

Topic: Correct Use of Visa-Residence Yes/No Information

Dear Partners,

TIMATIC is used in our DCS system to prevent document failure cases such as DENIED and INAD.

In order for the TIMATIC to work effectively; **Apis, Gender, Visa or Residence** information of the passengers must be entered into the system correctly during the check-in process.

If the passengers have **visa or residence**, it must be selected as **"YES"** on the system. If the passengers do not have **visa or residence**, it must be selected **"NO"** on the system.

We kindly ask you to convey the importance of this issue to all your colleagues working in the check-in part.

Best regards,

Kamil ÖZEL