STANDARD OPERATING PROCEDURE_PAX02

Travel Documents Verification

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Wording revised
V1/R1	11.03.2024	Reference	Reference added

Prepared by: Dominika Doruch
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OBJECTIVE

The purpose of this SOP is to ensure that travel document checks are performed safely and consistently.

APPLICATION

Passenger Services Department:
Customer Service Agents; Customer Service Supervisor

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System
API = Advanced Passenger Information

PROCEDURE STEPS

Prior to passenger check-in or boarding, personnel shall:

Step	Action
1.	Determine ticket acceptability and confirm destination and or transit with passenger including the return ticket, if applicable.
2.	Verify the passenger's identity against the travel document presented e.g., 1. Citizenship and date of birth for entry requirements 2. Expiry status of the document 3. Visual comparison of the photo to the passenger 4. The name on the travel document matches the booked/ticketed name. **Note:** Ensure every person holds a valid travel document.
3.	Ensure, where applicable, the visa or residence permit required to enter the State of transit and/or receiving State.
4.	Review visa and/or entry conditions/limitations. **Note:** A number of airlines, for example, use Timatic services to help ensure that their passengers comply with the entry requirements of the transit and destination country.
5.	Review health documents status for destination and/or transit requirements, if required.
6.	Collect or verify advance passenger information (API) data, if required.
7.	Ensure irregularities are detected such as: 1. Expired or invalid travel document or a visa for which the maximum number of entries set has been depleted 2. Counterfeit, forged or altered 3. Documents that belong to another person, or 4. Passenger without such document
8.	When an irregularity is identified, with the passenger document(s), the supervisor will be notified: 1. To contact the appropriate authority for assistance to further verify documents, if applicable, or 2. Deny a passenger check-in at the point of departure or boarding at the transit point, to the intended final destination, when the document(s) presented by the passenger is determined to be insufficient or inappropriate, leading to an inadmissible person (see GOM 1.4.9.1).
9.	Retrieve DCS record and review any special remarks.

REFERENCE FOR FURTHER GUIDANCE
DHS GOM
ASM 10.2
Airlines Ground Handling Manual