



LOCAL OPERATING PROCEDURE_FRA_PC010

Travel Document Verification

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Prepared by: Sergo Eliava

Revised and approved by: Norbert Rakoczi

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PURPOSE

This Local Operating Procedure (LOP) standardises the travel document verification process to ensure consistent and traceable service delivery across all Pegasus Airlines flights at Frankfurt Airport (FRA).

It ensures that all Pegasus Airlines passengers are accepted for travel only after accurate verification of valid tickets, boarding cards, and required travel documents, in compliance with international regulations, state entry requirements, and airline policies, thereby preventing inadmissible passengers and regulatory violations.

OBJECTIVE

The objectives of this LOP are to:

- Ensure 100% verification of passenger identity and travel documents at bag drop and boarding, regardless of check-in method.
- Confirm compliance with destination, transit, and transfer requirements using TIMATIC and correct APIS data entry.
- Prevent carriage of improperly documented passengers, reducing fines, delays, and offloads.
- Establish a consistent process for document checks, visa verification, and escalation to the visa team when required.
- Enhance operational safety, security, and regulatory compliance through independent cross-checks and standardized procedures.

APPLICATION

Passenger Services Department:

Customer Service Agent

Supervisor/Lead Agent



GENERAL INFORMATION

Pegasus Airlines contracted passenger handling services staff should ensure, during the boarding process, that a passenger presents a valid boarding card or equivalent corresponding to the hold baggage that was checked in.

Passenger Services Handling Provider shall ensure that passengers are in possession of the valid and required travel documents prescribed by the states of transit/transfer point(s) and destination at the time of check-in and/or boarding at the point of embarkation. This control shall be performed at the embarkation point without any exceptions; regardless of the check-in method even if it is the online /mobile/kiosk check-in.

Every passenger regardless as to whether adult, child or infant, shall be in possession of a valid ticket and travel document for boarding a Pegasus Airlines flight.

Travel documents of the passengers who are checked in through web/mobile/kiosk shall be checked during boarding.

PROCEDURE STEPS

DOCUMENT VERIFICATION AT BAG DROP

Step	Action
1.	Request the travel document for each passenger.
2.	Check that the travel document is genuine, undamaged, and shows no signs of tampering.
3.	Confirm the document belongs to the passenger present by verifying the photograph, signature, and personal details.
4.	Swipe the travel document to retrieve the passenger record in the DCS (Crane). <ul style="list-style-type: none">• If swipe fails, retrieve the booking using the booking reference.• As a last option, search by surname. Note: Regardless of the retrieval method, always ensure the name and surname in the DCS exactly match the travel document and confirm the passenger's destination.
5.	Verify document validity dates ("valid from" / "valid until"). Where applicable, ensure passport validity meets destination requirements (e.g. minimum 6 months). Confirm requirements via TIMATIC.
6.	Check the nationality field. If the nationality differs from the issuing country, treat the document as a refugee or alien's passport and verify applicable entry requirements in TIMATIC. If TIMATIC provides an unclear response, ask Pegasus Visa Team for support.
7.	Once the passenger record is open, select Check-in Update and (re)swipe the travel document, regardless of prior online check-in. <ul style="list-style-type: none">• Ensure APIS data updates correctly.• Visually cross-check that APIS information exactly matches the presented document.



8.	<p>Confirm the Visa/Residency Document field is set to NO by default. If marked YES, change it to NO to ensure an accurate TIMATIC response.</p> <p>Note: Visa Yes or No denotes only the visa that a passenger needs for their destination.</p> <p>Having for example an EU residence permit, is not a reason to select Visa – Yes, when our passengers are leaving EU.</p>
9.	<p>Select Continue: If no prompt appears, the travel document alone is sufficient.</p>
10.	<p>If prompted to Enter Explanation, additional documentation is required. Select TIM Info and carefully review the requirements.</p>
11.	<p>Request and verify the required additional document (e.g. visa), ensuring it fully meets destination requirements and is valid for the flight.</p>
12.	<p>For visas, verify validity dates (valid from / valid until) and ensure the passport number and the passenger's first and last name on the visa exactly matches the passenger's first and last name in the passport.</p>
13.	<p>For Turkish e-Visas, check the Additional Requirements section and confirm the passenger meets all conditions (do they have a supporting document with them? Does it match exactly the details written on e-visa?).</p>
14.	<p>If any discrepancy is identified, immediately escalate to the Pegasus Visa Team. When asking Pegasus Visa Team for support, always communicate your question clearly and share all details / documents to make sure there is not possibility of misunderstanding.</p>
15.	<p>Once verified, change Visa/Residency Document to YES, select the type of visa that the passenger holds, and enter the appropriate explanation in DCS (e.g. "Visa checked" or "Visa team OK").</p>
16.	<p>For transit passengers (e.g. via SAW or AYT), if both flights are in the booking and final destination requirements are met, enter an explanation such as "Transit in SAW" if the DCS requests explanation for flight to SAW as well.</p>
17.	<p>If a visa is required for the final destination, record the visa check comment in the subsequent explanation window.</p>
18.	<p>It is important that the document is swiped again during this process. ✓ Click the "Continue" button to save the information. ✓ After updating the APIS details, the TIMATIC response will be refreshed accordingly. The check-in process should continue based on this updated TIMATIC result.</p>
19.	<p>Upon completion of document verification, print the boarding pass, even if the passenger has a mobile boarding pass.</p>
20.	<p>If a visa or additional document was checked, annotate the boarding pass with</p> <ol style="list-style-type: none"> 1. Consular visa checked/your 3 letter code 2. E-visa checked/your 3 letter code 3. Visa team OK/your 3 letter code 4. Visa team OK/consular visa checked/your 3 letter code 5. Visa team OK/e-visa checked/ your 3 letter code <p>Advise the passenger to use the printed boarding pass at the gate.</p>
21.	<p>Perform a final cross-check to ensure the printed boarding pass exactly matches the passenger's travel document.</p>

**DOCUMENT VERIFICATION AT GATE**

Step	Action
1.	During boarding, the boarding agent shall verify the travel document of each passenger to confirm identity, regardless of whether the passenger was previously processed at check-in or holds a printed boarding pass.
2.	The boarding agent shall ensure the passport/ID belongs to the passenger being boarded and is valid for the destination.
3.	Any passenger not presenting a printed boarding pass during boarding shall be referred to the gate coordinator and/or baggage coordinator for travel document verification. Exception: When arriving to the gate, access Only Online Check-in Outbound List , where you can display those passengers who have outbound connections and never showed up at the check-in counter, as they went directly to gate with online boarding passes. Call these passengers in advance before boarding starts and re-swipe their travel documents. If everyone from this list will be checked before boarding starts , it means that the rest of the passengers who will have online boarding passes will be flying only to Turkey. In this case, if passenger holds German or Turkish passport and have an online boarding pass, their travel document must not necessarily be re-swiped in the DCS, as long as they are the genuine owners of the documents. All other nationality travel documents must still be re-swiped in the DCS, even if they are flying only to Turkey.
4.	The gate coordinator and/or baggage coordinator shall locate the passenger in the checked/boarded list, select the passenger's name, and access Check-in Update .
5.	The travel document presented by the passenger shall be re-swiped for all flights in the booking to obtain an updated TIMATIC response.
6.	Once the Check-in Update is accessed, follow standard verification steps as at the check-in counter to determine whether the passenger can be accepted for the flight or not.

SAFETY / SECURITY NOTES

EVERY online checked-in passenger must be re-swiped in DCS.
(Exception: German or Turkish passports if ALL passengers from Only Online Check-in Outbound List have been checked before boarding start.)

Always pay attention to the nationality section of the passport. If the nationality is different than the country that has issued the passport, than it is a refugee or alien's passport and different entry requirements apply. Verify in DCS (TIMATIC).

When accepting families or groups, always check documents of each individual (including infants) carefully and vigilantly. Do not accept any baggage, until all documents are checked and verified.

REFERENCE

Pegasus GHM, 1.3 Travel Documents

Pegasus GHM, 1.3.2 Acceptable Travel Documents for International Flights