



READ AND SIGN

Revision: 0 Issued: 05.05.2025

TOPIC: *Reminder: Always verify swiped passport data*

Dear Team,

Please always ensure that swiped passport information matches the actual passport details before proceeding. Altéa CM gives an error notice if the name in PNR and the swiped data do not match. The below shown error should not be passed without correcting the data. We've received a serious notice from U.S. authorities highlighting discrepancies between names in PNRs and those in passports.

These mismatches can occur if swipe machines are dirty or not functioning properly. Always double-check the info imported by swiping against the passport, and clean swipe machines regularly to avoid errors.

Question

The Customer's Travel Document Name and Booking Name do not match.

Travel Document: **Passport**

Travel Document Name: **DOE JON TESTONE**

Booking Name: **DOE JON**

Do you want to:

1 Change Document Name

2 Continue

Select:

OK Cancel

Example - letters missing

Name Data sent by AY in API-message	Name Data corrected by U.S. authorities on arrival
KASSE	KASSER
S SANNE	SUSANNE
CMAHON	MCMAHON