
User Interface Requirements

Verify Travel Documentation with APIS



Service Request: H1182

SO29000

Version 01.00

Table of Contents

User Interface Requirements.....	1
1 Main Document Information mask changes	4
1.1 Current Document Information – APIS v4.3.3.1	4
1.2 Fields to add on the Main Document mask	5
1.2.1 Country of birth	5
1.2.2 Document issue date	5
1.2.3 Purpose of stay	5
1.2.4 Returned date	6
1.3 Proposed modified Main Document mask.....	7
1.3.1 As seen by the agent	7
1.3.2 Mandatory vs. optional fields	7
1.3.3 Compacted Country of Residence.....	8
1.3.4 Compacted vertical distribution.....	8
1.3.5 Location of the changes.....	8
2 Handling IATA response display	9
2.1 Process flow.....	9
2.2 APIS displays an highlight of the error	10
2.2.1 No transit points	10
2.3 1 Transit point	11
2.4 2 Transit points	12
2.5 3 Transit points	13
2.6 4 Transit points	14
2.7 5 Transit points	15
2.8 APIS displays detailed response from IATA.....	16

Figure 1 - Current Main Document mask (APIS v4.3.3.1)	4
Figure 2 - New Main Document mask as seen by the agent.....	7
Figure 3 - Process flow associated to displaying IATA errors.....	9
Figure 4 - Highlight of IATA response with no transit point	10
Figure 5 - Highlight of IATA response with 1 transit point	11
Figure 6 - Highlight of IATA response with 2 transit points	12
Figure 7 - Highlight of IATA response with 3 transit points	13
Figure 8 - Highlight of IATA response with 4 transit points	14
Figure 9 - Highlight of IATA response with 5 transit points	15
Figure 10 - Detailed IATA response	16

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1	08/02/2013	Christian Porzio	Initial version
2	09/13/2013	Christian Porzio	Added Travel Requirements screens

1 Main Document Information mask changes

1.1 Current Document Information – APIS v4.3.3.1

The screenshot displays the 'Main Document Information' mask from APIS v4.3.3.1. It is organized into three main sections: 'Document Information', 'Country of Residence', and 'Personal Contact'.

- Document Information:** This section contains fields for Last Name, First Name, Middle Name, Date of Birth, Type, Expiration Date, Issuing Country, and Nationality. Each field is represented by a white input box with a black border. A 'Clear' button is located at the top right of this section.
- Country of Residence:** This section contains a single field for 'Country of Residence' in a white input box with a black border. A 'Clear' button is located at the top right of this section.
- Personal Contact:** This section contains fields for Name, Phone, and Country. The 'Name' and 'Phone' fields are in white input boxes with black borders. The 'Country' field is in a white input box with a black border and includes a dropdown arrow icon. A 'Clear' button is located at the top right of this section.

At the bottom left of the mask, there is a 'Refused to Provide' checkbox and a 'Retain for Next Passenger' checkbox. The 'Retain for Next Passenger' checkbox is checked, indicated by a black 'X' character.

Figure 1 - Current Main Document mask (APIS v4.3.3.1)

1.2 Fields to add on the Main Document mask

Requirements R2 and R3 as described in PSSD drive the addition of the following elements on the masks:

1. Country of birth
2. Document issue date
3. Purpose of stay
4. Returned date if return is not ticketed in the PNR.

The mask will be changed accordingly but the amount of retraining must remain minimal.

1.2.1 Country of birth

This field is optional.

It is defaulted to the Nationality when passport is swiped or may be left blank if the agent enters the document information manually (e.g. the OCR device would not be functioning)

Even if the country of birth is actually different from the country, the agent does not have to correct the value. Only in very rare instances, the country of birth may impact positively the IATA response as far as the transit or final destination visas are concerned.

For instance, when the agent receives a negative response from IATA stating that visa are required, the passenger could tell the agent that he does not need visa because he was born in that country. The agent would check that indeed the passport (or any other official document presented by the passenger) shows a country of birth different from the nationality and then update this field and resend documentation validation request.

The same list of countries as the one available in the Nationality field will be listed in this field.

APIS will not make any value assumption to control the value selected by the agent once this one has been changed manually.

1.2.2 Document issue date

This field is optional and may be left blank.

This field will not be populated by the OCR because that information is not present in the MRZ data.

Similarly as the country of birth, only in very rare instances, that field may impact positively the IATA response.

Therefore in most of the time, the agent will leave that field empty and only upon the passenger request or directed by the IATA response, the agent would populate manually the document issue date (after manual verification of that same document).

A proper date format will be enforced and APIS will only ensure that the issue date of the document cannot be after the expiration date.

1.2.3 Purpose of stay

This field is mandatory.

When the document is swiped the default values are defined as follow:

- “**vacation**” for document type: P – Passport and T – Refugee
- “**duty**” for document type: M – Military
- “**business**” for document type: F - Facilitation

If the agent populates that mask manually, the value is defaulted to “**vacation**”

The agent can always change manually this value to one of the two other possible entries, and APIS will not make any assumption to control the value selected.

1.2.4 Returned date

This field is optional and may be left blank.

The agent may have to enter manually a return date only if the passenger returns on a non-American Airlines flight.

The probable sequence of events would be:

1. Agent does not enter any return date in this field
2. A document validation request is issued
3. The system does not find return ticket in the PNR and therefore set the duration of stay to 366 days
4. IATA Timatic returns a negative response stating that for such a duration a visa is required
5. The agent would ask the visa to the passenger
6. The passenger would tell that no visa are required because he has a return ticket on another flight
7. The agent check the ticket and use the return date shown on it to populate that field
8. Another documentation validation request is issued
9. Now IATA Timatic returns a YES because the duration is much shorter.

A proper date format will be enforced but APIS will not make any assumption to locally check the value entered.

1.3 Proposed modified Main Document mask

1.3.1 As seen by the agent

The screenshot shows the APIS Mask Version 5.0 interface. At the top left is the American Airlines logo. The main title "APIS Mask" and "Version 5.0" are centered above the form fields.

Passenger List: F1. Shows entries for 1. SMITH, JOHN, 2. OGECHI, JOSEP, and 3. OMWEBU, PRISC.

Document Information: This section contains several input fields with placeholder text and dropdown menus. It includes fields for Last Name (SMITH), First Name (JOHN), Middle Name, Date of Birth (15MAR85), Type (P - Passport), Expiration Date (15DEC15), Issuing Country (USA), Nationality (USA), and Country of Birth.

Gender: M (radio button)

Number: 123456789

Issue Date: (Only when request)

Country of Residence: (dropdown menu)

Purpose of Stay: (dropdown menu)

Personal Contact: Fields for Name, Phone, and Country. A "Refused to Provide" checkbox and a "Retain for Next Passenger" checkbox (with an X) are also present.

Returning flight: Fields for Return Date and a note "(only if return flight is not ticketed)".

Remarks: A large text area for notes.

Optional Fields: F2 Document Info, F3 Alien Resident Card, F4 US Visitor Address, F6 Document Info, F7 Alien Resident Card, F8 US Visitor Address, F10 Travel Requirements, F11 Web TIMATIC, and E12 DOCS OK.

Figure 2 - New Main Document mask as seen by the agent

1.3.2 Mandatory vs. optional fields

In this modified mask, all mandatory fields are clearly shown by using black bold labels (e.g. Last Name, Date of Birth, ...).

The optional fields are shown with label using a smaller font size and a dark gray color:

- Middle Name
- Country of birth
- Issue Date
- Personal contact fields
- Return Date

The font size of the mandatory field is not changed in regards to the existing version.

1.3.3 Compacted Country of Residence

The current one is:

Country of Residence **Clear**

Country of Residence ▾

The proposed one would become:

Country of Residence **Clear**

Since in this category there is only one field, the label may be removed without affecting the usability of the mask.

In addition, this allows to use the real state on the right to insert the new Purpose of Stay field:

Purpose of Stay **Clear**

1.3.4 Compacted vertical distribution

In order to fit the new fields and titles, all the vertical distribution of the user interface fields has been slightly increased.

1.3.5 Location of the changes

Section	Original Field	New Position
Document Information	Last Name	Top Left
	First Name	Top Middle
	Middle Name	Top Middle
	Date of Birth	Top Left
	Type	Top Middle
	Expiration Date	Top Left
	Issuing Country	Top Left
	Nationality	Top Left
Country of Birth	Bottom Left	
Gender	Bottom Middle	
Number	Bottom Middle	
Issue Date	Bottom Middle	
(Only when request)		Bottom Middle
Optional document issue date		
Purpose of Stay		
Return Date		
Refused to Provide <input type="checkbox"/> Retain for Next Passenger <input checked="" type="checkbox"/>		
Only if return flight is not ticketed		
Returning flight		
Return Date		

2 Handling IATA response display

2.1 Process flow

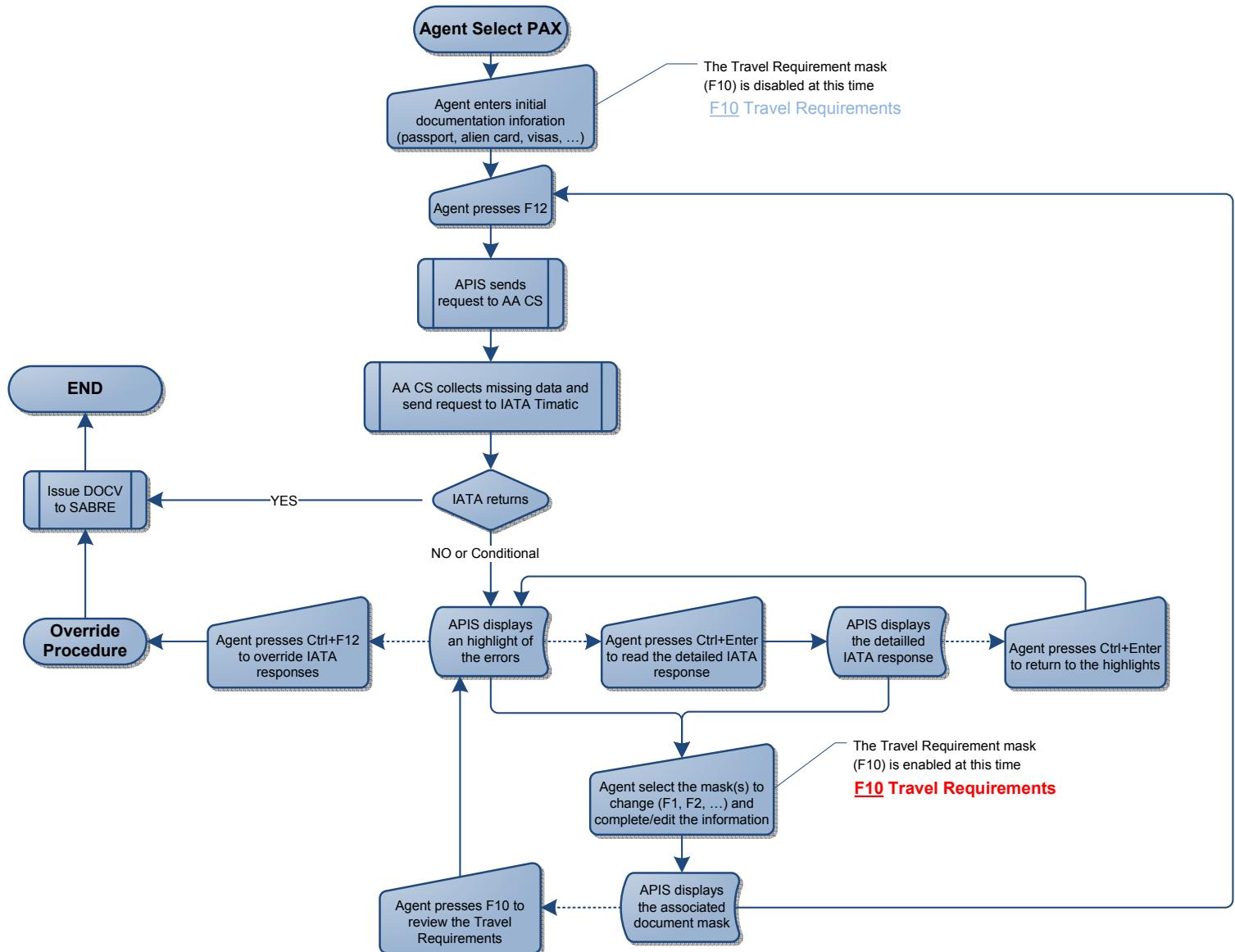


Figure 3 - Process flow associated to displaying IATA errors

2.2 APIS displays an highlight of the error

If IATA returns anything else than YES for each segment of the itinerary (up to 5), APIS displays as a result the highlight of the IATA response.

From there, the agent can toggle to the detailed response and highlight by pressing Ctrl+Enter.

Either from the highlight or detailed response, but only from one of these two screens, the agent can trigger the exception process by pressing the override button (or Ctrl+F12) – see further section for this process.

Once the agent has reviewed the errors, he/she can activate any other mask to edit/complete the information.

At any time, the agent can toggle back to the IATA response by pressing F10.

The 6 next figures show the different variations according the number of transit points.

2.2.1 No transit points

The screenshot shows the APIS Mask software interface. At the top, the AmericanAirlines logo is visible. The main title is "APIS Mask Version 5.0". A message bar at the top right says "Destination: USA" with a red "X" icon and the text "Visa required". On the left, there's a sidebar with several tabs: "F1 Passenger List" (highlighted in red, showing entries 1 SMITH, JOHN, 2 OGECHI, JOSEP, 3 OMWEBU, PRISC), "Passenger Data" (with sub-options F2 Document Info, F3 Alien Resident Card, F4 US Visitor Address), "Infant (no seat) Data" (with sub-options F6 Document Info, F7 Alien Resident Card, F8 US Visitor Address), "F10 Travel Requirements" (with sub-options F11 Web TIMATIC, F12 DOCS OK), and "Remarks". At the bottom right are buttons for "Details (Ctrl + Enter)" and "Ctrl+F12 override".

Figure 4 - Highlight of IATA response with no transit point

2.3 1 Transit point

The screenshot shows the APIS Mask Version 5.0 interface. At the top left is the American Airlines logo. The main title is "APIS Mask Version 5.0". A banner at the top center says "Destination: France". Below it, a note states: "The passenger is arriving on a domestic or common border area flight and no immigration regulations apply for this segment. See entry requirements for first point of entry into the country/common border area." On the left, a "F1 Passenger List" panel shows three passengers: 1 SMITH, JOHN; 2 OGECHE, JOSEP; and 3 OMWEBU, PRISC. Below this is a "Passenger Data" panel with links to "F2 Document Info", "F3 Alien Resident Card", and "F4 US Visitor Address". Further down is an "Infant (no seat) Data" panel with links to "F6 Document Info", "F7 Alien Resident Card", and "F8 US Visitor Address". To the right of these panels is a large central area. At the top of this area, a yellow warning icon and the text "Transit 1: Switzerland" are displayed. Below this, a note says: "Visa required. Visa Exemptions: A max. stay of 3 months in a 6 month period for holders of a valid 'D' visa issued by another Schengen Member State." At the bottom of the central area are three buttons: "E12 DOCS OK", "Details (Ctrl + Enter)", and "Ctrl+F12 override". A blue arrow points from the "Remarks" section at the bottom left towards the "Transit 1" note.

Figure 5 - Highlight of IATA response with 1 transit point

2.4 2 Transit points

From 2 to 5 transit points, the area containing the error associated to each segment is reduced in height in order to fit all the transit points.

The screenshot shows the APIS Mask Version 5.0 software interface. At the top left is the AmericanAirlines logo. The main window displays travel documentation for three passengers:

- E1 Passenger List:** Lists passengers 1 SMITH, JOHN, 2 OCECHI, JOSEP, and 3 OMWEBU, PRISC.
- APIS Mask Version 5.0:** The title bar at the top right.
- Destination: Brazil:** A section with a red X icon indicating a required visa.
- Transit 1: France:** A section with a yellow warning icon indicating a visa requirement. It specifies a max. stay of 3 months in a 6 month period for holders of a valid 'D' visa issued by another Schengen Member State.
- Transit 2: Switzerland:** A section indicating no immigration regulations apply for this segment.
- Passenger Data:** Includes links to Document Info, Alien Resident Card, and US Visitor Address.
- Infant (no seat) Data:** Includes links to Document Info, Alien Resident Card, and US Visitor Address.
- Travel Requirements:** Includes links to Web TIMATIC and DOCS OK.
- Remarks:** A section at the bottom right.

At the bottom of the interface are buttons for "Details (Ctrl + Enter)" and "Ctrl+F12 override".

Figure 6 - Highlight of IATA response with 2 transit points

2.5 3 Transit points

The screenshot shows the APIS Mask Version 5.0 interface. At the top left is the American Airlines logo. The main title is "APIS Mask Version 5.0". On the left, there's a sidebar with sections for "F1 Passenger List" containing names 1 SMITH, JOHN, 2 OCECHI, JOSEP, 3 OMWEBU, PRISC; "Passenger Data" with links to F2 Document Info, F3 Alien Resident Card, and F4 US Visitor Address; "Infant (no seat) Data" with links to F6 Document Info, F7 Alien Resident Card, and F8 US Visitor Address; "F10 Travel Requirements" with a link to F11 Web TIMATIC; and a "Remarks" section with a right-pointing arrow. The main area has three expandable sections: "Destination: Brazil" (marked with a red X icon) stating "Visa required"; "Transit 1: France" (marked with a yellow warning icon) stating "Visa required. Visa Exemptions: A max. stay of 3 months in a 6 month period for holders of a valid 'D' visa issued by another Schengen Member State ."; and "Transit 2: Switzerland" (marked with a blue info icon) stating "The passenger is arriving on a domestic or common border area flight and no immigration regulations apply for this segment. See entry requirements for first point of entry into the country/common border area.". At the bottom are buttons for "F12 DOCS OK", "Details (Ctrl + Enter)", and "Ctrl+F12 override".

Figure 7 - Highlight of IATA response with 3 transit points

2.6 4 Transit points

The screenshot shows the APIS Mask Version 5.0 interface. At the top left is the American Airlines logo. The main title is "APIS Mask Version 5.0". On the left, there's a sidebar with sections for "F1 Passenger List" containing names like "1 SMITH, JOHN", "2 OGECHI, JOSEP", and "3 OMWEBU, PRISC"; "Passenger Data" with "E2 Document Info", "E3 Alien Resident Card", and "E4 US Visitor Address"; "Infant (no seat) Data" with "F6 Document Info", "F7 Alien Resident Card", and "F8 US Visitor Address"; "F10 Travel Requirements" with "F11 Web TIMATIC"; and "F12 DOCS OK". On the right, the main area displays travel requirements for each segment:

- Destination: Brazil**: Visa required.
- Transit 1: France**: Visa required. Visa Exemptions: A max. stay of 3 months in a 6 month period for holders of a valid 'D' visa issued by another Schengen Member State.
- Transit 2: Switzerland**: The passenger is arriving on a domestic or common border area flight and no immigration regulations apply for this segment. See entry requirements for first point of entry into the country/common border area.
- Transit 3: India**: (highlighted with a green checkmark)
- Transit 4: USA**: Visa required.

At the bottom right are buttons for "Details (Ctrl + Enter)" and "Ctrl+F12 override". A blue arrow points to the right under the "Remarks" section.

Figure 8 - Highlight of IATA response with 4 transit points

2.7 5 Transit points

The screenshot shows the APIS Mask Version 5.0 interface. On the left, there's a sidebar with sections for Passenger List, Passenger Data, Infant (no seat) Data, Travel Requirements, and Web TIMATIC. The main area displays five transit points:

- Destination: Brazil** (X icon): Visa required.
- Transit 1: France** (Yellow warning icon): Visa required. Visa Exemptions: A max. stay of 3 months in a 6 month period for holders of a valid 'D' visa issued by another Schengen Member State.
- Transit 2: Switzerland**: The passenger is arriving on a domestic or common border area flight and no immigration regulations apply for this segment. See entry requirements for first point of entry into the country/common border area.
- Transit 3: Japan** (Green checkmark icon):
- Transit 4: India** (Green checkmark icon):
- Transit 5: USA** (X icon): Visa required.

At the bottom, there are buttons for F12 DOCS OK, Details (Ctrl + Enter), and Ctrl+F12 override. A blue arrow points from the sidebar to the Remarks section.

Figure 9 - Highlight of IATA response with 5 transit points

IATA does not accept itinerary with more than 5 transit points

2.8 APIS displays detailed response from IATA

The text is displayed with no formatting and as received by IATA.

The screenshot shows the APIS Mask software interface, version 5.0, running on a Windows system. The interface has a dark blue header bar with the American Airlines logo and the title "APIS Mask Version 5.0". Below the header is a large white panel containing travel documentation details. On the left side, there is a vertical sidebar with several menu items: "F1 Passenger List", "F2 Document Info", "F3 Alien Resident Card", "F4 US Visitor Address", "F5 Passenger Data", "F6 Document Info", "F7 Alien Resident Card", "F8 US Visitor Address", "F9 Travel Requirements", "F10 Web TIMATIC", and "F11 DOCS OK". A red button labeled "F12 DOCS OK" is also visible. The main panel is titled "Details" and contains the following text:

===== Destination Brunei Darussalam =====
Visa required.
Additional Information:
Visitors are required to hold proof of sufficient funds to cover their stay and documents required for their next destination.
===== Transit France =====
Visa
Visa required.
Visa Exemptions:
A max stay of 3 months in a 6 month period for holders of a valid 'D' visa issued by another Schengen Member State.
Additional Information:
Schengen visa is also valid for French Guiana, French West Indies and Reunion, provided endorsed 'Also valid for French territories being in observation of the respective French territories'.
Visitors are required to hold proof of sufficient funds to cover their stay and documents required for their next destination.

At the bottom right of the main panel is a button labeled "Highlights (Ctrl + Enter)".

Figure 10 - Detailed IATA response