



STANDARD OPERATING PROCEDURE_PAX003

Travel Documents Verification

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Wording revised
V1/R1	11.03.2024	Reference	Reference added
V2	29.10.2025	Full SOP	Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added

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Version: V2

PURPOSE

This SOP defines the process for verifying passengers' travel documents prior to check-in and boarding. It ensures that identity, nationality, visa, and health documentation meet the entry, transit, and return requirements of the destination and transit states, in line with company and regulatory procedures.

OBJECTIVE

- Ensure all passengers present valid travel documents in compliance with immigration and airline requirements.
- Prevent inadmissible passengers (INAD) and reduce penalties or operational disruptions due to documentation errors.
- Ensure accurate verification of identity, visa, residence permits, and health certificates where applicable.
- Guarantee consistent handling of irregularities and immediate escalation to supervisors when required.

APPLICATION

Passenger Services Department:
Customer Service Agents, Customer Service Supervisors

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System

API – Advanced Passenger Information

INAD – Inadmissible Passenger

SSR – Special Service Request

**PROCEDURE STEPS**

Travel Document Verification Prior to Check-in or Boarding

Personnel shall perform the following actions before accepting a passenger for travel:

Step	Action
1.	Confirm ticket validity and verify destination and transit points with the passenger, including the presence of a valid return ticket where required.
2.	Verify the passenger's identity by comparing the travel document details (citizenship, date of birth, expiry date, name, and photograph) with the booking information. Ensure all passengers hold a valid travel document.
3.	Verify visa and/or residence permit for all applicable transit and destination states.
4.	Review visa and entry conditions, restrictions, or limitations using official sources (e.g., TIMATIC or equivalent).
5.	Review health documentation (e.g., vaccination or health declaration) as required for entry or transit.
6.	Collect or verify Advance Passenger Information (API) data in accordance with airline or regulatory requirements.
7.	Identify and report irregularities, including: <ul style="list-style-type: none">○ Expired, forged, or altered documents○ Misused or borrowed documents○ Missing visas or invalid travel permissions○ Passengers without documentation
8.	If irregularities are detected, notify the Customer Service Supervisor immediately to: <ul style="list-style-type: none">○ Contact the relevant authorities for verification assistance, or○ Deny passenger check-in or boarding if documentation is insufficient or invalid (refer to GOM 1.4.9.1 – Inadmissible Persons).
9.	Review the DCS record for special remarks and update the passenger profile as necessary.

SAFETY NOTES

- Check-in or boarding must not proceed until all travel documents have been verified.
- Personnel must not give immigration advice to passengers; only factual entry requirements should be stated.
- Suspicious or falsified documents must be handled discreetly and reported to the Supervisor.
- Always use TIMATIC or the airline's designated database for verification.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM, Chapter 1.1.5.1 – Passenger Documents

DHS GOM, Chapter 1.1.5.2 – Verification

DHS GOM, Chapter 1.1.5.3 – Advanced Passenger Information (API)

DHS GOM, Chapter 1.4.9.1 – Inadmissible Persons (INAD)