Device Navigation Logout Help

Messenger (0) AZ Flight AZ388 (1) AZ Customer (2)

PDT Customer Identification: Customer Acceptance > Acceptance Information > Customer Record

Search AFA

Acceptance AF12

Baggage AF13

Compensation AF14

Disruption AF15

Non-Travellers AF16

Printings AF17

Regulatory AF18

Settings AF19

Time & EMD AF20

Travels AF21

System

Restart SF12

AZ388 28MAR FCO (1) → RUH Riyadh King Khalid International
Acceptance Open

1 ROSSI Mario
A AZ388 28MAR FCO-RUH

Bkg Tkt Cabin Sec Seat Accept Baggage Info
Y(Y) 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
AZ388 28MAR FCO-RUH
STD 15:15
STA 21:25

APP Check Status
AZ388 28MAR FCO-RUH
APP SUCCESSFUL - SAU
8553 - OK TO BOARD IF DOCS OK - ARRIVAL

Baggage Details
No Baggage Details

Boarding Pass Print Details
AZ388 28MAR FCO-RUH
Boarding Pass: Needs Printing Print Channel: None

Customer Details
ROSSI Mario
Male
Date of Birth: 20DEC1966
Record Locator: POBEL7

AZ388 28MAR FCO-RUH
AZ388 28MAR FCO-RUH
Booking Class: Y
Manual Selectee: No
Channel: JRE

Passport and Travel Information
Surname: ROSSI Date of Birth: 20DEC1966 Regulatory Gender: Male

AZ388 28MAR FCO-RUH
Passport and Document Details
Primary Document: Passport
Qualifier: Normal Passport
Nationality: ITA Valid for: ITA Number: Y6363636333
Surname: ROSSI First Name: MARIO Issued by: ITA Expiry Date: 20062025
Source of Data: Manual Update

Seat Information
AZ388 28MAR FCO-RUH
Seat: 30F Preference: None B. Pass: Needs Printing
Security Number: 002

STD: 15:15
Gate: None Boarding: 14:15 Baggage: Open

Expand [SF2] 1 of 1 Selected



and then proceed with printing of the boarding pass

Customer Identification > Customer Acceptance > Acceptance Information		Customer Record						
AZ838 28MAR FCO (1) • RUH Riyadh King Khalid International Acceptance Open								
Customer 1 ROSSI Mario A AZ838 28MAR FCO-RUH		Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
				Y(Y)	002	30F	<input checked="" type="checkbox"/>	AZ-ECOCLASSIC
Select Customer: <input type="text"/> Select Flight(s): <input type="text"/> Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.								
All Flights Timing Information AZ838 28MAR FCO-RUH		STD 15:15 STA 21:25						
APP Check Status AZ838 28MAR FCO-RUH		APP SUCCESSFUL - SAU 8503 - 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						

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:

Category	Sub-Category	Description	Actions
Check Requests	Check Requests	Check Requests	View
Blacklist	Blacklist	Blacklist	View
Documentation	Blacklist Overrides	Blacklist Overrides	View
Add or Amend Multiple Documents	Documentation	Add or Amend Multiple Documents	View
Add or Amend Travel Document	Documentation	Add or Amend Travel Document	View
Address/Name Document	Documentation	Address/Name Document	View
Delete Travel Information	Documentation	Delete Travel Information	View
Regulation Authority	Check APQ	Check APQ	View
	Check AQQ	Check AQQ	View
	Check EAPQ	Check EAPQ	View
	Override APQ/ETQA/Docval	Override APQ/ETQA/Docval	View
Selection	Add Manual Selection	Add Manual Selection	View
	Delete Manual Selection	Delete Manual Selection	View
Timatic	Timatic	Timatic	View
	Timatic Country	Timatic Country	View
	Timatic ETA	Timatic ETA	View

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

PDT

AZ Flight AZ838 (1) AZ Customer (2)

Enter Flight Flight Information Customer List Selection

Acceptance Open

AZ838 25MAR FCO (1) • RUI Ryadh King Khalid International

STD: 15:15 Gate: None Boarding: 14:15 Baggage: Open

Search: AZ12 System: Restart Shift: SF12

LR Type

1 All Customer (All)

2 Accepted Passenger(ACCEPTEDPAX)

3 children (CHILDREN)

4 Checked In Passenger(CO)

5 Checked Out Passenger(COTLST)

6 Electronic Ticket Lister(ETKTLIST)

7 Frequent Traveler(FQT)

8 Incoming Passenger(ICP)

Additional Information

All Customers Basic List

List of Accepted Passengers

child & Co

Checked In Passengers (including SSR)

List of Passengers with Comments

List of Passengers with Electronic Ticket

Frequent Travelers

Passengers with Inflight flights

Select List: 1

1 Select a customer list.

Restrict Customer List

To: Customer Filter: Joining and Transit:

Cabin:

Refine Customer Lists with Criteria

And/Or	Include/Exclude	Criteria	Value
1	And	Include	APP Info (APP)
And	Include		

APP Info (APP)

APP has been processed

APP Processed OK (OK)

APP Processed Failed (RICK)

Not Processed (NOP)

Bypassed (BYP)

Airline Override (ALO)

Government Override (GVO)

For example: *Government Override* status

Search	AP1	→ Z8283 26MAR FCO (1) • RUH Ryadh King Khalid International
Scientifics		Acceptance Open
Identify Cut	F6	Selected List: All Customers
Print to Default	F8	Selected Filters: (APP Info=6VO)
View Customer	F7	
View Link	F93	
Menus		