Topic: INAD Prevention Case

Dear Team,

I wanna share a situation which happened recently to sensitize you how to handle similar situations in the future.

EXAMPLE:
On flight PNR UWDT72 (MUC-SAW-DXB), a passenger was allowed to board despite having only 5 months of passport validity, while Dubai requires 6 months. Timatic did not flag the issue at check-in, and the gate agent, unsure of the problem, escalated it to the Visa team as PAX couldn't be boarded in the system. Due to a delayed response, the agent proceeded with boarding to avoid flight delays, but the Visa team later confirmed the passport was not valid for entry into DXB. PAX was offloaded and Agent prevented INAD Case.

I would like to take this opportunity to remind everyone of the importance of carefully considering "Do Not Board" notifications from the system. When such a notification appears, it indicates that there may be an issue with the passenger's travel documents, and it is essential to take immediate action to verify the situation.

In the recent case, the agent acted correctly by double-checking the PNR with the visa team, despite receiving a positive response from Timatic regarding the document. It is important that we always wait for confirmation from the visa team on how to proceed with such cases, even if it may result in a slight delay. The priority should always be to prevent an INAD situation, rather than taking unnecessary risks by allowing a passenger with potentially invalid documents to board.

The potential costs and complications for the company, as well as the inconvenience for the passenger involved, make it vital that we adhere to these procedures.

Please continue to prioritize accuracy and diligence in all document checks.

Thank you