



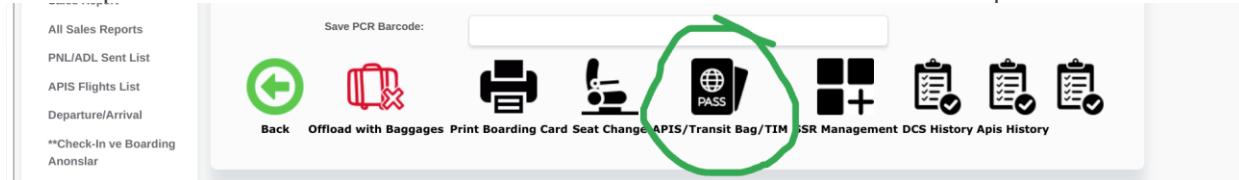
LFI: Collection of API and TIMATIC Response for Online Checked-in Customers on PC Flights

Dear all,

While doing online check-in customers can manipulate with travel document information intentionally or unintentionally: e.g. using one document for check-in but taking another for their journey; by mistake choosing a different country than the one that issued their travel document; etc. This means that TIMATIC response for online checked-in customers in the system is very unreliable and misleading and can result in having another INAD case. In our recent INAD case, for example, customer did online check-in with Croatian passport which generated positive response from TIMATIC, however arrived for their flight only with Croatian ID card, which is not acceptable to enter Turkey.

In order to avoid similar INAD cases it is very important to stick to the following:

1. When you swipe a passport or ID card system displays a customer. If they are already checked-in, next to the name you see the green circle meaning positive TIMATIC response based on the travel document and information provided by the customer themselves while doing online check-in.
2. As we cannot rely on this information, we need to double-check that the TIMATIC response will be still positive when you swipe the travel document that the customer is having on hand at the check-in desk.
3. In order to do so, you will need to click on the name of the customer, select APIS/Transit Bag/TIM option and swipe the actual travel document of the customer one more time and then press "continue".



4. By doing so, DCS will update the travel document information of the customer and will tell you whether they are allowed to travel with their actual document on hand or not.

Please make sure you always double-check TIMATIC response with the online checked-in customers and do not rely on previous experiences because travel document requirements are changing frequently and what is accepted today might not be accepted the next day anymore.

If you are still unsure regarding this process, please ask.

Thank you!