

LFI (Learning From Incidents): Document Check Errors on Pegasus

Dear All

This is going to be a longer R&S but would like to share 3 incidents we have recently had, and at the end the points where we need to pay more attention.

Incident 1

Lady with Kenyan Passport checked in online. She has a German Residence Permit and during online check in when she was asked whether she has a visa, she clicked on the option 'yes'. She understood that her German Residence Permit is the visa (which in reality is the case); but the that form it is about visa to Turkey.

She picked 'yes', so system gave her a green timatic response and issued her online boarding pass. The lady came to the check in counter to drop off her bag, where her travel documents were not properly checked, and it was not noticed that she has no visa to Turkey and should not be accepted at all.

Luckily, gate team noticed this at the gate, stopped the passenger, checked the documents and after seeing that she has not visa, they offloaded her.

This baggage offload has of course caused some delay, which could have been avoided if the documents are checked properly at the check in already. But this case was intercepted from becoming an actual security incident.

Corrective Action:

Passports of all passengers must be swiped at the check in counter when you see them! Regardless of whether they checked in online or not, all passports must be swiped, and the system's auto document check must be run, to see whether the passenger is allowed to enter a specific country or not. In many cases, passengers register incorrect passport details and get a green timatic response although they would actually need a visa, etc.

Incident 2

A customer with Indian citizenship had a ticket from Frankfurt to Russia via Antalya. Customer had 2 passports with him. One of which was no longer valid, but had the Russian Visa inside. The other Indian Passport was still valid, but this one had no Visa inside.

The Russian Visa which was in the no longer valid Indian Passport was not yet expired.

With this case the problem is that to Russia visas are only accepted in valid passports. This is mentioned in the system's timatic response as well. Which was not carefully read by the colleague who accepted the passenger at the check in counter.

Please see screenshot from DCS timatic response:

RUSSIAN FEDERATION

PASSPORT RULE

- Damaged passports are not accepted.

VISA RULE

- The valid visa and residence must be in the valid passport traveled.

Corrective Action:

The system's timatic response must always carefully be read! From the start until the end every single sentences. Such as this case, there might be warnings in the middle of a timatic response which will give a completely new situation.

The wording of the timatic is not always easy to read, but it is your responsibility to seek help in case something is unclear.

You have the Pegasus Visa Team at your disposal 24/7. Make sure you contact them.

IMPORTANT: When you speak with the Visa Team, it is strictly prohibited to use personal phones!!! Often times you need to send a picture of travel documents, the customers hold.

Due to data protection, for the communication with the Visa Team, you are allowed to use the company phones only.

You would not be happy either if someone with his/her private phone would take a picture of your passport.

Incident 3

Last week a family of 6 with Refugee Passport issued by Norway were travelling to Iraq from Frankfurt. The exact routing was: FRA – SAW – TZX – EBL. (TZX = Trabzon in Turkey)

These passengers had an E-Visa to Iraq which does allow them to enter Iraq. But since they had a domestic flight in Turkey, they must clear immigration in Turkey for which they must have a visa with Refugee Passport.

This was overseen at the check in, and was not noticed that passengers are flying a Turkish domestic flight to catch the flight to Iraq.

Corrective Action:

I give you an example from the Schengen Area which we are more familiar with:

Passenger comes from PVG (Shanghai – China) to FRA (Frankfurt); from FRA flying to MAD (Madrid – Spain) to catch a flight to GRU (Sao Paulo – Brazil).

Frankfurt is in the Schengen Area. If the passenger would just fly PVG – FRA – GRU, passenger could stay in the international transit area of FRA and make the flight to Brazil with any passport control.

But since the passenger has an intra-Schengen flight, passenger must enter Germany in Frankfurt. Because he/she coming from a non-Schengen country, passport control must be cleared in order to be able to enter the Schengen and make an intra-Schengen flight to Madrid.

Same applies for Turkey. To be able to make a domestic flight within Turkey, passenger must enter the country first through the passport control.

But to be able to enter the country, the normal entry requirements are applied, just like for a passenger who is flying to Istanbul only.

I would like to highlight 2 other points which would allow us to perform a better travel document control.

1. Service Desk

If there are at least 2 Pegasus flights open at the same time, meaning that you have 8 counters, please always open 1 Service Desk as requested before!

If there are issues at the check in with travel documents, payments, etc., we should not block all the counters, but send these cases to the Service Desk where the colleague can contact the Visa Team.

When multiple counters are blocked, check in will slow down. You will feel pressure to close the check in on time, and might oversee important things.

2. Timatic Response Control and Online Checkers at the Gate

As you could read it with the 1st incident, Gate has a very important role when it comes to saving errors becoming incidents.

At the Gate all online checked passengers must be double checked! You need to assume that they were not present at the check in, their travel documents were not yet seen. They might need a visa, which they might not have.

Besides online checkers, orange and red timatic responses must also be double checked at the gate – Checked In & Boarded List. Errors might have happened at the check in, and Gate is responsible as well to avoid these becoming incidents. If a timatic response is orange or red, it means the passenger had to hold something in addition. Please check what comments were added to override the timatic response, and if it is not satisfactory, passenger must be double checked.

Sort by SEQ	Sort by Surname	Sort by IATCI Check-in				Show Only MC PNRS			**Sort by Boarding Time	Sort by Timatic Response				
No	Surname Name	Gender	Fare Basis	**Standby Type	Seat	USER*	PNR	**PAX Count	Itinerary	SEQ	BAGG	Group Bag. Diff.	Timatic Response	
SAW														
1	AL YA***** JW*****	F	WAGTBYD3		35D	I772H052	DPA7EZ	M4	FRA - SAW	Boarded	142	4/69>142	11	●
2	AL AL***** AL***** NO*****	F	WAGTBYD3		21F	I537LB60	GB4Q68	L5	FRA - SAW	Boarded	126	0/0>126	0	●
			BCAR : 5											
3	AL***** LE*****	C	WAGTBYD3		21B	I537LB60	GB4Q68	L5	FRA - SAW	Boarded	130	0/0>126	0	●
			CHLD : 21*****											
4	CE***** EB***** TH*****	M	WWEBBYD3		22A	I499PV95	GN1ZGU	B11	FRA - SAW	Boarded	131	1/18>131	2	●
5	AL***** AY*****	C	WAGTBYD3		21D	I537LB60	GB4Q68	L5	FRA - SAW	Boarded	129	0/0>126	0	●
			CHLD : 25*****											
6	AL***** AL***** SA*****	M	WAGTBYD3		35C	I772H052	DPA7EZ	M4	FRA - SAW	Boarded	143	0/0>142	11	●
7		C	WAGTBYD3		35B	I772H052	DPA7EZ	M4	FRA - SAW	Boarded	144	0/0>142	11	●
			CHLD : 08*****											
8	AL***** HU*****	M	WAGTBYD3		21E	I537LB60	GB4Q68	L5	FRA - SAW	Boarded	127	6/100>126	0	●
9	AL***** AH*****	C	WAGTBYD3		21C	I537LB60	GB4Q68	L5	FRA - SAW	Boarded	128	0/0>126	0	●
			CHLD : 14*****											
10	AL***** SU*****	C	WAGTBYD3		35A	I772H052	DPA7EZ	M4	FRA - SAW	Boarded	145	0/0>142	11	●
			CHLD : 08*****											
11	DA***** HU***** NA*****	M			8D	I571KL38	GNYSCT	AV1	FRA - SAW	Boarded	230	1/20>230	0	●
12	SI***** NE***** PH*****	M	VWEB/INT		19C	I772H052	GPCNV9	EP1	FRA - SAW	Boarded	208	1/15>208	5	●
13	CH***** RE***** EU*****	M			40B	I537LB60	GSF475	DW1	FRA - SAW	Boarded	185	1/12>185	8	●
14	EL***** RE***** GU*****	F	EWEBBYD3		27B	INTERNET	AJDJP3	DZ3	FRA - SAW	Boarded	086	0/0>85	0	●
15	AY***** HA***** ST*****	M	QWEBBYD2		35F	INTERNET	G64BPZ	BA1	FRA - SAW	Boarded	190	0/0>190	0	●
16		F	SWEB/INT		10B	I772H052	GTPDY5	BU2	FRA - SAW	Boarded	215	2/29>215	11	●
17		F			6C	INTERNET	GKSF93	BX3	FRA - SAW	Boarded	022	0/0>20	42	●

To give you 2 examples: comments such as OK is not satisfactory. What is OK?! Or comments like evisa ok when you see that passenger has a Refugees Passport in the system and flying to Turkey only, alarm must go off for everyone! Refugee Passports must have visa in them, no evisa!

Thank you!

Norbert