

Topic: Passengers traveling to ICN (K-ETA)Effective: With immediate effect

Dear all,

Please be informed that Korea has tightened its immigration fine regime, that pertains to both insufficient travel documents and incorrect API-data. To ensure that correct API-data is sent for all passengers, and that only passengers who receive approval to board from the Korean immigration authorities, are accepted on a route to ICN, kindly remind all agents of the following:

- Passports must be swiped/optically read to ensure correct API-data is sent
- All passengers must receive an *OK TO BOARD* - status in Altea from the Korean immigration Authorities (via iAPP)
- If the status comes back as *DO NOT BOARD*, the agent must call the Korean immigration Services (KIS) at +82 32 740 7241-43
 - if the KIS Officer decides to change the status of the passenger, based on the phone call, the status will be updated automatically in Altea.
- **Airline agents are never allowed to override the iAPP status in Altea!**
- **Airline agents must never accept a passenger with a DO NOT BOARD status in Altea!**

Important K-ETA information:

Visa-free nationals must have a valid K-ETA to enter Korea. Check-in cannot be completed without a valid K-ETA. To ensure the K-ETA search is made with the correct passport data the agent shall swipe/optically read the passport. If the passenger has entered incorrect information when applying for his K-ETA, he must apply for a new one with the correct information. It can take up to 72 hours to receive a K-ETA after applying, therefore a passenger must never be accepted for travel, unless he has obtained a valid K-ETA before the flight departs and he receives an OK TO BOARD status in Altea.