



READ AND SIGN

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Topic: LFI Correct DOC Check

26th NOV

We had a very bad experience yesterday, please read it and learn from this incident which we saved at the end. One passenger came to the online check in counter and showed his passport, agent swiped, printed the boarding pass and he left for the gate. My words, swipe your choice but I will always prefer you to type the name and triple check, is this the same passenger or not. Back to the incident, same agent was at the gate and boarded him, passenger went to the aircraft afterward the original passenger showed up and the gate agent just saw the response of the system, **ALREADY BOARDED**, once the agent saw it, agent called me and told me already there is something wrong. We checked the seat and on the seat with the boarding which was printed at the check in counter was not the same person. First name was exact the same, but surname was different. Means this passenger was not ours, we checked in the system and at the end, it was a passenger of AJET.

Please be aware with DOC checks, take it seriously please, what if the agent did not see the message already boarded and did not call me. The wrong passenger would fly to SAW without being our passenger.

Thank you!

If you have any questions, please let me know!