



Topic: LFI Online Checked Passengers

Dear all,

I would like you to share one Incident which happen in HAM last week. One family shows up at the online counter and were already online checked in. The agent printed the boarding passes and accepted the bags.

At the end they were boarded and flew to Istanbul. In the night I got an E-Mail that this family were stopped by the border police...why? Due to less validity of the passport. Means the agent who accepted the family did not check the passport proper and which API data were registered in the system. When I checked the Passport information which were registered from the passenger in the system. The Passport type was chosen by them as PASSPORT OFFICIAL, which is of course more powerful than a normal PASSPORT. That was the reason why it was in the system GREEN. The family came back as INAD's. Validity of the passport was only 1 week, so it's a **no go to accept the passenger for the flight**.

Still, we could stop the passenger at the gate, because we are doing passport checks. I know we would like to be fast, but the gate is the last station where we can stop any INAD.

Big request to everyone, please always double check what the online checkers use for the API data. Check proper the documents. These mistakes are very expensive. The Lead Agents and me, we are always reminding you of those things, please!

Regards,

Aquil!