



TRAVELDOC REDAPP USER GUIDE

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This document may contain information of a commercially sensitive nature.

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TRAVELDOC OVERVIEW

TravelDoc is a leading automated document check (ADC) solution from ICTS Europe Systems.

TravelDoc allows users to quickly and easily check passenger visa requirements for all destinations worldwide. Using a sophisticated and advanced database, TravelDoc returns clear and easy to understand responses to even the most complex of queries.

The TravelDoc RedApp allows Sabre users to quickly check passengers' itinerary by automatically loading a PNR and submitting it to the TravelDoc service.

In addition, TravelDoc RedApp users also have access to the TravelDoc Library, an online reference tool that allows users to search, filter and browse the immigration, customs and health requirements for all countries world-wide.

If you have any queries about the TravelDoc RedApp, please contact support@ictseuropesystems.com

HOW TO USE THE TRAVELDOC REDAPP

The TravelDoc RedApp is quick and easy to use requiring only a few mouse clicks to perform a TravelDoc check.

STEP 1 – OPEN THE TRAVELDOC REDAPP

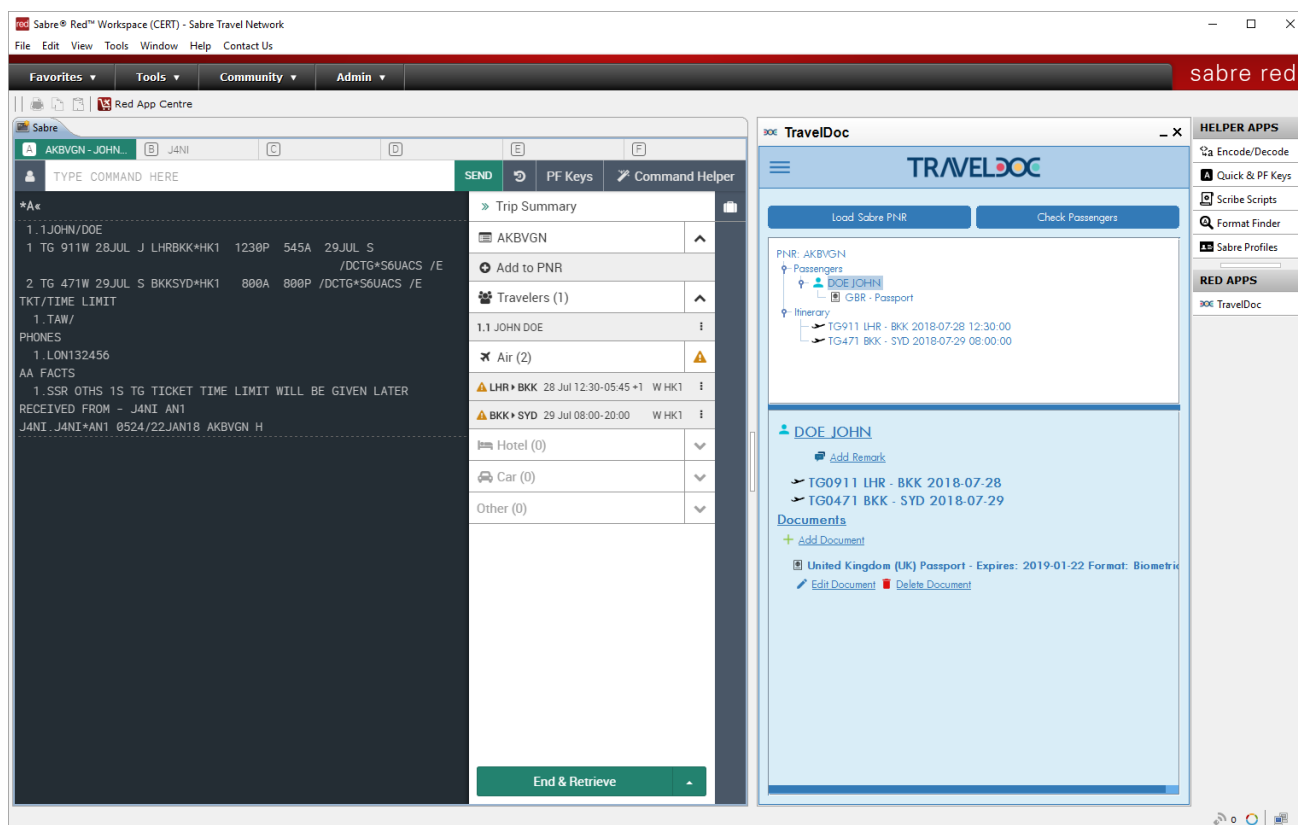
From the side bar in the Sabre Red Workspace, select the TravelDoc RedApp.

STEP 2 – LOAD A PNR IN SABRE

In the Sabre Red Workspace, load a passenger's PNR.

STEP 3 – LOAD PNR FROM SABRE INTO TRAVELDOC

In the TravelDoc RedApp, click on the "Load Sabre PNR" button.

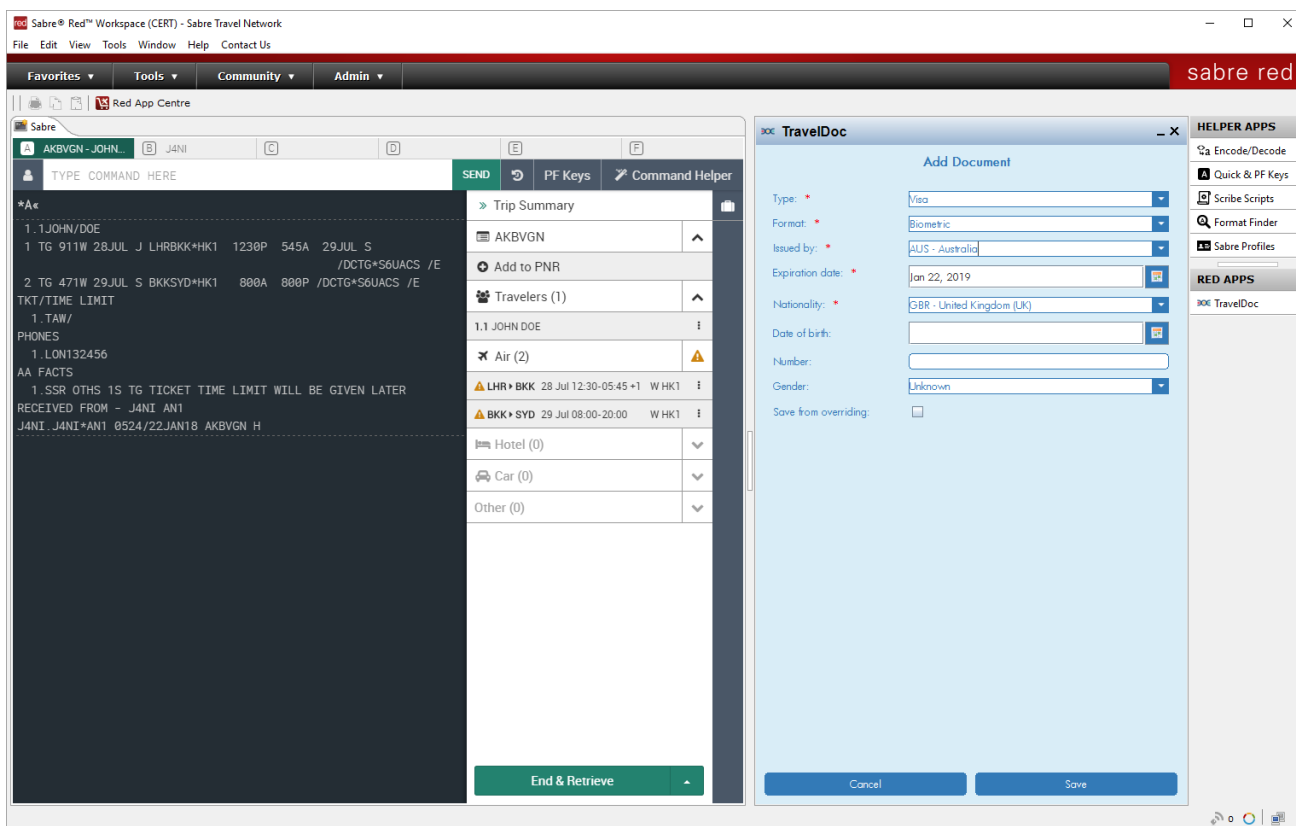


The information from the passengers PNR will now be displayed in the TravelDoc RedApp.

STEP 4 (OPTIONAL) – ADD PASSENGER DOCUMENTS

If a passenger's PNR does not contain document information (passport details etc.) then these will need to be added manually before a TravelDoc check can be performed.

To add a document either right click on the passenger name and choose Add Document from the dropdown or click on the Add Document link at the bottom of the panel.



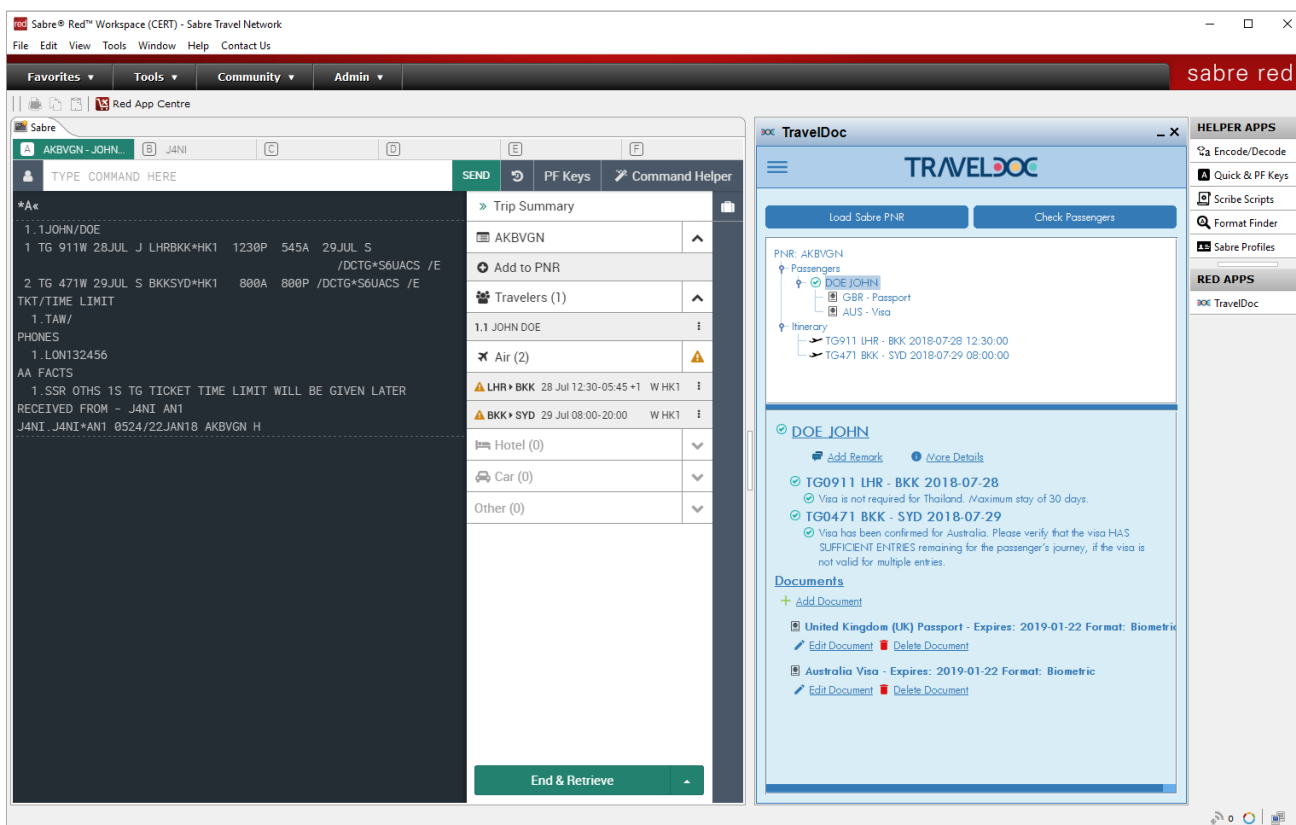
Enter the document details in the fields listed. Only the fields marked with a red asterisk are required to be completed.

The other fields, if completed, will provide a more precise TravelDoc response.

The option "Save from overriding" will prevent the document from being removed if the PNR is re-loaded in the TravelDoc RedApp (please note this does not add the document to the PNR).

STEP 5 – PERFORM TRAVELDOC CHECK

In the TravelDoc RedApp click on the “Check Passengers” button to perform a TravelDoc check.



The results of the TravelDoc check are displayed in the bottom panel of the TravelDoc RedApp.

TravelDoc results are colour coded to allow users to quickly determine if there are any problems with the passenger’s itinerary check. TravelDoc results are coloured Green, Amber or Red.

TravelDoc Result Colour	Description
Green	The passenger is OK to board. The passenger holds the correct documentation for their intended journey and no further action is required.
Amber	The passenger's boarding status is conditional. Manual verification of the passenger is required to determine if they are eligible to board.
Red	The passenger is not OK to board. The passenger needs additional documentation (for example, visa) for their intended journey.

A more detailed view of the TravelDoc response can be seen by clicking on the “More Details” link. This will open a full-page view of the TravelDoc response.

Sabre® Red™ Workspace (CERT) - Sabre Travel Network

File Edit View Tools Window Help Contact Us

Favorites Tools Community Admin **sabre red**

Back Forward Stop Refresh Home Red App Centre

Sabre More Details

DOE JOHN Back

You're ready to go

✈ London Heathrow Airport (LHR) - Bangkok Suvarnabhumi International Airport (BKK) - (Connecting Flight) 28 Jul 2018

- Visa is not required for transit through Thailand.

Additional travel rules

Health

Customs

Other resources

✈ Bangkok Suvarnabhumi International Airport (BKK) - Sydney (NS) Kingsford Smith Airport (SYD) 29 Jul 2018

- Visa has been confirmed for Australia.

Additional travel rules

Health

Customs

Other resources

TravelDoc

Load Sabre PNR Check Passengers

PNR: AKBVGN

Passengers

- DOE JOHN
 - GBR - Passport
 - AUS - Visa

Itinerary

- TG911 LHR - BKK 2018-07-28 12:30:00
- TG471 BKK - SYD 2018-07-29 08:00:00

DOE JOHN

[Add Remark](#) [More Details](#)

- TG0911 LHR - BKK 2018-07-28
 - Visa is not required for Thailand. /Maximum stay of 30 days.
- TG0471 BKK - SYD 2018-07-29
 - Visa has been confirmed for Australia. Please verify that the visa HAS SUFFICIENT ENTRIES remaining for the passenger's journey, if the visa is not valid for multiple entries.

Documents

[Add Document](#)

- United Kingdom (UK) Passport** - Expires: 2019-01-22 Format: Biometric
 - [Edit Document](#) [Delete Document](#)
- Australia Visa** - Expires: 2019-01-22 Format: Biometric
 - [Edit Document](#) [Delete Document](#)

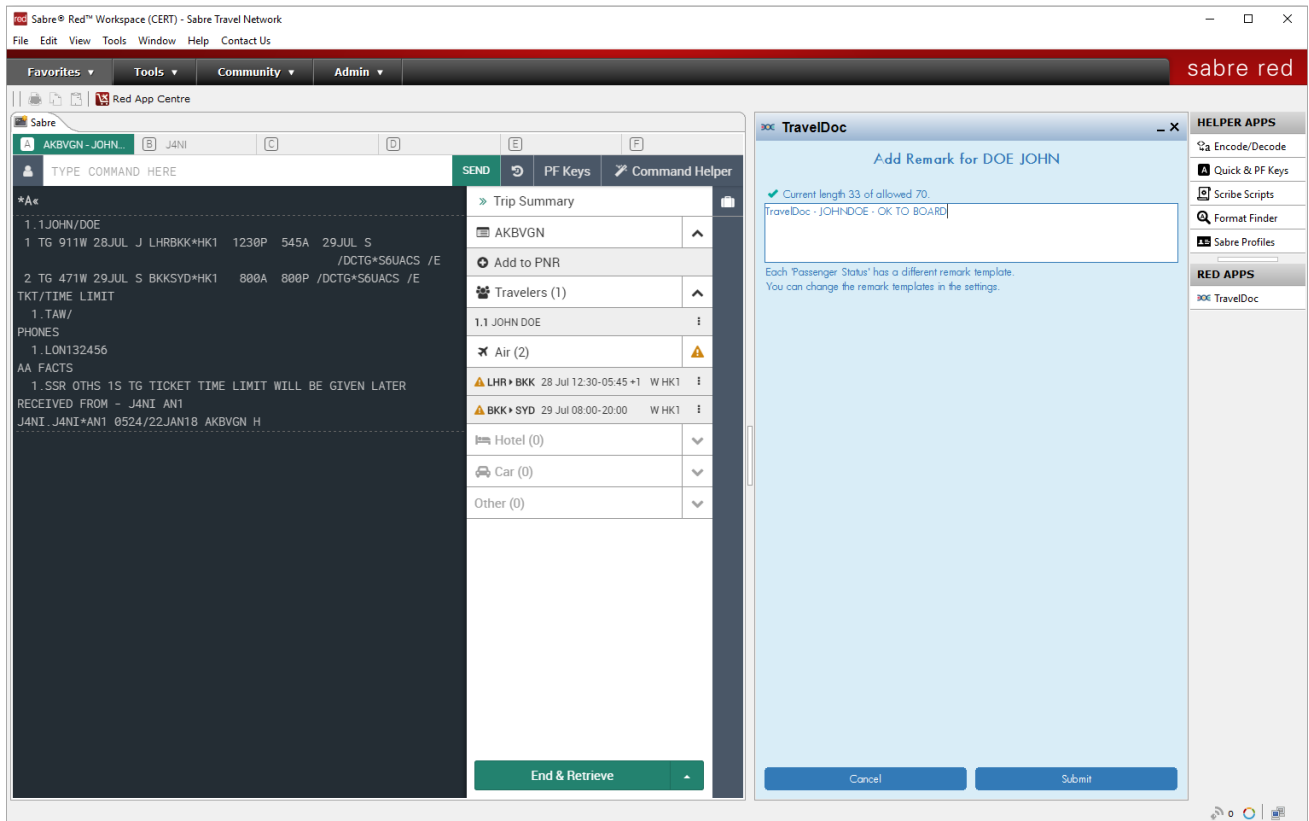
RED APPS

TravelDoc

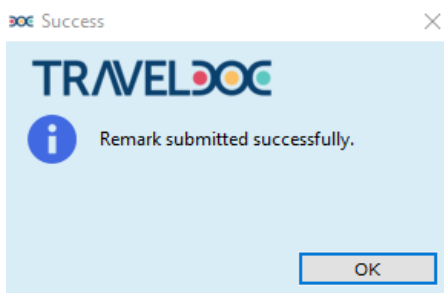
STEP 6 (OPTIONAL) – ADD REMARKS

Remarks can be added to a passenger's PNR commenting on the traveller's status or otherwise.

To add a remark click on the "Add Remark" button below the passenger's name. The default remark will be "TravelDoc - [Passenger's name] - [Passenger's status]", but any additional edits or comments can be added before submitting a remark.



Click on the "Submit" button to add it to the PNR, and a pop-up will confirm it has been submitted.



HOW TO USE THE TRAVELDOC LIBRARY

The TravelDoc library is an online resource that allows TravelDoc users to browse the immigration, health and customs requirements of countries worldwide.

STEP 1 – OPEN TRAVELDOC SABRE REDAPP

From the side bar in the Sabre Red Workspace, select the TravelDoc RedApp.

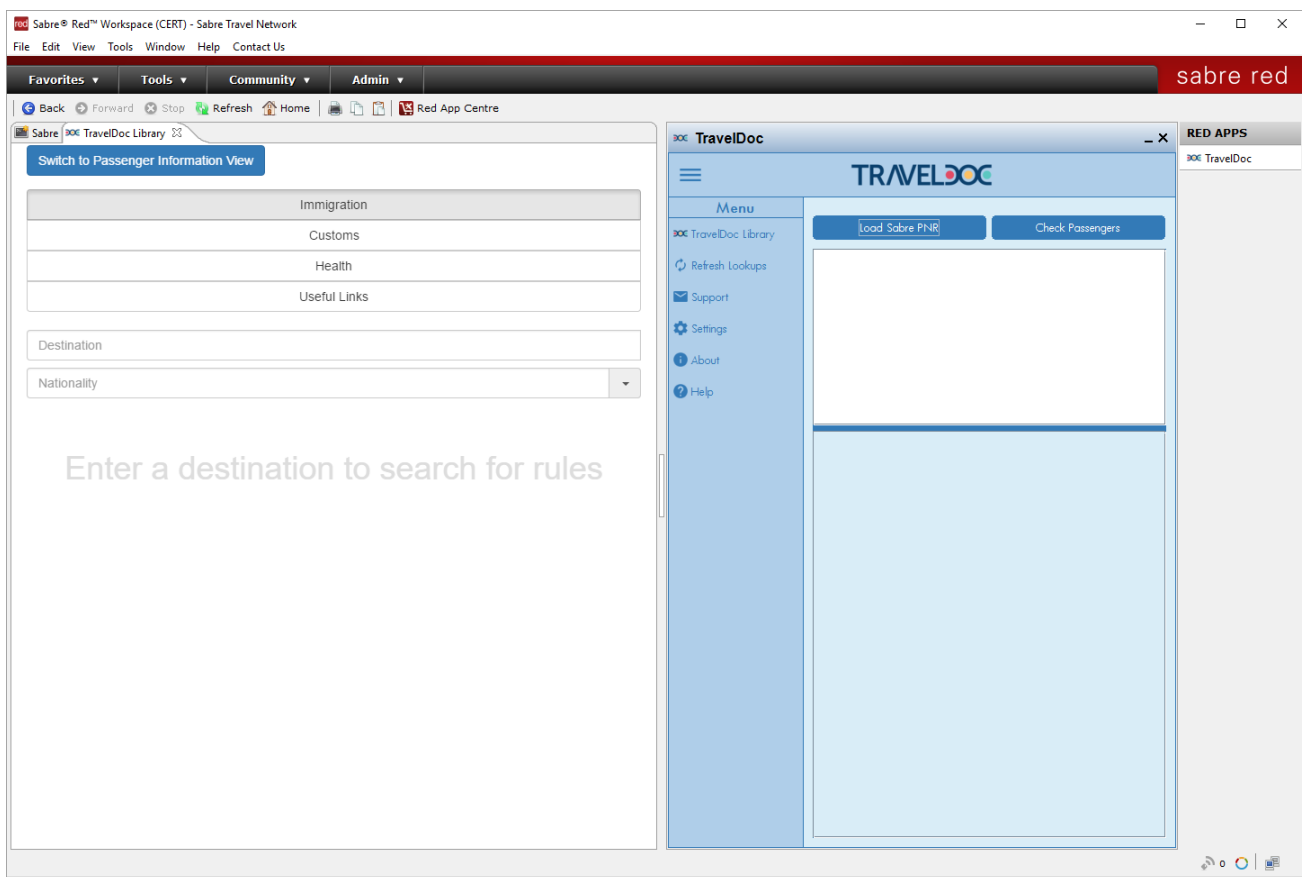
STEP 2 – OPEN TRAVELDOC LIBRARY

From the TravelDoc RedApp, click on the menu icon ☰ at the top left of the app window.

Select “TravelDoc Library” from the menu item

STEP 3 – SEARCH TRAVELDOC LIBRARY

In the TravelDoc Library window that opens, enter your search parameters to review the immigration, health and customs requirements.



You can further sort and filter your search by using the options displayed on screen.

TRAVELDOC REDAPP SETTINGS

DEFAULT DOCUMENT SETTINGS IN TRAVELDOC REDAPP

To make adding a document or a remark to a passenger easier, some default values can be applied. These values can be changed in the Settings section.

STEP 1 – OPEN TRAVELDOC SABRE REDAPP

From the side bar in the Sabre Red Workspace, select the TravelDoc RedApp.

STEP 2 – OPEN SETTINGS

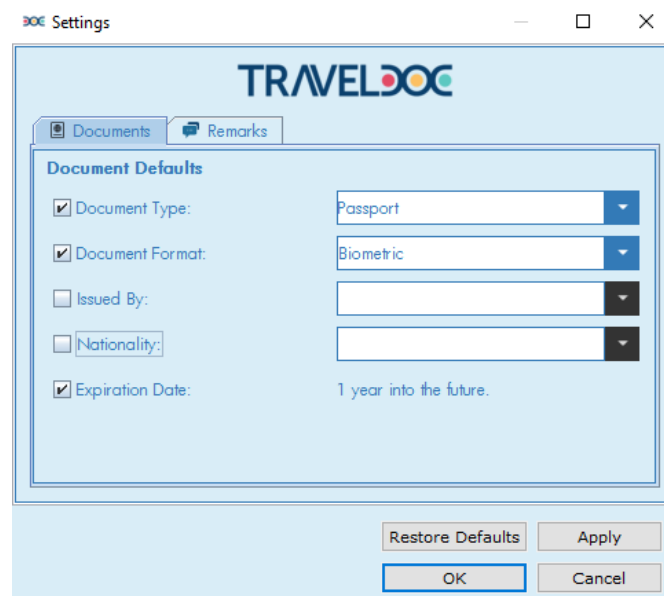
From the TravelDoc RedApp, click on the menu icon ☰ at the top left of the app window.

Click on the "Settings" button

STEP 3 – SET DEFAULT VALUES

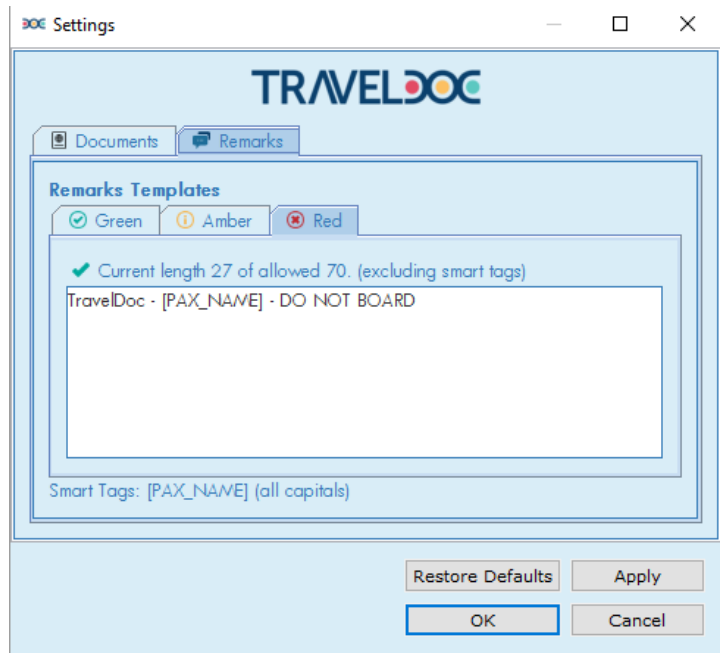
Choose the default values you wish to set.

For Documents, only the settings selected with the tick box will be applied.



Click "Apply" or "OK" to save the changes made.

For Remarks, the default text for Green, Amber and Red status passengers can be changed. The Smart Tag [PAX_NAME] automatically fills in the passenger's name, and does not take up the character limit.



DEFAULT DOCUMENT SETTINGS IN THE SABRE RED WORKSPACE

You can also access the TravelDoc RedApp settings in the Sabre Red Workspace.

STEP 1 – OPEN TOOLS

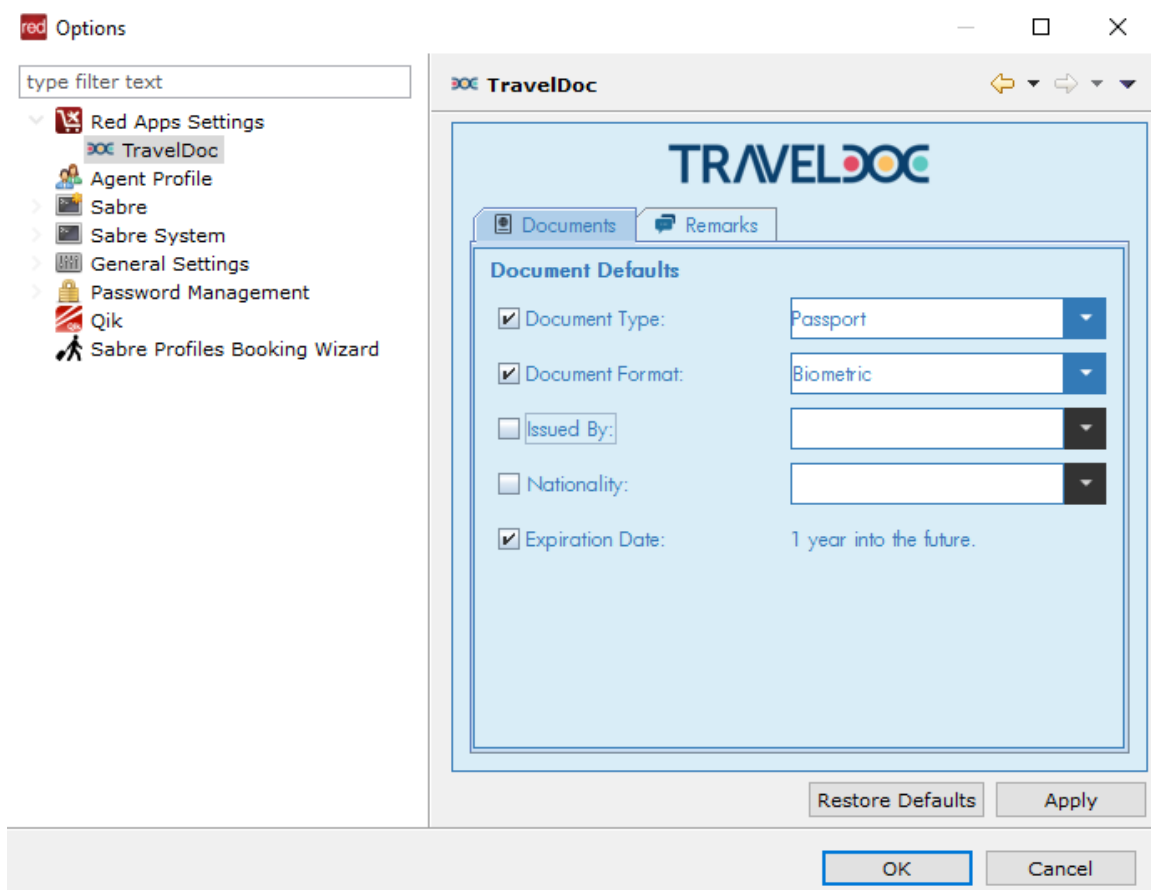
In the Sabre Red Workspace, select “Tools” from the top most menu of the workspace.

STEP 2 – SELECT OPTIONS

From the menu selection choose “Options”.

STEP 3 – OPEN REDAPP SETTINGS

From the menu on the left side of the screen, click on Red Apps Settings > TravelDoc



CONTACTING SUPPORT

You can also contact the TravelDoc rules team for comments, questions or other queries related to the rules in TravelDoc. For technical support, please email support@traveldoc.aero.

STEP 1 – OPEN TOOLS

From the TravelDoc RedApp, click on the menu icon ☰ at the top left of the app window.

STEP 2 – SELECT OPTIONS

Then click the "Support" button to open a form where you can contact the TravelDoc Rules Team.



The screenshot shows a mobile application window titled "TravelDoc" with a close button in the top right corner. The main heading is "Contact the TravelDoc Rules Team". Below the heading, there is a message: "We'd love to hear from you. Use the form below to send any questions or comments to the TravelDoc Rules team." The form includes a "From:" field with the text "HarryOwen - Harry.owen@icts.co.uk" and a "Message:" label next to a large, empty text input area. At the bottom of the form, there are two buttons: "Cancel" and "Send". Below the form, there is a footer message: "We make every effort to answer all questions within one working day. For technical support, please send an email to: support@traveldoc.aero".

STEP 3 – SEND

After you have written your message, press the "Send" button and you should receive a confirmation popup that your message was successfully sent.