



READ AND SIGN

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LFI: Visa/Passport Verification and Operational Awareness

This Learning from Incident is issued to improve the consistency and accuracy of travel document verification during check-in and boarding processes and reinforce operational awareness. It aims to reduce the risk of accepting non-compliant travel documents.

REMEMBER:

“Last-minute visa cases” where passengers obtain travel visas shortly before departure, present an increased operational risk, due to increased likelihood of documentation errors or inconsistencies and/or higher probability of incomplete verification. These cases require enhanced attention due to time pressure and reduced opportunity for thorough checks.

OPERATIONAL REQUIREMENT:

1. Always follow the standard document verification process without deviation and/or shortcuts
2. Apply additional scrutiny in high-risk or time-sensitive cases
3. During processing visas/e-visas, carefully cross-check all passport details (including name, document number, “valid from” and “expiry date”)

PASSPORTS with E-VISA!



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| | | |
|--|---|--|
| Referans No Reference No | : | |
| Adı Name | : | |
| Soyadı Surname | : | |
| Doğum Yeri Place of Birth | : | Philippines |
| Doğum Tarihi Date of Birth | : | |
| Uyruk Adı Nationality | : | Filipinler Philippines |
| Seyahat Belgesi Travel Document | : | Umuma Mahsus Pasaport Ordinary Passport |
| Belge No Travel Document No | : | Must be match! |
| Belge Veriliş T. Travel Doc. Issue Date | : | Must be match! |
| Belge Geçerlilik T. Travel Doc. Expiry Date | : | Must be match! |
| Ek Vize Additional Visa | : | Vize / Schengen Visa / Schengen |
| Ek Vize Geç. T. Additional V. Expiry Date | : | 22 Eyl/Sep 2016 |

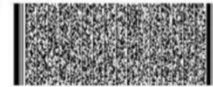
| | | |
|-----------------------------------|---|---------------------------|
| Giriş Sayısı Number of Entries | : | Tek Giriş Single Entry |
| Geçerlilik Tarihi Valid From | : | 07 Eyl/Sep 2016 |
| Geçerlilik Bitişi Valid Until | : | 05 Mar/Mar 2017 |
| İkamet Süresi Duration of Stay | : | 30 Gün / Days |

→ Red Marked Place; Important to check number of entries, validity and duration of stay. If the visa of entry is single type, you need to check the stamps inside the passport in case of the visa has been used before.

→ Green Marked Box; The information added as nationality on the e visa has to match with the Passport nationality Passenger is using.

→ Purple Marked Box; Passport type information entered in the e visa has to match with the Passport Passenger is using. If passenger selected the document type as an ordinary passport, it is obligatory to have an ordinary passport of the country added to the nationality part of the passenger.

→ If a supporting document is needed then the document type (visa/residence) and number has to match with the document the Passenger holds.



NO REFUGEE PASSPORT IS NOT VALID WITH AN E-VISA!!!



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↑ ↑ Turkish E-Visa Verification Reference Guide ↑ ↑

When checking a Turkish e-visa, for example, all information must exactly match the details in the passport and any supporting travel documents. Even a single letter or number difference is considered a discrepancy and must be escalated to the Visa Team. Please review the Turkish E-Visa Verification Reference Guide again to ensure you are fully familiar with the correct procedure for verifying Turkish e-visas.