



LFI: Learning From Recent Incidents

Dear All

I would like to share 2 incidents and the correct handling with you.

1. Pegasus – INAD

A Serbian citizen was accepted to Qatar with a German residence permit. The system's timatic response was not read carefully, but only a part of it where it was mentioning the Schengen residence permit.

Travel Document Check Result

-Turkiye(SAW) - Qatar(DOH) --> NO

Visa Requirements

Passengers must have a valid visa issued by Qatar.
Passengers with a Hayya Entry Permit (A1) (A2) (A3) or (A4) and a return/onward ticket. The permit contains a QR code for verification of the passenger and must be scanned before boarding.
Specific requirements apply:

- Hayya Entry Permit (A2) for Gulf Cooperation Council (GCC) residents: they must have a residence permit issued by a GCC country for at least 3 months and their profession must match the one stated on the permit;
- Hayya Entry Permit (A1) for Non-GCC Citizens: they must have a residence permit or visa issued by Australia, Canada, New Zealand, USA, United Kingdom, or a Schengen Member State;
- Hayya Entry Permit (A3) for GCC Citizen or Resident: they must have a residence permit issued by a GCC country for at least 3 months and they must be accompanied by the sponsor or his/her first or second degree family member.

Passengers can obtain an e-visa before departure at <https://hayya.qa/> . They must have a printed e-visa confirmation.

OK

Correct procedure: Timatic needs to be read from the first word until the last completely and carefully, not only highlighted parts. In case it is unclear, Pegasus visa team needs to be asked for help.



2. HiSky – 2 Passengers with same name received same boarding pass

One of them was travelling alone, while the other one was part of a family and travelling together with his wife and child.

First the passenger who was travelling alone arrived at the counter. To find him the passport was swiped, but the DCS displayed the booking of the family – all of them online checked in. Using this booking the boarding pass was reprinted for the man, and the other two were offloaded.

Correct: Seeing that it is a booking for a family, but the passenger was on his own, it should have been investigated further requesting a booking confirmation from the passenger to ensure the booking belongs to him. Furthermore, the API was not recorded in DCS – boarding pass was just reprinted. Passports always need to be swiped, and API needs to be registered in DCS on non-Schengen Flights. And lastly, before offloading passengers, make sure that those passengers are really not travelling.

Some time later the family arrived at the counter. At that point the wife and the child were already offloaded. Without checking if any of the passengers are already checked in, the “Check-In” button was clicked, and the DCS checked in the 2 unchecked passengers in the booking and issued the boarding passes. Then assuming that the printer had some issues, the boarding pass for the man was reprinted.

Correct: No assumptions! Please carefully check the booking that is displayed by the DCS before you start working with it.

At the gate the family arrived first and boarded the flight without any issues. The passenger with the same name holding the same boarding pass arrived at the end. When he arrived and scanned the boarding pass the DCS gave an error message. Then his boarding pass was scanned again, and the “already boarded” error message was shown.

It was assumed that the first scan worked, and the error message was not investigated.

Correct: If the scanner beeps red, stop the boarding, ask the passenger to go to the COOR, who can properly investigate the case!

Thank you for your cooperation!

Norbert