TO: **Ground Service Providers & Station Managers**

FROM: **Ground Operations Bureau**

ISSUE DATE: **22.03.2024**

REG: **05/ONPS/2024**

REVISION: **1.0**

SUBJECT: **Travel Document & Visa Support Unit (ONNV)**

Revision list:

Rev. No.	Effectivity	Reason
1.0	23.03.2024	New document

Risk acceptance:

CURRENT RISK INDEX before change		PROJECTED RISK INDEX after change		ACCEPTANCE AUTHORITY *(includes acceptance of Risk)*	
CRITICAL		CRITICAL		Name	Sebastian Jadczak
SERIOUS		SERIOUS		Position	Ground Operation Nominated Person
MODERATE	X	MODERATE		Signature	*Electronically agreed*
LOW		LOW	X	Date	22.03.2024

Approval notice:

	Name	Function	Date
Prepared by:	Michał Bogucki	Travel Document & Visa Unit Manager	22.03.2024
Checked by:	Bernadetta Podskrobko	Ground Ops Safety and Procedures Manager	22.03.2024
Approved by:	Sebastian Jadczak	Ground Operations Nominated Person	22.03.2024

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Dear Ground Service Providers,

We would like to introduce a new **Travel Document and Visa Support Unit (ONNV).** Our dedicated Support Center is designed to provide comprehensive **24/7** assistance and support to ground handling agents, ensuring smooth processing of travel documents and for passengers across all our destinations. Whether it's navigating visa requirements, obtaining necessary permits, or facilitating document authentication, our team of experts stands ready to assist you every step of the way.

CONTACT INFORMATION

Working hours:	**24/7**
E-mail:	**onnv@lot.pl**
Duty phone:	**+48 22 606 6303/6304**
Duty mobile:	**+48 538 268 829**

➢ **ONNV Support Center duties and responsibilities include, among others:**

1. Continuous, on-going, specialized support to PLL LOT's representatives and handling agents –from PLL LOT's route network on the subject of control of travel documents and their compliance with entry, transit and other regulations arising from TIMATIC, as well as official government sources impacting passenger acceptance by border services of destination/transit countries.

2. Direct instructions for the acceptance of passengers on PLL LOT flights to the handling agents and PLL LOT representatives through consultations. Issuance of final operational (OK TO BOARD/NOT OK TO BOARD) final carrier's determinations for the acceptance of passengers on LOT flights.

3. Providing 24/7 GHA helpdesk for Travel document and Regulatory DCS alerts (ADC, iAPP, APP, ESTA etc.) in proper data indication by the GHA during acceptance process – APIS (personal data, passports, visas, addresses, etc.) into the check-in system. Fulfillment of requirements based on internal procedures and solutions used by LOT Polish Airlines.

4. Direct documentary consultations and cooperation with representatives of the border services of destination/transit countries and the Border Guard for travel to/through Poland or with GHA representatives at foreign stations operated by PLL LOT to obtain legally binding information in case of any inconsistencies in the interpretation of regulations or detected irregularities. Gathering and preparing INAD reports and implementing countermeasures.

5. Dedicated trainings for Handling Agents.

➢ **Important changes:**

<p style="text-align:center; color:red;">DO NOT USE FOLLOWING CONTACTS FOR DOC SUPPORT</p>

papa@lot.pl	+ 48 536 363 098
visateam-pax@lsas.aero	+ 48 22 650 44 36
visa-pax@lsas.aero	+ 48 695 887 452
onn@lot.pl	+ 48 536 368 186 + 48 22 606 6301/6302
ops.pax@lot.pl	+ 48 22 606 7749/7712

1. All Station Managers and Ground Handling Agents shall inform ONNV about reported INAD cases which were conducted due to made non-compliances of the entry or transit regulations in the port of departure.
2. If direct contact with passenger on site is required by relevant immigration/security state authorities (e.g. interview) ONNV shall assign and inform local LOT personnel to conduct necessary actions in order to fulfill airline obligations.