

DHS NEWSPAPER



DEC WEEK 4

STATION: MUC

**NEW: WEEKLY NEWS TO
KEEP EVERYONE
UPDATED**

Communication between Agents:

A passenger was initially denied at check-in due to the absence of a valid visa for Kuwait; however, the denial was not documented in the system as the agent was under time pressure. The passenger then approached another check-in agent, presented an onward ticket on a different airline, and was accepted based on the assumption that he could remain in transit without entering Kuwait. Due to overbooking, time pressure, and limited communication between check-in and gate staff, the passenger was allowed to travel despite not meeting visa requirements.

- Please focus on the right communication between the team
- Also enter the correct codes into passengers bookings so INADS can be prevented

**SEE SOMETHING, SAY
SOMETHING**

Staff Member Report - MUC



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