



Topic: The Process and Procedure of Asking Questions to the Travel Document Control Office (VISA TEAM)

Dear Partners,

We would like to remind you about the process and procedure regarding the sharing of PNR information and document copies when seeking support from the **Travel Document Control Office (Visa Passport Control Office)**.

Firstly, when a passenger approaches you, it is essential to determine their destination, whether a visa or residence permit is required for the destination country, and must to ensure Timatic verification. After completing all these steps, if there is still uncertainty about the passenger's travel requirements, the documents belonging to the guest should be shared with us along with the PNR.

Questions asked without sharing PNR information **often lead to confusion regarding the destination and route**, resulting in misinterpretation of documents. Unfortunately, this leads to both mutual time loss and passenger dissatisfaction.

Therefore, we would like to emphasize once again the **importance of performing Timatic verification on your part**, as well as the significance of sharing PNR information and asking questions with accurate statements.

We appreciate your attention to detail and cooperation to prevent any inconvenience. Thank you in advance for your collaboration.

Saygılarımla | Kind Regards,

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