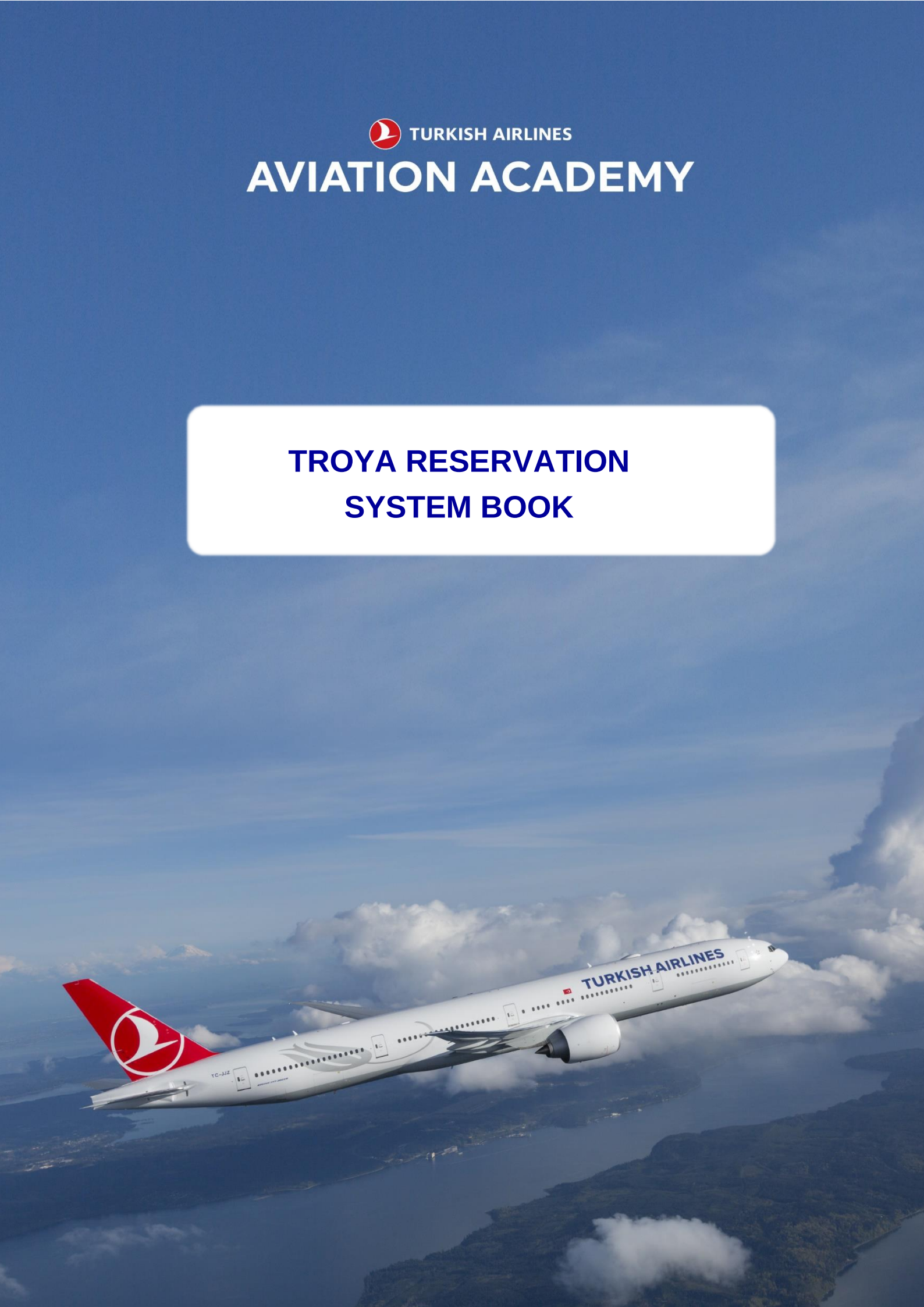
TURKISH AIRLINES

AVIATION ACADEMY

TROYA RESERVATION SYSTEM BOOK



TURKISH AIRLINES
AVIATION ACADEMY

Corporate Solutions Training Management

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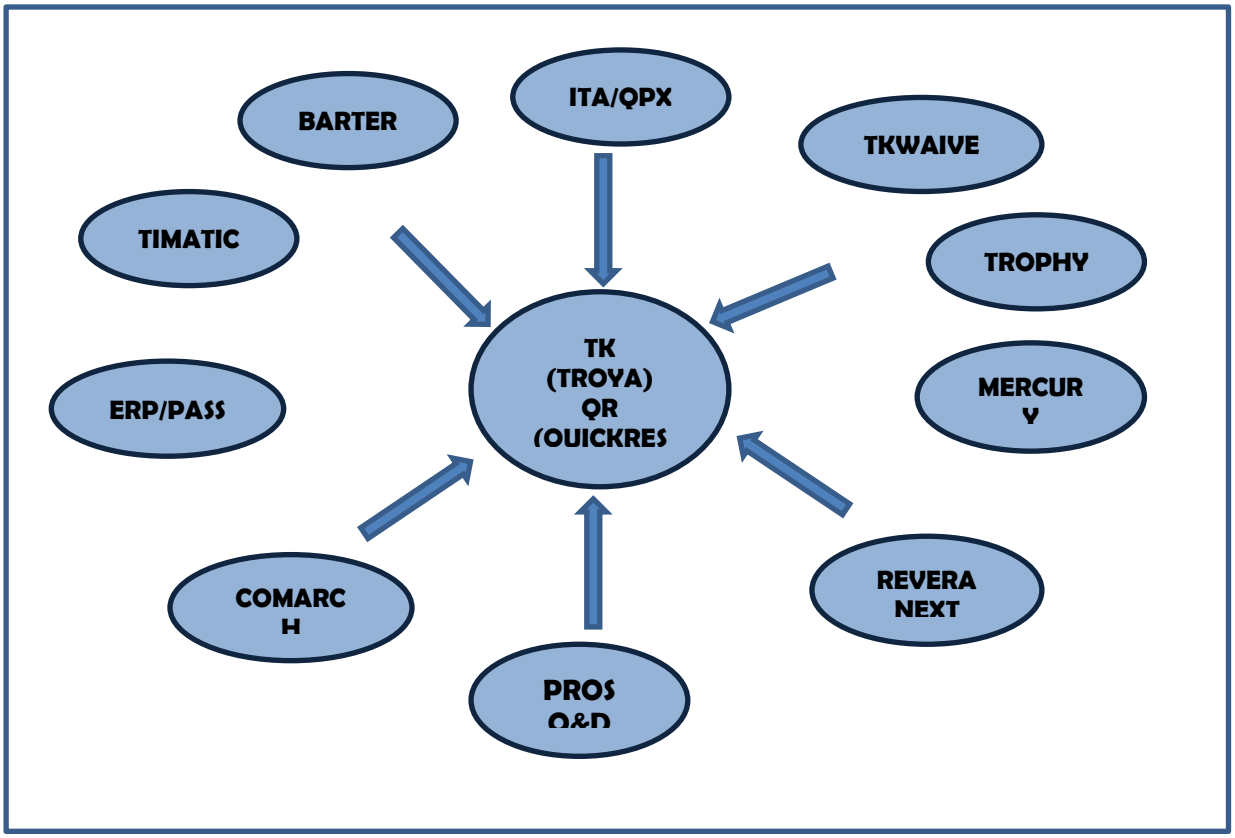
1. INTRODUCTION

Purpose of the book;

To guide the users with correct formats and entries to make reservation and ticketing transactions in Troya Reservation System, that is used by Turkish Airlines Inc.

Troya, was purchased from British Airways under the name of Toros in 1995. Toros System is an in-house system, which was purchased from British Airways in 1995. Since then, parallel with the direction of technological developments and requirements of industry, is integrated with many supporting systems and applications and in its current condition carries out reservation, sales, fare quotation, check-in, and load control transactions of our Company.
Civil aviation language is formed of many codes used internationally. Reservation systems also have identification codes. Troya system code is TK, which is at the same time our airline code. Within the coming pages of the book, you will find detailed explanations about the transactions done in the Reservation Mode, (UR mode) of Troya system. Troya system responses to correct format input thus, rejects the user in case of incorrect format entries with various error messages.



ITA/QPX: ITA/QPX is the contractor company from which we have started to provide international FQ services under the roof of 'Pricing Solutions Project' that was initiated back in 2012. Within the scope of this project the developments are, 'Pricing', 'Automatic Re-pricing' and 'Automatic Refund'. You will be finding pricing and fare quotation entries in the coming chapters of the book.

TROPHY: Trophy system, transfers all reservation records (PNR) from Troya to an open database in order to achieve healthy revenue management, cancel non-ticketed reservations to put the seats up the availability again and make the maximum revenue from the flights. Besides this major function, it also responds to many ancillary services. Trophy functions will be analyzed in detail in the related section.

COMARCH: The management of all data and activities of members of our passenger loyalty program, Miles & Smiles is managed through this system. Troya and Comarch are connected in order to execute program related transactions.

TIMATIC: This system is an updated database to respond to passenger's leisure trip questions about destination countries visa, health, customs etc. information. You will find details in the related chapter.

O&D: Since, being the airline having the greatest number of destinations in the world and intend to grow more by adding new destinations every other day to the network, in order to serve this mission with correct technological contribution, our Company started to use revenue management system working on network basis, to maximize the revenue. USA originated Pros' application O&D III (Origin & Destination) system has a decision module called RTDP (Real time dynamic pricing) which is in contact with Troya, evaluates sell, cancel, rebook requests coming from Troya with **bid price** logic and Troya reflects the user the responses coming. Again, you will find details of working principal of O&D system in the coming chapters.

QUICKRES: Quickres is an interface that is developed by Corporate IT technologies and key users. On the forefront selecting and clicking functions at backside triggers Troya formats manually. This interface still is under development, some functions like Barter, pass ticketing, and some Miles & Smiles transactions can only be done here.

BARTER: Our Company pays with its own service (seat), in exchange for some of the services we get from various firms and companies (commercials, advertisements, organization services ...etc.). Barter system is integrated into Quickres; it holds the accounts of Barter customers. This form of payment alternative is only in Quickres system and by giving the payment command; system automatically withdraws balance from these accounts when issuing tickets.

ERP/PASS: Staff leisure pass tickets can only be issued from Quickres system, which is directly contacting the most extensive application of our Company, ERP (Enterprise Resource Planning) system for the staff pass rights storage.

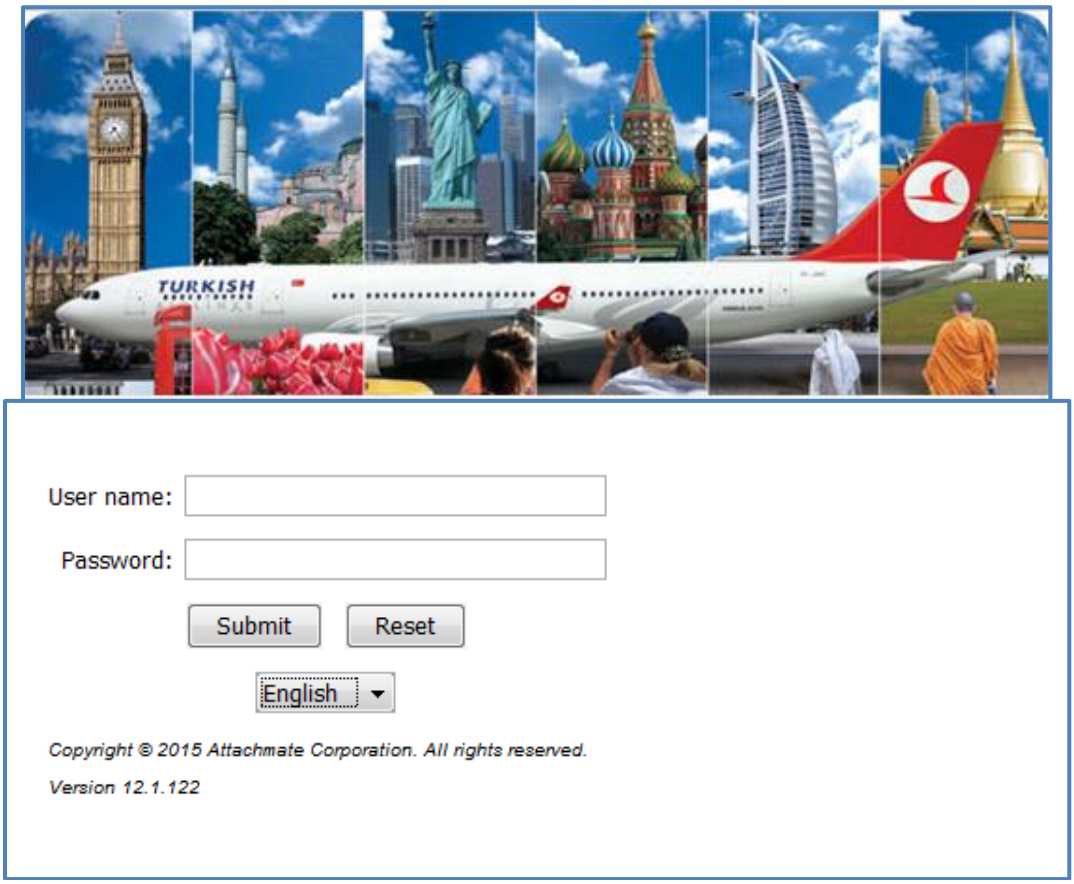
TKWAIVE: This Troya free system is created to report and record numerically, group discounts and the waive approvals given and used by responsible officers. The **TKWAIVE code** received from this system on authority basis should be entered to the 'endorsement' field of the ticket.

REVERA NEXT: Revera Next is the revenue accounting system. It is designed to track the passenger tickets, which is the main revenue source of the Company, accounting of these tickets with the help of high automation resulting in minimum error and maximum performance. The tracing information of tickets can be obtained from Revera Next through Troya.

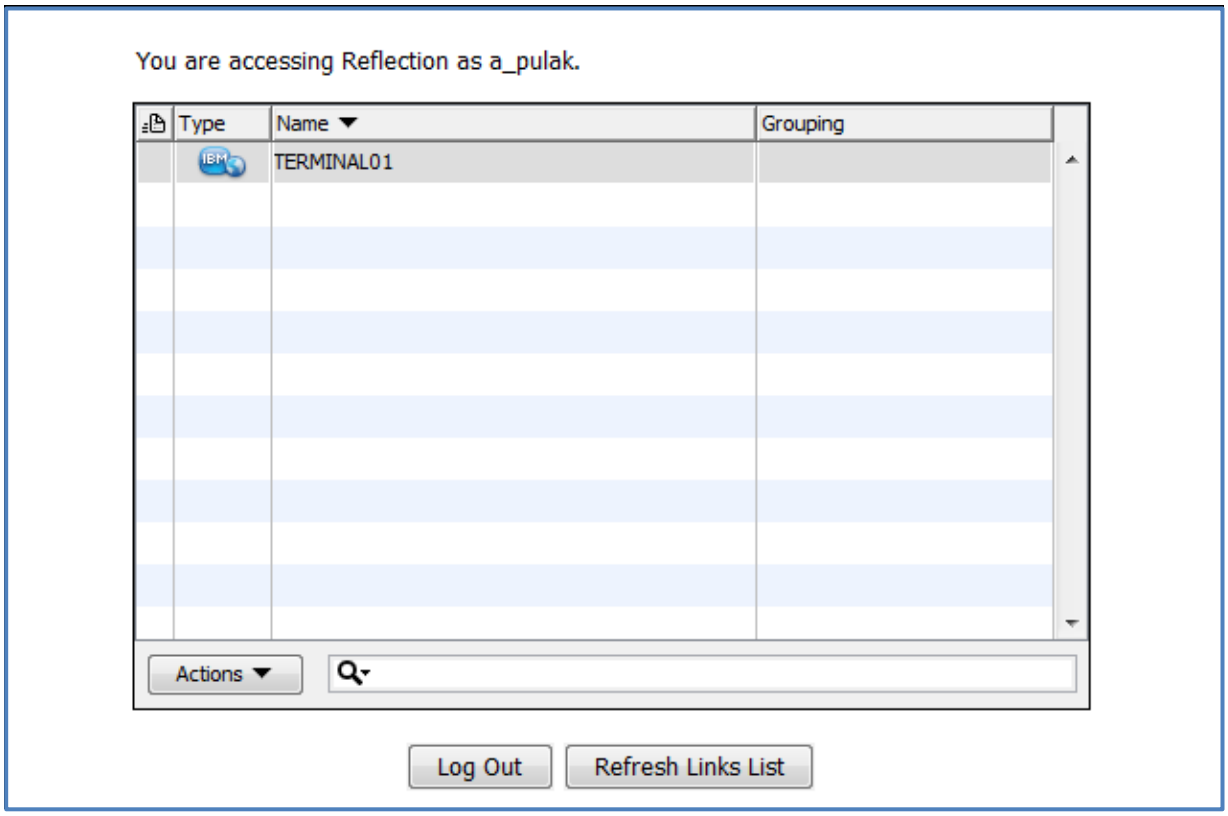
MERCURY: Seat, which is the primary product of our Corporate, is presented to the client (passenger, travel agency, other distribution channels) via the flight information data called Availability. Today when making a seat selection, additional selection criteria like alternative routes, dates, cheaper prices, weekly or periodical scans, made systems process gross amount of data that is also increasing in high speed. The biggest share of availability request is from OLTA (Online Travel Agent), by travel agencies via major distribution systems called Amadeus, Sabre. Following the migration to network based revenue management system O&D, it became mandatory to respond the Corporate flights query of these systems in real time by the data processed from TK systems. These queries are called 'seamless availability'. Not being able to respond the increasing traffic of request carries the risk of losing revenue and prestige. In order to empower the need with the necessary equipment, increase the source and transfer the real time correct flight data to the third party, the in-house low-cost project named 'Mercury Seamless Availability Server' which enabled all availability functions of the mainframe work in an open system, is developed within a very short time like 4 months. The flight queries of corporate flights from Amadeus and Sabre systems are answered seamlessly via this platform. In the upcoming Availability section of the book, the value added by Mercury Availability will be given in details.

2. TROYA SYSTEM ACCESS

The “user name” and “password” screen appears, after typing **https://go.thy.com** to the address bar of your web browser.



After typing, the required information **“Submit”** button is clicked.



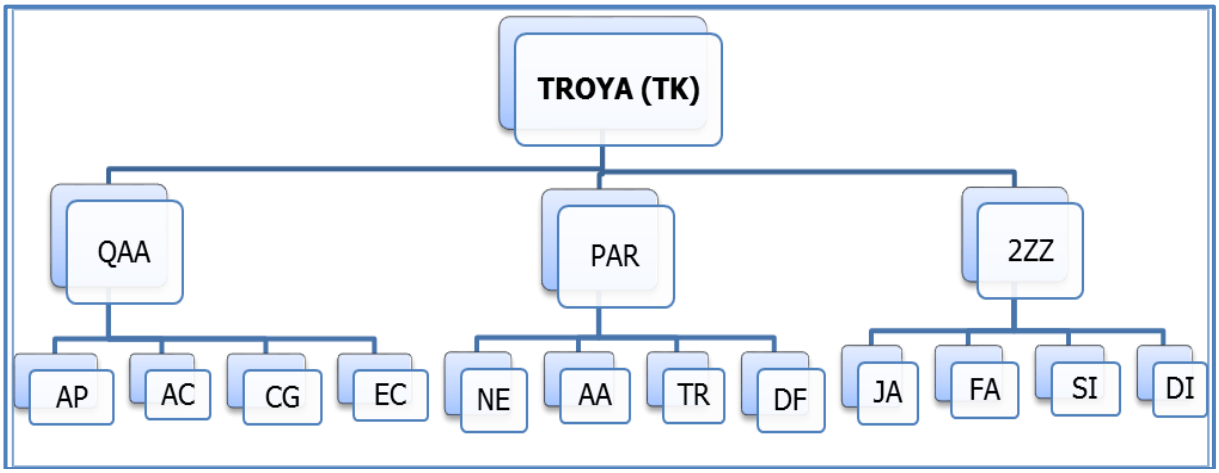
On the next step, the screen where terminal that is assigned to our user will be selected appears. Selection is made by clicking over.

```
UTSAIP           THY VTAM UYGULAMA SECME PANELI

       A- ALCSPROD       I- ICCFTEST
       R- ALCSBATS       S- TSOPROD
       G- ALCSTEST       P- TSOLIVE

       B- CICSPROD
       O- CICSPRD3
       E- CICSTEST
       L- CICSLIV1
       M- CICSENV
       N- CICSLIV2
       K- CICSLIV3
       D- CICSDVTS


=>
```

On the application panel, in order to access live session of Troya letter **'A'** (ALCSPROD) is typed where the cursor is and 'Enter' button is clicked.

```
TERMINAL ADDRESS CAML5174 - CRI    028D26
 WELCOME TO THE TROYA LIVE SYSTEM

 LICENSED MATERIALS -- PROPERTY OF IBM
 5695-068 (C) COPYRIGHT IBM CORP. 1994
```

System will not let you proceed with any other command before you complete SINE-IN transaction which is signing into the system. **SINE IN**
At this point after input of your personal SONIC code and password, as defined below, system will be activated and Troya terminal will be opened. Every transaction you complete will be signed with the two-letter initial that you have in your sign-in code. All offices using Troya system (THY Sales offices, travel agencies…) are all assigned to Troya system under different city codes. These city codes are formed of three letters, the users are assigned to these cities. System montage is summarized as an example with below table.



QAA, PAR, 2ZZ cities qualify as 3 different cities in Troya system. Generally, THY offices 3 letter city codes are the codes used for the location city or if there is more than one office in the same city, they start with letter Q. For example, in İstanbul codes, QII (Kadıköy Sales), QIT (Taksim Sales), QIH (Harbiye Sales) ...are assigned for these offices. Troya using travel agencies and handling companies Troya city codes generally start with letter X
, or number **1, 2** or **3**. **2ZZ** is a city code of a travel agency. With the help of this coding system, we are able to understand, which agent from which office had done which transaction.

2.1 DUTY CODES

In Troya system beside **SINE-IN** codes, there are also duty codes that draw the borderline of authority limits. Same user can have more than one duty code.

AC ... Auxiliary Service Control
AS ... Agency Sales)
GS ... General Sales
MA ... Information Loading
PD ... Airport
SU ... Supervisor
TA ... Training Agent
FC ... Fare Control
TR ... Telex correction
RC ... Reservation Control
PR ... Programmer
MS ... Message Switching
CE ... Customer Engineer
ST ... Staff Travel
SC ... Sine Controller
RA ... Ramp Agent
RS ... Ramp Supervisor

Generally, sales offices duty code is GS or SU. Supervisor code has supreme authority like name correction, authorizing sales reports...etc.

2.2 AREAS

There are 5 areas inside Troya system; A, B, C, D and E. Before logging in with your SONIC code and password to an area, if you make `BM*` entry, below screen is displayed.

Entry: `BM*`
Response:

```
 TERMINAL  02DB9E     ALCSL SYSTEM
     3270          SIGNON TYPE  NONE
               SINE  DUTY  CITY  A/L
      AREA     CODE  CODE  CODE  CODE  MODE(S)
        A       UNUSED
        B       UNUSED
        C       UNUSED
        D       UNUSED
        E       UNUSED
```

2.3 SONIC CODE

2.3.1 SONIC SIGN ON

To access Troya system, SONIC code is used. The LOGINID personally assigned by Reservation System Management for you and the personal password entry is mandatory. LOGINID is seven characters starting with R followed by the registry number of staffs. (Example R011111). During the first system access, system will ask for the change of the temporary password, with below response.

Entry: `SON/LOGONID`
Response: `PASSWORD`

Entry: `YONTEM`
Response: `A PASSWORD CHANGE IS REQUIRED-ENTER NEW PASSWORD`

When creating a password minimum 7 maximum 10 characters. At least 1 number and 1 letter must be used without signs or space. After completing the password, system will ask for 2nd entry for verification.

Response: `RE-ENTER PASSWORD FOR VERIFICATION`

After 2nd entry below response appears.

Response: `SIGN ON COMPLETE / A / A ACTIVE/ GS-00 / 01APR`

/A/ Shows the area that can be used during sine-in (during first sine-in the area will be, if available, Area A. There are also B/C/D/E areas. **A** shows the area actively signed-in. **GS** shows the duty code of sign-in. If no specific duty code is given during sine-in system uses, the first one assigned automatically. **00** shows priority of the duty code, generally it is 00, could be any number from 0 to 15.

Password validity; is minimum 5 maximum 90 days. System will start warning within the last 15 days of expiry that mandatory change will be required. Without the warning, password can be changed voluntarily too.

After password is created, further sign-in transaction is;
After sonic code and password entry, system will sign-in actively to area A if it is available and gives information about previous successful and unsuccessful signing-in.

Entry: `SON/LOGONID`
Response: `PASSWORD`

```
LAST SUCCESSFUL SIGN ON  1015Z 12SEP 02DB9E QTR
*FAILED PASSWORD ATTEMPT 1203Z 12SEP 02DB9E QTR
SIGN ON COMPLETE/A/A ACTIVE/SU-00/12SEP
```

The terminals areas and sine-in users' information are displayed with below entry.

Entry: `BM*`
Response:

```
                  ACTIVE:                  *1*
TERMINAL  02DB9E    ALCSL SYSTEM
     3270          SIGNON TYPE  SON
               SINE  DUTY  CITY  A/L
      AREA     CODE  CODE  CODE  CODE  MODE(S)
 ACTIVE A       AP   SU-00 QTR   TK
        B       UNUSED
        C       UNUSED
        D       UNUSED
        E       UNUSED
```

For undetailed sine-in information;
Entry: `BM`
Response:

```
A-IN          B-UNUSED      C-UNUSED      D-UNUSED      E-UNUSED
```

2.3.2 PASSWORD CHANGE

Entry: `STD/PASSWORD`
Response: `ENTER YOUR CURRENT PASSWORD`

After typing the current password, system will ask for the new which must not be known by anyone else.

Response: `ENTER NEW PASSWORD`

After password change, for the next 5 days, it will not be possible to make any other change, unless you have a request due to security reasons. In that case, department supervisor must be informed. Your new password must have at least 3 characters different from the previous one. System checks the last 10 passwords when you are creating a new one.

2.3.3 AREA SWITCH

System sine-in to Area A (if available) at first.

```
LAST SUCCESSFUL SIGN ON  1015Z 12SEP 02DB9E QTR
*FAILED PASSWORD ATTEMPT 1203Z 12SEP 02DB9E QTR
SIGN ON COMPLETE/A/A ACTIVE/SU-00/12SEP
```

Once you make a successful sine-in, you can sign-in to other areas too.

Entry: `SON/LOGONID`
Response: `PASSWORD`

```
LAST SUCCESSFUL SIGN ON  1228Z 03AUG 02DB9E QTR
SIGN ON COMPLETE/AB/B ACTIVE/SU-00/03AUG
```

This time, you are actively signed in to area B.

```
TERMINAL  02DB9E    ALCSL SYSTEM
      3270          SIGNON TYPE  SON
                SINE  DUTY  CITY  A/L
       AREA     CODE  CODE  CODE  CODE  MODE(S)
         A       AP   SU-00 QTR   TK
  ACTIVE B       AP   SU-00 QTR   TK
         C       UNUSED
         D       UNUSED
         E       UNUSED
```

The above table shows that, to QTR city, AP initial with SU duty code is signed-in to both A and B areas, but is actively working in area B.

To switch between areas;

Entry: `SSB` (B- area name)
Response: `A-OUT B-IN SU-OK`

```
PENDING  B     AP   SU-00  QTR  TK
```

Even though you switch to another area, we see on the `BM*` entry that area is in PENDING status. To activate the area, the agent who signed-in this area must make LOGONID and PASSWORD entries.

Entry to change both area and duty code.

Entry: : `SSB/SU` (B- area name/ supervisor code)

2.3.4 AGENT OUT / AGENT IN

The below entry enables you stay singed-on and no other user will be able to sign-in the same area.

Entry: `SAO`
Response: `AGENT OUT`

BM* entry shows the area as `PENDING` instead of `ACTIVE`

```
TERMINAL  02DB9E    ALCSL SYSTEM
      3270          SIGNON TYPE  SON
                SINE  DUTY  CITY  A/L
       AREA     CODE  CODE  CODE  CODE  MODE(S)
         A       AP   SU-00 QTR   TK
 PENDING B       AP   SU-00 QTR   TK
```

To sign back in the same agent out area,

Entry: `SAI/LOGONID`
Response: `PASSWORD`
Response: `A-IN`

2.3.5 SINE OUT

To sine-out from a specific area below entry is made.
Entry: `SOF/A` (A- area name)

Only area A is signed-out, the other areas remain signed-in.

If you want to sine-out from all areas ;below entry is made.

Entry: `SOF`
Response: `SIGN OFF COMPLETE / 06AUG`
This entry enables to sine-out from all areas. If there is a unsaved transaction system brings it forward to be completed.

In case you forget your password, send an e-mail with below format to sonicmail@thy.com address, system will reply automatically a temporary password.

To: sonicmail@thy.com
Subject: RESET/R011111 (loginid)

For the recovery of locked sonic in the system due to invalid typing ; if you send an e-mail to sonicmail@thy.com address, right after system completes necessary transactions, will send an informative mail back to user.

To: sonicmail@thy.com
Subject: HELP/R011111 (loginid)

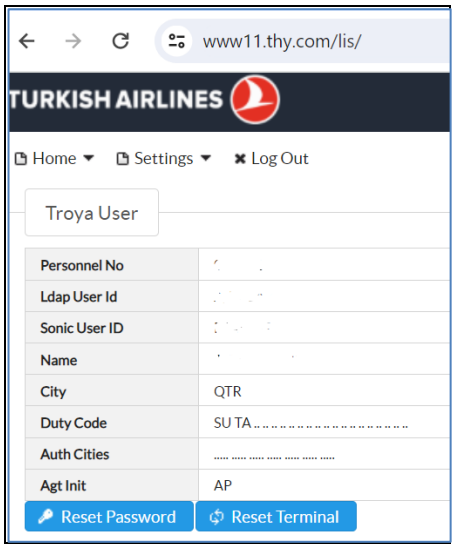
Mail content or attachments will not be read by the system, so only the required information is written and SEND button is clicked. In order to prevent wrong transactions these mails are recorded and tracked by the system.

Right after signing-in, you see the area signed in and the duty code of the agent, and the sine-in message (SIM) that changes daily with updated information.

```
GEN INFORMATION

24001              * TROYA *

* 1 MAR TARIHI ITIBARI ILE HAFTADA 3 FREKANS
SINGAPUR AKTARMALI MELBOURNE SEFERLERIMIZ BASLAYACAKTIR.

* IST-SIN-MELBOURNE-SIN-IST FLIGHTS ARE PLANNED AS 3
TIMES PER WEEK AND WILL BE LAUNCHED AS OF MARCH 1..
```

2.3.6 TERMINAL AND PASSWORD RESET

In order to reset terminal and password lis.thy.com address is used. After logging with user name and password, menu navigation is followed.



2.4 IGNORE

In order to stop the transaction in the system you have to make **Ignore** entry. System deletes all the memory stored until this `I` entry. It is a kind of reset transaction. `I` Ignore has other functions depending on where and on what occasion it is done. Within the coming sections of the book, details will be given. After I (enter), system response will be **TRANSACTION IGNORED**;

Entry: `I`
Response: `TRANSACTION IGNORED`

2.5 SCROLLING FACILITIES

Troya can display up a maximum number of lines on screen, if the display exceeds this number system switches to 'Scrolling Mode'. We see an 'endi' `|` sign at the bottom of the screen. We use below entries to navigate on the display.

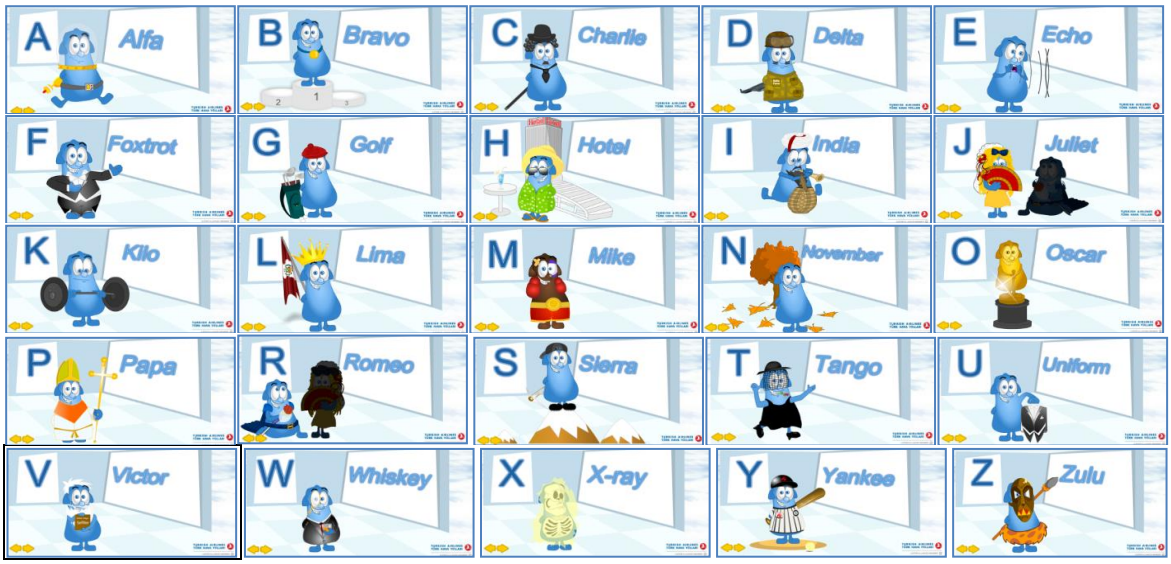
`|` : ENDI
`MB` : Moves bottom of the page.
`MT` : Moves top of the page.
`MU` : Moves one page up.
`M` or `MD` : Moves one page down.
Besides;
`MD5` : Numerically how many lines will be moved can be entered.
`MU10` : Same entry can be used for moving up.
`MD-` : After this format you can enter maximum 10 alpha-numeric identifier characters for the system to find and move cursor there. This could be any identifier on the screen.

Entry: `MD-RSTETA` (PNR number)
`MD-PULAK` (passenger surname)

3. ENCODE- DECODE CIC*6/85

In aviation industry, the language internationally used for communication is English and again internationally common codes, which are designated according to rules defined in AIRIMP (A4A / IATA Reservations Interline Message Procedures), assigned for letters, cities, airports, airlines are used. Months and days again are used with their English abbreviations.

Phonetic Alphabet : They are letters especially used for aircraft radio communication.



Months and Days:

MONTHS		DAYS of WEEK	
JAN	January	**MON / MO**	Monday
FEB	February	**TUE / TU**	Tuesday
MAR	March	**WED / WE**	Wednesday
APR	April	**THU / TH**	Thursday
MAY	May	**FRI / FR**	Friday
JUN	June	**SAT / SA**	Saturday
JUL	July	**SUN / SU**	Sunday
AUG	August		
SEP	September		
OCT	October		
NOV	November		
DEC	December		

Within Troya system coding transactions are carried out in 2 sub-headings.

Decode: To find full name from code.
Encode: To find code from full name.

The keyword used for these transactions is '**S**' which is 'search' command.

DECODE ; To find full name from code ;

City and Port: Decodes full name of city or airport from its code.

Entry: `SC*NYC` or `SP*NYC`
Response:

```
NYC  NEW YORK.NY.US  MULTI APTS
   GMT  -4.00 /FROM  6NOV22 -5.00 /FROM 12MAR23 -4.00
   LOCAL TIME  0356   WED 20APR22
```

Some additional information about the city New York is also displayed. The country code of location of that city, if there is state system, the state code. `MULTI APTS` shows there are more than 1 airport in that city. Plus, the response has the local time difference of that city compared to GMT, summer time application date information (if there is).

Entry: `SC*JFK` or `SP*JFK`
Response:

```
JFK  JOHN F KENNEDY AIRPORT OF NYC
NYC  NEW YORK.NY.US  MULTI APTS
   GMT  -4.00 /FROM  6NOV22 -5.00 /FROM 12MAR23 -4.00
   LOCAL TIME  0357   WED 20APR22
```

As it can be seen JFK , is an airport code in New York. Flight information is always displayed with airport codes if there is a code assigned for the airport apart from the city code.

Nation : If country code is known, country name can be reached.
Entry: `SN*TR`
Response: `TR TURKIYE`

State: : If state code is known , state name can be reached.
Entry: `SS*CO.US`
Response: `CO COLORADO.US`

Airline: If airline code is known, airline name can be reached.
Entry: `SA*TK`
Response: `TK/THY TURKISH AIRLINES.TR`

Entry: `SA*VF`
Response: `VF  AJET.TR`

ENCODE: To find code from name
City
Entry: `SC*/ISTANBUL`
Response: `M IST ISTANBUL .TR`
(M Multiple Airport)

Airport
Entry: `SP*/ESENBOGA`
Response: `P ESB ESENBOGA *ANK`

State
Entry: `SS*/FLORIDA`
Response: `FL FLORIDA .US`

Country/Nation
Entry: `SN*/SPAIN`
Response: `ES SPAIN`

Airlines
Entry: `SA*/TURKISH AIRLINES`
Response: `TK TURKISH AIRLINES .TR/THY`

Plus, with the help of Search entry, some additional information can be obtained.

Flight Equipment: Equipment code is entered to reach the aircraft type.
Entry: `SE*747`
Response: `747 BOEING 747 PRESSURISED WIDEBODY JET`

City Fact: Extra details can be obtained about cities.
Entry: `SF*ROM` Rome city fact is questioned.
Response:

```
1.EFF.1APR03     DIS.1APR03
OFF-IST/ROM UCUSU IKI FARKLI UCUS NO (TK1873/TK1862)

2.EFF.1APR03     DIS.1APR03
OFF-KULLANILARAK UYGULANIR.MIL-ROM LOKAL SATIS YAPILMAZ.

3.EFF.6OCT09     DIS.24OCT09
ALL-TK BOARDINGS ARE FROM C-20 GATE, PLS INF. PSGRS

4.EFF.25OCT09    DIS.  -
ALL-TK FLTS OPERATE TO/FROM FCO (FIUMICINO) APT.TERMINAL T3

5.EFF.25OCT09    DIS.  -
ALL-TK BOARDINGS ARE FROM G-01 GATE, PLS INF. PSGRS
```

Passengers must be informed about the city facts. Here, for Rome, we see the terminal number where TK arrives and departs from, in case there is going to be a gate change the time period for related changes are in city fact info. If there is no city fact, system response will be as follows.

Entry: `SF*ATH`
Response: `NO CITY FACTS`

Minimum connection time : Gives minimum connection time rules between last arrival and next departure time, for the city or airport code entered. The time may vary by criteria like inbound city, outbound city and even by the flight number. System gives connecting availability according to rules specified here, so there is no need to check this info beforehand ve reserving connecting flights.

Entry: `SM*IZM` İzmir's minimum connecting time is questioned.
Response:

```
MINCT  IZM  IZMIR.TR                    /0.30-1.30/
    APT TML D/I ALC FRM EQP * APT TML D/I ALC TO  EQP  TIME
1   ADB  -  DOM TK   -   -  * ADB  -  DOM XQ   -   -   1.30
    ADB  -  DOM XQ   -   -  * ADB  -  DOM TK   -   -   1.30
2   ADB  -  DOM TK   -   -  * ADB  -  DOM TK   -   -   0.30
3   ADB  -  INT YK   -   -  * ADB  -  INT YK   -   -   0.40
4   ADB  -  INT TK   -   -  * ADB  -  DOM TK   -   -   1.15
5   ADB  -  INT  -   -   -  * ADB  -  DOM  -   -   -   1.30
6   ADB  -  DOM TK   -   -  * ADB  -  INT TK   -   -   1.15
7   ADB  -  DOM  -   -   -  * ADB  -  INT  -   -   -   1.30
8   ADB  -  INT  -   -   -  * ADB  -  INT  -   -   -   1.30
```

The abbreviations of the columns on the table displayed in the system following the query made for entry for city **İzmir** in order are; `APT` **– Airport** (if there is more than 1 airport in that city; and if the passenger will switch airport, this is the arrival airport TML – Terminal (if there is more than 1 terminal , the terminal info is given for arrival) `D/I`**- Domestic/International** (the info for domestic or international for inbound flight is given) `ALC`-Airline Code (the inbound flights airline data) `FRM`**-From** (the departure city of the inbound flight) `EQP`**-** Equipment (the equipment type of inbound flight) the information after `*` sign is for the destination flight, `TO`**-** To (is the destination city). `TIME` column shows the minimum connection time required between the connection flights of the passenger. `–` shows there is no criteria for related column.

Routing: Displays routing information for the related city. Also shows the flight frequency, domestic or international, distance between the city pair in kilometers and if the flight is direct or not. City pair entry displays the distance between 2 points in kilometer range.

Entry: `SR*BGW` Baghdad city routing is questioned.
Response:

```
            DIRECT ROUTINGS INTO BGW BAGHDAD.IQ
 FROM   INT/DOM     APPROX      AVG FLTS   NON-STOP
        SERVICE   DISTANCE KMS   PER WEEK   SERVICES
 IST      INT          1620           8        YES
 ANK      INT          1432           0        YES
 AYT      INT          1307           2        YES
 VIE      INT          2857           7        YES
 AMM      INT           804           7        YES
 CAI      INT          1297           3        YES
 THR      INT           691           1        YES
 BEY      INT           828           6        YES
 DXB      INT          1386          11        YES
```

Entry: `SR*ISTHEL` Routing range between city pair.
Response:

```
DIRECT ROUTINGS INTO HEL HELSINKI.FI
FROM   INT/DOM     APPROX      AVG FLTS   NON-STOP   EASL
       SERVICE   DISTANCE KMS   PER WEEK   SERVICES   INDIC
IST      INT          2145          43        YES      X
```

Seat sell: Displays the seat quota that can be booked from the airline entered, on cabin basis. Plus, period of sales prior to the flight is also shown.

Entry: `SV*BA` British Airways' seat sell can be displayed
Response:

```
 AVS    HEADER DISPLAY - BA     BRITISH A W       .GB
-----------------------------------------------------------------
CLASS QTA SALE DEADLINE    RESTRICTIONS
                  DAYS        EFF      DISC   STATUS   RULE
-----------------------------------------------------------------
A         02        00
C         02        00
D         02        00
F         02        00
J         02        00
P         02        00
R         02        00
OTHERS    04        00
```

4. FLIGHT SCHEDULE QUERY

4.1 TIME TABLE CIC*6/255

Corporate scheduled flights time table can be obtained from www.thy.com and mobile applications. Even though 355 days ahead time table data is displayed on the system, carrier reserves the right for schedule changes. Most updated time table info can be reached through the system. System displays all **direct** flights between the city pair starting from the date given.

Entry: `ST01SEPJKTIST`

ST : Search time table.
01SEP : Date.
JKTIST : City pair.
Response:

```
1SEP-28SEP MTWTFSS JKT      IST ISTANBUL.TR
           1234567 2105CGK  0500IST*1  TK 057 77B CY          0
           12.4567 2105CGK  0500IST*1C GA9094 77W CDYBMKNQTV 0
           ..3.... 2105CGK  0500IST*1C GA9094 789 CDYBMKNQTV 0
```

The explanation of the response display is as follows;

`1SEP-28SEP` : Shows the period from the date entered and 28 days ahead is covered.
`MTWTFSS` : Days of week.
`JKT` : Departure point Jakarta, departure airport and time (local).
`IST` : Arrival point, Istanbul, arrival airport and time (local).
`*1` : Shows arrival is one day later.
`C` : Codeshare flight.
`TK..../GA....` : Airline code and flight number.
`77B` : Aircraft type.
`CY/ CDYBMKNQTV` : For TK flights we see the codes for service cabins. For the other Airlines we see classes open for sale.
`0,1` : Information about direct flight or the number of stops, ; 0 shows direct flight, 1 shows there is a flight routing point

Miscellaneous time table entries;

`ST15NOVISTAMS/TK` : Displays time table for the specific airline.
`STO` or `ST` : Shows the original time table again.
`STO@28` : Displays 28 days later of the time table already displayed.
`STO11AUG` : Displays the time table for the changed date.
`STOBRU` : Displays the time table from the last arrival to Brussels for the same date.
`STB` : Without changing the date displays the return time table for the entry.
`STB@6` : Displays 6 days later for the return time table.
`STO-19` or `ST-19` : Displays 19 days prior time table of the entry.
`STB-26` : Displays 26 days prior to return time table of the entry.
`STB15JUN` : Displays return time table for the specified date.

Entry: `ST15JULISTZRH`
Response:

```
15JUL-11AUG MTWTFSS IST      ZRH ZURICH.CH
       4AUG ....5.7 0725IST  0920ZRH  C OM1013 333 JCDYBMENPQ 0
17JUL  7AUG ..3.... 0725IST  0920ZRH  C OM1013 333 JCDYBMENPQ 0
 9AUG  9AUG ....5.. 0725IST  0920ZRH  C OM1013 333 JCDYBMENPQ 0
11AUG       ......7 0725IST  0920ZRH  C OM1013 333 JCDYBMENPQ 0
            ......7 0725IST  0920ZRH    TK1907 333 CY         0
            ..3.5.. 0725IST  0920ZRH    TK1907 32R CY         0
            ..3.5.7 0725IST  0920ZRH  C PK5907 772 PWQYKMTNOI 0
            ..3.5.7 0725IST  0920ZRH  C GF6063 320 JCDIYHMLBK 0
            1...... 0730IST  0925ZRH  C OM1013 EQV JCDYBMENPQ 0
            1...... 0730IST  0925ZRH    TK1907 32R CY         0
            1...... 0730IST  0925ZRH  C PK5907 772 PWQYKMTNOI 0
            1...... 0730IST  0925ZRH  C GF6063 320 JCDIYHMLBK 0
      10AUG ...4.6. 0755IST  0955ZRH  C OM1013 32B JCDYBMENPQ 0
       6AUG .2..... 0755IST  0955ZRH  C OM1013 EQV JCDYBMENPQ 0
```

On the date column;
One date on the left side : The flights will start from that day within period of query.
One date on the right side : The flights will end on that day within period of query.
Dates on both sides: : The flights will start and end on these dates within the period of query.

Entry: `ST01OCTISTSYD`
Response: `NO DIRECT SERVICE`

This response shows that there is no direct service of any airline between the city pair in the given date period.

4.2 SCHEDULE CIC*6/260

Time table display shows direct flights between a city pair for a period of time, schedule display on the other hand shows, daily direct and indirect flights between 2 points with the classes for sale.

Entry: `S19AUGISTPAR`
Response:

```
19AUG MON   0834 IST - PAR PARIS.FR                          MRC
FOR TURKISH CITIZENS MUST HAVE ROUND TRIP TICKET
TK FLIGHTS TO/FROM TERMINAL 1 AT CHARLES DE GAULLE
ALL IST FLTS TO/FROM WILL BE USED ISTANBUL ( NEW ) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
LATEST CHECKIN ON TK FLTS IS 60MIN FOR DOM/75MIN FOR INT.
 1 IST CDG     19-0655 19-0935 CDZKJIRYB TK1821 33D 0E    502
                               MAHSOEQTL
                               VPWUXNG
 2 IST CDG     19-1000 19-1240 CDZKJIRYB TK1823 33P 0E    502
                               MAHSOEQTL
                               VPWUXNG
 3 IST CDG     19-1225 19-1510 CDZKJIRYB TK1825 32R 0E    502
                               MAHSOEQTL
                               VPWUXNG
 4 IST CDG     19-1405 19-1655 CDZKJIRYB TK1833 32R 0E    502
                               MAHSOEQTL
                               VPWUXNG
 5 IST CDG     19-1530 19-1810 CDZKJIRYB TK1827 35D 0E    502
                               MAHSOEQTL
                               VPWUXNG
 6 IST CDG     19-1945 19-2230 CDZKJIRYB TK1829 32R 0E    502
                               MAHSOEQTL
                               VPWUXNG
 7 IST LUX     19-0710 19-0925 CDZKJIRYB TK1353 78D 0E    502
                               MAHSOEQTL
                               VPWUXNG
 8     LUX CDG 19-1100 19-1200 JCZDYMKQB LG8013 DH4 0E    502
                               SPULXFVHO
                               GN
```

1 2 3 4 5 6 7 8 9 10 11 12

On the screen display above, we see the date information with origin point city name encoded and destination point's decoded, with the country code. Below information are the city facts about these 2 points, which can also be obtained with city fact entries; `SF*IST` and `SF*PAR`, necessary information here should be given to the passenger. It is followed by flight information starting with direct flights then connection flights. THY direct flights are always displayed in chronological order starting from the top. On segment data we see;

1- Segment order number.
2- Departure point `(IST).`
3- Arrival point `(PAR/CDG)`, for connection flights , the connecting point `(LUX)`.
4- Arrival point for connection flights `(CDG)`.
5- Local time and date of departure `(19-0655)`.
6- Local time and date of arrival `(19-0935)`.
7- Classes open for sale `(CDZKJIRYBMAHSOEQTL....).`
8- Flight code and flight number `(TK1821).`
9- Aircraft type `(33D).`

10- Stop point information (`0`**-non-stop**).
11- Electronic ticket eligible information `(E)`. For connection flights, the connection point(s) is repeated on both or more. System tries to find connection flights with a TK flight involved. For the above display, alternative flights given on 7th and 8th segments are with TK to Luxembourg (LUX) then connected with another airline (LG) , which we may have an agreement with is connecting from LUX to **PAR/CDG**.
12- Special information notes about the flights are given at the bottom of schedule display.

```
NOTE 502 NO-SMOKING SERVICE
```

If there are more than one airport in destination city and if the query will be made for a specific one;

Entry: `S10AUGISTLHR`
Response:

```
10AUG SUN   1037 IST - LHR LONDON.GBL.GB                    NTE
 LON-*LHR* TK FLIGHTS OPERATE TO/FROM HEATHROW APT. TERMINAL 3
 LON-*LGW* TK FLIGHTS OPERATE TO/FROM GATWICK APT.NORTH TERMINAL
 LON-BHX (BIRMINGHAM) FLTS BEGAN TO OPERATE.PLS INFORM PSGRS.
 IST-LATEST CHECKIN ON TK FLTS IS 45MIN FOR DOM/60MIN FOR INT.
 IST-*SAW* SABIHA GOKCEN AIRPORT IS LOCATED IN THE ASIA SIDE.
  1 IST LHR     0755 1005 CDKJIRYBMHSEQTLVPW TK1979 77A 0E  502
                          XNG
  2 IST LHR     1310 1515 CDKJIRYBMHSEQTLVPW TK1985 77A 0E  502
                          XNG
  3 IST LHR     1910 2115 CDKJIRYBMHSEQTLVPW TK1983 321 0E  502
                          XNG
  4 IST LHR     2025 2230 CDKJIRYBMHSEQTLVPW TK1987 321 0E  502
                          XNG
  5 IST MXP     0800 1000 CDKJIRYBMHSEQTLVPW TK1873 32R 0E  502
                          XNG
  6     LIN LHR 1655 1800 CEDIYBMHKV         AZ 238 32S 0E  505
```

If airline code is added at the end of schedule entry, system filters out the other airlines, solely shows that airlines flights schedule.

Entry: `S20AUGISTLON/TK`
Response:

```
          19AUG-25AUG MTWTFSS IST      NYC NEW YORK.NY.US
            1234567 0045IST  0440JFK    TK 111 333 CY          0
            1...5.7 0705IST  1045JFK    TK 003 333 CY          0
            .234.6. 0705IST  1045JFK    TK 003 77B CY          0
            1234567 1345IST  1730JFK    TK 001 77B CY          0
            1234567 1835IST  2240EWR    TK 029 789 CY          0
            1234567 1845IST  2230JFK    TK 011 77B CY          0
```

If same entry is done with /YY (any carrier) identifier, weekly schedule of all airlines operating between the city pair is displayed.

Entry: S19AUGISTFRA/YY
Response:

```
19AUG-25AUG MTWTFSS IST      FRA FRANKFURT.DE
            12.45.. 0355IST  0610FRA    TK1611 32R CY          0
            12345.7 0610IST  0820FRA    LH1305 321 JCDZPYBMUH 0
            .....6. 0610IST  0820FRA    LH1305 32Q JCDZPYBMUH 0
            12345.7 0610IST  0820FRA  C NH5882 321 JCDZPYBMUH 0
            .....6. 0610IST  0820FRA  C NH5882 32Q JCDZPYBMUH 0
            12345.7 0610IST  0820FRA  C UA9127 321 JCDZPYBMUH 0
            .....6. 0610IST  0820FRA  C UA9127 32Q JCDZPYBMUH 0
            12345.7 0610IST  0820FRA  C AC9476 321 JCDZPYBMUH 0
            .....6. 0610IST  0820FRA  C AC9476 32Q JCDZPYBMUH 0
            1234567 0805IST  1015FRA    TK1587 333 CY          0
            123.... 0805IST  1015FRA  C UA6899 332 JCDZPYBMEU 0
            ...4567 0805IST  1015FRA  C UA6899 333 JCDZPYBMEU 0
            .2..... 0805IST  1015FRA  C FI7010 332 CDJAYREMBK 0
            ...4567 0805IST  1015FRA  C FI7010 333 CDJAYREMBK 0
            1.3.... 0805IST  1015FRA  C FI7010 332 CDJAYREMBK 0
```

Miscellaneous schedule entries;

SO	: Displays original schedule display again.
SO@5	: Displays 5 days later of the original schedule display.
SO-10	: Displays 10 days before the original schedule entry display.
SO25JUL S25JUL	: Changes the date of the schedule display.
S23JAN2100	: Changes date and time of schedule display.
SOPAR	: Display schedule from the arrival point of the original one to Paris.
SONYCLAX	: Changes the departure arrival points of the original schedule display.
SO12APRESB	: Displays schedule for 12 APR from the arrival point on the original one to ESB.
S	: Like SO entry displays original one, if original one is already on screen, shows availability of the schedule.
S*	: Increases the number of flights if original schedule display is not showing all.
SB	: Displays the return schedule for the same day.
SB@20	: Displays return availability for 20 days later.
SB-6	: Displays 6 days before for return schedule.
SB10AUG	: Displays return schedule for 10 AUG.
SB1000	: Displays return schedule for the new time entered.

4.2.1 SPESIFIC SCHEDULE CIC*6/265

The 2 very important details about flights can be learned from this entry. Total flight time and if there is, the stop points of the flight. When there is no active schedule or availability display on screen, if the flight number and date is known the information can be reached with below entry.

Entry: `STK350/10SEP`
Response:

```
CTY TML  ARR    DEP     GRND   AIR  CABINS  C Y
IST       -    2040      -   05.20
ALA     0500*1         TOTAL TIME   ISTALA    5.20
```

`CTY`- city, information of cities , `TML`- terminal, `ARR`- arrival , `DEP`- departure , `GRND`- ground time, `AIR`- flight time in air, `CABINS`- cabins (C is business Y is Economy code) 10SEP TK350 ISTALA flight total time is 5 hours 20 minutes.

Below entry is used both after schedule and availability display. After displaying the schedule (or availability);

Entry: `S01DECISTCUN` (Istanbul- Cancun schedule entry)
Response:

```
1DEC  SUN   1000 IST - CUN CANCUN.MX                        NTE
IST-LATEST CHECKIN ON TK FLTS IS 45MIN FOR DOM/60MIN FOR INT.
IST-*SAW* SABIHA GOKCEN AIRPORT IS LOCATED IN THE ASIA SIDE.
 1 IST CUN      1-2140  2-0825 CDZKJIRYBMAH TK 181 789 1E
                               SOEQTLVPWUXN
                               G
 2 IST PTY      1-0235  1-1115 CDZKJIRYBMAH TK 800 789 1E
                               SOEQTLVPWUXN
                               G
 3     PTY CUN  1-1253  1-1537 CDZKJYBMAHSO TK9598 738 0E Q
                               EQTLVPWU
       OPERATED BY COPA AIRLINES
```

Entry: `S1` (specific schedule information of the first flight).
Response:

```
            CTY TML  ARR    DEP     GRND   AIR  CABINS  C Y
 IST         -    2140      -   15.20
 MEX      0400*1 0520*1  01.20 03.05
 CUN      0825*1         TOTAL TIME   ISTCUN   19.45
```

As you can see from the response, the stop point in IST-CUN flight is MEX and the total flight time including the ground time in MEX is calculated as 19 hours 45 minutes. This information shows that IST-CUN and IST-MEX flights are the same flight and after offloading MEX passengers the flight continues to CUN. IST-CUN passengers' ticket data or reservation data does not cover this information about MEX flight routing point.

We can also obtain total flight time of connection flights. System responses the result by adding the calculation of ground connection time too.

Entry: `S18AUGPARADD`
Response:

```
 18AUG MON   1032 PAR - ADD ADDIS ABABA.ET                    NTE
 ADD-FOR TURKISH CITIZENS MUST HAVE ROUND TRIP TICKET
 ADD-TK FLTS TO/FROM TERMINAL 1 IN ADDISABABA FROM 03MAR11
 PAR-CDG TK FLTS OPERATE TO/FRM CHARLES DE GAULLE APT TML.1
 PAR-SUNEXPRESS FLTS TO/FROM TERMINAL3 AT CDG
  1 CDG IST     18-1125 18-1555 CDKJIRYBMHSE TK1822 333 0E
                                QTLVPWXNG
  2     IST ADD 18-1855 19-0015 CDKJIRYBMHSE TK 676 78D 0E  502
                                QTLVPWXNG
  3 CDG IST     18-1235 18-1655 JCDIZWYBMS   DL8447 319 0  G502
        OPERATED BY AIR FRANCE
  4     IST ADD 18-1855 19-0015 CDKJIRYBMHSE TK 676 78D 0E  502
                                QTLVPWXNG
  5 CDG ADD     18-2205 19-0640 CJDPZIRYGS   ET 705 788 0E  502
  6 CDG ADD     18-2205 19-0640 JCDZPYBMUH   AC6024 788 0E G505
        OPERATED BY ETHIOPIAN A L
```

On this screen;

Entry: `S1*`
Response:

```
CTY TML  ARR    DEP     GRND   AIR  CABINS  C Y
 CDG       -    1125      -   03.30
 IST     1555           TOTAL TIME   CDGIST    3.30
         IST CONNECTING TIME   3.00
 CTY TML  ARR    DEP     GRND   AIR  CABINS  C Y
 IST       -    1855      -   05.20
 ADD     0015*1         TOTAL TIME   ISTADD    5.20
     TOTAL ELAPSED TRAVELLING TIME   CDGADD   11.50
```

The response shows that; the flights from PAR to ADD is via IST, PAR-IST is 3 hours 30 minutes, IST-ADD is 5 hours 20 minutes and the connection time in IST is 3 hours. When all these times are added the total flight/ground time passenger spends is 11 hours 50 minutes from PAR (CDG) to ADD.

On an active PNR from the segments also specific schedule information can be displayed. When PNR is displayed, if you make `S5I` entry you can see specific schedule information of segment 5.

4.3 AVAILABILITY CIC*6/90

Availability, which is flight information display, different from schedule display shows the class availability of direct and connecting flights between the city pair for a specific date. It is possible to display availability for **355** days ahead. As long as THY direct flight are available on Troya then alternatives with, TK and other airlines connections follow them, at the bottom we see other airlines direct flight. Since the system used is in-house, Troya's priority is always TK flights, we are able to see other airlines flights in Troya too. Other airlines availability data is transferred to our system from OAG (Official Airline Guide). Likewise, other airlines systems can see our flights. Other airlines flight information is carried from this source to our system and with the help or related departments they are arranged to be shown on our availability display in connection with TK flights or directly, depending on our commercial and mutual agreements.
As told before the advanced open platform system seamless Mercury availability is displayed on Troya and serves all third-party requests of our flight information. Plus, our Company is using O&D (Origin Destination) revenue management system. The decision module within the system is providing the communication between Mercury availability and O&D system is called RTDP (Real Time Dynamic Pricing). This means that system decides the availability capacity of each class (RBD) depending on the origin and destination points of the journey, current PNR data and of course bid price and availability display responds the user with current dynamics.

Entry: `A06DECISTSHA` **06DEC ISTSHA** city pair availability request ;
Response:

```
20DEC TUE   1132 IST - SHA SHANGHAI.CN                    MRC
TK FLIGHTS  TO/FROM (PVG) PU DONG INT. APT. TERMINAL 2
ALL IST FLTS TO/FROM WILL BE USED ISTANBUL ( NEW ) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
LATEST CHECKIN ON TK FLTS IS 60MIN FOR DOM/75MIN FOR INT.
 1 IST PVG     20-0150 20-1715 CL DL ZL KL  TK 026 77W 0E 502
                               JL IL RL YL
                               BL ML AL HL
                               SL OL EL QL
                               TC LC VC PC WC UC XL NL GL
 2 IST ICN     20-2010 21-1235 C9 D9 Z9 K9  TK 020 77W 0E 502
                               J9 I9 R4 Y9
                               B9 M9 A9 H9
                               S9 O9 E9 Q9
                               T9 L9 V9 P9 W9 U9 X9 N9 GL
 3     ICN PVG 21-1355 21-1435 F- A- J- C-  MU5042 77W 0E 502
                               D- Q- I- O-
                               Y- B- M- E-
                               H- K- L- N-
```

`20DEC TUE   1132 IST - SHA SHANGHAI.CN` : The city pair of queries, date, time, name of arrival city and the country code.

`MRC` : Mercury availability

```
TK FLIGHTS  TO/FROM (PVG) PU DONG INT. APT. TERMINAL 2
ALL IST FLTS TO/FROM WILL BE USED ISTANBUL ( NEW ) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
LATEST CHECKIN ON TK FLTS IS 60MIN FOR DOM/75MIN FOR INT
```

: City facts info of the city pair.

`1 2` : Segment numbers of the flights.
`IST-PVG` : Departure and arrival points with airport codes
`6-0145  6-1710` : Departure and arrival time and date locally.

```
C9 D9 Z9 KL
JL IL RL Y9
B9 M9 A9 H9
S9 O9 E9 Q9
TC LC VC PC WC UC XL NL GL
```

: Reservation classes listed from high to low according to cabin hierarchy. Number 9 shows that the class has 9 or more availabilities, numbers below 9 shows the real capacity, `L` shows class can be waitlisted, `C` shows the class is closed for sale. `L` and `C` coding can be seen in O&D controlled flights availability.

Cabin hierarchy of our flights;

C → **Business** **Y** → **Economy**

`TK 026` : Flight number.
`77W` : Aircraft type.
`0` : Stop number of the flight.
`E` : ETKT will be issued.

Entry: `A10JUNESBHTY` : The availability query for **10JUN ESBHTY** city pair.

Response:

```
10JUN MON   0917 ESB - HTY HATAY.TR                          MRC
ALL IST FLTS TO/FROM WILL USE ISTANBUL(NEW) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
 1 ESB IST     1500 1620 C9 DL ZL KL JL IL  TK2151 78D 0ER  502
                         RL Y9 B9 M9 A9 H9
                         S9 OC EC QC TC LC
                         VC PC WC UC FC XL
                         NL GC
 2     IST HTY 1800 1950 YC BC MC AC HC SC  TK2254 320 0ER  502
                         OC EC QC TC LC VC
                         PC WC UC XC NC GC
                         FC
 3 ESB IST     1405 1525 C9 DL ZL KL JL IL  TK2119 316 0ER  502
                         RL Y9 B9 M9 A9 H9
                         S9 OC EC QC TC LC
                         VC PC WC UC FC XL
                         NL GC
 4     IST HTY 1800 1950 YC BC MC AC HC SC  TK2254 320 0ER  502
```

Miscellaneous availability entries;

A : Displays previous availability or changes schedule display to availability.
A* : Increases the number of flights of the current availability is limited.
A1500 or **AO1500** : Displays the same availability for a specific time.
AO@2 : Displays the same availability for 2 days later.
AO-5 or **A-5** : Displays the same availability for 5 days before.
AO21MAY or **A21MAY** : Changes the active availability date to 21MAY.
AOLAX : Makes the arrival point of the current availability departure, changes arrival point to LAX and displays the availability for the same day.
AOF : Displays the original availability for flights with F class.
AO/ : Displays the same availability for all classes. .
AMONISTPAR : Displays the first next Monday availability.
A27NOVISTSIN/SQ : Displays only SQ airlines direct flights availability.
A28OCTISTESB1800 : Displays availability for specific
A27APRISTNYCYY : Displays all direct flights for the date specified.
A12AUGISTPRGY/D : Displays Y class available flights starting from the date to the next 63 days.
A17SEPLAX : Changes the arrival point of original availability as departure, makes LAX new arrival , and displays this availability for 17 SEP.
A11DECLONLAXBA-BOS : For connecting flights, displays availability for the given connection point and airline.
A18NOVISTSYDTK-SIN-SQ : The carrier after connection can be given too.
A5DECLGAATHBA/BD-LHR-OA/BA: Displays availability for multiple carriers' alternatives.
AR : Displays original availability in time order.
AB : Displays original availability for return.
AB10DEC : Displays original availability for return on 10 DEC.
AB@4 : Displays original availability for return 4 days later.
AB-3 : Displays original availability for return for 3 days before.
AB22APR0800 : Displays original availability for return for 22 APR 08:00AM.
ABSAT : Displays the original availability for return for the first Saturday.
ABT : Displays the original availability for return for T class.

Availability display samples;
A10AUGISTROC

```
10AUG WED   1146 IST - ROC ROCHESTER.NY.US                MRC
ALL IST FLTS TO/FROM WILL BE USED ISTANBUL ( NEW ) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
LATEST CHECKIN ON TK FLTS IS 60MIN FOR DOM/75MIN FOR INT.
 1 IST JFK     10-1330 10-1715 C9 D9 Z9 K9  TK 001 77W 0E 502
                               J9 IC RC Y9
                               B9 M9 A9 HC
                               SC OC EC QC
                               TC LC VC PC WC UC XC NC GC
 2     JFK ROC 10-2235 11-0002 Y4 B4 M4 A4  TK8983 E90 0EQ502
                               HC SC OC EC
                               QC TC LC VC
                               PC WC UC
       OPERATED BY B6  486
```

The above display shows that the second segment which is TK8983 holds a remark below as `OPERATED BY B6486`, this indicates that it is a codeshare flight, it is operated by JetBlue and flight number is B6 486 (Mercury availability displays the flight number of the operating carrier) and THY is marketing it with its own flight number. So TK is **marketing carrier**, B6 is **operating carrier**.

Mercury availability also enabled some enriched connection possibilities, like below for an Ankara-Amsterdam query, the best connection for TK1953 is TK2135, but system also gives alternative connections automatically like TK2109. Also Mercury availability displays availability alternatives up to 99 segments.

```
3 ESB IST     10-1115 10-1240 C9 D9 Z8 KL  TK2135 738 0E 502
                              JL IL RL Y9
                              B9 M9 AC HC
                              SC OC QC TC
                              LC VC PC WC UC FC XL NL GC
4     IST AMS 10-1505 10-1730 C9 D9 Z8 KL  TK1953 77B 0E 502
                              JL IL RL Y9
                              B9 M9 AC HC
                              SC OC EC QC
                              TC LC VC PC WC UC XL NL GC
…
9 ESB IST     10-1100 10-1225 C9 D9 Z9 K6  TK2109 77B 0E 502
                               JL IL RL Y9
                               B9 M9 AC HC
                               SC OC QC TC
                               LC VC PC WC UC FC XL NL GC
10     IST AMS 10-1505 10-1730 C9 D9 Z9 K6  TK1953 77B 0E 502
                               JL IL RL Y9
                               B9 M9 AC HC
                               SC OC EC QC
                               TC LC VC PC WC UC XL NL GC
```

4.3.1 SPESIFIC AVAILABILITY CIC*6/90

Inventory control is one of the main functions of Revenue Management. Basically, it is to decide on the distribution of multiple fare structure to the seat capacity on each flight. In our Company this is decided by O&D system; that's why the specific availability display of a flight under RTDP control is not too far from the availability display of it.

Entry: `ATK005/17AUGISTORD` (this entry requires airport code, if there is)
Response:

```
C   5  D   4  Z   0  K   0  J   0  I   0  R   0  Y   9  B   9
M   9  A   9  H   9  S   0  O   0  E   0  Q   0  T   0  L   0
V   0  P   0  W   0  U   0  X   0  N   0  G   0
   ALL*SECURED FLIGHT
```

RTDP, will decide on the class availability by making bid price control. That's why if a class quote shows 9, this shows that the class is open for sale with quota of 9 and above, the other numeric values represents the real quote for those classes.

5. PASSENGER NAME RECORD / PNR

Reservation record is shortly called PNR, which is 'Passenger Name Record'.

5. 1. PNR FIELDS

1. Name → Passenger name,
2. İtinerary → Flight segments field
3. Phone → Responsible office field
4. Ticket → Ticket field,
5. Time Limit → Time limit field for missing information on PNR/Reval time limit
6. Received → Reservation is requested by field,
7. Apfax → Airport fact, special services field,
8. Fare → Fare quotation field,
9. Remarks → Notes,
10. Genfax → General facts and messaging.

From the above fields the mandatory ones to create a PNR are; name, itinerary, phone and received. Without these a PNR cannot be created. If a PNR is not ticketed during creation process, after closing the PNR with these mandatory fields, Trophy system agent comes to the PNR and gives time limit for ticketing. Even if time limit is given Trophy still gives this time limit. There are some PNR types, some additional fields are mandatory too. Within the system to book a seat to a passenger and to issue a ticket for it you need to create a PNR. When a PNR is created simultaneously, the record which is called '**History**' which answers; **who, when, did what** questions about the PNR, is created.

5.1.1 NAME FIELD CIC*6/20

One of the mandatory fields of PNR is name field. Passenger Surname/Name information starts with **–** keyword. The number of names written must match the number of seats booked. Passenger surname must have at least 2 characters. Surname and Name are separated with **/** without any space. The number of **/** between the names must be equal to total passengers having the same family name. After you make the name entry if the system response is ***** on the right side, shows it is correct, **@** shows there is an error with the format. Names must be written in correct formats and in full as much as possible. If a name item exceeds 49 characters (including title, space and - /- slash entries) in Troya system response for electronic ticketing will be **NAME MISMATCH OR NAME TOO LONG**. A PNR can hold up to 127 names, 99 of the can belong to passengers occupying seat, and the rest 28 can belong to infant not occupying seat. System does not accept an infant not occupying seat name as the first name item in the PNR.

Entry: `-1PULAK/ASLIOYAMRS`
Response: `-1PULAK/ASLIOYA MRS *`

Entry: `-2PULAK/ASLIOYAMRS/ELIFMISS`
Response: `-2PULAK/ASLIOYAMRS/ELIFMISS *`

Entry: `-YAZICI/SEMA`
Response: `-YAZICI/SEMA @`

Entry: `-TASKESEN/OZLEMMRS`

`-` : Name field keyword.
`TASKESEN` : Surname.
`/` : Slash between name and surname.
`OZLEM` : Name.
`MRS` : Gender/Title.

Miscellaneous name entries;

`-AKKUS/FATMAMRS` : Name entry for 1 passenger.
`-2PULAK/ELIFMS/ALIMR` : Entry for two passengers with the same surname.
`-I/KILINCER/KEREMMSTR` : Infant passenger name entry.
`-P/STAFF/ONDUTYMR` : Non-revenue , seat confirmed pass ticket owner passenger name entry. (Segment status code as `HK` or `HL`)
`-S/STAFF/LEISUREMRS` : Non-revenue, seat available pass ticket owner passenger name entry. (Segment status code as `SA`)
`-25AKADEMI/GRP` : Group name entry.
`-PERI/MRS` : Name entry of passenger with only a name.
`-MARYJANE/MRS` : Name entry of passenger with two names.

Title entry rules:

`MS` : Female passenger travelling alone, marital status unknown.
`MRS` : Married female passenger older than 12.
`MR` : Male passenger older than 12.
`MSTR` : Male child or infant between ages 0-12.
`MISS` : Female child or infant between ages 0-12.

5.1.2 ITINERARY FIELD / BOOKING FROM A FLIGHT CIC*6/70

Itinerary is another mandatory field for PNR creation. It can be created by booking from availability or by direct segment entry.

5.1.2.1 BOOKING FROM AVAILABILITY DISPLAY CIC*6/90

To book from a single direct flight;

Entry: `A27JUNISTSIN`
Response:

```
27JUN THU   0935 IST - SIN SINGAPORE.SG                    MRC
TK FLTS TO/FROM TERMINAL1
FOR TURKISH CITIZENS MUST HAVE ROUND TRIP TICKET
ALL IST FLTS TO/FROM WILL BE USED ISTANBUL ( NEW ) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
LATEST CHECKIN ON TK FLTS IS 60MIN FOR DOM/75MIN FOR INT.
CONNECTION TIME FOR BKK IS MAX 12 HOURS
 1 IST SIN     27-0200 27-1755 C9 D9 Z9 K9  TK 054 77B 0ER  502
                               JL IL RL Y9
                               B9 M9 A9 H9
                               S9 O9 E9 Q9
                               T9 L9 V9 P9 W9 U9 X9 NL GL
 2 IST SIN     27-1700 28-0845 C9 D9 Z9 KL  TK 208 35D 0ER  502
                               JL IL RL Y9
                               B9 M9 A9 H9
                               S9 O9 E9 Q9
                               T9 L9 V9 P9 W9 U9 X9 NL GL
 3 IST SIN     27-1330 28-0500 CC DC KC JC  TK9300 359 0ER  502
                               YC BC MC HC
```

Entry: `N1Y2`

`N`	: Need.
`1`	: Seat number requested.
`Y`	: Requested class.
`2`	: Segment number of the flight on the availability.

Response: `1 TK 208 Y  TH 27JUN  ISTSIN HS1   1700 0845*CABIN YE`

`1`	: The segment's number on the itinerary field of the PNR.
`TK  208`	: Carrier code and flight number.
`Y`	: Class.
`TH`	: Flight day / Thursday
`27JUN`	: Flight date.
`ISTSIN`	: Departure and arrival points.
`HS1`	: Segment status code and the number of seats booked.(Holding Seat).
`1700 0845`	: Departure and arrival times, local.
`*`	: Arrival next day
`CABIN Y`	: Cabin information.
`E`	: Electronic ticket eligible segment.

Booking from connecting flights;

Entry: `A15AUGKZNAUH`
Response:

```
15AUG MON   1312 KZN - AUH ABU DHABI.AEW.AE              MRC
TK FLIGHTS TO/FROM ABU DHABI OPERATE TO TERMINAL 1
CODESHARE FLTS THAT BEGIN WITH 8000 OPERATE TO TERMINAL 3
ALL IST FLTS TO/FROM WILL USE ISTANBUL(NEW) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTIR
 1 KZN IST     15-0105 15-0500 C9 D9 Z9 KL  TK 428 73J 0E 502
                               JL IL RL Y9
                               B9 M9 A9 H9
                               S9 O9 E9 QL
                               TC LC VC PC WC UC XL NL GL
 2     IST AUH 15-1920 16-0045 C9 D9 Z9 KL  TK 868 321 0E 502
                               JL IL RL Y9
                               B9 M9 A9 H9
                               S9 O9 E9 QL
                               TC LC VC PC WC UC XL NL GL
```

Entry: `N1B1B2`
Response:

```
 1 TK 428 B  MO 15AUG  KZNIST HS1 X 0105 0500 Y M01.1E
 2 TK 868 B  MO 15AUG  ISTAUH HS1   1920 0045*Y M01.2E
```

Connecting flights can be booked with single entry, and with single entry maximum 4 connecting flights can be booked. In addition to explanations made for single segments booking above, here;

`X` : The `X` sign on KZN-IST segment shows IST is a no-stopover transfer point.

`M01.1`
`M01.2` : These 2 segments are married, it is marry group number 1 and they are item 1 and 2 in this marry group. (married segment concept).

Miscellaneous booking from availability entries;

`N1Y1` : Booking from 1st flight on the availability in Y class for 1 passenger.
`N1Y1C2` : Booking from 1st segment in Y class , second in C class in connection from the availability, for 1 passenger.
`N1N3S` : Booking in N class for segment 3 in **SA** status code.
`N1Y3X` : Booking in Y class by adding **X** indicator (Non-stopover).
`N1Y2I` : Booking in Y class by adding **I** indicator (Ignore).
`N1Y1Q` : Creates un-booked (open) segment with **QQ** status code in Y class.
`N2Y3QX` : Creates un-booked segment with **QQ** status code and adds no-stopover sign.

5.1.2.2 DIRECT SEGMENT ENTRY and AUXIALRY SERVICES ENTRIES CIC*6/70-CIC*6/310

Direct segment entry (DSE) must be made by using airport code.

Entry: `0TK001Y01SEPISTJFKNN1`

`0` : Entry keyword.
`TK001` : Carrier code and flight number.
`Y` : Class.
`01SEP` : Flight date.
`ISTJFK` : Departure and arrival airports.
`NN1` : Action code and the number of seats requested.

Response:
```
1 TK   1 Y  SU 01SEP  ISTJFK HS1   1315 1650 CABIN YE
```

Miscellaneous direct segment entries:

`0TK003K20SEPISTJFKNN1` : Direct segment entry for seat request.
`0TK708K03JULISTKHILL1` : Waitlist seat request.
`0TK1868H20SEPVCEISTQQ1` : Un-booked segment (Open) request.
`0A` : ARNK (Arrival Unknown) segment entry.
`0QF006Q23SEPSINSYDHK1/19400505/1` : For other airline segments, inhibitor segment entry.

Entry:

```
0TK2139Y29NOVESBISTNN1|0TK17A29NOVISTYYZNN1|0TK8650A30NOVYYZCLTNN1
```

Up to 3 segments can be requested by a single DSE entry with `|` (endi) connector.

Response:

```
1 TK2139 Y  WE 29NOV  ESBIST HS1 X 1155 1315 Y M01.1E
2 TK  17 A  WE 29NOV  ISTYYZ HS1 X 1535 1835 Y M01.2E
3 TK8650 A  TH 30NOV  YYZCLT HS1   1420 1624 Y M01.3E AC FLT
OPERATED BY AIR CANADA
```

Auxiliary services, which are additional services in airline transportation can be added to PNR with direct segment entry. The keywords used for auxiliary services are as follows;

`HTL` : Hotel.
`ATX` : Air taxi.
`CAR` : Rent a car.
`SUR` : Surface transportation.
`TUR` : Tour information.

Entry: `0 HTL TK NN1 LON IN25FEB - OUT26FEB SGLB SHERATON`

`0` : DSE keyword.
`HTL` : Hotel.
`TK` : Carrier code.
`NN1` : Request code and requested room number.
`IN25FEB` : Check-in date.
`-` : Hyphen.
`OUT26FEB` : Check-out date.

`SGLB` : Room type.
`SHERATON` : Hotel name.

Response: `2 TK HTL MO 25FEB LON NN1 OUT26FEB SGLB SHERATON`

`2` : The segment number on the PNR.
`MO` : Monday, check-in day.

Miscellaneous auxiliary services entries;

`0 ATX TK NN1 NYCPHF 13JUN - DEP1300`: Additional information following air taxi (flight time, flight number...etc.).
`0 CAR TK NN1 IST 14DEC - OUT20DEC PEUGEOT 305 AVIS`: Rent a car brand and company.
`0 SUR TK NN1 DLM 13JUL - F CABIN QE2 BODRUM ADV COST`: Surface transport info.
`0 TUR TK NN1 CAI 20JAN - ROYAL TOUR DAILY 25` : City tour info.

5.1.3 FONE FIELD, & CTC (CIC*6/40)

`CTC` keyword is used to make miscellaneous contact entries to the Ap Fax ,(as SSR) or Gen Fax (as OSI) field. While creating a PNR it is mandatory to make a contact entry with either `CTCM` or `CTCE` (for ticketing both are mandatory) System will give error message while saving if PNR lacks this data. Below are the formats which are listed as contact entries. Some are placed on the Ap-Fax field with SSR code some in the Gen Fax filed with OSI code. After saving the PNR system automatically places the city code of the creating office to the fone field for further Q system functions.

Primary CTC entries (Mandatory for PNR creation and ticketing)

`41FCTCM 905556667788` : SMS service mobile phone with country code (Irrop) service (Ap Fax SSR)
`41FCTCM 905556667788/E` : Same entry for SMS language in English.(Ap Fax SSR)
`41FCTCM 905556667788/T` : Same entry for SMS language in Turkish.(Ap Fax SSR)
`41FCTCE ABC@THY.COM` : Email address (Ap Fax SSR)
`41FCTCR` : Passenger refused to give contact (Ap Fax SSR)

Secondary CTC entries (upon request)
`41FCTCT 2222222222` : Travel agency phone (Gen Fax OSI)
`41FCTCB 3333333333` : Business phone (Gen Fax OSI)
`41FCTCH 4444444444` : Home/hotel phone (Gen Fax OSI)
`41FCTCP 5555555555` : Personal phone (Gen Fax OSI)

Additional information (Appears on ETKT if below entries are made on PNR)
`41FCTCA YELLOW ROAD NO:1 OZ` : Company address (for invoice) (Gen Fax OSI)
`41FCTCF THY. INC` : Firm company title (for invoice) (Gen Fax OSI)
`41FGSTN BAKIRKOY VD 123456` : Goods&services tax number (invoice) (Ap Fax SSR)

If passenger does not want to share contact, `41FCTCR` keyword is entered and passenger must be informed that, the responsibility of irregularities belongs to them since they are not reachable.

FONE-QTR : After the PNR is saved , **FONE** field shows the responsible office for the PNR. In case a PNR responsibility is to be transferred to another office, the receiving office must make;
9C (enter) which replaces their city code with the original one. After save, the PNR responsibility now belongs to the new office.

```
1.1SWIFT/TAYLORMS
MRUTKAP 22SEP UYENY7
 1 TK1988 C  TH 20JUN  LHRIST HK1   0645 1240 CABIN CE
FONE-MRU ⟶ ORIGINAL RESPONSIBLE OFFICE
AP FAX-SSRCTCMYYHK1 1234432234432
2.SSRCTCEYYHK1 TSWIFT1989@SWIFT.COM
9C * ⟵
*R
1.1SWIFT/TAYLORMS
MRUTKAP 22SEP UYENY7
 1 TK1988 C  TH 20JUN  LHRIST HK1   0645 1240 CABIN CE
FONE-LON ⟶ NEW RESPONSIBLE OFFICE
AP FAX-SSRCTCMYYHK1 1234432234432
2.SSRCTCEYYHK1 TSWIFT1989@SWIFT.COM
```

The responsibility of the PNR which is created and under responsibility of Mauritius office is taken by London office.

5.1.4 TIME LIMIT FIELD CIC*6/50

Time Limit is the time given for passenger or travel agency to give missing information on the PNR. Field code is **8**. At the same time if there is a change on ticketed PNR, REVAL time limit is given from this field too. When the time limit expires system sends the PNR to the related office's Q number 12 for checking.

Entry: **8 16DEC**
Response: **TL-QTR/0200/16DECQTRAP**

TL : Time Limit field
QTR : City code of the office where the TL is given from. System forwards the PNR automatically to the office giving the time limit if no other office code is given.
0200 : If no time is entered system automatically enters 02: 00 as time.
16DEC : Time limit date
QTRAP : Office and agent code giving the time limit.

Miscellaneous time limit entries;

815MAY*CHECK CTC ADDRESS : Any free format text can be written to time limit field.
8SYD/40/12JUN : Sends the PNR to SYD office's Q/40 on 12JUN.
8CGN/51/0600/12JUN : Sends the PNR at 06: 00 local time on 12JUN to CGN Q/51.
8TL60 : Sends the PNR to your Q/12 60min before the first flight segment.
8HKG/TL60 : Sends the PNR to HKG Q/12 60min before the first flight segment.
8VIE/65/TL60 : Sends the PNR to VIE Q/65 60min before the first flight segment.
8TD1 : Sends the PNR to your Q/12 1 day 60 min before the first flight segment.

5.1.4.1 REVAL TIME LIMIT CIC*6/425

Ticketed passengers may ask for changes on their reservation, and if this change is not validated on their tickets at the moment, they are given REVAL time limit for revalidation of the newly booked flight to the ticket again with `8` keyword and are forwarded to sales. On the date of time limit, system forwards the PNR for checking to Q/12 of the office which gave the time limit. The entry does not work on PNRs without ticket number in `TKT-Y` field.

Entry: `82000/01SEP*REVAL TK762 T 14MAR`

`8` : Time limit keyword.
`2000` : Time.
`01SEP` : Date.
`*` : * is followed by free text.
`REVAL TK762 T 14MAR` : The flight date class details of flight which will be revalidated.

Response: `TL-QTR/2000/01SEP REVAL TK762 T 14MARQTRAP`

`TL` : Time limit field identifier.
`QTR` : Office which gave time limit.

`2000` : Time.
`01SEP` : Date.
`REVAL TK762 T 14MAR` : Flight which will be revalidated.
`QTRAP` : Office and agent code giving the time limit.

5.1.5 TICKET FIELD CIC*6/45

The keyword of the field is `7`. A PNR can have more than one TKT field, because it has multiple functions. Here manual time limit function information of this field will be given. The PNR which is not ticketed can be given manual time limit and on the date of time limit system will forward the PNR to Q/10 of the office who gave the time limit for checking.(For further information go to section 24.2.2)

Entry: `7Q23MAR*1700 CHK TKT`

`7` : Ticket field keyword.
`Q` : Manual time limit.
`23MAR` : Time limit date.
`*` : ***** is followed by free text.
`1700 CHK TKT` : Time of check ticket

Response: `TKT-Q23MARQTR719AP 1700`

`TKT` : Ticket field identifier.
`Q23MAR` : Manual time limit date.
`QTR` : Office information.
`719AP` : Sales office record ton number and the code of agent
`1700` : Time.

Miscellaneous ticket field entries;

`7Q23SEP*CHK TKT` : Time limit given to psgr until 23SEP night, PNR will be in Q/10.
`7T26OCT*1700` : Time limit given until 26OCT 1600, PNR will be forwarded to Q/11.
`71Q15APR*1300 CHK TKT` : Time limit given to psgr 1 until 15APR 1300.
`7O*TOD` : Ticket on departure entry (not every office is authorized)
`7Q 15JAN LON * 1700` : PNR will be forwarded to LON offices Q/10 on 15JAN.

5.1.6 RCVD FILED CIC*6/60

Another mandatory field to create a PNR is received field. Keyword is `6`. When PNR is created, this is the field where we write name of **who** requested this PNR or in case of future changes on the PNR who asked for them. Information on this field is copied to the history when PNR is saved, before saving the PNR it can be seen on the face of the PNR when we make `*R` entry. If there is more than one adult passenger in the PNR, full name of the person who requests any change on the reservation must be written.
When you are creating the PNR for the first time, system accepts received field for more than 19 characters. But when you are making changes on a created PNR system accepts Received information up to 19 characters.

`6 MR AKIN` : Name of the person requesting the PNR or asking for changes.
`6 AGT REF ALI` : If the received is a travel agency staff, this info is given. .
`6PSGR` : If there is only one passenger in the PNR, or an adult is travelling with an infant, or a child received information can be entered as **PSGR**.

5.1.7 AP FAX FIELD

Passenger's special requests are entered to **Ap Fax** field of the PNR. Keyword is `4F`. Most of the special services must be created with passenger and segment relation.

Entry: `41S1-2FGFMLHK1`

`4` : Ap Fax field keyword.
`1` : 1st passenger on the PNR.
`S1-2` : Service requested for segment 1 and 2 of the PNR.
`F` : Ap Fax secondary format, fact.
`GFML` : Gluten-Free meal airimp code.
`HK1` : Confirmation code for the special service.

Response:

```
AP FAX-1 S1 SSRGFMLTKHK1
2.1 S2 SSGFMLTKHK1
```

`APFAX` : Ap Fax field identifier.
`1` : 1st passenger in the PNR.
`S1 S2` : Segment numbers for the service.
`SSR` : Special Service Required.
`GFML` : Low calorie meal airimp code.
`TK` : The carrier of the special service segment.
`HK1` : Services status code, confirmed.

CHAPTER 12.SPECIAL REQUESTS should be checked for further information.

5.1.8 FARE FIELD

Fare field is loaded to the PNR by the pricing system, by checking the itinerary of the PNR, followed by the fare quotation entries according to the applications, currency of the city where the terminal belongs to. Even though it is not a mandatory field for PNR creation, no PNR or time limit is correct without fare quotation. After fare is quoted, the rules of the fare presented by the system; is at the same time the rules of the ticket which qualifies to be the contract between the carrier and passenger. Below there are fare lines of a quotation made from a terminal in Turkiye for a IST-NYC itinerary.

Advanced details about fare quotation can be found in the 21.FARE unit of the book.

5.1.8.1 FARE FIELD LINES

```
  1 TK   3 O  MO 01APR  ISTJFK HS1   0745 1120 CABIN YE

FQ-    1    Q      25SEP23      ET   AP/SU   O   QTR  T/ITA
```

FIELD NAME | PSGR NO | SYSTEM GUARANTEE | FQ DATE | ETKT and DUTY CODE | AGENT | CLASS | OFFICE | VENDOR FIRM

```
2.IST TK NYC        405.00  OT3PXOW
```

FARE CALCULTION POINTS | CARRIER | NUC VALUE | FARE BASIS

```
3.Z  NUC405.00   ROE1.00
```

TOTAL NUC | RATE OF EXCHANGE

```
4.FARE USD 405.00 EQU TRY 10956.00TAX TOT XT 7383.84 TOT TRY 18339.84
```

LOCAL CURRENCY FARE | EQUIVALENT FARE | TOTAL TAXES | TTL INCL TAXES

```
5. TAX TRYXY    189.36 TAX TRYDU   1353.00 TAX TRYXA    103.61 TAX TR
YM6     86.43 TAX TRYYR   4328.12
```

DETAILS OF THE TAXES (up to 5 taxes fit in a tax line)

```
6. TAX TRYYC    176.37 TAX TRYTR    576.18 TAX TRYUS    570.77
```

DETAILS OF THE TAXES (up to 5 taxes fit in a tax line)

`7.S1 B2PC`	Free baggage allowance of the passenger
`8.E NONEND/TK ONLY`	Non-endorsable TK special fare is used
`9.S1 NB01APR24`	Not Valid Before
`10.S1 NA10APR24`	Not Valid After

5.1.8.2 FARE LINES TERMINOLOGY

NUC /NEUTRAL UNIT OF CONSTRUCTION:

NUC is a standard unit used in fare calculation and is based on US dollar. When NUC's are used for construction purposes, they must be converted into local currency at the IROE of the origin country. NUC is shown on the "fare calculation" box of the passenger ticket.

IROE/ IATA RATE OF EXCHANGE:
The rate of exchange notified by IATA to convert local currency fare to NUC and to convert NUC amounts to the currency of country of commencement of transportation. The IROE list established by the IATA Clearing House on five-day average ending on the 5th of each month. It changes four times a year in January, April, July, October and remains frozen for three months period unless there is a major variation in currency value by more than 10% in the intervening period. If this happens, it is most important to check the IROE in each new edition of the tariff books. IROE is shown on the "fare calculation" box of the passenger ticket.

LOCAL CURRENCY FARE:
Local fare is calculated in the local currency of the country of commencement of transportation and shown on the fare box of the passenger ticket. It is calculated by multiplying NUC amounts by the IROE of the country of commencement of travel.
(NUC X ROE = LCF)

EQU /EQUIVALENT FARE PAID: If the currency of terminal of quotation is different than the currency of country of commencement (Local currency), system converts the local currency to payment currency as EQU with ICER rates. Payment is collected with EQU currency.

5.1.9 REMARKS FIELD CIC*6/115

Remarks fields are free format. Remarks cannot be displayed by other carriers in the itinerary. And it is not used for messaging between systems too. This field is used by Troya user to communicate with each other, ask questions and take notes on the PNR. Plus Trophy system, after completing some transactions (sending SMS or E-mail…etc.) leaves notes on the PNR via this field. Remarks field keyword is `5`. Could be passenger and/or segment related. Any modification on this field is not reflected to history. If a remark is written with `5*` or `5**` format it is possible to delete or change it. If you want to create a remark that cannot be deleted or changed by travel agencies, the entry is made with `5-` or `5--` format. Also `5.` or `5..` entry can be used too, and the can only be deleted by RC and PR duty codes . Even though this field is not affecting any transaction on the PNR, overall has very important role for exchange of information.

Entry: `5**PSGR IS ADVISED ABOUT PENALTY *`
Response: `RMKS- PSGR IS ADVISED ABOUT PENALTY QTRAPSU04JAN`

`QTR`	: City code of the office where the remark is written from.
`APSU`	: Agent code who wrote the remark.
`04JAN`	: Date the remark is written.

Miscellaneous Remarks entries;

`5*CHK PSGR CTC`	: Remark entry that all TROYA users can make without information about who entered it when.
`5**PLS CONFIRM PNR`	: Remark entry that all Troya users can make with agent, office code and date information.

`5-PLS RR PNR` : Remark entry that can only be used TK offices, without information about who entered it when and cannot be deleted by travel agencies.

`5--PLS RR PNR` : Remark entry that can only be used by TK offices, with agent, office code and date information and cannot be deleted by travel agencies.

`5.` or `5..` : Remark entry that can be used TK staff and can only be deleted by RC and PR duty codes.

`5S3*` : Remark entry for a specific segment.

When itinerary is printed, Remarks field is printed too. If a remark is entered to a specific segment, we see it under that segment.

5.1.10 GENFAX FIELD

Services with SSR (Special Service Required) or OSI (Other Service Information) codes for all passengers or flights on the PNR, messages sent to/received from other airlines and third-party systems, Trophy messages and some automated inhouse transactions on the PNR can be seen on Gen Fax field. Some Gen Fax fields cannot be entered or deleted by unauthorized users.

If a reservation is created to our flights from other systems/airlines , these reservations are called 'Third Party Booking'. Likewise, if a booking is made to other airlines flights from Troya system, this PNR on that airlines system is a 'Third Party Booking'. If there is any message to be sent to the other airline, or to another system used by travel agencies booking on our flights, again Gen Fax field is used for communication. Likewise if the other system wants to communicate or share information (agency name, telephone number...vs.) with us, they use Gen Fax field.

Entry: `4FSSROTHS 1A PNR TRANSFERRED TO TK PLS FOLLOW FROM TK`

This entry sends message to 1A system user travel agency that, PNR will be transferred to Troya system. Even though the entry looks like an Ap Fax entry, actually it is a Gen Fax entry and when we save the PNR , the PNR with be sent from system to system first, then will be forwarded to the travel agency that created the PNR.

Response: `GEN FAX-SSROTHS1A PNR TRANSFERRED TO TK PLS FOLLOW FRM TK`

If you want to send a message to the other airline in a Troya PNR, the below Gen Fax entry is used.
`4 F OSI EK`: After entering the other airline code (EK) you write your message in free format with industrial abbreviations.
Entry: `4 F OSI EK PAX WILL HAVE VISA AT ARRIVAL`
Response: `GEN FAX-OSIEK PAX WILL HAVE VISA AT ARRIVAL`

Trophy system also communicates with both Troya and TPB system users from Gen Fax field. Trophy requests ticket, contact, e-mail, apis etc. data from the responsible offices , responsible agencies. Below you may find some of these requests.

```
GEN FAX-SSRADTKAA TO TK BY 22APR 1248 IRC-2/ADV OTO TKT
2.SSROTHSAA PLS ADV FQTV NUMBER IF AVAILABLE WITH SSR FORMAT
3.SSROTHSAA PLS ADV PSGR MOBILE AND/OR EMAIL AS SSR CTCM/CTCE
5.SSROTHSAA DOCS CTCM CTCE ARE MANDATORY FOR TICKETING
6.SSROTHSAA PLS ENTER DOCS CTCM AND CTCE FIELDS WITH SSR FORMAT
```

5.1.11 PNR CREATION

After the mandatory fields are entered with correct formats while creating the PNR, it is important to save the record with a transaction called **EOT** (End of Transaction). If EOT is not done than PNR is not completed. For already created PNRs, for any further change on it, same rule applies. To record these changes you have to make EOT.

EOT is done in 2 ways;

1st method

After all the mandatory fields are created PNR is recorded with **E** enter and system shows the PNR address. If there is any missing or invalid mandatory field, system gives error messages for it and does not save. PNR can be saved after correction. After **E** entry you do not have to Ignore anything to start a new transaction.

```
1.1AROL/FERAYEMS
 1 TK   3 K  MO 10JUL  ISTJFK HS1   0745 1120 CABIN CE
AP FAX-SSRCTCMYYHK1 905321234567
RCVD-PSGR
E
   OK  UZVMCW
TO/FRM ABD VE KANADA UCUSLARI ICIN DOCS ZORUNLUDUR
```

2nd method

After all mandatory fields are created PNR is recorded and displayed with '**E*R**' entry. To start a new transaction you have to Ignore the current PNR.

Before;

```
1 TK   3 K  FR 20SEP  ISTJFK HS1   0725 1120 CABIN YE
 -SALT/PEPPERMRS *
 4FCTCM 905321234567
 6PSGR *
 E*R
```

After;

```
 1.1SALT/PEPPERMRS
 QTRTKAP  7JAN TCS7CK
  1 TK   3 K  FR 20SEP  ISTJFK HK1   0725 1120 CABIN YE
 FONE-QTR
 AP FAX-1 SSRCTCMYYHK1 905321234567
```

5.1.12 ERROR MESSAGES RECEIVED FOR MANDATORY FILEDS

System does not create the PNR and gives error messages if mandatory fields are missing or invalid. After correcting this error the transaction can be completed.

NEED INDEXABLE SEG
Correction; Without an itinerary PNR cannot be created, segments are booked to complete the PNR.

NEED NAMES
Correction;; Name entry must be made.

EMAIL INFO <SSR CTCE> OR MOBILE PHONE INFO <SSR CTCM> IS MANDATORY.
Correction; One of 4FCTCM or 4FCTCE contact entries must be made.

NEED RCVD/RLOC
Correction; Received field (6 PSGR) is created and PNR is completed.

INVALID NO IN PTY SEG 1
Correction; Shows that number of seats booked do not match the number of names entered. After correction of the name field or number of seats booked PNR can be completed.

NEED INFT KEYWORD SEE CIC*5/160
Correction; One of the mandatory fields of a PNR with an infant is the infant Ap Fax service entry, the entry is made to complete the PNR.

MODIFY RECORD
Correction; System gave an error message ,but still you tried to save it without correction. If you know what the error is you should correct it, if not, to see the error message again you should add or delete and entry, which is generally RCVD (6PSGR or 6@) , Then when you try to save the PNR one more time system will repeat the error message.

DISCONTINUOUS ITINERARY
Correction: If there is an interruption in the journey, that is previous arrival point/airport is different than the next departure, system needs surface ARNK entry in the itinerary.

5.2 PNR RETRIEVAL ENTRIES CIC*6/280

When PNR is created system gives a 6 alpha-numeric character address code for it. PNR can be displayed by putting ***** before this code.

Display with PNR address;

```
*TLAZ7K
```

```
F 1.1SKYWALKER/ANAKINMR 2.1SKYWALKER/PADMEMRS
QTRTKAP 21APR TLAZ7K
 1 TK  54 O  SA 20JUL  ISTSIN HK2   0210 1750 CABIN YE
 2 TK  55 O  TU 30JUL  SINIST HK2   2330 0525*CABIN YE
FONE-QTR
TKT-1-2 Y21APRQTRAP 2352480033749/50
2.A */*
AP FAX-1-2 SSRFOIDTKHK2 /NI0
2.SSRCTCEYYHK2 ABC@THY.COM
3.SSRCTCMYYHK2 905323333333
4.1 SSRDOCSYYHK1  /P////01JAN80/M//SKYWALKER/ANAKIN
5.2 SSRDOCSYYHK1  /P////01JAN85/F//SKYWALKER/PADME
6.1 S1 SSRTKNETKHK1 2352480033749C1
7.1 S2 SSRTKNETKHK1 2352480033749C2
8.2 S1 SSRTKNETKHK1 2352480033750C1
9.2 S2 SSRTKNETKHK1 2352480033750C2
```

`*TLAZ7K*I` : Retries PNR and displays only itinerary.

Response:

```
1 TK  54 O  SA 20JUL  ISTSIN HK2   0210 1750 CABIN YE
2 TK  55 O  TU 30JUL  SINIST HK2   2330 0525*CABIN YE
```

Miscellaneous PNR retrieval entries;

`*TK1979/15NOVIST-PULAK` : PNR retrieval with surname from flight's passenger list.

`*TK466/1JANIST-DAISY/AMR` : PNR retrieval with surname name title from flight's passenger list.

`*WLTK001/5MARIST-LULUBY` : PNR retrieval from waitlist with surname.

`*TK1523/12JUNXXX-FONSI` : PNR retrieval from flight without specifying departure point.

`*YY0/15FEB-PULAK/ALIMR` : PNR retrieval from un-booked segment.

`*1-AROL/REMZIYEMRS` : PNR retrieval from the 1st flight on the active availability displayed. The format requires the last name only. Passengers having the same surname are listed.

`E*R` : Saves PNR and retrieves it (EOT).

`I*R` : Ignores PNR and retrieves it.

5.3 PNR FIELD DISPLAY ENTRIES

Instead of the whole PNR, only specific fields can be displayed . There should be an active PNR display to make these entries.

```
F 1.1PRINCE/PETITEMR
QTRTKAP 25SEP U4EZBW
 1 TK  68 T  TU 30JUL  ISTBKK HK1   0145 1525 CABIN YE
FONE-QTR
AP FAX-SSRCTCMYYHK1 90999000000
2.SSRCTCEYYHK1 ASTEROIDB612@ROSE.COM
```

Entry: `*N` : Displays PNR's name field.
Entry: `*U4EZBW*N` : Retrieves PNR and displays the name field.
Response:

```
F 1.1PRINCE/PETITEMR
QTRTKAP 25SEP U4EZBW
```

Miscellaneous field display entries;

`*I` : Displays itinerary field of the PNR.
`*A` : Displays all fields of the PNR.
`*Q` : Displays fare field of the PNR.
`*P` : Displays passenger related fields of the PNR (FACT, FONE, TKT, TL RCVD, and RLOC).
`*T` : Displays name, payment, and ticket fields of the PNR.
`*C` : Summarizes the PNR. First 2 names, active last segment, RCVD, RLOC.
`*H` : Displays PNR history.
`*HF` : Displays PNR fare history.
`*HA` : Displays fare and PNR history together.
`*HS` : Displays PNR SVC segments history.
`*R` : Displays PNR record arranged in PNR format.
`*Z` : Displays PNR name, fare, payment and ticket fields of the PNR.
`*IN` : Displays auxiliary services segments on the PNR.
`*IC` : Displays car segments on the PNR.
`*IH` : displays hotel segments on the PNR.

Note: All field displays entries can be done by adding passenger number just to see the information about that passenger alone. Like; `*1Q`, 1st passenger's fare field, `*3T` 3rd passenger's ticket field…etc.

6. SEGMENT STATUS CODES CIC*6/10

When reservations are created, during booking action, depending on the availability of the flight, depending on which Airline's flight it is, or the type of agreement we have with the other airline, we see different segment status codes on the segments.

6.1 REQUEST CODES

NN : Request.
IN : Immediate need.
NA : Sell space if available, if not, waitlist & action alternative segment.
HN : Space has been requested from outside the system.
LL : Waitlist is requested.

6.2 ADVISE CODES

KL : Confirmed from waiting list.
KK : Space request is confirmed.
DL : Deleted from the list. Confirmation is taken back.
NO : No action was taken on the request.
SC : Schedule change confirmed flight.
TK : Kept confirmed on the same flight after schedule change.
TL : Kept waitlist on the same flight after schedule change.
TN : Requested space kept requested after schedule change.
UU : Space not available, have waitlisted.
UC : Unable to confirm or waitlist.
UN : Flight or requested class is not operated.
US : SS and FS rejected, flight is not waitlisted.
WK : HK, KK, KL flight is canceled.
WL : Schedule change of waitlist flight.
WN : PN segment is cancelled.
OT : Overbook from CRS's.

6.3 CANCELLATION CODES

XX : Cancellation with a message.
IX : Cancel if you are holding seat.
HX : Segment is canceled, check your record.
XK : Request is canceled without sending any message but reported to history.
XL : Cancel if waitlisted.
OX : On conditional cancel, if alternative is confirmed cancel the flight.

6.4 STATUS CODES

HK: Hold confirmed..
HL: Hold listed.
QQ: Un-booked segment (for open ticket issuance) .
PN: Pending need.
RR: Ticketed and confirmed, within last 72 hours, reconfirmation received.
PA: Waitlist with priority.
OB: Overbooked.
QK: Seat is booked on one PNR, TAT ticket will be issued on another PNR for that segment.
SA: Seat available.
ZZ: Stretcher, sublo, crew, deadweight, payload blocked seat.

6.5 SELLING CODES

SS : Seat sold..
FS : Free sale.
HS : Holding seat.
LK : Listed confirmed.

6.6 STATUS CODES AFTER AUTOMATIC CHECK-IN

NS: No-show, passenger with confirmed seat and ticket not showing up.
OS: Off-load, passenger checked-in but did not travel for some reason.
SB: Standby/Go show, passenger had open ticket, confirmed at check-in due availability.
NR: No Record, passenger having confirmed ticket but no reservation.
TR: Transfer, passenger transferred to an earlier flight in check-in system.
MC: Misconnection, passenger missing the connecting flight due late arrival of inbound flight.
DB: Denied Boarding, passenger is denied (vol/invol) due overbook.

7. CENTRAL INFORMATION SYSTEM (C.I.S) TROYA HELP CIC*6/325

This is the name of central library of Troya users. This system is formed of 999 chapters, and every chapter has 5000 pages. Operational updated information is uploaded here for the easy access of Troya users. Content language is mainly Turkish, but some chapters are both Turkish and English. To display the index of chapters ;

Entry: `CIG*` (Central Information General).
Response:

```
          CIS              GENERAL INFORMATION INDEX              ALPHA.
SEQ
        TO SELECT A SUBJECT ENTER CIC*..(EG CIC*3 OR CIC*KUR)
 251 ACENTELER        300 AGREEMENTS          9 AMBARGO
 130 ANADOLU JET      299 ANLASMALAR         25 ANLASMALI OTEL
  80 APIS              81 APIS ENG          520 AX & DC CC UYG.
  26 BASIN KARTLARI   259 BLOCKED SPACE      58 BOOKING CLASSES
  61 CIP HIZMETLERI    62 CIP SERVICES      115 CONVENTION PLUS
 125 COR.SAGLIK       122 CORP.ANLASMALAR   126 CORP.HEALTH
 121 CORPORATE CLUB   118 CORPORATE ENG     117 CORPORATE PLUS
  29 CRS               30 CRS (ENG)         100 DCS (ENG)
  99 DCS (TURKCE)     101 DCS KODLARI       102 DCS LISTE-LISTS
  34 DOMESTIC ANIMAL  506 EGITIM BSK        606 ETKT
 607 ETKT ENG          33 EVCIL HAYVAN      210 GLOBAL FARES
  90 GMIL              20 GROUP              19 GRUP
  31 GSA HAVAYOLLARI    7 HABERLER           23 HABERLESME BIL.
  21 HESAP ISLEMLERI   65 ICHAT UCRET FQT    14 INDIRIM
  46 INFLT SERVICES    17 INTERNET           18 INTERNET ENG.
  15 ISIM DEGS.        10 ISTANBUL GUIDE     45 KABIN ICI HIZ.
 499 KAYIP BILET       47 KAYIP-HASARLI B    79 LISTELER
```

The screen shows alphabetically the chapter's index. The page is not fully displayed as per the `|` , endi sign on the bottom-left side of the screen shows. To see the rest of index `M` or `MD` entry must be made. Either the numbers near the chapters or the name of the chapter is written to display pages in it.

Entry: `CIC*19` or `CIC*GRUP` (Central Information Chapter).
Response:

```
          CIS CHAPTER   19- GRUP                                  PAGE
INDEX
       TO SELECT A PAGE ENTER CIP*.. (EG CIP*1 OR CIP*DEM)
   3 DISHAT GRUP REZ               40 GRP BELIRLEYICISI
  10 GRPS-GRPF BILGISI             20 GRUP ICHAT MCO
  30 GTYP-IATA BILGISI              6 ICHAT GRUP REZ
```

After chapter display, the page you want to examine can be displayed again with its number or name.

Entry: `CIP*3` or `CIP*DISHAT GRUP REZ` (Central Information Page).
Response:

```
          CHAP  19-GRUP              PAGE    3-DISHAT GRUP REZ
------------------------------------------------------------
******************** GRUP REZERVASYONLARI ******************

BIRLIKTE SEYAHAT EDEN 10 VEYA DAHA FAZLA YOLCU GRUP  OLUSTU-
RUR. BU YOLCULAR AILE ISE GRUP SAYILMAZLAR. GRUP  NITELIGIN-
DEKI TUM REZERVASYONLAR "TALEP EDILEN UCRET SINIFINDAN" YA-
PILIR. BIR GRUP REZERVASYONU YAPILIRKEN ASAGIDAKI HUSUSLARA
DIKKAT EDILMESI GEREKIR;
```

The information text is displayed. To return back to the original chapter `CIC*` is entered and again to return back to the last page displayed `CIP*` entry is made.

Local index is displayed as follows;

Entry: `CIL*`
Response:

```
          CIS              LOCAL INFORMATION INDEX             ALPHA.
SEQ.
       TO SELECT A SUBJECT ENTER CIC*..(EG CIC*3 OR CIC*KUR)
808 ANK              815 BAH              809 ESB
800 GIRIS - ENTRY    857 IST              858 IZM
941 KARGO            962 LGW              943 QAA
951 QIM              888 QMU              956 QNS
```

To display the general index in numeric chronology;

Entry: `CIG*/N`
Response:

```
            CIS            GENERAL INFORMATION INDEX               NUM.
SEQ.
        TO SELECT A SUBJECT ENTER CIC*..(EG CIC*3 OR CIC*KUR)
   2 OZEL ISTEKLER      4 TROYA HELP         5 TROYA
   6 TROYA (ENG)        7 HABERLER           8 NEWS
   9 AMBARGO           10 ISTANBUL GUIDE    13 UCULAN HATLAR
  14 INDIRIM           15 ISIM DEGS.        16 NAME CHNG
  17 INTERNET          18 INTERNET ENG.     19 GRUP
  20 GROUP             21 HESAP ISLEMLERI   22 VERGI VE VIZE
  23 HABERLESME BIL.   24 TK OTEL HIZMETI   25 ANLASMALI OTEL
  26 BASIN KARTLARI    27 SAW HAVAALANI     28 SAW AIRPORT
  29 CRS               30 CRS (ENG)         31 GSA HAVAYOLLARI
  32 OPSIYONLAR        33 EVCIL HAYVAN      34 DOMESTIC ANIMAL
  35 PROMOSYON UYG.    36 TK PROMOTIONS     39 PETC-AVIH FORMU
  41 PURGE KAYITLARI   42 PURGE RECORDS     43 YOLCU HIZ.TAAH.
```

Miscellaneous index entries;

`CIA` : Agency section index is displayed .
`CIC*95/10` : If chapter and page numbers are known direct entry display can be made.
`CIC*5/N` : Numerically lists pages in chapter 5.
`CIP*L` : Displays the heading of the page to see the responsible department.
`CIP*` : Displays the last page displayed.
`CIC*` : Displays the last chapter displayed.

8. PNR FIELD AMENDMENT ENTRIES

Changes can be made to a PNR before or after saving it.

8.1 CHANGES ON ITINERARY FIELD AND CSS BUTTON

It is possible to make changes on the itinerary field of a PNR not yet created with EOT or is already created, such as segment changes, cancellations that may affect the reservation or the fare.

Miscellaneous cancellation entries;

X3 : Cancellation of the 3rd segment.
XI2/3 : Cancellation of segment 2 and 3.
XI3-5 : Cancellation of segment 3,4 and 5.
XI : Cancellation of the whole itinerary.
XI/3 : Cancellation of segment 3 and the following segments on the itinerary.
XIX5 : Cancellation of all segments in the itinerary except 5.
XIX8-10 : Cancellation of all segments except from 8 to 10.

'.' sign, is used to make date, route, flight number and class changes on an existing segment. This function which is shortly called CSS (Change Segment Status) if there is enough availability on the requested flight, with requested class and requested number of passenger system make this change, if not by considering the requested flight and date retrieves the availability to the service of user to find another alternative.

Miscellaneous CSS entries;

.2/TK001 : Changes the 2nd segment's flight number for same date, and class.
.1/C : Changes the 1st segment's class as **C** .
.2/5JAN : Changes the date of 2nd segment.
.1/07551335 : Adds departure and arrival times to 1st segment.
.2/TK460Y23NOV : Changes 2nd segment's flight number, class and date.
.4/C21NOV : Changes 4th segment's class and date.
.1/TK116/01JAN : Changes 1st segment's flight number and date.
.2/TK466C15JULISTADA : Changes 1st segment's flight number, class, date and routing.
.1X : Adds 1st segment **X** transfer no stopover sign.
.2I : Adds 2nd segment **I** ignore indicator.
.1S : Changes 1st segment's status into stopover (removes **X** and **I** indicators)

8.1.1 MARRIED SEGMENT LOGIC (MSL)

In order RTDP to evaluate sell, cancel and rebook requests on O&D controlled flights, indicators which are called 'married segment indicators' are given to connecting flights. With the help of married segment control, passengers will prevent from cancelling the segments which have high revenue potential and cause revenue loss. With the help of this function, our Company migrated from flight-based inventory to **journey based** inventory control.

- Married segment indicator is sent by RTDP.
- Married segment indicator is used for maximum 3 connecting flights.
- One segment could be a part of only one marry group.
- Married segment indicator can be seen by all duty codes.
- Other airlines segments, Open (QQ), INFO and ARNK segments are not married.
- No other duty code except PR/TR/RC has the authority to unmarry segments.
- Marry segment indicator is seen on segments with KL, KK, SC, RR status code.
- If a connecting flights one segment is under O&D control, will make the whole request evaluated by O&D system.
- If seat request is made from a class with C Closed status, system warning will be ; `REQUESTED CLASS IS NOT AVAILABLE FOR THIS MARKET` and request will be rejected.
- If system will not allow cancellation of one segment of a marry group warning will be `PARTIAL CANCELLATION IS NOT ALLOWED FOR THIS MARRY GROUP` and request will be rejected.

8.1.2 CANCELLATION AND CSS TRANSACTION ON MARRIED SEGMENTS

RTDP may not let the cancellation request for one or more segments of a marry group. In that case user will receive `PARTIAL CANCELLATION IS NOT ALLOWED FOR THIS MARRY GROUP` response. The reason why system is not letting partial cancellation is , if availability of flights in the marry group is checked one by one , **the same classes status is now in C/Closed status**. So since partial cancellation of segments with marry indicator, the **whole marry group must be cancelled** and the availability for the classes must be checked from availability display again.

```
F 1.1SKYMOON/ELIFMS
 QTRTKAP  6DEC SULYXF
  1 TK1054 W  SU 13JAN  ZAGIST HK1 X 1110 1415 Y M01.1E
  2 TK1029 W  SU 13JAN  ISTSOF HK1   1910 2025 Y M01.2E
  3 ARNK
  4 TK2107 Y  TU 22JAN  ESBIST HK1 X 0525 0630 Y M02.1E
  5 TK1821 P  TU 22JAN  ISTCDG HK1   0745 1025 Y M02.2E
 FONE-QTR
 X1
 PARTIAL CANCELLATION IS NOT ALLOWED FOR THIS MARRY GROUP
```

For example; the above **ZAG-IST-SOF** segments are a part of a marry group. System does not let **ZAG-IST** flight cancelled alone, because the **IST-SOF** flight, which will remain in the PNR, has **W** class in closed status at the moment. If **ZAG-IST** will be cancelled, segments married with it must be cancelled too. So **ZAG-IST-SOF** are cancelled, and you must check the availability of **IST-SOF again.**

If one of the segments classes will be changed, and if the class is an available class at the moment on the flight, system will not break the marry of the segments even though they are not same classes.

```
.1/B
1 TK  67 B  TU 15JAN  SINIST HS1 X 0030 0640 Y M02.1E
2 TK1821 Y  TU 15JAN  ISTCDG HS1   0745 1025 Y M02.2E
```

If one of the segments flight number will be changed, and if the requested class is available on the new flight, system will make the changes, without removing marry indicator.

```
.2/TK1823
1 TK  67 Y  TU 15JAN  SINIST HS1 X 0030 0640 Y M01.1E
2 TK1823 Y  TU 15JAN  ISTCDG HS1   1115 1355 Y M01.2E
```

If one of the segments will be changed and if the requested date is ahead of the **maximum connecting time** that is defined for each flight in O&D system, it will remove marry indicator on the segments.

```
.2/16JAN
1 TK  67 Y  TU 15JAN  SINIST HS1 X 0030 0640 CABIN YE
2 TK1823 Y  WE 16JAN  ISTCDG HS1   1115 1355 CABIN YE
```

If the other segment's date will be changed to date within the limits of maximum connection time, they will be married again.

```
.1/16JAN
1 TK  67 Y  MO 16JAN  SINIST HS1 X 0030 0640 Y M01.1E
2 TK1821 Y  MO 16JAN  ISTCDG HS1   0745 1025 Y M01.2E
```

If a change request with `'.'` (CSS button) is denied by RTDP because it is not available, the response will be `REQUESTED CLASS IS NOT AVAILABLE FOR THIS MARKET`.

8.2 CHANGES ON OTHER FILEDS

In accordance with passenger request or for correction reasons, changes can be made on the fields. Most of the field's correction or deletion is made by using that field's Troya keyword, field line number and `@` sign entry.

8.2.1 NAME FIELD CHANGE AND DELETE

As per our Company rules, it is not allowed to make name change on a saved PNR to exchange passengers. (Except for Group PNR's). So this transaction is done for name correction only by users with SU duty code.

`-2@` : 2nd name is deleted.
`-3@2WONDERLAND/ALICEMRS/RABBITMR`: 3rd name item is changed.
`-5/@SCISSORHANDS/EDWARDMR` : Change of 5th name on the PNR.
`-2/4@` : 2nd and 4th names in the same name item are deleted. (This entry is not used for names in different name items)
`-2-4@` : Names from 2nd to 4th in the same field are deleted.
`-/2-1SEA/ARIELMRS` : Inserts Ariel Sea after the 2nd name.
`-4/5@2CHARMING/PRINCEMR/BELLAMRS`: Changes 4th and 5th passengers in the same name item to Prince and Bella Charming.

8.2.2 TIME LIMIT FIELD CHANGE AND DELETE

`81@` : Time limit on the 1st line is deleted.
`81@1400/12SEP` : Time limit on the 1st line is changed.
`81@2000/01SEP*REVAL TK762 T 14MAR`: Reval time limit on the 1st line is changed.

8.2.3 TICKET FIELD CHANGE AND DELETE

`71@` : 1st ticket field is deleted.
`71@Q16MAR*1700` : 1st ticket field is changed (manual time limit).

8.2.4 FARE FIELD DELETE

In order to delete all the fare lines on the PNR `CX` entry is used. A specific fare line can be changed too. Check section 22 for further information. Ancillary payment fare field together with ancillary payment can be deleted with `CXFQ` entry.

8.2.5 RECEIVED FIELD DELETE

Received field cannot be changed on a PNR that has already been saved with EOT. Received can be changed before EOT, with 6 keyword and @ entry.

`6@` : Received is deleted.
`6@ASLIHN` : Received is change with other information.

8.2.6 AP FAX FIELD DELETE

Ap Fax field may have a lot of information on it. That is why, when deleting Ap Fax fields, it is better to start from bottom to top. Some Ap Fax entries can be erased by authorized users only.

`41@` : 1st Ap Fax field is deleted.
`4.2XX` : Special service request for other airline segments are deleted by sending message.

8.2.7 REMARKS FIELD CHANGE AND DELETE

`51@` : 1st remarks line is deleted.
`58-10@` : Remarks lines from 8th to 10th are deleted.
`52@*PLS CONF` : 2nd remarks line is changed.

8.2.8 GEN FAX FIELD DELETE

Even though the field entry keyword is `4F` , to delete a Gen Fax entry is made with `3`. Some Gen Fax fields cannot be entered or deleted by unauthorized users.

```
GEN FAX-OSITK CTCT IST02124636363 ACADEMY TOURISM
2.SSROTHS1A PLS ADV PSGR CTC
```

On the above display; the 1st Gen Fax line is the message of the travel agency to the carrier/s on the itinerary about its name and contact information. 2nd line is a message sent to the travel agency from Troya system. In order to delete that line ;

Entry: `32@`
Response: `GEN FAX-OSITK CTCT IST02124636363 ACADEMY TOURISM`

Other Gen Fax will remain in the PNR. Gen Fax data written by travel agencies must not be deleted.

8.3 INSERT TRANSACTION CIC*5/80

It is possible to insert additional information before or between the fields. Keyword is `/` (IAS).

```
1.2MOUSE/MICKEYMR/MINNIEMRS 3.2DUCK/DONALDMR/DAISYMRS
```

Entry: `-/2-2LAMP/ALAADDINMR/JASMINEMRS`

`-` : Name field keyword.
`/` : (IAS) insert.
`2` : The number of the last name where the new name item will be inserted after.
`-2LAMP/ALAADDINMR/JASMINEMRS`: The new names inserted.

Response: : `1.2MOUSE/MICKEYMR/MINNIEMRS 3. 2LAMP/ALAADDINMR/JASMINEMRS 5. 2DUCK/DONALDMR/DAISYMRS`

Entry: `-/4-1WHITE/SNOWMRS`

Response: `1.2MOUSE/MICKEYMR/MINNIEMRS 3. 2LAMP/ALAADDINMR/JASMINEMRS 5.1WHITE/SNOWMRS 6.2DUCK/DONALDMR/DAISYMRS`

Miscellaneous insert entries;

`/1|0TK761H5MAYDXBISTNN1`: Inserting the new segment after the 1st segment.
`/2|A15JANISTROM` : Putting system into insert mode and displaying availability. .
`/2|N1Y1` : Booking from availability after the 2nd segment in the itinerary.
`/3|0A` : Adding `ARNK` after 3rd segment.
`/1S3` : Inserting 3rd segment under 1st segment.
`4/2-3FCHLD/25MAR21` : Inserting after 2nd Ap Fax, a passenger related information.
`5/1*PLS RR` : Inserting after 1st remark a new remark.

Also on the fare field a fare line can be inserted with this function. Detailed information can be found in Section 22.

During the reservation process, when booking from the availability system places the segments to the itinerary field in date chronology. If a date change is done with . (css) button on the segments, the chronological order can be broken. Married segments place cannot be reorganized with insert function one by one. The whole marry group must be inserted.

```
1 TK 351 Y  TH 15FEB  ALAIST HS1 X 0740 1100 Y M01.1E
2 TK1989 Y  TH 15FEB  ISTLHR HS1   1255 1410 Y M01.2E
3 TK1986 Y  TU 30JAN  LHRIST HS1 X 1615 2305 Y M02.1E
4 TK 352 Y  WE 31JAN  ISTALA HS1   0110 0940 Y M02.2E
```

Entry : `/0S3`
Response: `INSERT ALL SEG IN MARRIAGE GRP - /<SEG>M<GRP>`
Insert can be done with marry group number.

Entry: `/0M2`
Response:

```
1 TK1986 Y  TU 30JAN  LHRIST HS1 X 1615 2305 Y M02.1E
2 TK 352 Y  WE 31JAN  ISTALA HS1   0110 0940 Y M02.2E
3 TK 351 Y  TH 15FEB  ALAIST HS1 X 0740 1100 Y M01.1E
4 TK1989 Y  TH 15FEB  ISTLHR HS1   1255 1410 Y M01.2E
```

8.4 TAKING BACK CHANGES

After the PNR is displayed , if you want to take back the changes you have made, before saving the PNR with **E** or **E*R** entries you can make **I*R** entry, to ignore and retrieve the PNR as it was before the transactions, if you do not want to retrieve the PNR again, a simple **I** entry is enough.

```
F 1.1PULAK/TOLGAMR
QTRTKAP  5JUL TMTJM7
 1 TK  24 K  SA 20JUL  ISTTPE HK1   0145 1755 CABIN CE
FONE-QTR
TKT-1 Y05JULQTRAP 2352420184706
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCEYYHK2 ABC@THY.COM
3.SSRCTCMYYHK2 905323333333
4.1 S1 SSRTKNETKHK1 2352420184706C1
```

```
.1/21JUL
```

```
F 1.1PULAK/TOLGAMR
QTRTKAP  5JUL TMTJM7
 1 TK  24 K  SA 21JUL  ISTTPE HS1   0145 1755 CABIN CE
FONE-QTR
TKT-1 Y05JULQTRAP 2352420184706
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCEYYHK2 ABC@THY.COM
3.SSRCTCMYYHK2 905323333333
```

```
I*R
```

```
F 1.1PULAK/TOLGAMR
QTRTKAP  5JUL TMTJM7
 1 TK  24 K  SA 20JUL  ISTTPE HK1   0145 1755 CABIN CE
FONE-QTR-H 02163321212
TKT-1 Y05JULQTRAP 2352420184706
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCEYYHK2 ABC@THY.COM
3.SSRCTCMYYHK2 905323333333
4.1 S1 SSRTKNETKHK1 2352420184706C1
```

8.5 RECORDING CHANGES

The changes that are made on the PNR with correct formatting, they can record with **E** or **E*R** entries. This will also record these changes you have made with your sine-in code to the history.

```
F 1.1BAGGINS/FRODOMR
QTRTKAP 25SEP UP78Y5
 1 TK 761 O  TH 27JUN  DXBIST HK1 X 0205 0540 CABIN Y M01.1E
 2 TK1761 O  TH 27JUN  ISTHEL HK1   0830 1155 CABIN Y M01.2E
FONE-QTR
TKT-1 Y25SEPQTRAP 2352210019847
2.A */*
AP FAX-SSRCTCEYYHK1 SHIRE@MIDLLEEARTH.COM
2.1 SSRDOCSYYHK1  /P////01JAN80/M//BAGGINS/FRODO
3.SSRCTCMYYHK1 333112233
4.1 SSRFOIDTKHK1 /NI0
5.1 S1 SSRTKNETKHK1 2352210019847C1
6.1 S2 SSRTKNETKHK1 2352210019847C2
```

.2/28JUN (also system breaks the marriage)
***R**

```
F 1.1BAGGINS/FRODOMR
QTRTKAP 20MAY UP78Y5
 1 TK 761 O  TH 27JUN  DXBIST HK1 X 0205 0540 CABIN YE
 2 TK1761 O  FR 28JUN  ISTHEL HS1   0830 1155 CABIN YE
FONE-QTR
TKT-1 Y20MAYQTRAP 2352210019847
2.A */*
AP FAX-SSRCTCEYYHK1 SHIRE@MIDLLEEARTH.COM
2.1 SSRDOCSYYHK1  /P////01JAN80/M//BAGGINS/FRODO
3.SSRCTCMYYHK1 333112233
4.1 SSRFOIDTKHK1 /NI0
5.1 S1 SSRTKNETKHK1 2352210019847C1
```

82000/24MAY*REVAL TK1761 O 28JUN reval time limit is given
.1S IST point is now a stopover point so X is removed
CX entry is used to erase the fare filed if exists.
6PSGR E*R PNR is saved with RCVD.

```
1.1BAGGINS/FRODOMR
QTRTKAP 20MAY UP78Y5
 1 TK 761 O  TH 27JUN  DXBIST HK1   0205 0540 CABIN YE
 2 TK1761 O  FR 28JUN  ISTHEL HK1   0830 1155 CABIN YE
FONE-QTR
TL-QTR/2000/01FEB REVAL TK1761 O 28JUN QTRAP
TKT-1 Y20MAYQTRAP 2352210019847
2.A */*
AP FAX-SSRCTCEYYHK1 SHIRE@MIDLLEEARTH.COM
2.1 SSRDOCSYYHK1  /P////01JAN80/M//BAGGINS/FRODO
3.SSRCTCMYYHK1 333112233
4.1 SSRFOIDTKHK1 /NI0
5.1 S1 SSRTKNETKHK1 2352210019847C1
```

8.6 SIMULTANEOUS CHANGES

```
1.1AROL/QUEENMRS
QTRTKAP  7AUG SVSQTV
1 TK1981 S  WE 11SEP  ISTLGW HS1   0745 0955 CABIN YE
FONE-QTR
APFAX-1 SSRCTCRYYHK1
RCVD-PSGR
E*R
SIMULTANEOUS CHANGES
I*R
```

If simultaneously a transaction is completed and already been saved on a PNR by another user or system at the moment you are trying to save it, this warning is displayed. After refreshing the PNR with `I*R` entry, same transactions are repeated again.

8.7 DIVIDE CIC*5/300

One or more passengers in the same PNR may ask for cancellation or change of their reservations. In that case, the transaction that is done on the PNR is called **divide/split**. Once a PNR is divided, this transaction cannot be taken back again. The divided passengers are moved to a new PNR address by the system. The divided passengers carry all the fields and services related with them to the new PNR during this transaction. Divide transaction requires 2 EOT transactions to be completed, since it is a transaction on 2 PNRs at the same time. Once you make `6PSGR|E` entry to the new PNR, system automatically returns to the original PNR, here the second `6PSGR|E` must be made, so that both PNR's are saved with the last EOT. The last save shows the original PNR like as follows `OK T767EF` . After you display this PNR with `*T767EF` entry, you see the divide indicator `D` near the name field. Same indicator is seen on the other divide PNR. Both PNRs give reference to each other in their history records.

Original PNR's history record;

```
DD TRFPLA SPLIT TO 02 TO 01
DN TWIN/SEPTEMBERMRS
```

Divided PNR's history record;

```
DD T767EF SPLIT FROM 02 TO 01
```

Passenger having the same surname can be gathered under one name item and system gives this name item a number. On the below PNR;MOUSE family is item 1, LAMP family is item 3, FROZEN family is item 6, and PAN/PETERMR is item number 9.

```
F 1.2MOUSE/MICKEYMR/MINNIEMRS
 3.3LAMP/ALAADDINMR/JASMINEMRS/GINNIEMSTR
 6.3FROZEN/ANNAMRS/ELSAMRS/OLAFMSTR 9.1PAN/PETERMR
 QTRTKAP  6JAN SW877D
  1 TK  17 Y  TH 10JAN  ISTYYZ HK9   1345 1740 CABIN YE
 FONE-QTR
```

D1 : If the whole name item will be divided, only their item number is entered.

```
F 1.2MOUSE/MICKEYMR/MINNIEMRS
 QTRTKAP  6JAN
  1 TK  17 Y  TH 10JAN  ISTYYZ HK2   1345 1740 CABIN YE
 FONE-QTR
```

D3/ : If one or more passengers will be divided from a name item, we use **/** indicator and The passenger order number.

```
F 1.1LAMP/ALAADDINMR
 QTRTKAP  6JAN
  1 TK  17 Y  TH 10JAN  ISTYYZ HK1   1345 1740 CABIN YE
 FONE-QTR
```

D3/4 : 3rd and 4th passengers on the same name item are divided.

```
F 1.2LAMP/ALAADDINMR/JASMINEMRS
 QTRTKAP  6JAN
  1 TK  17 Y  TH 10JAN  ISTYYZ HK2   1345 1740 CABIN YE
 FONE-QTR
```

D7/*9: Dividing passengers from 2 different name items.

```
F 1.1FROZEN/ELSAMRS 2.1PAN/PETERMR
 QTRTKAP  6JAN
  1 TK  17 Y  TH 10JAN  ISTYYZ HK2   1345 1740 CABIN YE
 FONE-QTR
```

D1-35: Dividing passengers from 1 to 35

9. HISTORY

We are able to detect, which agent, from which office and at which time completed changes or transactions on a PNR, from PNR history field. All the recorded transactions are signed with a date/time couple which is , on a Troya PNR seen together with agent and city code. On the PNR created from another system (TPB) with record locator (RLOC) that shows the responsible system. After the PNR is displayed , to go to history of it, ***H** entry is done.

9.1 LOG CODES IN HISTORY CIC*5/110

A7 F	: Additional form of payment entry to the ticket field.
AS	: Added segment.
AP M	: Added cash form of payment.
AP 1/M	: Added cash form of payment for the first passenger.
AP S-M-TRY…	: Added cash for special form of payment.
AN	: Added name.
AF	: Added fone city
A4	: Added Ap Fax SSR or Ap Fax OSI information.
A3	: Added Gen Fax SSR or Gen Fax OSI information.
XS	: Cancelled segment.
X7 E	: Added endorsement to the ticket field.
XP M	: Cancelled form of payment as cash.
XP CC	: Cancelled form of payment as credit card.
SC	: Status change on a segment.
XN	: Cancelled name/s.
XF	: Cancelled fone city.
XT	: Cancelled time limit.
XM	: Cancelled meal request.
X7	: Cancelled ticket field.
X4	: Cancelled Ap Fax SSR or Ap Fax OSI information.
X3	: Cancelled Gen Fax SSR or Gen Fax OSI information.
S4	: Status change on Ap Fax SSR or Ap Fax OSI information.
S3	: Status change on Gen Fax SSR or Gen Fax OSI information.
AV	: Added SVC segment.
XV	: Cancelled SVC segment.
SV	: Status change of SVC segment.
DD	: Divided PNR.
DN	: Divide name.
QEP	: PNR forwarded to a Q.
QR	: PNR removed from Q.
QUTR	: Sent to ‘Unable to reach’ Q.
QLMTC	: Sent to ‘Left message to call’ Q
KL ACT RTDP	: KL Action by O&D system, waitlist confirmation.
KM REAC	: KM Re-accommodate, schedule change.

Additionally, by entering below formats, it is possible to see;

***HA** : All transactions including FQ,
***HF** : All FQ transactions
***HS** : SVC segments are displayed.

Troya originated PNR history example;

```
RCVD-PSGR
QTR TK AP 1056Z/26SEP
AF QTR
A4 SSRCTCMYYHK2 905324354354
A4 SSRCTCEYYHK2 WRITER@ICLOUD.COM
A3              TK0157H     20JUL     IST     MIA     RMD     POC-***
**/***.*****/*****/*****.*****//
AN 1WRITER/SKYMRS
AN 1WRITER/DAPHNEMISS
AS TK 157 H  SA 20JUL  ISTMIA HS2   0105 0600 CABIN Y
PSGR  QTR SU AP R046792 1056Z/26SEP
A3 SSRADTKTK TO TK BY 29SEP 1356 IRC-2/ADV OTO TKT
A3 SSROTHSTK DOCS CTCM CTCE ARE MANDATORY FOR TICKETING
A3 SSROTHSTK PLS ENTER DOCS CTCM AND CTCE FIELDS WITH SSR FORMAT
A3 SSROTHSTK FOR DOCS FIELD DOB GENDER NAME FIELDS ARE MANDATORY
A3 SSRADPITKKK2 ADV SECURE FLT PSGR DATA FOR ALL PSGRS
QEP/QTR/1  TROPHY  TRP RC TR 1057Z/26SEP
NO FLOWN SEGS
```

1056Z/26SEP : The time line chronology starts from top and all transactions are recorded one by one until the PNR is purged. All history data is given with Zero time (GMT). The time zone of the creator office seen in the history (**QTR**) added or subtracted from the Zero time to calculate the exact time of creation by the issuing office. **The time/date couple** in history represents a transaction completed and saved by a user on the PNR. **The first 2 time/date couple** are the same and they show the creation data. All information placed on the PNR during creation is not only seen on the face of the PNR but also copied to the history as information.

1057Z/26SEP: After the PNR is saved by the issuing office, Trophy system visits the PNR and writes to Gen Fax field all PNR requirements , gives time limit and sends to Queue/1 of the responsible office (for Troya originated PNRs the office in the FONE field) , then Trophy keeps monitoring the PNR; actually any PNR holding TK segment in it.

All transactions and logs shown between 2 consecutive time/date couple(signature) belongs to the one at the bottom.

Proper history analysis is very important for sales cases especially like; passenger complaints, refund, change requests.

NO FLOWN SEGS shows that the journey hasn't started yet. Once a segment is flown 48 hours later, it is transferred to the bottom of history. 48 hours after the last flown segment PNR completes its duty and becomes a purge message that can be seen only from Quickres as a message.

Note: Not only active flight segments but also QQ (open) segments seen in the history too.

```
RCVD-PSGR
QTR TK AP 0649Z/3APR
AF QTR
A4 SSRCTCMYYHK1 90777766554
AN 1KILL/BILLMR
AS TK   2 Y  TH 20JUN  JFKIST QQ1 X 1900 1145*CABIN Y
AS TK1833 Y  FR 21JUN  ISTCDG QQ1   1405 1650 CABIN Y
PSGR  QTR SU AP 0649Z/3APR
XS TK   2 Y  TH 20JUN  JFKIST QQ1 X 1900 1145*CABIN Y
XS TK1833 Y  FR 21JUN  ISTCDG QQ1   1405 1650 CABIN Y
PSGR  QTR SU AP 0649Z/3APR
NO ITINERARY
```

Third Party Booking PNR history example;

```
RL-MUC1AKQH52E/ISTT1231Z/9800024/IST/1A/T/TR//GS
MUC 1A RM  TTY 0920Z/25SEP
A3 OSITK CTCT IST 212 111 22 33 AKADEMI TURIZM
A3   TK0003K 10DEC IST JFK RMD        POC-*** **/***.*****/*****/****
*.*****/*****/*****
A3   TK0012Z 15DEC JFK IST RMD        POC-*** **/***.*****/*****/****
*.*****/*****/*****
AN 1PROUD/DAFFODILMRS
AN 1PROUD/NEVAMISS
AS TK   3 K  SU 10DEC  ISTJFK HS2   0755 1110 CABIN C
AS TK  12 Z  FR 15DEC  JFKIST HS2   2340 1725*CABIN C
RL MUC1AKQH52E/ISTT1231Z/8822305/IST/1A/T/TR//GS
MUC1AKQH52E/ISTT123  MUC 1A RM EDI 0920Z/25SEP
A3 SSRADTK1A TO TK BY 28SEP 1220 IRC-2/ADV OTO TKT
A3 SSROTHS1A PLS ADV FQTV NUMBER IF AVAILABLE WITH SSR FORMAT
A3 SSROTHS1A PLS ADV PSGR MOBILE AND/OR EMAIL AS SSR CTCM/CTCE
A3 SSROTHS1A DOCS CTCM CTCE ARE MANDATORY FOR TICKETING
A3 SSROTHS1A PLS ENTER DOCS CTCM AND CTCE FIELDS WITH SSR FORMAT
A3 SSROTHS1A FOR DOCS FIELD DOB GENDER NAME FIELDS ARE MANDATORY
A3 SSRADPI1AKK2 ADV SECURE FLT PSGR DATA FOR ALL PSGRS
TROPHY  TRP RC TR 0920Z/25SEP
NO FLOWN SEGS
```

Record Locator is addressing the responsible system and office/agency from the PNR.

```
RL-MUC1AKQH52E/ISTT1231Z/8822305/IST/1A/T/TR//GS
MUC 1A RM  TTY 0920Z/25SEP
```

Once a PNR holding a TK segment is created from a Third-Party System, it is copied to Troya system by teletype messages with Third Party Booking indicator. To track and control this PNR Troya assigns a Troya PNR address. Communication between systems takes place from the Gen Fax field.

`0920Z/25SEP` The moment TPB system PNR is created in Troya, Trophy system gives time limit, r writes the additional requests to the Gen Fax field and starts to monitor the PNR. These messages reach first to the responsible system (here 1A/Amadeus) then to the office/agency within the system again with teletype messages. Detailed information about TPB PNR's is given in Section 11.

10. OTHER AIRLINES

10.1 AGREEMENTS CIC*300

Our Company has many co-operative agreements with numerous airlines due to commercial reasons. The main goal is to present alternatives to passengers to destinations we do not have any operation and by making special fare agreements, present them much affordable tickets. In addition to commercial agreements, there are also agreements having solidarity purposes.

10.1.1 INTERLINE TRAFFIC AGREEMENT

Interline Traffic Agreements; each party can issue valuable documents to each other's flights (ticket, MCO, airway bill) and the corresponding airline accepts.

```
1 AMS LHR 1050 1110 J- C- D- R- I- Y- B- H-  BA 429 767 0E 502
                    K- M-
```

The – sign near the classes of the other airlines flight on the availability display shows that there is an interline agreement with that airline. Primarily, before signing other commercial agreements, it is a must to have an interline agreement. If we have no commercial relation with the airline, on the availability we see . sign near the classes.

```
10 DXB KTM 17-1220 17-1800 Y. A. I. E.  FZ 575 73H 0  502
                           O. W. T. N.
```

10.1.2 SPA

With respect to the needs of the market, even though it is not possible to operate to every single destination in the world, it is possible, to transport passengers as far as you can then make agreements with other carriers who have flights to final destination and issue a single economic ticket to a passenger. Consequently, our Company has signed numerous special proration agreements with many airlines. To see the list of the SPA airlines , in Troya **FDNTKSPA** entry is made, to check the details of the agreement with the airline **FDNTKXX** (instead of XX the carrier's 2 letter code is written) to see the Turkish text, **FDN*TKXX** to see the English text , entries are made.

While booking on other airlines flights on the related sector, the agreement should be carefully checked and rules of the agreement must be followed. Even though many SPA fares are filed to the systems, some are not filed and the fares must be carefully constructed. Related documents on this application must be checked and followed.

10.1.3 CODESHARE

Codeshare is a type of cooperation agreement in which one or more carrier markets the other carrier's operated flight under its own flight number. So; Marketing carrier; is the airline that sells another airlines flight with its own flight number and Operating carrier; is the airline that operates the flight by its own sources like crew and services. Flights where we act as marketing carrier are coded as **TK8....** or **TK9…..** .There are 2 types of codeshare agreements.

10.1.3.1 BLOCKED SPACE AGREEMENT

Within the scope of this agreement the marketing carrier sell up to the **blocked seat quota** reserved for it under its own carrier code.

```
4 IST SIN    10-0150 10-1755  CC DC ZL KC  TK 054 333 0ER502
                              JC IL RL Y9
                              B9 M9 A9 H9
                              SC OL EC QC
                              TC LC VC PC WC U9 X9 N9 GL
5     SIN SYD 10-2015 11-0655 CC DC KL JC  TK9312 319 0EQ
                              Y4 B4 M4 H4
                              SC EL QC TC
                              LC VC PC WC
      OPERATED BY SINGAPORE A L
```

10.1.3.2 FREE SALE AGREEMENT

The principal of this agreement is the marketing carrier can sell until the **whole flight capacity is sold out**.

```
1 IST MLA     18-0950 18-1120  C9 D9 J9 Y9  TK8717 319 0E
                               B9 M9 K9 H9
                               S9 E9 Q9 T9
                               L9 V9 P9 W9
                               G9
  OPERATED BY AIR MALTA
```

10.1.4 FIRST CLOSING AGREEMENT

This is a type of agreement which is made to, simplify reservation transactions mutually between carriers, selling seats without waiting for confirmation and reduce messaging expenses. The Troya availability display of First Closing Agreement is as below. We see indicators like A ‘Available’ R ‘Request’ near the classes.

```
1 BAH DEL 18-1430 18-2030 JA CR DR IR YA HA  GF 134 330 0E 502
                          MA LA BA KR
```

10.1.5 ISTA AGREEMENTS

Interline Staff Travel Agreement which is ISTA is a general agreement that covers ZED agreement and MIBA agreements. ZED agreement is staff and family leisure travels, MIBA is staff duty travel agreement. Basic principles of the ISTA agreements are framed by the free and discounted staff tickets IATA Reso 788 document for carriage and our Corporate’s in-house procedures.

10.2 OTHER AIRLINES SEGMENT STATUS AND TRANSACTIONS

<table>
<tr><th colspan="8">Responses to PN (Pending Need)
(PNR's with responses is forwarded to the related Q's of the responsible office. After informing the passengers about the responses. The transactions are completed by sending message to the other airline (cancel) or without sending any message (XK).</th></tr>
<tr><td colspan="2">KK
(Confirmation received)</td><td colspan="2">UU
(Waitlisted)</td><td colspan="2">UC
(Request rejected, unable to confirm)</td><td colspan="2">UN
(Flight not operated or requested class is not applicable)</td></tr>
<tr><td>PSGR accepts
.1HK</td><td>PSGR rejects
X1</td><td>PSGR accepts
.1HL</td><td>PSGR rejects
X1</td><td>Passenger is informed
.1XK</td><td>Alternative flight</td><td>Passenger is informed
.1XK</td><td>Alternative flight</td></tr>
<tr><td colspan="2">6 RCVD
EOT
E*R</td><td colspan="2">6 RCVD
EOT
E*R</td><td colspan="2">6 RCVD
EOT
E*R</td><td colspan="2">6 RCVD
EOT
E*R</td></tr>
</table>

- HX status of other airline segment must be deleted with XK entry.
- If there is no response to PN status, the request can be repeated with IN (immediate need) entry. (Example: .2IN)
- If passenger decides to cancel segment in PN status ,cancellation is done with X1 entry.

After another airline segment is booked and PNR is saved in Troya ;

```
1.1PULAK/ELIFMS
QTRTKAP 30OCT RFFHGJ
 1 TK   68 Y   WE 20MAR   ISTBKK HK1    0155 1520 CABIN YE
 2 QF   24 O   WE 20MAR   BKKSYD PN1    1800 0730*1E
FONE-QTR
AP FAX-SSRCTCMYYHK1 905465656765
```

I*R ignore and retrieve PNR. Segment is confirmed with KK response.

```
1.1PULAK/ELIFMS
QTRTKAP 30OCT RFFHGJ
 1 TK   68 Y   WE 20MAR   ISTBKK HK1    0155 1520 CABIN YE
 2 QF   24 O   WE 20MAR   BKKSYD KK1    1800 0730*1E
FONE-QTR
AP FAX-SSRCTCMYYHK1 905465656765
```

.2HK is used to confirm the KK status.

```
1.1PULAK/ELIFMS
QTRTKAP 30OCT RFFHGJ
 1 TK   68 Y   WE 20MAR   ISTBKK HK1    0155 1520 CABIN YE
 2 QF   24 O   WE 20MAR   BKKSYD HK1    1800 0730*1E
FONE-QTR
AP FAX-SSRCTCMYYHK1 905465656765
```

```
1.1PULAK/ELIFMS
QTRTKAP 30OCT RFFHGJ
 1 TK   68 Y   WE 20MAR   ISTBKK HK1    0155 1520 CABIN YE
 2 QF   24 O   WE 20MAR   BKKSYD PN1    1800 0730*1E
FONE-QTR
AP FAX-SSRCTCMYYHK1 905465656765
```

I*R ignore and retrieve PNR . Pending request is rejected.

```
1.1PULAK/ELIFMS
QTRTKAP 30OCT RFFHGJ
 1 TK   68 Y   WE 20MAR   ISTBKK HK1    0155 1520 CABIN YE
 2 QF   24 O   WE 20MAR   BKKSYD UC1    1800 0730*1E
FONE-QTR
AP FAX-SSRCTCMYYHK1 905465656765
```

.2XK is used to remove the dead UC segment

```
1.1PULAK/ELIFMS
QTRTKAP 30OCT RFFHGJ
 1 TK   68 Y   WE 20MAR   ISTBKK HK1    0155 1520 CABIN YE
FONE-QTR
AP FAX-SSRCTCMYYHK1 905465656765
```

When request is rejected, a new flight or class can be booked from the other airline and the process continues until receiving confirmed seats.

First closing agreement availability of carrier is seen as below;

```
76 IST SFO      20-1350 20-1640 C9 D9 Z9 KL  TK 079 789 0ER
                                JL IL RL Y9
                                B9 M9 A9 H9
                                S9 O9 E9 Q9
                                T9 L9 V9 P9 WC UC XL NL GL
77      SFO AKL 20-1945 22-0550 C- D- ZA JA  NZ 007 77W 0E
                                U- E- OA Y-
                                B- M- H- QA
                                VA WA TC LC
                                SC GC K- P-
```

The classes availability status is shown with **A** indicator. After booking from the availability ; N1Y1Q2 the response for the available flight is **SS** (Seat Sold)

```
 1 TK   79 Y   SA 20JAN   ISTSFO HS1 X 1350 1640 CABIN YE
 2 NZ    7 Q   SA 20JAN   SFOAKL SS1    1945 0550*2E
```

After the PNR is saved the final status code will be **HK**

```
1 TK   79 Y   SA 20JAN   ISTSFO HK1 X 1350 1640 CABIN YE
2 NZ    7 Q   SA 20JAN   SFOAKL HK1    1945 0550*2E
```

11. THIRD PARTY BOOKING

11.1 INTRODUCTION

CRS (Computerized Reservation Systems) or GDS (Global Distribution Systems), both abbreviations represent the distribution systems of the aviation industry. These systems are developed for Travel Agencies, displays availability, schedule fare and other services of the airlines, and enable travel agencies book, sell, and request other services from the airlines on behalf of their customers.
CRS's used by travel agencies simplifies the process of distribution and marketing of the products of the airlines. This is the reason why Company became member of major CRS's. As a result of this membership, Company makes monthly payments on segment/passenger amount basis to these CRSs. This payment is not limited to confirm segments, also waitlist, passive segments and even cancelled segments are included. Since payments are done on segment basis, non-revenue sales, such as agent pass tickets, award tickets reservations must be created only in Troya system.
All cancellation and rebooking demands of the passenger must be accomplished by the responsible travel agencies or other airlines on TPB PNRs, however practically this may not be possible at all times. In urgent and extraordinary circumstances (like on holidays and after working hours, in case passenger is not able to contact his/her agent/airline) THY Sales offices can do necessary changes on TPB PNR's due to passenger request. All transactions on these PNRs must be synchronized with the originating system on the **record locator** with proper entries and messages. Messages are delivered by teletype.

MAJOR CRS'S WHICH TK IS A MEMBER OF;

CRS	CODE	CRS	CODE
AMADEUS	1A	INFINI	1F
APOLLO	1V	SABRE	1S/AA
ABACUS	1B	TOPAS	1T/KE
GALILEO	1G	WORLDSPAN	1P
AXESS	1J/JL	TRAVELSKY	1E
SIRENA	1H		

Record Locator example:
HDQAAXEZSPS/Z0T2/57508636/GRU/AA/T/BR/ 3MAR UXDGCC

HDQAA : Originating system and headquarters.
XEZSP : PNR address in the responsible system.
Z0T2 : City code of the creating agency in the responsible system.
57508636 : IATA number of the agency.
GRU : Location city of the creating agency.
AA : Code of the system.
T : Type of travel agency.
BR : Location country of the creating agency.
03MAR : PNR creation date.
UXDGCC : Since there is TK flight segment booked, Troya PNR address of the record.

11.2 TRANSACTIONS ON TPB PNRS

`4FSSROTHS... RES CHND UPON PSGR`
or
`4FSSROTHS...HX/CNLD DUE TO PSGR REQUEST`
	Passengers may request cancellation or reservation changes when they are not able to contact their agents. In this case changes can be made by TK sales office with entries through Troya system. Troya system will send HX message for the cancelled flight to system on the record locator Before ending the PNR we can inform the agent about the reason of the cancellation. However if this is forgotten, system will send default message but message should better be sent to inform the other system user that action was taken upon passenger request.

`4FSSROTHS...PNR TRANSFERRED TO TK PLS FOLLOW UP BY TK`	**The control of TPB PNR's belongs to the agent or the CRS system in the record locator throughout the journey.** If passenger applies to Turkish airlines office and wants to make changes or ticketing on the PNR, or asks for waitlist or they cannot reach travel agency (out of working hours, time difference etc.) If TK staff thinks that the PNR responsibility must be transferred to Troya due force-majeure, this entry is made to inform the agency in the record locator that PNR is being transferred and should not be touched anymore. After this message is written PNR is saved, then `9C` entry is made which places the city code of TK office to the FONE field and PNR is saved again. From that moment on message transportation will stop between systems, office in the fone field becomes responsible and 'This is a Third-Party Booking' indicator on top disappears.
`4FSSROTHS...DVD BY TK`	**If DIVIDE transaction should be done as a result of reservation change;** the changes that are made in the Troya system after divide transaction does not transmit message to CRS systems. If it is mandatory to perform divide transaction on the CRS PNRs, before dividing the SSR formatted message should be entered to the PNR and after EOT divides should be made.
`4FSSROTHS...JANINE CHNT JANIN`	**Name change transactions shouldn't be done on TPB PNRs,** however, or commercial or mandatory reasons this may become a necessity. In such cases right after name changing on the Troya system, he agent should change the on its system also, otherwise the name on Troya and CRS wouldn't be identical which will cause reservation problems and no-show.

INHIBITOR	The flights of **other airlines** which are connecting to TK flights, have INFO remark at the end of the segments, on the reservations that are created by CRS or other airlines. If these kind of PNR's are going to be ticketed by THY offices, the INFO segment should be deleted from the PNR by **X** or **XK** entry(in both cases cancellation message does not go to the other airline). The same segment is added to the PNR with the format below with direct segment entry.
	`0JL729Y03DECNRTDPSHK1/15552255-ISTJLZS(INHIBITOR)`
	`0UA1071K12SEPJFKMIAHK1/16402040-PERPSGR`
	`0MH234T27DECKULSINHK1/16151815-PERAGNT`
	(Note: The INFO segment that was removed from the PNR for ticketing purposes should not be requested with NN entry, this will cause DUPE segment on the PNR).

`4FSSROTHS....TKT ISSUED BY QTR TK 2352434564325`	If an ETKT is issued by a Troya using office on a TPB PNR the ticket number will not be reflected to the originating system as **SSR TKNE**. With the help of this entry, ticket number can be given as information to the originating office.

For the above transactions, the `....` field must be filled with the system address on the record locator (`1A, 1G, AA`…kind)

Third Party PNR examples;

```
*** THIS IS A THIRD PARTY BOOKING SEE CIC*29  ***
  1.1PROUD/DAFFODILEMRS 2.1PROUD/NEVAMR
 MUC1AKQH52E/ISTT1231Z/8821111/IST/1A/T/TR//GS 25SEP UM38FN
  1 TK   3 K  SU 10DEC  ISTJFK HK2   0755 1110 CABIN CE
  2 TK  12 Z  FR 15DEC  JFKIST HK2   2340 1725*CABIN CE
 GEN FAX-OSITK CTCT IST 212 111 22 33 AKADEMI TURIZM
 2.S1 OSITK RMD POC-*** **/***.*****/*****/*****.*****/*****/*****
 3.S2 OSITK RMD POC-*** **/***.*****/*****/*****.*****/*****/*****
 4.SSRADTK1A TO TK BY 28SEP 1220 IRC-2/ADV OTO TKT
 5.SSROTHS1A PLS ADV FQTV NUMBER IF AVAILABLE WITH SSR FORMAT
 6.SSROTHS1A PLS ADV PSGR MOBILE AND/OR EMAIL AS SSR CTCM/CTCE
 7.SSROTHS1A DOCS CTCM CTCE ARE MANDATORY FOR TICKETING
 8.SSROTHS1A PLS ENTER DOCS CTCM AND CTCE FIELDS WITH SSR FORMAT
 9.SSROTHS1A FOR DOCS FIELD DOB GENDER NAME FIELDS ARE MANDATORY
 10.SSRADPI1AHK2 ADV SECURE FLT PSGR DATA FOR ALL PSGRS
```

```
*** THIS IS A THIRD PARTY BOOKING SEE CIC*29  ***
 1.1GRASS/EMOTIONMRS
SWI1G773RXC/327T/23255455/FRA/1G/T/DE  9MAR SDDWEV
 1 TK 179 O  MO 01APR  ISTLAX HK1   0800 1140 CABIN YE
 2 AS1127 V  MO 01APR  LAXPDX HK1   1637 1905  E INFO
TKT-A */*
APFAX-1SSRDOCSTKHK1 /P/TR/111111/TR/01JAN90/F/01JAN29/GRASS/EMOTION
2.1 SSRCTCMTKHK1 1111111111
3.1 SSRCTCETKHK1 GRASS/EMOTION//PEARL.TR
4.1 OSITK SFID 10000094332094R151
5.S1 SSRFTYPTKHK1 789
6.1 S1 SSRTKNETKHK1 2351300786874C1
GEN    FAX-S1    OSITK    RMD    POC-***    **/***    *****/*****/*****
*****/*****/*****//
2.OSITK CTCT IST AKADEMI TURIZM 212 1112233
3.SSROTHS1G PLS ADV FQTV NUMBER IF AVAILABLE WITH SSR FORMAT
4.SSROTHS1G PLS ENTER DOCS CTCM AND CTCE FIELDS WITH SSR FORMAT
5.SSROTHS1G FOR DOCS FIELD DOB GENDER NAME FIELDS ARE MANDATORY
6.SSROTHSYY  TERMS  AND  CONDITIONS  ON  WWW.TURKISHAIRLINES.COM/EN-
TR/SEATASSIGNMENT
7.SSROTHS1G RQST P1S1 CNLD AS TLT IS OVER 21MAR 1304
8.OSITK PAX INFORMED TK179 01APR 0800 1140
RMKS-..SMS SENT1111111111 FOR SC TK0179 01APR 0810/115 TRPTRRC16MAR
2. ..EMAIL SENT GRASS/EMOTION//PEARL.TR FOR SC TK0179 0 TRPTRRC16MAR
```

12. SPECIAL REQUESTS/AIRPORT FACT (AP FAX)

Special requests or information about the passengers are entered to the Ap Fax field of the PNR. These information and requests are entered with proper IATA Airimp service codes. Some services are entered with passenger and segment relation.

The field keyword is **4F**. System places the service depending on the airimp code as **OSI** (Other Service Information) or **SSR** (Special Service Required) to the Ap Fax field. If an Ap Fax **SSR**, Ap Fax **OSI** is placed in Gen Fax **SSR** or Gen Fax **OSI**, it means the entry is not in the correct place, it must be deleted and re-entered to check that the format is correctly placed on the PNR.

Special services request code is either **NN** or **HK**. For each service you may find the request keyword type in the upcoming pages. **HK** services are confirmed during reservation. For the services which require **NN** entry, some are answered automatically by the system , some are forwarded to special services Q for manual response. For these services request e must be finalized before ticketing.

The services like PETC, AVIH, XBAG, SPEQ, BIKE, BLND, DEAF, WCHR, WCHS, WCHC, LANG, DPNA, UMNR, INFT, MAAS, EXST and all meal types except SPML are answered automatically.

The services like STCR, MEDA, WEAP, WCMP, WCBD, WCBW, SPML, SVAN, ESAN, CBBG are sent to the special services Q automatically for manual response. (Currently there is ongoing developments which will enable system answer some of these services automatically)

Segment related services are deleted when the segment is rebooked, if the service is requested for the new segment the service entry must be renewed for the new segment.

Important note: For special service applications, in order not to misguide passengers with incorrect information, the updated, recent rules on the **operational documents** have priority and are valid. These documents must be checked carefully before any transaction and passengers must be given updated information.

Entry: `41S1F…...`

4	: Ap Fax keyword.
1	: First passenger / Psgr relate.
S1	: Segment 1.
F	: Fact, secondary keyword.

Below table shows the service and field codes of the airimp codes.

APFAX SSR

AJML	ASVC	AVIH	AVML	BBML	BFBB	BFBF
BFBL	BFBP	BFBS	BFBU	BFBX	BFCL	BFEF
BFFL	BFFX	BFJF	BFJR	BFJS	BFLG	BFNO
BFPF	BFPS	BFRS	BFSS	BFXF	BIKE	BLGK
BLML	BLND	BSCT	BSML	BULK	BVML	BXBB
BXBF	BXBL	BXBP	BXBS	BXBU	BXBX	BXCL
BXEF	BXFL	BXFX	BXJF	BXJR	BXJS	BXLG
BXNO	BXPF	BXPS	BXRS	BXXF	CBBG	CCML
CDML	CHLD	CHML	CKIN	CKML	CLID	CLML
COUR	CTCE	CTCM	CTCR	DBML	DEAF	DEPA
DEPU	DOCA	DOCO	DOCS	DPNA	DREF	DSML
DSPI	ESAN	EXST	FBML	FOID	FPML	FQTR
FQTS	FQTU	FQTV	FRAG	FTYP	GFML	GPST
GRPF	GRPS	GSTA	GSTE	GSTN	GSTP	GTML
HNML	HRIC	INAD	INFT	IOCI	KHML	KIOS
KSML	LANG	LCML	LFML	LSML	MAAS	MCML
MCOA	MEDA	MOML	MTML	NLML	NRSB	NSSA
NSSB	NSST	NSSW	OBNT	PCTC	PDLG	PDUG
PETC	PHES	RFTV	RGML	RQST	RVML	SEAT
SEMN	SFML	SLML	SMSA	SMSB	SMST	SMSW
SPEQ	SPML	STAR	STCR	SVAN	SWML	TKNE
TRML	TWOV	UMNR	VGML	VJML	VLML	VOML
VTML	WCBD	WCBW	WCHC	WCHR	WCHS	WCLB
WCMP	WCOB	WEAP	XBAG	YAML	YBML	YCML
YDML	YEML	YFML	YGML	YHML	YIML	YJML
YKML	YLML	YMML	YNML			

APFAX OSI

BUP	CCCA	CCCP	CCCT	CCDM	CCDT	CCGL
CCPA	CCPC	CCPI	CCPN	CCSM	CCSW	CCTC
CCUT	CHD	CIP	CLPL	CLSC	DBC	DEPO
DHB	DHC	DHD	DHH	DHM	DHN	DHT
DHU	DRIV	ELIT	ELPL	GMNT	GOLD	INF
ITNT	LIMU	MSDR	ORID	PREM	PTC	RETR
RLOC	RNST	SFID	SILV	STF	TCP	TRP
UPGR	VIP	WUP	YP			

GENFAX SSR

ADFR	ADMD	ADPI	ADTK	AIG	AJET	DLAY
FRAV	GMIL	GPNM	GRFR	GTYP	IATA	IFX
ITFP	ITSD	NAME	OTHS	REAL	SHLL	SPLR
TKNA	TKNC	TKNM	TKTL	TRPY		

GENFAX OSI

CANX	CTC	CTCA	CTCB	CTCC	CTCF	CTCH
CTCO	CTCP	CTCT	DEAL	EMIG	FARE	FFP
GNNT	ICCH	IRR	ITFX	ITMX	ITTP	NEGO
OVBR	RMD	RMNT	TKAL	TKNO	TRCD	TTLA
TTLM	YKNT					

12.1 INFT (INFANT PASSENGER) CIC*6/160

- Passenger who is not occupying seat, age between 0-2 (24 months) years old in both outbound and inbound journey.
- A parent can accompany only one infant.
- Accompanying person to an infant except parents must be older than 18.
- Infant passengers are not accepted to TK flights within 48 hours after birth.
- Infants between 2-7 days old may be accepted if a doctor report indicating ' passenger is fit to travel by air' is presented.
- Infant passenger between 8 days and 2 years old can only be accepted if they travel together with a parent/accompanying person. Escort hostess is not applicable for infant passenger.
- If an adult has more than one infant together. One infant is allowed to sit on the lap of the adult; the other will be seated to a car seat attached to the seat, and pays applicable child fare.
- Number of infant passengers accepted to the flight is limited to the number of extra oxygen mask, infant seat belt and infant life vest.
- If an infant passenger will reach the age limit of a child passenger on the inbound journey, from the beginning a child ticket should be issued with reserved seat to that passenger.
- Infant passenger is accepted to flights with birth certificate (accompanied with parent's id) until one month after from birth.

Entry: `41S1-4FINFT WHITEBIRD/KAREEMMSTR 10OCT23`

`4`	: Ap Fax keyword.
`1`	: First passenger /Psgr relate.
`S1-4`	: Segments from 1 to 4.
`F`	: Fact, secondary keyword.
`INFT`	: Infant airimp code.
`WHITEBIRD/KAREEM`	: Surname/name.
`MSTR`	: Gender title.
`01OCT23`	: Date of birth.

```
41FINFT WHITEBIRD/KAREEMMSTR 10OCT23
```

If `INFT` service entry can also be made without any segment relation, system relates the service to all segments on the itinerary automatically. If there is an infant name on the PNR , at least 1 segment of the adult passenger must be related with INFT service to save the PNR. For ticketing `INFT` service entry must be made for every segment infant ticket will be issued for.

```
F 1.1WHITEBIRD/FATIMAMRS 2.I/1WHITEBIRD/KAREEMMSTR
 QTRTKAP 22SEP RNU3BB
1 TK 761 L  SA 20JAN  DXBIST HS1 X 0255 0645 Y M01.1E
2 TK1701 L  SA 20JAN  ISTSTR HS1   0855 1000 Y M01.2E
3 TK1706 L  TH 15FEB  STRIST HS1 X 1850 2350 Y M02.1E
4 TK 762 L  FR 16FEB  ISTDXB HS1   0135 0655 Y M02.2E
 FONE-QTR
 AP FAX-1 S1 SSRINFTTKHK1 WHITEBIRD/KAREEMMSTR 01OCT23
 2.1 S2 SSRINFTTKHK1 WHITEBIRD/KAREEMMSTR 01OCT23
 3.1 S3 SSRINFTTKHK1 WHITEBIRD/KAREEMMSTR 01OCT23
 4.1 S4 SSRINFTTKHK1 WHITEBIRD/KAREEMMSTR 01OCT23
```

MSTR : 0-2 years old male infant title.
MISS : 0-12 years old female infant title.

12.2 CHLD (CHILD PASSENGER) CIC*6/145

- Passengers who have celebrated their 2nd but not 12th birthday as of the day of commencement of travel accompanied by an adult, are called child passenger
- Child passengers occupy seat.
- The applicable child fare of the journey is collected.
- If a child passenger is below age limit of 12 years old on the outbound journey of a return ticket, the passenger is entitled for the same discount for return, even if the child age limit is reached.
- **MSTR** : 2-12 years old male child passenger.
- **MISS** : 2-12 years old female child passenger.

43FCHLD/06AUG21

4 : Ap Fax keyword.
3 : 3rd passenger /Psgr relate.
F : Fact, secondary keyword.
CHLD : Child passenger airimp code.
06AUG21 : Date of birth
43FCHLD/06AUG21 : Date of birth of child , who is 3rd psgr on the PNR is entered.

```
F 1.3PULAK/ASLIOYAMRS/TOLGAMR/ELIFMISS
 QTRTKAP 26NOV RGN86V
  1 TK1821 P  SU 30DEC  ISTCDG HK3   0745 1025 CABIN YE
  2 TK1830 P  TU 15JAN  CDGIST HK3   0750 1220 CABIN YE
 FONE-QTR
 AP FAX-3 SSRCHLDYYHK1 /06AUG21
```

12.3 WCHR (WHEELCHAIR) CIC*6/185

Wheelchair service given due to mobility restrictions of passengers, is given for our Company's flights; is free of charge. For this reason first three types of wheelchair service are entered to the PNR with **HK** status code. There are 4 different types of wheelchair service.

WCHR: Passenger can ascend/descend steps and make own way to/from cabin seat but cannot manage long distances to/from aircraft. (Ramp)
WCHS: Passenger cannot ascend/descend steps, but is able to make own way slowly to/from cabin seat. (Steps)
WCHC: Passenger is completely immobile. Requires wheelchair to/from aircraft and must be carried up/down steps of the aircraft and to/from cabin seat. (Cabin)
WCOB :Passenger is completely immobile. This wheelchair is only available in A330/B777/A350 aircrafts as single piece. Ap Fax entry of WCOB is made with NN request code and is forwarded to teletype Q's by system. (On board)

4 : Ap Fax keyword.
1 : 1st passenger/Psgr relate.
S3 : 3rd segment.
F : Fact, secondary keyword.
WCHR : Wheelchair request to the ramp.
HK1/NN1 : TK status code/Other airline request code.

4S2FWCHRHK1 LEFT LEG BROKEN : Wheelchair to the ramp request for 2nd segment of all passengers in the PNR.
43S1FWCHSHK1 LEFT LEG BROKEN : Wheelchair to the steps request of the 3rd passenger's 1st segment .
42S3FWCHSNN1 LEFT LEG BROKEN: Wheelchair to the steps request for other airline on the3rd segment of the 2nd passenger.

```
F 1.1CAPTAIN/TSUBASAMR
 QTRTKAP  4JAN TAD78B
  1 TK1053 H  FR 20SEP  ISTZAG HK1 X 0905 1015 CABIN YE
  2 OU 674 M  FR 20SEP  ZAGZAD PN1   1410 1500  E
 FONE-QTR
 AP FAX-1 S1 SSRWCHRTKHK1 LEFT LEG INJURED
 2.1 S2 SSRWCHROUPN1 LEFT LEG INJURED
```

At the same time passenger's own wheelchair, crutches and similar belongings of passengers are carried free of charge without included into the free baggage allowance of the passenger.
WCBD : Dry cell battery wheelchair.
WCMP : Manual power wheelchair.
WCLB : Lithium battery wheelchair.
WCBG : Battery gel wheelchair.
WCBW : Wet cell battery wheelchair. (**WCBW** carriage is accepted with passenger only if it is for medical reasons, wet cell battery is detached from the chair and packed separately.)

Entry: **41S1FWCBWNN1 IMMOBILE PSGR**(needs to be NN, service is manually answered)
41S1FWCBDNN1 IMMOBILE PSGR (needs to be NN, service is manually answered)
41S1FWCMPNN1 IMMOBILE PSGR (needs to be NN, service is manually answered)
41S1FWCLBNN1 IMMOBILE PSGR (needs to be NN, service is manually answered)
41S1FWCBGNN1 IMMOBILE PSGR (needs to be NN, service is manually answered)

12.4 APIS (ADVANCED PASSENGER INFORMATION SYSTEM) (CIC*81)

Advanced passenger information must be entered to PNRs of passengers to/from USA, Canada and Mexico and passengers travelling to Cuba and Venezuela. **DOCS, DOCO** and **DOCA** are the keywords to create the SSR fields of each passenger with proper and correct information. All data is transferred to destination country authorities before the flight. This field must not be created with fake information due to penalization.

When a PNR is created holding a TK segment and the countries mentioned above are in the itinerary, Trophy system requests the DOCS entry with below ADPI SSR as GenFax.

GEN FAX-SSRADPI1AHK1 ADV SECURE FLT PSGR DATA FOR ALL PSGRS

Below documents are considered as travel documents according to ICAO 9303;

Non-Standard identity document : F
Identity card: A
Identity card: C
Identity card: I
Military identity card: M
Passport card : IP
Passenger passport: P

Entry: 41FDOCS/P/TUR/1234567/TUR/01JAN80/M/01APR30/PULAK/ASLI/OYA

41FDOCS	: 1st passengers passport information is being added.
P	: Travel document type, passport.
TUR	: The code of country where the document is given from.
123456	: Travel document number.(Max 15 alpha numeric characters)
TUR	: Nationality.
01JAN80	: Date of birth.
M	: Gender (Male passenger).
	: Male ---------M.
	: Female ------F.
	: Female infant--FI.
	: Male infant-----MI.
01APR30	: Document validity.
PULAK	: Surname.(First 30 letters allowed)
ASLI	: Name.(First 30 letters allowed)
OYA	: Middle name (First 30 letters allowed)
H	: Multi-passenger passport holder*

* **H** must be used if it is multi-passenger passport and the entire DOCS SSR belongs to primary passport holder.
41FDOCS/P/TUR/1234567/TUR/01JAN80/M/01APR30/PULAK/ASLI/OYA/H

If a passenger has no middle name "/" must be used for middle name before writing **H**
41FDOCS/P/TUR/1234567/TUR/01JAN80/M/01APR30/PULAK/ASLI//H

Also DOCS field with date of birth, gender, surname, name and middle name (if exists) is mandatory for all ticketing transactions. Without this field system will not issue the ticket and below error is seen.

NEED SSR DOCS INFO
The **DOCS** mask is displayed with below entry. Unfilled fields are left as blank, the required information is filled with given format.

Entry: 41FDOCS enter
Response: 41FDOCS /P////DDMMMYY/GENDER//SURNAME/NAME/MIDDLENAME

The mandatory fields are filled with correct information. The related passenger must match the name in the entry of DOCS.
Entry: 41FDOCS /P////28OCT73/M//PULAK/TOLGA

```
F 1.1PULAK/TOLGAMR
 QTRTKAP 23NOV S54YNU
  1 TK   7 B  SU 23DEC  ISTIAD HK1   1330 1825 CABIN YE
 FONE-QTR
 AP FAX-1 SSRDOCSYYHK1 /P////28OCT73/M//PULAK/TOLGA
```

If there is an infant not occupying seat in the PNR the infant passenger's DOCS information is related to the adult passenger INFT SSR is related. For female infant FI male infant MI indicators are used for gender entry.

```
F 1.1KAY/SARAHMRS 2.I/1KAY/LILACMISS
QTRTKAP 12DEC TTNHRV
 1 TK1821 K  TH 20JUN  ISTCDG HK1   0700 0940 CABIN CE
FONE-QTR
AP FAX-S1 SSRBFBFTKHK1 BUSINESS FLY
2.1 S1 SSRINFTTKHK1 KAY/LILACMISS 06AUG23
3.1 SSRDOCSYYHK1  /P////01JAN90/F//KAY/SARAH
4.1 SSRDOCSYYHK1  /P////06AUG23/FI//KAY/LILAC
5.SSRCTCMYYHK1 905323456789
```

In addition to DOCS also DOCO and DOCA information are entered too. DOCO is secondary travel document entry. V (Visa number), R (Redress number), K (Passenger number)

Entry: 41FDOCO
Response: 41FDOCO /BIRTH PL/R/SUP.INF.NO/ISSUE PL/DATE/COUNTRY

Entry: 41FDOCO /ISTANBUL/V/9891404/ISTANBUL/14MAR23/USA

ISTANBUL : Place of birth.
V : Visa information.
9891404 : Visa number.
ISTANBUL : City visa is issued in.
14MAR23 : Date visa issued on.
USA : Country visa is valid for.

DOCA is the Ap Fax entry where passenger's resident address and destination address is entered. For every entry system accepts a certain maximum amount of characters.
Entry: 41FDOCA
Response: 41FDOCA /R/COUNTRY/ADDRESS/CITY/STATE-PROV-CNTRY/ZIP

Entry: 41FDOCA R/TUR/ELMAS APT NO2 ACIBADEM/KADIKOY/ISTANBUL/34718

R : Resident country address (D) Destination country address.
TUR : Country of address.

If on the travel document of the passenger there is just one name, this name is written to the surname field, and FNU (First Name Unknown) is written to the first given name field of **SSRDOCS** data.

```
41FDOCS /P////01JAN80/M//KUMAR/FNU/H
```

If passenger has a single character name or surname, this character is written to the related field.

```
41FDOCS /P////01JAN80/M//KUMAR/A/H
```

If there is a '-' hyphen symbol in the name or the last name of the passenger, the hyphen is replaced with a space.

```
41FDOCS /P////01JAN80/M//SMITH JONES/LUCY/H
```

If there is an apostrophe in the name or the last name of the passenger, it is removed.

```
41FDOCS /P////01JAN80/M//ONEILL/RYAN
```

Some countries do/may not accept passengers with single name or surname. Please apply to related authorities' information for acceptance of such passenger.

12.5 PETC / AVIH (PET IN CABIN/ANIMAL IN HOLD) (CIC*6/195)

- Pets travelling with passengers are not included in the free baggage allowance. Pet travel is subject to payment.

- While making request for live animal transportation, for rules of destination country TIMATIC system, for rules of application; *Ground Operations Manual*, PR.60.005 Procedure for Carriage of Live Animals and www.thy.com should be checked before application.

- Passengers can carry live animals as cat, dog and singing birds are accepted to our flights with cage/case/bag/crate (must be waterproof and provided by passenger) that has maximum dimensions of **40 (l) X 30 (w) x 23 (h) cm**, together not exceeding 8kg as Pet in Cabin. The cage/case/bag/crate is placed under the seat in front. The request for **PETC** is made with **NN** request on the Ap Fax field.

- If the cabin quote is full and if the total weight is over 8 kg, live animals with passengers can be carried in cargo compartment as **AVIH** (Animal in Hold), the request is again **NN** . Soft case cage/case/bag/crate **is not accepted** to cargo department and maximum dimensions are 75 (h)x 75 (w) x 125 (l) cm and less than 50kg.

- Number of pets allowed in cabin/cargo varies according to aircraft type.

- **PETC/AVIH** services are subject to extra charge. The request also enables system to create ASVC line on the Ap Fax field where EMD/A number (Electronic Miscellaneous Document, *Check Section: 27.1.3.1*) will be placed after collecting the charge. EMD is used for online services only.

- One passenger can carry up to 2 separate cages. Depending on the weight, since only one cage is accepted to the cabin, the other cage can only be entered as **AVIH** service or both could be accepted as **AVIH**. ***(Check operational documents for exceptional countries***)

- Up to 3 animals (cat/dog) born from the same mother, aged 10-24 weeks, can be transported in the same crate in the aircraft hold. Animals of the same breed, which are close to each other and are accustomed to living together, with a maximum weight of 10kg for cats/14 kg for dogs each, can be transported in a single crate. If the weight of pet is greater than 10/14 kg, they can be carried alone in the crate.

- Only dogs are carried as **SVAN**.
- Pregnant animals are not permitted on our flights.
- The pet must have a chip and its information should match the one in the system.

RULES TABLE FOR PET TYPE CARRIAGE ACCOMPANIED BY PASSENGER				
Dangerous Dog Types not accepted (Transported in hold only if accepted by Turkish Cargo	**Dog breeds not transported due to international aviation rules**	**Dog breeds not transported in hold due to respiration problems* (*can be carried as PETC ,if not exceeding 8kg with cage 23x30x40cm)**	**Cat breeds not transported in hold due to respiration problems* (*can be carried as PETC ,if not exceeding 8kg with cage 23x30x40cm)**	**Bird transportation application (except below listed PETC bird species the rest species are only transported through Turkish Cargo**
American Bulldog	Bull Terrier	Affenpinscher	Birman	Budgerigar /PETC
Bandog Tosa Inu	Pitbull Terrier	Pekinese	Exotic	Canary/PETC
Caucasian Ovcharka	American Pitbull Terrier	Pug (all breeds)	Persian	Parrots*/AVIH (*) Except the ones on CITES List-1
Dogue de Bordeaux	American Staffordshire Terrier	Shar Pei	Himalayan	Pigeons*/AVIH (*) Except the ones on CITES List-1
Pincher Doberman and all Doberman breeds	Staffordshire Bull Terrier	Shih Tzu	Burmese	
Presa Canario	Japanese Tosa	Japanese Chin	Scottish Fold	
Rottweiler	Dogo Argentino	Lhasa Apso	British Shorthair…etc	
Mastiff (except Bull Mastiff)	Fila Brasileiro	Tibetan Spaniel		
Wolf Dog Mixed-Breeds	American Bully	Chow		
Anatolian Shepherd	*And crossbreeds of above dogs	English Toy Spaniel		
Boerboel		English Bulldog		
*And crossbreeds of above dogs		French Bulldog		
		Boston Terrier		
		Boxer		
		Brussels Griffon,		
		Bull Mastiff (English Mastiff)…etc		

Entry: `41S1FPETCNN1 TTL6KG 40X30X23CM CAT`

`4`	: Ap Fax keyword.
`1`	: 1st passenger / Psgr relate.
`S1`	: 1st segment/segment relate.
`F`	: Fact, secondary keyword.
`PETC`	: Pet in cabin airimp code.
`NN1`	: Need need request.
`TTL6KG`	: Total weight.
`40X30X23CM`	: Cage dimensions. (l-w-h)
`CAT`	: Type of animal.

```
 1.1PULAK/LARAMRS
 QTRTKAP 22NOV RWLS7A
  1 TK1523 W  SU 25NOV  ISTDUS HK1   0805 1035 CABIN YE
  2 TK1530 P  WE 28NOV  DUSIST HK1   0740 1155 CABIN YE
 FONE-QTR
AP FAX-1 S1 SSRPETCTKPN1 TTL6KG 40X30X23CM CAT
 2.1 S1 SSRASVCTKPN1 A/0DG/PETC/PET IN CABIN/A
```

`41S1FAVIHNN1 TTL30KG 45X50X70CM DOG LABRADOR:` 30 kg Labrador type dog as `AVIH` (for cargo compartment) request for 1st passenger's 1st segment .

`NN` requests turn into `PN` status and sent to special services Q automatically by the system. In a few seconds after refreshing PNR with `I*R` entry a few times, response is seen on the PNR.

`PN` pending need responses;

`KK`: Request is confirmed , passenger is informed and service is confirmed by `4.1HK` entry.
`UN`: Rejection due quota limitations or destination country regulations.
`NO`: Rejection in case Cat, Dog, Bird keywords are not entered, another type of animal or wrong dimension or weight entry is made. Also if the connecting flight is `UN` even for available flight response is automatically `NO`.

- For sick, blind and deaf passengers' assistant dogs '`MEDICAL ALERT DOG'`, '`SEEING EYE DOG HEARING EAR DOG`' , information is entered to PNR with `SVAN` service code as `NN` request. Also the type of disability is entered to the Ap Fax with respective code.

Entry: `41S1FBLND` or `41S1FDEAF`
Entry: `41S1FSVANNN1 TTL15KG SEEING EYE DOG GOLDEN RETRIEVER`
Entry: `41S1FSVANNN1 TTL15KG HEARING EAR DOG GOLDEN RETRIEVER`

- Search and rescue dogs `RESCUE DOG` are carried free of charge during emergency conditions and disasters. They are carried in hold according to `AVIH` rules and standards. They may be carried in cabin when search and rescue teams are travelling to/from operations.

- `PSAN` is a dog giving psychiatric support service to its owner. For `PSAN` again `SVAN` service code is used and one of below remarks are entered as information. Documents and condition of the dog is checked, if all can be related to criteria defined in PR.60.005 can be carried in cabin , free of charge only on direct flights to/from USA. If there is a connecting flight , passenger must bring an empty cage to be loaded in cargo department as free of

charge. The service for connecting flight is entered as **PETC** or **AVIH** (depending on weight of the dog) to the PNR. The fee is collected by the first departure station.

Entries for connecting flight of a passenger with **PSAN**

Entry: 41S1FSVANNN1 TTL6KG PSYCHIATRIC SERVICE DOG BEAGLE
41S1FSVANNN1 TTL6KG PSAN DOG BEAGLE
41S2FPETCNN1 TTL6KG 40X30X23CM DOG BEAGLE

```
1.1SNAPE/SIRIUSMR
 1 TK  82 Y  WE 01JAN  BOSIST HS1 X 2235 1555*CABIN YE
 2 TK 716 Y  TH 02JAN  ISTDEL HS1   2055 0515*CABIN YE
AP FAX-1 S1 SSRPSANTKPN1 TTL6KG PSYCHIATRIC SERVICE DOG BEAGLE
2.1 S2 SSRPETCTKPN1 TTL6KG 40X30X23CM DOG BEAGLE
3.1 S2 SSRASVCTKPN1 C/0BT/PETC/PET IN CABIN/A
```

- The current application for pricing of live animals is as follows; updated publications overrules the below information.

The pricing is on cage x weight basis. The weight of the cage including pet/s is segmented to different levels of fixed pricing amounts of flights taken . If in the same cage there are 2 cats, the pricing is again calculated per cage.

Cage weights are as follows;

Pets carried in the flight cabin (PETC)	0-8 kg
Pets carried in the cargo hold (AVIH)	0-15 kg
Pets carried in the cargo hold (AVIH)	16-22 kg
Pets carried in the cargo hold (AVIH)	23-28 kg
Pets carried in the cargo hold (AVIH)	Over 28 kg

Turkish Airlines flight network is divided into 4 Groups.
TR : Local flights to/from Turkiye
Group A
Group B
Group C
(Please refer to www.thy.com for cities in each group, stopover journey calculation, interline, transit journey, Canada, Abu Dhabi, Dubai , North Cyprus fees and other details.)

	TR ↔ Grup A	TR ↔ Grup B	TR ↔ Grup C
PETC 0-8KG	65 USD	105 USD	185 USD
AVIH 0-23KG	130 USD	210 USD	370 USD
AVIH 24-32KG	150 USD	250 USD	440 USD
AVIH 33KG+	190 USD	310 USD	550 USD

	Grup A↔A	Grup A↔B	Grup A↔C	Grup B↔B	Grup B↔C	Grup C↔C
PETC 0-8KG	130 USD	170 USD	250 USD	210 USD	290 USD	370 USD
AVIH 0-23KG	260 USD	340 USD	500 USD	420 USD	580 USD	740 USD
AVIH 24-32KG	300 USD	400 USD	590 USD	500 USD	690 USD	880 USD
AVIH 33KG+	380 USD	500 USD	740 USD	620 USD	860 USD	1100 USD

Important notice: Turkish Airlines bears no responsibility for any health issues of pets may experience during or after the flight.

12.6 UMNR (UNACCOMPANIED MINOR) (CIC*6/165)

- The child passenger, who has celebrated the 7th but not 12th birthday, can travel alone with the permission of the parents or legal guardian(s).
- Children's applicable fare is charged from the passenger.
- All segments should be confirmed.
- Contact numbers for the passengers for both departure and destination points should be inserted to PNR.
- Child passenger's spoken language should be specified as well.
- System enters child meal (**CHML**) for international flights once the entry is made.

Entry: `41S1FUMNR UM09`

`4` : Ap Fax keyword.
`1` : 1st passenger/Psgr relate.
`S1` : Segment relate
`F` : Fact, secondary keyword.
`UMNR` : Unaccompanied minor airimp code.
`UM09` : Age of child.

`41S1FLANG SPEAKS ONLY TURKISH` : UM passenger's spoken language information as Ap Fax entry.

```
F 1.1PULAK/ALIMSTR
QTRTKAP  6SEP UAJ3S3
 1 TK  31 S  SU 27OCT  ISTATL HK1   1450 2100 CABIN YE
FONE-QTR
TKT-1 Y06SEPQTRAP 2352431947332
AP FAX-1 SSRCTCMYYHK1 905323454323
2.1 SSRCTCMYYHK1 16545678756
3.1 SSRCTCEYYHK1 APULAK@THY.COM
4.1 S1 SSRUMNRTKHK1 UM09
5.1 S1 SSRASVCTKHD1 E/0BH/UMNR/UM TRAVEL/A
6.1 S1 SSRCHMLTKHK1
7.1 S1 SSRLANGTKHK1 PSGR SPEAKS ONLY TURKISH
8.1 SSRFOIDTKHK1 /NI0
9.1 SSRDOCSYYHK1 /P////16SEP10/M//PULAK/ALI
10.1 S1 SSRTKNETKHK1 2352431947332C1
```

12.7 DPNA (DISABLED PASSENGER NEEDING ASSISTANCE) (CIC*6/460)

"Disabled passenger with intellectual or developmental disability needing assistance"

- This service is used for passengers with physical or developmental disability needing assistance.
- Passenger is assisted to/from the aircraft.
- Passengers travelling to/from EU countries must make this request 36 hours before the flight.
- Passengers with shorter notification will not receive immediate confirmation and they will be informed that they will receive the service but a longer waiting period might be applied.
- There is no restriction for request for other countries.

Entry: `41S1F DPNAHK1 MS DISEASE`

`4`	: Ap Fax keyword.
`1`	: 1st passenger / Psgr relate.
`S1`	: 1st segment.
`F`	: Fact, secondary keyword.
`DPNA`	: Disable passenger needing assistance air imp code.
`HK1/NN1`	: Request code. (EU countries last 36 hrs. NN request is made)
`MS DISAEASE`	: Full detail of passenger's condition.

```
F 1.1DOE/JOHNMR
 QTRTKAP 22NOV RWLS7A
  1 TK 762 T  TU 25DEC  ISTDXB HK1   0035 0705 CABIN YE
 FONE-QTR
 AP FAX-1 S1 SSRDPNATKHK1 MS DISEASE PSGR
```

12.8 MAAS (MEET AND ASSIST) (CIC*6/190)

Passengers who are old, young, visually impaired, hearing impaired, having language problem, having aerophobia, can ask for assistance in the airport or inflight. These passengers are boarded first.

Entry: `41S1F MAAS NN1 ELDERLY PSGR`

`4`	: Ap Fax keyword.
`1`	: 1st passenger / Psgr relate .
`S1`	: 1st segment.
`F`	: Fact, secondary keyword.
`MAAS`	: Meet and assist keyword.
`ELDERLY PSGR`	: Explanation.
`41S2F MAAS NN1 ELDERLY PSGR`	: MAAS request of an elderly 1st passenger's 2nd segment for other airlines flight.

```
1.1OLDIE/GRANIEMRS
QTRTKSI 22NOV RWLS7A
 1 TK  50 Q  WE 26DEC  ISTNRT HK1 X 1710 1130*CABIN YE
 2 QF  22 Q  TH 27DEC  NRTSYD HK1   1950 0725*1E
FONE-QTR
AP FAX-1 S1 SSRMAASTKHK1 ELDERLY PSGR
2.1 S2 SSRMAASQFPN1 ELDERLY PSGR
```

12.9 VIP / VIP UPGR (CIC*6/180) (CIC*95/10)

- Passengers, who are given special service at the departure airport, in cabin and at arrival airport, because of their mission or their social status and are declared on the protocol list which is governed by Protocol Directorate of the Ministry of Foreign Affairs and approved by President.
- Some VIP passengers who are specified as name or title in related circulars are also upgraded to business cabin with their economy tickets. Passengers who can be upgraded to business class on all TK operated flights are listed in `CIC*95/10` help page. Besides updated publications must be followed.
- PNRs of people (bodyguard, advisor..) travelling together with Ministers, should have `VIP` information in the Ap Fax field to show the connection.
- Business VIP upgrade class is `J`.

- During PNR creation without any further approval upgrade transaction can be completed . For that reason business class can be reserved together with economy class which is held until ticketing transaction.

`41FVIP SPEAKER OF GRAND NATIONAL…`: First passenger on the PNR is a `VIP` and is Speaker of Grand National Assembly of Turkiye.

`4S1/3F UPGR SPEAKER OF GRAND…` : The `VIP` passenger is at the same time will automatically be upgraded for segment 1 and 3.

```
F 1.1VIP/UPGRMR
QTRTKAP  2NOV TKWYKQ
 1 TK1587 J  TU 17NOV  ISTFRA HK1 I 0815 1040 CABIN CE
 2 TK1587 T  TU 17NOV  ISTFRA HK1   0815 1040 CABIN YE
 3 TK1598 J  TH 26NOV  FRAIST HK1 I 0745 1155 CABIN CE
 4 TK1598 T  TH 26NOV  FRAIST HK1   0745 1155 CABIN YE
FONE-QTR
AP FAX-1 OSIYY VIP SPEAKER OF NATIONAL GRAND ASSEMBLY OF TURKIYE
2.1 S1/3 OSITK UPGR SPEAKER OF NATIONAL GRAND ASSEMBLY OF TURKIYE
```

Important Note: Our Corporate's PR.01.30.014 TK Uçuşlarında Seyahat Sınıfının Ücretsiz Yükseltilmesi (Upgrade) Procedure is the reference document for Upgrade application.

12.10 EXST (EXTRA SEAT) CIC*6/200

✈ The extra seat/s bought due to own comfort or special reasons of passengers. (Passenger having a broken leg, overweight…etc.)
✈ In such cases all seats total of base fare/s and YR surcharge/s is paid with a tax code 6X for all extra seats passenger requests but **one ticket is issued**. All other taxes are collected only once for the passenger.
✈ There must be **EXST** request in the Ap Fax field. The risk of running out of seats together will be minimized, the requested number of seats will be blocked by check-in agents, before passenger applies.
✈ Free baggage allowance is additional 8kg of cabin baggage, there is no extra meal.
✈ **EXST** request is made with **NN**, automatically answered by the system.
✈ In case of change/cancellation of **EXST**, original fare rules apply
✈ PAD passengers (Pass, Ced, Zed, Award, Pep…etc) is out of scope of this service.
✈ Check sample **EXST T**icketing from section *30.1 Extra Seat Quotation.*

4	: Ap Fax keyword.
1	: 1st passenger/ Psgr relate.
S1	: 1st segment.
F	: Fact, secondary keyword.
EXST	: Extra seat airimp code.
NN1	: Request code.
OVERSIZED PSGR	: Explanation.
41S1F EXST NN1 OVERSIZED PSGR	: **EXST** request, for psgr 1 for TK flight.
41S2F EXST NN1 OVERSIZED PSGR	: **EXST** request, for psgr 1 for other airline flight.

```
  1.2PAVAROTTI/LUCIANOMR/EXST@
 QTRTKAP 26NOV TCSZER
  1 TK1761 Y  MO 10DEC  ISTHEL HK2   0850 1220 CABIN YE
  2 AY 871 Y  SA 15DEC  HELCDG PN2   0735 0940  E
 FONE-QTR
 AP FAX-1 S1 SSREXSTTKPN1 OVERSIZED PSGR
 2.1 S2 SSREXSTAYPN1 OVERSIZED PSGR
```

Passenger having broken or injured leg could ask for extra seat, after inserting the **EXST** service request, medical information is added with below fact format.

41S1F EXST NN1 BROKEN LEG
41S1F MEDA NN1 LEGR BROKEN LEG
LEGR : Right leg.
LEGL : Left leg.
LEGB : Both legs.

12.11 CBBG (CABIN BAGGAGE) CIC*6/205

- Passengers can buy the next seat to place personal belongings like, musical instruments, fragile valuables, antiques.
- The cabin baggage dimensions should not fit the cabin seat without exceeding dimensions (40x50x67cm) and weight limit 75 kg.
- The extra seat is paid and a separate ticket is issued for the cabin baggage. The cabin baggage ticket does not have free baggage allowance.
- **CBBG** request is made with **NN**, automatically forwarded to special services Q, manually answered.
- Check sample **CBBG** ticketing from section *30.2 Cabin Baggage Quotation.*

4 : Ap Fax keyword.
1 : 1st passenger/Psgr relate.
S1 : 1st segment.
F : Fact, secondary keyword.
CBBG : Cabin baggage airimp code.
NN1 : Request code.
CELLO 50X50X67CM 60KG : Cabin baggage details.
41S1F CBBG NN1 CELLO 50X50X67CM 25KG: **CBBG** request, in case the 1st segment of 1st passenger is a TK flight
41S2F CBBG NN1 CELLO 50X50X67CM 25KG: **CBBG** request, in case the 2nd segment of 1st passenger is another airlines flight.

```
 1.2MOZART/AMADEUSMR/CBBG@
QTRTKSI 26NOV TCSZER
 1 TK1761 Y  MO 10DEC  ISTHEL HK2   0850 1220 CABIN YE
 2 AY 871 B  SA 15DEC  HELCDG PN2   0735 0940  E
FONE-QTR
AP FAX-1 S1 SSRCBBGTKPN1 CELLO 50X50X67CM 60KG
2.1 S2 SSRCBBGAYPN1 CELLO 50X50X67CM 60KG
```

12.12 XBAG (EXCESS BAGGAGE) CIC*6/210

- Passengers are obliged to inform about weight and number of pieces of baggage exceeding their free baggage allowance during reservation. The request is made with **NN** request with passenger and segment. System processes the request and automatically. Right after the entry is made, checks format, cargo door size and response confirmation or rejection. (HK,UN,NO)
- Payment is on weight, piece and overweight of piece basis.
- Since **XBAG** is subject to payment, for online transportation the payment is collected with a document called EMD (Electronic Miscellaneous Document, *refer section : 27.1.3.5 X-BAG EXCESS BAGGAGE*) which after payment is placed to the **ASVC** line, that is created together with the service entry automatically.
- Wheelchair, stroller, musical instruments ..etc., all excess belongings of passengers **except sports equipment** are entered to the system with this service code.

4	: Ap Fax keyword.
1	: 1st passenger / Psgr relate.
S1	: 1st segment.
F	: Fact, secondary keyword.
XBAG	: Excess baggage airimp code.
NN1	: Request code.
TTL30KG 1PC 30X50X70CM WEIGHT	: Weight concept keyword.
TTL20KG 1PC 30X45X50CM PIECE	: Piece concept keyword.
TTL7KG 1PC 25X35X45CM OVERWEIGHT	:Overweight (exceeding 23kg of piece concept) keyword.
41S1FXBAGNN1 TTL30KG 30X50X70CM WEIGHT	: Excess baggage request entry for 1st passenger's 1st segment with weight concept.

41S1FXBAGNN1 TTL20KG 1PC 25X35X45CM PIECE DROID

```
1.1SKYWALKER/LUKEMR
QTRTKAP  9APR S34Y7I
 1 TK  31 H  FR 10MAY  ISTATL HK1   1405 1950 CABIN YE
FONE-QTR
TL-C/1755/22APRQTRAP
AP FAX 1 SSRCTCRYYHK1
2.1 S1 SSRXBAGTKHK1 TTL20KG 1PC 25X35X45CM PIECE DROID
3.1 S1 SSRASVCTKHD1 C/0GO/XBAG/PIECE/A
```

12.13 SPECIAL MEAL REQUEST (CIC* 6/135) (CIC*6/140)

- All special meal requests on TK operated flights are confirmed during reservation upon 24 hours prior to the flight. Likewise, cancellation of meal requests again must be made within the same time frame.
- Special meal options are designed according to the ingredients and concept scope of IATA member airlines.
- For domestic flights, special meal service is not applicable. Special meal request is possible for all international flights of TK (for codeshare flights service is requested by system as **NN**). For domestic flights there is no special meal service.
- THY meal menus are prepared according to Muslim standards.
- THY reserves the right to change meal menus.
- Pass and waitlisted passengers cannot have special meal service.
- Detailed information about special meals can be obtained from help pages in Troya and official WEB site of THY.

Entry: **41FVGML**: 1st passenger's meal request for all flights on the PNR. Other airline segment meal request is automatically turned into **PN**, waiting for response.

```
  1.1TWEETY/BIRDMRS
 QTRTKSI 22NOV RZUP4L
  1 TK   3 K  MO 15APR  ISTJFK HK1 X 0725 1120 CABIN YE
  2 B6  83 O  MO 15APR  JFKSEA HK1   1340 1645  E
 FONE-QTR
 AP FAX-1 S2 SSRVGMLB6PN1
 2.1 S1 SSRVGMLTKHK1
```

Miscellaneous meal request entries;

41FVGML : Vegetarian meal request for the 1st passenger for all flights.
42FBBML : Baby meal request is related to the adult passenger baby is related on the PNR.
42S2FHNML : Hindu meal request for 2nd passengers , 2nd flight .

If passenger has food allergy or Miles&Smiles member asks for an anniversary/birthday cake, the Service code used is SPML and the request code for this type is NN. Passengers who have food allergy that can affect the meal services for whole cabin must present medical report during check-in so that the aircraft is not loaded with such ingredient.

41S1FSPMLNN1 ALML1 Nut allergy affects only passenger
41S1FSPMLNN1 ALML2 Nut allergy affects all cabin
41S1FCLMLNN1 ANNIVERSARY CAKE can be requested -3 to +3 days of anniversary
41S1FCLMLNN1 BIRTHDAY CAKE can be requested -3 to +3 days of birthday

12.13.1 SPECIAL MEAL GROUPS

A) Medical meals:

- **DBML**: Diabetic meal.
- **GFML**: Gluten free meal.

B) Religious meals:

- **HNML**: Hindu meal (non-vegetarian).
- **VJML**: Vegetarian Jain meal.
- **AVML**: Asia vegetarian meal.
- **KSML**: Kosher meal.

C) Vegetarian meals:

- **VGML**: Strict vegetarian meal. (No animal originated products)

D) Others:

- **CHML**: Child meal.
- **BBML**: Baby meal.
- **SFML**: Seafood meal (only for business cabin)
- **CLML**: Celebration cake.(Only Miles and Smiles member passengers can have this service on wedding anniversaries and birthdays)

THY reserves right to change special menu's and due operational reasons and special meal request may not be provided.

12.14 SEAT SELECTION CIC*6/120

Free of charge BUSINESS class seat selection is possible within before 355 days until the check-in duration is finished. The PNR **does not have to be ticketed** for seat selection.

Free of charge STANDARD economy seat selection is possible for below passengers within before 355 days until 1,5 hours to the flight. The PNR **does not have to be ticketed** for free of charge seat selection.

- On all Turkish Airlines international and domestic flights Miles&Smiles "Elite" and "Elite Plus" members together with passengers sharing the same PNR, corporate (CLID) and Seamen (SEMN) passengers.
- On Turkish Airlines international and domestic flights with branded fare application, passengers holding tickets with Extra Fly and Prime Fly brand packages.

Chargeable STANDARD seat selection can be sold to all below **ticketed passengers** within before 355 days until 6 hours to the flight.

- On all Turkish Airlines international and domestic flights with branded fare application, passengers holding Eco Fly package tickets.(If Eco Fly passenger does not buy seat, system makes random seating.)
- On all Turkish Airlines international and domestic flights of passengers without branded fare application.

Chargeable EXIT and LEGROOM seat selection is possible to all **ticketed** passengers (check below exceptions) within before 355 days until 6 hours to the flight.

- On all Turkish Airlines international and domestic flights with or without branded fare application EXIT seats can only be sold to passengers capable of emergency exit seat responsibilities. EXIT seats are not suitable for passengers with restricted movement, or passengers whose size necessitates a second seat belt, passengers expecting or with infant, PETC , assisting dog, cabin seat baggage and extra seat request.
- On all Turkish Airlines international and domestic flights with or without branded fare application LEGROOM seats are not suitable for passengers travelling with PETC or guiding dog.

```
F 1.3AROL/OZLEMMRS/ECEMISS/HANDEMISS
QTRTKAP  8AUG UT2Q7N
 1 TK1981 J  FR 30SEP  ISTLGW HK3   0700 0905 CABIN CE
 2 TK1988 E  TU 15NOV  LHRIST HK3   0755 1350 CABIN YE
FONE-QTR
TKT-1-3 Y08AUGQTRAP 2352420184713/14/15
4.1 S1 SSRTKNETKHK1 2352420184713C1
5.1 S2 SSRTKNETKHK1 2352420184713C3
6.2 S1 SSRTKNETKHK1 2352420184714C1
7.2 S2 SSRTKNETKHK1 2352420184714C3
8.3 S1 SSRTKNETKHK1 2352420184715C1
9.3 S2 SSRTKNETKHK1 2352420184715C3
```

Entry: `*S1` Displays the seat plan (Business cabin).

```
01  TK1981  30SEP23 78D SEATPLAN FOR IST-LGW * CON 0/16/135
          TOILET      GALLEY
           DOOR        EXIT
      N  ... ...     ... ... N
      N  02A 02B     02E 02F N
      N  03A 03B     03E 03F N
      N  04A 04B     04E 04F N
```

With below formats the requested seat numbers are entered with passenger and segment relate. (G which represents Generic code is used)

Entry: `41S1G04F *`
`42S1G04E *`
`43S1G04B *`

`4` : Ap Fax keyword.
`1` : 1st passenger / Psgr relate.
`S1` : 1st segment.
`G` : Generic, secondary keyword.
`04F` : Seat number.

Response: `10.1 S1 SSRRQSTTKHK1 4F`
`11.2 S1 SSRRQSTTKHK1 4E`
`12.3 S1 SSRRQSTTKHK1 4B`

`RQST` : Requested Seat code.

➢ Passengers can make online check-in to all flights within the last 24 hours to the flight.

➢ Detailed information about paid seat selection is given in section ’27.1.3.4 RQST EMD’.

Miscellaneous seat selection entries;

`*S` : Displays the map of available seats in regard to the passenger number on the PNR.
`*S1` : Displays the seat map of first segment on the PNR.
`*S2/W` : Displays map of available window seats on 2nd segment.
`*S2/A` : Displays map of available aisle seats on 2nd segment.
`*S2/B` : Displays map available basinet seats on 2nd segment.
`*S1/26J` : Displays the features of seat number 26J.
`*SM` : Displays the previous seat map.
`*S1/ALL` : Displays map of available and selected seats all together.
`*S4/23` : Displays the seat map of row 23. on segment 3 .
`*S1/P2/A` : Displays seat availability for segment 1 for 2 passengers on the aisle.
`41S1FBSCTHK1`: Baby basket **`BSCT`** request for a passenger sitting on the bassinet seat.
`41/2G2AB` : Selection of seat **`2AB`** for passenger 1 and 2. (Specific seat selection)

12.15 STCR (STRETCHER) CIC*5/225

✈ Accompanying passenger to stretcher passenger must be older than 18 years old. Escort hostess service is not given to stretcher passengers.

✈ Stretcher passengers are only carried in economy class.

✈ Separate PNRs are created for stretcher passenger and the accompanying passenger. Both PNRs are cross referred with **TCP** entry.

✈ After making the request entry, the following **MEDA** facts must also be entered and the PNR and automatically forwarded to special services Q by the system.

✈ After request is confirmed from headquarters, regardless of how many seats will be blocked for the stretcher depending on the aircraft type, passenger is charged with the 7 times the highest economy one-way fare. One ticket is issued and manually far is loaded. Stretcher passenger has 99kg free baggage allowance for weight concept, 5PC for piece concept.

✈ For branded fares destinations stretcher fare would be the 7 times highest economy one-way fare of Prime Fly brand. In case of cancellation of a stretcher ticket with Prime Fly package having cancellation penalty, only 1 penalty is applied for refund calculation.

✈ For disabled passengers with proper documentation %25 discount is applied.

✈ Accompanying passenger can be on another PNR having purchased a separate ticket with best applicable fare. If a passenger is accompanying a disabled stretcher passenger with a medical document stating accompanying person, disabled accompanying passenger discount is applied if applicable. Stretcher passenger PNR and accompanying passenger PNR are attached to each other with **`TCP`** entry.

✈ A medical report about the sickness of the passenger and approving the condition of the passenger is fit to travel must be presented. If the report is in another language, stations authorities must translate and sign the remark '**fit to travel by air'** on another paper with name surname and duty on it, attached to the original report, thus passenger is accepted. Report cannot be older than 10 days.

✈ If passenger has ambulance request, we only provide the ambulance service in the airside. If passenger requests private ambulance, additional cost must be informed to the passenger during reservation and a message is sent to the destination station.

✈ If passenger additionally has oxygen tube request, must be made within the last 24 hours to the flight.

✈ Once stretcher request is confirmed, TTY department blocks required number of seats for stretcher on a PNR called ZZ.

✈ It would be appropriate if the request is made until the last 48 hours to the flight. Within the last 48 hours, all requests can be answered within the limitation of possibilities.

✈ Check sample STCR ticketing from section 30.3 Stretcher Quotation.

```
4 1 S1 F STCR
```

4 : Ap Fax keyword.
1 : 1st passenger / Psgr relate.
S1 : 1st segment.
F : Fact, secondary keyword.
STCR : Stretcher airimp code.

```
4FSSRMEDATK HK1 ACCOMPANYING PASSENGERS SURNAME/NAME AGE
4FSSRMEDATK NN1 AMBULANCE COMPANY (TRANSFERRING BETWEEN HOSPITAL AND
AIRPORT)
4FSSRMEDATK NN1 OXYGEN TUBE 5LT PER MINUTES (THE AMOUNT OF OXYGEN
NEEDED BY THE PSGRS)
4FSSRMEDATK PATIENT SURNAME/NAME AGE
4FSSRMEDATK ILLNESS
4FSSRMEDATK DESTINATION CITY AND HOSPITAL
4FSSRMEDATK DOCTOR NAME AND TELEPHONE
4FSSRMEDATK SOCIAL SECURITY NUMBER OF STRECHER PSGR
```

After stretcher request is confirmed and ticketed, informative telex is sent to related departments. Related section of E.K 10.67.001 Ground Operations Manual must be examined carefully and taken as reference on the matter. After ticketing, ticket number is inserted as non-removeable remark to the remarks field of the ZZ PNR with following entry `5..STCR TKT NUMBER 2352434312345 ON PNR.....`

12.15.1 TELEX ADDRESSES FOR STRETCHER MESSAGE

EA: Line Maintenance Department (Mandatory in all messages)
ES : Aircraft Maintenance Shift Office (Mandatory in all messages)
EL: Line Maintenance Supervisor (Mandatory if ESB/ADB/AYT and ADA is on the itinerary)
KZ: Station Management (Mandatory in all messages)
KK: Station Shift Management (Mandatory if ESB/ADB/AYT/ADA is on the itinerary)
KL: Ground Operations Management (Mandatory if IST/ESB/ADB/ADA/AYT/DLM/BJV/TZX is on the itinerary)
KI : International Lines Supervising (Mandatory for international flights with ESB/ADB/AYT/ ADA/BJV/ DLM/TZX on the itinerary)
KD: Domestic Lines Supervising (Mandatory for domestic flights with IST/ESB/ ADB/AYT/ADA/DLM/BJV/TZX on the itinerary)

12.15.2 TK AND OTHER AIRLINES STRETCHER REQUEST

If an itinerary hold both TK and other airlines flights for a stretcher PNR, below IATA formatted MEDA information are entered. STCR request is entered for both carriers segments separately.

```
     1 TK1781 Y  TU 20AUG  ISTCPH HK1 X 1140 1355 CABIN YE
     2 SK1203 Y  TU 20AUG  CPHAAL HK1   1730 1815  E
4 S1 F SCTR
4 S2 F STCR
```

MEDA 01 : Passenger name, gender, age.
MEDA 02 : Doctor's name, address, business and home telephones.
MEDA 03 : Medical information, diagnosis, exact date of symptoms started.
MEDA 04 : Duration of the journey.
MEDA 05 : Epidemic feature of the sickness? YES NO (Explanation)
MEDA 06 : Will the physical and psychological condition of the patient create unrest, stress on other passengers? YES NO (Explanation)
MEDA 07 : Will the passenger be able to sit on the seat? YES NO (Explanation)
MEDA 08 : Is the patient capable of satisfying own needs ? YES NO (Explanation)
MEDA 09 : Is there an accompanying person? Is the accompanying form filled? YES NO (Explanation)
MEDA 10 : Does the patient need extra oxygen? YES NO (Explanation)
MEDA 11/12 : Does the patient need medical intervention at the airport? YES NO (Explanation)
MEDA 13/14 : Does the patient need assistance at the connection points? YES NO (Explanation)
MEDA 15 : Is there any extra information required for patients own comfort? YES NO (Explanation)
MEDA 16 : Are the any other arrangements settled by the patient's doctor? YES NO (Explanation)

```
4FSSRMEDAYY HK1 ESCORT CARTMAN/ERICMR AGE 34
4FSSRMEDATK AMBULANCE
4FSSRMEDABA NN1 AMBULANCE
4FMEDA 01 MCCORMICK/KENNYMR AGE 34
4FMEDA 02 DEBAKEY/ANDYDR OXFORD ST TEL15674325
4FMEDA 03 BROKEN HIP
4FMEDA 04 15DAYS
4FMEDA 05 NO
4FMEDA 06 NO
4FMEDA 07 NO
4FMEDA 08 NO
4FMEDA 09 YES
4FMEDA 10 NO
4FMEDA 11-14 NO
4FMEDA 15-16 NONE
```

12.15.3 CANCELLATION OF STRECHER REQUEST

12.15.3.1 TK FLIGHTS

- Itinerary is cancelled.
- **MEDA** requests in Ap Fax which are now **ZZR** are removed from the PNR with **@** and PNR is saved with EOT.
- ZZ PNR is cancelled.
- Cancellation telex is sent to related addresses. If also oxygen tube request is cancelled additionally a telex is sent to ISTMVTK address.
- The cancellation telex message information is entered to the PNR in with **5**** .

12.15.3.2 OTHER AIRLINE FLIGHTS

- If passenger is cancelling the journey, the related segment is cancelled. **STCR** and **MEDA** data are removed from Ap Fax with **@** entry.
- If passenger is only cancelling the **STCR** request (will travel by sitting) **HK** service is removed from the PNR by sending message with **4.2XX** entry.(2nd line is given as an example)

12.16 OXYGEN TUBE CIC*5/230

- Without any charge, we provide oxygen tube service inflight, for passengers who travel by sitting or stretcher, holding relevant doctor's report defining the amount to be given.
- Oxygen tube request must be made until the last 24 hours to the flight.
- It is mandatory to give information of how many liters per minute is required.
- After the request is completed, system forwards the PNR to the special services Q automatically.

Entry: `41S1F MEDA NN1 OXYGEN TUBE 4LT PER MIN`

`4` : Ap Fax keyword.
`1` : 1st passenger / Psgr relate.
`S1` : 1st segment.
`F` : Fact, secondary keyword.
`MEDA` : Medical request keyword.
`NN1` : Request code.
`OXYGEN TUBE 4LT PER MIN` : Explanation.

Oxygen tube request in cancelled , by referring the related Ap Fax line number like; `4.1XX` entry.

12.16.1 PASSENGERS PORTABLE BREATHING DEVICES

Portable Breathing Devices are divided into below groups.
1-Portable Oxygen Concentrators -(POC)
2-Respiratory Devices (Respirators, Ventilators)
3-Continuos Positive Airway Pressure (CPAP)
The passengers who are going to travel with portable breathing devices are requires to inform the reservation department of the carriage and/or use of the said devices 48 hours before flight departure. Regarding the carriage of these devices there is no restriction for cargo or cabin. Passengers are not required to present doctor's report. Carried free of charge. **The use of portable breathing devices in cabin during the flight** POC and Respiratory devices must have FAA approval or must be the brands, types listed on operational documents. The brand must be written to the service request.

LS.67.025 List of Portable Oxygen Concentrators;
-Airsep Freestyle/LifeStyle/Focus/FreeStyle5
-Delphi RS-00400
-Devilviss Healthcare iGo
-Inogen one / one g2 / one g3
-Inova labs LifeChoice / LifeChoice Activox
-International Biophysics LifeChoice
-Invacare XPO2 /XPO100 / Solo2
-Oxlife Independence Oxygen Concentrator
-Oxus RS-00400
-Precision Medical EsayPulse
-Respironics Evergo / Simplygo
-Sequal Eclipse/ eQuinox Oxygen System (model4000)/Oxywell Oxygen Systemmodel4000) / SAROS
-Vbox Trooper Portable Oxygen Concentrator

Regarding CPAPs , FAA approval is mandatory.
For current application operational documents must be referred. After the request is placed, system forwards to teletype Q's and confirmation is given manually.

Entry: `41S1F MEDA NN1 POC DELPHI RS000400`

`4`	: Ap Fax keyword.
`1`	: 1st passenger / Psgr relate.
`S1`	: 1st segment.
`F`	: Secondary keyword.
`MEDA`	: Medical request keyword
`NN1`	: Request keyword
`POC DELPHI RS000400`	: Device brand and type

12.17 AMBULANCE CIC*5/235

If passenger asks for ambulance at the arrival station, it must be clarified weather the ambulance will be hired from private company or from any Social Security Institution (SGK, GATA…etc.) If it is from a Social Security Institution, passenger's retirement registry number or social security number is asked, and telex is sent to arrival station. (If passenger is not going to hospital , the service is not accepted by Institutions). The corresponding office is responsible for giving positive or negative response back. Our ambulance service is within the airside only, private ambulance must be arranged by the passenger's own expense by themselves. In that case again the corresponding office is informed by a message.

Entry: `41S1F MEDA NN1 AMBULANCE`
Response: `AP FAX-1 S1 SSRMEDATKNN1 AMBULANCE`

Additionally passengers with ambulance request must have below `MEDA` information on their PNRs.

```
4FSSRMEDATK PASSENGER SURNAME/NAME
4FSSRMEDATK PASSENGER TELEPHONE
4FSSRMEDATK DIAGNOSIS
4FSSRMEDATK DESTINATION CITY AND HOSPITAL
4FSSRMEDATK DOCTORS NAME (IF THERE IS)
4FSSRMEDATK AMBULANCE COMPANY TRANSFERRING BETWEEN AIRPORT AND CITY
4FSSRMEDATK SOCIAL SECURITY NUMBER
```

12.18 PNR MULTIPLICATION TCP CIC*5/295

Different PNR records of passengers travelling together can be multiplied by giving cross reference to each other, which is **TCP** entry.
Passengers in the below example PNR's are going to travel together on 17JUN ISTLIS flight. These 2 PNR's can be cross referred to each other with **TCP** entry.

```
 F 1.1MARVEL/HULKMR
QTRTKAP 16APR UYNAB4
 1 TK2123 Y  WE 17JUN  ESBIST HK1 X 0900 1005 CABIN YE
 2 TK1759 B  WE 17JUN  ISTLIS HK1   1145 1440 CABIN YE
FONE-QTR
TKT-Y16APRQTRAP 2352424998337
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352424998337C1
3.1 S2 SSRTKNETKHK1 2352424998337C2
4.1 S2 OSITK TCP2 MARVEL/SPIDERMANMR
```

```
F 1.1MARVEL/SPIDERMANMR
QTRTKAP 16APR SDTWZ6
 1 TK1759 B  WE 17JUN  ISTLIS HK1   1145 1440 CABIN YE
FONE-QTR
TKT-Y16APRQTRAP 2352424998338
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352424998338C1
3.1 S1 OSITK TCP2 MARVEL/HULKMR
```

On the 1st PNR ;
4S2FTCP2 MARVEL/SPIDERMANMR

On the 2nd PNR ;
4S1FTCP2 MARVEL/HULKMR

Entries are made to make PNRs give cross refer to each other.

4 : Ap Fax keyword
S1 : 1st segment.
F : Fact, secondary keyword.
TCP : The complete party.
2 : Passenger count traveling together.

12.19 WEAP PROCEDURE CIC*6/530

Arms and projectiles are accepted in accordance with IATA DGR and IATA PSC RESO 745A regulations. Passengers or the flight crew cannot carry arms in the cabin or cockpit. Timatic must be checked for special regulations of each country. All types of passenger's firearm, having hunting license, certificate and authorization for passenger's personal use, are collected at the airport entry by the airport security. These are taken as checked baggage and loaded to the aircraft. All types of daggers, sharp and pointed items can be carried in the cargo department as long as they are properly packed.
For acceptance processes in relation to weapons, bullets, sharp and edged objects please refer to *PR.15.003 Procedure for Carriage of Firearms and Other Prohibited Objects Inside the Cabin*. The transactions should be carefully carried out according to reference (*Ground Operations Manual*) documents instructions. Weapons and bullets are carried in the free baggage allowance. They are not subject to additional payment. In case of excess carriage , normal excess baggage rules apply. To make the request;

```
41S1FWEAPNN1 TTL30KG 2PC 30X55X80CM "ADDITIONAL TEXT"
```

After the entry is completed system forwards the PNR for special services Q. Weapon is subject to payment for Anadolu Jet. WPN EMD/S is issued with the help of *SVC infrastructure transactions, refer to section 27.1.2.9*.

Notes:
In all TK flights (for interline travels, if TK is most significant carrier) rifle equipment for sporting purposes that explained below is evaluated separately from free baggage allowance and is subject to **special charge as Sports Equipment**.
Rifle and shotgun: Rifle guns or shotguns with barrel length more than 30cm except for chamber, long-range and piercing effect, rigid butt, without full and semi-automatic shooting ability that are used for hunting and shooting.

Guns to be used for sports and sighting: Rifle guns or shotguns to be used for sports aims and useful for international military competitions and competitions that are identified by international shooting sport federation documentation.

Ammunition equipment carried with sporting firearm equipment must be charged separately as **Unidentified Equipment (0F8/SPQ EMD/A)** with regular size pricing.

12.20 PCTC CIC*5/520

If passenger gives a name telephone number to be reached in case of emergency, this is the Ap Fax used for that information. The contact, could be a person , a travel agency or an institution. Telephone number is entered with 2 letter country code followed by number, explanation is not mandatory.

Entry: `4 1 F PCTC CETIN AROL/TR0212 1234567 PASSENGERS FATHER`

`4`	: Ap Fax keyword.
`1`	: 1st passenger/ Psgr relate.
`F`	: Fact, secondary keyword.
`PCTC`	: Passenger contact airimp code.
`CETIN AROL`	: Name.
`/TR.....`	: Country code and telephone number.
`PASSENGERS FATHER`	: Explanation.

12.21 CKIN (INFORMATION FOR CHECK-IN)

Since check-in transactions are done on the DCS side of Troya, any remark written on the PNR with `5..` entry is not seen by check-in agents on the screen. In case information is wanted to be given to check-in agents, an entry to the related segment in the Ap Fax field in `CKIN` format , enables them see this information on DCS screen. Free format text shouldn't be too long.

Entry: `41S1FCKIN FREE FORMAT`

```
F 1.1BUNNY/BUGSMR
QTRTKAP  4MAY RA8GSU
 1 TK 776 T  TU 16JUN  ISTBAH HK1   1845 2240 CABIN YE
FONE-QTR
TKT-Y04MAYQTRAP 2352425006457
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352425006457C1
3.1 S1 SSRCKINTK VISA AVBL AT APT ARR IN BAH
```

12.22 GROUP PNR AP-FAXES

Group reservations are created from GRMS module of O&D system. Entries made upon this system simultaneously create a PNR record in Troya system. Below you may find Ap Fax and Gen Fax fields on a group reservation. When the PNR is created there separate time limits are entered, deposit, names, ticket. Following up group transactions are under the responsibility of related Sales Managements according to the rules in *Group Reservation Regulations and Applications* of our Company.

```
1.25TRAVELINGAROUND@
GPMTKXX  3JUN TSIV24 GRP
 1 TK1856 T  SA 07MAY  BCNIST HK25X 1740 2200 Y M01.1E
 2 TK  52 T  SU 08MAY  ISTNRT HK25  0100 1830 Y M01.2E
 3 ARNK
 4 TK  25 V  FR 20MAY  TPEIST HK25X 2155 0500*Y M02.1E
 5 TK1853 V  SA 21MAY  ISTBCN HK25  0740 1020 Y M02.2E
FONE-GPM
TL-QGP/1600/23JUN DEPOSITGPMXX → Deposit time limit
2-QGP/1600/24JUN NAMEGPMXX → Name time limit
3-QGP/1600/ 24JUN TICKETGPMXX → Ticket time limit
AP FAX-SSRGRPFYY EGLEIRTGV10/263/EUR → Requested fare and currency
2.SSRGRPSYY TCP25 BCN SALES → Total pax/Office or agency making group request
3.OSIYY TCP25 PASSENGER BOOKED → Confirmed number of group
GEN FAX-SSRREALYY EGLEIRTGV10/263/EUR → Fare approved for one psgr by GRMS
2.SSRADFRYY EGLEIRTGV10/263/EUR → Adjusted real fare
3.SSRGTYP A/LEIS → Group type
4.SSRIATAYY 07840494 → Requesting travel agency IATA number
5.SSRSHLLYY 2309443/I/A/25 → Code given to the group by GRMS
6.SSROTHSYY TK PLEASE ADVICE TKT TILL23JUN/1600
7.OSIYY DEAL G2309443 → TKWAIVE code of the group (If there is)
8. SSRGPNMYYHK25/TRAVELINGAROUND → Group name
```

12.23 SPEQ SPORTS EQUIPMENT and BIKE BICYCLE CIC*6/550

All sports equipment is subject to reservation before the flight. These equipment (detailed list can be *found in section 27.1.)* is entered with **SPEQ** code and detail to the Ap Fax field which gives ASVC line automatically. These equipment's international standard (size, weight, content and amount) is defined in our website. Right after the request is saved, it is either confirmed and rejected. **SPEQ** is only used for sports equipment. There is also a code designated for undefined (not specified on the list) sports equipment.
Sports equipment are categorized in 2 groups as normal and large sized. Large sized equipment is counted as hunting (SPORTING FIREARMS/ARM), bicycle (BIKE/BIK), canoe (CANOE/CAN), rafting/inflatable boat (BOAT/BOT) and surf (SURF/SRF). The rest of the sports equipment are counted as normal sized. Pricing is per piece/set. On the web site there is a local pricing table between Turkiye and all other flight destinations categorized into 5 different zones and beyond pricing table between 5 areas. Additionally there are separate tables for countries having private pricing.

Very important note: Ammunition equipment carried with Sporting Firearms (ARM) must be charged separately under the undefined equipment (SPQ) category as regular size.
Due to commercial reasons on seasonal basis, between some destinations, specific sports equipment is **included in the free baggage allowance** of the individual or group passenger. In case of excess baggage, either excess baggage or sports equipment charge is collected, whichever is in favor of the passenger. (For example until 31st of December on all flights 1 set of SKIS (SKI) or WATERSKI (WKI) or SNOWBOARD (SNW) equipment is included in the free baggage allowance)

Again due commercial reasons on seasonal basis between some destinations, specific sports equipment is **carried free of charge**.(For example until 31st of December on all international beyond journeys 1 set of GOLF equipment is carried free of charge)

Current applications and information about sports equipment must be checked from web site and operational documents.

Entry: `41 S1 F SPEQ NN1 TTL20KG 1PC 120X30X15CM SURF`

Response:
```
APFAX-1 S1 SSRSPEQTKHK1 TTL20KG 1PC 120X30X15CM SURF
2.1 S1 SSRASVCTKHD1 C/0GD/SPEQ/SURF/A
```

Entry: `41 S1 F SPEQ NN1 TTL20KG 1PC 70X15X6CM SPORTING FIREAMRS`
Response: `41 S1 F SPEQ NN1 TTL10KG 1PC 20X10X10CM AMMUNITION`

Response:

```
APFAX-1 S1 SSRSPEQTKHK1 TTL20KG 1PC 70X15X6CM SPORTING FIREAMRS
2.1 S1 SSRASVCTKHD1 C/0ED/SPEQ/SPORTING FIREARMS/A
3.1 S1 SSRSPEQTKHK1 TTL10KG 1PC 20X10X10CM AMMUNITION
4.1 S1 SSRASVCTKHD1 C/0F8/SPEQ/UNDEFINED EQP/A
```

All special equipment is entered to Ap Fax with **SPEQ** code, just for the bicycle the code **BIKE** is used as follows;

Entry: `41 S1 F BIKE NN1 TTL15KG 1PC 130X70X15CM`

Response:
```
APFAX-1 S1 SSRBIKETKHK1 TTL15KG 1PC 130X70X15CM
2.1 S1 SSRASVCTKHD1 C/0EC/BIKE/BIKE/A
```

12.24 DEPA/DEPU/INAD

DEPA is accompanied, DEPU is unaccompanied deportee passenger's service code. Reference regulations on the matter must be carefully applied and airport must be informed about the passenger with below entry. Passenger who is not accepted by arrival country police is called INAD (Inadmissible) must be returned back to departure point by the transporting carrier. INAD ticketing sample can be found in section *30.5 INAD Ticketing*

```
4 1 S1 F DEPU HK1
4 1 S1 F DEPA HK1 ESCORT LAST/NAMEMR
4 1 S1 F INAD
```

12.25 FOID

Form of identification entry. This field is mandatory for ticketing in Turkish terminals with correct Turkish citizenship number entry. For non-Turkish passengers 0 (zero) is used. The same entry is used for passport number entry.

`41FFOID NI2222222222222`	: Turkish passengers citizenship number entry.
`41FFOID NI0`	: Identity number entry for non-Turkish passengers.
`41FFOID PP11112222`	: Passport number entry.

12.26 OBNT CONFIRMATION PROCESS

Reservation confirmation requests are forwarded to the responsible PNR evaluation team queues by entering the segment related OBNT service code and reason of request keyword. Reservation confirmation requests are handled according to Revenue Management Reservation Evaluation Instruction through PODS PNR Evaluation Decision Support System.

a- **The requests for the flight's departure time is within (0-72) hours** will be evaluated by operation teams working in shift. The reason for the confirmation request is entered the PNR record with proper keyword and sent to the **QOV city's queue number 72**. **(QEP/QOV/72)**

b- **The requests for flights departure time within 72hrs- 355 days** will be evaluated by the PNR Evaluation Team, working in weekdays in normal shift. The reason for the confirmation request is entered in the PNR record with proper keyword and PNR is sent to queue number (QOV city code) specified in the table below for the region of the country where the request owner office is located. **(QEP/QOV/…)**

Important note: From the flight opened to sale till the last 72 hours (355 days- 72 hours) , the **Business Award ticket I/cls** requests is evaluated in line with the class gaps determined by the Revenue Management system and analysts using forecast models, from the requested flight's sale until it is transferred to the operational process. The requests made during the operational period (0-72 hours to the flight) will be evaluated only through the Q address numbered QOV/9, regardless of the departure/arrival region.
Important note : OBNT confirmation process revisions and updates must be followed from recent announcements and bulletins of responsible department.

Queue Numbers of The Regions and Operation Department

City Code	Queue Number	Department	The Situation of Requested Flight
QOV	9	MILES BUSINESS CLASS	In (0-72) Hours
QOV	10	TÜRKİYE	Out Of (0-72) Hours
QOV	20	AFRICA	Out Of (0-72) Hours
QOV	30	AMERICAS	Out Of (0-72) Hours
QOV	40	ASIA and FAR EAST	Out Of (0-72) Hours
QOV	50	EASTERN EUROPE	Out Of (0-72) Hours
QOV	60	SOUTHERN EUROPE	Out Of (0-72) Hours
QOV	70	MIDDLE EAST and CYPRUS	Out Of (0-72) Hours
QOV	80	CENTRAL and NORTHERN EUROPE	Out Of (0-72) Hours

City Kodu	Queue Number	Department	The Situation Of The Requested Flight
QOV	72	Operation	In (0-72) Hours

City Kodu	Queue Number	Special Case	The Situation Of The Requested Flight
QOV	15	Seaman ve Cooperate	In and Out Of (0-72) Hours

OBNT field request keywords table

OBNT COMMANDS	DESCRIPTION OF OBNT COMMANDS
INV	Involuntary Cases (Schedule Changes, etc.)
MİL	Miles and Smiles Classes Requests
UPGR	Upgrade requests
SYS ERROR	Requests due to system defect
FAMTRP	Famtrip requests
PRESSTRP	Press trip requests
STAFF MISTAKE	Staff mistake requests
FREE	In line with the interests of our Company, the free reservations (N/cls and R/cls) which're appropriated by directorates and senior management requests
DUTY	Duty Pass Requests
HAJJ - UMRAH	Hajj-Umrah Requests
INAD	Inad Pax Requests
DEPORTE	Deportee Pax Requests
COMM	The requests that is thought to contribute to interest of Company and which has specific borders, as a result of market and competitor evaluations of Revenue Management and Fare Managers between Revenue Management Operation Managers
HUKOM	The soldier reservations coordinated by Ankara Sales Directorate and sent by Air Transport Coordination Center
IST	Depending on Company's interests to prevent pax grievance and for customer satisfaction, not to cause "denied" risk or in case "denied" risk, in case the pax in the PNR requested does not fly, at the conditions where the interests of our Company may be adversely affected more than being "denied"; the requests sent by the Station Supervisors, by taking the responsibility, putting the relevant Duty Manager and Passenger Services Manager in cc and by writing the detailed explanation in the mail
SEA	Seaman Reservation Requests
COOP	Cooperate Reservation Requests
DBC	Reservation requests of passengers who're applied denied boarding due to overbooking
TRNST	Transit Pax - Voluntary Misconnection reservation requests (booking requests of passengers who have arrived at IST and have a continuation flight from IST but have lost their connection due to the passenger's own fault, taken to the next connecting flight by IST Station, with a change fee)
NS	Domestic flight reservation requests that are requested for the cancelled return flight whose departure was no-show. (The confirmation of the passengers who have roundtrip domestic flight, from the original class and original date which is written as in their tickets, according to the availability of the related flight, if their return is cancelled automatically incase their first departure flight is no-show.)
TAHLİYE	Reservation requests requested for Evacuation Flights (The evaluation of the requests for evacuation flights executed in extraordinary situations)
NEGO	Requests sent by e- mail within the Negospace Agreements
DGR-	Except for relevant abbreviations

Entry: `4S1FOBNT UPGR…FREE FORMAT ……`
Entry: `4S1FOBNT INV …..FREE FORMAT …`

```
1.1PULAK/LARAMS
 1 TK 179 J  MO 01APR  ISTLAX HL1   0810 1140 CABIN CE
AP FAX-S1 SSROBNTTK UPGR PSGR REQUEST
```

If PNR Evaluation specialist rejects the request for confirmation;
`4S1FOBNT YNT ……` command is used to give detailed information why request is REJECTED on the PNR.

12.27 SPECIAL SERVICES STATUS AND TRANSACTIONS

41@ : Cancellation of the 1st Ap Fax which belongs to a TK segment.

4.2XX : Cancellation of other airline segment Ap Fax by sending message, if the segment that the Ap Fax belongs to is cancelled, system automatically sends the message of cancellation of that Ap Fax.

41-3@ : Cancellation of Ap Fax 1, 2 and 3.

<table>
<tr><td colspan="5">Responses to PN in Ap Fax field
PNR's receiving response to PN in the Ap Fax field, is sent to the Q of the responsible office/system. After informing the passenger below transactions are completed on the PNR.</td></tr>
<tr><td></td><td colspan="2">KK
(Request confirmed)</td><td>UN/UC
(Request rejected)</td><td>NO
(Request rejected or wrong entry)</td></tr>
<tr><td>TK</td><td>Psgr accepted
4.1HK</td><td>Psgr rejected
41@</td><td>Passenger is informed
41@</td><td>41@
If needed request is corrected</td></tr>
<tr><td>Other Airline</td><td>Psgr accepted
4.1HK</td><td>Psgr rejected
4.2XX</td><td>Passenger is informed
4.2XK</td><td>4.2XK
If needed request is corrected</td></tr>
<tr><td></td><td colspan="2">6 RCVD
E*R</td><td>6 RCVD
E*R</td><td>6 RCVD
E*R</td></tr>
</table>

13. TROPHY SYSTEM

Trophy system is developed to improve yield management, cancel un-ticketed reservations, reduce no-show percentage, cancel fake PNRs and get the maximum revenue from a flight. Trophy system contacts all systems via Gen Fax field. If the PNR is Troya originated, Trophy forwards the PNR to the responsible office's `Q/1` automatically. Trophy system works in Troya from '**TRP'** city code with '**TR**' agent code. Major responsibilities of Trophy system can be counted as;

1. Time limit / Ticket control :

All PNR's, created for a TK flight, Troya originated PNRs; with respect to creating office, time and date, CRS originated PNRs; with respect to city in the record locator and creation date , are controlled by Trophy system according to the time limit rules of Turkish Airlines. For Troya originated PNR's even tough time limit given might be within the within the scope of the rules, Trophy gives the maximum time limit to be given according to the rules in the Gen Fax field, as below and sends Troya PNR to the responsible offices `Q/1`. For CRS PNR s, gives time limit in Gen Fax field with again the below format and TTY send the message to the responsible system on the record locator. This message is seen on the PNR, a few seconds after it is created. Also advises time limit to reservation applications like Web3.0, IBE, Quickres, Mobile..

```
F 1.1PULAK/TOLGAMR
QTRTKAP  4NOV SVKPWK
 1 TK1755 T  FR 25DEC  ISTLIS HK1   0730 1025 CABIN YE
 2 TK1756 S  FR 15JAN  LISIST HK1   1125 1815 CABIN YE
FONE-QTR-H 05323454323
GEN FAX-SSRADTKTK TO TK BY 11NOV 1200 IRC-2/LAST TKT TLT
```

```
*** THIS IS A THIRD PARTY BOOKING SEE CIC*29  ***
 1.1HOOK/CAPTAINMR
HDQ1BHDSWSW/6PD8/15162022/JKT/1B/T/ID/IDR/AS  1NOV SZPTTL
 1 TK  57 L  TU 15DEC  CGKIST HK1   2035 0505*Y M01.1E
 2 TK   3 L  WE 16DEC  ISTJFK HK1   0725 1155 Y M01.2E
 3 TK  12 L  SA 28MAY  JFKIST HK1   2355 1645*Y M02.1E
 4 TK  56 L  MO 30MAY  ISTCGK HK1   0205 1755 Y M02.2E
GEN FAX-OSITK CTCM 1111111111
2.OSITK CTCT 22222222222
3.SSRADTK1B TO TK BY 09NOV 1300 IRC-2/ADV OTO TKT
4.SSROTHS1B PLEASE ADVISE FQTV NUMBER IF AVAILABLE
5.SSROTHS1B PLS ADV PSGR MOBILE AND/OR EMAIL AS SSR CTCM/CTCE
```

`ADTK`: Advice ticket

The warning message is as below on the PNR, if no action is taken in the given time, PNR is be cancelled by Trophy.

```
GEN FAX- SSROTHSTKHX/ IRC-2/CNLD AS NOT TKTD-TLT 1030/01SEP
GEN FAX- SSROTHS1AHX/ IRC-2/CNLD AS NOT TKTD-TLT 1030/01SEP/DLT HX
```

Trophy makes ticket number control for every segment of every passenger as `TKNE` on the Ap Fax field, if any segment or passenger is missing writes below more ticket message to the PNR. Below message example is given for both Troya and CRS originated PNRs, (1G is given as example) .

```
GENFAX-SSRADTK1G TO TK BY 12OCT 1300 IRC-2/ADV MORE TKT
GENFAX-SSRADTKTK TO TK BY 12OCT 1300 IRC-2/ADV MORE TKT
```

2. KL/HK control:

Another function of Trophy system is ; only for Troya originated PNRs, if a waitlisted segment is confirmed with **KL**, writes on the remark field below message asking for **KL** segment to be changed into **HK** , if not deletes the confirmation with **DL**. Again sends the PNR to the responsible office's Q/1.

```
GENFAX-SSROTHSTK IRC-1/HK OR XX TK1918 22DEC 1125 BY 23MAR/1011
```

If the given time limit expires, changes **KL** segment into **DL** and send Q again with below message.

```
GENFAX-SSROTHSTK IRC-1/CNLD AS HL-KL TLT IS OVER
```

Also in the scope of this function Trophy checks PNR's of Elite Plus Miles&Smiles passengers waitlist segments confirmation.

3. APIS entry:

Trophy sends message to CRS PNRS having APIS mandatory countries segments on the itinerary , if there is no APIS entry already made.

```
GEN FAX-SSRADPI1AHK1 ADV SECURE FLT PSGR DATA FOR ALL PSGRS
```

If APIS entry is made on the Ap Fax field, then Trophy system designates a SFID code, an alphanumeric ID code to the PNR and this code cannot be removed by any other user.

```
6.1 OSITK SFID 10000011904868R951
```

4. Fake/Test/Blacklist PNR control:

In order to prevent financial damage on Our Company and misuse of our flights, PNRs created for celebrity names or test PNRs created especially in CRS systems are detected and cancelled by Trophy system , with Gen Fax written as below.

```
GEN FAX-SSROTHS1GHX/CNLD AS FAKE PNR
```

5. Request of passenger contact:

In CRS originated PNRs, Trophy requests, **CTCM** (passenger's mobile number), **CTCE** (passenger's e-mail address) to be inserted to the PNR with below **SSR**.

```
ADV PSGR MOBILE AND/OR EMAIL AS SSR CTCM/CTCE
```

6. Request of FFP member number:

Once more, in CRS originated PNRs, request entry of passengers FFP number to the PNR, if there is.

```
PLS ADV FQTV NUMBER IF AVAILABLE WITH SSR FORMAT
```

7. DUPE control:

Trophy scans flights for duplicate bookings. Trophy sends message to responsible office/s for clearance of multiple PNR's which are not going to be used. In case no action is taken, Trophy acts and clears PNR's according to its rule set, leaves only one active PNR.

```
GEN FAX- SSROTHSTK ADB WILL BE CNLD BY 03AUG/1627
```

8. SMS and E-MAIL sending in case of schedule changes:

Trophy sends SMS and E-MAIL to PNR's with schedule change transactions and writes information to RMKS field of the PNR.

```
5. ..SMS SENT 4912345678 FOR SC TK1333 27OCT 1455/16 TRPTRRC26AUG
6. ..EMAIL SENT GANDALF@HOTMAIL.COM FOR SC TK1333 2 TRPTRRC26AUG
```

9. Special Requests

Detects special requests (SSR) on PNR's like PETC, AVIH…, after checking the flights, responses these requests with an advise code and sends these requests to responsible systems for further actions. Below history logs shows special service transactions by Trophy.

```
S4  1/  TK0001D 05SEP IST JFK AVIH PN1/UN1 TTL6KG100X80X65CM CAT TEKIR
S4  1/  TK0001D 05SEP IST JFK ASVC PN1/UN1 C/0BS/AVIH/PET IN HOLD/A
A3 SSROTHS1A TK1/05SEP NOT AVAILABLE DUE TO ANOTHER PET IN CARGO
TRP RC TR 1559Z/4SEP
```

10. Writes the aircraft type of each segment to Ap-Fax field after ticketing.

If there is a change requested for flights automatically enters the aircraft type for the new segments erases the cancelled ones. This information is important for flight related ancillary services, like chargeable seat for potential aircraft type changes of the flights that may affect these services.

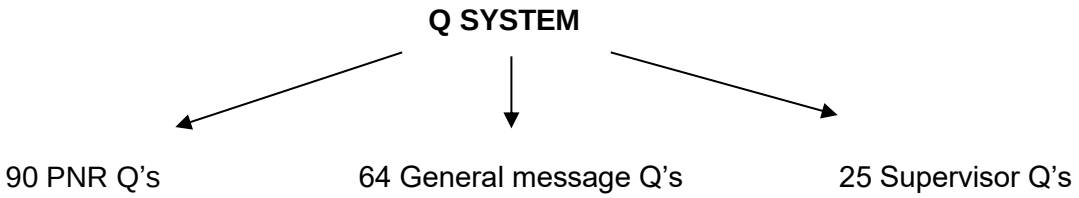
```
16.S1 SSRFTYPTKHK4 77K
17.S2 SSRFTYPTKHK4 77K
18.S3 SSRFTYPTKHK4 77B
```

11. Beside these multi-dimensional functions of Trophy, it also takes role in duties like;

Providing the PNR data to abroad countries customs continuously,
Providing instant reservation data to operational systems,
Providing daily reservation data to systems like O&D, GRMS, DWH, CRM, TK Audit,
Provides passenger data within the scope of re-seating project,
Acts on no-show passengers outbound connecting segments (cancel or hold)

14. QUEUE (CIC*6/150)

For Troya originated PNR's, the city code on the **FONE-** field is responsible for the PNR. PNR's are forwarded to responsible offices Queue system, which is a type of communication system, automatically or manually to take action, in case there are action advice codes to segments and services or other airline messages. The responsible office is supposed to inform the passenger and finalize the transactions.



PNR Q's have **Automatic Display Sequence,** that is PNRs are indexed like a Ferris wheel, when you ignore (**I**) one PNR, that PNR goes to end of the list the other one waiting at the back side comes forward. To go to another Q or to leave the Q, first **QX** then **I** (Ignore) is done to end this continuity..

Q 0 and 1	Confirmation Q's. All action advise codes related with segments and services end up in these Q's (KK, KL, UC etc.) Plus SIE,TRP like smart engines contact responsible offices via Q/1.
Q 5,6 and 7	PNRs receiving schedule change comes to these Qs, depending their urgencies. Q5 (0-4 days left to the first flight segment) Q6 (4-14 days left to the first flight segment) Q7 (more than 14 days to the first flight segment)
Q 10	PNRs with manual time limit come to this Q on the day of time limit.
Q 12	Time limit and / Reval noted PNR's come to this Q on the day of time limit.
Q 25	When forwarded, passenger PNR list of a flight come to this Q.
QUTR	Unable To Reach Q. Passenger is called but was not reached.
QLMTC	Left Message to Call Q. Passenger is called a message is left.

Miscellaneous Q entries;

QCP : Enter the Q system of the city we are sined-in.
QC : Display Q1 and Q0 count.
QCP/TAS : Display city TAS Q count. (We are only responsible for our offices Qs.)
Q : Quick entry to urgent PNR Q.
Q/12 : Entry to Q12.
QR : Remove PNR from Q.
QX : Q is left.
Q/LMTC : Entry to Left Message To Call Q.
QLMTC : Forward the PNR to Left Message to Call when you are in Q.
Q/UTR : Entry to Unable to Reach Q when you are working in Q.
QUTR : Forward the PNR to Unable to Reach when you are working in Q.

I : In Q ,Ignore sends the PNR to the end of the list.

QEP	: Forward PNR to your office's Q 0.
QEP/62	: Send the PNR to Q 62 of your own office.
QEP/QIT	: Send the PNR to QIT city Q 0.
QEP/QOP/17	: Send the PNR to QOP city Q 17.
QEP/TK1979/S	: Send the PNR to specified flight's special services Q.
QEP/TK1979/F	: Send the PNR to specified flight's premium customer Q.
QCM	: Display message Q's.
QEM/QIT	: Send QIT office's message Q, the message. (Before that a text is prepared with remarks)
QEM/QOP/1	: Send message to QOP office message Q number 1.
QM	: Enter message Q number 0.
QM/49	: Enter message Q number 49.
I	: Delete message.
QEMI	: Leave the message in Q.
QCS	: Display supervisor message. (With SU duty code)
QES	: Send message to your office's supervisor message Q number 0.
QES/QIT/2	: Send message to QIT offices message number 2.
QS	: Enter supervisor message Q number 0.
QS/02	: Enter supervisor message Q number 2.
QESI	: Leave the message in Q.
LQR	: Remove all PNRs from Q of coming flight list.
T-CTY01/Q-H/CTY/47	: Print all PNRs in PNR Q 47 with their history.
T-CTY01/Q-P/CTY/47	: Print all PNRs in PNR Q 47.
T-CTY01/Q-A/CTY/47	: Print all PNR addresses in Q 47.
T-CTY01/Q-M/CTY/47	: Print all messages in message Q 40.

PNR Queue distribution; PNRs come to Queues with * sign automatically.

```
 * 0 CFRM TO PSGR 31 AGENTS CFRM               61 SORT 1
 * 1 CFRM TO PSGR 32 PSGRS CFRM                62 SORT 2
   2 GRP/PTY BKG  33 RED R TRAVEL              63 SORT 3
   3 ADV FLIFO    34 SPEC ACCTS                64 SORT 4
   4 ADVANCE RES  35 TKT/SALES 10              65 SORT 5
 * 5 ASC MOSR URG 36 TKT/SALES 11              66 SORT 6
 * 6 ASC URG      37 TKT/SALES 12              67 SORT 7
 * 7 ASC NON URG  38 CORRES                    68 SORT 8
   8 TKT-U        39 DEP SERVICE               69 SORT 9
   9 TKT-W        40 PTA AUTHTY                70 SORT 10
 *10 TKT-Q        41 AGT BSCT REQ)FOR USE BY   71 SORT 11
 *11 TKT-T        42 AGT XBAG REQ)MULTI ACCESS 72 SORT 12
 *12 EXPIRED TL   43 AGT SPML REQ)SYSTEMS      73 SORT 13
  13 TKT OFFICE   44 AGT WHCR REQ)ONLY         74 IIT
  14 TKT/SALES 1  45 AGT ACTION                75 LATE BKGS
  15 TKT/SALES 2  46 QUEUE 46                  76 TKT/SALES 13
  16 TKT/SALES 3  47 VIP ACTION                77 TKT/SALES 14
  17 QUEUE 17     48 NO SHOWS                  78 TKT/SALES 15
  18 TKT/SALES 4  49 AIRPORT 4                 79 TKT/SALES 16
  19 TKT/SALES 5  50 AIRPORT 5                *80 FS/SS O/BOOK
  20 TKT/SALES 6  51 AIRPORT 1                *81 RQR FOLLOWUP
  21 TKT/SALES 7  52 AIRPORT 2                *82 LARGE PTY XX
  22 ADV BKG CHTR 53 AIRPORT 3                *83 NOT INDEXBLE
  23 TOUR PN SEG *54 UNABLE ROUTE              84 SPEC SEAT RQ
  24 YOUNG PSGRS  55 SAME DAY BKG              85 QUEUE 85
 *25 SPECIAL LIST 56 FLT FIRM                  86 FARE REQUEST
  26 TOURS        57 DEFERRED CFM             *87 LARGE PARTY
  27 TKT/SALES 8  58 QUEUE 58                  88 NN W/PNR
  28 FARES/REFUND 59 QUEUE 59                  89 QUEUE 89
  29 TKT/SALES 9 *60 TTY ACT REQ
  30 AGENTS ENQ
```

15. LISTS

It is possible to list all PNRs created for a flight. These lists can be filtered with some criteria given, like waitlisted passengers, confirmed, un-ticketed, cancelled...etc. Lists are classified under 2 headings. First is L lists, the other is airport lists.

15.1 L LISTS (CIC*6/285)

`LCTK66/4MARISTSIN` : List of confirmed PNRs on the flight specified.

```
COMPREHENSIVE PNL   ISTSIN TK  066  4MAR  1054Z 10JAN

 ISTSIN
   1  1 DUMBELDORE/A |  1 CC   S4GJAH   KSP   O L
   2  1 WEASLEY/RONM |  1 CD   RNGUNC  EKSPI
   3  1 GRANGER/HERM |  1 CD   SSDBD6  EKSPI
   4  1 MCGONAGALL/M |  1 CD   S4I2V6  EKSPI
   5  1 BLACK/SIRIUS |  1 CD   R72W7Q    SPI
   6  1 POTTER/JAMES |  1 CD   RHYZQL  E SPI
   7  1 LONGBOTTOM/N |  2 CI   R3LVAM    SPI   U
   8  1 HAGRID/RUBEU |  2 CI   R3LVAM
   9  1 LUPIN/REMUSM |  1 CJ   R3QQT3    SP
  10  1 POTTER/HARRY |  1 CJ   TH3H4G  E SPI  O
  11  1 POTTER/LILYM |  1 CJ   S35D4Q  E SPI
  12  1 WEASLEY/ARTH |  2 YH   RDGJ67    SP    U
```

`|` : The name has continuity.
`P` : First name on the PNR.
`S` : Ap Fax/Gen Fax information.
`E` : Seat selection.
`U` : There is time limit.
`I` : Inbound.
`O` : Outbound.
`C` : Codeshare.
`C` : PNR has s with C time limit on LW list.
`K` : K indicator on LC list shows flight is open for check-in.
`K` : K on LW list shows there had been KL/DL situation.
`L` : PNRs created within the last 72 hours.

Miscellaneous L list entries;

LCTK1979/2SEPIST/QIT : List of PNRs on the flight with QIT fone.
LCTK1980/29SEPLHR/LHRX : List of PNRs on the flight without LHR fone.
LC/LTK66/18MAR : List of PNRs created for the flight within the last 72 hours.
LCTK184C10MARISTCUN : For stop flights, list of passengers in C/CL arriving to CUN.
LCTK1883/23APRISTVIE/KE : List of passenger names starting with "KE" letters.
LC/ATK66/30AUG : Passenger name list in alphabetical order.
LCTK66Y29SEPIST*L : List of passengers booked on L class in economy cabin.
LCTK1317/26SEPIST-Q : Places all confirmed passengers list to Q25 of your office.
LCTK1873/17JANIST/MXP-Q : Places all confirmed passengers with MXP fone to Q25 of your office.
LCTK444/22SEPIST/AYT-QAYT: Places all PNR's with AYT fone to AYT Q/25.
LCTK1317/2SEPIST*CY : List of passengers confirmed on C and Y class.
LCTK66/2OCTIST*M-Q : Places all passengers booked on M class to your offices Q25.
LCTK1979/30AUGIST.LON : List of PNRs created from LON TK office.
LCTK1979/30AUGIST.1G : List of PNRs created from 1G system.
LCTK2/01DECJFK#STPC : List of PNR's with STPC hotel segment.

LXTK1980/23FEBLHR : List of cancelled PNRs.
LXTK979/30AUGIST@S16JUN : List of PNRS canceled on 16th June.
LXTK1813/30AUGIST@N : List of cancelled PNRs which are not seen in the cancelled PNRs list due reasons like name change KM/REAC reasons.

LOTK1907/28JANISTZRH : List of passengers with inbound flight.
LO/OTK1907/28JANISTZRH : Detailed list of passengers with outbound flight.
LITK1907/28FEBIST : List of passengers with inbound flight.
LI/ITK676/28FEBIST : Detailed list of passengers with inbound flight.
LVTK1813/23FEBIST : List of VIP passengers on the flight.
LV/BTK017/27FEB : List of Executive Card holder member passengers.

LKTK1760/24FEB : List of UM passengers on the flight.
LK/NTK001/03APR : Number of UM passengers on the flight.

LJ/NTK1805/03APR : Number of children, infant, young passengers on the flight.
LJTK1979/30AUGIST : List of KL DL PNRs on the flight (KL PNRs have "K" indicator).

LTTK1979/13FEB : Details of passengers with special meal request.
LT/NTK1979/17FEB : Number of all special meal requests on the flight. (Valid for RC, PD, SU, PR codes.)
LATK1917/12JANIST-STCR : List of PNR's with 3 letter or 4 letter fact codes (STCR is example)
LATK1979/11SEP-MEDA-Q : Forwards passengers with MEDA FACT to Q25 of your city.
LATK671/11SEP-..ML-QLHR17 : Forwards PNR's with special meals to Q/17 of LHR city.
LATK1979/11SEP-VGML : List of passengers with VGML request.**(Note 2)**
LATK1979/20AUGIST-UNTD : List of un-ticketed PNRs on the flight.
LATK1761/20AUG-DCSI : List of No-show and Go-show passengers on the flight.

`LNTK1635/12DEC`	: List of S/PNRs on the flight.
`LHTK1879/26OCTIST`	: List of P/PNRs on the flight.
`LSTK708/03JUNIST`	: List of passengers with fact item.
`LUTK1309/18OCTIST`	: List of PNRs with time limit on the flight.
`LWTK1526/6AUGDUS`	: List of waitlisted passengers PNRs on the flight.
`LGTK1859/28FEBIST`	: List of Group PNRs on the flight. (Only PNRs with GRP indicator)
`LQTK979/28FEBIST`	: List of Group PNRs with QQ status.
`LZTK979/28FEBIST`	: Lists PNRs with 7 or more passengers.
`LLTK1898/01APRIST`	: Lists passengers cancelled due Schedule Change.

Notes:

1- Displaying lists with fone field or 2 letter airline/CRS code filter is also applicable to `LW/LX/LQ/LJ` list entries

2- List of all services in the Ap Fax field can be filtered by putting the related service airimp code to (`LATK...`) list entry.

- List of PNRs created from TK for other airlines can be displayed by LC/LW/LX/LU entries.

Example: `LWUA2370/20JANJFK`

- In order to ease LA list functions, PNR's with below keywords can be all displayed with `MEDF` keyword.

`STCR / MEA / WCHR / WCHS / WCHC / WCOB / WCMP / WCBD / LEGB / LEGR / LEGR / BLND / DEAF / MAAS`

Example:`LATK1/10APRIST-MEDF`

- In order to ease LA list functions, PNR's with below keywords can be all displayed with `FLTF` keyword.

`CBBG / PETC / AVIH / XBAG / STCR / BULK`

Example:`LATK1/10APRIST-FLTF`

15.2. AIRPORT LISTS CIC*6/290

The entries are valid for SU and PD codes.

PMBTK1980/13JANLHR-B : Lists the number of passengers classified in cabins confirmed to the flight. (If the flight is one leg; on boarding basis (B), if there are 2 legs; on both boarding (B) and transit (T) basis.

```
BEVERAGE COUNT    TK 1980  13 JAN  LHR-B
 C  REV  NR  RS  W  P/TOT   AUTH
 C   32   0   0
 Y  177   2   0
```

Miscellaneous airport list entries;

PAPTK1980/16FEBLHR : List of passengers alphabetically on the flight.

PAMTK1593/23DEC (return) : List of passengers boarding at a city giving, destination, number in

ISTKMTK (enter) party , name, fact information, id of booking office, outbound connecting flight details of each passenger.

PAATK1979/10NOVIST : List of cancelled and added passengers and fact changes.

PADTK1979/10NOV (return) : Send list of additional cancellation and fact changes and RR's since last update.

TTY ADDRESS (enter)

PAITK1593/26MAR : Shows seat capacity, unsold seats, waitlist passengers, ZZ PNR's and Pass PNRs.

PANTK1980/10NOV : Shows configuration on cabin basis and available seats. Plus displays waitlists on departure point basis.

PBITK1980/10NOVLHR : Shows aircraft type, cabin basis capacity, OSI-SSR information and sold seats.

PALTK1979/20FEB : Shows unsold seats and ZZ PNRs.

VISTK980/16FEB : Shows sold seats, waitlists and ZZ PNRs.

VIATK980/16FEB : Shows flight history.

PFSTK980/20FEBLHR(RETURN) : Displays how many passengers flew on cabin basis.
IST 8/20/100

KYTK011/30JULIST : Displays load factor of future flights.

PBGTK3/10MAYIST : Displays the list of the free baggage allowance of all passengers on the flight.

16. FLIGHT INFORMATION

It is possible to gain information about sold seats of flights flown within the last 24 hours and upcoming ones. Not every duty code is authorized for this entry.

16.1 SPESIFIC FLIGHT INFORMATION (CIC*6/290

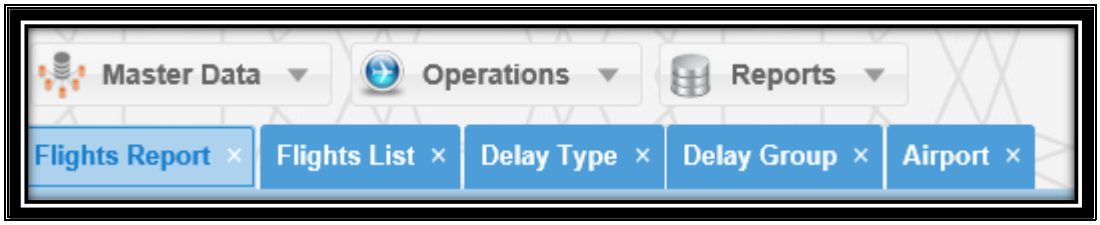
Below entries are valid for SU and PD duty codes.

VISTK1980/16FEB: Displays sold seats count, waitlisted passengers and ZZ PNRs on the flight.

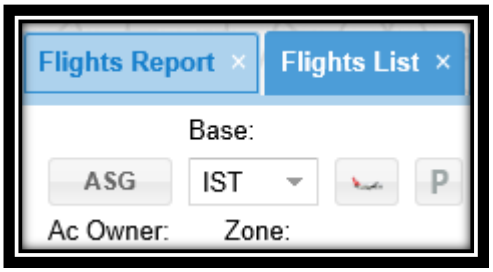
VIATK1980/16FEB: Displays flight history.

16.2 ATOM (AIRLINE TACTICAL OPERATIONS MANAGER)

All company operation on flight basis is trackable from a web-based system called ATOM. Username and password are required for atom.thy.com access. 6 months backward data is obtainable. Future schedule changes are not loaded on the site. Only cancelled flights within the next 72 hours due operational reasons by IOCC is on the site.



Inside Master Data menu, there are two tabs Airport and Operation. Airport tab gives the list of all airports all over the world, IATA codes, country codes and their activity status. Operation tab has two sub-tabs; Delay Group and Delay Type. The delay main grouping (SCRT –security, SFTY- Safety, CRGO- cargo, QLTY- quality... etc) of the industry is listed in Delay Group tab and in every group, the types of delays in detail in listed on the Delay Type tab. Operations tab gives restricted information about all station's flights (- 6 months +72 hrs.). Reports tab, has the filtering function on station basis, the station manager can access to the responsible flights by clicking the below ASG button in the menu. Many tabs can be activated within the application.



For both Operations and Reports tabs, boxes are filled with requested data and Filter button is selected.

The columns abbreviations and which information they represent is as follows;

Date	: Date (DD-MM)
Dep Stand	: Departure parking position
Dep Gate	: Departure gate
Board.Ready	: Boarding Ready Time (Station)
AcOwner	: Operating carrier
Type	: Aircraft type
Traffic	: Domestic or International
Reg	: Aircraft registry number
Flags	: Specific informative icons displayed under this column
Flight	: Flight number
From (S)	: Schedule departure airport
To (S)	: Schedule arrival airport
To (A)	: Actual arrival airport
STD	: Schedule time of departure GMT
LSTD	: Schedule time of departure Local
ETD	: Estimated time of departure GMT
LETD	: Estimated time of departure Local
Offblock (M)	: The moment, when the aircraft commences to roll from the parking position either by its own power or external power.(MVT value)
Take off	: The moment when the landing gears of the aircraft no more touches the runway.(MVT value)
D1,DT1,D2,DT2..	: Delay type, delay time in minutes
Totaldelaytime	: Total time of delays
STA	: Schedule time of arrival GMT
LSTA	: Schedule time of arrival Local
ETA	: Estimated time of arrival GMT
LETA	: Estimated time of arrival Local
Touchdown	: The moment when the landing gears of the aircraft touches the runway.(MVT value)
Onblock(M)	: The moment when the aircraft has arrived at the parking lot, the blocks are on, and all engines have been stopped.(MVT value)
Arr Stand	: Arrival park position
Arr Gate	: Arrival gate

17. TIMATIC CIC*51

SITA's TIMATIC system gives updated answers to passengers who are going on a leisure or business trip, asking questions about visa, health, customs, airport taxes, currency and geographical information of the destination countries. There are 2 types of query in TIMATIC system. Specific database and, detailed full text database. We are making payment to this system on entry basis. All entries start with **TITK**. Both country code and city code can be used in the entries for data retrieval. On Timatic screen navigation entries are different than in Troya as below.

TIPN : Displays next page.
TIPB : Displays previous page.
TIPL : Displays last page.
TIPF : Displays first page.
TIPG : Displays current page.

17.1 SPESIFIC DATA BASE QUERY

Visa and health information are displayed together, plus visa information of people having residence permit for another country and seamen visa information are also displayed. (CIC*51/3)

Codes are decoded as;

NA : Nationality.
EM : Embarkation, commencement point of journey.
RH : Health.
DE : Destination.
TR : Transfer.
RV : Visa.
RA : All, visa and health query together.
AR : Alien resident.
SEMN : Seamen.
VT : Visited, country visited before.
TYPE : Other types of passports.

TITK-RV/NAIST/DENYC/TRZRH : Visa query of a Turkish citizen destined to USA via Switzerland.
TITK-RV/NATR/DEUS/TRCH

TITK-RH/EMIST/DEZRH/TRVIE/VTATH : Health query of passenger, who visited Greece before and is destined to Switzerland via Vienna.
TITK-RH/EMTR/DECH/TRAT/VTGR

TITK-RA/NAIST/EMIST/DETYO/TRDXB/VTATH: Visa and health query of Turkish passenger visited Athens before, is destined to Japan via Dubai departing from Turkiye.

TITK-RV/NAIST/SEMN/DESIN: Visa query of Turkish seamen destined to Singapore.
TITK-RV/NAIST/TYPE/DEVIE: Visa query for diplomatic, official and special passport.
TITK-RV/NAIST/ARNYC/DELON: Visa query of passengers residing in other countries.

17.2 DETAILED FULL TEXT DATA BASE

Passport and related information entries are as below.

TITK-DFT/IST/PA	: Passport information for Turkiye.
TITK-DFT/IST/PA/WA	: Warnings about passport.
TITK-DFT/IST/PA/PT	: Passport details.
TITK-DFT/IST/PA/VA	: Validity information.
TITK-DFT/IST/PA/RE	: Transit restrictions or acceptations.
TITK-DFT/IST/PA/AI	: Passport additional information.
TITK-DFT/IST/PA/MI	: Minor passport information.
TITK-DFT/IST/PA/NO	: Notes about passport.
TITK-DFT/IST/PA/CR	: Crew passport.
TITK-DFT/IST/PA/ML	: Military passport.

Visa and visa information entries are as below.

TITK-DFT/IST/VI	: Detailed visa information.
TITK-DFT/IST/VI/WA	: Warnings about visa.
TITK-DFT/IST/VI/VS	: Visa exemptions.
TITK-DFT/IST/VI/TW	: No visa required journeys.
TITK-DFT/IST/VI/IS	: Visa issuance information.
TITK-DFT/IST/VI/AI	: Visa additional information.
TITK-DFT/IST/VI/MI	: Minor visa information.
TITK-DFT/IST/VI/CO	: Mandatory foreign currency exchange.
TITK-DFT/IST/VI/RP	: Re-entry permit.
TITK-DFT/IST/PV	: Both visa and passport information of Turkiye.

Customs and related information entries are as below.

TITK-DFT/IST/CS	: Customs information.
TITK-DFT/IST/CS/IM	: Import information.
TITK-DFT/IST/CS/EX	: Export information.
TITK-DFT/IST/CS/PE	: Pet information.
TITK-DFT/IST/CS/NO	: Customs notes.
TITK-DFT/IST/CS/BC	: Baggage information.
TITK-DFT/IST/CS/CR	: Crew customs information.

Foreign currency and related entries are as below.

TITK-DFT/IST/CY	: Foreign currency information.
TITK-DFT/IST/CY/IM	: Foreign currency import.
TITK-DFT/IST/CY/EX	: Foreign currency export.
TITK-DFT/IST/CY/NO	: Notes.

Other,

TITK-DFT/IST/HE	: Health information (no sub topics).
TITK-DFT/IST/GE	: Geographical information (no sub topics).
TITK-DFT/IST/TX	: Tax information (no sub topics).

TITK-LCC/TURKIYE	: Lists all the airports of the given country.

18. STAR RECORD CIC*5/320

In order to give more detailed flight details information, that is an **itinerary print** to a passenger, all sales offices and travel agencies must have a Star Record recorded to their system .This record is created by themselves. Itinerary print shows details of the flight information in a language that passenger can understand clearly. A record has below lines;

1) Star record creation start-up entry:

Entry: `RCPIPIPXXX000` Instead of XXX office's 3 letter city code and instead of 000, Ticket Ordinal number is entered.
Response: `OK STAR PIPIPQTR716 CREATED`

2) Heading line: Shows who created the Star.

`RA1` return
`EGITIM BASKANLIGI` enter

3) Printer line: The entry to give the address of itinerary print printer.

`RA/1` return
`QTR05` enter

4) Address line: The address of the office in entered. Every return is a new line.

`RA/2` (return) office address line is formed of min 3 max 5 lines.
`THY AVIATION ACADEMY` (return)
`B GATE YESILKOY` (return)
`ISTANBUL 38480` (return)

5) Blank line: It is used to separate the address line from other lines.

`RA/6` return
After pressing DELETE button, enter.

6) Message line: May contain some messages. There can be max 4 lines and every line max 63 characters.

`RA/7` return
`HAVE A NICE FLIGHT` enter

Other Star Record entries;

`R*PIPIPQTR000` : Displays Star record.
`RA@2` : Cancellation of 2nd line.
`RA@5` return : Replacement of 5th line.
`TEL02122451514` enter
`RXPIPIPQTR000` : Cancellation of the whole Star Record.

In order to print the Itinerary print, when the PNR is active on the screen, **PI** entry is made. There is a sample itinerary print below; system response is **OK ALL DONE**.

```
PASSENGER ITINERARY FOR                        ESB DIS HAT SATIS
MR TOLGA PULAK                                 TEL: 0312 3980100/227
                                               FAX: 0312 3980356

                                               01 APRIL 2024
                                               BOOKING REFERENCE
                                              SBXDR3
WE ARE PLEASED TO CONFIRM THE FOLLOWING TRAVEL ARRANGEMENTS

TURKISH AIRLINES        TK001  ECONOMY CLASS          CONFIRMED
      DEPART     WED   3 APRIL 24 ISTANBUL-ISTANBUL APT.          1340
      ARRIVE     WED   3 APRIL 24 NEWYORK-J.F.K APT               1820

      LATEST CHECK IS IN 60 MINUTES BEFORE DEPARTURE
      YOUR REQUEST FOR A GLUTEN FREE MEAL HAS BEEN NOTED

TURKISH AIRLINE         TK002   ECONOMY CLAS          CONFIRMED
      DEPART     FRI   12 APRIL 24 NEWYORK-J.F.K APT          1900
      ARRIVE     SAT   13 APRIL 24 ISTANBUL-ISTANBUL APT.     1145

      LATEST CHECK IS IN 60 MINUTES BEFORE DEPARTURE
      YOUR REQUEST FOR A GLUTEN FRE MEAL HAS BEEN NOTED
**IYI YOLCULUKLAR**HAVE A NICE TRIP**
```

There are some follow-up entries of **PI**.

PIA : If there is **4FCTCA** information on the PNR it is displayed on the itinerary print.
PI1-3 : Itinerary print of passengers from 1 to 3 is printed. (Maximum 10 names)
PI/RABD6E : All passengers on the reference PNR address is printer.
PI/1-4/RABD6E : Passengers from 1 to 4 on the reference PNR is printed.

19. MESSAGE SENDING FACILITIES CIC*5/375

It is possible to send; a defined city codes any message or a message about a PNR. If information will be sent about a PNR, the formats are given below. If the message is free of a PNR, the message is written with **5*** and **T-PRINTER ADDRESS/*P** entry is made.

19.1 ROTTY MESSAGE

T-NYC01/*R : Sending an active PNR to NYC office's printer number 01.
T-AMS01/*RAA3AB : Sending the PNR to AMS office's printer number 01.
T-QTR05/*H : Sending PNR history to QTR office's printer number 5.
T-ADA01/*P : Sends message written with 5** to ADA office's printer number 01...
T-QAA02/LCTK116/25JANIST :Sending passenger list of the flight to printer address QAA02.

19.2 TELEX MESSAGE

Y (return) : Telex keyword.
QD ISTITTK ISTRZTK (return) : Telex speed and addresses.
.ISTRYTK (return) : Sender office's address.
MESAJ TEXT (return) : Free format message text, maximum 64 characters.
MESAJ TEXT (return)
LAST LINE OF MESSAGE TEXT (enter)

System will respond with date and time information about the message that was sent.
041047 XXX 255

If message starts with **Y.** , it is mandatory to write GMT time information near the sender address line. Otherwise system will not send the message.

.ISTRYTK 071439/AP

If message is longer than the lines on the screen; on the last line after inserting **|** (endi) sign, enter is made. Then the screen is 'cleared' and the second screen starts with **Y|** return entry. At the end of the text **CY** entry is followed by enter button.
If a mistake is made with the message during writing; at the end of text **|** enter is made. System will respond as **OK-STORED**.***P** entry is made to see remarks fields. The correction is made to related line with **51@*FREE FORMAT** of if it will be deleted completely **51@** entry is made. The corrected message is sent **CY** enter entry.

20. BOOKING CLASS ALINGMENT

Our Company has 2 international flight service cabins within the aircrafts; Business and Economy. The alphabetical class codes (RBD) that are used for booking are distributed between these cabins. Mainly this distribution of class codes is based on 'Star Alliance' member carrier's common 'Booking Class Alignment' concept. So; most Star carriers booking class codes, especially for award ticketing is the same, and revenue classes are also almost in the same hierarchy with all Star carriers. Below table is for information only, with commercial decisions direction the cabin ve booking class application may differ .

KABİN	SINIF	AÇIKLAMA
BUSINESS	**C**	FULL BUSINESS
BUSINESS	**D**	RESTRICTED BUSINESS
BUSINESS	**Z**	RESTRICTED BUSINESS
BUSINESS	**K**	PRO BUSINESS
BUSINESS	**J**	PRO BUSINESS/ VIP and M&S UPGRADE
BUSINESS	**I**	M&S BUSINESS
BUSINESS	**R**	ID/AD/OTHER PASS
ECONOMY	**Y**	FULL ECONOMY
ECONOMY	**B**	FULL ECONOMY
ECONOMY	**M**	EXCURSION ECONOMY
ECONOMY	**A**	EXCURSION ECONOMY
ECONOMY	**H**	EXCURSION ECONOMY
ECONOMY	**S**	RESTRICTED ECONOMY
ECONOMY	**O**	RESTRICTED ECONOMY
ECONOMY	**E**	RESTRICTED ECONOMY
ECONOMY	**Q**	RESTRICTED ECONOMY
ECONOMY	**T**	RESTRICTED ECONOMY
ECONOMY	**L**	PRO ECONOMY
ECONOMY	**V**	PRO ECONOMY
ECONOMY	**P**	PRO ECONOMY
ECONOMY	**W**	PRO ECONOMY
ECONOMY	**U**	PRO ECONOMY
ECONOMY	**X**	M&S ECONOMY
ECONOMY	**N**	ID/AD / OTHER PASS
ECONOMY	**G**	GROUP REQUEST

21. FARE

Our Company is receiving international fare display and fare quotation functions services from a firm named ITA. The product is called ITA/QPX.

IMPORTANT NOTE: *For fare display and fare quotation of applications like **Pass tickets**, **CED tickets (section 32.3) and Miles&Smiles (section 31.2)** award tickets please refer to related sections in the book.*

21.1 FARE CONSTRUCTION PRINCIPALS

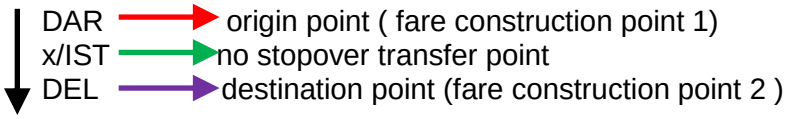
For international journeys, there are 2 type of fares used. Applicable one-way fares and applicable ½ round trip fares. The journey type and(from where to where) combinability are the primary fare selection criteria systems use. Standard rule for fare direction application is; **fares are always taken from origin point** (the market of the fare)

Note: There is one more fare type that is called 'Round the world' fares and Circle Pacific fares, which are marketed by the alliances like Star Alliance and One World.

21.1.1 JOURNEY TYPES

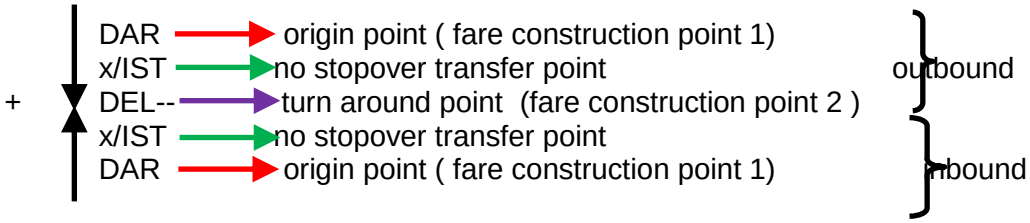
Fare Component: A portion of an itinerary between two consecutive **fare construction points**.

One Way Journeys: The type of journey where, origin and destination points are in different countries. One-way journey is formed of single fare component)



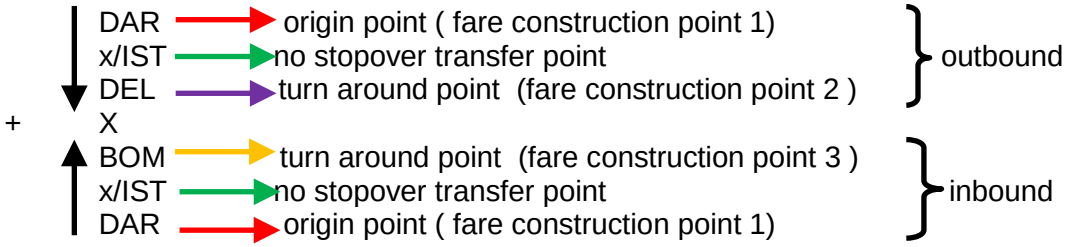
Fare will be the applicable OW fare from **DAR** to **DEL.**
Fare construction points of this journey are **DAR and DEL.**

Round trip journeys: The type of journey that ends in the origin without any interruption. Round trip journey is formed of 2 ½ RT international fare components, outbound and inbound. As long as a journey ends in the origin country, the ½ RT fares are always checked from origin country.



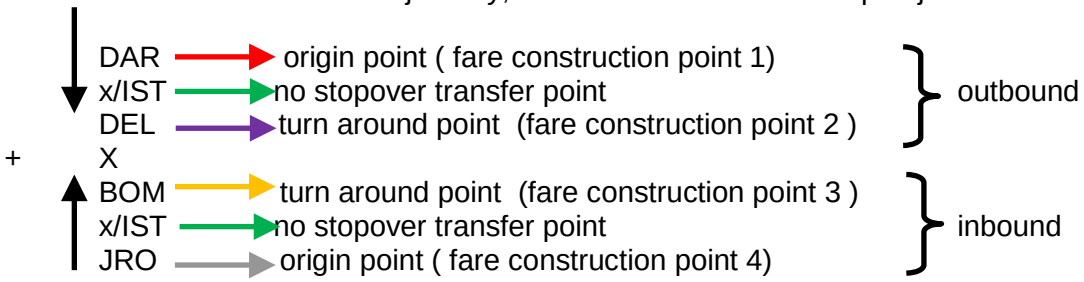
Fare will be total of applicable ½ RT fare from DAR to DEL and applicable ½ RT fare from DAR to DEL. **(½ RT DARDEL + ½ RT DARDEL)**

Open-Jaw journeys: The type of journey, where there is an interruption in either Origin or Turnaround or both. Open-jaw is formed of 2 ½ RT fare components, outbound and inbound.



Fare will be total of applicable ½ RT fare from DAR to DEL and applicable ½ RT fare from DAR to BOM. **(½ RT DARDEL + ½ RT DARBOM)**
The above journey has a domestic open jaw in India, which is basically an interruption when considering countries in the journey still the journey is a round trip between countries Tanzania and India.

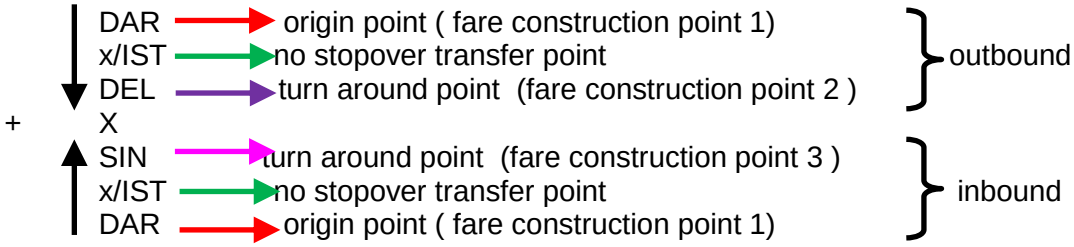
For below version of the same journey, there is double domestic open jaw.



Fare will be total of applicable ½ RT fare from DAR to DEL and applicable ½ RT fare from JRO to BOM. **(½ RT DARDEL + ½ RT JROBOM)** , again considering countries in the journey still the journey is a round trip between countries Tanzania and India.

Whereas;

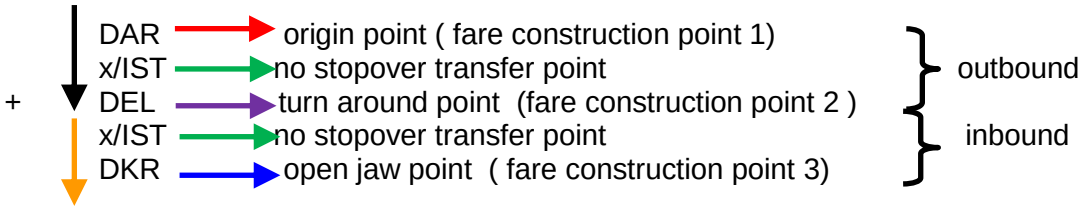
- For below journey the interruption in the turnaround point is now international (turnaround single open jaw); passenger is not returning from the same country India, but returns from Singapore. Unless otherwise specified in a fare note , when 2 international fare components with **an international surface break *in the area of unit origin or unit turnaround or both*** is still assessed as single pricing unit and ½ RT fares apply. (Check Turkish Airlines open jaw area application in section 21.1.3 for further understanding)



Since DEL and SIN which are **India and Singapore** countries are in the same area (Area C) Fare will be total of applicable ½ RT fare from DAR to DEL and applicable ½ RT fare from DAR to SIN. **(½ RT DARDEL + ½ RT DARSIN)** , still the journey is considered as a round trip between Tanzania and Area C countries.

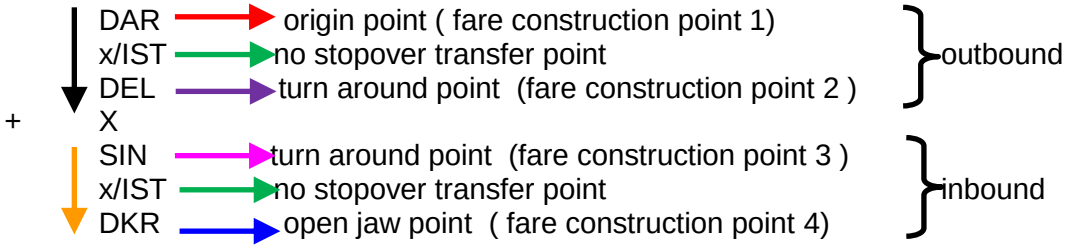
- For below journey the interruption in the origin point is now international (origin single open-jaw); DAR is country Tanzania and is the origin point of this journey, but the journey does not terminate in the same country, it terminates in DKR which is country Senegal in the same open jaw area (Area E).

Important note: If the journey does not end in the same country (origin country) , but it ends in the same open- jaw area, the fare direction of ½ RT fares are taken in the direction of the journey.



Since this journey does not end in the same origin country but in the same area (Area E) the ½ RT fares are taken in the direction of journey. Fare will be total of applicable ½ RT fare from DAR to DEL and applicable ½ RT fare from DEL to SIN. **(½ RT DARDEL + ½ RT DELDKR)** , still the journey is considered as a round trip between Area E countries and India/New Delhi.

- For below journey the interruption **in both origin and turnaround points are international**; passenger in not returning to same country, from the same country. This is a **double international open-jaw. The above rule of fare direction in case of not returning to origin country applies.**



Fare will be total of applicable ½ RT fare from DAR to DEL and applicable ½ RT fare from SIN to DKR. **(½ RT DARDEL + ½ RT SINDKR)** , still the journey is a round trip between Area E and Area C.

21.1.2 COMBINATION

Whenever two or more OW or RT or half RT fares are used and shown separately in a fare calculation. All fares should allow in category 10 of their fare rule such combination to be a part of such construction. Fares used in combination are to be shown separately on the ticket with their own fare basis.

There are 3 types of combination;

21.1.2.1 END-ON COMBINATION

End-on combination means the combination of two or more fares which could be ticketed separately at a fare construction point. The most restricted rule applies to local combinations not to fares combined end-on-end, any end-on restriction applies to the entire journey.

But for change rule of combination, of Turkish Airlines special fares ; below note is written in the fare rules**. Most restricted change penalty is applied for multiple component changes at the same time. When single fare component is being changed, the rule of the changed fare component apply.**

```
WHERE THIS FARE IS COMBINED WITH ANOTHER FARE AND ONLY ONE FARE COMPONENT IS
CHANGED  THE PENALTY CONDITIONS OF THE CHANGED FARE COMPONENT WILL APPLY
WHEN MORE THAN ONE FARE COMPONENT IS BEING CHANGED THE HIGHEST PENALTY OF
ALL CHANGED FARE COMPONENTS WILL APPLY
```

Example:

IST
-- NYC --
WAS

IST NYC **SLTRPXOW**

NYC WAS **VAA3AQDM**

21.1.2.2 HALF & HALF COMBINATION

Combination of two fare components, to create a single pricing unit. Since in a single pricing unit there are 2 different fare rules applied the most restrictive conditions apply. The most restricted; eligibility, advance reservation and ticketing rules, minimum stay, maximum stay, stopover, sales restriction, cancellation rules applies to the whole journey.

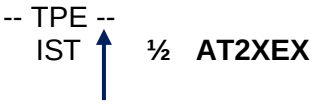
Such most restrictions is applied to all conditions except; Day/Time, Seasonality, Flight Application, Transfers, Blackout Dates, Surcharges, Higher Intermediate Point and Mileage Exceptions, Children & Infant Discounts. These rules apply within its own fare component.

But for change rule of combination, of Turkish Airlines special fares ; below note is written in the fare rules**. Most restricted change penalty is applied for multiple component changes at the same time. When single fare component is being changed, the rule of the changed fare component apply.**

```
WHERE THIS FARE IS COMBINED WITH ANOTHER FARE AND ONLY ONE FARE COMPONENT IS
CHANGED  THE PENALTY CONDITIONS OF THE CHANGED FARE COMPONENT WILL APPLY
WHEN MORE THAN ONE FARE COMPONENT IS BEING CHANGED THE HIGHEST PENALTY OF
ALL CHANGED FARE COMPONENTS WILL APPLY
```

Example:

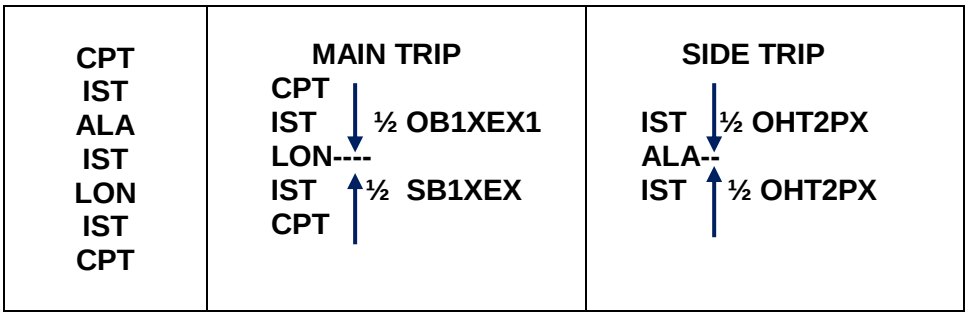
IST ½ **OT2PX**



21.1.2.3 SIDE TRIP COMBINATION

Travel to and/or from an en-route point of a fare component. When travel from/to an en-route point of a through fare is separately charged, such side trip is considered a separate journey.

Example:



Within a Side Trip combination, each combined trip (pricing unit) is applied with its own rule. The maximum stay of the main journey will be applied as the fare validity, even though side-trip fare may have a higher maximum stay. (flight coupon sequence rule)

But for change rule of combination, of Turkish Airlines special fares ; below note is written in the fare rules**. Most restricted change penalty is applied for multiple component changes at the same time. When single fare component is being changed, the rule of the changed fare component apply.**

```
WHERE THIS FARE IS COMBINED WITH ANOTHER FARE AND ONLY ONE FARE COMPONENT IS
CHANGED  THE PENALTY CONDITIONS OF THE CHANGED FARE COMPONENT WILL APPLY
WHEN MORE THAN ONE FARE COMPONENT IS BEING CHANGED THE HIGHEST PENALTY OF
ALL CHANGED FARE COMPONENTS WILL APPLY
```

21.1.3 TURKSH AIRLINES OPEN-JAW APPLICATION

Turkish Airlines flight operation destinations are divided into areas with close reference to IATA sub-area application as TK open-jaw areas.

21.1.3.1 TURKISH AIRLES OPENJAW AREAS

Turkiye and Ercan: Even though Turkiye and Ercan (Turkish Republic of North Cyprus) are located in Europe sub-area of IATA, regarding Turkish Airlines fare application; since Turkiye is the local market and with KKTC considered as one country and separate open jaw area.
AREA A: Europe sub-area, Tunisia, Algiers, Morocco, West of Ural Mountains, Russian cities in Europe
AREA B: Middle East sub-area, including Iran in Asia, Sudan and Egypt in Africa.
AREA C: Australia, New Zealand, Asia, Russia on the East of Ural Mountains.
AREA D: Japan and South Kore
AREA E: The rest of Africa other than above mentioned, Libya, islands on the Indian Ocean.
AREA F: United States of America, Canada, Mexico
AREA G: South America

21.1.3.2 OPEN JAW EXCEPTIONS

Open Jaw exceptions of IATA:

1- Scandinavian counties are considered as one country (Denmark, Sweden, Norway) .
2- Europe is considered as one country, for journeys commencing from Europe, leaving Europe than terminating in Europe.
3- USA and Canada are considered as one country.

Open Jaw exceptions TK:
Important notice: For fare quotation of journeys that fit exceptions define here, the fare system may respond as **NO ANSWER**. Plus some countries routes specific restrictions, or journeys contradicting the rule of the mile of the interruption being equal or less than the longest flight mile, same response may be seen. Additionally a journey completely contradicting any open jaw rule or any exception defined here may have a best buy guaranteed fare quotation if fares system detects a combination eligibility to such journey as end-on or side trip.

1- Open-jaw is permitted between Area C countries and Area D Japan and Korea.
2- For journeys commencing from Area D cities TYO/OSA/SEL , open jaw can be made between all areas.
3- Open jaw can be made between cities of Russia in Area A and Area C.
4- For journeys commencing from Far East points, open-jaw is permitted between Area A and Turkiye.
5- For journeys commencing from USA and Canada open-jaw is permitted between all areas.
6- For journeys commencing from SAO, open-jaw is permitted between Turkiye, Area A and Area B.
7- Open-jaw is permitted between some South American countries and North American countries.(Check journeys with fare system)
8- For journeys from some South American countries, open-jaw is permitted between all areas.(Check journeys with fare system)

21.2 FARE DISPLAY

- Displays filed fares in the system for **city pair.**
- Fares displayed are base fares in local currency , without taxes
- If no Passenger Type Code (PTC) is entered, system displays fares without taxes for default passenger “Adult”.
- If a **PTC** is entered again related fares without taxes are displayed.
- Fares are displayed in short mode.
- Private filing fares are displayable and ticketed only by authorized terminals/ agencies. Generally this type of fares have a ‘–‘dash beside the carrier code on the fare display screen.
- Some fare types (TEA, MED…etc.) may not be applicable for some periods or may only be valid for specific routings.

SHORT MODE: Displays fares belonging to season of commencement of travel.

LONG MODE : System displays all fares loaded in database.

FXISTWAS01JAN : Displays fares for specified city pair and date.

FX01JANISTWAS : Same fare is displayed if date entry comes first.

FX : Fare display.

01JAN : Commencement date of journey.

IST : Departure point.

WAS : Arrival point.

```
>FXISTWAS01JAN
FARES LAST UPDATED 25JAN 11:10 AM
IST-WAS WED-01JAN25 TK
MPM 6267 AT 10348 PA
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/     SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK    279.00R PLT3PC3M  P   7|  V/3M    01OCT -14APR  R  AT
  2  TK    314.00R VLT3PC    V   3|  V/3M    01SEP -30JUN  R  AT
  3  TK    368.00  ET3PXOW   E               01OCT -14APR  R  AT
  4  TK    374.00R LLT3PC    L    |  V/3M    01SEP -30JUN  R  AT
  5  TK    414.00  OT3PXOW   O               01OCT -14APR  R  AT
  6  TK    444.00R TLT3PC    T    |  V/4M    01SEP -30JUN  R  AT
  7  TK    465.00  SLT3PXOW  S               01SEP -30JUN  R  AT
  8  TK    524.00R QLT3PX    Q       V/4M    01SEP -30JUN  R  AT
  9  TK    542.00  HLT3XOX   H               01SEP -30JUN  R  AT
 10  TK    614.00R ELT3PX    E       V/4M    01SEP -30JUN  R  AT
 11  TK    630.00  ALT3XOX   A               01SEP -30JUN  R  AT
 12  TK    714.00R OLT3PX    O       V/6M    01SEP -30JUN  R  AT
 13  TK    729.00  MLT3XOX   M               01SEP -30JUN  R  AT
 14  TK    834.00R SLT3PX    S       V/6M    01SEP -30JUN  R  AT
 15  TK    844.00  BLTOW     B               01SEP -30JUN  R  AT
 16  TK    974.00R HLT3XEX   H        /12M   01SEP -30JUN  R  AT
.....
 23  TK   2519.00R JT3BRO14  J  14|  V/12M                 R  AT
 24  TK   2619.00R KT3BX30   K  30|  3/12M                 R  AT
 25  TK   2719.00R JT3BRO7   J   7|  V/12M                 R  AT
 26  TK   2824.00  DTOW      D                             R  AT
 27  TK   3069.00R KT3BX7    K   7|   /12M                 R  AT
 28  TK   3169.00R KT3BX     K    |   /12M                 R  AT
      END
LOG ID:278D2401251435494011B9  ---->18
```

1 2 3 4 5 6 — 7 8 9 10 11 12 13 14 15 16 17

Below table gives detailed explanation of system response for above fare display entry. Alternative information which are not on the above display but may be seen in another one is also additionally given.

1	**FXISTWAS01JUL**	Entry made to display the fares.
2	**25JAN 11:10 AM**	Last date and time fares are updated.
3	**IST-WAS WED-01JAN25 TK**	Origin – destination points, date and carrier.
4	**MPM 6279 AT 11563 PA**	MPM value of the city pair and global indicators
5	**PUBLIC FARES**	All fares publicly published.
6	**PROVIDED BY ..ITA..**	Source of the fare display.
7	**1,2,3,4,5,6,7..**	Fare line numbers.
8	**CX**	Carrier YY: Any carrier /IATA published fares.
		PTC: Passenger Type code.
		TC: Ticketing code.
		TD: Ticketing designator.
9	**FARE…USD**	Fare and currency.
		356.00R: Round trip fare.
		945.00 : One-way fare.
10	**FARE BASIS**	Fare basis codes
11	**C**	Class code
		- : Data base does not hold class information.
		|: Carrier hasn't specified a class code.
12	**AP**	Advance Purchase rule
		|: Check fare on related category.
		For other numeric indicators check the rule(3,72h,14d).
13	**MIN / MAX**	Minimum and maximum stay rules.
		Max: 45D / 12M / 1M day month year information.
		Min: 3 (days) / V variety (check note) / W (week)/ SU Sunday
14	**SEASON**	Season where fare is applied on. (If there is)
		O: The outbound sector must in the given season period.
		I: The inbound sector must be in the given season period.
15	**MR**	Mileage based/ Route based.
		MR: Both mileage and route based.
16	**GI**	Global Indicator.(AT: Via Atlantic Ocean)
17	**DT**	D: Day restriction T: Time restriction.
18	**LOG ID**	ITA log number of the entry.

21.2.1 FARE DISPLAY ENTRIES

FXISTDEL01JUL : Fare display with departure arrival and date information.

FX01JULISTDEL : Displays fares with date, departure and arrival information. (Date entry can be done as first).

FXSIN : Displays fares by considering the date of query as the date commencement, city where the terminal (set city) is, as departure point.

```
>FXISTSIN23FEB
FARES LAST UPDATED 23FEB 07:46 AM
IST-SIN FRI-23FEB24 TK
MPM 10872 TS 16886 AP 7200 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS           MAX
  1  TK    480.00  VT2PROW   V    |                       R  EH
  2  TK    510.00  LT2PROW   L    |                       R  EH
  3  TK    553.00  TT2XPBO   T                            R  EH
  4  TK    600.00R PT3PC3M   P    |  V/3M                 R  EH
  5  TK    631.00  QT1PXOW   Q                            R  EH
  6  TK    680.00R VT2PC3M   V    |  V/3M                 R  EH
  7  TK    729.00  ET1PXOW   E                            R  EH
  8  TK    751.00R LT2XP     L       V/12M                R  EH
  9  TK    846.00  OT1PXOW   O                            R  EH
 10  TK    851.00R TT2XP     T       V/12M                R  EH
 11  TK    971.00R QT1PX     Q       V/12M                R  EH
```

FXBKK10JUL : Displays fares originating from the set city for the date of travel specified.

FXHKG10AUG-OW : Displays only one-way fares originating from the set city for the date of travel specified.

```
>FXISTHKG10AUG-OW
FARES LAST UPDATED 23FEB 07:46 AM
IST-HKG SAT-10AUG24 TK
MPM 9085 TS 14830 AP 6787 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS           MAX
  1  TK     711.00 ET3PXOW   E                            R  EH
  2  TK     822.00 OT3PXOW   O                            R  EH
  3  TK     947.00 ST3PXOW   S                            R  EH
  4  TK    1103.00 HT3XOX    H                            R  EH
  5  TK    1276.00 AT3XOX    A                            R  EH
  6  TK    1470.00 MTOW      M                            R  EH
  7  TK    1800.00 BTOW      B                            R  EH
  8  TK    2035.00 YTOW      Y                            R  EH
  9  TK    2380.00 KT2BOX    K                            R  EH
```

FXTPE10SEP-RT : Displays only round-trip fares.

```
>FXISTTPE10SEP-RT
FARES LAST UPDATED 23FEB 07:46 AM
IST-TPE TUE-10SEP24 TK
MPM 8493 TS 14318 AP 7084 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK   1275.00R LT2XP     L          /12M                R  EH
  2  TK   1335.00R TT2XP     T          /12M                R  EH
  3  TK   1410.00R QT2PX     Q          /12M                R  EH
  4  TK   1490.00R ET2PX     E          /12M                R  EH
  5  TK   1590.00R OT2PX     O          /12M                R  EH
  6  TK   1720.00R ST2PX     S          /12M                R  EH
  7  TK   1900.00R HT2XEX    H          /12M                R  EH
  8  TK   2120.00R AT2XEX    A          /12M                R  EH
  9  TK   2390.00R MTRT      M          /12M                R  EH
 10  TK   2700.00R BTRT      B          /12M                R  EH
 11  TK   3040.00R YTRT      Y          /12M                R  EH
```

FXNYCIST10AUG/X: Displays the fare for the specified city pair in a high to low order.

```
>FXNYCIST10AUG/X
FARES LAST UPDATED 23FEB 08:06 AM
NYC-IST SAT-10AUG24 TK
MPM 6004 AT 10083 PA
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK   8799.00R CYRT      C          /12M                R  AT
  2  TK   8249.00R CYRT10    C   10 SU/12M                  R  AT
  3  TK   6999.00R DYRT      D          /12M                R  AT
  4  TK   6799.00R ZY4BX     Z    |     /12M                R  AT
  5  TK   6499.00R DYRT10    D   10 SU/12M                  R  AT
  6  TK   6099.00R KY4BX     K    |     /12M                R  AT
  7  TK   5999.00R ZY4BX10   Z   10|  SU/12M                R  AT
```

FXDELIST10APR-RT//056TKM24 : Displays our Company's special discounted fares for conventions and meetings. The event code is entered as seen to display fares.

```
>FXDELIST10APR-RT
FARES LAST UPDATED 28FEB 12:22 PM
DEL-IST WED-10APR24 TK
MPM 3392 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           INR     BASIS               MAX
  1 -TK    25075R VY2PX     V    |   V/12M                R  EH
    ACCT: 056TKM24
    TD:FO15
```

FXISTSIN25JAN-RT*GIT/S : Non-standard group fare note can be displayed with this entry.

(The fares are imaginary)

```
>FXISTSIN25JAN-RT*GIT/S
FARES LAST UPDATED 25JAN 11:10 AM
IST-SIN THU-25JAN24 TK
MPM 10872 TS 16726 AP 7155 EH
PUBLIC/PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
14 -TK 31500.00R GGV10RT  G        /12M                R  EH
    PTC: GIT
     END
```

FXLAXCAI20APR-RT-B : Displays only B/class , roundtrip fare for the routing.

```
>FXLAXCAI20APR-RT-B
FARES LAST UPDATED 04MAR 12:21 PM
LAX-CAI SAT-20APR24 TK
MPM 9211 AT 12910 PA
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  1  TK  2234.00R BLVRT     B        /12M  24DEC -17MAY  R  AT
      END
```

21.2.2 PASSENGER TYPE CODES

PTC	AÇIKLAMA	TC
ADT	Adult	-
INF	Infant	IN
INS	Infant occupying seat	CH
CNN	Child	CH
UNN	Unaccompanied minor	CH
YTH	Youth	SD
STU	Student	SD
SNN	Senior citizen	CD
CMA	Accompanied passenger for Elite Card holders C class fares	CN
CMP	Accompanying passenger for Elite Card holders C class fares	CP50
FFY	Award ticket adult	-
TNN	Award ticket child	CH
TNF	Award ticket infant	IN
FCP	Award ticket unaccompanied child	CH
FFC	Award ticket frequent flier companion	C
DIS	Disabled passenger	SB
DIS*	Accompanying passenger for disabled passenger	AT
SEA	Seaman	SEA
LBR	Labor	DL
LNN	Labor child	DLCH
LIF	Labor infant	DLIN
VFR	Visit friends and relatives	VFR
VNN	Visit friends and relatives child	VFRCH
VFF	Visit friends and relatives infant	VFRIN
AGT	Product experience program (Travel agency staff)	PEP
GIT/GRP	Group	GV10
GNN	Group child	GV10CH
GIF	Group infant	GV10IN
GSP	Group student	STUGV
ITX	Individual IT	IT
INN	Individual IT child	ITCH
ITF	Individual IT infant	
PIL	Pilgrim	PG
MED	Medical tourism discounts	MED
CRUISE	Cruise fares	CR
STF	Staff, staff's parents	-
SAC/SUC	Staff's accompanied child, Staff's unaccompanied child	CH
SNS	Staff's infant	IN
VETERAN	Turkish veteran	MG
MRE	Turkish veteran relative	MR
DEMY	Academician	DEMY
STCR**	Stretcher	SZ
EXST	Extra seat	EX
CBBG**	Cabin baggage	CB

* For disables companion AT code is not modified. SB code in the fare basis can be changed to AT manually.
**Since automatic FQ is not possible for these types of passengers, manual quotation must be made.
It must be noted that; not every passenger or fare type is applicable for every departure and arrival points and all periods. Some passenger and fare types may only be sold from authorized terminals/cities.

FXISTBKK10JUN*SNN : Senior citizen discounted fares are displayed for the city pair. **PTC: SNN (SENIOR)** information shows passenger type code. In case there is senior citizen applied, the fare basis should end with **CD** code.

```
>FXISTBKK10JUN*SNN
FARES LAST UPDATED 04MAR 12:37 PM
IST-BKK MON-10JUN24 TK
MPM 10340 TS 15968 AP 6360 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS              MAX
  1 -TK   1428.00  YTOWCD   Y                           R  EH
    PTC: SNN
  2 -TK   2380.00R YTRTCD   Y        /12M               R  EH
    PTC: SNN
  3 -TK   3978.00  CTOWCD   C                           R  EH
    PTC: SNN
  4 -TK   6630.00R CTRTCD   C        /12M               R  EH
    PTC: SNN
```

NOTE: After receiving a fare display response, with quick-change functions it is possible to change fare displayed. For example, after a fare display entry is made, by making **FX*CNN** entry is made to see child discounted fares for the same city pair, same date in the previous display.

FXSELMIL04MAR*YTH : Displays young passenger discounted fares for the city pair.

```
>FXSELMIL04MAR*YTH
FARES LAST UPDATED 04MAR 12:47 PM
SEL-MIL MON-04MAR24 TK
MPM 8436 TS 12459 AP 8220 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           KRW     BASIS              MAX
  1 -TK    79560R UYTHRT   U   7|   /12M               R  TS
    PTC: YTH
    TD:SD15
  2 -TK   164560R UYTHRT   U   7|   /12M               R  TS
    PTC: YTH
    TD:SD15
```

`FXESBFRA22MAR*LBR//LBR` :Foreign passport holders residing in Turkiye

```
>FXESBFRA22MAR*LBR
FARES LAST UPDATED 22MAR 08:17 AM
ESB-FRA FRI-22MAR24 TK
MPM 1639 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK    22.10R WDL       W        7/12M  01NOV -31MAR  R  EH
     PTC: LBR
     TD:FB15
  2 -TK    42.50R PDL       P        7/12M                R  EH
     PTC: LBR
     TD:FB15
```

`FXNYCIST10JUN-RT*MED` : Displays '**patient travel support'** applicable fares.

```
>FXNYCIST10JUN-RT*MED
FARES LAST UPDATED 05MAR 07:07 AM
NYC-IST MON-10JUN24 TK
MPM 6004 AT 10083 PA
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK   824.00R WHY4PC    W   7|    /12M  24MAY -09JUL  R  AT
     PTC: MED
     TD:MED
  2 -TK   954.00R PHY4PC    P   7|    /12M  24MAY -09JUL  R  AT
     PTC: MED
     TD:MED
  3 -TK  1139.00R VMEDRT    V    |    /12M  24MAY -09JUL  R  AT
     PTC: MED
     TD:MED
```

`FXFRAHKG10OCT*CMA*CMP //CAMPAIGN`: Displays Elite and Elite Plus member's business accompanying passenger %50 discounted fares. Only TK sales offices are allowed to sell this ticket.

```
>FXFRAHKG10OCT*CMA*CMP
FARES LAST UPDATED 04MAR 12:47 PM
FRA-HKG THU-10OCT24 TK
MPM 9668 TS 13672 AP 7730 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1 -TK  3252.50R CE1MCP50  C        /12M                 R  EH
     PTC: CMP
     TD:AWD
  2 -TK  6505.00R CEE1MCN   C        /12M                 R  EH
     PTC: CMA
     TD:AWD
      END
```

`FXLONCMB20AUG*AGT` :Travel agency staff special product experience program fares

```
>FXLONCMB20AUG*AGT
NO FARES FOUND FOR INPUT REQUEST
UNSALEABLE FARES MAY EXIST/ FU*
LOG ID:2654240305103507076O5C
```

`FU*` : Unsaleable fare display for PEP tickets after FX entry

```
>FU*
FARES LAST UPDATED 05MAR 07:22 AM
LON-CMBTUE AUG 20 00:00:00 GMT+03:00 2024 TK
MPM 6691 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           GBP     BASIS              MAX
  1 -TK    197.00  NPEPOW   N                           R  EH
     PTC: AGT
  2 -TK    329.00R NPEP6M   N        /6M                R  EH
     PTC: AGT
  3 -TK    587.00  RPEPOW   R                           R  EH
     PTC: AGT
  4 -TK    979.00R RPEP6M   R        /6M                R  EH
     PTC: AGT
```

`FXOSLBEY05MAR*VFR` : Displays ethnic fares (this type of fares due to sales restrictions is only displayable from the terminals located in the country of origin. The sales restriction indicator is `–` sign near the carrier code `–TK`).

```
>FXOSLBEY05MAR-RT*VFR
FARES LAST UPDATED 05MAR 07:07 AM
OSL-BEY TUE-05MAR24 TK
MPM 3129 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           NOK     BASIS              MAX
  1 -TK     1748R VVFRRT   V        6/12M               R  EH
     PTC: VFR
  2 -TK     2300R LVFRRT   L        6/12M               R  EH
     PTC: VFR
  3 -TK     2961R TVFRRT   T        6/12M               R  EH
     PTC: VFR
  4 -TK     3666R QVFRRT   Q        6/12M               R  EH
     PTC: VFR
```

`FXALAJNB10OCT*GIT` : Displays group fares.

```
>FXALAJNB10OCT*GIT
 FARES LAST UPDATED 05MAR 07:22 AM
 ALA-JNB THU-10OCT24 TK                    UNSALEABLE FARES EXIST
 MPM 17641 AP 6878 EH
 PUBLIC/PRIVATE FARES
 PROVIDED BY ..ITA..
      CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS              MAX
   1  TK    649.00R VF2XPB   V         /12M                R  EH
      PTC: GIT
      TD:GV
   2  TK    659.00  OF2PXOW  O                             R  EH
      PTC: GIT
      TD:GV
```

`FXSINPAR05MAR*CNN` : Displays child discounted far.

```
>FXSINPAR05MAR*CNN
FARES LAST UPDATED 05MAR 08:18 AM
SIN-PAR TUE-05MAR24 TK
MPM 11422 TS 15409 AP 8360 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           SGD     BASIS              MAX
  1  TK    100.50  WF2PROW  W    |                        R  EH
     PTC: CNN
     TC:WF2PROWCH
  2  TK    106.50R UF3XPC   U    |  V/3M                 R  EH
     PTC: CNN
     TC:UF3XPCCH
  3  TK    141.00  WF1PROW  W    |                        R  EH
     PTC: CNN
     TC:WF1PROWCH
```

`FXSELLON05MAR*STU` : Displays special discounted student private fares.

```
>FXSELLON05MAR*STU
FARES LAST UPDATED 05MAR 08:18 AM
SEL-LON TUE-05MAR24 TK
MPM 8378 TS 11761 AP 8920 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           KRW     BASIS              MAX
  1 -TK    99450R USTURT   U   3|   /12M                 R  TS
     PTC: STU
     TD:SD15
  2 -TK    184450R USTURT  U   3|   /12M                 R  TS
     PTC: STU
     TD:SD15
```

`FXPARSIN10JUL*DIS` : Displays disabled discounted fares

```
>FXPARSIN10JUL*DIS
FARES LAST UPDATED 05MAR 08:44 AM
PAR-SIN WED-10JUL24 TK
MPM 11422 TS 15409 AP 8360 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1 -TK    216.75  TN2XPBOS  T                           R  EH
     PTC: DIS
  2 -TK    236.25R VN3XPBSB  V          /3M              R  EH
     PTC: DIS
  3 -TK    257.25  QN2PXOWS  Q                           R  EH
     PTC: DIS
  4 -TK    280.50R LN2XPBSB  L          /12M             R  EH
     PTC: DIS
```

`FXPARSEL05MAR//TCCWEB` : Displays Corporate fares issued via WEB.

```
>FXPARSEL05MAR
FARES LAST UPDATED 05MAR 11:59 AM
PAR-SEL TUE-05MAR24 TK
MPM 8358 TS 12022 AP 8689 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1 -TK    103.88R UN3XPC    U    3   V/12M               R  TS
     ACCT: TCCWEB
     TD:TP02
  2 -TK    152.88R WN3XPC    W    3   V/12M               R  TS
     ACCT: TCCWEB
     TD:TP02
  3 -TK    199.92R PN3XPC    P    3   V/12M               R  TS
     ACCT: TCCWEB
```

`FXZRHIST//IOM` : Displays private fares of International Organization of Migration.

`FXISTFRA05MAR//CRUISE` : Displays private filing Cruise fares.

```
>FXISTFRA05MAR
FARES LAST UPDATED 05MAR 11:33 AM
IST-FRA TUE-05MAR24 TK
MPM 1392 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK     4.00   WCRUOW    W   3|          01NOV -31MAR  R  EH
     ACCT: CRUISE
     TD:CR
  2 -TK     6.00   PCRUOW    P   1|                       R  EH
     ACCT: CRUISE
     TD:CR
```

`FXLISSIN10SEP*SEA` : Displays private filing Seamen fares.

```
>FXLISSIN10SEP*SEA
FARES LAST UPDATED 05MAR 08:33 AM
LIS-SIN TUE-10SEP24 TK                    UNSALEABLE FARES EXIST
MPM 12486 TS 15193 AP 8929 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  1 -TK    428.00  QSEA     Q                           R  EH
     PTC: SEA
  2 -TK    498.00  ESEA     E                           R  EH
     PTC: SEA
  3 -TK    569.00  OSEA     O                           R  EH
     PTC: SEA
```

`FXISTJED09MAY24*PIL//HAC1` : HADJ fares (there are different account codes for this market) (HAC1 HAC2 HAC3 HAC4 HAC5 HAC6 HAC7 HAC8 HAC9)

```
>FXISTJED09MAY24*PIL
 FARES LAST UPDATED 05MAR 11:33 AM
 IST-JED THU-09MAY24 TK
 MPM 1774 EH
 PRIVATE FARES
 PROVIDED BY ..ITA..
      CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS              MAX
   1 -TK    590.00R GLLHACTR G         /2M   09MAY -24MAY  R  EH
      PTC: PIL
   2 -TK   1040.00R JLLHACTR J         /2M   09MAY -24MAY  R  EH
      PTC: PIL
```

`FXISTMED05MAR*PIL//UMR1` : UMRAH fares (there are different account codes for this market)(UMR1 UMR2 UMR3 KON1 KON2 KON3)

```
>FXISTMED05MAR*PIL
FARES LAST UPDATED 05MAR 11:33 AM
IST-MED TUE-05MAR24 TK                          AIRPORT FARES
MPM 1558 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS              MAX
ISTMED
  1 -TK    276.75R GNUMREPG G         /90                 R  EH
     PTC: PIL
     TC:GNUMREPGSD
     TD:PILSTU
SAWMED
  2 -TK    276.75R GNUMREPG G         /90                 R  EH
     PTC: PIL
     TC:GNUMREPGSD
     TD:PILSTU
```

`FXESBFRA*LBR//LBR` : Fares of foreign passport holders working and residing in Turkiye.

```
>FXESBFRA06MAR*LBR
FARES LAST UPDATED 06MAR 10:28 AM
ESB-FRA WED-06MAR24 TK
MPM 1639 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK    22.10R WDL       W        7/12M  01NOV -31MAR  R  EH
     PTC: LBR
     TD:FB15
  2 -TK    42.50R PDL       P        7/12M                R  EH
     PTC: LBR
     TD:FB15
```

`FXMUCIST10MAR*ITX` : Displays IT fares.

```
>FXMUCIST10MAR-RT*ITX
FARES LAST UPDATED 07MAR 10:08 AM
MUC-IST SUN-10MAR24 TK
MPM 1174 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1 -TK    32.00R WEIT1M    W    2  V/1M    01NOV -31MAR  R  EH
     PTC: ITX
  2 -TK    32.00R WEIT1M    W    2  V/1M    01NOV -31MAR  R  EH
     PTC: ITX
```

```
>FXLISIST07MAR*ITX
NO FARES FOUND FOR INPUT REQUEST
UNSALEABLE FARES MAY EXIST/ FU*
LOG ID:2653240307133315603 30E

>FU*
FARES LAST UPDATED 07MAR 10:08 AM
LIS-ISTTHU MAR 07 00:00:00 GMT+03:00 2024 TK
MPM 2409 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1 -TK   159.00R PLITX1M   P        V/1M    01OCT -30JUN  R  EH
     PTC: ITX
  2 -TK   188.00R VLITX1M   V        V/1M    01OCT -30JUN  R  EH
     PTC: ITX
  3 -TK   220.00R LLITX1M   L        V/1M    01OCT -30JUN  R  EH
```

`FXISTFRA16MAR*STU//DEMY` : Academic staff fare is displayed.

```
>FXISTFRA16MAR*STU//DEMY
FARES LAST UPDATED 16MAR 05:18 PM
IST-FRA SAT-16MAR24 TK                              AIRPORT FARES
MPM 1392 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
ISTFRA
  1 -TK     7.20R WDEMYRT   W   1|   /12M  01NOV -31MAR  R  EH
     ACCT: DEMY
     TD:SD10
  2 -TK     7.20R WDEMYRT   W   1|   /12M  01NOV -31MAR  R  EH
     ACCT: DEMY
     TD:SD10
```

`FXLISIST22MAR*MRE` : Turkish veteran relative discount.

```
FARES LAST UPDATED 22MAR 10:32 AM
LIS-IST FRI-22MAR24 TK
MPM 2409 EH
PRIVATE FARES
PROVIDED BY ..ITA..
    CX    FARE    FARE     C  AP  MIN/   SEASONS..... MR GI DT
          EUR     BASIS              MAX
  1 -TK    73.00  LLYCLOMR L   3         01OCT -30JUN  R EH
    PTC: MRE
    TD:MR50
  2 -TK    73.00  LLYCLOMR L   3         01OCT -30JUN  R EH
    PTC: MRE
    TD:MR50
```

21.2.3 OTHER FARE DISPLAY QUALIFIERS

`FXOSAFRA10AUG*NUC` : Displays fares in NUC values.

```
>FXOSAFRA10AUG*NUC
 FARES LAST UPDATED 05MAR 08:33 AM
 OSA-FRA SAT-10AUG24 TK
 MPM 7816 TS 11917 AP 9105 EH
 PUBLIC FARES
 JPY CURRENCY FARES EXIST
 PROVIDED BY ..ITA..
      CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            NUC     BASIS               MAX
   1  TK    525.37  QHXR3PXO  Q              01JUL -20SEP  R  TS
   2  TK    572.52  EHXR3PXO  E              01JUL -20SEP  R  TS
   3  TK    572.52  QHR3PXO   Q              01JUL -20SEP  R  TS
   4  TK    619.67  OHXR3PXO  O              01JUL -20SEP  R  TS
   5  TK    619.67  EHR3PXO   E              01JUL -20SEP  R  TS
   6  TK    623.04R LHXR3PC   L    |  V/1M   01JUL -20SEP  R  TS
```

`FXOSAFRA10AUG*LOC` : Displays fares back in local currency again.

```
>FXOSAFRA10AUG*LOC
FARES LAST UPDATED 05MAR 08:43 AM
OSA-FRA SAT-10AUG24 TK
MPM 7816 TS 11917 AP 9105 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           LOC     BASIS               MAX
  1  TK    78000   QHXR3PXO  Q              01JUL -20SEP  R  TS
  2  TK    85000   EHXR3PXO  E              01JUL -20SEP  R  TS
  3  TK    85000   QHR3PXO   Q              01JUL -20SEP  R  TS
  4  TK    92000   OHXR3PXO  O              01JUL -20SEP  R  TS
```

`FXBKKLON01OCT` : After city pair and date entry, if no currency information is entered, system displays fares in local currency.

```
>FXBKKLON01OCT
FARES LAST UPDATED 07MAR 10:29 AM
BKK-LON TUE-01OCT24 TK
MPM 10911 TS 14452 AP 7748 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           THB     BASIS               MAX
  1  TK     8550   LF2XPBO   L   3|                       R  EH
  2  TK    10800   TF2XPBO   T   3|                       R  EH
  3  TK    13155R  LF2XPB    L   3|  V/12M                R  EH
  4  TK    13500   QF2PXOW   Q                           R  EH
  5  TK    16410   EF2PXOW   E                           R  EH
```

`FX05MARISTDLM:USD` : If this entry is made from a terminal in Turkiye, system displays domestic published fares in USD.

```
>FXISTDLM05MAR:USD
FARES LAST UPDATED 05MAR 09:45 AM
IST-DLM TUE-05MAR24 TK                              AIRPORT FARES
MPM EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX     FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS           MAX
SAWDLM
  1  TK    219.00  Y         Y                            R  EH
ISTDLM
  2  TK    219.00  Y         Y                            R  EH
  3  TK    328.00  C         C                            R  EH
SAWDLM
  4  TK    328.00  C         C                            R  EH
```

`FX05MARISTDLM` : If this entry is made from a terminal outside of Turkiye, special domestic fares, which can only be sold by TK offices, are displayed.

```
>FXISTDLM05MAR
FARES LAST UPDATED 05MAR 10:07 AM
IST-DLM TUE-05MAR24 TK                              AIRPORT FARES
MPM EH
PUBLIC/PRIVATE FARES
PROVIDED BY ..ITA..
     CX     FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS           MAX
SAWDLM
  1 -TK     50.00  LDOMOWAJ  L                            R  EH
  2 -TK     80.00  TDOMOWAJ  T                            R  EH
ISTDLM
  3 -TK     90.00  QDOMD     Q                            R  EH
SAWDLM
  4 -TK    100.00  QDOMOWAJ  Q                            R  EH
  5 -TK    100.00R LDOMAJ    L                            R  EH
```

`FXPRGDXB@C` : Displays fares only in business cabin for the city pair.

`FXPRGDXB@Y` : Displays fares only in economy cabin for the city pair.

`FXPRGDXB-B` : Displays fares only in B class.

```
>FXPRGDXB05MAR
FARES LAST UPDATED 05MAR 10:07 AM
PRG-DXB TUE-05MAR24 TK
MPM 3981 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX     FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            CZK     BASIS           MAX
  1  TK     24025  BNOW      B                            R  EH
  2  TK     39960R BNRT      B        /12M                R  EH
```

FXCCOLON*NUC : Displays fares in NUC value.

FXMELIST05JUL/2 : ½ RT fares in NUC are displayed.

```
>FXMELIST05JUL
FARES LAST UPDATED 05MAR 10:18 AM
MEL-IST FRI-05JUL24 TK          HALF RT VALUES
MPM 13006 TS 16963 AP 11527 EH
PUBLIC FARES
AUD CURRENCY FARES EXIST
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           NUC     BASIS             MAX
  1  TK   278.21R UPC2YY8   U  14|  6/12M                 R  EH
  2  TK   315.95R WPC2YY8   W  14|  6/12M                 R  EH
  3  TK   353.37R PPC2YY8   P  14|  6/12M                 R  EH
  4  TK   368.34R WPC2YY9   W  14|  6/12M                 R  EH
```

FX*LOCAL : Adjusts the terminal display fares in local currency.

FX03JUNISTNYC:AP : Displays fares without advance purchase restriction.

```
>FXISTNYC03JUN:AP
FARES LAST UPDATED 05MAR 10:18 AM
IST-NYC MON-03JUN24 TK
MPM 6004 AT 10083 PA
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  1  TK   542.00  HLT3XOX   H              01SEP -30JUN  R  AT
  2  TK   630.00  ALT3XOX   A              01SEP -30JUN  R  AT
  3  TK   729.00  MLT3XOX   M              01SEP -30JUN  R  AT
  4  TK   844.00  BLTOW     B              01SEP -30JUN  R  AT
  5  TK   974.00R HLT3XEX   H       /12M   01SEP -30JUN  R  AT
```

FX1OCTISTROM: NM: Displays fares without minimum stay restriction.
FX1OCTISTROM: NX: Displays fares without maximum stay restriction.
FX1OCTISTROM: MM: Displays fares without both minimum and maximum stay restriction.
FX1OCTISTROM: NR: Displays fares with no restrictions.
FXPARSEL05MAR.TS: Displays fares with TS global indicator.

```
>FXPARSEL05MAR.TS
FARES LAST UPDATED 05MAR 10:18 AM
PAR-SEL TUE-05MAR24 TK
MPM 8358 TS 12022 AP 8689 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS             MAX
  1  TK   106.00R UN3XPC    U   3   V/1M                  R  TS
  2  TK   156.00R WN3XPC    W   3   V/1M                  R  TS
  3  TK   204.00R PN3XPC    P   3   V/1M                  R  TS
  4  TK   253.00R VN3XPB    V       /3M                  R  TS
```

FXFRADYU20OCT24.T10JUN24 : If a forward ticketing date is entered, system displays fares for information only if next IATA ROE is determined.

```
>FXFRADYU20OCT24.T10JUN24
FARES LAST UPDATED 05MAR 10:28 AM
FRA-DYU SUN-20OCT24 TK
MPM 4198 TS 12433 AP 4251 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS              MAX
  1  TK   385.00R TLN2PX    T     1  V/12M  05SEP -14DEC  R  EH
  2  TK   475.00R QLN2PX    Q        V/12M  05SEP -14DEC  R  EH
  3  TK   575.00R ELN2PX    E        V/12M  05SEP -14DEC  R  EH
```

FXLONTUN.T05MAR22 : A maximum period of 2 years of backwards fare display is possible if outbound flight date and ticketing date is entered in order as in the entry. .**T** is the ticketing date qualifier. This entry is made for historical fare control of tickets issued.

```
>FXLONTUN05MAR.T05MAR22
 LON-TUN TUE-05MAR24 TK
 MPM 1360 EH
 * FARES FOR INFO ONLY * TICKETING DATE  05MAR
 PUBLIC FARES                                        HISTORY
 PROVIDED BY ..ITA..
      CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            GBP     BASIS              MAX
   1  TK   400.00R JXN3BX    J   7|  V/12M                R  EH
   2  TK   420.00R JN3BX     J   7|  V/12M                R  EH
   3  TK   550.00  ZXNOW     Z                           R  EH
```

FXHELMIA27JAN24.T10NOV23-RT*NUC : Displays fares in NUC values for a journey ticketing made on 10 November 23 and commenced on 27 January 2024.

```
>FXHELMIA27JAN24.T10NOV23-RT*NUC
HEL-MIA SAT-27JAN24 TK
MPM 6210 AT 11900 PA
* FARES FOR INFO ONLY * TICKETING DATE  10NOV
PUBLIC FARES                                      HISTORY
EUR CURRENCY FARES EXIST
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           NUC     BASIS              MAX
  1  TK    63.14R PN3XPC    P    |  V/12M                R  AT
  2  TK   115.76R VN3XPB    V       V/12M                R  AT
  3  TK   178.90R LN3XPB    L       V/12M                R  AT
```

`FXISTNYC16AUG24.T20DEC23*SNN` : Displays senior citizen discounted fares for a journey ticketed on 20 December 23 , commencing on 16 August 2024.

```
>FXISTNYC16AUG24.T20DEC23*SNN
IST-NYC FRI-16AUG24 TK
MPM 6004 AT 10083 PA
* FARES FOR INFO ONLY * TICKETING DATE  20DEC
PRIVATE FARES                                          HISTORY
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK   1118.60  YHTOW     Y              01JUL -31AUG  R  AT
     PTC: SNN
     TD:CD
  2 -TK   2023.00R YHTRT     Y        /12M  01JUL -31AUG  R  AT
     PTC: SNN
     TD:CD
  3 -TK   3054.90  CTOW      C                            R  AT
     PTC: SNN
     TD:CD
```

`FXISTCPT10OCT/L` : Displays fares in long mode (high low seasons together)

```
>FXISTCPT10OCT/L
FARES LAST UPDATED 05MAR 12:20 PM
IST-CPT THU-10OCT24 TK
MPM 6271 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK    518.00  TLT4PXOW T              01JAN -31DEC  R  EH
  2  TK    535.00R PLT3PX1M P    |  3/1M   01JAN -31DEC  R  EH
  3  TK    571.00  THT4PXOW T              01JAN -31DEC  R  EH
  4  TK    591.00  QLT4PXOW Q              01JAN -31DEC  R  EH
  5  TK    625.00R PHT3PX1M P    |  3/1M   01JAN -31DEC  R  EH
  6  TK    643.00  QHT4PXOW Q              01JAN -31DEC  R  EH
  7  TK    646.00R VLT5PX3M V       3/3M   01JAN -31DEC  R  EH
```

`FXISTCPT10OCT/S` : Displays fares in short mode.

.

```
>FXISTCPT10OCT/S
FARES LAST UPDATED 05MAR 12:09 PM
IST-CPT THU-10OCT24 TK
MPM 6271 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK    518.00  TLT4PXOW T              01JAN -31DEC  R  EH
  2  TK    535.00R PLT3PX1M P    |  3/1M   01JAN -31DEC  R  EH
  3  TK    591.00  QLT4PXOW Q              01JAN -31DEC  R  EH
  4  TK    646.00R VLT5PX3M V       3/3M   01JAN -31DEC  R  EH
```

FXISTCHI10MAY@TLT3PC*DIS : Displays fares with combination of date, fare basis and , PTC qualifiers.

```
>FXISTCHI10MAY@TLT3PC*DIS
FARES LAST UPDATED 05MAR 12:20 PM
IST-CHI FRI-10MAY24 TK
MPM 6576 AT 10960 PA
PRIVATE FARES
PROVIDED BY ..ITA..
     CX     FARE    FARE       C  AP  MIN/     SEASONS..... MR GI DT
            USD     BASIS             MAX
  1 -TK    363.00R TLT3PC     T    |  V/4M    01SEP -30JUN  R  AT
     PTC: DIS
     TD:SB
```

FX-OW : Changes current fare display to OW fares without changing other criteria.

FX15OCT : Changes current fare display to 15th of October without changing other criteria.

FXDMUC : Changes current fare display's arrival point as MUC without changing other criteria.

FXOANK-DFRA: Changes current fare display's both departure and arrival points, without changing other criteria.

FXPARPTY10JUN-K: Displays fares with K class.

```
>FXPARPTY10JUN
FARES LAST UPDATED 05MAR 12:20 PM
PAR-PTY MON-10JUN24 TK
MPM 6460 AT 14083 PA
PUBLIC FARES
PROVIDED BY ..ITA..
     CX     FARE    FARE       C  AP  MIN/     SEASONS..... MR GI DT
            EUR     BASIS             MAX
  1  TK   1713.00  KN1BOX     K                              R  AT
  2  TK   2635.00R KN1BX      K          /12M                R  AT
```

FXBKKIST30OCT*EUR : Displays fares in EUR.

```
>FXBKKIST30OCT*EUR
FARES LAST UPDATED 05MAR 12:36 PM
BKK-IST WED-30OCT24 TK
MPM 10340 TS 15968 AP 6360 EH
PUBLIC FARES
RATE USED IS BSR 1 TRY - 0.0295503 EUR
THB CURRENCY FARES EXIST
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1  TK    466.81  QY2PXOW   Q                           R  EH
  2  TK    538.23  EY2PXOW   E                           R  EH
  3  TK    585.41R LY2XP     L     |  V/12M               R  EH
  4  TK    620.86  OY2PXOW   O                           R  EH
  5  TK    674.49R TY2XP     T     |  V/12M               R  EH
```

FXAAABBB//ACCOUNTCODE : It is possible to display negotiated or TCC fares which are filed privately with this entry. Generally negotiated fares are displayable by authorized agencies whereas TCC fares can be displayed from most terminals.

```
FXNYCTBS06MAR//USANEGO
>FXNYCTBS06MAR
FARES LAST UPDATED 06MAR 08:24 AM
NYC-TBS WED-06MAR24 TK
MPM 6708 AT 9094 PA
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK    323.98R PV3XPC    P     | SU/4M   24DEC -08MAY  R  AT
     TD:FB03
  2 -TK    367.63R VLV3XPC   V     | SU/12M  24DEC -08MAY  R  AT
     TD:FB03
  3 -TK    422.06R LLV3XPC   L     | SU/12M  24DEC -08MAY  R  AT
     TD:FB06
```

```
FXBAKIST//CCC10056
>FXBAKIST06MAR
FARES LAST UPDATED 06MAR 08:14 AM
BAK-IST WED-06MAR24 TK                              AIRPORT FARES
MPM 1322 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
BAKSAW
  1 -TK     0.98   UCORP4    U                30OCT -16MAR  R  EH
     ACCT: CCC10056
     TD:FS02
  2 -TK     1.96R  WCOORP4   W          /12M  30OCT -16MAR  R  EH
     ACCT: CCC10056
     TD:FS02
```

FXLONIST:C : Displays fares with special discount rates (mark-up) applied to specific market or travel agency.

```
FXLONIST06MAR:C//AS46
>FXLONIST06MAR:C
 FARES LAST UPDATED 06MAR 08:44 AM
 LON-IST WED-06MAR24 TK
 MPM 1863 EH
 PRIVATE FARES
 PROVIDED BY ..ITA..
      CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            GBP     BASIS               MAX
   1 -TK     0.85R UYCLRUK   U   3|  V/3M                  R  EH
      TD:FB15
   2 -TK    17.85R WYCLR     W   3|  V/3M                  R  EH
      TD:FB15
   3 -TK    19.55  WYCLO     W   3|                        R  EH
      TD:FB15
```

FXB : Displays fares for reversed city pair.
ST : Changes fare display into time table display.
AV : Changes fare display into availability display.
FX* : Changes availability or time table display into fare display.

FXFRALON/LH : Displays the special fares for city pair of the carrier code specified (LH).

```
>FXFRALON06MAR/LH
FARES LAST UPDATED 06MAR 10:10 AM
FRA-LON WED-06MAR24 LH
MPM 474 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           EUR     BASIS               MAX
  1  LH    145.00  P10BUZP9  P  10|                       R  EH
  2  LH    206.00  ZEUBUZP9  Z    |                       R  EH
  3  LH    235.00R PEUBUZP8  P    |  V/12M                R  EH
  4  LH    335.00R ZEUBUZP8  Z    |  V/12M                R  EH
  5  LH    338.00  DEUBUZP9  D    |                       R  EH
  6  LH    555.00R DEUBUZP0  D    |   /12M                R  EH
  7  LH    560.00  CEUBUZP9  C    |                       R  EH
```

21.2.4 STAR ALLIANCE FARE PRODUCTS

`FXISTIST06MAR@RTW/TK` : Round the world fares.

```
>FXISTIST06MAR@RTW/TK
FARES LAST UPDATED 06MAR 09:45 AM
IST-IST WED-06MAR24 TK                                  AIRPORT FARES
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
ISTIST
  1  TK  2360.00R YRWSPCL   Q   7| 10/12M                 R  RW
SAWSAW
  2  TK  2360.00R YRWSPCL   Q   7| 10/12M                 R  RW
  3  TK  2813.00R YRWSPCL1  Q   7| 10/12M                 R  RW
ISTIST
  4  TK  2813.00R YRWSPCL1  Q   7| 10/12M                 R  RW
  5  TK  2949.00R YRWSTAR1  M   7|  3/12M                 R  RW
SAWSAW
```

`FXBKKBKK10APR@CTF/TK` : Circle fares.

```
>FXBKKBKK10APR@CTF/TK
FARES LAST UPDATED 06MAR 09:55 AM
BKK-BKK WED-10APR24 TK
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           THB     BASIS               MAX
  1  TK    95022R YCPSTAR1  M   7|  7/6M                  R  CT
  2  TK   113025R YCPSTAR2  M   7|  7/6M                  R  CT
  3  TK   166961R CCPSTAR1  D   7|  7/6M                  R  CT
  4  TK   201219R CCPSTAR2  D   7|  7/6M                  R  CT
```

21.2.5 FARE DISPLAY FOLLOW UP ENTRIES

FR*8 : Routing information of the fare in the 8th line is displayed. (Non-directional routing information is also displayed, but this is no restriction to FQ)

```
>FR*8
IST-AKL WED-6MAR24 TK
ADULT FARES
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  8  TK   966.00  QOX1YY   Q    |                        R  EH

SPECIFIED          ROUTE: 85

IST-TK-KUL/HKG-MH/NZ-AKL V.V
IST-HKG/TPE/SIN/SGN/MLE/KUL/ULN/HAN/DEL/DAC/CMB/BOM/BKK-GA/HX/TG
/SQ/PG/PR/OD/MU/KQ/MH/FM/CX/CI/CA/BR/BL/3K/TK-TPE-TK/CI-AKL V.V
IST-HKG/TPE/SIN/SGN/MLE/KUL/ULN/HAN/DEL/DAC/CMB/BOM/BKK-GA/HX/TG
/SQ/PG/PR/OD/MU/KQ/MH/FM/CX/CI/CA/BR/BL/3K/TK-SIN-TK/NZ/SQ-AKL V.V
```

FU* : If fare display replies with **UNSALEABLE FARES** indicator, fares which cannot be sold from that terminal is displayed.

```
>FXBKKSYD10SEP/TG
FARES LAST UPDATED 06MAR 10:46 AM
BKK-SYD TUE-10SEP24 TG                    UNSALEABLE FARES EXIST
MPM 5614 EH
PUBLIC FARES
USD CURRENCY FARES EXIST
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           THB     BASIS             MAX
  1  TG     8520  VLOSTC   V                            R  EH
  2  TG     9560  SLOSTC   S                            R  EH
  3  TG    10650  VLOST    V                            R  EH
```

```
>FU*
FARES LAST UPDATED 06MAR 10:46 AM
BKK-SYDTUE SEP 10 00:00:00 GMT+03:00 2024 TG
MPM 5614 EH
PUBLIC FARES
THB CURRENCY FARES EXIST
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  1  TG   311.00  VLOSTU   V                            R  EH
  2  TG   349.00  SLOSTU   S                            R  EH
  3  TG   393.00  KLOSTU   K                            R  EH
  4  TG   444.00  TLOFXU   T                            R  EH
```

FXC*24 : Displays TK fare basis code and booking class exceptions for the fare on the 1st line in the fare display.

```
>FXC*1
001 IST-MVD 07MAR TK USD1114.00 LT3PX STAY- V/12MBK-L/
FARE CLS   EXPLANATION                    BOOK CODES
--------   --------------------           ----------
LT3PX                                      L

BOOKING CODE EXCEPTIONS
   VIA  TK  Y     REQ                        TR  TR
   VIA  TK  Y     REQ                        TR  CY
```

FXC*3//LA : Displays other airline booking class exceptions for the fare on the 3RD line of the fare display.

```
FXC*3//LA
003 IST-MVD 07MAR TK USD1381.00 QT3XEX STAY- /12MBK-Q/
FARE CLS   EXPLANATION                    BOOK CODES
--------   --------------------           ----------
QT3XEX                                     Q

BOOKING CODE EXCEPTIONS FOR CARRIER : LA
   VIA  TK  Y     REQ                        TR  TR
   VIA  TK  Y     REQ                        TR  CY
IF VIA  TK
   VIA  LA  G     R/AV
IF VIA  TK
   VIA  LA  O     R/AV
IF VIA  TK
   VIA  LA  Q     R/AV
IF VIA  TK
   VIA  LA  N     R/AV
IF VIA  TK
   VIA  LA  S     R/AV
```

FZS1.LON : Converts the fare on the 1st line to the currency of city specified.

```
>FZS1.LON
RATES LAST UPDATED  06MAR 00:00 AM
MIA-IST WED-06MAR24 TK
TAXES/FEES NOT INCLUDED
ADULT FARES
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  1  TK   314.00R VLT3PC    V   3|  V/3M   01SEP -30JUN  R  AT

EQU GBP248.00
BANK SELLING RATE  1USD EQUALS 0.78879374 GBP
```

FZS3 : Converts the fare on the 3rd line to the currency of terminal. (Uses ICER selling rate)

```
>FZS3
RATES LAST UPDATED  06MAR 00:00 AM
MIA-IST WED-06MAR24 TK
TAXES/FEES NOT INCLUDED
ADULT FARES
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
  3  TK   444.00R TLT3PC   T    |  V/4M   01SEP -30JUN  R  AT

EQU TRY13970.00
BANK SELLING RATE  1USD EQUALS 31.4635 TRY
```

FH*2 : Gives summary of the fare displayed on the 2nd line of fare display.

```
>FH*2
IST-MIA MON-03JUN24 TK
TAXES/FEES NOT INCLUDED
ADULT FARES
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS             MAX
 2   TK   374.00R LLT3PC   L    |   V/3M 01SEP -30JUN   R  AT
               MIAIST  TK
AMOUNT:         USD/ 374.00
NUC EQUIV:      NUC/ 374.00
FBC:            LLT3PC
TRVL EFF/DIS:   22JAN22  OPEN
TKT EFF/DIS:    21DEC17
TRAVEL COMP:
FOOTNOTE:       3X
FARE USAGE:     RT
GLOBAL DIR:     AT
FARE TYPE:      XPC
CONST ZONES:
SUPP/TARIFF:    ATP   1/001
ROUTE/MIL:      001/2002
RULE NUMBER:    001/TRPR
PASNGR TYPE:    ADT
DAY TYPE:
SEASON TYPE:
NORMAL/SPECL:   SPECIAL
DISPLAY CAT:    E
```

FN*1 : Displays the fare note categories for the 1st fare on the fare display.

```
FN*1
BRAND TYPE : RESTRICTED
001 IST-MVD MON-10JUN24 TK USD1114.00 LT3PX STAY- V/12MBK-L/
4.FLT APPS       5.ADV RES/TKTG  6.MIN STAY      7.MAX STAY
8.STOPOVERS      9.TRANSFERS     10.COMBINATIONS 12.SURCHARGES
15.SALES RESTR   16.PENALTIES    18.TKT ENDORSE  19.CHILDREN
22.OTHER DISC    23.MISC         31.VOL CHANGES  33.VOL REFUNDS
50.APPLICATION
```

FN*1/P4.5.7 : Displays 4th and 7th paragraphs of the fare note of the 1st fare in the fare display.

```
>FN*1/P4.7
BRAND TYPE : PROMOTIONAL
001 IST-MIA MON-03JUN24 TK USD314.00 VLT3PC STAY- V/3MBK-V/
4.FLT APPS
  THE FARE COMPONENT MUST NOT BE ON
      ONE OR MORE OF THE FOLLOWING
        TK FLIGHTS 9701 THROUGH 9702.
  AND
  THE FARE COMPONENT MUST BE ON
      ONE OR MORE OF THE FOLLOWING
        ANY TK FLIGHT OPERATED BY TK.
7.MAX STAY
  TRAVEL FROM LAST STOPOVER MUST COMMENCE NO LATER THAN 3
  MONTHS AFTER DEPARTURE FROM FARE ORIGIN.
```

FN*ALL : Displays full fare note after paragraph menu is displayed.
FN*1/ALL : Displays the full fare note for the 1st fare on the fare display.
FN* : Retrieves the last fare note displayed.
FN*P3 : Displays the 3rd paragraph of note in paragraph summary display

21.2.6 FARE NOTE TERMINOLOGY

Accompanied Travel	: Rule for travel together (Cat 13).
Add-on	: Add-on fare for thoroughfare construction.
Advance Reservations Ticketing	: Rule for advance purchase, ticketing, reservation (Cat 5).
After Departure	: After commencement of journey.
Agent Discount	: Rule for travel agency staff discount. (Cat 21)
Application	: Rule for fare application (Cat 50).
Before Departure	: Unused ticket.
Black-outs	: Restricted period for fare (Cat 11).
Cancellation	: Refund and cancellation (Cat 16).
Change	: Rebooking rerouting (Cat 16).
Child Infant Discounts	: Discount application for child and infant passengers (Cat 19).
Circle trip	: Return trip journey with unequal fare components.
Combinations	: Rule for combination (Cat 10).
Day/Time	: Rule for day/time application (Cat 2).
Deposits	: Group deposit.
Discounts	: Mandatory discounts (Cat 12).
Eligibility	: Eligible passenger type, required documents (Cat 1).
End-on combination	: Pricing unit combination at fare construction points.
Fare by rule application	: Discount of private filing fares (Cat 25)
Fare Component	: Fare component.
Fare Origin	: Origin point of the journey.
Flight Applications	: Flight application (Cat 4).
Groups	: Group application (Cat 26).
HIP / Mileage Exceptions	: HIP (Higher intermediate point) Mileage exceptions (Cat 17).
Maximum Stay	: Maximum stay, fare validity (Cat 7).
Medical Reason	: Medical reasons.
Minimum Stay	: Minimum stay application (Cat 6).
Miscellaneous Provisions	: Miscellaneous provisions (Cat 23).
Negotiated Fares	: Negotiated fares (Cat 35).
Open Jaw	: Interrupted journeys.
Other Discounts	: Other discounts (Youth, senior, disabled, student…etc.). (Cat 22)
Penalty	: Penalty changes, cancellation (Cat 16).
Pricing Unit	: Part of a journey that can be ticketed separately.
Private Fares	: Fares filed privately.
PTA	: Payment made outside the country of origin.
Public Fares	: Public fares, globally published.
RBD	: Reservation booking designator / Reservation class.
Round Trip	: Return trips with two equal fare components.
Sales Restrictions	: Sales restrictions (Cat 15).
Seasons	: Season application (Cat 3).
Side trip combination	: Pricing unit combination to/from en route points in the journey.
Stopovers	: Stopovers application (Cat 8).
Surcharges	: Surcharge application (Cat 12).
Transfers	: Transfers application (Cat 9).
Travel Restrictions	: Travel restrictions application (Cat 14).
Ticket Restrictions	: Ticket restrictions.
Ticket Endorsements	: Endorsement rule (Cat 18).
Tour Conductor Discount	: Tour conductor discount (Cat 20).
Tours	: Tour application (Cat 27).
Upgrade to Higher Fare	: Upgrading to a higher fare application (Cat 15).
Visit Another Country	: Visit another country rule.
Voluntary Changes	: Voluntary changes automated (Cat 31).
Voluntary Refunds	: Voluntary refund automated (Cat 33).

21.3 FARE QUOTE

FARE QUOTE PRINCIPALS:

- System is capable of quoting journeys formed of maximum 16 segments and 8 fare components, by taking fare construction rules and fare rules into consideration.
- With one entry it is possible to quote up to 99 passengers.
- There can be up to 4 different passenger types in one quotation. System detects infant passenger from name field. If no other PTC is entered for other passengers, default passenger is accepted as adult by passenger. Passenger types other than adult and infant should be quoted with passenger type code (PTC).
- Unless a contradictory entry is made, system takes all segments into consideration with quotation.
- Unless a contradictory entry is made, system assumes that ticketing action will take place on the same day, in the country where the terminal fare quotation is made located in. To change this assumption, “country of sale and ticketing qualifier” is used.
- Another default fare quotation principal of the system is, unless a contradictory entry is made, it calculates price including taxes.
- Accompanied child, (CNN), child travelling with a group (GNN), IT child (INN), VFR child (VNN), family discounted child (ENN), labor passenger’s child (LNN) and labor passenger’s infant are quoted together with the adult passenger type they are travelling with in a combined entry.
- Best buy entry is not possible for booking code and fare basis code qualifiers.
- Some airlines have restrictions about age of passengers accompanying INF and CHD passengers. In that case adult passenger age must be entered during fare quotation.
- If there are multiple passengers in the PNR and different PTCs will be used, PTC must follow the passenger number. If passenger number is not given PTC will be valid for all passengers.
- After fare is quoted, fare notes can be displayed for all fare components separately.
- After the journey commences, especially for reissue transactions taking place outside the country of origin, city code of the original ticketing office must be entered.
- All qualifiers can be combined in any order, but if fare basis code (or booking class code) will be combined with segment and passenger type code, segment qualifier must be entered before fare basis code or booking code qualifier.
- TK’s fares that are filed to CRS’s can be calculated with automatic fare quotation. Fare like, stretcher, extra seat, cabin baggage, escort hostess that are not filed are calculated with manual entries.
- When ticketing date qualifier is used, system does not guarantee the fare. If fare quotation is not made with current date, during ticketing fare will be in manual status (B). In order to issue the ticket with fare guarantee, **CX** entry is made to remove the fare to history and fare must be quoted again.

- Open return tickets must have a date on return segment so that system can quote excursion fares with minimum and maximum stay restrictions.

- NVA/NVB is restricted to flights dates by the system, if fares paragraph 16 holds a penalty charge or indicates non-refundable. If there is no restriction, NVA/NVB is not restricted.

- If fare note holds a time limit restriction in means of hours, when fare is quoted, attention must be paid to the time and date given in `LAST DATE TO PURCHASE TICKET` line. This time limit must be compared with time limit given by Trophy system on the PNR and most restricted one is applied.

- All sales channels are obliged to keep for the next 2 years the required documents for all discounted tickets (disabled, youth, senior) and special fares (labor, seaman) discounted tickets and in case of audit, must be able to submit these documents.

- **Waiver of any category or force fare quotation of fare basis with @ , or any fare quotation entry which is not guaranteed by the system is under the responsibility of the staff/agent who makes the ticketing.**

21.3.1 FARE QUOTE TABLE

	FQ FARE QUOTE	FQBB FARE QUOTE BEST BUY	FQBC FARE QUOTE COMPARISON	FQBA BEST BUY REGARDLESS AVAILABILITY
DETAIL	System calculates the applicable fare for all segments and all passengers as adult on the PNR according to the booking class code used. If infant name is given in the name field, quotes infant fare for that passenger. System loads the fare on the PNR by considering that sales and ticketing will be done in the country where the quotation is made.	System gives best applicable fare for maximum 8 confirmed segments **by controlling availability.** Calculates the fare by considering that sales and ticketing will be done in the country where quotation is made.	System gives best applicable fare for maximum 8 confirmed segments **by controlling availability.** Compares FQ and FQBB results, shows the difference as saving. Calculates the fare by considering that sales and ticketing will be done in the country where quotation is made. .	System gives best applicable fare for maximum 8 segments **without controlling availability**. This function is used for information only. Calculates the fare by considering that sales and ticketing will be done in the country where quotation is made.
ENTRY	**FQ**	**FQBB**	**FQBC**	**FQBA**
REDISPLAY	**FQ***	**FQBB***	**FQBC***	**FQBA***
QUOTATION	**NO REBOOK REQUIRED** After FQ entry, fare is quoted on the PNR.	**REBOOK REQUIRED** After REBOOK both fare and booking class is automatically placed on the PNR.	**REBOOK REQUIRED** After REBOOK both fare and booking class is automatically placed on the PNR.	**REBOOK REQUIRED** Fare is quoted on the PNR after REBOOK is done manually, and one of FQ,FQBB or FQBC entries are done.
REBOOK		**FQBBK**	**FQBBK**	**MANUAL**

FARE QUOTE LADDER FORMAT: On an active transaction, after one of fare quotation entries is made, last fare quoted on the PNR can be displayed in ladder format. It is not possible to display ladder format on a PNR save with quotation and redisplayed.
Entry: **FQL** to redisplay: **FQL***

FARE QUOTE LINEAR FORMAT: On an active transaction, after one of fare quotation entries is made, last fare quoted on the PNR can be displayed in linear format. It is not possible to display linear format on a PNR save with quotation and redisplayed.
Entry: **F*Q**

21.3.2 FARE QUOTE STATUS CODES

Q	**Guaranteed**	Fare quoted by the system automatically. Q indicator is seen on the fare header.
B	**Not Guaranteed**	Fare quoted by the system automatically but is not guaranteed since modified manually by the user. B indicator is seen on the fare header.
M	**Not Guaranteed**	When fare lines are created manually M indicator is seen.
C	**System Generated**	Fare is quoted by the system automatically with a date indicator given by the user to waive advance purchase. User is responsible for this fare, there is no guarantee and C indicator is seen in the fare header.
A	**Guaranteed Private Fare**	Private fare is quoted by the system automatically. Fare header has 'A' indicator.
P	**Not Guaranteed Private Fare**	When automatically fare quoted private fare is modified by the user guarantee is removed by the system. There is P indicator in the fare header.
W	**Guaranteed Internet Sales**	Fares quoted on the Internet with guarantee. There is W indicator in the fare header.

21.3.3 FARE QUOTE ENTRIES

System quotes fares automatically by calculating TSC (Ticketing Service Charge), if applicable from that terminal, under tax code DU considering the range and cabin of the flight (if such different level is applied in the sales market of the related terminal.

After fare quotation is made, any manual modification or any rule waiver command; like `@`, `-@` is made, fare will be automatically out of **system guarantee**.

`FQ` : By accepting all passengers as adult, quotes fare for the booking class defined.

```
>FQ
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQG 1                  TRY     34547.00   6921.45     41468.45 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      41468.45
             LOG ID: 27902403061514004001O7
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 31.463TRY
    ADT      LAST DATE TO PURCHASE TICKET: 20JUN24 18:34(IST)
    ADT      E-TKT REQUIRED
             ADT      BAGGAGE ALLOWANCE 30K
```

IMPORTANT NOTE: After fare is quoted, `LAST DATE TO PURCHASE` information is sent from ITA. When giving time limit, date and time information must be taken into consideration. This time limit is compared with Trophy time limit and most restricted one is applied.

If there is not applicable fare for the booking class defined, system gives below warning response.

```
FQ
QPX-10404:
WARNING-NO-ANSWER

LOG ID:2654240316220359913369
```

FQL : After fare is quoted, fare can be displayed in ladder format.

```
FQG FLIGHT     DATE  DEP ARR    (DEP. CITY)    FARE  FLOWN   MPM
QUOTE 1  PSGR 1 ADT
 1 TK  730 M  20JUN  18350520        IST
 2                                   CMB          R   3909  3909
 2A                MT2XOX        **NUC     1098.00
                           TOTAL **NUC     1098.00
 2B TAX    102.43  M6   4562.21  YR    682.81  TR
 2C*FARE*USD 1098.00 EQU TRY 34547.00 TOTAL TRY 39894.45
E NONEND/TK ONLY
RATE USED IN EQU TOTAL IS BSR 1USD - 31.4635TRY
01 NVB20JUN/NVA20JUN
LAST DATE TO PURCHASE TICKET:20JUN24
E-TKT REQUIRED
*FARE GUARANTEED AT TICKET ISSUANCE*
TR   : TR  IST  20.0 EUR
M6   : TR  IST  3.0  EUR
YR   : -   IST  145.0USD
```

FQ/TADUEX : Fare quotation entry in case TSC is exempted.

FQ/TADU50.00EUR : TSC is quoted and calculated (if the terminal is set to another currency converts with BSR) as the amount that is entered.

FQ/TADU1000.00TRY : TSC is quoted as the amount that is entered.

F*Q : After fare is quoted fare can be displayed in linear format.

```
FQ-1 G06MAR24      ADT
  IST TK CMB 1098.00MT2XOX NUC1098.00END ROE1.00
  FARE USD 1098.00 EQU TRY 34547.00 TAX DU 1574.00 TAX M6 102.43
  TAX YR 4562.21 TAX TR 682.81 TOT TRY 41468.45
```

FI : Fare is ignored

```
PMW-FARE IGNORED
LOG ID:265424032215085717309 7
```

FQBB : Displays the best applicable and available fare for the itinerary which is booked for random **economy cabin classes** after checking the flight and fare tariff. To finalize the quotation and rebook the classes along with the fare **FQBBK** entry is made.

FQBB : Displays the best applicable and available fare for the itinerary which is booked for random **business cabin classes** after checking the flight and fare tariff. To finalize the quotation and rebook the classes along with the fare **FQBBK** entry is made.

```
>FQBB
                      BEST BUY QUOTATION
           LOWEST FARE AVAILABLE FOR THIS ITINERARY
                     REBOOK SEGMENTS 1L/2E
   PSGR   QUOTE BASIS          FARE    TAXES       TOTAL PSG DES
FQG 1     LHY3XP3M|   TRY     34337.00  12213.90     46550.90 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      46550.90
             LOG ID: 2790240306152927l402CC
    ADT      RATE USED IN EQU TOTAL IS BSR 1HKD - 4.021TRY
    ADT      LAST DATE TO PURCHASE TICKET: 20JUL24 17:29(IST)
    ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
             FEE.
    ADT      THIS TICKET IS NON-REFUNDABLE.
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
             ADT      BAGGAGE ALLOWANCE 30K
TO REBOOK ENTER >FQBBK
```

FQBBK : The entry that follows **FQBB** command, below screen is seen.

```
>FQBBK
                           BEST BUY REBOOK
                          REBOOK SUCCESSFUL
                        REBOOKED SEGMENTS 1L/2E
       PSGR                          FARE   TAXES       TOTAL PSG DES
FQG 1                TRY     34337.00  12213.90     46550.90 ADT
        GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      46550.90
                 LOG ID: 2790240306152927l402CC
                 ADT      BAGGAGE ALLOWANCE 30K
        ADT      RATE USED IN EQU TOTAL IS BSR 1HKD - 4.021TRY
        ADT      LAST DATE TO PURCHASE TICKET: 20JUL24 17:29(IST)
        ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
                 FEE.
        ADT      THIS TICKET IS NON-REFUNDABLE.
        ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE
```

FQBBCP** :If a segment is booked from a random economy class, FQBB function quotes best available and applicable economy fares, if the best buy result is requested in business class for an economy segment booked this entry will find best buy business class fare.

```
1 TK 716 Y  TH 20JUN  ISTDEL HS1   2020 0440*CABIN CE
>FQBB**CP
                    BEST BUY QUOTATION
          LOWEST FARE AVAILABLE FOR THIS ITINERARY
                    REBOOK SEGMENTS 1K
   PSGR   QUOTE BASIS          FARE    TAXES      TOTAL PSG DES
FQG 1        KT1BOX  TRY    65260.00   8658.56    73918.56 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****     TRY     73918.56
             LOG ID: 2653240319094140 5602C3
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 32.179TRY
    ADT      LAST DATE TO PURCHASE TICKET: 20JUN24 20:19(IST)
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
TO REBOOK ENTER >FQBBK
FQBBK
1 TK 716 K  TH 20JUN  ISTDEL HS1   2020 0440*CABIN CE
```

```
    1 TK  42 C  SA 20JUL  ISTJNB HS1   0145 1020 CABIN CE
    2 TK  43 C  TU 30JUL  JNBIST HS1   1825 0500*CABIN CE
    FQBB

    >FQBB
                        BEST BUY QUOTATION
              LOWEST FARE AVAILABLE FOR THIS ITINERARY
                        REBOOK SEGMENTS 1K/2K
       PSGR   QUOTE BASIS          FARE   TAXES      TOTAL PSG DES
    FQG 1         KT2BX  TRY    94840.00  21560.53   116400.53 ADT
        GUARANTEED
    GRAND TOTAL INCLUDING TAXES ****     TRY    116400.53
                 LOG ID: 2653240307141836 21706E
        ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 31.602TRY
        ADT      LAST DATE TO PURCHASE TICKET: 20JUL24 01:44(IST)
        ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
                 FEE.
        ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
                 BAG - UPTO70LB 32KG AND62LI 158LCM UP TO 70 LB/32
                 KG UP TO 62 Lİ/158 LCM
                 ADT      BAGGAGE ALLOWANCE 2PC
    TO REBOOK ENTER >FQBBK
```

```
FQBBK

>FQBBK
                              BEST BUY REBOOK
                             REBOOK SUCCESSFUL
                           REBOOKED SEGMENTS 1K/2K
       PSGR                            FARE    TAXES      TOTAL PSG DES
    FQG 1                   TRY     94840.00  21560.53   116400.53 ADT
        GUARANTEED
    GRAND TOTAL INCLUDING TAXES ****      TRY    116400.53
                  LOG ID: 2653240307141836217O6E
                  BAG - UPTO70LB 32KG AND62LI 158LCM UP TO 70 LB/32
                  KG UP TO 62 Lİ/158 LCM
                  ADT      BAGGAGE ALLOWANCE 2PC
        ADT       RATE USED IN EQU TOTAL IS BSR 1USD - 31.602TRY
        ADT       LAST DATE TO PURCHASE TICKET: 20JUL24 01:44(IST)
        ADT       CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
                  FEE.
        ADT       CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.

1 TK   42 K   SA 20JUL   ISTJNB HS1    0145 1020 CABIN CE
2 TK   43 K   TU 30JUL   JNBIST HS1    1825 0500*CABIN CE
```

FQ.Y : System calculates the fare for the itinerary with the given class does not load the fare to the PNR.

```
>FQ.Y
       PSGR                            FARE    TAXES      TOTAL PSG DES
    FQG 1                   TRY     94969.00  12213.90   107182.90 ADT
        GUARANTEED
    GRAND TOTAL INCLUDING TAXES ****      TRY    107182.90
                  LOG ID: 278E24030615555410516D
        ADT       RATE USED IN EQU TOTAL IS BSR 1HKD - 4.021TRY
        ADT       LAST DATE TO PURCHASE TICKET: 20JUL24 17:29(IST)
        ADT       E-TKT REQUIRED
                  ADT      BAGGAGE ALLOWANCE 30K
    UNABLE TO FILE - BOOKING CLASS OVERRIDE
```

FQ*USD : Quotes fares with currency USD. (This entry is used for offices which uses USD currency (not local) with accounting and sales)

FQ*EUR : Quotes fares with currency EUR. (This entry is used for offices which uses EUR currency (not local) with accounting and sales)

FQBA : Displays the best applicable fare for the itinerary that is created with any RBD without checking the availability of the flights as information. For quotation of the fare segments must be rebooked to the classes system advises manually, if available.

```
>FQBA
                        BEST BUY QUOTATION
      LOWEST FARE FOR THIS ITINERARY - FOR INFORMATION ONLY
                           BOOK IN 1V/3L
    PSGR    QUOTE BASIS          FARE    TAXES       TOTAL PSG DES
 FQG 1         VT3XP|   TRY     30292.00  15672.24     45964.24 ADT
     GUARANTEED
 GRAND TOTAL INCLUDING TAXES ****      TRY      45964.24
               LOG ID: 2653240312085649604354
               ADT       BAGGAGE ALLOWANCE 30K
```

FQ.PAR : System quotes fare as if sales and ticketing will be made in Paris.

FQ@VT2PC3M : With quotations made with @ entry, it is expected that system will ignore the RBD and rules and forces the fare on the itinerary. This format forces the fare basis modified by checking the rules but ignoring the RBD (Reservation Booking Designator) used. If any other category has a failure than system respond as below.

```
QPX-10404:
WARNING-NO-ANSWER

LOG ID:2653240312090255554378
```

FQ-@VT2PC3M : If fare basis modified entry **FQ@FARE BASIS** is not successful as above, due a category failure, system will give category of failure in the response. If, on all conditions fare will forced by waiving not only RBD but also the categories with **FQ-@FARE BASIS** entry.

```
>FQ-@VT2PC3M
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQM 1                 TRY     21705.00  13474.32     35179.32 ADT
GRAND TOTAL INCLUDING TAXES ****      TRY      35179.32
              LOG ID: 2653240312090359518 37F
    ADT       RATE USED IN EQU TOTAL IS BSR 1USD - 31.919TRY
    ADT       LAST DATE TO PURCHASE TICKET: 15MAR24 23:59(IST)
    ADT       E-TKT REQUIRED
              ADT       BAGGAGE ALLOWANCE 30K
FARE BASIS CODE MODIFIED FARE
```

FQ*DIS : Quotes fare with disabled discount.

FQ/*6 : If the category that will be waived is known, by entering its number fare can be quoted, RBD must be correct.

```
>FQ/*6
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQM 1                  TRY    26528.00  21033.31     47561.31 ADT
GRAND TOTAL INCLUDING TAXES ****      TRY      47561.31
              LOG ID: 278D240306160746791 37A
    ADT       RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
    ADT       LAST DATE TO PURCHASE TICKET: 20JUN24 20:49(IST)
    ADT       CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
              FEE.
    ADT       THIS TICKET IS NON-REFUNDABLE.
    ADT       CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT       E-TKT REQUIRED
              ADT       BAGGAGE ALLOWANCE 30K
```

FQ@BYRT*RP20 : Force quotes fare basis BYRT waiving RBD rules, makes %20 discount from fare and gives final total including taxes.

FQTE-YR@BYRT*RP100: Force quotes fare basis BYRT waiving RBD rules, makes %100 discount
from fare and gives final total including all taxes except YR.

FQTE-TR@BNRT*RP90*EUR : Force quotes BTRT fare basis waiving RBD rules, makes %90 discount and gives total in EUR's excluding TR tax.

```
>FQTE-TR@BNRT*RP90*EUR
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQM 1                  EUR       271.00    606.98       877.98 RP90
GRAND TOTAL INCLUDING TAXES ****      EUR        877.98
    RP90      TAX EXEMPTED - TR
              LOG ID: 278D240306160916585305
    RP90      RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
    RP90      LAST DATE TO PURCHASE TICKET: 20JUN24 20:49(IST)
    RP90      E-TKT REQUIRED
              ADT       BAGGAGE ALLOWANCE 30K
FARE BASIS CODE MODIFIED FARE
```

FQTE@BYRT*RP90 : Force quotes BYRT fare basis waiving RBD rules; makes %90 discounts and gives total by excluding all taxes.

FQ@W5PROOW/*5 : Force quotes the fare basis without considering Cat 5 AP restrictions.

FQS1-2@TT2XP.3@TT2PX : Force quotes segment 1 and 2 TT2XP, segment 3 TT2PX fare basis.

FQTE-YR/S1-2-@QS1XPX.3-@G1PCVNOW.4-5-@SS1XEX*RP100: Force quotes for segment 1 and 2 fare basis QS1XPX, 3 fare basis G1PCVNOW, 4 and 5 fare basis SS1XEX, excludes YR and makes %100 discount.

FQ/*3/4/12 : Quotes fare for the selected class by waiving Cat 3,4,12.

FQBB*SNN70 : Quotes best buy senior citizen discounted fare. Since the system is modified to find the best buy fare, if any adult type of available fare is less than fares allowing discount, compares them and would give the cheapest result.

FQBB-*SNN70 : This entry makes the system find the best buy available fare with senior citizen applicable, ignores lower undiscounted fare if there is.

FQ.T15SEP : System quotes fare assuming the ticketing **will be done** on 15th November. Ticketing date is considered for future.

FQ.T10SEP23 : System quotes fare assuming ticketing **was done** on 10Sep23. (Historical flown segments are considered)

```
>FQ.T10SEP23
    PSGR                        FARE   TAXES      TOTAL PSG DES
 FQ? 1-2              TRY    31794.00   8372.21    80332.42 ADT
 GRAND TOTAL INCLUDING TAXES ****     TRY     80332.42
              LOG ID: 27902403061619431612 1E
     ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 26.853TRY
     ADT      LAST DATE TO PURCHASE TICKET: 08MAR24 05:04(IST)
     ADT      E-TKT REQUIRED
              BAG - PIECE UP TO 23 KG Up to 50 lb/23 kg Up to 62
              li/158 lcm
     ADT
 --HISTORICAL QUOTATION IS AN INFORMATIVE RESULT
              ONLY,SHOULD NOT BE USED FOR SERVICE OF AUTOMATED
              REISSUE APPLICABLE TICKETS
  AND SHOULD BE USED
              FOR OTHER TICKETS WITH CAREFUL CHECK OF FARE
              RULES--
              ADT      BAGGAGE ALLOWANCE 2PC
```

FQTE-DE : Quotes fare by excluding tax coded DE (If passenger is exempted from more than one tax between taxes – sign is added.

```
>FQTE-DE
   PSGR                         FARE   TAXES      TOTAL PSG DES
FQM 1                 TRY    17753.00  12208.02    29961.02 ADT
GRAND TOTAL INCLUDING TAXES ****     TRY     29961.02
    ADT      TAX EXEMPTED - DE
             LOG ID: 279024030616223062304E
    ADT      RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
    ADT      LAST DATE TO PURCHASE TICKET: 07MAR24 09:14(IST)
    ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
             FEE.
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT      E-TKT REQUIRED
             ADT      BAGGAGE ALLOWANCE 30K
```

FQP2/TE-PK*-TR*-ES*-YR :Quotes fare for 2nd passenger by exempting Turkish, Pakistani, Spain country taxes and YR surcharge.

FQTE-DE* : Quotes fare by exempting all taxes of Germany.

```
>FQTE-DE*
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQM 1                 TRY     17753.00  10480.50     28233.50 ADT
GRAND TOTAL INCLUDING TAXES ****      TRY      28233.50
    ADT       TAX EXEMPTED - DE OY RA
              LOG ID: 278D2403061623343693l3
    ADT       RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
    ADT       LAST DATE TO PURCHASE TICKET: 07MAR24 09:14(IST)
    ADT       CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
              FEE.
    ADT       CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT       E-TKT REQUIRED
              ADT       BAGGAGE ALLOWANCE 30K
```

FQBB*SEA: Labor, group, IT , Seamen different ADT type of fares, when quoting for best buy fare for these passenger types, if there is an available and lower level of fare for normal ADT passenger fare, system presents this fare as best buy result and ignores the passenger type requested.

```
>FQBB*SEA
                      BEST BUY QUOTATION
            LOWEST FARE AVAILABLE FOR THIS ITINERARY
                      REBOOK SEGMENTS 1O
   PSGR   QUOTE BASIS          FARE    TAXES       TOTAL PSG DES
FQG 1         OLYCLO  TRY     7925.00   4068.56     11993.56 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      11993.56
              LOG ID: 2654240312104952041OAD
    SEA       ADULT FARE QUOTED - BEST FARE FOR THIS PASSENGER
    SEA       RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
    SEA       LAST DATE TO PURCHASE TICKET: 10APR24 12:09(IST)
    SEA       THIS TICKET IS NON-REFUNDABLE.
              NO CHANGES MAY BE MADE TO THIS TICKET AFTER
              PURCHASE.
              ADT       BAGGAGE ALLOWANCE 0K
TO REBOOK ENTER >FQBBK
```

FQBB-*SEA: To quote the best buy available fare for only the passenger type given **–** indicator must be entered before the passenger type code.

```
>FQBB-*SEA
                    BEST BUY QUOTATION
          LOWEST FARE AVAILABLE FOR THIS ITINERARY
                    REBOOK SEGMENTS 1O
   PSGR   QUOTE BASIS          FARE    TAXES      TOTAL PSG DES
FQA 1          OSEA  TRY     8938.00   4068.56    13006.56 SEA
GRAND TOTAL INCLUDING TAXES ****     TRY     13006.56
             LOG ID: 2653240312110744142 3A1
    SEA      PRIVATE FARES SELECTED
    SEA      RATE USED IN EQU TOTAL IS BSR 1USD - 31.919TRY
    SEA      TOUR CODE: NDCSEA
    SEA      LAST DATE TO PURCHASE TICKET: 10APR24 12:09(IST)
             SEA      BAGGAGE ALLOWANCE 40K
TO REBOOK ENTER >FQBBK
```

FQ-*MED : Medical fare is quoted.

FQBB*ITX : Best buy fare quotation for IT passenger.
FQBB-*ITX

```
>FQBB*ITX
                    BEST BUY QUOTATION
          LOWEST FARE AVAILABLE FOR THIS ITINERARY
                   REBOOK SEGMENTS 1O/2O/3O/4O
   PSGR   QUOTE BASIS          FARE    TAXES      TOTAL PSG DES
FQA 1          OLIT  TRY    24752.00  17671.00    42423.00 ITX
GRAND TOTAL INCLUDING TAXES ****     TRY     42423.00
             LOG ID: 2653240312114133649 0B1
    ITX      PRIVATE FARES SELECTED
    ITX      RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
    ITX      TOUR CODE: BRUITX
    ITX      LAST DATE TO PURCHASE TICKET: 20APR24 20:14(IST)
    ITX      THIS TICKET IS NON-REFUNDABLE.
    ITX      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ITX      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
             FEE.
             BAG - PIECE UP TO 23 KG Up to 50 lb/23 kg Up to 62
             li/158 lcm
             ITX      BAGGAGE ALLOWANCE 2PC
```

FQ-*GIT : Group fare quotation.
FQ*GIT

FQ*GIT/*13/26 : Group fare quotation by waiving minimum passenger number criteria.

FQS1 : Only quotes fare for the 1st segment on the itinerary.

FQS1-5 : Quotes fare from 1st to 5th segment on the itinerary.

FQS1.5 : Quotes fare only for segment 1 and 5.

FQ*STU21 : Student fare quotation with age.

FQ//TCCWEB : Corporate tickets issued on ITT is quoted.

FQ//CCCCODE : Quotes fares filed privately for Corporate agreements. If this entry is used for first ticketing that fare can only be sold from authorized terminals since sales is restricted to those agencies/offices. In case of reissue this quotation entry can be used by other offices too, the discount of Corporate Fares still continues in case of reissue from unauthorized terminals.

FQ//ACCOUNT CODE : Quotes the negotiated fare is filed privately. If this entry is used for first ticketing that fare can only be sold from authorized terminals. These fares exchange/reissue are done again by these authorized agencies. In case of reissue/exchange of these fares from other offices the private fare loses its validity, the negotiated discounted fare must be replaced with the same fares public level by collecting difference.

21.3.4 FARE QUOTATION WITH PASSENGER RELATE

FQP1 : In a PNR with multiple passengers, fare is quoted for the first passenger.

```
>FQP1
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQG 1                  TRY      9774.00   4235.05     14009.05 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      14009.05
             LOG ID: 27902403140906086381D9
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    ADT      LAST DATE TO PURCHASE TICKET: 20JAN25 01:09(IST)
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
             FEE.
    ADT      E-TKT REQUIRED
```

FQP1.3 : In a PNR with multiple passengers, quotes for only 1st and 3rd passengers.

```
>FQP1.3
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQG 1.3                TRY     16503.00   6894.76     46795.52 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      46795.52
             LOG ID: 279024031409073411833E
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    ADT      LAST DATE TO PURCHASE TICKET: 22MAR24 23:59(IST)
    ADT      THIS TICKET IS NON-REFUNDABLE.
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT      E-TKT REQUIRED
             ADT      BAGGAGE ALLOWANCE 25K
```

FQP1-3 : Quotes fare for passengers from 1 to 3. (Passenger numbers must be in increasing sequence)

```
>FQP1-3
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQG 1-3                TRY     16503.00   6894.76     70193.28 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY      70193.28
             LOG ID: 278E24031409114170512F
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    ADT      LAST DATE TO PURCHASE TICKET: 22MAR24 23:59(IST)
    ADT      THIS TICKET IS NON-REFUNDABLE.
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT      E-TKT REQUIRED
             ADT      BAGGAGE ALLOWANCE 25K
```

FQP2.4-6 : Quotes fare for 2nd , 4th 5th and 6th passengers.

FQP1*CMA.2*CMP//CAMPAIGN : Quotes Elite/ Elite plus business companion fare.

```
>FQP1*CMA.2*CMP//CAMPAIGN
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQA 1                  TRY    281949.00  32990.73    314939.73 CMA
FQA 2                  TRY    140990.00  32990.73    173980.73 CMP
GRAND TOTAL INCLUDING TAXES ****      TRY     488920.46
             LOG ID: 278D240314085046120047
    CMA      PRIVATE FARES SELECTED
    CMA      RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    CMA      TOUR CODE: AWARDCOMP
    CMA      LAST DATE TO PURCHASE TICKET: 20AUG24 19:39(IST)
    CMA      E-TKT REQUIRED
    CMP      PRIVATE FARES SELECTED
    CMP      RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    CMP      TOUR CODE: AWARDCOMP
    CMP      LAST DATE TO PURCHASE TICKET: 20AUG24 19:39(IST)
    CMP      E-TKT REQUIRED
             BAG - UPTO70LB 32KG AND62LI 158LCM Up to 70 lb/32
             kg Up to 62 li/158 lcm
             CMA      BAGGAGE ALLOWANCE 2PC
             CMP      BAGGAGE ALLOWANCE 2PC
```

FQP1-2*ADT.3*CNN10.4*CNN08.5 INF Long version
FQP1-2.3*CNN10.4*CNN08.5 : Quotes 1st and 2nd passengers as adult, 3rd and 4th as child and 5th as infant (Infant name must be entered in the name field so that system detects the infant passenger during quotation.)

```
>FQP1-2.3*CNN10.4*CNN08.5
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQG 1-2                TRY     35363.00  13740.86     98207.72 ADT
    GUARANTEED
FQG 3                  TRY     26502.00   9966.70     36468.70 CNN10
    GUARANTEED
FQG 4                  TRY     26502.00   9966.70     36468.70 CNN08
    GUARANTEED
FQG 5                  TRY      3528.00   2005.64      5533.64 INF
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****      TRY     176678.76
             LOG ID: 278E240314085340497 23A
    ADT      RATE USED IN EQU TOTAL IS ROE 1GBP - 1.260NUC
    ADT      LAST DATE TO PURCHASE TICKET: 30JUL24 20:24(IST)
    ADT      E-TKT REQUIRED
    CNN10    RATE USED IN EQU TOTAL IS ROE 1GBP - 1.260NUC
    CNN10    LAST DATE TO PURCHASE TICKET: 30JUL24 20:24(IST)
    CNN10    E-TKT REQUIRED
    CNN08    RATE USED IN EQU TOTAL IS ROE 1GBP - 1.260NUC
    CNN08    LAST DATE TO PURCHASE TICKET: 30JUL24 20:24(IST)
    CNN08    E-TKT REQUIRED
    INF      RATE USED IN EQU TOTAL IS ROE 1GBP - 1.260NUC
    INF      LAST DATE TO PURCHASE TICKET: 30JUL24 20:24(IST)
    INF      E-TKT REQUIRED
             ADT      BAGGAGE ALLOWANCE 30K
             CNN      BAGGAGE ALLOWANCE 30K
             INF      BAGGAGE ALLOWANCE 10K
```

If passenger is subject to any discount due age, age must be entered with the PTC qualifier during quotation. Infant does not require an age entry; name entry is enough. If infant or accompanied child (ages between 2-7) will be quoted with an adult who should be older than 18 years old, system may request the age of the ADT passenger.

FQP1*ADT18.2*INF: System quotes 1st passenger as adult, 2nd as infant. (If system requests).

FQP1*STU20 : Quotes 1st passenger student discounted fare (for some markets student is not a discount from adult fare is a separate tariff).

FQBBP1.2*SNN70 : Quotes best buy fare for 1st passenger as adult, 2nd with senior citizen discounts, since both passengers will be quoted with the same class, if the ADT fare without discount is less than the fares applied with discount, system will quote both passengers with ADT fare.

```
>FQBBP1.2*SNN70
                      BEST BUY QUOTATION
            LOWEST FARE AVAILABLE FOR THIS ITINERARY
                      REBOOK SEGMENTS 1Q/2Q
    PSGR   QUOTE BASIS          FARE    TAXES       TOTAL PSG DES
 FQG 1       QN2PXOW  TRY    10825.00  10782.78    21607.78 ADT
     GUARANTEED
 FQG 2       QN2PXOW  TRY    10825.00  10782.78    21607.78 ADT
     GUARANTEED
 GRAND TOTAL INCLUDING TAXES ****     TRY     43215.56
              LOG ID: 2790240314090422348374
     ADT      RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
     ADT      LAST DATE TO PURCHASE TICKET: 20AUG24 20:49(IST)
     ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
     ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
              FEE.
     SNN70    ADULT FARE QUOTED - BEST FARE FOR THIS PASSENGER
     SNN70    RATE USED IN EQU TOTAL IS ROE 1NUC - 0.929EUR
```

FQBBP1.2*SNN70 : Since the best buy fare allows senior citizen discount system applies the discount for 2nd passenger.

```
>FQBBP1.2*SNN70
                      BEST BUY QUOTATION
            LOWEST FARE AVAILABLE FOR THIS ITINERARY
                      REBOOK SEGMENTS 1S
   PSGR   QUOTE BASIS          FARE    TAXES       TOTAL PSG DES
FQG 1       ST3XOX   TRY    34735.00   7856.06    42591.06 ADT
    GUARANTEED
FQA 2      ST3XOXCD  TRY    26052.00   7856.06    33908.06 SNN70
GRAND TOTAL INCLUDING TAXES ****     TRY     76499.12
             LOG ID: 278D240314090047597250
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    ADT      LAST DATE TO PURCHASE TICKET: 20DEC24 10:34(IST)
    ADT      THIS TICKET IS NON-REFUNDABLE.
    SNN70    PRIVATE FARES SELECTED
    SNN70    RATE USED IN EQU TOTAL IS BSR 1USD - 32.043TRY
    SNN70    TOUR CODE: DISC
```

FQP1*ADT30.2*CNN10/TE-YR : Quotes 1st passenger as adult 2nd as child and exempts from YR tax.

```
>FQP1*ADT.2*CNN10/TE-YR
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQM 1                 TRY     71824.00   2381.22     74205.22 ADT
FQM 2                 TRY     53869.00   2381.22     56250.22 CNN10
GRAND TOTAL INCLUDING TAXES ****      TRY     130455.44
    ADT       TAX EXEMPTED - YR
    CNN10     TAX EXEMPTED - YR
              LOG ID: 2653240314095744431100
    ADT       RATE USED IN EQU TOTAL IS BSR 1IDR - 0.002TRY
    ADT       LAST DATE TO PURCHASE TICKET: 13JUL24 17:04(IST)
    ADT       E-TKT REQUIRED
    CNN10     RATE USED IN EQU TOTAL IS BSR 1IDR - 0.002TRY
    CNN10     LAST DATE TO PURCHASE TICKET: 13JUL24 17:04(IST)
    CNN10     E-TKT REQUIRED
```

FQBBTE-RU/P1*ADT.2*CNN05.3*INF/TADUEX: Best buy quotation for adult, child and Infant passenger, exempting RU tax and service charge.

FQP1*ITX.2*INN10.3*ITF : Quotes IT fare for adult, child and infant.

FQ*DIS : Best buy quotation for all passengers on the PNR with disabled discount.

```
  1 TK  57 Y  SA 13JUL  CGKIST HS2 X 2105 0500*CABIN YE
  2 TK 160 Y  MO 15JUL  ISTMRU HS2   0205 1245 CABIN YE

>FQBB*DIS
                     BEST BUY QUOTATION
            LOWEST FARE AVAILABLE FOR THIS ITINERARY
                     REBOOK SEGMENTS 1O/2O
   PSGR   QUOTE BASIS          FARE    TAXES       TOTAL PSG DES
FQA 1-2    OF1PXOWS  TRY     20022.00  11962.14     63968.28 DIS
GRAND TOTAL INCLUDING TAXES ****      TRY     63968.28
              LOG ID: 2653240314095500 7380F1
    DIS       PRIVATE FARES SELECTED
    DIS       RATE USED IN EQU TOTAL IS BSR 1IDR - 0.002TRY
    DIS       TOUR CODE: DISC
    DIS       LAST DATE TO PURCHASE TICKET: 13JUL24 17:04(IST)
    DIS       CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    DIS       CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
              FEE.
```

21.3.5 HISTORICAL FARE QUOTATION

Fare quotation on PNR can be done 1 year backwards on the PNR. Generally historical fare quotation is used for reissue transactions, which is for tickets which are partly used and it is now after departure for re-calculation. Since, after departure, the ticket according to IATA rules and fare notes must be re-calculated with fares and IROE **valid on the original ticket issue date**, historical fare quotation entry is made. If reissue is taking place in another country other than the issuing country, to quote with correct currency, the city code of original issuing office is entered too.

It is mandatory for the system to see flown segments in history for reissue transactions' fare quotation, the **date with year entered with** `.T` (ticketing) indicator (e.g. .`T11JAN24`) entry made **for historical fare quotation makes the system read history for flown segments** (if there are any flown segments) .If there is no flown segment and still a backward date entry is made than system quotes the existing itinerary with that date's IROE, fares and BSR.

Reissue transactions do not always take place on the original PNR, consequently flown segment data is not found on new PNRs, and thus they are manually entered to the history of new PNR. Manual historical segment entry is made with DSE, direct segment entry, adding local departure and arrival times of flights.

Example: `0TK1980B01JAN24LHRISTQQ1/11251715`

`1125` Departure time local `1715` Arrival time local

`0TK002B01JAN24JFKISTQQ1/16450925/1`

`1645` Departure `0925` Arrival

`/1` : If arrival time is in next day this entry must be added to historical segment.

```
1 TK   2 B  MO 01JAN24JFKIST QQ2   1645 0925*CABIN
```

`FQ.T22FEB24.LON` : System quotes historical fare dated back 22Feb24 by considering sales city as LON.

`FQ.LON.T22FEB24` : City qualifier can be entered before date.

`FQ.LON.T10JAN24@Y` : Quotes historical fare for 10Jan24 with specified fare basis (Y) and sales city as LON.

`FQ.T15MAR24.OSL*SNN70` : Quotes historical fare for 15Mar24, with senior citizen discount and sales city as OSL. (Age entry required with PTC)

`FQ-@QN2PX.T12MAR24` : Quotes historical fare for 12Mar24, for the QN2PX fare basis forced and rules are waived.

`FQ*STU21.T27JAN24` : Quotes historical fare for 27Jan24, for student fares. (Age entry is required for such age-related discounts, fares)

FQ.T27MAR24.ALA*STU21 : For the above example order of qualifiers can be changed and sales city is entered as ALA.

FQ.LON.T22FEB24@Y*USD : Quotes historical fare for 22Feb24, with given fare basis in USD and sales city as LON.

FQS1-2@TT2XP.3-4@ET1PX.T06MAR24 : With combined fare constructions, quotes fare basis forced to segment 1 and 2 with TT2XP, and 3 and 4 as E1TPX with historical fare of 06Mar24.

FQS1-2-@TT2XP.3-4-@ET1PX.T06MAR24 : With combined fare constructions, quotes fare basis forced by waiving all rules to segment 1 and 2 with TT2XP, and 3 and 4 as E1TPX with historical fare of 06Mar24.

.

FQS1-2@SY9RT.3-4@EY9RT*USD.NYC.T01MAR24 : With combined fare construction quotes fare basis forced to segment 1 and 2 SY9RT, 3 and 4 EY9RT, with historical fare of 01Mar24, sales city as NYC with USD.

FQP1*ADT30.2-4*CNN09.CPH.T12MAR24 **:** Quotes historical fare for 12Mar24, 1st passenger as adult, 2nd 3rd and 4th as child, and sales city as CPH.

FQP1*ADT25.2*CNN09.CPH.T12MAR24/*5 : Quotes historical fare for 12Mar24, 1st passenger as adult, 2nd as child, sales city as CPH and waiving Cat5.

FQP1*VFR.2*VNN.3*VFF.T18MAR24/TADUEX/*5.CPH: Historical dated quotation of CPH terminal conditions for VFR type adult, child and infant passenger, waiving service charge and category 5.

21.3.6 FARE QUOTE NOTE DISPLAY AFTER FARE QUOTATION

Note display for the **last** fare quoted on the PNR is possible. Below follow-up entries are used for this action.

***** After fare is quoted and PNR is saved (EOT), it is not possible to make the following entries to see the fare note. A fresh, current fare quotation must be made after erasing the previous saved quotation with `CX` entry.

`FQN` **:** Displays fare components in fare basis.

```
QUOTE    1
FARE  COMPONENT   BASIS
  1    IST-TPE    ST2PX          ROUTE APPLIES
  2    TPE-IST    LT2XP          ROUTE APPLIES
```

`FN2` **:** Displays note categories menu for 2nd fare component.

```
>FN2
QUOTE 01
02  IST-TPE   MON-20JAN25  TK  NUC637.50   LT2XP
4.FLT APPS      5.ADV RES/TKTG  7.MAX STAY      8.STOPOVERS
9.TRANSFERS     10.COMBINATIONS 15.SALES RESTR  16.PENALTIES
17.HIP/MILEAGE  18.TKT ENDORSE  19.CHILDREN     22.OTHER DISC
23.MISC         31.VOL CHANGES  33.VOL REFUNDS  50.APPLICATION
```

`FN2/P5.10-12` **:** Displays category 5,10,11,12 for second fare component.

`FN2` : Displays menu for categories again.

`FN2/ALL` : Displays complete fare note for 2nd fare component.

`FN1/P1` : If there is no specific rule in a category responds with fare summary info.

```
>FN1/P1
QUOTE 01
01  IST-TPE   FRI-20DEC24  TK  NUC860.00   ST2PX
```

21.3.7 INDEPENDANT ENTRIES

FL : Displays TPM total for the itinerary on the PNR.

```
>FL
 ISTPAR    1397  EH
 PARIST    1397  EH
 *TOTAL    2794*
 **MPM**
```

FLISTROMLON : Displays TPM total and if there is mileage surcharge for the cities in the entry.

```
>FLISTROMLON
 ISTROM    864  EH
 ROMLON    898  EH
 *TOTAL    1762*
**MPM**   1875  EH
```

FLISTNYCTYO.AP : Same entry can be made with global indicator.

FLFRAATLYYZ/UA **:** Also carrier code can be added (UA).

```
>FLFRAATLYYZ/UA
 FRAATL    4606  AT
 ATLYTO    730  WH
 *TOTAL    5336*
**MPM**   4741  AT  15M  (121)
```

FL10NOVSINCAIIST.EH : Displays TPM for specified date and global indicator.

FLS1-3 : Displays TPM for specified segments on the itinerary.

FMBRULAX: Displays MPM for the city pair, with mileage surcharge applied.

```
>FMBRULAX
     GI      0M      5M      10M      15M      20M      25M
MPM  PA   13422   14093    14764    15435    16106    16777
     AT    6790    7129     7469     7808     8148     8487
```

FM23JULSYDLAX.PA*AUD1235.00 : Flight date, global indicator, currency, and amount qualifiers are given for MPM query.

FTAX-DE:: All taxes for Germany are displayed. ISO country codes must be used.

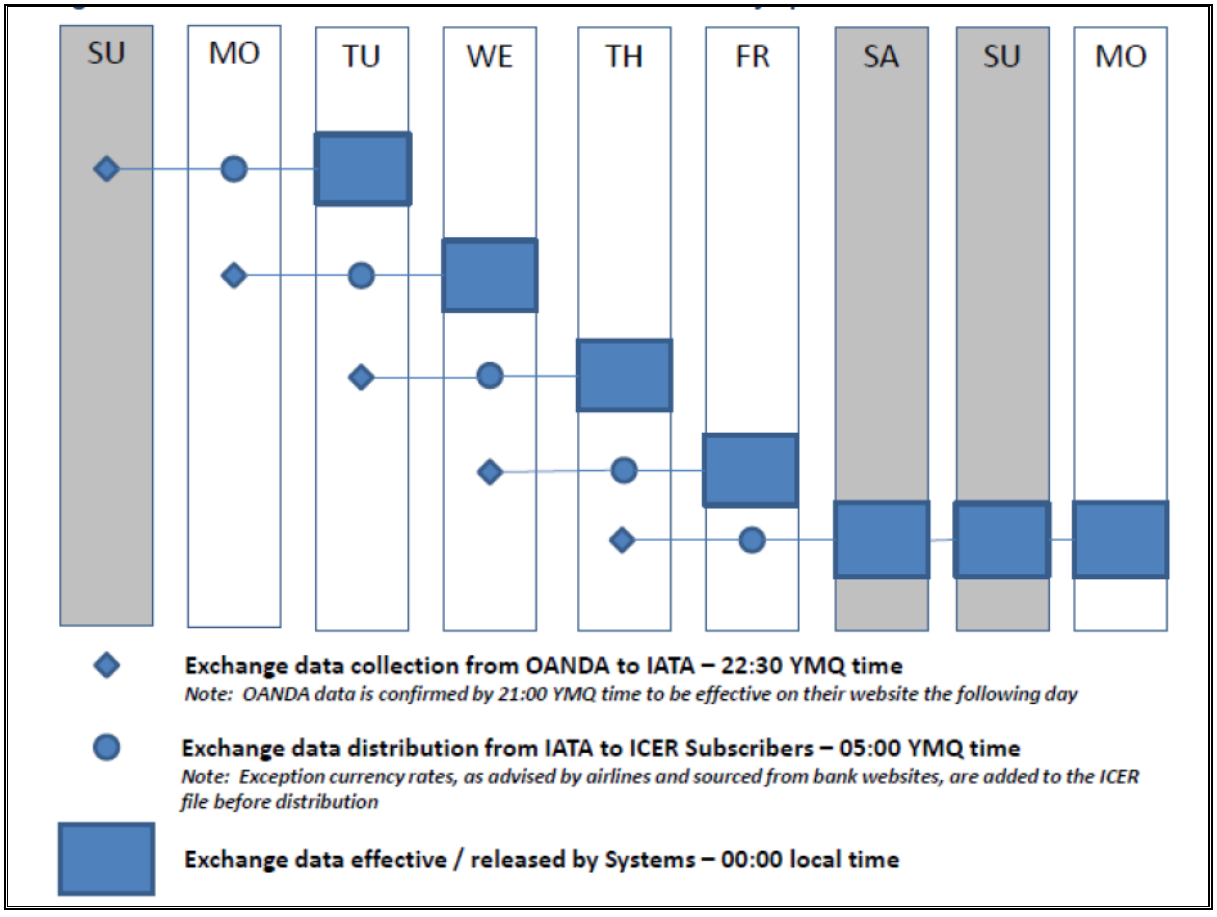
```
>FTAX-DE

***PART 1/2.TO CONTINUE TRY FTAX-DE/2***

************************************************************

COUNTRY:       DE
NAME:          GERMANY AIRPORT SECURITY CHARGE
TAX CODE:      DE
```

21.4 CURRENCY CONVERSION TRANSACTIONS

21.4.1 CURRENCY CONVERSION

IATA collects all currencies all conversion rates (there are some exceptional currencies) from all countries central banks via OANDA (USA originated international foreign exchange provider) Monday to Friday and consolidates these amounts in a folder named ICER (IATA Consolidated Exchange Rate) and distributes these rates to all General Distribution Systems channels according to the chart below. Buying rates (BBR) is not part of this process. This way all transactions are simplified to single conversion process. With date qualifier, rates for the last 2 years can also be displayed in our system.

BSR=Bankers Selling Rate



Rates are displayed, unless another currency is not specified, according to the currency used by the terminal's location in proper rounding rules of IATA. For countries using ICER rates, conversion result is the same.

FZSCHF : Displays selling rate for 1.00 CHF in local currency of the terminal.

```
>FZSCHF
RATES LAST UPDATED  14MAR 00:00 AM
14MAR24       BANK SELLING RATE  1CHF EQUALS 36.5398553 TRY
```

FZSUSDEUR : Displays USD converted into EUR.

```
>FZSUSDEUR
RATES LAST UPDATED  14MAR 00:00 AM
14MAR24       BANK SELLING RATE  1USD EQUALS 0.91519314 EUR
```

FZSUSD100TRY/U **:** System converts 100 USD to TRY without rounding due to Unround indicator.

```
>FZSUSD100TRY/U
RATES LAST UPDATED  14MAR 00:00 AM
EQU TRY3204.32
BANK SELLING RATE  1USD EQUALS 32.0432 TRY
```

FZSGBP450BTN.10JUL22 : Converts GBP450 to BTN with 10JUL22 rates.

```
>FZSGBP450BTN.10JUL22
RATES LAST UPDATED  10JUL 00:00 AM
EQU BTN42653
BANK SELLING RATE  1GBP EQUALS 94.78319545 BTN
```

21.4.2 NUC CONVERSION

FZIEUR100NUC: Converts 100EUR to NUC by dividing IROE EUR.(IATA Rate of Exchange)

```
>FZIEUR100NUC
RATES LAST UPDATED  14MAR 00:00 AM
```

FZINUC100EUR : Converts 100.00 NUC to EUR by multiplying IROE EUR.

```
>FZINUC100EUR
RATES LAST UPDATED  14MAR 00:00 AM
EQU EUR93.00        ROE0.928954   NUC RATE MULTIPLIED BY ROE
```

21.5 BAGGAGE RELATED ANCILLARY SERVICES FARE CALCULATION

When only segments are booked, system provides informative fare calculation with the currency of terminal country, for baggage related ancillary services subject to payment with below entry for both online and interline flights . These services can be counted as Excess Baggage XBAG weight , Excess Baggage XBAG piece, Excess Baggage XBAG over-weight of piece , Pet in Cabin PETC , Animal in Hold AVIH, Spots Equipment SPEQ and Bicycle BIKE.

21.5.1 COMMERCIAL NAMES and SUB-CODES FOR BAGGAGE RELATED SERVICES

0DA	XBAG (Overweight)
0DG	XBAG (Weight)
0GO	XBAG (Piece)
0FO	SPEQ (Arch)
0ED	SPEQ (Sporting Firearms)
0BG	SPEQ (Boogie Board)
0PF	SPEQ (Boat)
0FS	SPEQ (Bowl Equipment)
0FT	SPEQ (Canoe)
0O0	SPEQ (Climbing)
0IU	SPEQ (Camp)
0D6	SPEQ (Fish)
0DC	SPEQ (Golf)
0F0	SPEQ (Hockey)
0FZ	SPEQ (Hang Gliding)
0O7	SPEQ (Horse Riding)
0F1	SPEQ (Javelin)
0G0	SPEQ (Kite Surfing)
0KU	SPEQ (Parachute)
0EE	SPEQ (Dive)
0DD	SPEQ (Ski)
0EI	SPEQ (Snowboard)
0GD	SPEQ (Surf)
0NY	SPEQ (Tandem)
0OX	SPEQ (Tennis Squash Badminton)
0EB	SPEQ (Trekking)
0NU	SPEQ (Waterski)
0GI	SPEQ (Windsurf)
0F8	SPEQ (Undefined Eqp)
0EC	BIKE (Bike)
0BS	AVIH (Pet in Hold)
0BT	PETC (Pet in Cabin)

21.5.2 CALCULATION OF BAGGAGE RELATED ASVC SERVICES-ONLINE FLIGHTS

For online journeys ancillary services are charged with a digital traffic document called EMD/A. Detailed information about this document can be found in the section 27. The fare query must be made when there are active segments on the system or on an active PNR. Especially for excess baggage query (XBAG) , the baggage concept of the flight or flights must be known and correct RFISC code must be used for the entry.

```
1 TK 169 Y  TH 20JUN  SINIST HK1 X 0430 1040 Y M01.1E
2 TK1985 Y  TH 20JUN  ISTLHR HK1   1245 1440 Y M01.2E
```

Query entry for excess of 20kg 1piece Singapore - London no-stopover WEIGHT concept journey.
`FFXS1-2/20KG/0DG/15MAR24` : Weight concept excess calculation from itinerary
`FFXS1-2/20KG/0DG/15MAR24/EUR` : Calculation with a currency other than the terminal currency.

```
TOTAL: 18944.00 TRY
ORG-DEST:SIN-LHR TOTAL:18944.00
1.BAG SUBCODE:0DG MSC:TK
SIN-IST TK0169 2024-06-20
IST-LHR TK1985 2024-06-20
METHOD:DIRECTSETTLEMENT
```

```
TOTAL: 540.00 EUR
ORG-DEST:SIN-LHR TOTAL:540.00
1.BAG SUBCODE:0DG MSC:TK
SIN-IST TK0169 2024-06-20
IST-LHR TK1985 2024-06-20
METHOD:DIRECTSETTLEMENT
```

System applies PIECE concept free baggage allowance for beyond journeys with different baggage concept segments constructed with through fare.

```
1 TK 169 T  SU 16JUN  SINIST HK1   0430 1040 CABIN YE
2 TK   3 T  TH 20JUN  ISTJFK HK1   0705 1045 CABIN YE
```

This passenger has 2PC (Max 23KGx2) of free baggage right on the ticket. If passenger holds excess baggage for both SIN-IST and IST-JFK flights but makes a stopover in IST (layover for more than 24 hours), after applying the free baggage allowance of ticket for both flights, the excess will be collected **with the concept of each flight.**
Singapore-New York stopover passenger's 1 piece 20 kilo excess baggage above free baggage allowance is calculated as follow;

```
1 TK 169 T  SU 16JUN  SINIST HK1   0430 1040 CABIN YE
2 TK   3 T  TH 20JUN  ISTJFK HK1   0705 1045 CABIN YE

FFXS1/20KG/0DG/15MAR24
TOTAL: 11227.00 TRY
ORG-DEST:SIN-IST TOTAL:11227.00
1.BAG SUBCODE:0DG MSC:TK
SIN-IST TK0169 2024-06-16
```

```
1 TK 169 T  SU 16JUN  SINIST HK1   0430 1040 CABIN YE
2 TK   3 T  TH 20JUN  ISTJFK HK1   0705 1045 CABIN YE

FFXS2/1PC/0GO/15MAR24
TOTAL: 3158.00 TRY
ORG-DEST:IST-JFK TOTAL:3158.00
1.BAG SUBCODE:0G0 MSC:TK
IST-JFK TK0003 2024-06-20
```

A separate EMD/A is issued for each flight.

If this passenger travelled from SIN to JFK without stopover, the excess baggage of 1 piece 20 kg will be charged for both flights with a single EMD/A as piece concept.

```
1 TK  55 Y  SU 16JUN  SINIST HS1 X 2325 0535*Y M01.1E
2 TK   3 Y  MO 17JUN  ISTJFK HS1   0705 1045 Y M01.2E

FFXS1-2/1PC/0GO/15MAR24
TOTAL: 8030.18 TRY
ORG-DEST:SIN-JFK TOTAL:8030.18
1.BAG SUBCODE:0GO MSC:TK
SIN-IST TK55 2024-06-16
IST-JFK TK3 2024-06-17
```

Sports equipment and bicycle are charged per piece/one set basis.
Passenger will carry one piece of CANOE for IST-YYZ flight. Canoe is categorised as large sports equipment. The query is done as follows;

```
1 TK  17 Y  MO 20JAN  ISTYYZ HS1   1535 1835 CABIN YE

FFXS1/1PC/0FT/15MAR24
TOTAL: 3859.00 TRY
ORG-DEST:IST-YYZ TOTAL:3859.00
1.BAG SUBCODE:0FT MSC:TK
IST-YYZ TK0017 2025-01-20
```

To the same flight the query of a normal sized sports equipment that is CAMP set;

```
1 TK  17 Y  MO 20JAN  ISTYYZ HS1   1535 1835 CABIN YE

FFXS1/1PC/0IU/15MAR24
TOTAL: 3158.00 TRY
ORG-DEST:IST-YYZ TOTAL:3158.00
1.BAG SUBCODE:0IU MSC:TK
IST-YYZ TK0017 2025-01-20
```

The fare query of a dog that weighs 26 kilos with cage (AVIH) travelling with passenger in the cargo compartment of IST-ATL flight;

```
1 TK  31 Y  MO 20JAN  ISTATL HS1   1525 1945 CABIN YE

FFXS1/26KG/0BS/15MAR24
TOTAL: 440.00 USD
ORG-DEST:IST-ATL TOTAL:440.00
1.BAG SUBCODE:0BS MSC:TK
IST-ATL TK0031 2025-01-20
```

The fare query of a cat that weighs 5 kilos with cage (PETC) travelling in the cabin with passenger for CMN-IST-ALA flights;

```
1 TK 618 Y  MO 20JAN  CMNIST HS1 X 1625 2300 Y M01.1E
2 TK 352 Y  TU 21JAN  ISTALA HS1   0110 0940 Y M01.2E

FFXS1-2/5KG/0BT/15MAR24
TOTAL: 6741.00 TRY
ORG-DEST:CMN-ALA TOTAL:6741.00
1.BAG SUBCODE:0BT MSC:TK
CMN-IST TK0618 2025-01-20
IST-ALA TK0352 2025-01-21
```

21.5.3 CALCULATION OF BAGGAGE RELATED ASVC SERVICES-INTERLINE JOUNEY

For no stopover journeys with more than one carrier involved (interline), the baggage of piece or weight concept application is subject to the Most Significant Carrier's rule. The free baggage allowance and the excess baggage charge of the most significant carrier is applied to the **no stopover transfer flights journey**.
Note: System may not response to fare query of pets travelling with passengers (PETC/AVIH) and sports equipment (SPEQ) for Interline journeys or may respond as NOT SELLABLE. Only fare query gives fare calculation for TK marketing flights, it is strongly suggested to compare these amounts with the prices that are announced on the WEB site of www.thy.com.

For Interline travels also the fare query must be made when there are active segments on the system or on an active PNR displayed. As told before; when there is more than one carrier involved in a no-stopover transfer journeys according to IATA RESO 320 and US DOT regulations, the excess baggage pricing is calculated according to Most Significant Carrier (MSC) definition. Within this scope , system will assign the MSC automatically after the fare query. For payment of this service, since EMD/A structure is not eligible for interline journeys paper – based documents such as EBT (Excess Baggage Ticket) or MCO.

```
 1 TK 289 Y  FR 20SEP  ISTSFO HS1   0750 1120 CABIN YE
 2 UA 305 Y  FR 20SEP  SFOLAS NN1   1313 1454  E
FFXS1-2/1PC/0GO/15MAR24

TOTAL: 6579.82 TRY
ORG-DEST:IST-LAS TOTAL:6579.82
1.BAG SUBCODE:0GO MSC:TK
IST-SFO TK289 2024-09-20
SFO-LAS UA305 2024-09-20
METHOD:DirectSettlement
 PIECE UP TO 23 KG :
```

```
 1 TK 762 Y  FR 20DEC  ISTDXB HS1 X 0135 0655 CABIN YE
 2 EK 354 Y  SA 21DEC  DXBSIN NN1   0315 1440  E
FFXS1-2/20KG/0DG/19MAR24

TOTAL: 19272.42 TRY
ORG-DEST:IST-SIN TOTAL:19272.42
1.BAG SUBCODE:0DG MSC:EK
IST-DXB TK762 2024-12-20
DXB-SIN EK354 2024-12-21
METHOD:DirectSettlement
INFO:Fee amount is per 1 KG over the free allowance
 WEIGHT SYSTEM CHARGE :
```

AS seen as the response of query, the total excess baggage fare is calculated as 19272.42 TRY and MSC is decided as carrier EK by the system. Below same query response is seen in USD.

```
FFXS1-2/20KG/0DG/16MAR24/USD
TOTAL: 600.00 USD
ORG-DEST:IST-SIN TOTAL:600.00
1.BAG SUBCODE:0DG MSC:EK
IST-DXB TK762 2024-12-20
DXB-SIN EK354 2024-12-21
METHOD:DirectSettlement
INFO:Fee amount is per 1 KG over the free allowance
 WEIGHT SYSTEM CHARGE :
-RATE PER KG
```

```
1 TK 716 Y  MO 20JAN  ISTDEL HS1   2050 0515*CABIN YE
2 AI 522 Y  TU 21JAN  DELHYD NN1   1110 1320  E
FFXS1-2/1PC/0IU/16MAR24

TOTAL: 0.00 TRY
ORG-DEST:IST-HYD TOTAL:0.00
1.BAG SUBCODE:0IU MSC:TK
IST-DEL TK716 2025-01-20
DEL-HYD AI522 2025-01-21
METHOD:Not sellable
INFO:Service not available
 CAMPING EQUIPMENT :
```

```
1 TK 903 Y  FR 20SEP  ISTPTY HS1 X 1415 2005 Y M01.1E
2 TK9231 Y  FR 20SEP  PTYMVD HS1   2211 0721*Y M01.2E CM FLT
OPERATED BY COPA.PA
FFXS1-2/5KG/0BT/16MAR24

TOTAL: 16863.37 TRY
ORG-DEST:PTY-MVD TOTAL:10921.04
ORG-DEST:IST-PTY TOTAL:5942.33
1.BAG SUBCODE:0BT MSC:TK
IST-PTY TK903 2024-09-20
METHOD:DirectSettlement
 PET IN CABIN :
1.BAG SUBCODE:0BT MSC:TK
PTY-MVD TK368 2024-09-20
PET IN CABIN :
```

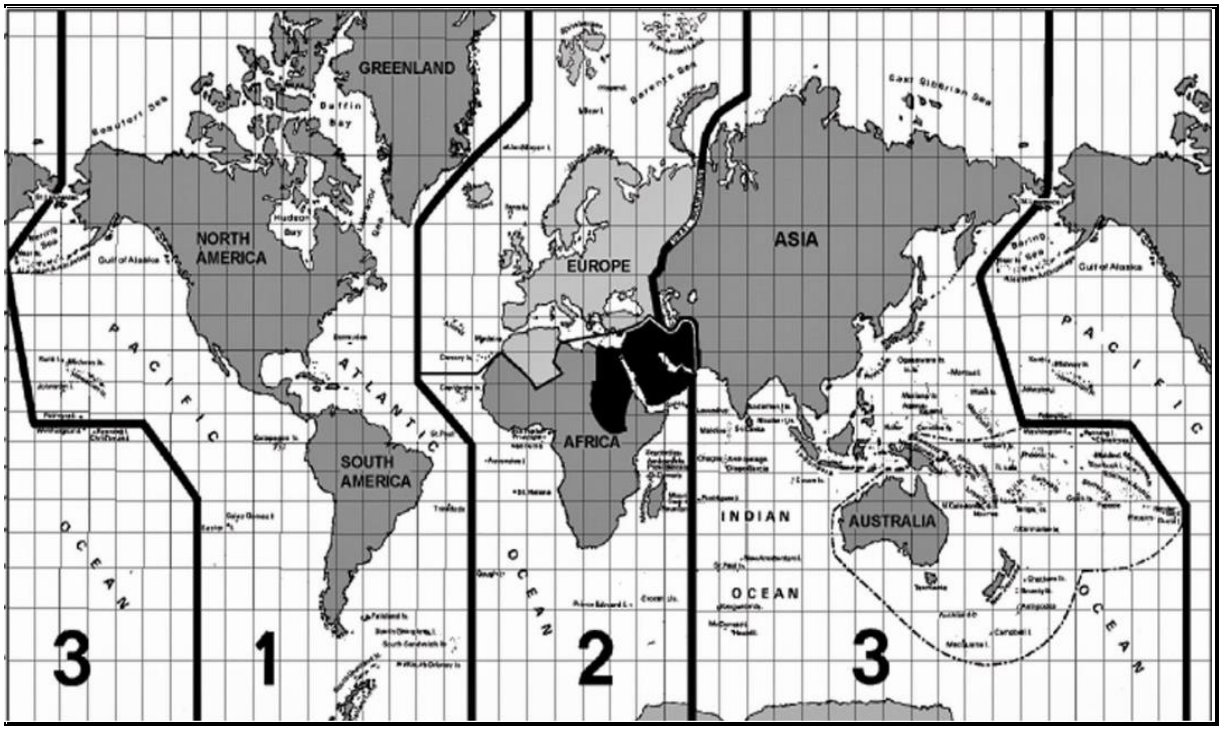
If the query is made for the CM flight CM368 which is TK is marketing carrier, the response is 'Not Sellable'.

```
1 TK 903 Y  FR 20SEP  ISTPTY HS1 X 1415 2005 CABIN YE
2 CM 368 Y  FR 20SEP  PTYMVD NN1   2211 0721*1E
FFXS1-2/5KG/0BT/16MAR24

TOTAL: 0.00 TRY
ORG-DEST:IST-MVD TOTAL:0.00
1.BAG SUBCODE:0BT MSC:TK
IST-PTY TK903 2024-09-20
PTY-MVD CM368 2024-09-20
METHOD:Not sellable
INFO:Service not available
PET IN CABIN :
```

21.5.4 MOST SIGNIFICANT CARRIER (MSC) DEFINITION

'Most Significant Carrier' definition according to IATA Reso 302;
* For travel between 2 or more tariff conference areas, the carrier performing carriage on the first sector on the passenger's journey, that crosses from one to another.
* For travel between tariff conference sub-areas, the carrier performing on the first sector on the passenger's journey that crosses from one sub-area to another.
* For travel within a tariff conference sub-area, the carrier performing carriage on the first international sector on the passenger's journey. The application of charges for these journey's in on per direction basis.
* For travel within a single country, the first carrier on the checked portion.
* On the other hand US DOT stated that: First 'most significant' outbound marketing carrier rules apply to/from US points

21.4.4.1 IATA TRAFFIC CONFERENCE AREA MAP



21.4.4.2 IATA ALT BÖLGELERİ

<table>
<tr><th colspan="4">Sub-areas in IATA World Map</th></tr>
<tr><th>AREA 1</th><th colspan="2">AREA 2</th><th>AREA 3</th></tr>
<tr><td>North America
Canada, USA, Mexico, Puerto Rico, US virgin Islands, Greenland.</td><td colspan="2" rowspan="2">Europe
Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia FYROM (Former Yugoslav Republic of), Malta, Monaco, Moldova (Republic of), Morocco, Netherlands, Norway, Poland, Portugal (including Azores and Madeira), Romania, Russia (in Europe), San Marino, Serbia and Montenegro (formerly Yugoslavia) Slovakia, Slovenia, Spain (including Canary Islands), Sweden, Switzerland, Tunisia, Turkey, Ukraine, United Kingdom.</td><td>South East Asia Sub-area (SEA)
Brunei Darussalam, Cambodia, China (excluding Hong Kong SAR and Macao SAR), Chinese Taipei, Guam, Hong Kong SAR (China), Indonesia, Kazakhstan, Kyrgyzstan, Lao (People's Democratic Republic), Macao SAR (China), Malaysia, Marshall Islands, Micronesia (includes Caroline Islands except Palau Islands Group), Mongolia, Myanmar, Northern Mariana Islands, Palau, Philippines, Russia (in Asia), Singapore, Tajikistan, Thailand, Timor Leste, Turkmenistan, Uzbekistan, Vietnam.</td></tr>
<tr><td>Central America
Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua.</td></tr>
<tr><td rowspan="2">The Caribbean Islands
Anguilla, Antigua and Barbuda, Aruba, Barbados, Bonaire Saba and St. Eustatius, Cayman Islands, Cuba, Curaçao, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Montserrat, Saint Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent and the Grenadines, St. Maarten (Dutch part), Trinidad and Tobago, Turks and Caicos Islands, Virgin Islands (British).</td><td colspan="2">Middle East
Bahrain, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, United Arab Emirates (comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Umm al Qaiwain), Yemen (Republic of).</td><td>South Asian Subcontinent Sub-area (SASC)
Afghanistan, Bangladesh, Bhutan, India (including Andaman Islands), Maldives, Nepal, Pakistan, Sri Lanka.</td></tr>
<tr><td colspan="2">Libya</td><td>Japan, Korea Sub-area
Japan, Korea Democratic Republic, Korea Republic.</td></tr>
<tr><td rowspan="5">South America
Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Falkland Islands, Panama, Paraguay, Peru, Pitcairn, Uruguay, South Georgia and South Sandwich Islands, Tokelau, Venezuela.</td><td>Western Africa
Angola, Benin, Burkina Faso, Cameroon (Republic of), Cape Verde (Republic of), Central African Republic, Chad, Congo (Brazzaville), Congo (Kinshasa), Côte d'Ivoire, Equatorial Guinea,Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Senegal, Sierra Leone, Togo.</td><td>Eastern Africa
Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, Tanzania, Uganda.</td><td rowspan="5">South West Pacific Sub-area (SWP)
American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Kiribati (Canton and Enderbury Islands), Nauru, New Caledonia (including Loyalty Islands), New Zealand, Niue, Papua New Guinea, Samoa (Independent State of), Solomon Islands, Tonga, Tuvalu, Vanuatu, Wallis and Futuna Islands.</td></tr>
<tr><td colspan="2">Central Africa
Malawi, Zambia, Zimbabwe.</td></tr>
<tr><td colspan="2">Southern Africa
Botswana, Lesotho, Mozambique, Namibia, South Africa, Swaziland.</td></tr>
<tr><td colspan="2">Indian Ocean Islands
Comoros, Madagascar, Mauritius, Mayotte, Reunion, Seychelles.</td></tr>
</table>

21.6 BRANDED FARES (YDUS)

Starting from 2022, basically for local market of Turkiye, passengers travelling to – from Europe open jaw area and travelling to – from Middle East open jaw area are presented with Branded fares application. Some countries are exempted from Branded Fares application, even though they are located in the respected open jaw areas (Like Iraq, Tunis, Algiers, Sudan…) Within the scope of branded fares, by selecting the brand of the cabin they are travelling in, passengers decide the category 16 change and cancellation rule of the fare and the free baggage allowance they need for the journey.

Economy brand packages for THY flights are as follows;

Eco Fly	Brand Code: CL
Extra Fly	Brand Code: LG
Prime Fly	Brand Code: FL

Business brand packages for THY flights are as follows;

Business Fly	Brand Code: BL
Business Prime	Brand Code :BF

Turkish Airlines Brand Packages general conditions are as below;

Important Note: Due to commercial reasons there could be changes in application conditions/markets. Below information is made for recognition of brands and even though for branded fares application, the aim is to set standard rules for each brand especially for Category 16 rules of change, cancellation and in case of no-show transactions, due to different market's needs, package contents may vary. Changes and alterations for Branded Fares rules must be followed from current announcements and bulletins of the responsible department.

Important Note: TLV and IRAN departure fares all brands allow change and refund with or without penalty. The fare note must be examined carefully.

Eco Fly (CL): This brand package does not allow change for markets of TR to Europe and Europe to TR. Eco Fly allows change with penalty for TR to Middle east and Middle east to TR markets. For both market refund is not allowed for this package (exceptions occur)
Only for Middle east market brand to brand change application of Eco Fly is as follows;
CL (Eco Fly) → CL(Eco Fly), BF(Business Fly), BL(Business Prime)

Extra Fly (LG) : Extra Fly package for all destinations is subject to penalty for change. This package does not allow refund. Brand to brand change rule is as follows;
LG (Extra Fly) → LG(Extra Fly), BF(Business Fly), BL(Business Prime)

Prime Fly (FL): Prime Fly package for all destinations change is free of charge. Refund is permitted with penalty. For no-show application of both change and cancellation must be checked from the fare note. Prime Fly passenger brand to brand change rule is as follows;
FL (Prime Fly) → FL(Prime Fly), BF(Business Fly), BL(Business Prime)

BF Brand (Business Fly): Business cabin package, allows change with penalty but do not allow refund. This brand does not allow brand to brand change.
BF(Business Fly) → BF(Business Fly)

BL Brand (Business Prime): Business cabin package, change and cancellation is free of charge. For both cases no-show rule must be checked from the fare note. This brand does not allow brand to brand change; **BF(Business Prime) → BF(Business Prime)**

21.6.1 PASSENGER TYPE CODES USED FOR BRANDED FARES

PASSENGER TYPE CODE	DESCRIPTION
ADT	Adult
CNN	Child
DIS	Disabled
DIS	Disabled Companion (*)
VETERAN	Turkish Veteran/MG (*)
INF	Infant
UNN	Unaccompanied Child
SNN	Senior Citizen

(*): Automatic pricing not available

21.6.2 PASSENGER TYPE CODES NOT APPLICABLE FOR BRANDED FARES

PASSENGER TYPE CODE	DESCRIPTION
ITX	Individual IT
GIT	Group
LBR/LNN/LNF/LNS	Labor adult/labor child/labor infant/labor inf with seat
ZEA	Passenger holding CED/ZED ticket
SEA	Seamen
STU	Student
MED	Medical Tourism discount
GVT	Government
CMA	Accompanied passenger for Elite Card member
CMP	Accompanying passenger for Elite Card member
GIT//STUDENT	Group Student
PIL	Pilgrim
FFY/TNN/TNF	Frequent Flier adult/child/infant
VFR/VFN/VFS	Visit Relative and Friends adult/child/infant

For passenger types like LBR, VFR, GIT and ITX that Branded fares are not applied `FQ-*PTC` (Passenger Type Code) is used for fare quotation.

21.6.3 FARE DISPLAY FOR BRANDED FARES

`FXISTTLV01JUL` : Fare display without specific brand or journey type responses with all one-way, round trip fares of all classes all brands and if applicable for both TK and AJET from low to high hierarchy.

```
>FXISTTLV01JUL
FARES LAST UPDATED 04MAR 12:11 PM
IST-TLV MON-01JUL24 TK                              AIRPORT FARES
MPM 842 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
SAWTLV
  1  TK     4.00R UTSAJRR   U          /12M                R  EH
  2  TK     8.00  UTAAJRO   U                              R  EH
  3  TK    10.00  WT4SAJRO W                               R  EH
  4  TK    10.00  UT9SAJRO U                               R  EH
  5  TK    12.00  PTSAJRO   P                              R  EH
  6  TK    13.00R UTAAJRR   U          /12M                R  EH
  7  TK    21.00  UTDAJRO   U                              R  EH
  8  TK    24.00  UTAAJSO   U                              R  EH
  9  TK    24.00R WTSAJRR   W          /12M                R  EH
 10  TK    24.00  WTAAJRO   W                              R  EH
...
125  TK   146.00  QTAAJFO   Q                              R  EH
126  TK   146.00  ETAAJSO   E                              R  EH
127  TK   146.00  ETAAJSO   E                              R  EH
128  TK   146.00R PTSAJFR   P          /12M                R  EH
129  TK   149.00  QTDAJSO   Q                              R  EH
130  TK   149.00  QTDAJSO   Q                              R  EH
ISTTLV
131  TK   151.00  QTCLO     Q                              R  EH
SAWTLV
132  TK   152.00R LTDAJRR   L          /12M                R  EH
133  TK   152.00  ETSAJRO   E                              R  EH
ISTTLV
137  TK   161.00  QTLGO     Q                              R  EH
SAWTLV
138  TK   162.00R LTAAJSR   L          /12M                R  EH
139  TK   162.00R LTAAJSR   L          /12M                R  EH
...
SAWTLV
422  TK  1356.00R BTSAJSR   B          /12M                R  EH
423  TK  1356.00R BTSAJSR   B          /12M                R  EH
424  TK  1406.00R BTSAJFR   B          /12M                R  EH
ISTTLV
425  TK  1409.00R CTBFR     C          /12M                R  EH
426  TK  1509.00R CTBLR     C          /12M                R  EH
SAWTLV
427  TK  1644.00R YTSAJRR   Y          /12M                R  EH
428  TK  1676.00R YTSAJSR   Y          /12M                R  EH
429  TK  1676.00R YTSAJSR   Y          /12M                R  EH
430  TK  1726.00R YTSAJFR   Y          /12M                R  EH
```

FXISTAMS10JUN@-BFFL :Displays only Prime Fly branded OW and RT fares for 10th of Jun for the city pair.

```
>FXISTAMS10JUN@-BFFL
FARES LAST UPDATED 18MAR 11:52 AM
IST-AMS MON-10JUN24 TK
MPM 1648 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS            MAX
  1  TK     87.00  WTFLO    W    3                        R  EH
  2  TK    116.00  VTFLO    V    |                        R  EH
  3  TK    131.00  LTFLO    L    |                        R  EH
  4  TK    156.00  TTFLO    T    |                        R  EH
  5  TK    159.00R PTFLR    P       V/12M                 R  EH
  6  TK    180.00  QTFLO    Q                             R  EH
  7  TK    184.00R VTFLR    V    |  V/2M                 R  EH
  8  TK    207.00  ETFLO    E                             R  EH
  9  TK    221.00R LTFLR    L    |  V/6M                 R  EH
 10  TK    239.00  OTFLO    O                             R  EH
 11  TK    266.00R TTFLR    T    |  V/6M                 R  EH
```

FX15JUNISTLIS@-BFLG-OW : :Displays only Extra Fly branded OW fares for 15th of Jun for the city pair.

```
>FXISTLIS15JUN-OW@-BFLG
FARES LAST UPDATED 18MAR 11:52 AM
IST-LIS SAT-15JUN24 TK
MPM 2409 EH
PUBLIC FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS            MAX
  1  TK    210.00  LLTLGO   L    3         01OCT -30JUN  R  EH
  2  TK    243.00  TLTLGO   T              01OCT -30JUN  R  EH
  3  TK    283.00  QLTLGO   Q              01OCT -30JUN  R  EH
  4  TK    329.00  ELTLGO   E              01OCT -30JUN  R  EH
  5  TK    390.00  OLTLGO   O              01OCT -30JUN  R  EH
  6  TK    456.00  SLTLGO   S              01OCT -30JUN  R  EH
  7  TK    535.00  HLTLGO   H              01OCT -30JUN  R  EH
```

FXISTDXB25JUL@-BFBL-RT-D : Displays only Business Fly branded round trip D/cls fare for the city pair for 25th of July.

```
>FXISTDXB25JUL-RT@-BFBL
 FARES LAST UPDATED 18MAR 11:52 AM
 IST-DXB THU-25JUL24 TK
 MPM 2244 EH
 PUBLIC FARES
 PROVIDED BY ..ITA..
      CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS            MAX
   1  TK  4685.00R DTBLR    D        /12M                 R  EH
       END
```

FXISTBCN20AUG*CNN@-BFFL-RT: Displays only Prime Fly branded round trip child discounted fares for the city pair for 20th of August.

```
>FXISTBCN20AUG-RT*CNN@-BFFL
 FARES LAST UPDATED 18MAR 12:07 PM
 IST-BCN TUE-20AUG24 TK                              AIRPORT FARES
 MPM 1670 EH
 PUBLIC FARES
 PROVIDED BY ..ITA..
      CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS               MAX
 ISTBCN
   1  TK   257.25R VHTFLR    V       V/12M  20JUN -30SEP  R  EH
      PTC: CNN
      TC:VHTFLRCH
```

FXCPHIST27SEP*SNN@-BFCL : Displays only Eco Fly branded ow and rt senior citizen discounted fares of the city pair for 27th of September.

```
>FXCPHIST27SEP*SNN@-BFCL
FARES LAST UPDATED 18MAR 12:44 PM
CPH-IST FRI-27SEP24 TK
MPM 1496 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           DKK     BASIS               MAX
  1 -TK     4412   YLYCLOCD Y              23JUL4-02OCT4 R  EH
     PTC: SNN
  2 -TK     4603   YHYCLOCD Y              03OCT4-17OCT4 R  EH
     PTC: SNN
```

FXPARIST20JUL*DIS@-BFBL-OW :Displays for 20th July one-way Business Fly disabled discounted fares of the city pair.

```
>FXPARIST20JUL-OW*DIS@-BFBL
BRANDED FARE NOT FOUND
LOG ID:2653240319092012892256
```

There is no disabled discount application for business class fares for this routing.

FXISTLIS20JUN@-BFFL//ACCOUNTCODE : Displays Prime Fly private filing fares.

```
>FXISTLIS19MAR@-BFFL
FARES LAST UPDATED 19MAR 06:40 AM
IST-LIS TUE-19MAR24 TK
MPM 2409 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1 -TK   237.16   LLTFLO    L    3         01OCT -30JUN  R  EH
     ACCT: TCCWEB
     TD:TP02
  2 -TK   261.25   TLTFLO    T              01OCT -30JUN  R  EH
     ACCT: TCCWEB
     TD:TP05
```

21.6.4 FARE QUOTATION FOR BRANDED FARES

FQBB :For best buy quotation without Brand codes entry for economy segments Eco Fly, business segments Business Fly packages are quoted.

```
 1 TK1988 Y  TH 20JUN  LHRIST HS1   0645 1240 CABIN YE
  2 TK1751 Y  WE 10JUL  ISTOSL HS1   0735 1025 CABIN YE
>FQBB
                    BEST BUY QUOTATION
          LOWEST FARE AVAILABLE FOR THIS ITINERARY
                   REBOOK SEGMENTS 1V/2O
   PSGR   QUOTE BASIS          FARE   TAXES      TOTAL PSG DES
FQG 1       VLYCLR|  TRY    10536.00   7567.32    18103.32 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****     TRY     18103.32
             LOG ID: 2654240319102971973C8
    ADT      RATE USED IN EQU TOTAL IS ROE 1GBP - 1.260NUC
    ADT      LAST DATE TO PURCHASE TICKET: 18JUN24 23:59(IST)
    ADT      THIS TICKET IS NON-REFUNDABLE.
    ADT      NO CHANGES MAY BE MADE TO THIS TICKET AFTER
             PURCHASE.
             ADT      BAGGAGE ALLOWANCE 0K


1 TK1988 C  TH 20JUN  LHRIST HS1   0645 1240 CABIN CE
2 TK1751 C  WE 10JUL  ISTOSL HS1   0735 1025 CABIN CE

>FQBB
                    BEST BUY QUOTATION
          LOWEST FARE AVAILABLE FOR THIS ITINERARY
                   REBOOK SEGMENTS 1J/2K
   PSGR   QUOTE BASIS          FARE   TAXES      TOTAL PSG DES
FQG 1       JLYBFR|  TRY    29967.00  11090.68    41057.68 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****     TRY     41057.68
             LOG ID: 2653240319103032014O5E
    ADT      RATE USED IN EQU TOTAL IS ROE 1GBP - 1.260NUC
    ADT      LAST DATE TO PURCHASE TICKET: 17JUN24 23:59(IST)
    ADT      THIS TICKET IS NON-REFUNDABLE.
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
             ADT      BAGGAGE ALLOWANCE 30K
```

FQ : Quotes Eco Fly or Business Fly for selected class
FQBBBF@FL: : Best buy quotation for Prime Fly.
BF : Branded Fares
@ : Format indicator
FL : Brand Code
FQBBBF1@FL.3@CL/P1*DIS : Quotes the best buy fare for disabled passenger, for 1st segment with Prim Fly 3rd segment with Eco Fly brands

```
1 TK1853 Y  SA 20JUL  ISTBCN HS1   0740 1015 CABIN YE
2 ARNK
3 TK1330 Y  SA 10AUG  GVAIST HS1   0700 1105 CABIN YE
FQBBBF1@FL.3@CL/P1*DIS
                    BEST BUY QUOTATION
          LOWEST FARE AVAILABLE FOR THIS ITINERARY
                   REBOOK SEGMENTS 1S/3O
   PSGR   QUOTE BASIS         FARE   TAXES      TOTAL PSG DES
FQA 1     SHTFLRSB|  TRY    16026.00   6930.77    22956.77 DIS
GRAND TOTAL INCLUDING TAXES ****     TRY     22956.77
             LOG ID: 2653240319141446880l8E
    DIS      PRIVATE FARES SELECTED
    DIS      RATE USED IN EQU TOTAL IS BSR 1USD - 32.179TRY
    DIS      TOUR CODE: DISC
    DIS      LAST DATE TO PURCHASE TICKET: 20JUL24 07:39(IST)
    DIS      THIS TICKET IS NON-REFUNDABLE.
    DIS      NO CHANGES MAY BE MADE TO THIS TICKET AFTER
             PURCHASE.
    DIS      S1/3 BRANDED FARE QUOTED
             DIS      BAGGAGE ALLOWANCE 30K
             DIS      BAGGAGE ALLOWANCE 0K
TO REBOOK ENTER >FQBBK
FQBBK
*R
1 TK1853 S  SA 20JUL  ISTBCN HS1   0740 1015 CABIN YE
 2 ARNK
 3 TK1330 O  SA 10AUG  GVAIST HS1   0700 1105 CABIN YE
TKT-1 G DIS
AP FAX-S1 SSRBFFLTKHK1 PRIMEFLY
2.S3 SSRBFCLTKHK1 ECOFLY
```

`S1 SSRBFFLTKHK1 PRIMEFLY` : 1ST segment receives service code of BFFL
`S3 SSRBFCLTKHK1 ECOFLY` :3rd segment receives service code of BFCL

Fare lines receive the Brand codes to be placed on the ticket's related flight coupons. Below Branded ticket coupon display is shown.

```
FQ-1 A19MAR24 ET AP/SU SO QTR T/ITA
2.IST TK BCN Q5.00 295.12SHTFLRSB/-GVA TK IST Q5.00
3.193.12OTCLRSB
4.Z NUC498.24ROE1.00
5.FARE USD 498.00 EQU TRY 16026.00TAX TOT XT 6930.77 TOT TRY
22956.77
6. TAX TRYDU    966.00 TAX TRYCH   1136.50 TAX TRYM6    105.11 TAX
TR
YYR   4022.43 TAX TRYTR    700.73
7.S1 B30K
8.S3 B0K
9.S1 BFFL/PRIMEFLY
10.S3 BFCL/ECOFLY

2352230067821
CPN  1 O - OPEN
  IST BCN TK1853 07:40    S 20JUL24
  OK  SHTFLRSB                      030K 20JUL24/20JUL24
FL/PRIMEFLY
CPN  2 SURFACE
CPN  3 O - OPEN
  GVA IST TK1330 07:00    O 10AUG24
  OK  OTCLRSB                       000K 10AUG24/10AUG24
CL/ECOFLY
```

FQBF1@CL.2@LG: Quotes 1st segment as Eco Fly 2nd as Extra Fly for selected classes.

FQBBBF@FL/P1*ADT.2*CNN: Quotes best buy fare for Prime Fly brand for 1st passenger as adult 2nd as child.

FQBF@FL//ACCOUNTCODE: Quotes the private fare of account code with Prime Fly brand of the selected class.

FQBA and **FQBC** entries are with "Branded Fares" indicator.
FQBA :Regardless of availability
FQBC: Fare Quote Comparison

FQBABF1@BF.2@BL
FQBC1@BF.2@BL

`FQBF@FL/P1*ADT*/EXST01` : Quotes Prime Fly brand for selected class 1 Extra Seat.

```
>FQBF@FL/P1*ADT*/EXST01
   PSGR                        FARE    TAXES       TOTAL PSG DES
FQG 1                  TRY     9043.00  13968.42    23011.42 ADT
    GUARANTEED
GRAND TOTAL INCLUDING TAXES ****     TRY     23011.42
             LOG ID: 2654240319152414013397
    ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 32.179TRY
    ADT      LAST DATE TO PURCHASE TICKET: 20DEC24 07:34(IST)
    ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
             FEE.
    ADT      E-TKT REQUIRED
    ADT      S1 BRANDED FARE QUOTED
             ADT      BAGGAGE ALLOWANCE 38K
```

`FQBF@FL/P1*ADT*/EXST01.P2*CNN08:` Quotes for the selected class Prime Fly brand for 1st passenger as adult with 1 extra seat

21.6.5 BRANDED EXCESS BAGGAGE APPLICATION (SOME SPECIFIC MARKETS)

For some Branded fares markets in Europe (currently Germany, United Kingdom, France, Switzerland, Holland, Austria, Belgium, Luxembourg, Azerbaijan, Sweden and Denmark) excess baggage rates to/from these countries , for Branded fare tickets is as follows;

Per KG
Eco Fly :3 EUR
Extra Fly and Prime Fly :4 EUR
Business Fly & Business Prime :5 EUR
Important Note: Updated telexes and announcements must be followed.

System reads the brand code in the Ap-Fax field and quotes accordingly. System reads the brand code in the Ap-Fax field and quotes accordingly. In case passenger is travelling from another international sector to one of the above destinations with a stopover in İstanbul with a non-branded through fare holding excess baggage, the brand excess baggage rates shown above is not applied. Normal zone-based excess baggage rates apply.

21.6.6 BRANDED FARE BAGGAGE APPLICATION FOR SIDE-TRIP JOURNEYS

Side-trip is a journey that starts at an intermediate point on a journey, outside of the fare calculation points, and can be ticketing separately.
In the fare calculation area of journeys with side-trip features, there is a parenthesis (..) or indicator sign (*) after the starting and ending points.

In TK fares with side-trip features, **if the side-trip journey includes a branded route**, the baggage allowance valid in the brand is quoted due to the system capability.

In this type of PNR, the highest baggage allowance quoted by the system will be valid for all flights, regardless of the baggage allowance shown on the ticket. To prevent passenger disturbance, it is necessary to write the **HA1010** note in the endorsement area of the ticket.

Fare calculation example;

```
ALA TK X/IST TK DXB484.50OF2XPX TK IST(TK PAR250.00OHTCLR TK
X/IST250.00OHTCLR)TK ALA484.50OF2XPX
```
- **IST -PAR-IST branded side trip**

```
ALA TK X/IST TK DXB484.50OF2XPX TK IST*TK PAR250.00OHTCLR TK
X/IST250.00OHTCLR*TK ALA484.50OF2XPX
```
- **IST -PAR-IST branded side trip**

```
 1 TK 351 O  TH 27JUN  ALAIST HS1 X 0620 0925 CABIN YE
 2 TK 760 O  TH 27JUN  ISTDXB HS1   1905 0025*CABIN YE
 3 TK 761 O  MO 01JUL  DXBIST HS1 X 0205 0540 CABIN YE
 4 TK1821 O  MO 01JUL  ISTCDG HS1   0700 0940 CABIN YE
 5 TK1834 O  TU 16JUL  CDGIST HS1 X 1745 2220 CABIN YE
 6 TK 352 O  WE 17JUL  ISTALA HS1   0040 0850 CABIN YE

FQ-1 Q25MAR24      ET AP/SU OOOOOO QTR  T/ITA
2.ALA TK X/IST TK DXB484.50OF2XPX TK IST(TK PAR
3.250.00OHTCLR TK X/IST250.00OHTCLR)TK ALA484.50OF2XPX
4.Z NUC1469.00ROE1.00
5.FARE FT AWARD TAX TOT XT 18562.91 TOT TRY 66112.91
6. TAX TRYJN     64.74 TAX TRYAE    662.34 TAX TRYO4    106.02 TAX
TR
YQX   1136.09 TAX TRYM6    159.03
7. TAX TRYFR    773.54 TAX TRYCS    107.14 TAX TRYF6    353.25 TAX
TR
YIZ    159.37 TAX TRYDU    972.00
8. TAX TRYUJ    329.84 TAX TRYZR     88.32 TAX TRYYR  13077.00 TAX
TR
YTP     44.16 TAX TRYTR    530.07
9.S1-2 B1PC
10.S3-6 B0K
11.S4-5 BFCL/ECOFLY

7E*HA1010 SIDE TRIP BF EXCEPTION
7E*S3/4/5/6 FBA 1PC
```

22. MANUAL FARE LINE ENTRIES

Fare lines, even though they are not mandatory for PNR creation, to be able to make correct reservation in correct booking classes to correct dates and routing and to be able to tell the passenger the total price of the journey, the PNR must be quoted automatically and fare must be loaded. Although any manual manipulation on fare lines makes the system guarantee removed, some cases require manual interference. Fare lines because of their nature must be ordered in a special sequence holding specific formats; otherwise many fare lines related error messages are received. In the following sections details of the fare lines, and format entries are given. Here are the definitions some terminology that are seen in the scope of fare lines as basic elements...

NUC - Neutral Unit of Construction:
The unit value equivalent of local currency fares, add-ons and related charges derived by converting same using the IATA rate of exchange. NUC is not a currency and is shown in fare calculation of the ticket.

IROE - IATA Rate of Exchange:
IATA Rate of Exchange published quarterly to convert local currency fares to a Neutral Unit of Construction (NUC) and to convert total NUC amounts to the currency of the country of commencement of transportation.

LCF - Local currency fare:
Fares and related charges expressed in the currency of the country of commencement of travel.

EFP/EQU - Equivalent Fare Paid:
If the currency of country of payment is different than the local fare currency of the country of commencement of international journey, ICER, IATA Consolidated Exchange Rates are used for conversion.

22.1 MANDATORY FARE LINES

1- CM (FARE CONSTRUCTION FIELD/ FARE HEADER)

`CMET` : First line of the fare lines for electronic ticketing. Right after this entry, the date of entry, sine-in code of the agent (with duty code), date of entry and indicator shows that fare is entered manually is seen.

`CMIET` : Especially in case of involuntary rerouting, this entry is the fare header entry that is used. Since the route will be changed involuntarily, the points in fare (`C*..`) calculation lines of the ticket will be different than the itinerary. System compares the journey on the (`C*..`) line to itinerary, if they do not match ticket cannot be issued. This entry is made for the system to ignore the comparison.

`C3/4MET` : Fare header can be passenger related. With this entry 3rd and 4th passenger's fare lines are now separated, following fare lines will automatically belong to these passengers.

2. C* (FARE CALCULATION)

Fare constructed in NUC or local currency amounts shall be specified for each fare component separately on this line. Fare components must be separated from each other by the symbol "*" Within a fare component;

- Data's end with alphabetical character is followed by numeric character or symbol without space.
- Data's end with numeric character is followed by alphabetic character or symbol without any space.
- A space is required between numeric data (end–begin) and alphabetic characters (end-begin)

Carrier codes consisted of alpha and numeric characters may be entered without giving a space and preceded by (.), city code following the carrier is entered after leaving a space.

In linear fare calculation line, basically points in the journey, NUC value for every fare component, carrier codes and fare basis codes are seen. From point to point journeys the amount to be entered can be in local currency. System compares the points in fare calculation (C*…) to itinerary of the PNR. If they do not match, ticket cannot be issued (except for involuntary transactions).

```
C*IST TK FRA335.24BTRT*TK IST335.24BTRT
```

The above entry is in NUC values, B9RT is Fare Basis code.

3. C*Z (NUC and IATA ROE)

On this line, we see the total NUC amount to be used for local fare calculation and IROE of the origin country is shown.

```
C*Z NUC670.48ROE0.68458
```

`C*Z` line should be the correct total NUC values, including any plus, charge , surcharge NUC value seen in linear `C*` line.

4. CF (FARE, TAX TOTAL, TICKET TOTAL)

This is the fare line, where local fare is shown in the currency of origin country, and if there is equivalent fare paid together with total of taxes, finally the total amount to be collected for that ticket is seen.

```
CFEUR459.00TRY786.00/TAXTOTTRY189.63XT
```

5. CTAX

The tax total shown is the CF line as seen, `TAXTOT....XT` must one by one be shown with `CTAX` entry in codes and amounts. A tax line can hold up to maximum 5 taxes, if there is more a new tax line can be inserted. Maximum 99 taxes can be entered.

```
CTAXTRY/20.14DU/17.87TR/11.21DE/31.97RA/85.58YR
```

System controls if the total tax given in CF line matches the total entered to `CTAX` line. If they are not the same total or if `CTAX` line is not entered, it gives `INVALID TAX TOTAL` warning.

22.2 OTHER FARE LINES

1. CNA/ CNB FLIGHT COUPON VALIDITY RESTRICTIONS (NOT VALID AFTER- NOT VALID BEFORE)

With respect to the rule of the fare used, Minimum and Maximum Stay dates can be entered to the fare lines, as shown on the below examples.

CS1NB01MAY24 : Flight on the first segment cannot be travelled before 01MAY13 (not valid before).

CS1NA01MAY24 : Flight on the first segment cannot be travelled after 01MAY13 (not valid after).

CNA15MAR24 : All segments cannot be flown after 15MAR13.

If segment number is not given with the entry, than that restriction is valid for all flights, segments.

2. CB ,FREE BAGGAGE ALLOWANCE

System is programmed to show the free baggage allowance of the passenger on the ticket. With respect to this application;

BAGGAGE ALLOWANCE (Route or fare rules may have different applications)

Infant	: 10KG.
Economy cabin	: 20KG.
Business cabin	: 30KG.
Piece concept	: 2 PC/ 1PC.
Zero baggage brand	: 0KG

Parallel to this, the free baggage to be shown on the ticket can be modified. For amounts and pieces apart from the standard procedure below commands can be used.

CB32K : Weight concept free baggage entry.
CB2PC : Piece concept free baggage entry.
CS2B2PC : Segment relate baggage entry.
CS1BX : 1st segment does not have free baggage.
CBX : There is no free baggage of all segments.
CB0 : 0 kg baggage right.
CB0PC : 0 piece baggage right.

3. CS FARE BASIS OVERRIDE

System is modified to insert, the fare basis given on the fare calculation line (**C***) to the ticket. There might be some modifications on fare basis required on segment basis, like for mixed class journeys, if through fare + differential method is used for calculation, a fare basis override might be required for the differential sector.

CS2D*CTRT : 2nd segment's fare basis will be shown as **CTRT** on the ticket. (Fare basis override)
CS1-2D*QSPX3M : From 1st and 2nd segment fare basis will be shown as **QSPX3M** on the ticket.
CS1/4D*JHRTTR :1st and 4th segments fare basis will be shown as **JHRTTR** on the ticket.

4. CT TOUR CODE

When IT/BT type of fares (group ticketing) are used system searches for a tour code, if there is no entry rejects ticketing.

```
CTIT7TK2LONSF102
CTBT7TK2LONSF102
```

```
C                       : Fare line keyword.
T                       : Tour code.
IT(BT) 7TK2LONSF102     : IT code, BT code can be maximum 14 characters.
```

When carrier coded IT/BT fares are used, if there is a special note assigned to that fare, it can be entered with the same entry.

```
CTITUS217
```

Account code used for private filing fares (Negotiated/ Corporate) are also entered to this field.

```
CTCCC90025
```

5. CE ENDORSMENT

Any restriction of fare used is entered to this line so that on the ticket it is seen in 'Endorsement Restrictions' field. Automatic fare quotation produces this fare line automatically as NON/END TK ONLY. If manually entered;

```
CE*NONEND REF TKONLY            : Ticket is non-endorsable.
CS2E* VALID ON TK9399 ONLY      : Endorsement entry to segment 2 only.
```

This fare line at the same time is used for award tickets mileage information. When automatic fare quotation is done for award tickets, system automatically writes the mileage for redemption to this field and when redemption command is given, system deducts this mile from the card for redemption. When automatic transaction is not possible for extreme circumstances, the mileage amount for the award, for change transactions the additional or residual mileage must be written manually to this field. mileage for

```
CE*150000PTS                    : Mileage for redemption.
CE*NO ADCPTS 0PTS TOT 15000PTS: After change ,no additional mil will be deducted and total
mile used information
CE* REF 5000PTS TOT 150000PTS : After change , the new journey's mile total is lower,
                5000 miles will be residual and the new total mile used information.
CE* ADC 5000PTS TOT 15000PTS After change , the new journey's mile total is higher,
additionally 5000 miles will be redeemed and the new total mile of journey information.
```

6 BRAND CODE ENTRY
(May be rejected by the system)

```
CS1BFFL/PRIMEFLY        :Segment 1 coupon gets Prime Fly brand code on the ticket.
CS1/4BFLG/EXTRAFLY      :Segment 1 and 4 gets Extra Fly brand code on the ticket.
CS2BFCL/ECOFLY          :Segment 2 gets Eco Fly brand code on the ticket.
CS1-2BFBF/BUSINES FLY   :Segment 1 and 2 get Business Fly brand code on the ticket.
```

22.3 FARE LINES DELETE/INSERT TRANSACTIONS

Sample format entries to delete, insert and change, previously entered fare lines are given below.

`CX`	: Deletes all fare lines (C).
`C1@MET`	: Changes the first fare line.
`C/0MET`	: Inserts first fare line.
`C/0-1MET`	: Inserts first fare line for the first passenger only. In this entry line number (0) and passenger number (1) must be separated with `(-)` sign entry.
`C2@*IST TK LON...`	: Changes the 2nd fare calculation line.
`C/1*IST TK LON...`	: Inserts fare calculation after the first fare line.
`C3@*Z NUC235.65ROE...`	: Changes the NUC ROE data on the 3rd fare line.
`C/2*Z NUC235.65ROE...`	: Inserts after 2nd line NUC ROE data.
`C4@F...`	: Changes the 4th fare total line.
`C/3F...`	: Inserts after 3rd line the fare total line.
`C5@FR`	: Changes the taxes on the 5th line as paid.
`C5@S2NB01MAY24`	: Changes the 5th fare line as not valid before date.
`C6@S2NA01MAY24`	: Changes the 6th fare line as not valid after date.

22.4 SYMBOLS AND ABBREVIATIONS USED IN FARE CALCULATION

ITEMS

Carrier code (TK).
3 letter city code (IST).
Amount in figures (176.80).
Fare basis (ST2PX)
M – Mileage control
P - Plus
D – Differential sector
S - Stopover charge
Q - Surcharge

SYMBOLS

*****	: Separates fare components.
X/	: No stopover point.
E/	: EMA VIA mileage discount.
E/X/	: Combined entry.
(…)	: Side trip.
…	: Side trip.
//	: TPM included surface sector.
/-	: TPM not included surface sector.

22.5 EXAMPLES OF FARE LINE ENTRIES

Fare Calculation Line

ENTRY	EXPLANATION
C*PAR TK IST50.00Y	Basic Fare construction / ONE WAY
C*PAR TK IST110.00YRT*TK PAR110.00YRT	Basic Fare construction / RETURN
C*IST.J2 BAK400.00Y*.J2 IST400.00Y	Carrier code consisted of alpha and numeric characters
C*PAR AF VIE TK IST M922.00Y	Mileage System
C*JED SV MED SV CAI R465.50Y	Routing System
C*LON BA MAD AZ MIL TK IST15M695.90Y	Mileage surcharge (15M)
C*IST TK VIE OS HAM SK CPH5M ISTHAM890.50Y	Mileage surcharge (5M) and HIF ISTHAM
C*NYC BA LON S25.00LX ZRH M1200.00Y	Stopover charge (S).
C*HKG TK IST Q4.25 1081.94YYRT TK HKG1081.94YYRT	Other charges (Q).
C*IST TK DUS//FRA LH PAR5M975.45Y	Surface Sector where TPM is included in the fare calculation
C*IST TK MUC550.00Y*/-FRA OA ATH TK IST M750.00Y	Surface Sector where TPM is not included in the fare calculation
C*TYO AI E/BOM IC E/DEL LH FRA5M1572.00Y	Extra Mileage Allowance
C*LON BA PAR(AF AMS110.00Y*KL PAR110.00Y) TK IST M700.00Y CMN TK IST(TK ALA 327.00OHT2PX TK IST()TK SIN 554.75OHB2XPOW TK IST 340.00VT2PC3M)TK NYC 803.00SF2PXOW NUC2024.75END	Side trip PAR AMS PAR. Double side-trip IST ALA /-SIN IST (RT) ALA IST NYC (OW) Main journey CMN IST SIN
LON TK X/IST TK SEL759.85HHXN2XOX/-MEL TK X/IST TK CAI555.77TLF2PXOW	End-on combination LON SEL / OW + MEL CAI (OW)
C*IST TK LON(SK CPH50.00Y)/-LON BA NYC10M800.00Y	OW side trip LON CPH.
C*PAR AF HKG BI BWN PR MNL C/HKG M PARBWN357.90Y	C/Combination lowest combination principal.
C*LON BA L/BJS JL TYO M2175.00F	Mileage exception/ MPM deduction
C*BUE RG RIO TW T/NYC PK KHI M2006.00F	Ticketed Point Not incl in Mileage computation
C*D BKKDEL157.67 C*D AMSCAI375.00D RUHKHI560.00 C*D PARRUH5M385.00	<u>Class Differentials:</u> For single sector For double sectors 5M Mileage Surcharge on Class Differential
C*LON TK IST TK RUH SV JED M LONRUH908.71J C*IST TK ROM AZ ZRH5M ISTROM569.75Y*AZ MIL TK IST M535.00Y C*P ISTMAD60.00	<u>HIF and Plus's:</u> HIF / LONRUH HIF / ISTROM Plus
C*IST TK LON 759.00Y/EX01 C*IST TK HAM417.00Y/CB	Extra seat. Cabin baggage.
C*IST TK LON Q4900.00 700.00Y/SZ	Stretcher.

Fare and Tax Total line,

ENTRY	EXPLANATION
CFGBP200.00	Local currency fare 200.00GBP, no tax.
CFGBP200.00TRY8214.00	Local currency fare 200.00GBP equivalent fare paid 8214.00, no tax.
CFEUR269.00/TAXTOTEUR167.12XT	Local currency fare EUR269.00 and tax total 167.12EUR.
CFEUR269.00TRY9439.00/TAXTOTTRY2265.12XT	Local currency fare, equivalent TRY and tax total in TRY again.
CFFREE	No fare no tax.
CFFREE/TAXTOTTRY2520.35XT	Pass ticket tour guide ticket no fare, total tax 2020.35TRY.
CFITGBP200.00/TAXTOTGBP20.00XT CFBTGBP200.00/TAXTOTGBP20.00XT	IT/BT Fares: Fare is not shown on these types of tickets; instead IT or BT code is seen. Taxes are shown; total amount is not seen on the ticket but on the sales report.
CFFTUSD300.00TRY0.00/TAXTOTTRY2155.00XT	Miles & Smiles award ticket fare line.
CFREUR100.00EUR50.00/TAXTOTPD CFFEUR100.00TRY500.00/TAXTOTTRY15.00XT/TAXTOTPD CFRITEUR100.00TRY50.00/TAXTOTPD CFRBTEUR100.00TRY50.00/TAXTOTPD CFRFTUSD100.00/TAXTOTUSD50.00XT/TAXTOTPD	In reissue; Local fare 100 EUR, additional collection 50EUR, taxes are paid. Local fare 100EUR, additional collection 5000.00 TRY, there are paid taxes and additional tax total is 15 TRY. IT ticket reissue entry. BT tickets reissue entry. Award ticket reissue entry

Tax lines (Max 5 taxes can be inserted to a tax line)

ENTRY	EXPLANATION
CTAXTRY/222.67TR/2102.00YR/87.18G8/267.00E7/780.15TS	Taxes are shown separately
CTAXEUR/13.10TR/EXEMPTDU	Tax exemption.
CPFCXF7.50ORD4.50JFK3.00	For USA XF coded PFC entry.
CPFCXF13.32IAH4.50	PFC tax collected with another currency
CZPORDEWRPFCXF9.00ORD4.50EWR4.50	For USA ZP XF combined entry.
CTAXTRYPD/221.86TR/3167.15YR/657.65GB CPFCPDXF5.00ORD4.50JFK3.00 CPFCPDXF145.43LAX4.50 CZPORDEWRPFCPDXF9.00ORD4.50EWR4.50 CPFCPDXF113.32IAH4.50	When making reissue; Paid taxes line. For USA paid PFC tax line. EQU currency paid PFC Paid ZP and XF PFC line. PFC tax paid entry with collected with another currency.

22.6 MANUAL FARE FIELD SAMPLE

ENTRIES

```
C1-3MET
C*BAH TK X/IST TK X/YMQ AC YTO Q20.00Q26.58 277.85PS1XPX*TK X/IST TK
BAH277.85PS1XPX
C*Z NUC602.28ROE0.3761
CFBHD227.000USD604.00/TAXTOTUSD606.10XT
CTAXUSD/3.40RC/0.80HM/26.60BH/39.50YQ/3.20M6
CTAXUSD/476.00YR/11.00TR/26.20SQ/19.40CA
CB2PC
CE*NONEND/TK ONLY
CS1NB28JUN24
CS1NA28JUN24
CS2NB28JUN24
CS2NA28JUN24
CS3NB28JUN24
CS3NA28JUN24
CS5NB30AUG24
CS5NA30AUG24
CS6NB01SEP24
CS6NA01SEP24
```

FARE FIELD

```
*Q
FQ-1-3 H21MAR24      ET AP/SU
2.BAH TK X/IST TK X/YMQ AC YTO Q20.00Q26.58 277.85PS1XPX TK X/IST TK
BAH277.85PS1PX
3.Z NUC602.28ROE0.3761
4.FARE BHD 227.000 EQU USD 604.00TAX TOT XT 606.10 TOT USD 1210.10
5. TAX USDRC      3.40 TAX USDHM      0.80 TAX USDBH     26.60 TAX
US
DYQ     39.50 TAX USDM6      3.20
6. TAX USDYR    476.00 TAX USDTR     11.00 TAX USDSQ     26.20 TAX
US
DCA     19.40
7.B2PC
8.S1 NB28JUN24
9.S1 NA28JUN24
10.S2 NB28JUN24
11.S2 NA28JUN24
12.S3 NB28JUN24
13.S3 NA28JUN24
14.S5 NB30AUG24
15.S5 NA30AUG24
16.S6 NB01SEP24
17.S6 NA01SEP24
```

23. SYSTEM

In Troya system every city also has its own SOR which is Sales Office Record. If a city at the same time a sales office, the transactions that are done from this office are seen as a list under **Facilities** headline.
SOR record can be displayed as below on Troya screen;

T (return)
***SOR** (enter)

```
SALES OFFICE  717  TK SALES OFFICE  TK 1545 15MAY
99800035 TURKISHAIRLINES EGITIM3 ISTANBUL
PRTS  968
EPRTS  284
EMDPRTS 2109
CURR TRY  0.00
COUNTRY TAX TR
REV REF QTR6
S-C NO. 1491
COMPANY CODE 235
ROTTY QTR06
REFUND ROTTY QTR06
FACILITIES
 EMD ELIGIBLE
 ELECTRONIC TICKETING ELIGIBLE
 REFUND REPORTING
 SALES REPORTING
 MANUAL SALES REPORTING
 TAPE TRANSFER
 FINALISATION
 NONREF SUPPRESSION
 EXCESS BAGGAGE REPORTING
 LARGE BATCH SIZE
 SMALL BATCH SIZE
 PC DOWNLOAD
SALES REPORTS
 046 CURRENT      15MAY
 045 CLOSED       14MAY-15MAY
 044 TAPE         12MAY-14MAY SS  1523
```

This is the SOR of office number 717. SOR record is displayed on 15 May 15: 45 local time.
Tickets issued from this office have this validator number (IATA number) and location information.
There is one TAT ticket printer recorded to this office, number is 968.
Electronic ticket stock printer number is 284.
EMD printer number is 2109.
Currency is TRY.
Country tax ISO code is TR.
TAPE transfer address is QTR14.
ROTTY QTR14 (READ ONLY TELETYPE) Authorized sales reports are automatically printed from message printer numbered QTR14...
Refund Rotty Refund transaction summary printing printer number is QTR14.
Facilities record shows that this office is capable of EMD issuance, ETKT issuance, sales, refund, excess baggage ticket issuance and sales report transactions. Current sales report is 46, closed is 45 and authorized is 44 which is authorized by SS sine in coded agent belongs to 12-14 May period.

IMPORTANT NOTE: EVEN TOUGH PAPER TICKET STOCKS AND TAT TICKET PRINTER ERA IS CLOSED TAT/PAPER TICKET INFORMATION IS KEPT IN THE BOOK FOR ARCHIVE PURPOSES

23.1 INVENTORY/TICKET STOCK RECORD

23.1.1 LOADING AND CANCELLING STOCK FROM INVENTORY

ETKT Ticket Stock Loading and Deleting:

Electronic ticket stocks are virtual stocks. ETKT and EMD digital stocks are loaded to sales office inventory automatically, upon printing the first ticket, from INCO-Inventory Control System. System will also automatically load this stock to the ETKT stock printer too. So since there is no potential of an unused stock to be held in the system, there is no deleting transaction for electronic stocks.

TAT Ticket Stock Loading and Deleting: (SU duty code is required)

TAT ticket stocks are first requested from accounting inventory. Stock must be loaded to office inventory the moment it is received. By entering the first ticket number in the stock, system will automatically record the lot of 500 TAT tickets to office inventory. (Entry requires check digit number)

Entry: `T/S23544` (return)
`612345676` (enter)
↓
(check digit)
Response: `-ADDED`

If the stock is less than a lot of 500, the first and the last number of the stock is entered together. (Entry requires check digit)

Entry: `T/S23544` (return)
`698765436-698766501` (enter)
↓ ↓
(check digit)

Response: `-ADDED`

In order to delete the stock from office inventory, the first ticket number of the stock is entered. (Entry requires check digit)

Entry: `T/SX23544` (return)
`698765436` (enter)
↓
(check digit)

Response: `-DELETED`

23.1.2 OFFICE INVENTORY DISPLAY

To display the full inventory of the office;

Entry: `T/S*ALL` .

Response:

```
TICKET STOCKS 30JUN FOR SALES OFFICE 0001
9980000 TURKISHAIRLINES ATATURK APT TURKIYE

23544     67807800  –  67808049         A                              TAT
23544     63402171  –  63402300         L                              TAT
23544     63402105  –  63402136         U                              TAT
23524     20005076  -  20010000         L                             ETKT
23524     20005059  -  20005061         U                             ETKT
```

`A` : Assigned.
`U` : Used.
`L` : Loaded, waiting in ticket printer to be used.

To display the unused stock in the inventory of the office;

Entry: `T/S*`

Response:

```
TICKET STOCKS 17MAY FOR SALES OFFICE 005 (1)
5555555 EGITIM    YESILKOY TURKIYE   (2)
235 44    TAT TICKETS                (3)
61234567 - 61235066                  (4)
63402123 - 63402300                  (5)
TOTAL   678                          (6)
```

1st line : The sales office number and display date.
2nd line : Ticket validator text (IATA number, location).
3rd line : Airline code, form number.
4th and 5th line : For every stock first and last number of the lot.
6th line : total number of tickets in stock.

NOTE: If the record does not hold and stock 3rd line will respond with `NO STOCK HELD` warning.

`T/S*` entry does not show unused ETKT stocks.

23.2 TICKET PRINTER CONTROL TABLE

23.2.1 TICKET PRINTER STOCK LOADING

ETKT Printer ETKT Stock Loading:

As mentioned before, users do not upload stock to ETKT printer, it is done automatically by INCO right after first ticketing entry to the office inventory first then to printer .Ticket printer numbers of the office is seen on Sales Office Record.

TAT Printer TAT Ticket Stock Loading: (SU duty code is required)

When TAT ticket is going to be issued, the stock must be forwarded from inventory to ticket printer control table.

(Ticket printer number)

Entry: `T/....P23544` (return)
`612345676` (enter)

(check digit)

Response: `OK`

WARNING:
Sales agents must be very careful when recording ticket stocks both to the stock record and ticket printer control table. Before printing ticket, please double check the ticket numbers loaded in the ticket printer, to avoid any mistake which may cause problems. In order to display ticket stock in both TAT and ETKT printer below entry is made.

Entry: `T/....P*` : Stocks waiting to be used in the ticket printer.

Response:

```
* PRINTER   5 * OFFICE   5 * LNIATA 0202FA * UNLOCKED *
------------------------------------------------------------------
235 44
61234567 - 61235066                          TOTAL  500
```

`PRINTER 5` : Ticket printer number.
`OFFICE 5` : Sales office number.
`LNIATA 0202FA` : Ticket printer CRI number.
`UNLOCKED` : Ticket printer status unlocked (ticket can be printed).
Or
`LOCKED` : Ticket printer status locked (ticket cannot be printed).
`23544` : Airline code and form number.
`61234567-61235066` : Ticket serial numbers (first and last).
`TOTAL 500` : Total 500 tickets are loaded.

23.2.2 TICKET PRINTER STOCK DELETE

Ticket Printer ETKT Stock Delete:

It is not possible by users to delete stock from ETKT printer. Only if there are less than 5 tickets in stock and more than 5 tickets will be issued, system automatically VOIDs the remaining stock and these tickets are reported as VOID to the manual sales report. Following that INCO system loads new ETKT stock to the office then to the printer automatically. If stock held by printer is more than 5 but less than the number of passengers to be ticketed, then responds with below warning;
`INSUFFICIENT STOCK. TRY PASSENGER RELATE`. In that case ticketing is done with passenger relate. (E.g. `E1TE` or E2TE)

Ticket Printer TAT Stock Delete: (SU duty code is required)
Stock which is deleted from ticket printer returns to office inventory.
Entry: `T/....PX`

Response: `OK`

23.2.3 TO UNLOCK TICKET PRINTER

TAT/ETKT Printer:
In order to use the stock held in a locked printer, it must be unlocked. Printers get locked by tickets due malfunction or technical reasons. Printer must be unlocked. For TAT ticket printers meanwhile the physical tickets stock waiting to be printed and stock system holds must be checked with this entry. `T/---P*`. To unlock ticket printer below entry is made.

Entry: `T/....POFF`
Response: `OK`

23.2.3 TO LOCK THE ACTIVE PRINTER

TAT/ETKT Printer:
Printer which is ready for printing can be disabled for a while with below entry. If printer will be kept locked for a very long time, stock must be deleted from ticket printer control table.

Entry: `T/....PON`

Response: `OK`

23.2.4 TEST TAT TICKET PRINTING

To see and check if printer is printing data properly on the ticket test ticket can be ticketed. It is possible to print test ticket even the printer is in `LOCKED` status. There is no check digit on test ticket. Ticket will be seen in `CANCELLED` (VOID) status on the sales report. When new stock is loaded especially in former printer models, this function is used to test how printer is writing on the tickets.

Entry 1: `T/....T123`

TKT printer no — The last 3 digits of the ticket waiting to be printed on the ticket printer.

Entry 2: `T/....T000`

TKT printer number

Response: `OK`

23.2.5 VOID TAT TICKET PRINTING

When there are few tickets in the stock of the ticket printer and when that amount is not enough for the passengers on the PNR, those tickets can be printed as **VOID** with below entries. **VOID** ticket does not have check digit and is reported as `CANCELLED` (VOID) to the sales report. Entry is repeated for the other tickets which will be printed as VOID.

Entry: `T/....V345`

TKT Printer No Last 3 digits of ticket numbers waiting to be printed in the ticket printer.

Response: `OK`

23.2.6 REDUCE ENTRY (TAT)

If the ticket stock number in the system is **higher** than the physical ticket waiting in the ticket printer to be printed, adjustment is done by **REDUCE** entry. The number in the reduce entry is the last 3 numbers of the physical ticket stock in the TAT printer. Ticket numbers can be reduced up to dozens with this entry.

Entry: `T/....R345`

TKT printer no Last 3 digits of the physical ticket waiting in the printer to be printed.

23.2.7 INCREASE ENTRY (TAT)

If the ticket stock number in the system is **lower** than the physical ticket waiting in the ticket printer to be printed, adjustment is done by **INCREASE** entry. The number in the ticket printer control table is increased one by one to till it is the same with the physical ticket number waiting in the printer to be printed. Ticket printer control table is displayed with `T/----P*` entry to see the number which will be increased.

Entry: `T/....X321`

TKT printer no Last 3 digits of the physical ticket waiting in the printer to be printed

NOTE: Since ETKT printer is a virtual printer and the stocks are not physical, malfunction does not take place. So **reduce/increase** transactions, **test** and **void** ticketing is not possible with ETKT printers. If tried system response will be; `INVALID REQUEST TO ETICKET PRINTER` error message.

23.2.8 TICKET LOG (TAT/ETKT)

This is an informational list of tickets issued by ticket printer.

To display the list of tickets that is transferred to sales report;

Entry: `T/....L*ALL`

Ticket printer number

Response:

```
TICKET PRINTER LOG 0001 12MAY
 235 4467377267  RDER2U  SP LT   6A1CFC18
 235 4467377268  RFI86D  SP LT   6A3AB718
 235 4467377269  RFR8H5  SP LT   6A5D8D18
 235 4467377270  RCJMQA  SP  T   6A8D9A18
```

To display the list of tickets transferred to Closed/Authorized sales report;

Entry : `T/....SR340*ALL` In this entry SR number is used.

Ticket printer closed / authorized sales report number

Response:

```
TICKET PRINTER LOG 0001 SR 340  12MAY
235 4467376538  RF8WN8  SP LTF  5FDAF318
235 4467376539  REUCYX  SP LTF  609E9318
235 4467376540  RFTGQD  SP LTF  60B0A918
```

System response details:
Line 1: Ticket Printer Log ticket printer number, sales report number and date.
Line 2: Ticket number, PNR reference(except test and void tickets) letters and ticket image addresses.
Letters meaning on the LOG display;

S	: Sales report active.	**P**	: First or the only printed ticket.
V	: Ticket issued as test or void	**L**	: Last ticket printed.
T	: Printed ticket	**W**	: Transferred to Withheld Log.
X	: Cancelled document	**F**	: Finalized document.

23.2.9 TICKET IMAGE DISPLAY (TAT/ETKT)

After the ticket is issued, ticket image can be displayed by using the ticket's number in **ticket log** or the with the **ticket image** address.

Entry: `T/IF` (return) Ticket image display with the 8-digit **ticket image address** on the ticket

`6A5D8D18` (enter) log display

Ticket printer no

Entry: `T/....I23544` Ticket image display with ticket number (check digit is mandatory)

`673772695` check digit

Response:

```
                                                99800046 21JAN23
VALID ONLY ON ZED/ZL CARRIER   RGLAXV             TURKISHAIRLINES      S.
REG.NO/012345 DOJ/22OCT20                                 EGITIM4    IS
 WRITER/SKY MRS                                           MZYJ
   VOID             VOID  VOID VOID   VOID  VOID   VOID VOID
   VOID             VOID  VOID VOID   VOID  VOID   VOID VOID
 ISTANBUL-IST  ISTOAOPENY OPEN        YIDZL1R2          21JAN20
 ATHENS        ATHOAOPENY OPEN        YIDZL1R2          21JAN20
 ISTANBUL-IST  IST
21JAN23IST OA ATH20.00OA IST20.00NUC40.00 END ROE1 XT9.87WQ
29.91WP22.66TR15.80YQ

 TRY  2182.670TRY  61.0 USD  40.0CASH
         7770GR    43.4
```

Last 3 digits of the ticket number

24. TICKETING

In order to issue electronic ticket, first of all a PNR record must be created. In Troya system it is possible to issue simultaneously without EOT, the PNR and the ticket if all mandatory fields (fare and payment) are entered.

On a PNR;

- Name field should hold a passenger last name with at least 2 characters. If there is no title of the passenger the name field will have a @ sign at the end. This does not prevent issuance of ETKT. But in all circumstances, to make it right, especially if the passenger is travelling internationally the name must be written as it is on the passport and proper titling must be made. After the ETKT is issued name change is not possible.

- If passengers on the PNR have the same name last name, except for the first passenger system will show the other ticket numbers in **ZZR** status. In such cases PNR's must be divide and each must have **5**NOT DUPE** remark written.

- Itinerary must hold at least one airline segment. In order to issue E-TKT, the segment must be eligible for electronic ticketing. The segment must definitely have a date on it. No segment can hold any advice code like **WK** for schedule change, or **KL** for confirmation.

- Carrier code must have TK priority, if there is no flight of TK, then it should be an interline carrier. YY code is never used.

- If there are segments which should be ignored for ticketing, on the PNR they should be closed with **I** indicator. If a segment holding **I** indicator will be ticketed, then it must be removed.

Entry:

.2I : Ignores (I) ticketing for segment 2.

```
SEG  2 IGN TKTG/FQ
```

.2S : Removes the ignore (I) for ticketing from segment 2.

```
SEG  2    STPVR
```

- For connecting flights, if the connection is manually formed, minimum connection time must be checked, or if that point became a stopover or no-stopover point must be checked. If the connection point is a no-stopover point then X sign must be added to that segment.

Entry:

.2X : Adds no stopover (X) to segment 2.

```
SEG  2 NO STPVR
```

.2S : Removes no stopover (X) from segment 2.

```
SEG  2    STPVR
```

- In order to issue electronic ticket, for terminals located in Turkiye, it is mandatory to enter ID or passport number of the passenger to the Ap Fax field with **41FFOIDNI…** entry. For citizens of Turkish Republic 13 digits citizenship number is required, for others 0 (zero) must be entered.

- When ETKT is issued, simultaneously, ticket itinerary receipt (TIR) which has flight information, fare and some more flight related details on it; is printed from ticket message printer, to be given to the passenger. According passenger request, if below data is entered to PNR before ticket issuance, TIR record will have this invoice record information on it.

`41FCTCA YELLOW ROAD NO:1 OZ` : Company address (Gen Fax OSI)
`41FCTCF THY. INC` : Company name (Gen Fax OSI)
`41FGSTN BAKIRKOY VD 123456` : Tax office name and tax number (Ap Fax SSR)

24.1 PAYMENT FIELD

Payment field keyword is "`M`". After the keyword the form of payment used in entered with specific codes and letters defined.

Codes used for sales;

`MM` : Cash.
`MM/EFT` : Cash bank transfer.
`MCC` : Credit card (POS application).
`MCCG` : Credit card (common POS within Turkiye).
`MQ` : Cheque (outside Turkiye).
`MQF` : Cheque in foreign currency.
`MC` : Credit card (manual application).
`MAKE/MKTP` : Credit card (American Express, UATP).
`MG` : GTR (government).
`MI` : Invoice.
`MR` : Invoice.
`MSM` : Cash special (Fare on ticket not equal to fare collected).
`MSCC` : Credit card special.
`MSK` : Credit card special.

Codes used for refund;

`MM` : Cash.
`MM/EFT` : Cash bank transfer
`MCC` : Credit card (POS application).
`MQ` : Cheque.
`MCZ` : Credit card (Manual application).
`MKAX/TP` : Credit card (American Express, UATP).
`MGZ` : GTR.
`MIZ` : Invoice.
`MRZ` : Invoice.
`MKREF` : ITT and call center tickets refund from sales offices.

Miscellaneous payment field entries;

`MA` : Agent commission.
`MAC` : Informative deducted penalty amount entry (refund)
`MH` : ID duty pass ticket (HK positive space) and Miles&Smiles award approval code.
`MJ` : Staff travels ticket (SA sub load space).
`MN` : Denied boarding MCO payment.

24.1.1 PAYMENT FIELD ENTRIES

FORM OF PAYMENT	ENTRY
Cash	**MM**
Cash/Bank transfer	**MM/EFT**
Credit card POS application Credit card POS application in Turkiye AMEX cards UATP cards	**MCC/VI111122******4444**1229 (VISA)** **MCC/CA111122******4444**1229 (MASTER)** The entry is done in the order as credit card type, number, and expiry date. Amount and credit card information is seen on the sales report (Credit card is not seen in full numbers) On the ticket and sales report there will be credit card number information with partially hidden numbers. ATM cards are entered with the same format. **MCCG/VI111122******4444**1229** **MKAE/AX374245455400001**1225//1529/TRY7450.00** **MKAETRY7379.66/TP135410151004339**0125/TRY7379.66**
Credit card manual slip	**MC/VI111122******4444**1225** The entry is done in the order as credit card type, number, and expiry date. Amount and credit card information is seen on the sales report.
GTR Government travel request	**MG/FF15000/25JAN2024**0002** TK accounting invoice no ↓ Request letter date ↓ Request letter number
Cheque Cheque owner name is seen on the sales report Cheque in foreign currency	**MQ** **MQ/*ALAN SMITH** **MQF/*EUR149.00** **Note:** Local fare amount is taken from **CF** entry. Foreign currency is seen on the les report. **MQF** payment is also seen on the summary sales report.
Invoice	**MI/FF24995/25JAN2024** Invoice number ↓ Date ↓ **FF24995**-Complimentary pass ticket **FF24993**-Duty pass ticket **FF00001**-Denied Boarding **FF00002-**Customer Compensation
INAD passenger	**MRTRY581.00/INAD/TK/01JAN2024** Carrier psgr arrived with ↓ First flight date ↓
Staff duty pass ticket (pass 1) Miles&Smiles approval code (manual entry)	**MH/N055555/IN666666*LASTNAME** Registry no ↓ Approval telex number ↓ **M1H/M002500TRY00051.42-E0OZFQ1-TK001142381** Miles redeemed ↓ mile/try calc ↓ approval code ↓ card number ↓
Staff leisure pass ticket (pass 2)	**MJ/011111/99-2023/INT100** **MJ/011111/99-2023/DOM90** Registry no ↓ Relation code ↓ Year ↓ Pass right ↓

- If there is no split payment in the payment entries, currency entry and amount is not required. System only accepts payment in the currency of SOR.

- If on the same PNR, passengers will pay with different forms of payment, passenger relate is made in passenger order.

`M1M` : 1st passenger cash payment.
`MX1-4M` : Cash payment except from 1st to 4th passengers.

- The card number used in `MC/ MCC/ MK/ MKAE` entries is not shown in numbers for the first 3 digits last 3 digits and the rest as ******** in the 'form of payment field'.

- When physical POS machine is used for any credit card payment , including Debit cards `MCC` entry must be done. For cards holding IBAN number, the last 16 digits are entered as the card number.

24.1.2 SPLIT PAYMENT

If a passenger has only one form of payment, it is not required to input the amount to the entry. In case of multiple payments, each form of payment must have its own amount in the entry. For example passenger may ask to make partial cash, partial credit card payment. The entries are made as follows;

`MMTRY1000.00` : Amount in cash.
`MMTRY1000.00/EFT` : Amount in cash via bank transfer.

`MCCTRY4000.00/VI111122******4444**1229` : Amount in credit card.

If there are multiple passengers in the PNR making split payment, passenger relate must be made.

`M1MTRY1250.00` : 1st psgr cash amount.
`M1CCTRY2000.00/VI111122******4444**1229` : 1st psgr credit card amount.
`M2MTRY3000.00` : 2nd psgr cash amount.
`M2MTRY3000.00/CA111122******4444**1229` : 2nd psgr cc amount.
`M3M` : 3rd psgr only cash.

An ETKT can have up to 5 different forms of payments, when more than 5 form of payments are entered with ticketing command system responses as ;
`TOO MANY PYMNTS`

This could be 5 different credit cards.

```
PYMT-CC-GTRY  10000.00/VI111**********444**1229
2.CC-GTRY  10000.00/VI222**********555**1229
3.CC-GTRY  10000.00/CA333**********666**1229
4.CC-GTRY   5000.00/CA444**********777**1229
5.CC-GTRY   5184.07/CA555**********888**1229
```

G: indicator is only used from Turkish terminals.

24.1.3 AMERICAN EXPRESS CARD PAYMENT

When payment will be made with American Express credit card, below points must be carefully considered.

1. AMEX card sales and refund will be done from Troya system. Manual charge form will be filled for sales transactions and be stored in the office archives for potential disputes. In case of refund, transaction can be completed without any form.
2. The total fare for payment can be written to system in one of CHF, DKK, EUR, GBP, JPY, KWD, NOK, SAR, SEK, TRY and USD currencies (depending on the currency office in using)
3. Split payment and refund is not accepted. Which is ; in AMEX sales there can be only be **one** credit card used, total amount is not divided to different cards or one part payment cannot be cash.
4. Tickets issued with AMEX can only be refunded back to the same AMEX account. It cannot be refunded back to another credit card or as cash. Visa versa tickets issued as cash or with other credit card cannot be refunded to AMEX card account.
5. Sales and refund can only be done from sales offices.
6. Since it is not possible to cancel AMEX transactions, they can only be refunded.
7. Only, in Turkiye, Garanti Bank AMEX card can be used on POS machines.

If there is only 1 passenger in the PNR for AMEX sales;

```
MKAE/AX374245455400001**1229//1524/TRY45100.00
```

`MKAE`	: AMEX card payment field.
`AX374245455400001**1229`	: 15-digit card number and expiry date.
`1524`	: 4-digit CCV code.
`TRY45100.00`	: Amount in currency to be blocked.

After system approves the authorization, system response on the PNR is seen as below;

```
PYMT-CC-ITRY45500.00/AX374**********01-000132**1229/1343221032717/
TRY45500.00/CG-AX000000247787
```

If there are multiple passengers on the PNR;

```
M1KAE/AX374245455400001**1229//1524/TRY4500.00
M2KAE/AX374245455400001**1229//1524/TRY3750.00
```

24.1.4 UATP CREDIT CARD PAYMENTS

Payment with UATP cards is accepted by our Company. After the fare field is created on the PNR, payment is entered as follows;

```
MKAETRY1379.66/TP135410151004339**0629/TRY10379.00
```

`MKAE`	: DC, cards entry format.
`TRY10379.66`	: Ticket total.
`TP135410151004339**0625`	: UATP, 15 digits card number and expiry.
`/TRY10379.66`	: Total amount for authorization. (Incl. taxes)

Currencies supported by UATP cards are; TRY, USD, EUR, GBP, AUD, CAD, CHF, DKK, JPY, KWD, NOK, SAR, SEK, RUB, and CNY. System gives approval code for the credit authorization.

`TP CREDIT APPROVED -9999`	: TP cards **approval code** is 4 digits.

`MK` entry format is converted to `MC` format in the payment field by Troya system.

24.1.5 COMISSION AND ADDITIONAL INFORMATION ENTRIES

24.1.5.1 COMMISSION PERCENTAGE (%) ENTRY

```
MA7.00PC/1234567**ABC TRAVEL
```

commission percentage — 7 digits agent code

System calculates % 7 commission from the base fare (or equivalent) and displays this amount on sales report's **COMISSION** column, net amount on **PAYMENT** column. Agent account code and name (ABC travel) is seen on the ticket and also sales report with the help of this entry. This is not a sole form of payment; it should be supported by another form of payment like cash, credit card or invoice.

If there are multiple passengers on the PNR having different but single form of payment;

- Every passenger, with passenger relate must have both the form of payment and commission amount entry.

Entry:

```
M1M
M1A7.00PC/1234567**ABC TRAVEL

M2CC/VI111122******4444**0929
M2A7.00PC/1234567**ABC TRAVEL
```

24.1.5.2 COMISSION AMOUNT ENTRY

```
MATRY500.00/0000000**ABC TRAVEL
```

Commission amount — 7 digits agent number

Commission entry with specific amount. Commission amount is deducted from the other form of payment entry's amount.
(Net amount + Commission Amount = Total Amount)
If the same passenger has split payments;

- Commission amount is entered.
- Net amount for every form of payment is entered.
- If there are multiple passengers, then all are passenger related.

Entry:

```
M1MEUR400.00
M1CCEUR259.00/VI111122******4444**1227
M1AEUR46.13/1234567**FCO TRV

M2MEUR459.00
M2CCEUR200.00/VI111122******4444**1227/POS
M2AEUR46.13/1234567**FCO TRV
```

24.1.5.3 TICKET ISSUED BY TSC TK OFFICES TO NON-IATA TRAVEL AGENCIES

In a country with service charge application, if a TK office issues ticket to a Non-IATA travel agency below entry is made. Since there is no further commission to be given, the service charge will be shared between office and agency. This entry is also used for tickets issued against voucher.

```
MA/1234567**ABC TRAVEL
```

Office code Agency code Agency name

24.1.6 PAYMENT FILED DELETE/INSERT TRANSACTION

`M2@` : Cancels the 2nd data from payment field.
`M/2M` : Inserts cash payment as the 3rd payment field. .
NOTE: There is no entry to cancel and correct the same payment field.

24.1.7 PAYMENT FIELD ENTRIES FOR REFUND

When reporting refund apart from the ETKT or EMD number entered as exchanged document of refund transaction (section 24.1.7) , the amount and form of payment of the refund is entered with below entries.

`MMTRY1000.00`	Cash / Debit card payment
`MMTRY1000.00/EFT`	Cash bank transfer
`MCCEUR100.00/VI……1230`	Credit card pos application
`MCCGTRY1000.00/CA……1230`	Credit card pos application for Turkiye
`MQUSD100.00`	Cheque
`MCZTRY1000.00/VI……1230.`	Credit card manual application
`MKAXTRY1000.00/TP…..1230`	UATP card
`MKAXTRY1000.00/AX….1230`	American Express
`MGZTRY1000.00/FF12345/20APR2024`	Government Ticket Request
`MIZTRY1000.00/FF24993/20APR2024`	Invoice
`MRZGBP100.00/INAD/TK/01APR2024`	Inad
`MKREFSEK1000`	Direct refund of WEB/Call Center CC tickets
`MKREFPTS10000`	Mile refund of award tickets/10000 miles

24.1.8 PAYMENT FIELD ENTRIES FOR EXCHANGE REISSUE

In case, ETKT, MCO or EMD is transferred to, another document that is Exchange/Reissue or to money which is Refund, actually makes that document a form of payment. During the transaction, that document number must be reported to the payment field. Below there are alternative payment entries for documents for different conditions.

```
MEV ENTER
*T
PYMT-E-V2352230104405(1)/23MAR24E
2.O-2352230104405QTR23MAR2499800050
3.F-ORGTKT/CASH
```

`MO` : Original issue
`MEV` : Document exchanged, reissued, refunded voluntarily
`MF` : Original document form of payment
`MEI` : Document exchange, reissued, refunded involuntarily.
`MAC` : Penalty or additional information entry for refund transactions.

MO235-1234567890QTR01APR247777777	Manuel original issue entry (office, date, iata no)
MEV2351234567890(1)/01APR24	Paper document 1st coupon exchange entry
MEV2351234567890(1-2)/01APR24E MEV2351234567890(1/2/4)/01APR24E MEI2351234567890(1-2)/01APR24E	ETKT 1st and 2nd coupon exchange entry ETKT 1st 2nd and 4th coupon exchange entry Involuntary
MFORGTKT/CASH	Form of payment of original ticket, cash
MFORGTKT/CC	Form of payment of original ticket, credit card
MFORGEMD/INV NON REF DBT	Form of payment of original ticket invoice ,non-ref travel voucher (manual entry)
MFORGTKT/EFT	Form of payment of original ticket EFT(manual entry)
MFORGTKT/CASH/CC	Form of payment of original ticket split to cash and credit card
MEV2351234567890(1)/01APR24M MEI2351234567890(1)/01APR24M	EMD 1st coupon exchange entry Involuntary
MEV MEI	Shortcut exchange entry for ETKT, MO and MF comes automatically. Involuntary
MFQ1/EV2351234567890(1)/01APR24E MFQ1/EI2351234567890(1)/01APR24E	ETKT exchange entry for fare block 1 Involuntary
MFQ1/EV2351234567890(1)/01APR24M MFQ1/EI2351234567890(1)/01APR24M	EMD exchange entry for fare block 1 Involuntary
MFQ1/EVE MFQ1/EIE	Shortcut exchange entry for ETKT for fare block 1 Involuntary
MFQ1/EVM MFQ1/EIM	Shortcut EMD exchange entry for fare block 1 Involuntary
MAC4208.00*USD130.00 CANX FEE MAC0.00** WAIVE CODE WZ000000	If there is a refund penalty deducted for manual refund this entry is done as information in the sales report. If there is a waive code for a manual refund, the same entry can be used to show that in the sales report.

If there are multiple passengers on the PNR of exchange reissue transaction , first the ETKT or EMD issued on behalf of each passenger is displayed, then by using the name field order number entries are passenger related as in the below entries. If name and document will not match system will give **NAME MISMATCH** warning.

```
1.1PARKER/JUNEMRS 2.1HAYES/JACKMR
```

1st passenger's ETKT or EMD is displayed; *ET-/235.. *EMD-/235….	2nd passenger's ETKT or EMD is displayed; *ET-/235… *EMD-/235….
M1O235-1234567890QTR01APR247777777 M1EV2351234567890(1/2/4)/01APR24E M1EI2351234567890(1-2)/01APR24E M1FORGTKT/CASH M1FORGTKT/CC M1EV M1EI	M2O235-1234567890QTR01APR247777777 M2EV2351234567890(1/2/4)/01APR24E M2EI2351234567890(1-2)/01APR24E M2FORGTKT/CASH M2FORGTKT/CC M2EV M2EI
M1EV2351234567890(1)/01APR24M M1EI2351234567890(1)/01APR24M M1FORGEMD/INV NON REF DBT	M2EV2351234567890(1)/01APR24M M2EI2351234567890(1)/01APR24M M2FORGEMD/INV NON REF DBT

24.2 TICKET FILED

24.2.1 ELECTRONIC TICKET NAME FIELD ENTRY

For ETKT passengers, if there is a 'name field' entry, then the entry is made with 7G***** format, by passenger relate, and that passenger name last name and title is not used with this entry. In case of automatic fare quotation, and if the passenger is subject to a discount due age or a special fare is used (child, senior citizen, youth, labor...etc.) the PTC used in fare quotation is automatically passenger related to the ticket field as **7G**. When fare is deleted this is also deleted. **7G** is manually entered with manual fare quotation. In case of multiple passengers, it must be related.

PASSENGER TYPE CODE	TICKET NAME FILED ENTRY
Child	**71G*CHD08** (8 years old)
Senior citizen	**71G*SNN70** (70 years old)
Youth	**71G*YTH17** (17 years old)
Unaccompanied child	**71G*UNN08** (8 years old)
Student	**71G*SU19** (19 years old)
Extra seat	**71G*EXST01** (1 extra seat related to psgr)
Cabin baggage	**72G*CBBG** (Related to the cabin baggage)
Stretcher	**71G*STCR**
Disabled and companion	**71G*DIS**
Diplomat	**71G*DIPL**
Accompanied deportee Unaccompanied deportee	**71G*DEPA** **72G*DEPU**
Inadmissible passenger	**71G*INAD**
Courier	**71G*COUR**

24.2.2 OTHER TICKET FILED ENTRIES

ENTRY	DETAIL
7E* NONEND/REF ONLY TK Note: (After * it is free format. Including space there can be up to 29 characters) **72E* SPA TK/QF NONEND**	Ticket Endorsement field entry Passenger relate can be made.
7F*NONREF Note: (After * it is free format. Including space there can be up to 29 characters) **72F*NONREF CASH**	Ticket payment field entry Passenger relate can be made.
7I*MCO 2354011255765 This entry can be used for any document connected to the ticket, like an MCO/EMD issued against package tour, refund MCO/EMD number, excess baggage MCO/EMD number, upgrade MCO number...etc. or any other information that is not on the PNR **72I*XBAG 2354022123435**	Conjunction ticket field. Passenger relate can be made.

24.2.3 TICKET FIELD INSERT/DELETE TRANSACTIONS

`71@` : Deletes the 1st ticket field.
`7/3E*NONENDORSABLE` : Adds an **endorsement** as the 4th ticket field.
`7/3-2G*CBBG` : Adds as the 4th ticket field `CBBG` name entry to 2nd psgr.

24.3 TICKETING COMMAND

Before giving the ticketing command, below points must be considered.

- For every passenger on the PNR there must be only one fare field. All passengers must have a payment item.
- If ticketing command is given before removing manual time limit or the original ticket in the ticket field system will respond; `MULTIPLE TKT ITEM 1 PSGR 1` warning. `71@` (field number 1 is example) entry is done to clear the ticket field then ticketing is completed. Additionally when original ticket is removed with 71@ entry (field number 1 is example) `PNR HAS ALREADY BEEN TICKETTED.THIS WILL BE DUPE TKT` warning is seen an information, then ticketing transaction can be completed.
- With interline ticketing, ETKT interline agreement with other carriers must be controlled from `CIC*606/217` help pages.
- It is mandatory to enter `CTCM` (Mobile), `CTCE` (E-mail) and for each passenger `DOCS` entry (with name, gender and date of birth) to PNR for ticketing.
- System may require identification number or passport number entry (`FOIDNI/FOIDPP`) for ticketing. For Turkish terminals for Turkish passengers it is mandatory to entry the citizenship ID. For non-Turkish passenger 0(zero) is entered in Turkiye.
- After issuance of ETKT, name change is not possible on voluntary basis. For this reason before ticketing the correct name must checked from passenger's ID card or passport. Name change authorization is only given to Customer Relations department due involuntary reasons.
- Before TKT issuance, the itinerary receipt message printer number must be updated to the terminal. Once it is done it does not have to be repeated unless system asks for it.

`T/ITNPRT-U/QTR14` : Updating QTR14 as itinerary receipt printer.
`T/ITNPRT-U/QTR14/L` : Updating itinerary printer as laser printer.
`T/ITNPRT-U/QTR14/X` : Updating itinerary printer as OKI Microline again.
`T/ITNPRT-D` : Displays the itinerary printer and ETKT printer updated on the terminal.

24.3.1 TICKETING COMMAND ENTRIES

ENTRY	EXPLANATION
ET **ETE** **ETEI**	Paper ticketing command for all passengers on the PNR E-ticketing for all passengers on the PNR by printing itinerary receipt. E-ticketing for all passengers on the PNR without printing itinerary receipt.
EP0248TE	Ticketing by specifying ETKT stock printer number. This entry is required especially after system updates, once it is done, no need to repeat the entry for further ticketing.
E2TE **EX3TE** **E1-3TE** **E2/5TE**	Ticketing only the 2nd passenger. Ticketing all passengers except the 3rd one. Ticketing passengers from 1 to 3. Ticketing only passenger 2 and 5.
ES3TE	Ticketing from 3rd segment and on.
E7S3TE	Ticketing 7th passenger from 3rd segment and on.

Following the **ETE** entry, system response is **OK** and **PNR** address. PNR address is recorded in the **airline data** field of the ticket automatically. If there is any error message after ticketing command due PNR, fare, payment, printer update etc. correction is made then **ETE** follows. Ticket that is issued is recorded to ticket field of the PNR and to the sales report automatically. In the ticket field of PNR, ETKT number is seen with code "**Y**". But
The most important connection between ETKT and PNR is Ap-Fax fields that are created with **TKNE** service code for each passenger's each segment on the itinerary coupon by coupon related.

```
26.1 S1 SSRTKNETKHK1 2357030150334C1
27.1 S2 SSRTKNETKHK1 2357030150334C2
28.1 S3 SSRTKNETKHK1 2357030150334C3
29.1 S4 SSRTKNETKHK1 2357030150334C4
```

25. SALES REPORTS

25.1 SALES REPORT MODE

In Troya system's reservation and ticketing mode that is (**UR**) Reservation mode; in it has Sales report mode (**US**). In Reservation mode beside PNR creation, ticketing transactions, sales office record can be displayed and sales report transactions can be performed. In Sales report mode only sales office record can be displayed and sales report transactions can be done.

All the entries shown below are done in Sales report mode, (**US**). These entries are used by adding **T** (tab) command initially in Reservation mode (**UR**) too.

In order to switch to sales report mode below entry is made;

Entry: `US`
Response: `SALES REPORT MODE ENTERED`

To go back to reservation mode;

Entry: `UR`
Response: `RESERVATIONS MODE ENTERED`

Sales reports; have 2 parts, automatic and manual. Automatic part displays ETKT and EMD type digital of documents, manual part displays MCO's, refund transactions, excess baggage tickets, manual tickets. For the automatic part of sales report correction is not possible. If case of an error on the document (wrong name, flights, payment type etc.), if the sales report is still active only VOID transaction can be done. For manual part erasing and correction transaction is possible again the sales report must still be active.

25.2 SALES REPORT DISPLAY ENTRIES

To display the sales report of all office entries are as follows; Closed sales reports

Below entries are valid for US mode only. In UR mode T (TAB) entry is used for all commands.

`US` enter
`*SR` : Current sales report is displayed.
`*SR123` : Displays **closed** sales report number 123.
`*SR123/HOC` : Displays from sr123 documents paid with credit (MC, MR, MI, and MG).
`*SR/MM` : Displays cash paid documents in the current sr.
`*SR123/MM/MC/MQ` : Displays from sr123 documents paid with cash, credit card and cheque.

Closed or taped (authorized) sales report can be displayed with its SR number from Troya as long as it can be still seen on the SOR table of the office. The sales report which cannot be seen on the SOR table is transferred to accounting system and it cannot be displayed anymore.

Entry: `T` (return) (UR Mode)
`*SR` (enter)

Response:

```
TURKISHAIRLINES EGITIM5 ISTANBUL                    2219 23MAR
PSGR SALES REPORT              QTR1594    23MAR24-OPEN
CURRENCY                       TRY

NO  ISSUE        PAYMENT/COMM  TAX                 EXCH/AUTH

PRT 0001       ***** E-TKT *****
001*2230084093  M     13320.34    3393.34XT
002 2230084094  E         0.00                    2352230084093(1)
                M      9927.00
003*2230084095  M     21574.74    7396.74XT
004*2230084095  CANCELLED
…..
PRT 0007       ***** EMD ******
045 4090007781  M       584.04
046 4090007782  M      1352.51
047 4090007783  M       430.35
048 4090007784  M      1198.81
MANUAL
049*  REFUND    E         0.00    1448.05YR-      2352220130622(1)
                M      4845.42-    501.87GB-
                                   1887.42UB-
```

The above display belongs to EGITIM5 sales office's sales report 594. This report is displayed on 23rd of March at 2219. Sales report was opened on 23rd of March 2024 and it is still active. The ETKT stock printer number (PRT 0001) is shown right below the column names. The EMD section is following the ETKT section, this is not the standard order of documents actually. System displays the hierarchy of documents according to stock printer number, ETKT stock printer number is 0001 that's why sales report is listing ETKT's in used stock order first. Every stock receives an item number in the sales report in increasing order. The last section is Manual part which holds only a refund transaction here.
The stock number with `CANCELLED` information shows a VOID transaction.

There are 6 columns in the sales report display.

1. `NO` : The item number of the document is the sales report.
2. `ISSUE` : The serial number of the document.
3. `PAYMENT` : Form of payment with amount.
4. `TAX` : Tax amount (if there is) and tax codes.
5. `COMM` : Commission amount / MAC information for refund.
6. `EXCH/AUTH` :This column displays if there is; credit card number, invoice payment details, and in case of REISSUE and REFUND, the exchanged document numbers.

The office's summary sales report display is as follows;

Entry: `T` (return) (UR Mode)
`*SR` (enter)
Response:

```
PSGR SALES REPORT QTR1594          SUMMARY
NO   ISSUE        PAYMENT/COMM  TAX                 EXCH/AUTH

CANCELLATION FEE             4000.00
TAXES
 HO-XT                      43322.43
   -CP                       4208.00

CASH SALES
     CASH                                  119702.36
     CC-CASH                                40184.07       159886.43

CASH REFUNDS
     CASH                                   10000.00-       10000.00-
NET REMITTANCE TO ACCOUNTING CASH          109702.36

NET REMITTANCE TO ACCOUNTING EFT                0.00

NET REMITTANCE TO ACCOUNTING SPT                0.00

NET REMITTANCE TO ACCOUNTING CC-CASH        40184.07

NET REMITTANCE TO ACCOUNTING CC-VIRTUAL         0.00

REMITTANCE VALUE                                          149886.43
PSGR SALES REPORT QTR1594          SUMMARY              PAGE  2

NO   ISSUE        PAYMENT/COMM  TAX                 EXCH/AUTH

****************************************
SUMMARY FOR ELECTRONIC TICKETS
ELECTRONIC TKT COUNT:    11
CASH SALES
     CASH                                  119702.36
     CC-CASH                                40184.07       159886.43
NET REMITTANCE TO ACCOUNTING               119702.36

REMITTANCE VALUE                                          159886.43
****************************************
```

Summary sales report shows, payment-based totals, refund total, tax details, invoice payments total, cancellation penalty information, total ticket count ve last of net remittance to be presented to accounting in cash and credit card.
The form of payment types in the sales report are ;

1- CASH -
2- EFT- Electronic Funds Transfer
3- SPT-SPLITTED Payment type of split payment of partly cash or credit card, partly with miles exchanged to cash. This form of payment is only valid from WEB and mobile app.
4- CC-CASH – Credit Card payment via physical POS machine.
5- CC-VIRTUAL – Credit Card via Virtual POS /not integrated in Troya .

Agent's personal sales report display is as follows; In US mode.

***SR/AAP** : Displays sales report of (A)agent code AP.

```
TURKISHAIRLINES EGITIM5 ISTANBUL                    1749 24MAR
PSGR SALES REPORT              QTR1589    14FEB24-15FEB24
CURRENCY                       TRY
TAPE TRANSFER                  6951
DSPLD OPTS                     AGT-AP

NO  ISSUE        PAYMENT/COMM  TAX                 EXCH/AUTH

PRT 0001       ***** E-TKT *****
005 2220077502  E         0.00       3.30ZY      2352220056641(1-2)
                M        55.13       1.77QD
                                     1.52AT
                                    12.39YR
                                     0.15VQ
016 2220077513  M      8120.91       2.95TR
                E         0.00     364.04NG      2352220056754(1-2)
                                    19.82YR
```

***SR/AAP/S** : Displays summary sales report of agent code AP.

```
PSGR SALES REPORT QTR1589          SUMMARY  AGT-AP

TAXES
 HO-XT                    23610.47
   -DU                     1690.00
   -CP                     5975.00

TAX REFUNDS
 HO-XT                    10040.19-

CASH SALES
     CASH                                114282.77
     CC-CASH                               5678.00       119960.77

CASH REFUNDS
     CASH                               46473.30-       46473.30-

LOCAL TAX REFUNDS                         1321.01         1321.01

NET REMITTANCE TO ACCOUNTING CASH        67809.47

NET REMITTANCE TO ACCOUNTING EFT             0.00

NET REMITTANCE TO ACCOUNTING SPT             0.00
```

***SR/AAP/MM/MQ** : Displays cash and cheque sales report of agent code AP.
***SR123/AAP/HOC** : Displays credit sales of agent code AP for sales report no 123.

The above sales report display entries can have maximum 3 form of payment filtering entry. **MQ** payment also covers **MQFI** and **MC** and **MCZ**.

Truncated Display Size Limit Exceeded

When there are too many items in the sales report, system does not display the full length by giving **TRUNCATED DISPLAY SIZE LIMIT EXCEEDED** error. In that case in US mode **0200S** entry is made (assuming the error is given after item 200), then system displays the rest of the items following 200th.

25.3 SALES REPORT CLOSE FINALIZE AND AUTHORISATION

At the end of sift, sales report must be closed and authorized by the supervisor in SU duty code. Sales report is controlled and checked before closing. If there is any warning given by the system, it must be corrected then closed, then items are finalized then sales report is authorized. In **US** mode;

Entry: **SRCHECK** : Checks if there are any duplicate manual items.
Response: **CURRENT REPORT CHECKED**

Entry: **SR/CLOSE** : Closes the active sales report.
Response: **SR 077 CLOSED**

Before authorization, which is actually converting all the documents, transactions, in the sales report into an accounting unit, the items must be finalized. This shows to system that all items are checked and sales report is controlled once more.

Entry: **001F** : Finalizes the 001 item in the sales report.
Entry: **002-009F** : Finalizes items between 002 to 009.

Authorization is the final entry.
Entry: **SR077A** : SR number 077 is authorized.

Following this final entry, ales report is printed automatically from the rotty printer defined in SOR. Authorized sales report can still be seen in the system for small period of time (2-3 days), till system makes “file maintenance”. Report is stored in the office for future queries. As mentioned before after authorization item are sent to accounting system to be audited.

25.4 SALES REPORT CORRECTION ENTRIES

- ETKT or EMD must be retrieved before making VOID transaction on the sales report. System memorizes the document and performs the transaction. If they are not retrieved with display entries before VOID, system responses with “**WARNING, DISPLAY E-TKT FIRST**” warning.
- Electronic documents are never shown on the manual part as VOID.

Below entries are for US mode;
***SR** : Displays current sales report.
25X : Cancels the 25th item as VOID document. This entry can be used to VOID; ETKT, EMD or and sales documents reported in manual sales report.
18XM : The refund MCO reported by **mistake** with **7MREF** format, in the sales report is cancelled with this entry.
12R : Manual item that is VOIDED or DELETED by mistake can be Restored with this entry. 12th item in the manual sales report is restored.
18D : Deletes the 18th manual sales report item.
9M : This entry informs system that 9th item will be reported to manual part. After making the corrections on the PNR, related document must be reported as VOID to the manual sales report.

25.5 REPORTING MANUAL DOCUMENTS TO MANUAL SALES REPORT

Manual items except manual ticket and REFMCO requires an ignoring all active transactions with `I` entry before reporting. Following that, the mandatory entries parallel with the purpose of each document is made and finally all are reported with the same, `EM` command. If reporting will be done to the closed sales report, the entry is `EM@SRNUMBER`.

25.5.1 MANUAL TICKET REPORTING

In case, ticket printers are not working or system stops for electronic ticketing and for urgent cases still manual tickets can be prepared. PNR is created, fare is quoted payment is entered just like normal ticketing process. Finally below entry is made, and PNR will be ticketed with that manual ticket and that ticket will be seen on the manual sales report with the amount and form of payment entered on the PNR. In case itinerary receipt printers are not working, this does not stop the system from creating the ETKT on the PNR since the stocks are virtual stocks; just the itinerary receipt is not printed. Still it is possible to mail or print the document to the passenger or printed in another way. Nevertheless, the passenger is not supposed to carry ETKT receipt; ticket is stored digitally in the system.

Entry: `ET44112398761`

↓	↓
Form and serial number	check digit

If there are multiple passengers on the PNR, and if all passengers are not ticketed this way, passenger relate is made like;

Entry: `E3T44124578971`

↓
Passenger number

If manual ticket will be reported to closed but not authorized sales report's manual part, the entry is followed with slash format (`/`) followed by closed sales report number. But this entry can only be done by SU duty code.

Entry: `ET44112398762/002`

↓	↓	↓
Form and serial number	check digit	closed sales report number

If conjunction documents are reported only first ticket's number with check digit is enough. When reading the segments (more than 4) system will produce conjunction ticket in the ticket field.

Entry: `ET44145671231`

↓	↓
First ticket's form and serial number	check digit

For group ticketing, if the ticket numbers issued are following the same order of passenger names the entry of first ticket number with its check digit is enough for the system to produce the rest.

25.5.2 REPORTING PAPER TICKET AS VOID

Both manual and paper tickets are reported as VOID to manual sales report with below entry.

Entry: `7L44612567893/X`
`EM`

NOTE: It is not possible to report ETKT or EMD to manual sales report as VOID.

25.6 VOID TRANSACTION FREE FROM SALES REPORT

Without displaying sales report, it is possible to void ETKT or EMD from the active sales report.

`*ET-/.....`: ETKT is displayed. Also can be displayed from Ap-Fax number of the active PNR.
`T/X2351234567890` click enter, the response will be `OK`.
`CPN 1 V - VOID`

`*EMD-/.....`: EMD is displayed. Also can be displayed from Ap-Fax number or SVC segment number of active PNR.
`T/X2354090034629` click enter, the response will be `OK`
`CPN 1 V - VOID`

25.7 MCO REPORTING TO SALES REPORT

MCO TYPE	SERVICE
CIP	CIP lounge
CUS	Customer compensation
DBC	Denied boarding compensation/ Flight irregularities
HAJ	Haj
LST	Lost ticket charge
MCO	Unspecified MCO
OXG	Oxygen tube
OZK	Charter
PEN	Cancellation fee
PTA	Prepaid ticket advise
REF	Refund
TUR	Tour order deposit
UMM	Unaccompanied minor
UPG	Upgrade
XBG	Excess baggage

Important Note: Even though there is an effort to full migration to digital documents, there are situations that paper documents are needed, information is also kept in the book for archive purposes too.
NOTE: MCO's must be used parallel to the service they are issued for. Above, the MCO services and their types are given. Except for REFMCO issued against partial refund of ETKT, before reporting the rest of the MCO's `I` Ignore entry must be made. REF MCO is issued inside the PNR before ticketing.

25.7.1 PENALTY MCO REPORTING TO MANUAL SALES REPORT

In case there is a rebooking charge of al already purchased ticket of passenger, the penalty is collected with PEN MCO. The MCO must be reported to manual sales report.

```
SHY/FLUTTERMS                    : Passenger name.
7MPEN40112345674/TRY3250.000 : MCO number check digit included.
MRD2354485234963(4)              :  Related document entry with coupon number.
MMTRY3250.00                     : Form of payment and amount.
EM
```

PEN/UPG/DBC/LST/CUS MCO's, while reporting to manual sales report requires, `MRD` (Related document) entry.

25.7.2 DBC MCO REPORTING TO SALES REPORT

```
PIE/PINKIEMS                     : Passenger name.
7MDBC40105678903/EUR400.00       : MCO number check digit included.
MRD2352531234567(3)              : Related document entry with coupon number.
MNEUR400.00/FF00001/09MAY2024 : Form of payment and amount.
EM
```

25.7.3 UNSPECIFIED MCO REPORTING TO SALES REPORT

```
-JACK/APPLEMS                    : Passenger name.
7MMCO40115745250/TRY3192.00      : MCO number with check digit and amount.
MMTRY3192.00                     : Form of payment and amount.
EM
```

25.7.4 VOID MCO REPORTING TO SALES REPORT

MCO's; since they are manual documents cannot be altered or deleted. In case an MCO is written mistaken, they must be reported as VOID to the sales report.

```
7M40176543212/X                  : MCO number with check digit.
EM
```

25.7.5 STAFF TRANSFER MCO

When TK staff and family are transferred to an abroad station from Turkiye, or from abroad station back to Turkiye, as defined in PR.02.43.005 Geçici Görev ve Nakil Harcamaları Procedure, staff is entitled to carry 2000kg and each family member is entitled to carry 500kg cargo free of charge on Corporate flights. For this reason manual MCO is issued. This MCO must be issued by the office which issues the duty pass ticket of the staff.

Below entries are used to enter the MCO to the manual sales report.

`7MXBG/40115745250/TRY0.00I`: Since the payment amount is zero `I` indicator is added.
`MH/FREE` : For zero value form of payment is free.
`MRD2351234567890(1)` : Duty ticket is added as related document
`-STAFF/THYMRS` : Staff name
`EM` : Reports to manual sales report

Important note: In case the staff duty journey to destination country is provided by other airline. The ticket of other airline can be entered as MRD document.

25.8 EXCESS BAGGAGE TICKET REPORTING TO SALES REPORT

Excess baggage ticket which is another type of manual document is again reported to the manual sales report with below entries.

`DASH/RAINBOWMS` : Passenger name.
`7B45112345670/TRY5000.00/IST TK PAR*30K` :Ticket(incl check) /amount/ route/ baggage.
`MRD2352456545676568(1)` : Related document coupon number.
`MMTRY5000.00` : Form of payment and amount.
`EM`

If there are conjunction excess baggage tickets;
`7B4520992972-973/TRY600.00/IST TK ORY LH FRA LH MUC*30K*` (without check digit)

25.8.1 REPORTING EXCESS BAGGAGE TICKET AS VOID

`7B45123456781/X`
`EM`

26. ELECTRONIC TICKET

26.1 TICKET ITINERARY RECEIPT (TIR)

When ETKT is issued, simultaneously, ticket itinerary receipt (TIR) which has flight information, fare and some more flight related details on it is printed from ticket message printer, to be given to the passenger. Ticket itinerary receipt can be printed again and again is requested. Passenger is not supposed to carry or submit this document.

TP/2352411234567/QTR01 (QTR01: Itinerary printer address)

For tickets issued in Turkiye, the itinerary receipt that is originally printed as the first one is accepted as tax refund invoice. Further print outs printed with **TP/ETKTNO/MSGPRTADDRESS** are not considered as invoice, they are. But due to printer malfunction or misprinting, a copy that can be accepted as invoice can be printed with **TP/ETKTNO/MSGPRTADRESS/T** entry.

26.2 AUDIT COUPON PRINTING

When issuing an ETKT, if there is no attachment to be presented to accounting, it is not needed to add an audit coupon of that ticket to the daily sales report delivery. But for tickets having an attached document, the printed audit coupon is attached to the document. For ETKTs, it is possible to print a ticket image of audit coupon from PNR or by selecting from sales report.

Printing audit coupon from PNR;
The Ap Fax (4F) number data of the ticket's any coupon is selected.

***ET-TN** : (N: Ap Fax number of the SSRTKNE information).
***ET-T2** : Prints the audit coupon for the ticket in Ap Fax line 2. .
***ET-T1/QTR17**: Prints the audit coupon of the 1st Ap fax from QTR17 message printer.

Printing audit coupon from sales report;
From current or closed sales report the item number of the ETKT that will be printed as audit coupon is selected.

T/ET/SRNNN/ITEMNO (NNN: SR NO)

26.3 ETKT DISPLAY ENTRIES

Miscellaneous ETKT display entries;

ENTRY	DETAIL
*ET-/2352410000005 *ET-/0123432123456-LH	By ticket number. Other carrier's ETKT display.
*ET-/CC12345678901234567/15MAY-SURNAME *ET-/CC12345678901234567/15JAN24-SURNAME	By credit card, flight date and name.
*ET-/FFTK123456789012/12JUN *ET-/FFTK123456789012/12JAN24	Miles&Smiles number and flight date.
*ET-/TK1111/25JUNISTESB-SURNAME *ET-/TK1111/25JAN24ISTESB-SURNAME	By flight number, passed date, departure arrival points and last name.
*ET-//25MAYISTORY-SURNAME *ET-//25APR24ISTCDG-SURNAME	By flight number, date, departure and arrival points and last name.
*ET-//20MAR*ISTDNZ-SURNAME	Scans the ETKT for the next 15 days from the date in the entry.
*ET-//20JAN24*ISTDNZ-SURNAME *ET-//20JAN24*ISTIAD-SURNAME-UA	Scans for ETKT for the next 15 days from the passed date entry. Scans for UA stock ETKT for the next 15 days from the passed date entry.
ET-/CC12345678901234567/10MAY-SURNAME *ET-/CC12345678901234567/16JAN24*-SURNAME *ET-/FFTK123456789012/10MAY* *ET-/FFTK123456789012/10JAN24* *ET-/TK1111/18MAY*ISTTZX-SURNAME *ET-/TK1111/10JAN24*ISTTZX-SURNAME	In case passengers do not remember their flight date, 15 days ahead scan entry is possible with credit card number, Miles&Smiles card number and flight number. For passed date scans year entry is made.

Shortcut entries;

ENTRY	DETAIL
*ET-P1	Display ETKT from the SSRTKNE number on the PNR.
*ET-/	Retrieves the last displayed ETKT.
*ET-L *ET-L1	Passenger list of the same flight and date. (From the list first passenger is displayed.
*ET-H	Displays history of the last retrieved ETKT.

Important note: There is a possibility of ETKT scan entries may not give response. On Quickres system PNR search menu; if a search is done for passenger name and surname , system shows a list of all previous PNR/ETKT data issued for this passenger.

Display of ETKTs issued for staff:

ENTRY	EXPLANATION
***ET-/STFREGISTRYNO**	Displays all ETKTs issued self, spouse and children of the registry number owner.
***ET-/STFREGNO-PASSYEAR**	Displays all ETKTs issued for that registry number and pass year.
***ET-/STFREGYNO/RELATIONCODE**	Displays all ETKTs issued for that registry number, that relation number.
***ET-/STFREGNO/RELATIONCODE/PASSYEAR**	Displays all ETKTs issued for that registry number, that relation number and that year.

Staff relation codes:
99 : Staff's own.
00 : Spouse.
01 : Mother.
02 : Father.
10, 11, 12 : Children.
40 : Sibling

26.4 E-TKT MAIL GÖNDERME

After ticketing, it is possible to send the ticket as E-mail to passengers.

***ET-T5/EML/1** format is used for sending.

***ET-T1** : The Ap-Fax TKNE line number of the E-TKT.
EML : E-mail format
1 : The Ap-fax CTCE line number of the E-mail..

26.5 ETKT COUPON STATUS CODES

On ETKT data coupons holds some different status codes that give information about the current status of the coupon. Transactions on ETKT and check-in can be done by according to this status code.

COUPON STATUS CODE	EXPLANATION
O: OPEN FOR USE	Indicates the ETKT flight coupon is eligible for all coupon updates (flight, refund, exchange etc.)
A: AIRPORT CONTROL	Airport control – is the status code of other airlines flights coupons in 235 cip tickets and infant passenger ETKTs coupon status.
C: CHECK-IN	Indicates the passenger has checked in for the flight.
L: LIFTED/BOARDED	Indicates the passenger has boarded the aircraft.
F: FLOWN	Indicates journey associated with ETKT coupon has been completed.
E: EXCHANGE	Indicates the value of ETKT coupon(s) has been used in payment for a new transaction.
R: REFUNDED	Indicates the unused value of ETKT flight coupon has been returned to the passenger.
V: VOID	Indicates cancellation of the entire electronic sale record within the validating carrier's electronic file.
S: SUSPENDED	Indicates the validating carrier has restricted the use of the ETKT flight coupon.
X: PRINT EXCHANGE	ETKT is exchanged to paper ticket.
0: EMERGENCY LOCK	Coupon is locked for emergency (extra-ordinary circumstances).
N: NOTIFICATION	Coupon control is on another carrier, and the real status code is unknown.
G: EXCHANGED/FIM	Coupon is exchanged to FIM.(Not active anymore)
U: UNAVAILABLE	The coupon is invalid for revalidation due no-show on domestic flight.
I: IRREGULAR OPERATIONS	Indicates that for some reason a Carrier's control is being extended beyond the normal 72 hour period.
P: PRINTED	Indicates the ETKT flight coupon has been converted from An electronic record to a paper document.

27. EMD

EMD, (Electronic Miscellaneous Document) which is; the document type that is issued by the electronic data base, is used instead of other manual valuable documents like MCOs or excess baggage ticket, by airlines and by travel agencies. This method enables tracking and monitoring much easier. Within our Corporate, EMD is used for various services; you will be finding details in the coming pages. The restrictions and applications that are valid for MCO's are also valid for EMD.
EMD's; **which do not have consumed at issuance characteristic**, have 1 year validity for exchange from date of issue 2 years validity for refund from date of issue. RSD EMD is valid for refund within 2 years of date of issue of original ticket. Whereas since FRO EMD is a completed refund transaction, just passenger did not receive the money back, its validity will be 2 years from its date of issue. The refund validity of CUS and DBC EMD must be checked from the procedures, publications of responsible departments. At the moment DBC EMD is valid for refund for 1 year after date of issue. CUS EMD is valid for 1 year for exchange , 2 years for refund after date of issue. If in the endorsement field of CUS EMD there is NON REF TRANSPORTATION remark, that is not refunded. Any ticket issued in exchange from it also must carry the same restriction in the endorsement field. DBT and RDL EMD are non-refundable by nature, the coupon status cannot be changed into refund.
After all coupons of EMD reaches its final status (VOID, EXCHANGE, REFUND, FLOWN) it can still be displayed for the next 7 days, later it becomes purge and can only be displayed with purge history entry.
EMD/A s validity and refund rules differ from service to service , please check from WEB for further information
If there is still a coupon on the EMD not yet reached the final status, it is kept for 731 days in the system. On 732nd day it becomes purge and again can only be displayed with purge history entry. TK offices are loaded with EMD stock automatically with the first EMD issue transaction.
.

27.1 EMD TYPES

There are 2 groups of EMDs which are, EMD-S (stand-alone) and EMD-A (associated). Apart from the passenger ticket, in the service catalogue of the airlines there are so many ancillary services, chargeable or residual. These services of the industry are grouped on a table with RFIS (Reason for Issuance Code) codes depending on the service type.

RFIC Code	Description	Examples
A	Air Transportation	Charter, Involuntary, Downgrading, Upgrading, Chargeable seats
B	Surface Transportation/Non-Air Services	Bus, Car, Train, Limousine, Chauffeur Drive Service
C	Baggage	Pet in cabin, Biking Equipment, Excess weight
D	Financial Impact	Booking Fee, Refundable Balances
E	Airport Services	Check-In, Lounge Access
F	Merchandise	T-Shirts, Plane model, Voucher
G	Inflight Services	Sleeper, Berth, Beverage, Meal, Newspaper
H	Reserved for future ATPCO use	
I	Individual Airline Use	Customer Compensation, Loyalty Programs

Within these general service groups, every single product is defined with sub–codes. (Reason for Issuance Sub- codes RFISC). With the help of this classification all, these services are trackable on a digital platform. Easy to track and enables the airline get a quick output financially, statistically and on revenue and loss basis.
Below you may find the Corporate EMD validation table, all EMD's which are activated so far are given with their RFIC, RF. The table is updated when new services are added to the catalogue.

If there is a EMD-A or EMD-S transaction on the PNR, these services fare lines are shown under ANCILLARY FARES headline of the fare field. Each ancillary fare entered has its own fare block number numbered as FQ1, FQ2..etc.

RFIC Code	RFISC Code	RFISCI Code	SSR/EMD TYPE	EMD GROUP
A	0B5	*	RQST (Chargeable legroom/exit/standard seats)	EMD/A
A	0NI	UPM	FQTU (FFP Upgrade)	EMD/A
C	0IA	XBB	CHTR (Charter Excess Baggage international)	EMD/S
C	0IB	XBG	CHRT (Charter Excess Baggage domestic)	EMD/S
C	0DA	XBG	XBAG (Overweight)	EMD/A
C	0DG	XBG	XBAG (Weight)	EMD/A
C	0GO	XBG	XBAG (Piece)	EMD/A
C	0FO	ARC	SPEQ (Arch)	EMD/A
C	0ED	ARM	SPEQ (Sporting Firearms)	EMD/A
C	0BG	BGB	SPEQ (Boogie Board)	EMD/A
C	0PF	BOT	SPEQ (Boat)	EMD/A
C	0FS	BOW	SPEQ (Bowl Equipment)	EMD/A
C	0FT	CAN	SPEQ (Canoe)	EMD/A
C	0O0	CMB	SPEQ (Climbing)	EMD/A
C	0IU	CMP	SPEQ (Camp)	EMD/A
C	0D6	FSH	SPEQ (Fish)	EMD/A
C	0DC	GLF	SPEQ (Golf)	EMD/A
C	0F0	HCK	SPEQ (Hockey)	EMD/A
C	0FZ	HNG	SPEQ (Hang Gliding)	EMD/A
C	0O7	HRS	SPEQ (Horse Riding)	EMD/A
C	0F1	JVL	SPEQ (Javelin)	EMD/A
C	0G0	KIT	SPEQ (Kite Surfing)	EMD/A
C	0KU	PRS	SPEQ (Parachute)	EMD/A
C	0EE	SCB	SPEQ (Dive)	EMD/A
C	0DD	SKI	SPEQ (Ski)	EMD/A
C	0EI	SNW	SPEQ (Snowboard)	EMD/A
C	0GD	SRF	SPEQ (Surf)	EMD/A
C	0NY	TDM	SPEQ (Tandem)	EMD/A
C	0OX	TNS	SPEQ (Tennis Squash Badminton)	EMD/A
C	0EB	TRC	SPEQ (Trekking)	EMD/A
C	0NU	WKI	SPEQ (Waterski)	EMD/A
C	0GI	WSF	SPEQ (Windsurf)	EMD/A
C	0F8	SPQ	SPEQ (Undefined Equipment)	EMD/A
C	0EC	BIK	BIKE (Bike)	EMD/A
C	0BS	AVI	AVIH (Pet in Hold)	EMD/A
C	0BT	PET	PETC (Pet in Cabin)	EMD/A
D	04C	OPT	N/A (Reservation Option Fee)	EMD/S
D	99I	RDL	N/A (Residual/Refundable Balance)	EMD/S
D	0BJ	UPG	PDUG (Upgrade - paid)	EMD/A
D	998	TAX	N/A (Tax Service Fee)	EMD/S
D	0DT	DBT	N/A (Denied Boarding Ticket)	EMD/S
D	0H1	WPN	WEAP (Weapon)	EMD/S
D	997	GRP	N/A (Group Deposits)	EMD/S
D	0MC	DBC	N/A (Denied Boarding Compensation)	EMD/S
D	98C	FRO	N/A (For Refund Only)	EMD/S
D	0BU	LST	N/A (Lost Ticket Fee)	EMD/S
D	98F	PEN	N/A (Penalty Fee)	EMD/S
D	99I	RSD	N/A (Residual Value)	EMD/S
E	0BX	CIP	N/A (CIP Lounge Fee)	EMD/S
E	0LV	EVS	N/A (E-visa)	EMD/S
E	05P	LG	PDLG (Lounge Access)	EMD/A
E	0AG	LNG	N/A (Executive Lounge)	EMD/S
E	0BH	UM	UMNR (UM Travel)	EMD/A
I	0CM	BON	N/A (Bonus Miles for Award)	EMD/S

I	98B	CUS	N/A (Customer Compensation)	EMD/S
I	0C4	ELT	N/A (Good for Keeping Card Level)	EMD/S
I	980	IRR	N/A (Irregular Operation)	EMD/S
I	0B2	MDS	N/A (Medical Discount)	EMD/S
I	057	MAC	N/A(Miles Accrual)	EMD/S
I	0NF	MRA	N/A (Miles Reactivation)	EMD/S
I	0NG	MTR	N/A (Miles Transfer)	EMD/S

* Check RQST EMD section for chargeable seat indicators.

27.1.1 EMD PAYMENT TYPES

For EMD-A and EMD-S types that are issued in the PNR and piled under the ANCILLARY FARES title in the fare field of the PNR in fare blocks. Form of payment entries for both EMD types are the same. Below you may find some sample entries for EMD payments in the PNR.

Payment Method	Entries
Cash	**MFQM** **MFQ1M** **MFQ1MTRY100.00**
EFT	**MFQ1M/EFT** **MFQM/EFT**
Credit Card	**MFQCC/VI111122******4444**1230** **MFQ2CC/ VI111122******4444**1230** **MFQ1CCTRY2000.00/VI111111******4444**1230** **MFQ3KAETRY7379.66/TP13541015100433 9**0130/TRY7379.66** **MFQ1CCG/VI111122******4444**1230** **MFQ1KAE/AX374245455400001**1229//1524/TRY4500.0**
Government Ticket Request	**MFQ3G/FF15000/30APR2024**0002**
CC Manual Slip	**MFQ1C/VI444433******5555**1230**
Cheque	**MFQ1Q** **MFQ1TRY2000.00**
Invoice	**MFQ1I/FF24993/30AUG2024**
INAD	**MFQ1RTRY5000.00/INAD/TK/30AUG2024**
ODS	**MFQ1MTRY5000.00/ODSE09W7K1**
Barter	**MFQ1ITRY2500.00/FF16071/30AUG2024-E0HW92*0000103452/PC00**
FQ ALL	**MFQ/ALL/M (CASH PAYMENT FOR ALL FARE BLOCKS)** **MFQ/ALL/CCG/VI444455******2222**1230** **MFQ/ALL/CC/CA111122******5555**1230**

27.1.2 EMD-S (STAND ALONE)

EMD-S is the type of EMD that can be issued free from the electronic ticket, through a creation of a mask or in the PNR with SVC infrastructure. In current application, step by step, most charges, services which are collected with MCO started to be collected by EMD-A/ or EMD-A. Major GDS's also started to issue some these EMD's to Corporate flights.
PEN/LST/ELT/BON/CIP/MRA/MTR/EVS/UMT/LNG/TAX/WPN are 'consumed at issuance' type of EMDs. They are not open for other transactions, except VOID before sales report is closed. When sales report is authorized the OPEN status of EMD coupon turns into final status FLOWN. DBC/GRP/RSD/CUS type of EMD-S's are available for VOID/REFUND/EXCHANGE transactions. FRO can only be REFUND/VOID. Some EMD-S types like MRA/MTR can only be issued from WEB and/or Call centers. ELT/BON/LNG type of EMD's cannot be issued from Troya system. Below you may find EMD-S samples created within a mask, free from the PNR, followed entries of EMD-S creation on the PNR with SVC infrastructure.

27.1.2.1 PENALTY - PEN EMD-S

-Single currency, no tax EMD-S mask

-PULAK/OYAMS	Name field / Mandatory.
CM	Manual fare header line/Mandatory.
CFTRY3000.00	Fare line/Mandatory.
MRD2352451234567(1)	Related document /Mandatory.
MM	Form of payment, cash is example/Mandatory.
41FFOIDNI0	ID number entry / Mandatory for Turkish terminals
41FCTCA*KADIKOY	Passenger address/Optional.
41FGSTN*654321	Tax office details/Optional.
41FCTCE*PULAK@THY.COM	Email address/Optional.
7S*PNR TAEPCS TK001/15JUL	Remarks line/Optional
7E*NONREF	Endorsement line/Optional.
***EMD-@PEN**	Creates the Mask.
EMD	**EMD-S issuance command**.
OK- 2354550991960	System response.

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED : 0 TIMES
 PURGE DATE : 15APR26
------------------------------------------------------------
 PAX NAME           : PULAK/OYA MS
 EMD NUMBERS        : 2354550991960/S
 ISSUED ON          : 14APR24
 ISSUED BY          : TK QTR 099800035  AP
                      TURKISHAIRLINES EGITIM3 ISTANBUL
 ENDORSEMENT REST   : NON REF
 ID. NUMBER         : 0
 PASSENGER ADDRESS  : KADIKOY
 VERGI DAIRESI      : 654321
 E-MAIL ADDRESS     : PULAK@THY.COM
 REMARKS            : PNR TAEPCS TK001/15JUL

------------------------------------------------------------
EMD 2354550991960
CPN  1 O - OPEN
      - CONSUMED AT ISSUANCE
TO/AT
RFISC: 98F / REASON FOR ISSUANCE: PENALTY FEE
IN CONNECTION WITH    : 2352451234567
------------------------------------------------------------
 FARE               : 3000.00              TRY
 TOTAL AMOUNT       : 3000.00              TRY
 FORM OF PAYMENT    : FORM OF PAYMENT    : CASH        3000.00
 FARE CALCULATION   : (1)
 TAXES              : FREE
```

-EMD-S with single currency and tax mask;

-YAZICI/SEMAMS.....	Name field / Mandatory.
CM.....	Manual fare header line /Mandatory.
CFTRY1000.00/TAXTOTTRY500.00XT..	Fare line/ Mandatory.
CTAXTRY/500.00DU.....	Tax line / Mandatory (if there is).
MRD2352451234567(1).....	Related document / Mandatory.
MCC/CA111122******4444**1230..... /Mandatory.	Form of payment, cc is example
41FFOIDNI0..... in Turkiye.	ID number entry / Mandatory for terminals
41FCTCA*LEVENT	Passenger address/Optional.
41FGSTN*654321	Tax office details/Optional.
41FCTCE*SEMOS@THY.COM	Email address/Optional.
*EMD-@PEN	Creates the mask.
EMD	**EMD-S issuance command**.
OK-2354550991752.....	System response.

27.1.2.2 LOST TICKET CHARGE - LST EMD-S

Entries are the same with PEN EMD only the mask display entry is made with;***EMD-@LST**

27.1.2.3 DENIED BOARDING TICKET DBT EMD-S

PR.10.67.007 Denied Boarding Procedure defines the services and compensation payments to be made to passengers in case of irregularities (overbook, cancellation, delay). Current version of the procedure must be applied for all transactions. In case of overbook, below table is valid for the services provided to passengers who are waiving their flights voluntarily.

Flight Distance	1st Offer	2nd Offer	3rd Offer
	DBT EMD (Euro)*	Free Ticket **	Amount of Money (Euro)
Domestic flights	Up to 100	Domestic line RT ticket	100
International flights between 0-1500 km	Up to 250	International line RT ticket	250
International flights between 1500-3500 km	Up to 400	International line RT ticket	400
International flights over 3500 km	Up to 600	International line RT ticket	600

There is no coupon limit for the tickets issued in exchange from * DBT EMD which is given as a travel voucher to voluntary passengers. If EMD value is higher than the ticket total, another DBT EMD is issued against the remaining balance. If EMD is less than the ticket then, the additional collection is paid by the passenger. Tickets issued against DBT EMD are governed by the rule of their fare basis and class. **Cash refund is never allowed for such tickets.**
** “DB Free” ticket is issued within the kilometer scale limits of the original ticket. (0-1500 km/1500-3500 km/3500 km and over) It is issued according to the routing passenger requests. “DB Free” tickets are not issued for transfer flights. Maximum 2 coupons are allowed.
To the passengers who waive their flight voluntarily and accept the first offer, DBT EMD is issued with entries given below.

Below entry is made to display the distance between the irregularity points in kilometers;

```
SR*ISTNYC
DIRECT ROUTINGS INTO NYC NEW YORK.NY.US
FROM   INT/DOM      APPROX      AVG FLTS   NON-STOP
       SERVICE   DISTANCE KMS   PER WEEK   SERVICES
IST      INT          8056          27        YES
```

```
-AROL/HANDEMRS
41FFOIDNI0
CM
C*Z BSR34.88
CFEUR600.00TRY20929.00
MN/FF00001/18APR2024.....BT EMD payment entry and FF number.
MRD2352445424354(1)..... Ticket and coupon number of DB applied flight
7S*PSGR VOL DENIED FROM TK1 18APR ISTJFK
7E*NONREF NOT VLD AFTER 18APR25(NON REF AND 1 YEAR VALIDITY TO USE)
*EMD-@DBT
EMD
OK- 2354540281311
```

27.1.1.4 DENIED BOARDING COMPENSATION DBC EMD-S

Voluntary passengers who passes the DBT EMD and free ticket offers, the final offer is compensation payment. Same amounts and application is also valid for passengers who are denied from overbooked flight involuntarily. Once again the current version of the procedure must be applied in such transactions.

Table-4: Table of Compensation to be Paid to Passenger Denied Boarding (Involuntarily)

Flight Distance	Compensation Amount (EURO)
All domestic flights	100
0-1500 km international flights (1500 km included)	250
1500-3500 km international flights (3500 km included)	400
International flights over 3500 km	600

```
-AROL/HASANMR
41FFOIDNI0
CM
CFEUR400.00TRY13953.00
C*Z BSR34.88
MN/FF00001/30MAR2024.....DBC EMD payment entry and FF number.
MRD2352425070274(1) .....Ticket and coupon number of DB applied flight.
7S*PSGR DB DUE OVERBOOK OF TK1763 30MAR ISTHEL
7E*NOT VALID AFTER FOR REFUND 30MAR2025(1 YEAR VALIDITY FOR REFUND)
*EMD-@DBC
EMD
OK-2354550991751
```

27.1.2.5 CUSTOMER CUS EMD-S

```
-AROL/REMOMRS
41FFOIDNI0
CM
C*Z BSR33.09
CFEUR150.00TRY4965.00
MI/FF00002/15FEB2024.....CUS EMD payment entry and FF number.
MRD2352451234567(1)..... Related document number.
7E*TKWAIVE APP CODE.....Approval code from TKWAIVE.
*EMD-@CUS
EMD
OK-2354530010238
```

27.1.2.6 RESIDUAL RDL EMD-S

RDL EMD is a non-refundable EMD, that can be only used for Exchange transaction. Any ticket exchanged from RDL EMD is also non-refundable by nature. This EMD was used during covid-19 period. There was great refund requests due to flight irregularities faced at that time. **This EMD was developed is to offer passenger our services with %15 surcharge instead of refunding the ticket on involuntary basis in full. The EMD entries is kept in the book for archive purposes in case the same type of service may still be used in the future.**

Below ticket has I indicator on the first flight coupon due cancellation.

```
2352230118244
CPN  1 O - OPEN
  CDG IST TK1828 19:35    M 20AUG24           I
  OK  MN2XEX                          030K 20AUG24/20AUG24
CPN  2 O - OPEN
X/IST SIN TK0054 02:10    M 21AUG24
  OK  MN2XEX                          030K 21AUG24/21AUG24
CPN  3 O - OPEN
  SIN IST TK0055 23:30    M 30AUG24
  OK  MN2XEX                          030K 30AUG24/30AUG24
CPN  4 O - OPEN
X/IST CDG TK1821 07:00    M 31AUG24
  OK  MN2XEX                          030K 31AUG24/31AUG24
```

```
 BASE FARE          :1487.00              EUR
 EQUIVALENT FARE    :51869.00             TRY
 TOTAL AMOUNT       :70412.76             TRY
 FORM OF PAYMENT    :CASH         70412.76
 TAXES              :104.65                  TRYO4
                     1110.61                 TRYSG
                     1616.00                 TRYDU
                     191.49                  TRYOP
                     157.32                  TRYIZ
                     763.57                  TRYFR
                     258.51                  TRYL7
                     12766.68                TRYYR
                     104.66                  TRYM6
                     1121.45                 TRYQX
                     348.82                  TRYTR
```

The ticket has a value of TRY 70412.46 including taxes and DU(it is refundable for totally unused ticket's involuntary refund) . Passenger accepted % 15 surcharged RDL EMD which is 70412.46x0.15 = **10562.00 TRY**
TOTAL RDL EMD value will be 70412.46+10562.00 = **TRY 80974.46**
The surcharge is going to be paid by in-house FF00017 account number.

Ticket will be exchanged to RDL EMD with below entries;

Note: After displaying ETKT and inserting as MEV the fare quotation entry `FQRMD//OF15` can be tried for creating the below fare lines. The calculation of fare line with this FQ result and manual calculation must be compared for correct results.
This EMD is used to transfer the refundable balance on the ticket with %15 surcharge to a brand new document that would be called a travel voucher to be used for another ticket. The original tickets rules, routing or any restriction is not valid anymore.

```
I (IGNORE)
*ET-/2352230118244
QUEEN/BEEMRS
MEV
CM
CFRTRY51869.00TRY10562.00/TAXTOTPD
CTAXTRYPD/104.65O4/1110.61SG/1616.00DU/191.49OP/157.32IZ
CTAXTRYPD/763.57FR/258.51L7/12766.68YR/104.66M6/1121.45QX
CTAXTRYPD/348.82TR
CE*TOTAL AMOUNT 80974.46TRY
MI/FF00017/31MAR20204
7E*NOT VLD AFTER 31MAR2025
41FFOIDNI0
*EMD-@RDL
EMD
OK-2354565126064
```

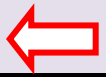
```
*EMD-/2354565126064
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 RDL-NON REF ORIGINATED
 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :01APR26
------------------------------------------------------------
 PAX NAME           :QUEEN/BEE MRS
 EMD NUMBERS        :2354565126064/S
 ISSUED ON          :31MAR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800024  AP/T /A
                     TURKISHAIRLINES EGITIM2 ISTANBUL
 ENDORSEMENT REST   :TOTAL AMOUNT 80974.46TRY NOT VLD AFTER 31MAR2025
 ISSD IN EXCHANGE   :2352230118244
------------------------------------------------------------
EMD 2354565126064
CPN  1 O - OPEN
TO/AT
RFISC:99I / REASON FOR ISSUANCE:NON REF TRANSPORTATION
------------------------------------------------------
 FARE               :51869.00            TRY
 TOTAL AMOUNT       :10562.00A           TRY
 ADDIT COLL TOTAL   :10562.00            TRY
 ORIGINAL FOP       :TKT/CASH
 FORM OF PAYMENT    :I/FF00017/31MAR20204
 PAID TAXES         :157.32                TRYIZ
                     191.49                TRYOP
                     1616.00               TRYDU
                     1110.61               TRYSG
                     104.65                TRYO4
                     1121.45               TRYQX
                     104.66                TRYM6
                     12766.68              TRYYR
                     258.51                TRYL7
                     763.57                TRYFR
                     348.82                TRYTR
 FARE CALCULATION   :(1)
 ORIGINAL ISSUE     :
2352230118244  QTR30MAR249980005
```

ETKT coupon status is exchanged.

```
2352230118244
 CPN  1 E - EXCHANGED                          TK
   CDG IST TK1828 19:35    M 20AUG24
   OK  MN2XEX                          030K 20AUG24/20AUG24
 CPN  2 E - EXCHANGED                          TK
 X/IST SIN TK0054 02:10    M 21AUG24
   OK  MN2XEX                          030K 21AUG24/21AUG24
 CPN  3 E - EXCHANGED                          TK
   SIN IST TK0055 23:30    M 30AUG24
   OK  MN2XEX                          030K 30AUG24/30AUG24
 CPN  4 E - EXCHANGED                          TK
 X/IST CDG TK1821 07:00    M 31AUG24
   OK  MN2XEX                          030K 31AUG24/31AUG24
```

RDL EMD is seen as the exchanged to document on the ETKT

```
          ELECTRONIC TICKET DISPLAY

ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :21AUG26
EXCHANGED TO              :2354565126064
```



27.1.2.7 GROUP DEPOSIT GRP EMD-S

```
-GRUP/SEAMENMR
41FFOIDNI0
CM
CFTRY270000.00
MM
7S*7 PAX %50 GUARANTEE PYMNT (OPTIONAL)
7S*PNR RTFHYU (OPTIONAL)
*EMD-@GRP
EMD
OK-2354530660961
```

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED : 0 TIMES
 PURGE DATE : 19JUN26
-------------------------------------------------------------
 PAX NAME           : GRUP/SEAMEN MR
 EMD NUMBERS        : /S
 ISSUED ON          : 19JUN24
 ISSUED BY          : TK QTR 099800024  AP
                      TURKISHAIRLINES EGITIM2 ISTANBUL
 ID. NUMBER         : 0

 REMARKS            : 7 PAX 50 GUARANTEE PYMNT PNR RTFHYU

-------------------------------------------------------------
EMD 2354530660961
CPN  1 O - OPEN

TO/AT
RFISC: 997 / REASON FOR ISSUANCE: GROUP DEPOSITS/DOWNPAYMENTS
 -------------------------------------------------------------
  FARE              : 270000.00             TRY
  TOTAL AMOUNT      : 270000.00             TRY
  FORM OF PAYMENT   : CASH        270000.00
  FARE CALCULATION  : (1)
  TAXES             : FREE
```

GRP EMD coupon must be changed into SUSPEND status until ticket issue. TK office must make below entry so that the travel agency cannot make any transaction on the EMD.

```
*EMD-/2354530660961
*EMD-/CHNG/TKT1/C1/S*FREE FORMAT EXPLANATION
```

After group PNR is ticketed SUSPEND status is changed back to OPEN with below entry. Following that EMD can be refunded according to the rules.

```
*EMD-/2354530660961
*EMD-/CHNG/TKT1/C1/O*FREE FORMAT EXPLANATION
```

After this EMD is issued against guarantee deposit of a group reservation, if the travel agency cancels the group and this deposit will somehow will not be refunded back to the travel agency, then the status of EMD coupon must be changed into Z-Closed, so that it will not be used again and the deposit remains in company, below entry is made;

```
*EMD-/2354530660961
*EMD-/CHNG/TKT1/C1/Z*FREE FORMAT EXPLANATION
```

EMD display:

```
EMD 2354530660961
CPN  1 Z - CLOSED     TK
```

This status cannot be changed back to OPEN again.

27.1.2.8 RESIDUAL RSD EMD-S

Residual value EMD-S, is an EMD-S type that is issued for the refund balance payment back to the passenger during **reissue/exchange transaction**. On an active PNR before issuing the new ticket with (ETE) EMD-S entry manually is done as below in the PNR to the TKT field.

`7MRSD/TRY1242.00` : EMD-S entry in PNR for a value of TRY1242.00.
`71MRSD/TRY1000.00` : EMD-S entry for the 1st psgr on the PNR for a value of TRY1000.00.

Below is the *T of an automatic exchange transaction. System calculated TRY46299.94 value of residual amount and inserted the RSD entry to TKT field automatically.

```
F 1.1PULAK/ASLIMRS
QTRTKAP 31MAR TKHS8Y
PYMT-M
2.O-2352230118245QTR31MAR2499800050
3.F-ORGTKT/CASH
4.E-V2352230118245(1-2)/12JUN24E
TKT-1 Y01APRQTRAP 2352230118245
2.A */*
3.1 MRSD/TRY46299.94
```

When the new ticket is issued EMD-S document number is placed again automatically on the ticket field;

```
2.1 MRSD/TRY46299.94/2354090072447
```

Below the new ticket's coupon data RSD EMD information will be as seen below;

```
2352230118246
CPN  1 O - OPEN
  BKK IST TK0069 23:00    O 12JUN24
  OK  OF2PXOW                        030K 12JUN24/12JUN24
CPN  2 O - OPEN
X/IST LGW TK1981 07:35    O 13JUN24
  OK  OF2PXOW                        030K 13JUN24/13JUN24
IN CONNECTION WITH    :2354090072447
```

RSD EMD-S display;

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

ITINERARY RECEIPT PRINTED :0 TIMES
PURGE DATE :02APR26
------------------------------------------------------------
PAX NAME           :PULAK/ASLI MRS
EMD NUMBERS        :2354090072447/S
ISSUED ON          :01APR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES
                    EGITIM5
                    ISTANBUL
ENDORSEMENT REST   :TRY4094.00 NON-REF.RSD EMD TRY46299.94.
ISSD IN EXCHANGE   :2352230118245
------------------------------------------------------------
EMD 2354090072447
CPN  1 O - OPEN

TO/AT
RFISC:996 / REASON FOR ISSUANCE:RESIDUAL/REFUNDABLE
IN CONNECTION WITH     :2352230118246 NEW TICKET NUMBER
------------------------------------------------------------
 FARE              :46299.94             TRY
 TOTAL AMOUNT      :NO ADC               TRY
 ORIGINAL FOP      :TKT/CASH
 FARE CALCULATION  :(1)        THE ACTUAL VALIDITY OF RSD EMD
 ORIGINAL ISSUE    :
2352230118245  QTR31MAR2499800050
 TAXES             :FREE
```

RSD type EMD-S is not a consumed at issuance type of EMD, it will be available for VOID/REFUND/EXCHANGE type of transactions.
RSD EMD-S **cannot be voided alone.** When the new ticket issued in connection with is voided, this EMD is also voided. Since RSD is residual-refundable balance EMD **the best way of finalizing this transaction is to refund it after issuance**.
Important note: After quoting automatically, if there is residual the RSD EMD TKT field entry is created by system automatically. That TKT field can be erased but it cannot be re-entered for automatic transactions system will reject as below;

```
3.1 MRSD/TRY46299.94

73@ *
7MRSD/TRY46299.94
MANUAL MRSD ENTRY NOT ALLOWED
```

27.1.2.9 SVC INFRASTRUCTURE- TRANSACTIONS FOR EMD-S IN PNR

EMD-S created outside the PNR, on a mask is not easy to track and associate with the service. With the help of SVC infrastructure, EMD-S transactions can be added as a service segment in the PNR. This provides more practicality with fewer entries. The related city code's EMD-S services are listed on the service display table

To start SVC segment transaction PNR record must be active. First, the service table is displayed.

```
EMD-S SERVICE DISPLAY

LN  CXR  CHBL  RFIC  RFISC  AIRPORT  G-EMD  DESCRIPTION

001 TK    ALL   C     0IA     QTR    NO    CHARTER EXCESS BAGGAGE INT
002 TK    ALL   C     0IB     QTR    NO    CHARTER EXCESS BAGGAGE
003 TK    ALL   D     98J     QTR    NO    PCR TEST FEE
004 TK    ALL   I     057     QTR    NO    MILEAGE ACCRUAL
005 TK    ALL   D     07E     QTR    NO    AJET OPTION FEE
006 TK    ALL   D     04C     QTR    NO    RESERVATION OPTION FEE
007 TK    ALL   D     998     QTR    NO    TAX SERVICE FEE
008 TK    ALL   D     0DT     QTR    NO    DENIED BOARDING TICKET
009 TK    ALL   D     0H1     QTR    NO    WEAPON
010 TK    ALL   D     997     QTR    YES   GROUP DEPOSITS
011 TK    ALL   I     0CM     QTR    NO    BONUS MILES FOR AWARD
012 TK    ALL   E     0BX     QTR    NO    CIP LOUNGE FEE
013 TK    ALL   I     98B     QTR    NO    CUSTOMER COMPENSATION
014 TK    ALL   D     0MC     QTR    NO    DENIED BOARDING COMPENSATI
015 TK    ALL   I     0C4     QTR    NO    GOOD FOR KEEPING CARD LEVEL
016 TK    ALL   E     0LV     QTR    NO    E VISA
017 TK    ALL   D     98C     QTR    NO    FOR REFUND ONLY
018 TK    ALL   E     0AG     QTR    NO    EXECUTIVE LOUNGE
019 TK    ALL   D     98F     QTR    NO    PENALTY FEE
```

```
F 1.1PULAK/ELIFMISS
QTRTKAP  6AUG TIUJ82
 1 TK  54 S  TH 17OCT  ISTSIN HK1   0200 1750 CABIN CE
 2 TK  55 S  SU 20OCT  SINIST HK1   2325 0525*CABIN CE
FONE-QTR
TKT-1 Y06AUGQTRAP 2351490110088
AP FAX-1 SSRCTCMYYHK1 05323456789
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2351490110088C1
4.1 S2 SSRTKNETKHK1 2351490110088C2
```

Passenger is voluntarily denied from TK54 17OCT ISTSIN flight due overbook. For the payment of compensation, DBC EMD-S will be issued for this flight.
Service segment is added as follows;

```
SVC*1/8*17OCT/P1
```

SVC : Auxiliary service element
*1 : The amount of service
8 : The line number of the service element on the table
17OCT : SVC segment date
P1 : Passenger number

Response;

```
*   TK    D     0MC     QTR    DENIED BOARDING COMPENSATION
*R
1 TK  54 K  TH 17OCT  ISTSIN HK1   0200 1750 CABIN CE
2 TK SVC TH 17OCT QTR KD1  D/0MC/DENIED BOARDING-P1
3 TK  55 K  SU 20OCT  SINIST HK1   2325 0525*CABIN CE
```

Alternative entries;

`SVC*03/01*20AUG/P1-3` : 3 services for element 1 on the table from passenger 1 to 3.
`SVC*02/05*03SEP/P2.4` : 2 services for element 5 on the table for passenger 2 and 4.
`SVC*1/04*11SEP` : 1 group deposit service element 4. There is no psgr relate.

Fare line entry;

`CSVC2/FARE/EUR600.00TRY20900.00`

`CSVC` : Primary action code
`2` : SVC segment number
`FARE` : Fare action code
`EUR600.00TRY20900.00` : Base and converted amount (if there is currency conversion)

Alternative entries for fare lines;

`CSVC2/FARE/TRY3724.00` : Single currency fare
`CSVC2/TAXTRY/15.00TR/10.00VQ` : Tax line entry (if applicable)
`CSVC2/E*NON-REF AFTER 17OCT24` : Fare endorsement entry

Related document entry;

`MRD/SVC2/2351111111111(1)`

`MRD` : Related document action code
`SVC2` : SVC segment number 2
`235111111…(1)` : Document and coupon number

Payment entry;

`MFQ1N/FF00001/17OCT2023`

`M` : Payment field code
`FQ1` : SVC fare block number
`N` : Form of payment for DBC.
`FF00001` : Invoice number of DBC payments
`17OCT2023` : Date of issue of document

After these entries are completed, the fare and payment fields are displayed for checking.

```
*Z
F 1.1PULAK/ELIFMISS
QTRTKAP  6AUG TIUJ82
FQ-1 Q06AUG23      ET AP/SU KK QTR  T/ITA
2.IST TK SIN1081.50KT3BX TK IST1081.50KT3BX
3.Z NUC2163.00ROE1.00
4.FARE USD 2163.00 EQU TRY 12094.00TAX TOT XT 2990.34 TOT TRY 15084.34
5. TAX TRYOP     24.77 TAX TRYDU    532.00 TAX TRYSG    133.59 TAX TR
YM6     18.62 TAX TRYYR   2113.40
6. TAX TRYL7     43.85 TAX TRYTR    124.11
7.S1/3 B40K
8.E NONEND/TK ONLY
9.S1 NB17OCT23
10.S1 NA17OCT23
11.S3 NB20OCT23
12.S3 NA20OCT23
13.X FC --
14.X FC --
15.X PC -
ANCILLARY FARES
16.FQ-1 P1 S2 M17OCT23 0MC EM AP/SU <-- FARE BLOCK NUMBER 1 FQ-1
17.FARE EUR 600.00 EQU TRY 3724.00
18.E NON REF AFTER 17OCT24
PYMT-M
ANCILLARY PAYMENTS
2.EMD FQ-1 N-/FF00001/17OCT2023 <-- PAYMENT OF EMD-S
SVC RELATED DOCUMENT
3.S2 RD2351490110088(1) <-- RELATED DOCUMENT OF THE SERVICE
TKT-1 Y06AUGQTRAP 2351490110088
```

To issue the EMDS for SVC segment;

EMDS* : Issues EMD-S for all SVC segments
EMDS*S2 : Issues EMD-S for SVC segment 2

PNR display after EMD-S is issued;

```
F 1.1PULAK/ELIFMISS
QTRTKAP  6AUG TIUJ82
 1 TK  54 K  TH 17OCT  ISTSIN HK1   0200 1750 CABIN CE
 2 TK SVC TH 17OCT QTR HI1  D/0MC/DENIED BOARDING/2354540264435C1-P1
 3 TK  55 K  SU 20OCT  SINIST HK1   2325 0525*CABIN CE
FONE-QTR
TKT-1 Y06AUGQTRAP 2351490110088
AP FAX-1 SSRCTCMYYHK1 05323456789
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2351490110088C1
4.1 S3 SSRTKNETKHK1 2351490110088C2
```

To display the EMD-S;

`*EMD-S2` : Displays the EMD-S on SVC segment 2

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :18OCT25
-------------------------------------------------------
 PAX NAME           :PULAK/ELIF MISS
 EMD NUMBERS        :2354540264435/S
 ISSUED ON          :17OCT23
 ISSUED BY          :TK QTR 099800024  AP
                     TURKISHAIRLINES EGITIM2 ISTANBUL
 PNR REFERENCE      :TK/TIUJ82
 ENDORSEMENT REST   :NON REF AFTER 17OCT24.
 -----------------------------------------------------
 EMD 2354540264435
 CPN  1 O - OPEN

 TO/AT
   QTR     TK
 RFISC:0MC / REASON FOR ISSUANCE:DENIED BOARDING C/17OCT23ION
 IN CONNECTION WITH    :2351490110088
 ------------------------------------------------------------
  FARE               :600.00              EUR
  EQUIVALENT FARE    :3724.00             TRY
  TOTAL AMOUNT       :3724.00             TRY
  FORM OF PAYMENT    :N/FF00001/17OCT2023
  FARE CALCULATION   :(1)
  TAXES              :FREE
```

On the same PNR another EMD-S service is issued;

```
F 1.1PULAK/ELIFMISS
QTRTKAP  6AUG TIUJ82
 1 TK  54 K  TH 17OCT  ISTSIN HK1   0200 1750 CABIN CE
 2 TK SVC TH 17OCT QTR HI1  D/0MC/DENIED BOARDING/2354540264435C1-P1
 3 TK  55 K  SU 20OCT  SINIST HK1   2325 0525*CABIN CE
 4 TK SVC SU 20OCT QTR HI1  D/98F/PENALTY FEE/2354540264436C1-P1
FQ-ANCILLARY FARES
1.FQ-1 P1 S2 M17OCT23 0MC EM AP/SU
2.FARE EUR 600.00 EQU TRY 3724.00
3.E NON REF AFTER 17OCT24
4.FQ-2 P1 S4 M06AUG24 98F EM AP/SU
5.FARE TRY 1300.00
FONE-QTR
PYMT-M
ANCILLARY PAYMENTS
2.EMD FQ-1 N-/FF00001/17OCT2023
3.EMD FQ-2 M
SVC RELATED DOCUMENT
4.S2 RD2351490110088(1)
5.S4 RD2351490110088(2)
```

Additional entries for SVC segments;

***SVC** : Displays only SVC segments of a PNR.

```
2 TK SVC TH 17OCT QTR HI1  D/0MC/DENIED BOARDING COMPENSATION/235454
0264435C1-P1
4 TK SVC SU 20OCT QTR HI1  D/98F/PENALTY FEE/2354540264436C1-P1
```

XS2 : Cancels 2nd SVC segment.

```
1 TK  54 K  TH 17OCT  ISTSIN HK1   0200 1750 CABIN CE
2 TK  55 K  SU 20OCT  SINIST HK1   2325 0525*CABIN CE
3 TK SVC SU 20OCT QTR HI1  D/98F/PENALTY FEE/2354540264436C1-P1
```

XS2/4 : Cancels 2nd and 4th SVC segment.
XS3-5 : Cancels SVC segments from 3 to 5.
XS : Cancels all SVC segments.

***H** : PNR history display

```
AV TK   SVC  TH 17OCT  QTR   KD1  D/0MC/DENIED BOARDING COMPENSATION-
P1
AP EMD FQ-1 N-/FF00001/17OCT2023
AP S2 RD2351490110088(1)
QTR SU AP 1055Z/6AUG
SV TK   SVC  TH 17OCT  QTR KD/HI1  D/0MC/DENIED BOARDING COMPENSATION
/2354540264435C1-P1
```

AV : Added SVC segment
SV : Status change on SVC segment
XV : Cancelled SVC segment
***HS** : Displays only SVC segments history.

List entries;
LSVC*IST/06AUG

L : List entry
SVC : SVC service code
IST : Airport code
06AUG : SVC segment date

```
SVC LIST   IST 06AUG 1213Z 06AUG

  LN NAME          NIP PNR    RFIC RFISC STATUS DESCRIPTION
   1 ABC/PEK         1  UTT6QC D    98F   HI     GRUP PENALTY
   2 ABC/PVG         1  VIEC2P D    997   HI     GROUP DEPOSI
   3 ABC/STR         1  SIJ3EG D    98F   HI     GRUP PENALTY
```

LASVC*IST/06AUG	: Same list display with EMD-S numbers
LASVC*IST/06AUG/98F	: List filter with RFISC code (with EMD-S numbers)
LSVC*IST/06AUG/098F	: Same list filter with RFISC code
LXSVC*IST/06AUG	: Cancelled list of SVC segments.
*SVC/06AUG/IST-ABC	: Displays PNR list with SVC segments for the given surname.

```
SVC LIST   IST 06AUG 1215Z 06AUG

 LN NAME          NIP PNR    RFIC RFISC STATUS DESCRIPTION  EMD
  1 ABC/PEK       1  UTT6QC D    98F   HI     GRUP PENALTY 2351854022800C1
  2 ABC/PVG       1  VIEC2P D    997   HI     GROUP DEPOSI 2351854022524C1
  3 ABC/STR       1  SIJ3EG D    98F   HI     GRUP PENALTY 2351854022523C1
```

27.1.2.10 CHARTER EXCESS BAGGAGE EMD/S

For charter flights services , the excess baggage payment is done with this EMD/S type. Since there is no ETKT to associate with the collection of this payment is done with an EMD/S created with SVC infrastructure. For international flights 0IA CHTR RFISC code, for domestic flights 0IB CHRT RFISC codes are used. Below you may find the entries to create a CHTR EMD/S to an international flights 20 kg excess baggage.

```
SVC*QTR
001 TK    ALL   C     0IA     QTR    NO    CHARTER EXCESS BAGGAGE INT
002 TK    ALL   C     0IB     QTR    NO    CHARTER EXCESS BAGGAGE

-CHARTER/EXCESSBAGGAGE@
4FCTCM 90555667799
4FCTCE ABC@THY.COM
41FFOIDNI0
0TK0Y15MAYESBAMSQQ1
SVC*1/1*15MAY/P1

*R
  1 TK   0 Y  WE 15MAY  ESBAMS QQ1              E
  2 TK SVC WE 15MAY QTR KD1  C/0IA/CHARTER EXCESS -P1
6PSGR
E*R

CSVC2/FARE/TRY2000.00
CSVC2/E*TK1234 15MAYESBBRU XBAG 20KG
MFQ1M
EMDS*S2
```

```
F 1.1CHARTER/EXCESSBAGGAGE@
 QTRTKAP  3APR RWDGSJ
  1 TK   0 Y  WE 15MAY  ESBAMS QQ1              E
  2 TK SVC WE 15MAY QTR HI1  C/0IA/CHARTER EXCESS /2354565126070C1-P1
 FONE-QTR
 AP FAX-SSRCTCMYYHK1 905555667799
 2.1 SSRFOIDTKHK1 /NI0
 3.SSRCTCEYYHK1 ABC@THY.COM
 GEN FAX-OSITK CHAN NO CHANNEL
```

```
*EMD-S2
 ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :04APR26
 ------------------------------------------------------------
 PAX NAME           :CHARTER/EXCESSBAGGAGE
 EMD NUMBERS        :2354565126070/S
 ISSUED ON          :03APR24
 ISSUED BY          :TK QTR 099800024  AP/T /A
                     TURKISHAIRLINES EGITIM2 ISTANBUL
 PNR REFERENCE      :TK/RWDGSJ
 ENDORSEMENT REST   :TK1234 15MAYESBBRU XBAG 20KG.

 ID. NUMBER         : 0

 E-MAIL ADDRESS     :ABC@THY.COM

 ------------------------------------------------------------
EMD 2354565126070
CPN  1 O - OPEN
      - CONSUMED AT ISSUANCE
TO/AT
  QTR     TK
RFISC:0IA / REASON FOR ISSUANCE:CHARTER EXCESS BA/15MAY24
------------------------------------------------------------
 FARE               :2000.00             TRY
 TOTAL AMOUNT       :2000.00             TRY
 FORM OF PAYMENT    :CASH        2000.00
 FARE CALCULATION   :(1)
 TAXES              :FREE
```

27.1.2.11 FOR REFUND ONLY FRO EMD-S

Passenger cancels the reservation and asks refund of below ticket but there is **not enough cash in the Office**. We Exchange the ticket into FRO EMD to keep automatic refund function for guaranteed results. Even though passenger cancels the flights before the flight, if the refund request of passenger is **after the original flights being cancelled** on the PNR ,but still on the ETKT, automatic refund system by reading ETKT flight coupons data, which belongs to a past date, applies no-show rules of cancellation category of the fare used, where most TK special fares have in case of no-show ticket is non-refundable remark in it. Before the original flight the ETKT'S refundable balance is going to be transferred to FRO EMD, then passenger can get refund anytime within the 2 years of date of issue of the FRO EMD. FROM EMD can be automatically created during automatic refund transactions **which can be found in section 29.2.5.5** this will be the manual version of FRO EMD.

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :21JUN26
-------------------------------------------------
 PAX NAME           :STONECUTTER/LONGING MRS
 TICKET NUMBERS     :2352230149104/
 ISSUED ON          :01APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/S27PDX
 ENDORSEMENT REST   :NONEND/TK ONLY.

 MOBILE PHONE       : 90098765322

 E-MAIL ADDRESS     : OZLEMIKA@ERCAN.COM
-------------------------------------------------------
2352230149103
CPN  1 O - OPEN
  LAX IST TK0010 18:35    O 20JUN24
  OK  OHV3XPX                         2PC  20JUN24/20JUN24
CPN  2 O - OPEN
X/IST ATH TK1843 19:15    O 21JUN24
  OK  OHV3XPX                         2PC  21JUN24/21JUN24
CPN  3 O - OPEN
  ATH IST TK1842 05:45    O 30JUN24
  OK  OHV3XPX                         2PC  30JUN24/30JUN24
CPN  4 O - OPEN
X/IST LAX TK0179 08:25    O 30JUN24
  OK  OHV3XPX                         2PC  30JUN24/30JUN24
-------------------------------------------------------
 BASE FARE          :1304.00              USD
 EQUIVALENT FARE    :42143.00             TRY
 TOTAL AMOUNT       :63529.51             TRY
 FORM OF PAYMENT    :CASH        63529.51
 TAXES              :418.58                 TRYGR
                     225.26                 TRYYC
                     123.78                 TRYXA
                     104.66                 TRYM6
                     226.23                 TRYXY
                     557.76                 TRYWP
                     15835.68               TRYYR
                     180.98                 TRYAY
                     1610.00                TRYDU
                     145.43                 TRYXF
                     1434.92                TRYUS
                     348.82                 TRYTR
                     174.41                 TRYWQ
FARE CALCULATION  :(0)20JUN24LAX TK X/IST TK ATH Q30.00 579.
50TK X/IST TK LAXQ75.00Q40.00 579.50NUC1304.00 END ROE1.00XFLAX4.50
```

The fare rule has 260.00 USD cancellation penalty before departure.
Base Fare USD1304.00 – USD260.00 = USD1044.00 refundable balance of local currency fare.
On the original ticket there is EQUIVALENT FARE which means there is currency conversion. Standard IATA rule ; when original payment has been made in a currency other than the currency of the Country of Commencement of Transportation, refunds in original currency as originally tendered will be made at the exchange rate (here ICER) used for the original payment.

```
>FZSUSD1044TRY.01APR24
RATES LAST UPDATED  01APR 00:00 AM
EQU TRY33740.00
BANK SELLING RATE  1USD EQUALS 32.3177 TRY
```

Other unused taxes except DU are refunded;

```
*ET-/2352230149104
-STONECUTTER/LONGINGMRS
41FFOIDNI0
CM
C*Z BSR32.3177
CFRUSD1044.00EQUTRY33740.00/TAXTOTPD
CTAXTRYPD/226.23XY/104.66M6/123.78XA/225.26YC/418.58GR
CTAXTRYPD/145.43XF/180.98AY/15835.68YR/557.76WP/174.41WQ
CTAXTRYPD/348.82TR/1434.92US
CPFCPDXF145.43LAX4.50
MEV
7E*TTL RFND AMNT TRY53516.51
*EMD-@FRO
EMD
OK-2354090092991
```

FRO EMD refund validity is 2 years from its date of issue. It can only be used for refund transaction. During refund, the taxes must be shown one by one with their own codes and sales report should reflect the refunded taxes. After completion of FRO EMD transaction the original PNR itinerary must be cancelled.

```
*ET-/
EXCHANGED TO              :2354090092991
-----------------------------------------------
 PAX NAME           :STONECUTTER/LONGING MRS
 TICKET NUMBERS     :2352230149104/
-------------------------------------------------------------
2352230149104
CPN  1 E - EXCHANGED                          TK
  LAX IST TK0010 18:35    O 20JUN24
  OK  OHV3XPX                          2PC  20JUN24/20JUN24
CPN  2 E - EXCHANGED                          TK
X/IST ATH TK1843 19:15    O 21JUN24
  OK  OHV3XPX                          2PC  21JUN24/21JUN24
CPN  3 E - EXCHANGED                          TK
  ATH IST TK1842 05:45    O 30JUN24
  OK  OHV3XPX                          2PC  30JUN24/30JUN24
CPN  4 E - EXCHANGED                          TK
X/IST LAX TK0179 08:25    O 30JUN24
  OK  OHV3XPX                          2PC  30JUN24/30JUN24
```

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :05APR26
----------------------------------------------------
 PAX NAME           :STONECUTTER/LONGING MRS
 EMD NUMBERS        :2354090092991/S
 ISSUED ON          :04APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES EGITIM5 ISTANBUL
 ENDORSEMENT REST   :TTL RFND AMNT TRY53516.51
ISSD IN EXCHANGE   :2352230149104
----------------------------------------------------
EMD 2354090092991
CPN  1 O - OPEN
TO/AT
 RFISC:98C / REASON FOR ISSUANCE:FOR REFUND ONLY
 CONVERSION TYPE/RATE   :BSR32.3177000
 CONVERTED AMOUNT       :USD   1044.00
 ------------------------------------------------
  FARE               :1044.00              USD
  TOTAL AMOUNT       :NO ADC               USD
  ORIGINAL FOP       :TKT/CASH
  PAID TAXES         :418.58                  TRYGR
                      225.26                  TRYYC
                      123.78                  TRYXA
                      104.66                  TRYM6
                      226.23                  TRYXY
                      174.41                  TRYWQ
                      557.76                  TRYWP
                      15835.68                TRYYR
                      180.98                  TRYAY
                      145.43                  TRYXF
                     1434.92                 TRYUS
                      348.82                  TRYTR
 FARE CALCULATION   :(1)
 ORIGINAL ISSUE     :
2352230149104  QTR04APR249980005
```

27.1.3 EMD-A (ASSOCIATED)

EMD-A is a document that is issued only **in the PNR** associated with the **ETKT**. In order to issue an EMD-A;

- There must be an active ETKT issued on the PNR. (**SSRTKNE**).
- There must be a special service SSR created for one of **XBAG**, **PETC**, **AVIH**, **SPEQ**, **BIKE** or **RQST** special services with **HK** status code, which provides the **ASVC** line created automatically.
- ETKT and EMD-A must hold the same name, route and carrier code.
- The ETKT coupon number that EMD-A will be associated with, **should not** be is a final or suspended status.

The moment EMD-A is issued; automatically it is associated with the ETKT and the ASVC service line status changes into HI. An ETKT can be associated with more than one EMD-A, but an EMD-A can only be associated only with one ETKT. EMD-A is not a consumed at issuance type of EMD, when the ETKT is check-in, EMD-A will turn into checked-in status code automatically. ETKT and the associated EMD-A coupons must act synchronized. EMD-A does not hold any flight date or flight number data on it, after the service is completed, the flight date and flight number is used on are automatically reflected on the EMD-A coupon.

- Tickets issued on other airlines stocks can be associated with all EMD/A services like RQST, XBAG, SPEQ, AVIH, PETC, PDUG FQTU. To complete the transaction coupon control is taken with below entry. (except for off-line stations.)
  To take coupon control: ***ET-/CTRL/TKT1/C1**
- If TK is a marketing carrier EMD/A cannot be issued.
- Miles&Smiles upgrade award (with mileage), and paid upgrade (application for some flights which have fixed prices for one-way upgrade) are EMD-A transactions. For upgrade award **FQTU** EMD-A, for paid upgrade **PDUG** EMD-A type is used. The transactions can only be completed from Quickres interface within the scope of Offer Management System. Transaction steps will be shown briefly in the coming sections of the book.

PNR sample with EMD-A;

```
F 1.1MOUSE/MICKEYMR
QTRTKAP 31MAR RYKIYQ
 1 TK  83 O  SU 30JUN  ISTHKG HK1   0145 2040 CABIN YE
FONE-QTR
TKT-1 Y31MARQTRAP 2352230118247
2.A */*
AP FAX-1 SSRDOCSYYHK1  /P////01JAN80/M//MOUSE/MICKEY
2.SSRCTCMYYHK1 90000000
3.SSRCTCEYYHK1 MICKEY@MAGICKINGDOM.COM
4.1 SSRFOIDTKHK1 /NI0
5.1 S1 SSRTKNETKHK1 2352230118247C1
6.1 S1 SSRXBAGTKHK1 TTL50KG 2PC 40X40X40CM WEIGHT
7.1 S1 SSRASVCTKHI1 C/0DG/XBAG/WEIGHT/A/2354090072448C1
```

The info about the details on ASVC line are; **7**- Ap Fax line number, **1**- passenger number, **S1**- segment number, **SSRASVC**- fixed service format, **TK**- carrier code, **HI1**- request status and amount, **C**- reason for issuance code (ATPCO reason for issuance RFIC), **0DG**- reason for issuance sub code (RFISC), **XBAG**- service airimp code, **EXCESS BAGGAGE**- service explanation, **A**- shows service is associated with ETKT.

EMD-A display after issued;

```
EMD 2354090072448
 CPN  1 O - OPEN
 CPN VALUE:    29650.00
       - IN CONNECTION WITH QUALIFIER
 ASSOCIATED TICKET     :2352230118247/C1
 TO/AT
   IST HKG TK
 RFISC:0DG / REASON FOR ISSUANCE:WEIGHT 50KG/02PC
------------------------------------------------------------
```

Electronic ticket display when EMD-A is issued;

```
2352230118247
CPN  1 O - OPEN
ASSOCIATED EMD : 2354090072448/C1
  IST HKG TK0083 01:45    O 30JUN24
  OK  OT3PXOW                          030K 30JUN24/30JUN24
```

EMD-A display after used;

```
EMD 2354090072448
CPN  1 F - FLOWN TK81 ISTHKG 30JUN24/C1
CPN VALUE:    29650.00
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352230118247/C1
TO/AT
  IST HKG TK
RFISC:0DG / REASON FOR ISSUANCE:WEIGHT 50KG/02PC
------------------------------------------------------------
```

27.1.3.1 EMD-A MANUEL FARE LINE ENTRIES

Automatic pricing is possible for **XBAG** and **RQST** EMD-A types. However, in case, automatic pricing is not possible or there is incorrect calculation of fare field must be created with manual entries. On the fare display of the PNR these fares are seen under the ANCILLARY SERVICES headline. Each service quotation has fare block number to be separated.

Service entry samples;

```
41S3-4FBIKENN1 TTL12KG 1PC 75X32X82CM
41S2FSPEQNN1 TTL12KG 1PC 23X42X50CM GOLF
42S5FAVIHNN1 TTL14KG 100X60X55CM DOG BREED
```

Fare header entries;

`CSSR8` : Fare header for SSR item 8.
`CSSR4/XBAG` : Fare header entry for SSR item 4 with XBAG indicator.
`CSSR6/8/10` : Fare header entry for SSR 6, 8 and 10.

Maximum entry is 16 SSR's.

Fare calculation line entries;

```
C/FQ1/*FARE/IST TK PTY1000.00YOW
```

`C` : Fare line action code
`FQ1` : The fare block number of the
`*FARE` : Fare construction indicator
`IST TK PTY` : The routing and carrier of the service
`1000.00YOW` : Amount and the fare basis of the service.

`C/*FARE/IST TK PTY1000.00` : Fare calculation line entry without fare block number. (Entries without fare block number automatically placed below the last quote.)
`C/FQ2/*FARE/IST TK PTY100.00YRT*TK IST100.00YRT` : Round trip fare calculation line for second fare block.

Fare line entries;

```
C/FQ1/FARE/TRY1000.00
```

`C` : Fare line action code
`FQ1` : Fare block number of the fare line
`FARE` : Fare indicator
`TRY1000.00` : SOR currency code and amount.
`C/FARE/TRY1000.00` : Fare line entry without fare block number.
`C/FQ2/FARE/USD200.00TRY10000.00` : Fare line entry for fare block 2 when fare currency and payment currency are different.

Tax line entries;

```
C/FQ1/TAXTRY/100.00VQ/200.00YR
```

`C` : Fare line action code
`FQ1` : Fare block number of the tax line
`TAXTRY` : Tax indicator and SOR currency code
`100.00VQ/200.00TR` : Taxes details with amount and codes.
`C/TAXTRY/100.00VQ/200.00TR` : Tax line entry without fare block number.

Endorsement entries;

```
C/FQ2/E*NON REFUNDABLE
```

`C`	: Fare line action code
`FQ2`	: Fare block number
`E*`	: Endorsement keyword
`NON REFUNDABLE`	: Information
`C/E*NON REFUNDABLE`	: Endorsement entry without fare block number.

A sample EMD-A issue transaction steps for a passenger who has a pet in cabin (PETC) service is below. Since there is one ASVC service fare block number is not given in the entries.

```
F 1.1PULAK/ALIMR
QTRTKAP 31MAR VCGIQN
 1 TK  17 O  TU 20AUG  ISTYYZ HK1   1445 1820 CABIN YE
FONE-QTR
TKT-1 Y31MARQTRAP 2352230118248
2.A */*
AP FAX-SSRCTCMYYHK1 87662345665
2.SSRCTCEYYHK1 A@PULAK.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN00/M//PULAK/ALI
5.1 S1 SSRTKNETKHK1 2352230118248C1
6.1 S1 SSRPETCTKHK1 TTL7KG 23X30X40CM DOG POODLE
7.1 S1 SSRASVCTKHD1 C/0BT/PETC/PET IN CABIN/A

ENTRIES
CSSR7
C/*FARE/IST TK YYZ185.00Y
C/FARE/USD185.00TRY5780.00

ANCILLARY FARES
15.FQ-1 P1 S1 M31MAR24 PETC EM AP/SU SSR 7
16.IST TK YYZ185.00Y
17.FARE USD 185.00 EQU TRY 5780.00
```

Then the form of payment for the related fare block is entered. Detailed explanation about EMD type's form of payment can be found in section 27.1.1 EMD Form of Payments.

```
MFQ1M/EFT
```

Finally, EMD-A issue command entry is made.

`EMDA*`	: EMD-A issue for all quoted and paid services.
`EMDA*SSR7`	: EMD-A issue for ASVC Ap-Fax line number 7.
`EMDA*SSR18/20`	: EMD-A issue for ASVC Ap-Fax line number 18 and 20. (For connecting flights)

```
F 1.1PULAK/ALIMR
QTRTKAP 31MAR VCGIQN
 1 TK  17 O  TU 20AUG  ISTYYZ HK1   1445 1820 CABIN YE
FONE-QTR
TKT-1 Y31MARQTRAP 2352230118248
2.A */*
AP FAX-SSRCTCMYYHK1 87662345665
2.SSRCTCEYYHK1 A@PULAK.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN00/M//PULAK/ALI
5.1 S1 SSRTKNETKHK1 2352230118248C1
6.1 S1 SSRPETCTKHK1 TTL7KG 23X30X40CM DOG POODLE
7.1 S1 SSRASVCTKHI1 C/0BT/PETC/PET IN CABIN/A/2354090072449C1

*EMD-P7

 ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

ITINERARY RECEIPT PRINTED :0 TIMES
PURGE DATE :01APR26
------------------------------------------------------------
PAX NAME           :PULAK/ALI MR
EMD NUMBERS        :2354090072449/A
ISSUED ON          :31MAR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES EGITIM5 ISTANBUL
PNR REFERENCE      :TK/VCGIQN
------------------------------------------------------
EMD 2354090072449
CPN  1 O - OPEN
CPN VALUE:      185.00
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352230118248/C1
TO/AT
  IST YYZ TK
RFISC:0BT / REASON FOR ISSUANCE:PET IN CABIN 7KG
------------------------------------------------------------
 FARE               :185.00              USD
 EQUIVALENT FARE    :5780.00             TRY
 TOTAL AMOUNT       :5780.00             TRY
 FORM OF PAYMENT    :CASH        5780.00
                     /EFT
 FARE CALCULATION   :(1) IST TK YYZ 185.00
 TAXES              :FREE
```

27.1.3.2 MANUAL ASSOCIATION OF EMD-A TO ETKT/PNR

EMD-A, is automatically associated with ETKT the moment it is issued (automatic association). An unused EMD-A coupon, in some circumstances (like refund, revalidation or exchange), and if below criteria are met can be associated with ETKT coupons with manual association entry;

- ETKT and EMD-A last name/name, route and carrier code **must be the same**.
- The ETKT coupon EMD-A will be associated with **must not be in final or suspended status**.
- The EMD-A coupons **must not be associated** to another ETKT's coupons.
- To make EMD-A number transfer to the related flight, the PNR must definitely have the **SSR** service entry.

```
*ET-/A/2352420172860/C1/2354551842330/C1     : Association entry.
OK - EMD/ETKT ASSOCIATED                     : System response.
```

27.1.3.3 MANUAL DISASSOCIATION EMD-A TO ETKT/PNR

EMD-A, is automatically disassociated from ETKT in case of Void, Exchange and Refund transactions. If passenger decided to use the ETKT but not the EMD-A coupon for the related flight, manually they must be disassociated. **If the service will not be used**, after cancellation of SSR ASVC request and making **E*R** system will make reminder warning for disassociation again.

```
*ET-/D/2352420172860/C1/2354551842330/C1     : Disassociation entry.
OK - EMD/ETKT DISASSOCIATED                  : System response.
```

27.1.3.4 RQST EMD-A / CHARGEABLE SEAT

RQST EMD is one of the associated types of EMD that is used for chargeable seat selection ancillary service within the offer management system. In economy cabin all seats are sellable. On a ticketed active PNR if the related flights seat map is displayed with **`*S1*CH`** entry (segment number 1 is sample), chargeable and available seats will be displayed with "**`$`**" indicator. The chargeable emergency exit seats can only be sold to passengers meeting the conditions listed on https://www.turkishairlines.com/en-int/any-questions/seat-selection-terms-and-conditions/ Also depending on the passenger's special services in the Ap Fax field like INFT, PETC.. not every seat type can be confirmed.

Chargeable seats are categorized as below;

RFISC R	RFISCI	DESC
0B5	CW	CHARGEABLE WINDOW STANDARD
0B5	CA	CHARGEABLE AISLE STANDARD
0B5	C	CHARGEABLE CENTER STANDARD
0B5	CL	CHARGABLE CENTER LEGROOM
0B5	CWL	CHARGABLE WINDOW LEGROOM
0B5	CAL	CHARGABLE AISLE LEGROOM
0B5	CEL	CHARGABLE CENTER EXIT
0B5	AEL	CHARGABLE AISLE EXIT
0B5	WEL	CHARGEABLE WINDOW EXIT
0B5	CAE	CHARGEABLE AISLE EXIT
0B5	CE	CHARGEABLE CENTER EXIT
0B5	CWE	CHARGEABLE WINDOW EXIT

In order to get information about the price of chargeable seats, segment booking is enough.

```
1 TK 158 Y  FR 20SEP  MIAIST HS1 X 1135 0555*CABIN YE
2 TK1979 Y  SA 21SEP  ISTLHR HS1   0745 0945 CABIN YE
```

`FQDA`
This entry gives the service fare for the segment/s on the PNR. System response;

```
MIA - IST (S1)
---------------
P1 ADT 0B5 (AISLE) USD39.00(TRY1260.39)
P1 ADT 0B5 (CENTER) USD39.00(TRY1260.39)
P1 ADT 0B5 (EXIT) USD179.00(TRY5784.87)
P1 ADT 0B5 (LEGROOM) USD179.00(TRY5784.87)
P1 ADT 0B5 (PREFERRED) USD139.00(TRY4492.16)
P1 ADT 0B5 (WINDOW) USD39.00(TRY1260.39)

IST - LHR (S2)
---------------
P1 ADT 0B5 (AISLE) USD19.00(TRY614.04)
P1 ADT 0B5 (CENTER) USD19.00(TRY614.04)
P1 ADT 0B5 (EXIT) USD49.00(TRY1583.57)
P1 ADT 0B5 (LEGROOM) USD49.00(TRY1583.57)
P1 ADT 0B5 (WINDOW) USD19.00(TRY614.04)
```

FQDAS2 : Only price of 2nd segment is shown.
FQDAS1/SSR-RQST : Another version of the same entry with SSR code.

Same fare information entry **FQDA** can be also used on an existing PNR of the passenger too. Whereas the fare quotation entry **FQFA** can only be done on an existing PNR with ASVC line, that comes attached to RQST Ap Fax. Another important point is, RQST Ap Fax entry is only possible on ticketed PNRs. FQDA or FQFA entries responses with error message if there is other airline segment or codeshare segment on the itinerary. Therefore, they must be ignored beforehand. Another error would be to ignore any of the TK operated segments with marry indicator. They should not be ignored.

Follow here for the transaction steps;

```
F 1.1POTTER/HARRYMR
QTRTKAP 17NOV RBSGHC
 1 TK  54 Y  SU 20NOV  ISTSIN HK1   0110 1755 CABIN YE
FONE-QTR
TKT-1 Y17NOVQTRAP 2352420184705
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352420184705C1
```

***S1*CH**
Response;

```
01  TK0158  20SEP24 789 SEATPLAN FOR MIA-IST * CON 0/30/270
          TOILET               GALL              TOILET
 ENGN N  $09A $09B $09C    $09D $09E $09G    $09H $09J $09K N  ENGN
 ENGN N  $10A $10B $10C    $10D $10E $10G    $10H $10J $10K N  ENGN
 ENGN N  $11A $11B $11C    $11D $11E $11G    $11H $11J $11K N  ENGN
 WING N  $12A $12B $12C    $12D $12E $12G    $12H $12J $12K N  WING
 WING N  $13A $13B $13C    $13D $13E $13G    $13H $13J $13K N  WING
 WING N  $14A $14B $14C    $14D $14E $14G    $14H $14J $14K N  WING
 WING N  $15A $15B $15C    $15D $15E $15G    $15H $15J $15K N  WING
.......
```

Chargeable seat is in sell status between 355 days and until the last 6 hours to the flight for international flights.(Brands may have different applications or free of charge selections, check web for further information.)
If specific seat number is entered from the seat map, the seat detail will be displayed.

***S1/09K**

```
01 TK0158 20SEP24 789 MIA-IST CABIN Y SEAT 09K
NON-SMOKING         | WINDOW              | LEGSPACE / BULKHEAD
BASSINET            | CHARGEABLE          |
```

To reserve the chargeable seat, generic seat selection entry is made.

```
41S1G09K
NOTE COMMENTS ON THE FOLLOWING SEGMENTS
01 *OK* *** WARNING - YOU HAVE BOOKED A BASSINET SEAT ***
01 *OK* TL-SEATING FEE 1246Z/31MAR OR SEAT WILL BE CANCELLED
```

System gives an hour time limit for EMD issuance. If no action is taken, it cancels the RQST services. PNR display after EOT;

```
F 1.1POTTER/HARRYMR
QTRTKAP 31MAR TE3Z2X
 1 TK 158 S  FR 20SEP  MIAIST HK1 X 1135 0555*CABIN YE
 2 TK1979 S  SA 21SEP  ISTLHR HK1   0745 0945 CABIN YE
FONE-QTR
TKT-1 Y31MARQTRAP 2352230118249
2.A */*
AP FAX-SSRCTCMYYHK1 197878876543
2.SSRCTCEYYHK1 HARRY@HOGWARTS.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN80/M//POTTER/HARRY
5.1 S1 SSRTKNETKHK1 2352230118249C1
6.1 S2 SSRTKNETKHK1 2352230118249C2
7.1 S1 SSRRQSTTKHK1 09K/CWL
8.1 S1 SSRASVCTKHD1 A/0B5/RQST/CHARGABLE WINDOW LEGROOM/A
```

he **CWL** seen on the **RQST** Ap Fax field represents Chargeable Window Legroom. **ASVC** line is automatically created with segment, passenger relate in **HD** status code.

Below chargeable seat sample fare quotation entries for related segment(s) and passenger(s) are given.

FQFAS1/P1/SSR-RQST : 1st psgr 1st segment chargeable seat quotation (with SSR code).
FQFAS1-4/P1-3/SSR-RQST: Chargeable seat quotation from 1st to 3rd passengers.
FQFAS2/5/P1.3/SSR-RQST: Chargeable seat quotation for 1st and 3rd passenger's 2nd and 5th segments.

```
FQFAS1/P1/SSR-RQST
ANCILLARY FARES
19 FQ-1 P1 S1 Q31MAR24 RQST EM AP/SU SSR 8
20.MIA TK IST5784.87Y
21.FARE TRY 5784.87
```

Ancillary Service FQ block number (here **FQ-1**) is entered with the payment type as per passenger request.

```
MFQ1CCG/VI111122******4444**1230
*T
ANCILLARY PAYMENTS
2.EMD FQ-1 CC-G/VI111**********444**1230
```

EMD/A issuance is made by entering related SSR ASVC number entry.

EMDA*SSR8 : EMD issuance for 4th Ap Fax.
EMDA*SSR12/15 : EMD issuance for 12th and 15th Ap Faxes.
EMDA* : EMD issuance for all EMDs at the same time.

```
F 1.1POTTER/HARRYMR
QTRTKAP 31MAR TE3Z2X
 1 TK 158 S   FR 20SEP  MIAIST HK1 X 1135 0555*CABIN YE
 2 TK1979 S   SA 21SEP  ISTLHR HK1   0745 0945 CABIN YE
FONE-QTR
TKT-1 Y31MARQTRAP 2352230118249
2.A */*
AP FAX-SSRCTCMYYHK1 197878876543
2.SSRCTCEYYHK1 HARRY@HOGWARTS.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN80/M//POTTER/HARRY
5.1 S1 SSRTKNETKHK1 2352230118249C1
6.1 S2 SSRTKNETKHK1 2352230118249C2
7.1 S1 SSRRQSTTKHK1 09K/CWL
8.1 S1 SSRASVCTKHI1 A/0B5/RQST/CHARGABLE WINDOW LEGROOM/A/23540900929
60C1
```

After the EMD is issued Ap Fax ASVC line status is changed as **HI**.

```
*EMD-P8
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

ITINERARY RECEIPT PRINTED :0 TIMES
PURGE DATE :01APR26
------------------------------------------------------------
PAX NAME           :POTTER/HARRY MR
EMD NUMBERS        :2354090092960/A
ISSUED ON          :31MAR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES EGITIM5 ISTANBUL
PNR REFERENCE      :TK/TE3Z2X
  ------------------------------------------------------------
EMD 2354090092960
CPN  1 O - OPEN
CPN VALUE:     5784.87
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352230118249/C1
TO/AT
  MIA IST TK
RFISC:0B5 / REASON FOR ISSUANCE:CWL - CHARGABLE WINDOW LEG
------------------------------------------------------------
 FARE               :5784.87              TRY
 TOTAL AMOUNT       :5784.87              TRY
 FORM OF PAYMENT    :CREDIT CARD 5784.87
                     VI111122******4444 1230
 FARE CALCULATION   :(0) MIA TK IST 5784.87
 TAXES              :FREE
```

If passenger rebooks the flight with chargeable seat purchase to another one, if the same routing are applicable for the new flight, EMD can be manually disassociate from the original

ticket and after the ticket is change can be manually associate to the new one if all conditions of the new flight meet the . Apart from this EXITEMD is only open for involuntary refund transaction. In case of involuntary situations, I/S/L indicators are reflected to EMD automatically. If it is not reflected automatically, manual entry can be made as follows (authorization needed to place I indicator).

```
*EMD-/CTRL/TKT1/C1/I
```

It is possible to refund partially or in full in case of involuntary.

Note: PrimeFly brand has free of charge standard seat selection right. Once the seat is booked on the PNR holding `BFFL` service code , the seat service status will be seen as `KK` which represents free.

```
10.1 S1 SSRASVCTKKK1 A/0B5/RQST/CHARGEABLE WINDOW STANDART/A
11.1 S2 SSRRQSTTKHK1 22F/CW
```

CHARGEABLE SEAT ERROR MESSAGES:

- Passenger must be between 16 to 65 years old to be seated at the **emergency exit seats** suitable to provide the duties of those seats. Chargeable seats cannot be sold passengers having one of the below keywords related to them in SSR or OSI service codes. `MEDA, WCHR, WCHS, CHLD, INFT, PETC, ESAN, SVAN, DEAF, BLND, CBBG, EXST, DPNA, LANG, STCR, UMNR, WCHC, WCOB, INAD, DEPA, DEPU, DEPO` . Below warning is displayed.

```
*ERC* EMERGENCY SEAT IS RESTRICTED FOR FOLLOWING PSGR 2 WCHR
```

Important Note: Chargeable Legroom seats, for some aircraft types is at the same time, bassinet seats (BSCT). The generic seat selection for bassinet seat will response back, with chargeable exit seat time limit as seen below. Therefore, passengers should pay for the chargeable exit seat first, and then the BSCT request gets confirmed.

```
NOTE COMMENTS ON THE FOLLOWING SEGMENTS
 01 *OK* *** WARNING - YOU HAVE BOOKED A BASSINET SEAT ***
 01 *OK* TL-SEATING FEE 1241Z/05AUG OR SEAT WILL BE CANCELLED
```

27.1.3.5 AUTOMATIC ASVC QUOTATION FOR BAGGAGE RELATED SERVICES

For completely online TK journeys, for the baggage related ancillary services EMD-A document is used. The automatic fare quotation on the PNR is possible. For interline journeys still manual baggage ticket or MCO is used as a document.

Passengers XBAG/PETC/AVIH/BIKE/SPEQ services entry is made on the PNR with correct concept entries. System creates the attached ASVC line automatically. Some services are confirmed at entry (HK), some (like PETC,AVIH) are confirmed by Trophy system after checking the flight lists (PN/KK/HK).

For below journey; passenger has 1 extra piece of 23 kilos, another extra piece of 28 kilos, total 2 extra pieces, 1 set of camping equipment, 1 bicycle, 1 golden retriever dog weighing 20 kilos with cage to be carried in the cargo compartment.

Transactions are as follows;

```
F 1.1LAMA/DALAIMR
QTRTKAP  1APR UFGA4L
 1 TK 717 O  SA 20JUL  DELIST HK1 X 0620 1030 CABIN YE
 2 TK   1 O  SA 20JUL  ISTJFK HK1   1340 1820 CABIN YE
FONE-QTR
TKT-1 Y01APRQTRAP 2352230118277
2.A */*
AP FAX-SSRCTCRYYHK1 PSGR REFUSED
2.SSRCTCEYYHK1 TEMPLE@LHASA.TIBET
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////06JUL35/M//LAMA/DALAI
5.1 S1 SSRTKNETKHK1 2352230118277C1
6.1 S2 SSRTKNETKHK1 2352230118277C2

41S1-2FXBAGNN1 TTL46KG 2PC 40X40X40CM PIECE
41S1-2FXBAGNN1 TTL5KG 1PC 40X40X40CM OVERWEIGHT
41S1-2FBIKENN1 TTL15KG 1PC 120X70X15CM BIKE
41S1-2FSPEQNN1 TTL8KG 1PC 40X30X30CM CAMP
41S1-2FAVIHNN1 TTL20KG 100X70X80CM DOG GOLDEN RETRIEVER

*P AFTER SAVING PNR

AP FAX-SSRCTCRYYHK1 PSGR REFUSED
2.SSRCTCEYYHK1 TEMPLE@LHASA.TIBET
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////06JUL35/M//LAMA/DALAI
5.1 S1 SSRTKNETKHK1 2352230118277C1
6.1 S2 SSRTKNETKHK1 2352230118277C2
7.1 S1 SSRXBAGTKHK1 TTL46KG 2PC 40X40X40CM PIECE
8.1 S1 SSRASVCTKHD1 C/0GO/XBAG/PIECE/A
9.1 S2 SSRXBAGTKHK1 TTL46KG 2PC 40X40X40CM PIECE
10.1 S2 SSRASVCTKHD1 C/0GO/XBAG/PIECE/A
11.1 S1 SSRXBAGTKHK1 TTL5KG 1PC 40X40X40CM OVERWEIGHT
12.1 S1 SSRASVCTKHD1 C/0DA/XBAG/OVERWEIGHT/A
13.1 S2 SSRXBAGTKHK1 TTL5KG 1PC 40X40X40CM OVERWEIGHT
14.1 S2 SSRASVCTKHD1 C/0DA/XBAG/OVERWEIGHT/A
15.1 S1 SSRBIKETKHK1 TTL15KG 1PC 120X70X15CM BIKE
16.1 S1 SSRASVCTKHD1 C/0EC/BIKE/BIKE/A
17.1 S2 SSRBIKETKHK1 TTL15KG 1PC 120X70X15CM BIKE
18.1 S2 SSRASVCTKHD1 C/0EC/BIKE/BIKE/A
19.1 S1 SSRSPEQTKHK1 TTL8KG 1PC 40X30X30CM CAMP
20.1 S1 SSRASVCTKHD1 C/0IU/SPEQ/CAMP/A
21.1 S2 SSRSPEQTKHK1 TTL8KG 1PC 40X30X30CM CAMP
22.1 S2 SSRASVCTKHD1 C/0IU/SPEQ/CAMP/A
23.1 S1 SSRAVIHTKPN1 TTL20KG 100X70X80CM DOG GOLDEN RETRIEVER
24.1 S1 SSRASVCTKPN1 C/0BS/AVIH/PET IN HOLD/A
25.1 S2 SSRAVIHTKPN1 TTL20KG 100X70X80CM DOG GOLDEN RETRIEVER
26.1 S2 SSRASVCTKPN1 C/0BS/AVIH/PET IN HOLD/A
```

Only the `AVIH` request is in pending status. After `I*R` , we see that Trophy confirms the request as `KK`.

`4.23HK`

`4.25HK` and then we save the PNR.

```
FQYP1S1-2/2PC/0GO/01APR24
```

FQY : Baggage related ancillary fare quotation action code.
P1 : 1st passenger
S1-2 : 1st and 2nd segment
2PC : Piece/set based baggage amount
0GO : Piece concept excess baggage ATPCO RFISC code
01APR24 : Issue date

Other ancillary fares quotations are as follows;

```
FQYP1S1-2/5KG/0DA/01APR24    OVERWEIGHT
FQYP1S1-2/1PC/0EC/01APR24    BICYCLE
FQYP1S1-2/1PC/0IU/01APR24    CAMPING EQUIPMENT
FQYP1S1-2/20KG/0BS/01APR24   AVIH
*Q
ANCILLARY FARES
19.FQ-1 P1 S1-2 Q01APR24 XBAG EM AP/SU SSR 8/10
20.DEL TK X/IST TK JFK18098.00Y
21.FARE TRY 18098.00
22.FQ-2 P1 S1-2 Q01APR24 XBAG EM AP/SU SSR 12/14
23.DEL TK X/IST TK JFK2586.00Y
24.FARE TRY 2586.00
25.FQ-3 P1 S1-2 Q01APR24 BIKE EM AP/SU SSR 16/18
26.DEL TK X/IST TK JFK8198.00Y
27.FARE TRY 8198.00
28.FQ-4 P1 S1-2 Q01APR24 SPEQ EM AP/SU SSR 20/22
29.DEL TK X/IST TK JFK6628.00Y
30.FARE TRY 6628.00
31.FQ-5 P1 S1-2 Q01APR24 AVIH EM AP/SU SSR 24/26
32.DEL TK X/IST TK NYC23916.00Y
33.FARE TRY 23916.00

MFQ1M
MFQ2M/EFT
MFQ3CCG/VI111122******4444**1230
MFQ4Q
MFQ5CCG/CA555555******6666**1230

ANCILLARY PAYMENTS
2.EMD FQ-1 M
3.EMD FQ-2 M/EFT
4.EMD FQ-3 CC-G/VI111**********444**1230
5.EMD FQ-4 Q
6.EMD FQ-5 CC-G/CA555**********666**1230

EMDA* ISSUES ALL EMD/A'S
```

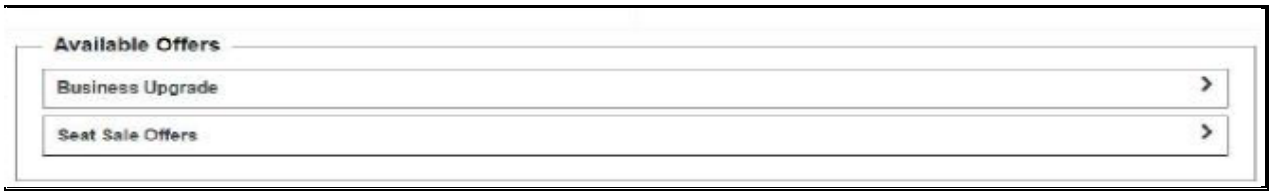
```
7.1 S1 SSRXBAGTKHK1 TTL46KG 2PC 40X40X40CM PIECE
8.1 S1 SSRASVCTKHI1 C/0GO/XBAG/PIECE/A/2354565126065C1
9.1 S2 SSRXBAGTKHK1 TTL46KG 2PC 40X40X40CM PIECE
10.1 S2 SSRASVCTKHI1 C/0GO/XBAG/PIECE/A/2354565126065C2
11.1 S1 SSRXBAGTKHK1 TTL5KG 1PC 40X40X40CM OVERWEIGHT
12.1 S1 SSRASVCTKHI1 C/0DA/XBAG/OVERWEIGHT/A/2354565126066C1
13.1 S2 SSRXBAGTKHK1 TTL5KG 1PC 40X40X40CM OVERWEIGHT
14.1 S2 SSRASVCTKHI1 C/0DA/XBAG/OVERWEIGHT/A/2354565126066C2
15.1 S1 SSRBIKETKHK1 TTL15KG 1PC 120X70X15CM BIKE
16.1 S1 SSRASVCTKHI1 C/0EC/BIKE/BIKE/A/2354565126067C1
17.1 S2 SSRBIKETKHK1 TTL15KG 1PC 120X70X15CM BIKE
18.1 S2 SSRASVCTKHI1 C/0EC/BIKE/BIKE/A/2354565126067C2
19.1 S1 SSRSPEQTKHK1 TTL8KG 1PC 40X30X30CM CAMP
20.1 S1 SSRASVCTKHI1 C/0IU/SPEQ/CAMP/A/2354565126068C1
21.1 S2 SSRSPEQTKHK1 TTL8KG 1PC 40X30X30CM CAMP
22.1 S2 SSRASVCTKHI1 C/0IU/SPEQ/CAMP/A/2354565126068C2
23.1 S1 SSRAVIHTKHK1 TTL20KG 100X70X80CM DOG GOLDEN RETRIEVER
24.1 S1 SSRASVCTKHI1 C/0BS/AVIH/PET IN HOLD/A/2354565126069C1
25.1 S2 SSRAVIHTKHK1 TTL20KG 100X70X80CM DOG GOLDEN RETRIEVER
26.1 S2 SSRASVCTKHI1 C/0BS/AVIH/PET IN HOLD/A/2354565126069C2
```

Ticket display for multiple EMD/A associated services

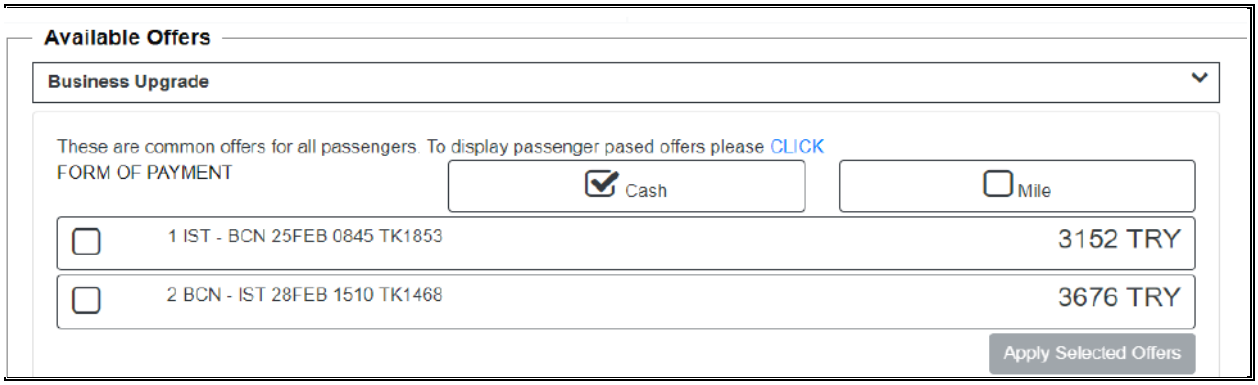
```
2352230118277
CPN  1 O - OPEN
ASSOCIATED EMD : 2354565126069/C1
                 2354565126068/C1
                 2354565126067/C1
                 2354565126066/C1
                 2354565126065/C1
  DEL IST TK0717 06:20    O 20JUL24
  OK  OF1PXOW                        2PC  20JUL24/20JUL24
CPN  2 O - OPEN
ASSOCIATED EMD : 2354565126069/C2
                 2354565126068/C2
                 2354565126067/C2
                 2354565126066/C2
                 2354565126065/C2
X/IST JFK TK0001 13:40    O 20JUL24
  OK  OF1PXOW                        2PC  20JUL24/20JUL24
```

27.1.3.6 EMD-A UPGRADE (OFFER MANAGEMENT SYSTEM)

Miles&Smiles business class upgrade, and paid upgrade (for fixed prices for some routings) transactions, within the scope of Offer Management System is carried out **only** in Quickres and Quick Check-in systems. For mile upgrade EMD-A type **FQTU**, for paid upgrade EMD-A type **PDUG** is used. Quickres transaction steps can be found from the documents of the responsible department. On the PNR display on Quickres, from the 'Reservation Summary & Offers' button, the available offers for the flights on the PNR is displayed.

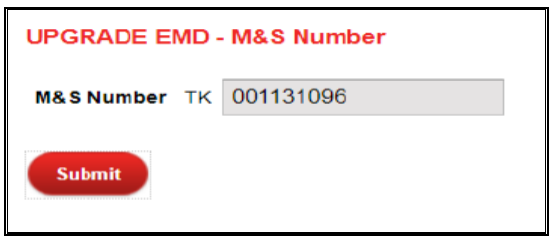


When business upgrade is selected, the drop down list shows flights and the type of upgrades applicable which is either by mile of by payment.



For multiple passenger PNR is, if the request is passenger based, the request owner passenger must be divided.

The boxes are matched with the segments according to the request of the passenger/s. The 'Apply Selected Offers' button is clicked. For paid upgrade PDUG system forwards the used to payment tab for selection of the payment (cash, credit card etc.) For upgrade with miles after confirmation of the card number systems proceeds to payment field, in which the only option is mile.



Then the final step for both transactions is 'Payment and Ticketing' button. After completion of the transaction, we see that the segments of international flights are changed into **J** class, domestic flights into **K** class by the system automatically on the itinerary (on the ticket original classes remain). System associates EMD coupon to the ETKT coupon for the upgraded segments and the ASVC lines are created.

Scope: Passengers only with economy tickets are subject to these upgrade transactions. Voucher upgrades are still done from the EMD /Upgrade EMD selection menu. Passengers

with PET request cannot benefit from these applications. Mile and paid upgrade offers are only valid on TK operated flights. Passengers, who purchased chargeable seat before, can get refund of the RQST EMD in case they request upgrade.

Offer: Inquiry of paid upgrade fares is only possible on ticketed PNRs. IF there is FQTU, PDUG, UMNR, SVAN, STCR, SAUA, PETC, MEDA, INAD, GPST, EXST, ESAN, DEPU, DEPA, CBBG, BSCT SSR's on the PNR system will not generate any offer. The ticket coupon must not be in status C Checked-in for upgrade offers. If there is WK-SC or situation on the segments, first the segments must be finalized as HK before offer request. HL segments do not receive offer. If there were no upgrade offer or chargeable seat offer for the segment system would respond 'There is no available offers for this reservation'. If there is an infant on the PNR and if there is no offer for infants, system will not create offer to adult passenger too. If there is, an offer for infant, system will show offers attached to the adult passenger on the PNR.

Post-sale: Incase the service of upgrade with miles is not used, mile refund penalty is paid with PEN EMD and miles can be re-credited back to account whereas if paid upgrade is not used it is not refunded unless involuntary situations with I indicator on the EMD . The rules and conditions of the original ticket does not change after both upgrade types.
Baggage: PDUG EMD has the free baggage allowance of the original ticket. FQTU EMD has the Business Award ticket free baggage allowance.

If an infant is added to a PNR with FQTU EMD, it is refunded with PEN and afterwards, mile upgrade FQTU transaction is done for both for adult and infant at the same time
If an infant is added to an adult with PDUG upgrade. EMD is not refundable. A business paid ticket is issued to the infant for J class.

FQTU EMD sample;

```
EMD 2354560299999
CPN  1 L - LIFTED     TK0077 ISTMIA 08AUG23 TK
CPN VALUE:          .
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352381102891/C1
TO/AT
  IST MIA TK
RFISC:0NI / REASON FOR ISSUANCE:FFP UPGRADE
CPN  2 O - OPEN
CPN VALUE:          .
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352381102891/C2
TO/AT
  MIA IST TK          /TK
RFISC:0NI / REASON FOR ISSUANCE:FFP UPGRADE
------------------------------------------------------------
 FARE               :0.00                TRY
 TOTAL AMOUNT       :0.00                TRY
 FORM OF PAYMENT    :H//M090000TRY000495.0-FHN0L91-TK105556083
 FARE CALCULATION   :(0) IST TK MIA 0.00   TK IST 0.00
 TAXES              :FREE
```

```
ITINERARY
1 TK  77 J  TH 08AUG  ISTMIA HK1   1340 1900 CABIN CE
2 TK  78 J  WE 21AUG  MIAIST HK1   2040 1505*CABIN CE
APFAX
12.1 S1 SSRFQTUTKHK/ TK105556083
13.1 S1 SSRASVCTKHI1 A/0NI/FQTU/FFP UPGRADE/A/2354560299999C1
14.1 S2 SSRFQTUTKHK/ TK105556083
15.1 S2 SSRASVCTKHI1 A/0NI/FQTU/FFP UPGRADE/A/2354560299999C2
ETKT:
2352381102891
CPN  1 L - LIFTED     TK0077 ISTMIA 08AUG23 TK
ASSOCIATED EMD : 2354560299999/C1
  IST MIA TK0077 13:35    T 08AUG23
  OK  THT3PC                          2PC  08AUG23/08AUG23
CPN  2 A - AIRPORT                      TK
ASSOCIATED EMD : 2354560299999/C2
  MIA IST TK0078 20:45    V 21AUG23

  OK  VHT3PC                          2PC  21AUG23/21AUG23
```

PDUG sample;

```
EMD 2354561112671
CPN  1 L - LIFTED     TK1998 LGWIST 08AUG23 TK
CPN VALUE:      239.00
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352386474009/C2
TO/AT
  LGW IST TK
RFISC:0BJ / REASON FOR ISSUANCE:UPGRADE
-----------------------------------------------
 FARE               :239.00              GBP
 TOTAL AMOUNT       :239.00              GBP
 FORM OF PAYMENT    :CREDIT CARD 239.00
                     CA111111******1111  0230
 FARE CALCULATION   :(0) LGW TK IST 239.00
 TAXES              :FREE
-----------------------------------------------------------------
---------
ITINERARY:
  2 TK1998 J  TH 08AUG  LGWIST HK1   1700 2250 CABIN CE
APFAX:
19.2 S2 SSRPDUGTKHK1
20.2 S2 SSRASVCTKHI1 D/0BJ/PDUG/UPGRADE/A/2354561112671C1
ETKT:
CPN  2 L - LIFTED     TK1998 LGWIST 08AUG19 TK
ASSOCIATED EMD : 2354561112671/C1
  LGW IST TK1998 17:00    Q 08AUG23
  OK  QHT2PX                          020K 08AUG23/08AUG23
```

In case a problem is encountered during the issuance of PDUG EMD in Quickres or Quick Check-in systems, within the scope of passenger convenience, with the help of below formats, PDUG EMD can be created and passenger can be upgraded. After completing below transactions in order on the PNR, via DCs system passenger is upgraded to business cabin. (The original class of the fare (RBD) is not changed on the ticket due both enabling mileage accrual parallel to the original class and keeps the ticket still be available for potential future automated transactions such as reissue and refund.)

```
F 1.1FROMALPS/HEIDIMRS
ZRHTKLX 18OCT S2Z5ST
 1 TK1908 E  FR 18OCT  ZRHIST HK1   1045 1440 CABIN YE
FONE-ZRH
TKT-1 Y18OCTZRHYI 2352386264227
2.A */*
AP FAX-SSRCTCRYYHK1
2.1 S1 SSRTKNETKHK1 2352386264227C1

41S1PDUG
6PSGR
E*R

F 1.1FROMALPS/HEIDIMRS
 ZRHTKLX 18OCT S2Z5ST
  1 TK1908 E  FR 18OCT  ZRHIST HK1   1045 1440 CABIN YE
 FONE-ZRH
 TKT-1 Y18OCTZRHYI 2352386264227
 2.A */*
 AP FAX-SSRCTCRYYHK1
 2.1 S1 SSRTKNETKHK1 2352386264227C1
 3.1 S1 SSRPDUGTKHK1
 4.1 S1 SSRASVCTKHD1 D/0BJ/PDUG/UPGRADE/A
```

`CSSR4` : Ancillary fare header for 4th SSR (FQ block number appears)

`C/FQ1/*FARE/ZRH TK IST200.00C`: Fare calculation line for fare block 1

`C/FQ1/FARE/CHF200.00` : Fare line for fare block 1

`MFQ1M` : Payment for fare block 1

`EMDA*SSR4` : EMD-A issuance for SSR4

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :18OCT25
------------------------------------------------------
 PAX NAME           :FROMALPS/HEIDI MRS
 EMD NUMBERS        :2354552127223/A
 ISSUED ON          :18OCT23 INTERNATIONAL
 ISSUED BY          :TK ZRH 081491130  YI
                     TURKISHAIRLINES ZURICH SWITZERLAND
 PNR REFERENCE      :TK/S2Z5ST
-------------------------------------------------
 EMD 2354552127223
 CPN  1 O - OPEN
 CPN VALUE:      200.00
       - IN CONNECTION WITH QUALIFIER
 ASSOCIATED TICKET     :2352386264227/C1
 TO/AT
   ZRH IST TK
 RFISC:0BJ / REASON FOR ISSUANCE:UPGRADE
 ------------------------------------------------
  FARE              :200.00              CHF
  TOTAL AMOUNT      :200.00              CHF
  FORM OF PAYMENT   :CASH        200.00
  FARE CALCULATION  :(1) ZRH TK IST 200.00
  TAXES             :FREE
```

Then the passenger is checked-in to economy cabin. The system query for EMD approval is confirmed. (1/EMD/YES) Later business seat plan is displayed and passenger is transferred to a business cabin seat to terminate the transaction. As a result of this method, no change takes place on the ticket and the associated PDUG EMD coupon status turns in order C/checked-in, L/lifted and final status F/Flown together with the E-TKT.

27.2 CANCELLING ANCILLARY SERVICES FARES AND PAYMENT

Below PNR has 1 EMD-A and 3 EMD-S ancillary services. To remove the ancillary services and payments, fare block number is used.

```
F 1.1PULAK/ASLIMRS
QTRTKAP  6AUG RMMFGR
 1 TK SVC FR 09AUG IST HI1  D/98F/PENALTY FEE/2354540264437C1-P1
 2 TK1981 Y  SA 10AUG  ISTLGW HK1   0725 0930 CABIN YE
 3 TK SVC SA 17AUG QTR HI1  D/98C/FOR REFUND ONLY/2354540264438C1-P1
 4 TK SVC FR 30AUG IST HI1  I/98B/CUSTOMER COMPEN/2354540264439C1-P1
FQ-ANCILLARY FARES
1.FQ-1 P1 S1 M06AUG23 98F EM AP/SU
2.FARE TRY 1000.00
3.FQ-2 P1 S3 M06AUG23 98C EM AP/SU
4.FARE TRY 2000.00
5.FQ-3 P1 S4 M06AUG23 98B EM AP/SU
6.FARE TRY 3000.00
7.FQ-4 P1 S2 Q06AUG23 RQST EM AP/SU SSR 4
8.IST TK LGW2180.05Y
9.FARE TRY 2180.05
10.X PC--
FONE-QTR-H 212
PYMT-M
ANCILLARY PAYMENTS
2.EMD FQ-1 M
3.EMD FQ-2 CC-/EC111**********444**1230
4.EMD FQ-3 I-/FF00002/06AUG2023
5.EMD FQ-4 M
SVC RELATED DOCUMENT
6.S1 RD2351490110089(1)
7.S4 RD2351490110089(1)
TKT-1 Y06AUGQTRAP 2351490110089
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S2 SSRTKNETKHK1 2351490110089C1
3.1 S2 SSRRQSTTKHK1 06F/CWL
4.1 S2 SSRASVCTKHI1 A/0B5/RQST/CHARGABLE WINDOW LEGROOM/A/
2354540264440C1
```

`CXFQ1/3` : Cancels fare and payment of fare block 1 and 3
`CXFQ2` : Cancels fare and payment of fare block 2.
`CXFQ` : Cancels all FQ blocks and ancillary service payments.
`CXFQ1-2/4` : Cancels fare and payment of fare block 1, 2 and 4.

27.3 EMD DISPLAY ENTRIES

`*EMD-/2354530010112` : Displays with EMD number.
`*EMD-@PEN` : Displays the last EMD mask displayed, or displays EMD mask.
`*EMD-/` : Displays the last EMD displayed.
`*EMD-/I` : Ignores the last EMD displayed.
`*EMD-/CC11112223233334444` : Display from credit card.
`*EMD-L1` : Display from list number.
`*EMD-H` : Displays EMD history.
`EX//EMD-H/EMD-2354552222222` : Displays purge EMD.
`*EMD-P5` : Displays EMD-A from the ASVC line number in Ap-Fax field.
`*EMD-S5` : Displays EMD-S from the SVC segment on the itinerary field.
`EMD/2354540299357` : Displays EMD itinerary receipt.

```
         ELEKTRONIK MCO YOLCU SEYAHAT BELGESI
        ELECTRONIC MISCELLENOUS DOCUMENT ITINERARY RECEIPT
                                TARIH/DATE    :     27NOV23
                                SIRA NO       :     2354540299357
                                SERI NO       :     99800050
                                ISIM/NAME     :     QTR/HW

   IADE VE BILETE ILISKIN ISLEMLER ICIN,BU BELGE ILE BASVURUNUZ
   FOR REFUND OR ANY OTHER TRANSACTIONS,PLEASE SUBMIT THIS DOCUMENT
-------------------------------------------------------------
YOLCU ISMI/PASSENGER NAME    : STRAWBERRY/CUPCAKE MS
BILET NO/TICKET NUMBER       : 2354540299357/A
REZERVASYON NO/BOOKING REF.  : TNS6MI
ADRES/ADDRESS                :

FIRMA ISMI/ COMPANY NAME     :
VERGI DAIRE/HESAP NO         :
 KIMLIK NO/ID.NUMBER         : 0
 KISITLAMA/ENDORSMENT/RESTR. :
 NOTLAR/REMARKS              :
 ODEME/PAYMENT               : CASH
 ESAS UCRET/BASE FARE        : 852.38TRY
 VERGI/TAX                   : TAXES/FEES/CHARGES INCLUDED TO TOTAL FARE
 TOPLAM/TOTAL                : 852.38TRY
 -------------------------------------------------------------
 COUPON/KUPON : 1 -OPEN
 ASSOCIATED ELECTRONIC TICKET  : 2352432151876/C1
 REASON FOR ISSUANCE/DUZENLEME SEBEBI:0DG/WEIGHT 5KG
 COUPON/KUPON : 2 -OPEN
 ASSOCIATED ELECTRONIC TICKET  : 2352432151876/C2
 REASON FOR ISSUANCE/DUZENLEME SEBEBI:0DG/WEIGHT 5KG
 -------------------------------------------------------------
```

27.4 EMD PRINT ENTRY

`EMD/2354530501690/QTK01` : Prints EMD form QTK01 printer.

27.5 SENDING EMD AS MAIL

`*EMD-/MAIL-2354540370549/APULAK@THY.COM`

27.6 EMD ERROR MESSAGES

DUBLICATE PROCESS-ASSOCIATION : The error message received when, manual association or disassociation transaction is done twice for the same document, there is an EMD number on the SSRASVC or the EMD is already associated with another ETKT.
EXCHANGE DETAILS INCOMPLETE ITEM : Error message when fare lines are not compatible with payment fields.
INVALID FARE TOTAL ITEM: When the fare in fare calculation and fare line are not the same amount.

ADD BSR ITEM FOR EMD FARE: When there is double currency and there is no BSR entry with **C*Z** line of EMD.
NO EMD SPECIFIC FORM OF PAYMENT: Error message when there is no payment for EMD.
NO EMD SPECIFIC FARE QUOTE : When there is no fare line for EMD-A, or there are multiple special requests, and the fare field and ASVC segment relation do not match each other.

INVALID SELECTION: - NO CONFIRMED ASVC FOUND: When there is no ASVC line on the PNR.

FARE MISSING FOR SSR TYPE CODE: The ASVC line EMD-A type and fare line EMD-A type are not the same.
REMOVE EXISTING EMD FARE FIRST: Fare field holds more than one EMD fare line.

EMD NOT AVAILABLE FOR VOID: RSD EMD-S, is trying to be void on the sales report before the ticket is it issued in connection with.
PLS REMOVE ALL EXCHANGED PAYMENT ITEM FIRST: Before removing MEV payment items of ETKT from the PNR, **MEV** of EMD is entered.

SSR NO REQUIRED FOR EXCHANGE: In case of EMD-A exchange, when new EMD-A ASVC Ap Fax number is not entered. (like **EMDA*SSR3**)
INVALID SELECTION NO TKNE FOUND: In order to issue an EMD-A for an ASVC line there must be a TKNE (ETKT number) as a mandatory field on the PNR.
OK- PLS DISASSOCIATE EMD AND ETKT AFTER EOT: If the flight on the PNR is active and if the Ap Fax field for EMD-A number is tried to be deleted, this reminder message comes. After the PNR is saved, EMD and ETKT must be disassociated.
REVAL FAILED-DISASSOCIATED EMD FIRST: In case the ETKT will be revalidated and if there is an EMD that ticket coupon is associated with, they must be manually disassociated otherwise revalidation is not possible.
NO SSR ASVC FOUND IN PNR- PLS ADD FIRST: After ETKT revalidation, if manual association entry is tried without confirmed **SSRASVC** this error is received.
SSR ASVC FOUND IN PNR- PLS CANCEL: Without cancelling the SSRASVC line, ETKT and EMD-A cannot be manually disassociated.
EXCHANGE NOT DONE: If different passengers EMD-A exchange transaction is tried to be finalized at the same time (E.g.: **EMDA*SSR9/15**).
ETKT IN MEV EXIST IN SAME PNR : If there is a left MEV for previous exchange of the ticket is tried to be used in EMD-A exchange again.
INVALID SELECTION- NO CONFIRMED ASVC FOUND : EMD-A issuing entry for unconfirmed **SSRASVC** service.
NO ASVC SSR FOUND FOR EMD FARE: EMD-A fare is entered but no ASVC line is exists.
INVALID-AAA CONTAINS ITIN/PSGR DATA DUPLICATE TKT NUMBER: When from multiple terminals EMD issuing command is given, printer gives ‘Transaction in Progress’ error and this error message is seen. From EMD printer next stock waiting to be printed is displayed, if it is used and seen in the sales report, printer memory is increased to one stock up.

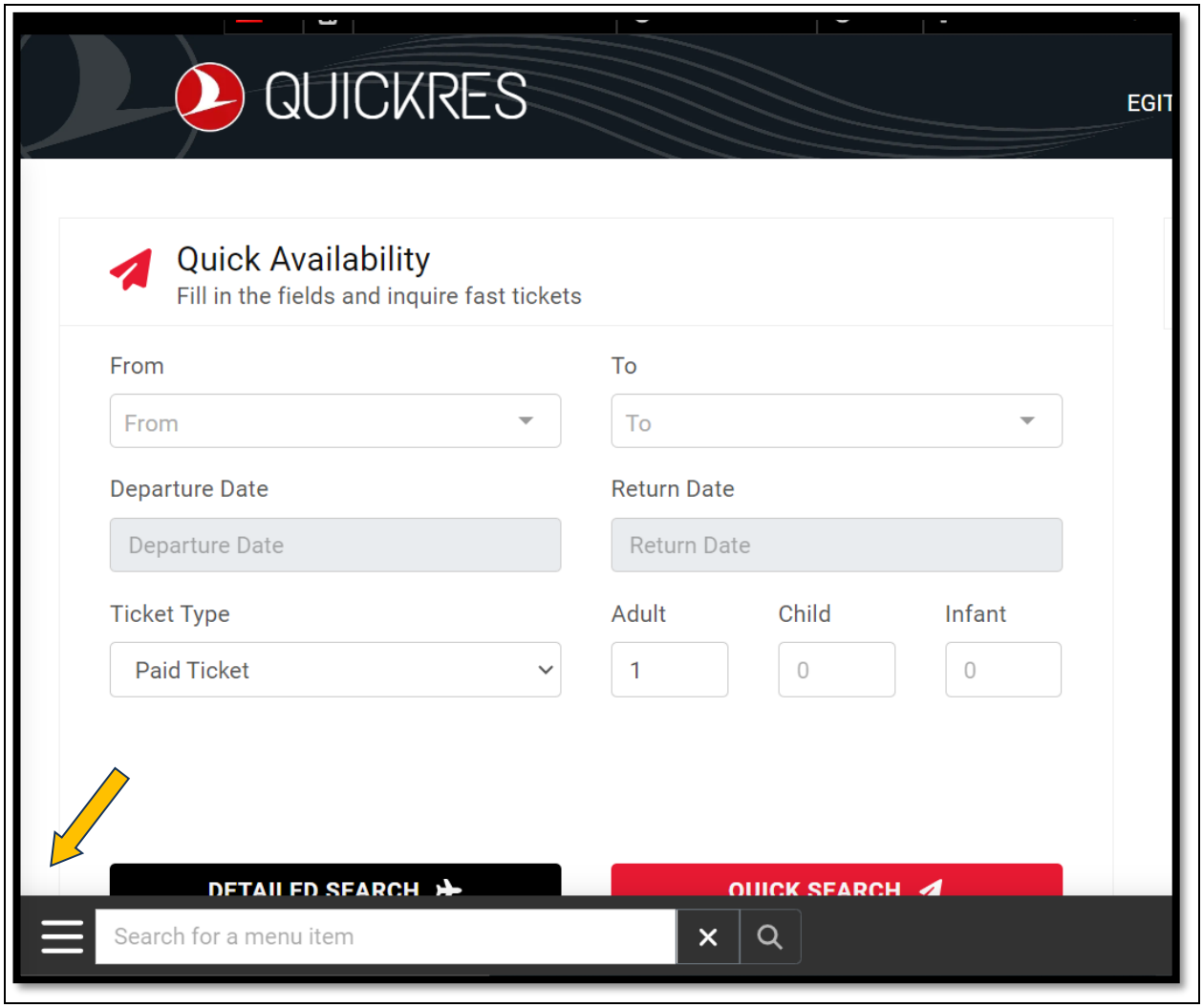
28. PURGE DATA

PNRs, ETKT and EMD records are not kept actively the system indefinitely. Once they complete their mission, they are purged ad can only be seen as a message record with logs of transactions. They are not open for further transaction; they become a message and are stored that way in the database.

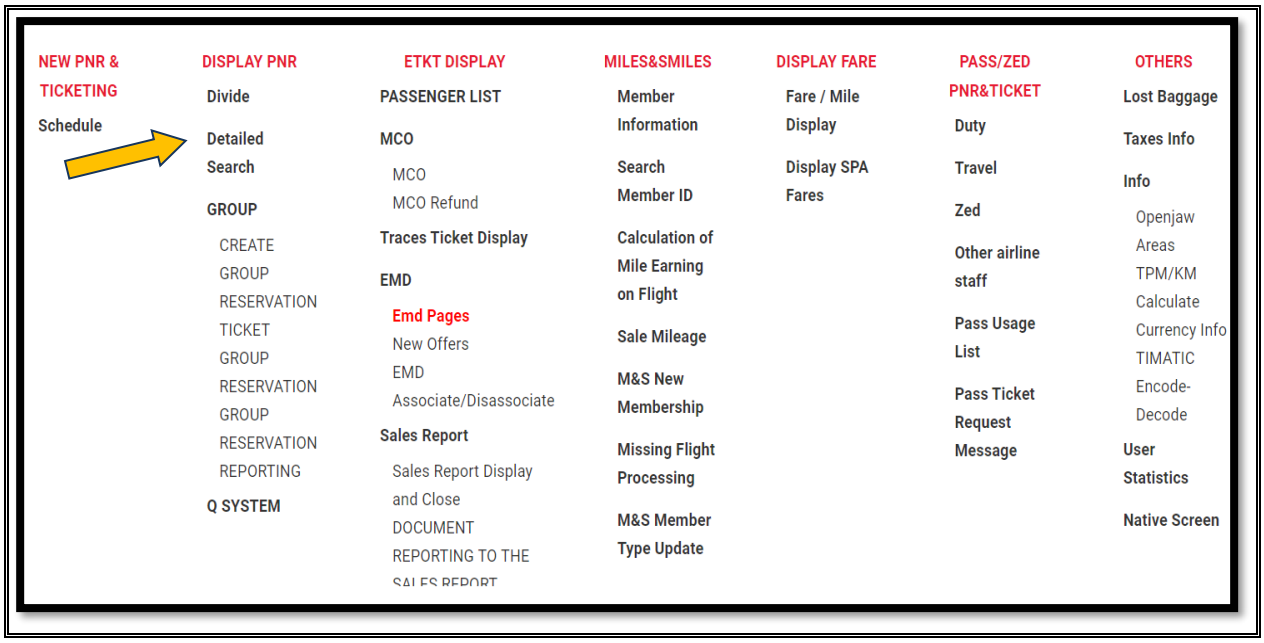
28.1 PURGE PNR

PNR records, cannot displayed 48 hours after the last fight segment on them, 72 hours later thy become purge data and they are reachable as a purge record from Quickres system database. Purge record shows the full history of the PNR from beginning to the moment it is purged. Especially in case of passenger complaints, or to find answers and investigate who , did what, when questions on an expired PNR, purge record is needed. After a PNR is purged, the PNR address is recycled , even for multiple times. A PNR address can be seen at the same time for a live PNR and a PURGE PNR too.

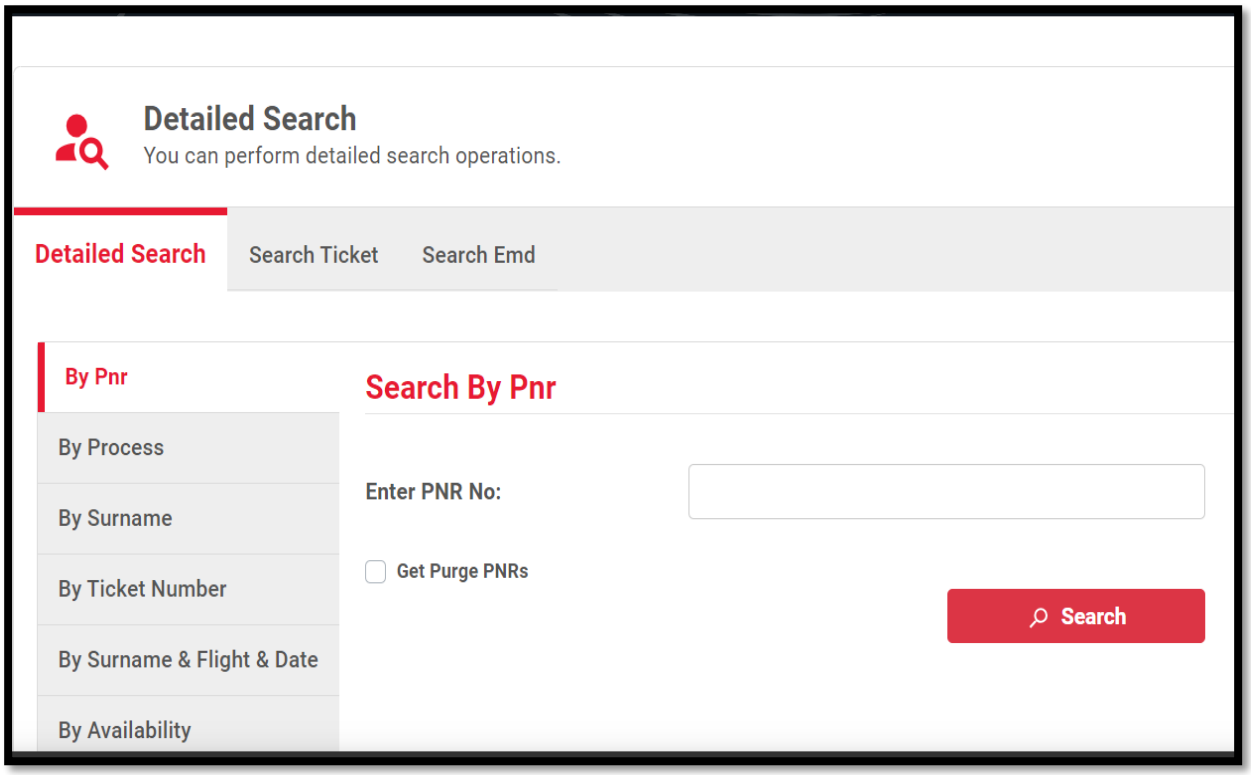
On the Quickres menu below path is used to find PURGE menu;



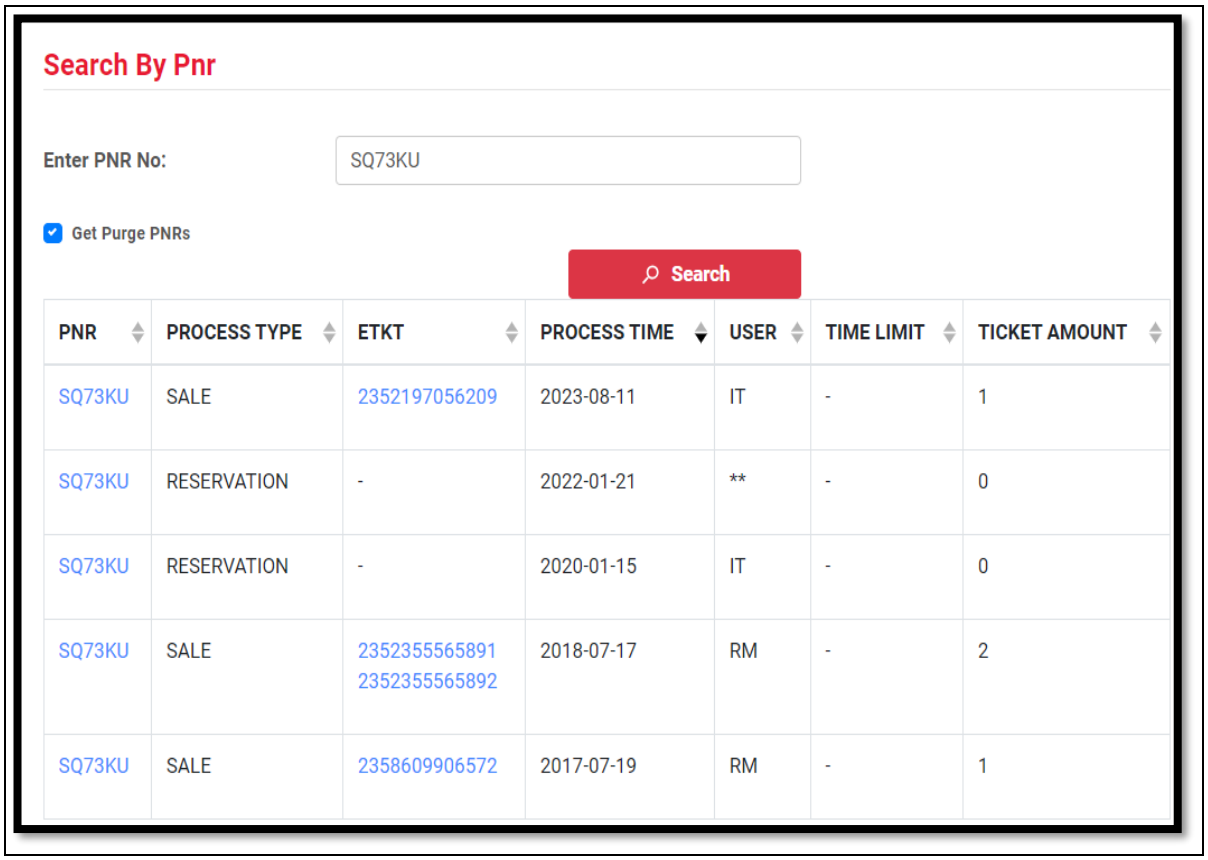
The Quickres full menu can be displayed, from Display PNR menu below selection is made



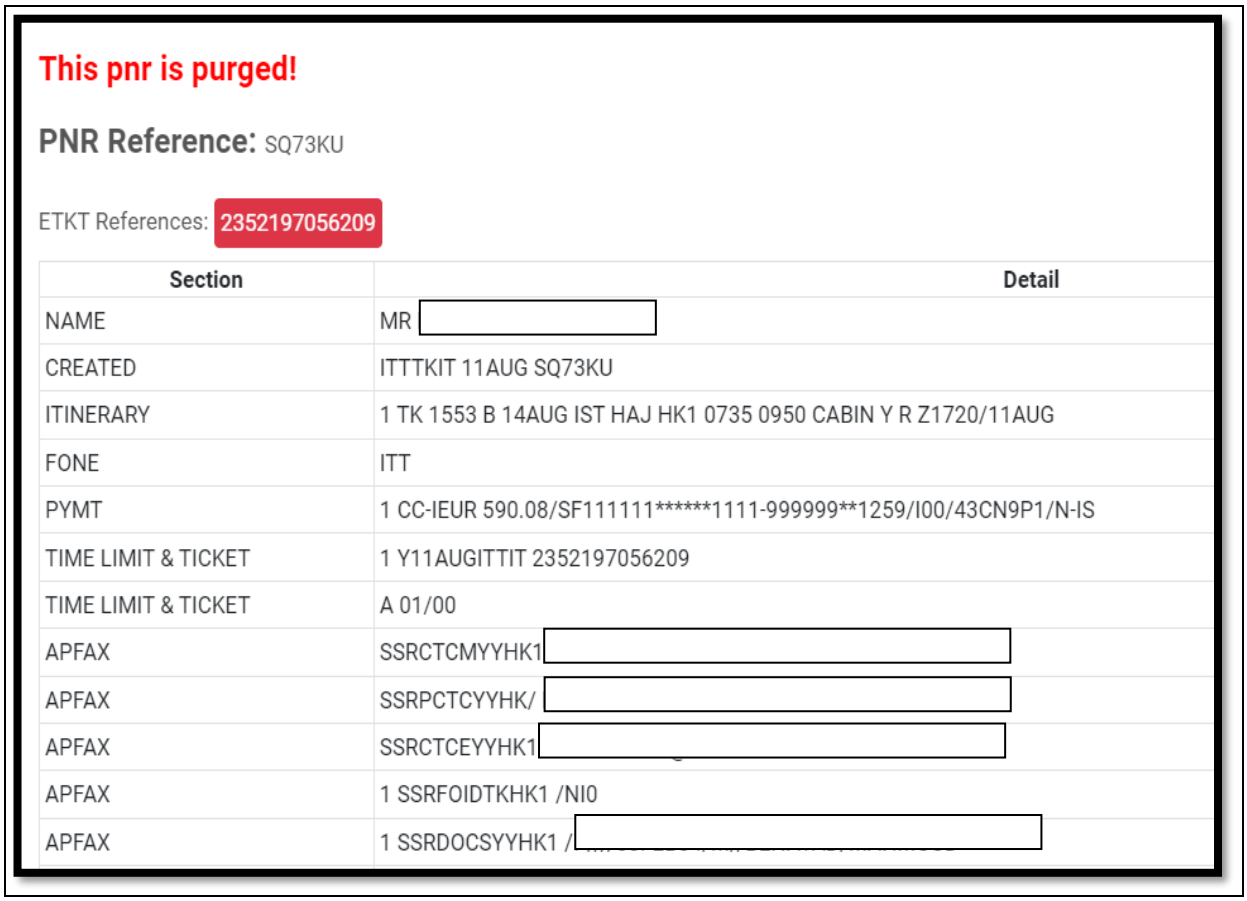
Upon clicking ‘Detailed Search’ below screen is displayed



On the same menu there are also other alternatives to find Purge PNR if the PNR address is not known. In the Search By PNR tab, the PNR number is written to the box and Get Purge PNRs selection is clicked. Upon clicking ‘Detailed Search’ below screen is displayed. All active and PURGE PNRs with this number can be seen with date and ticket number filters.



By clicking over the PNR number of the list, the purge or live PNR can be displayed.



28.2 PURGE ETKT and EMD

ETKT's once they are issued, system appoints the purge date on the ETKT that is 2 years from the first flight's date. This shows the life length of this ticket as a ticket on the system if any coupon of the ticket remains unused. Right after this date since the document will not be valid for any other transaction especially refund, automatically it will become purge.

For EMD; if it is not used , the active record can be seen for 2 years from date of issue.

ETKTs and EMDs can be displayed on the system for the next 7 days and then automatically becomes purge if the all coupon status is void, refund, exchange and flown.

Purge ETKT and EMD display entries:

ENTRY	DETAIL
`EX//ET-H/TKT-235....`	Ticket number, 13 digits.
`EX//ET-H/TKT-235…/YYYYMMDD(20220519)`	Purge unique ETKT search with date of issue
`EX//ET-H/PNR-R……`	PNR number 6 characters.
`EX//ET-H/NAM-LASTNAME TITLE/NAME`	Passenger last name title name.
`EX//ET-H/REG-0.....`	Registry number, 6 digits.
`EX//ET-H/FFT-TK..........`	Miles&Smiles card number.
`EX//EMD-H/EMD-235....`	EMD number, 13 digits.
`EX//EMD-H/EMD-235.../YYYYMMDD(20220519)`	Purge unique EMD search with date of issue

29. TICKET ALTERATIONS

29.1 COUPON SEQUENCE

Application category of TK special fares notifies the following remarks. 'Other conditions, sequential use of flight coupons- This fare is only valid if flights are taken in the booked sequence. Otherwise the fare will be recalculated based on the actual flight routing.'
The development implemented in order to protect coupon sequence, DCS system will not check passengers having an unused previous coupon on their tickets. The system restriction is not applied to following tickets.

- If the previous unused coupon of the international ticket belongs to a domestic flight,
- If the previous unused coupon departs from an offline station,
- If previous unused coupon is on Checked-in or Lifted status,
- Other airline tickets,
- Tickets that hold I (involuntary) indicator due irregularity,
- Pass tickets.

Except above cases, all tickets are subject to recalculation with all potential fare differences and penalties and refund requests are subject to fare rules.

29.2 VOLUNTARY CHANGE REQUESTS OF PASSENGER

Passengers may ask for date, flight, routing, and cabin change for their tickets after they are issued. After checking **ticket validity** and **rules** about the fare used, these changes must be reflected and shown on the ticket. For award ticket change and refund applications please refer to Miles&Smiles section.

29.2.1 REVALIDATION

In air transportation, without changing, origin destination points, minimum maximum stay restrictions or fare, the validation electronic transaction (ETKT) or stamping (TAT) that displays the change made on the original ticket. **In our Company, tickets issued with TK special fares are not subject to revalidation with changes. It is mandatory to make reissue or exchange.** ETKT revalidation is only possible for non-revenue tickets like pass tickets. In addition, this transaction is used for upgrading the VIP passenger economy ticket to business class. Revalidation can only be done on the original PNR. In case of class changes, revalidation is not possible, but VIP upgrade transactions have special Ap Fax modifications to make revalidation possible (UPGR) even though the classes do not match. Also revalidation can be done for involuntary cases to different classes when the ETKT coupon gets S or I indicator. Details of involuntary revalidation will be given in the upcoming pages.

29.2.1.1 NON-REVENUE TICKET REVALIDATION

Reval transaction steps:

1-PNR is displayed.`*PNR`

```
F 1.1PULAK/BORAMR
QTRTKAP  9APR S7EY3L
 1 TK  24 R  FR 10MAY  ISTTPE HK1   0145 1755 CABIN CE
 2 TK  25 R  WE 15MAY  TPEIST HK1   2155 0510*CABIN CE
FONE-QTR
TKT-1 Y09APRQTRAP 2352431658455
AP FAX-1 SSRCTCMYYHK1 905323456789
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2352431658455C1
4.1 S2 SSRTKNETKHK1 2352431658455C2
```

2- Itinerary is changed upon passenger's request and PNR is saved.

`.2/14MAY` : Date is changed.
`6PSGR|E*R` : PNR is saved.

```
1.1PULAK/BORAMR
QTRTKAP  9APR S7EY3L
 1 TK  24 R  FR 10MAY  ISTTPE HK1   0145 1755 CABIN CE
 2 TK  25 R  TU 14MAY  TPEIST HK1   2155 0510*CABIN CE
FONE-QTR
TKT-1 Y09APRQTRAP 2352431658455
AP FAX-1 SSRCTCMYYHK1 905323456789
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2352431658455C1
```

3- If there is another ticket displayed before, that is ignored both from transaction and from system memory.

`*ET-/I`
`*ET-@I`

4- To make the changes made on the PNR reflect the ETKT reval entries are made. Before that the ETKT must be displayed. If there is still an active Ap Fax number with SSR of that ticket, that Ap Fax number can be used as a short entry or the classic ticket number entry is used.

`*ET-/2352431658455` or
`*ET-P3`

5- Since the ticket needs to be in transaction mode to be revalidation, the display is switched to transaction mode with below entry.

```
*ET-@
```

```
                  ELECTRONIC TICKET TRANSACTION

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE                :10MAY226
-------------------------------------------
 PAX NAME           :PULAK/BORA MR
 TICKET NUMBERS     :2352431658455/
 ISSUED ON          :09APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T/A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/S7EY3L
 ENDORSEMENT REST   :NONEND/TK ONLY.

 ID. NUMBER         : 0

-------------------------------------------
2352431658455
CPN  1 O - OPEN
  IST TPE TK0024 01:45    R 10MAY24
  OK  DM00N1                          030K
CPN  2 O - OPEN
  TPE IST TK0025 21:55    R 15MAY24
  OK  DM00N1                          030K
```

4- Reval transaction is completed in transaction mode of the ticket.

```
*ET-@REVTKT1-CPN2/S2
```

REV	: Reval.
TKT1	: 1st ticket.
CPN2	: 2nd coupon.
S2	: 2nd segment on the itinerary.

If 2 coupons will be revalidated to 2 segments at the same time in a combined entry;

```
*ET-@REVTKT1-CPN1/S1-CPN2/S2
```

If conjunction tickets are revalidated, in the entry the ticket which is revalidated is shown with its number by the TKT indicator.

```
*ET-@REVTKT2-CPN1/S5
```

1- Then the transaction is finalized.

```
*ET-@E
```

```
CPN  1 O - OPEN
  IST TPE TK0024 01:45    R 10MAY24
  OK  DM00N1                          030K
CPN  2 O - OPEN
  TPE IST TK0025 21:55    R 14MAY24
  OK  DM00N1                          030K
```

After the transaction is completed, since this transaction made changes on the PNR too, the PNR is displayed with **I*R** to refresh, then it is seen that on the Ap Fax filed ticket number is placed again as **SSRTKNE** to the new segment.

```
1.1PULAK/BORAMR
QTRTKAP  9APR S7EY3L
 1 TK  24 R  FR 10MAY  ISTTPE HK1   0145 1755 CABIN CE
 2 TK  25 R  TU 14MAY  TPEIST HK1   2155 0510*CABIN CE
FONE-QTR
TKT-1 Y09APRQTRAP 2352431658455
AP FAX-1 SSRCTCMYYHK1 905323456789
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2352431658455C1
4.1 S2 SSRTKNETKHK1 2352431658455C2
```

REVAL transaction is reflected to both PNR and ETKT history.

29.2.1.2 EMD REVALIDATION

If the ticket is associated with an EMD/A and the ticket will be changed to a new flight with revalidation or reissue, the same EMD/A can be used for the same service if again it is requested by the passenger on this new flight. For this transaction the conditions defined in part 28.1.2.5 of this book should be met. After the ticket is reissued or revalidated to the new flight;

The below steps belong to an example which after ETKT that is associated with RQST EMD is exchanged to a new date for the same routing. The RQST EMD is **automatically disassociated** from the original ticket due exchange transaction and currently not associated to any document. If this change transaction was completed with Reval (That is not permitted for voluntary changes of revenue tickets)then that EMD must have been disassociated from the ticket before revalidation action.

1-PNR is displayed.***PNR**

```
F 1.1POTTER/HARRYMR
QTRTKAP 31MAR TE3Z2X
 1 TK 158 S  FR 20SEP  MIAIST HK1 X 1135 0555*CABIN YE
 2 TK1979 S  SA 21SEP  ISTLHR HK1   0745 0945 CABIN YE
FONE-QTR
TKT-1 Y31MARQTRAP 2352230118249
2.A */*
AP FAX-SSRCTCMYYHK1 197878876543
2.SSRCTCEYYHK1 HARRY@HOGWARTS.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN80/M//POTTER/HARRY
5.1 S1 SSRTKNETKHK1 2352230118249C1
6.1 S2 SSRTKNETKHK1 2352230118249C2
7.1 S1 SSRRQSTTKHK1 09K/CWL
8.1 S1 SSRASVCTKHD1 A/0B5/RQST/CHARGABLE WINDOW LEGROOM/A
```

2-Since the flight and the is changed. The RQST Ap Fax services of the old flight and its ASVC lines are erased automatically.

```
F 1.1POTTER/HARRYMR
QTRTKAP 31MAR TE3Z2X
 1 TK 158 H  SU 01SEP  MIAIST HK1 X 1135 0555*CABIN YE
 2 TK1979 H  MO 02SEP  ISTLHR HK1   0745 0945 CABIN YE
FONE-QTR
TKT-A */*
2.1 Y01APRQTRAP 2352230118280
AP FAX-SSRCTCMYYHK1 197878876543
2.SSRCTCEYYHK1 HARRY@HOGWARTS.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN80/M//POTTER/HARRY
5.1 S1 SSRTKNETKHK1 2352230118280C1
6.1 S2 SSRTKNETKHK1 2352230118280C2
```

3-After completion of all change transactions on the PNR and the new ticket is issued, to the new segment a seat is selected from the new flight with same conditions of the original RQST EMD.

```
41S1G25H
7.1 S1 SSRRQSTTKHK1 09A/CAL
8.1 S1 SSRASVCTKHI1 A/0B5/RQST/CHARGABLE AISLE LEGROOM/A
```

4-EMD is displayed.

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :01APR26
------------------------------------------------------------
 PAX NAME           :POTTER/HARRY MR
 EMD NUMBERS        :2354090092960/A
 ISSUED ON          :31MAR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES EGITIM5 ISTANBUL
 PNR REFERENCE      :TK/TE3Z2X
 REMARKS            :

 ID. NUMBER         : 0

------------------------------------------------------------
EMD 2354090092960
CPN  1 O - OPEN
CPN VALUE:     5784.87
      - IN CONNECTION WITH QUALIFIER
TO/AT
  MIA IST TK
RFISC:0B5 / REASON FOR ISSUANCE:CWL - CHARGABLE WINDOW LEG
------------------------------------------------------------
 FARE               :5784.87             TRY
 TOTAL AMOUNT       :5784.87             TRY
 FORM OF PAYMENT    :CREDIT CARD 5784.87
                     VI111122******4444 1230
 FARE CALCULATION   :(0) MIA TK IST 5784.87
 TAXES              :FREE
```

5-ETKT is displayed and is associated with the EMD coupon with below entry.

```
*ET-/A/2352230118280/C1/2354090092960/C1
OK - EMD/E-TKT ASSOCIATED

*ET-/
2352230118280

CPN  1 O - OPEN
ASSOCIATED EMD : 2354090092960/C1
  MIA IST TK0158 11:35    H 01SEP24
  OK  HLVOW                          2PC

*EMD-/
EMD 2354090092960
CPN  1 O - OPEN
CPN VALUE:     5784.87
      - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352230118280/C1
TO/AT
  MIA IST TK
RFISC:0B5 / REASON FOR ISSUANCE:CWL - CHARGABLE WINDOW LEG
30K         /04MAY16
```

29.2.1.3 VIP UPGR REVALIDATION TRANSACTION / BAGGAGE REVALIDATION TRANSACTION

J/class is used for titles and passenger names listed in CIC*95/1 having automatic upgrade right on all TK operated flights.

Economy ticketed PNR of the passenger is as follows;

```
F 1.1UPGRA/VERYIMPMR
QTRTKSY  2APR TIVD3C
 1 TK  56 U  TU 17SEP  ISTCGK HK1   0150 1735 CABIN YE
 2 TK  57 W  MO 30SEP  CGKIST HK1   2100 0440*CABIN YE
FONE-QTR
TKT-1 Y02APRQTRSY 2352214166654
2.A */*
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 90543456545
3.SSRCTCEYYHK1 VERYIMP@GOV.TR
4.1 SSRDOCSYYHK1  /P////01JAN80/M//UPGRA/VERYIMP
5.1 S1 SSRTKNETKHK1 2352214166654C1
6.1 S2 SSRTKNETKHK1 2352214166654C2

.1/J  SEGMENTS ARE CHANGED AS J CLS
.2/J

41S1-2FVIP AMBASSADOR
SEE CIC*95/10 FOR AUTO UPGR VIP AND BOOKING CLASSES  (SYSTEM RESPONSE)
41S1-2FUPGR AMBASSADOR
CX (IF THERE IS FARE FIELD)
6PSGR
E*R
```

```
*ET-/ 2352214166654
*ET-@
*ET-@REVTKT1-CPN1/S1
*ET-@REVTKT1-CPN2/S2

2352214166654
CPN  1 O - OPEN
  IST CGK TK0056 01:50    J 17SEP24
  OK  UT3PC4M                        030K 17SEP24/17SEP24
CPN  2 O - OPEN
  CGK IST TK0057 21:00    J 30SEP24
  OK  WT2PC4M                        030K 30SEP24/30SEP24

*ET-@REVTKT1-CPN1/S1-B40K     BAGGAGE IS CHANGED TO BUSINESS RIGHT
*ET-@REVTKT1-CPN2/S2-B40K     WITH REVAL

2352214166654
CPN  1 O - OPEN
  IST CGK TK0056 01:50    J 17SEP24
  OK  UT3PC4M                        040K 17SEP24/17SEP24
CPN  2 O - OPEN
  CGK IST TK0057 21:00    J 30SEP24
  OK  WT2PC4M                        040K 30SEP24/30SEP24

*ET-@E
```

VIP UPGR passenger's baggage right, if on the original ticket the free baggage allowance is 0(zero) with revalidation transaction can be updated to free baggage allowance of business cabin.
After the transaction is completed, a note that the baggage change has been made will be placed in the ticket history display.

```
CPN 1 O - OPEN
     TK 1957 J 20APR24  IST AMS
 IFT VIP  UPGRADE BAGAJ
```

Weight concept ;
`*ET-@REVTKT1-CPN1/S1-BXXK`
If the baggage allowance is weight concept; the business baggage allowance in the relevant segment is entered with **`"-BXXK`**".
-B: Baggage identifier
XX: Baggage allowance (Example **30**K)
K: Weight baggage allowance identifier

Piece concept ;
`*ET-@REVTKT1-CPN1/S1-BXP`
If the baggage allowance is a piece concept, the business baggage allowance in the relevant segment is entered with **`"-BXP`"**.
-B: Baggage identifier
X: Piece baggage allowance (Example 1P - 1 Piece)
P Piece baggage allowance identifier

While changing baggage information, if baggage value more than business baggage allowance, system response would be "**`MAX BAG EXCEEDED`**"
Example :

```
*ET-@REVTKT1-CPN1/S1-B4P
MAX BAG EXCEEDED
```

29.2.2 EXCHANGE

Exchange definition, according to our Company's Revenue Management concept, is exchange of an **unused** ticket to another, in case of date, flight number, class, cabin change requests of a passenger, with the IROE and fares valid on the new first flight date. Unused tickets issued with TK special fares can be subject to exchange outside the issuing country (check Cat 16 exceptions) no matter in which currency it is issued by.

During exchange transaction, local fare may not be changed but if there is an equivalent fare paid, due to conversion rates there can be + or – differences, if it is a plus the difference is collected, if it is a minus then it is refunded. The same calculation is valid for taxes with same codes, increase in conversion differences is collected, negative balance is refunded.

In case of exchange if there is both ADC (additional collection) and residual, without balancing them, additional collection is collected with refund a form of payment, residual with back to the passenger via EMD or MCO. The ticket should be unused to be subject to exchange transaction. Pure domestic tickets cannot be exchange to international tickets; vice versa, pure international tickets cannot be exchanged to domestic tickets.

Exchange transaction steps:

1- PNR is displayed. `*PNR`

```
F 1.1PULAK/ALIMR
QTRTKAP 29DEC TYD2TX
 1 TK   68 T   WE 20JAN   ISTBKK HK1    0055 1450 CABIN YE
FONE-QTR
TKT-1 Y29DECQTRAP 2352425438059
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352425438059C1
```

```
2352425438059
CPN  1 O - OPEN
  IST BKK TK0068 00: 55    T 20JAN24
  OK  TT1PXOW                        20K  20JAN24/20JAN24
-------------------------------------------------------------
 BASE FARE          : 433.00              USD
 EQUIVALENT FARE    : 1264.00             TRY
 TOTAL AMOUNT       : 1847.56             TRY
 FORM OF PAYMENT    : CASH        1847.56
 TAXES              :390.95                 TRYYR
                     43.77                  TRYTR
                     2.84                   TRYE7
                     146.00                 TRYDU
 FARE CALCULATION   : (0)20JAN24IST TK BKK433.00NUC433.00 END ROE1.00
```

2- Fare rule is checked for changes, than if passenger approves the conditions, necessary itinerary changes are made and PNR is retrieved again.

```
  1.1PULAK/ALIMR
QTRTKAP 29DEC TYD2TX
 1 TK   68 H   MO 25JAN   ISTBKK HK1    0055 1450 CABIN YE
FONE-QTR
TKT-1 Y29DECQTRAP 2352425438059
```

3- Fare is quoted with `FQ` command.(If the transaction is done from a country with TSC application, but TSC is not collected with exchange reissues transactions, then the entry is made as `FQ/TADUEX` if it is collected, the service charge is collected on the tax line that will be inserted as shown below. Even tough, with fare quotation entry directly the TSC to be collected can be entered like this ; `FQ/TADU15.00USD` , DU will be quoted together with airport taxes on the same line and it will need manual modification.

```
F 1.1PULAK/ALIMR
QTRTKAP 29DEC TYD2TX
 1 TK   68 H   MO 25JAN   ISTBKK HK1    0055 1450 CABIN YE
FQ-1 Q08JAN24       ET AP/SU H QTR   T/ITA
2.IST TK BKK845.00HT2XOX
3.Z NUC845.00ROE1.00
4.FARE USD 845.00 EQU TRY 2543.00TAX TOT XT 602.32 TOT TRY 3145.32
5. TAX TRYDU    151.00 TAX TRYE7      2.91 TAX TRYTR     45.15 TAX TR
YYR    403.26
6.S1 B20K
7.E NONEND/TK ONLY
8.S1 NB25JAN24
9.S1 NA25JAN24
```

Fare lines are corrected according to the calculation results.

Local currency fare is now higher, since the original ticket and the new ticket have the same currency in equivalent fare paid, difference between these equivalents is calculated in exchange transaction. Also taxes are calculated one by one with the same method.

Old **New**
TRY2543.00 – TRY1264.00 = **TRY1279.00** (fare difference)
TRY403.26YR-TRY390.95YR=**TRY12.31** (YR diff)
TRY45.15TR-TRY43.77TR=**TRY1.38** (TR diff)
TRY2.91E7-TRY2.84E7=**TRY0.07** (E7 diff)
USD40.00 penalty= `FZSUSD40.00TRY` response=**TRY121.00**
Since the exchange is done in TR, USD15.00 TSC will be collected under tax code DU. The amount entered as **USD15.00** in fare quotation is converted into **TRY46.00** by system.

All additional fare, tax, penalty and TSC amounts are shown on the fare line. The additional tax total entered is given one by one on the tax line. The fields are manually modified.

```
C4@FRUSD845.00TRY1279.00/TAXTOTTRY180.76XT/TAXTOTPD
```

1 2 3 4 5

1. `R`: (Shows ticket is being reissued)
2. `EUR845.00`: New local fare.

3. **TRY1279.00**: In order to reach the new local fare the amount of difference that should be paid is entered in the currency of country where exchange is taking place. Since it is Turkiye here, the amounts are shown in TRY, cause sales reports are in TRY.
4. **TRY180.76XT**: Additional tax, penalty, service charge are entered as unknown total of taxes.(**XT**)
5. **TAXTOTPD**: Paid taxes will be shown in a separate tax field.

```
C/4TAXTRY/12.31YR/1.38TR/46.00DU/121.00CP/0.07E7
```
6 7 8 9 10 11 12

6. **C/4TAX**: Inserts after 4th fare line a new tax line for additional taxes.
7. **TRY**: The additional taxes currency.
8. **12.31YR**: Old YR and new YR difference.
9. **1.398TR**: Old TR and new TR difference
10. **46.00DU**: The USD15.00 TSC is collected in TRY under the tax code DU.
11. **121.00CP**: The EUR50.00 penalty for change is collected in TRY and the tax code is CP.
12. **0.07E7**: Old E7 and new E7 difference.

```
C6@TAXTRYPD/390.95YR/43.77TR/2.84E7
```
13 14 15 16 17

13. **C6@**: Since a new tax line is inserted, the tax line which was loaded with **FQ** entry is now the 6th fare line. These are the new value of the same taxes (same routing) which are quoted with current day's exchange rates and these amounts are not paid yet. These amounts will be paid when the amounts shown in the inserted tax line for each tax is paid. So the lower tax amounts which are paid by the **original ticket** is shown as **paid** taxes on this line
14. **TAXTRYPD**: Paid taxes currency and paid indicator PD.
15. **390.95YR**: Paid YR amount from the original ticket.
16. **43.77TR**: Paid TR amount from the original ticket.
17. **2.84E7**: Paid E7 amount from the original ticket.

4- Current status of the tax lines are as follows;

```
FQ-1 B08JAN24       ET AP/SU H QTR  T/ITA
 2.IST TK BKK845.00HT2XOX
3.Z NUC845.00ROE1.00
4.FARE(R) USD 845.00TAX TOT XT 180.76TAX TOT XT PD TOT TRY 145
5. TAX TRYYR      12.31 TAX TRYTR       1.38 TAX TRYE7       0.07 TAX TR
YDU      46.00 TAX TRYCP     121.00
6. TAXPTRYYR     390.95 TAXPTRYTR      43.77 TAXPTRYE7       2.84
7.S1 B20K
8.E NONEND/TK ONLY
```

5- The mandatory payment field entries are made. Since the exchange document is an ETKT, first it is displayed.

```
*ET-/2352425438059

MEV2352425438059(1)/25JAN24E
```
18 19 20 21 22

18. **MEV**: Exchanged document payment entry.
19. **235……..**: Document serial number.
20. **(1)**: The coupon number available for exchange on the document.
21. **25JAN24**: The outbound flight date.
22. **E**: Indicator showing that exchanged document is an ETKT.

With the first reissue, after making this entry, MO and MF payment fields are automatically entered to the PNR. The payment field looks like below after this entry;

```
PYMT-M
2.E-V2352425438059(1)/25JAN24E
3.O-2352425438059QTR29DEC2359980005
4.F-ORGTKT/CASH
```

MEV : Exchanged document number.
MO : Original document number, place of issue, date of issue, IATA number of the office.
MF : Original form of payment.

If exchanged ticket is a **conjunction ETKT**;
For **every ticket** a **MEV** entry is made
MEV2352425438059(1-4)/25JAN24E
MEV2352425438060(1)/25JAN24E
MEV automatic entry alone for conjunction tickets enters all again automatically.
Coupon number entry in **MEV** entry could be like (1-4), (1/3/4) or (2).

6- The form of payment cash (M) from the first ticketing can be used if it is the same form of payment for the additional collection of the new ticket. If another form of payment will be used by the passenger than, that item is removed with **M1@** (on this example cash payment is item 1 in the field) and the new form of payment is entered. Afterwards, by removing the old ticket number from the ticket field with **71@**, by making **ETE** exchange transaction is completed.

New PNR display;

```
F 1.1PULAK/ALIMR
QTRTKAP 29DEC TYD2TX
 1 TK  68 H  MO 25JAN  ISTBKK HK1   0055 1450 CABIN YE
FONE-QTR
TKT-Y08JANQTRAP 2352425438061
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352425438061C1
```

Exchanged ticket display;

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED : 1 TIMES
 PURGE DATE : 20JAN26
 EXCHANGED TO              : 235242543
-------------------------------------------------------------
 PAX NAME           : PULAK/ALI MR
 TICKET NUMBERS     : 2352425438059/
 ISSUED ON          : 29DEC23 INTERNATIONAL
 ISSUED BY          : TK QTR 099800050  AP
                      TURKISHAIRLINES
                      EGITIM5
                      ISTANBUL
 PNR REFERENCE      : TK/TYD2TX
 ENDORSEMENT REST   : NONEND/TK ONLY

 ID. NUMBER         : 0

-------------------------------------------------------------
2352425438059
CPN  1 E - EXCHANGE                    TK
  IST BKK TK0068 00: 55    T 20JAN24
  OK  TT1PXOW                      20K  20JAN24/20JAN24
-------------------------------------------------------------
 BASE FARE          : 433.00              USD
 EQUIVALENT FARE    : 1264.00             TRY
 TOTAL AMOUNT       : 1847.56             TRY
 FORM OF PAYMENT    : CASH        1847.56
 TAXES              : 390.95                 TRYYR
                      43.77                  TRYTR
                      2.84                   TRYE7
                      146.00                 TRYDU
 FARE CALCULATION   : (0)20JAN24IST TK BKK433.00NUC433.00 END ROE1.00
```

New ticket display;

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED : 1 TIMES
 PURGE DATE : 25JAN26
------------------------------------------------------------
 PAX NAME           : PULAK/ALI MR
 TICKET NUMBERS     : 2352425438061/
 ISSUED ON          : 08JAN24 INTERNATIONAL
 ISSUED BY          : TK QTR 099800050  AP
                      TURKISHAIRLINES
                      EGITIM5
                      ISTANBUL
 PNR REFERENCE      : TK/TYD2TX
 ENDORSEMENT REST   : NONEND/TK ONLY

 ID. NUMBER         : 0

 ISSD IN EXCHANGE   : 2352425438059
------------------------------------------------------------
2352425438061
CPN  1 O - OPEN
  IST BKK TK0068 00: 55    H 25JAN24
  OK  HT2XOX                          20K  25JAN24/25JAN24
------------------------------------------------------------
 BASE FARE          : 845.00               USD
 EQUIVALENT FARE    :                      TRY
 TOTAL AMOUNT       : 1459.76A             TRY
 ADDIT COLL TOTAL   : 1459.76              TRY
 FORM OF PAYMENT    : CASH        1459.76
 ORIGINAL FOP       : TKT/CASH
 TAXES              : 0.07                   TRYE7
                      121.00                 TRYCP
                      46.00                  TRYDU
                      1.38                   TRYTR
                      12.31                  TRYYR
 PAID TAXES         : 2.84                   TRYE7
                      43.77                  TRYTR
                      390.95                 TRYYR
FARE CALCULATION  : (1)25JAN24IST TK BKK845.00NUC845.00 END R
OE1.00
 ORIGINAL ISSUE    :
2352425438059  QTR29DEC239980005
```

If in case of exchange or reissue there is a residual amount to be paid back to the passenger, which is; the amount of fare passenger paid is more than the new amount system quoted; or original taxes are more than the new taxes on the fare lines, these amounts are not balanced to the additional collection, if there is, the accounting of collection and residual must be separately shown. So the residual amount is placed on a document like EMD or MCO to make noticed by accounting and that document must be entered to the PNR during reissue/exchange transaction before ticketing. Sample entries are shown below.

For MCO ; **7MREF40123456781/TRY1000.00**

7MREF : Refund manual document reporting format.
40123456781 : MCO number (including check digit).
/TRY100.00 : Refund balance and currency.

For EMD; **7MRSD/TRY1000.00**

7MRSD : Residual EMD document reporting format.
/TRY1000.00: Refund balance and currency.

EMD number is issued from the stock and placed on the PNR after **ETE** command. (See 28.1.1.4)

29.2.2.1 EMD EXCHANGE

If an ETKT, which has an associated EMD/A, as a result of rerouting is exchanged (completely unused ticket changed into a new one) or reissued (partly used ticket changed into a new one) into a new ticket, the EMD/A and ETKT are automatically disassociated from each other. ETKT status becomes EXCHANED, EMD status is left as OPEN. Since the ETKT and EMD does not hold the same routings, if the same service charged by EMD will be used for the new routing, EMD must be exchanged too. Since the routing is not the same manual association is not possible. Before exchange of EMD, like every other EMD service segments, the related segments must hold Ap Fax **SSR** lines as **KK** or **HK** status.

Below passenger holds a 30kg excess baggage EMD-A payment for IST-LON.

```
F 1.1JIRAVE/OCEANMRS
QTRTKAP  8AUG TCAZDB
 1 TK1979 Y  TU 10SEP  ISTLHR HK1   0745 0950 CABIN YE
FONE-QTR
TKT-1 Y08AUGQTRAP 2352431947314
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352431947314C1
3.1 S1 SSRXBAGTKHK1 TTL30KG 1PC 45X35X50CM WEIGHT
4.1 S1 SSRASVCTKHI1 C/0DG/XBAG/WEIGHT/A/2354540264444C1
```

Passenger had her ticket exchanged to IST-PAR routing which made the EMD-A and ETKT disassociate. Same weight of baggage will be carried on IST-PAR flight. Since EMD-A routing is not the same it cannot be associated with the new ticket. EMD will be exchanged into a new one. First SSR services for XBAG with HK code and attached ASVC line must be completed.

```
EMD 2354540264444
CPN  1 O - OPEN
CPN VALUE:     2048.31
      - IN CONNECTION WITH QUALIFIER
TO/AT
  IST LHR TK
RFISC:0DG / REASON FOR ISSUANCE:WEIGHT  30KG
-------------------------------------------
 FARE               :2048.31             TRY
 TOTAL AMOUNT       :2048.31             TRY
 FORM OF PAYMENT    :CASH        2048.31
 FARE CALCULATION   :(0) IST TK LHR 2048.31
 TAXES              :FREE
```

Automatic excess baggage fare quotation is made.

```
FQYP1S1/30KG/0DG/08AUG23

ANCILLARY FARES
 13.FQ-2 P1 S1 Q08AUG23 XBAG EM AP/SU SSR 4
 14.IST TK CDG2048.31Y
 15.FARE TRY 2048.31
```

If the service does not have any automatic fare quotation, fare header and fare calculation lines must be entered manually. Below there are some sample entries. Since this is the second ancillary fare quotation on the same PNR system automatically applied fare block number as 2.

Manual lines;

`CSSR4` : EMD-A fare header entry to related SSR (4 is sample)

`C/FQ2/*FARE/IST TK PAR2048.31Y` : Fare calculation line, routing and base fare (FQ-2 fare block number)

On existing automatic fare quotation fare line is deleted

`C15@` : Fare line delete.

Changing the fare lines for exchange

`C/FQ2/FARER/TRY2048.31` : In case of no ADC

`C/FQ2/FARER/TRY2048.31TRY20.00` : In case of ADC (TRY 20.00 ADC)

```
ANCILLARY FARES
13.FQ-2 P1 S1 Q08AUG23 XBAG EM AP/SU SSR 4
14.IST TK CDG2048.31Y
15.FARE(R) TRY 2048.31  TOT NO ADC
```

`MFQ2/EV2354540264444(1)/08AUG23M`: Exchanged EMD has M indicator at the end.

```
ANCILLARY PAYMENTS
5.EMD FQ-2 E-V2354540264444(1)/08AUG23M
6.EMD FQ-2 O-2354540264444QTR08AUG2399800024
7.EMD FQ-2 F-ORGTKT/CASH
```

`EMDA*SSR4` : EMD-A exchange must be made with ASVC Ap Fax line number.

`EMDA*SSR3-4` : EMD-A exchange for multiple coupons/SSRs.

At the end of the transaction original EMD-A coupons are turned into Exchange .

```
EMD 2354540264444
CPN  1 E - EXCHANGED                        TK
CPN VALUE:     2048.31
      - IN CONNECTION WITH QUALIFIER
TO/AT
  IST LHR TK
RFISC:0DG / REASON FOR ISSUANCE:WEIGHT  30KG
```

```
F 1.1JIRAVE/OCEANMRS
QTRTKAP  8AUG TCAZDB
 1 TK1821 Y  TU 10SEP  ISTCDG HK1   0710 0950 CABIN YE
FONE-QTR
TKT-1 Y08AUGQTRAP 2352431947315
AP FAX-1 SSRFOIDTKHK1 /NI0
2.1 S1 SSRTKNETKHK1 2352431947315C1
3.1 S1 SSRXBAGTKHK1 TTL30KG 1PC 45X35X50CM WEIGHT
4.1 S1 SSRASVCTKHI1 C/0DG/XBAG/WEIGHT/A/2354540264446C1
-------------------------------------------------------------------
-------
ITINERARY RECEIPT PRINTED :0 TIMES
PURGE DATE :08AUG25
-------------------------------------------------
PAX NAME           :JIRAVE/OCEANMRS
EMD NUMBERS        :2354540264446/A
ISSUED ON          :08AUG23 INTERNATIONAL
ISSUED BY          :TK QTR 099800024  AP
                    TURKISHAIRLINES EGITIM2 ISTANBUL
PNR REFERENCE      :TK/TCAZDB
ID. NUMBER         : 0

ISSD IN EXCHANGE   :2354540264444
-------------------------------------------------
EMD 2354540264446
CPN  1 O - OPEN
CPN VALUE:     2048.31
     - IN CONNECTION WITH QUALIFIER
ASSOCIATED TICKET     :2352431947315/C1
 TO/AT
   IST CDG TK
 RFISC:0DG / REASON FOR ISSUANCE:WEIGHT  30KG
 ------------------------------------------------
  FARE               :2048.31              TRY
  TOTAL AMOUNT       :NO ADC               TRY
  ORIGINAL FOP       :TKT/CASH
  FARE CALCULATION   :(0) IST TK CDG 2048.31
  ORIGINAL ISSUE     :
 2354540264444  QTR08AUG239980002
  TAXES              :FREE
```

29.2.3 REISSUE

Company reissue definition; change of **partly used** (after departure) ticket to another, in case of date, flight number, class, cabin change requests of a passenger, with the IROE and fares valid on the original ticket issue date. A ticket, after the journey commences, can be reissued in anywhere outside the country where was originally issued from, regardless of currency used. The fare quotation command must have the original ticketing date and original ticketing city as a qualifier.

In case of reissue, if there is both ADC (additional collection) and residual, without balancing them, additional collection is collected with a form of payment, residual with be refunded back to the passenger via EMD or MCO. System can recalculate fares historically for the last 1 year. In order to make correct reissue on a PNR, calculation is made after all flown sectors are placed on the history, and new segments are booked on the itinerary field of the PNR. For manual reissue quotation basic entry is made as follows.

`FQ.T17APR24.IST`

`FQ` : Quote with selected classes command
`.T17APR24` : Historical original ticketing date
`.IST` : Original city/office of issue.

If the only remaining flight coupon on a ticket is a domestic one, it cannot be reissued as international.

During reissue transaction is the local currency fare on the original ticket is less than the local currency fare on the reissue transaction, difference between them is converted to the currency of country of reissue with the ICER of the reissue date (`FZS`).

```
F 1.1RUSH/BENANEMRS
QTRTKAP  4APR SA35T6
 1 TK  54 O  FR 05APR  ISTSIN HK1   0210 1750 CABIN YE
 2 ARNK
 3 TK  59 L  WE 17APR  BKKIST HK1   0900 1525 CABIN YE
FONE-QTR
TKT-1 Y04APRQTRAP 2352230149155
2.A */*
AP FAX-SSRCTCMYYHK1 9876543
2.SSRCTCEYYHK1 LOOK@BAKIN.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN80/F//RUSH/BENANE
5.1 S1 SSRTKNETKHK1 2352230149155C1
6.1 S3 SSRTKNETKHK1 2352230149155C3
```

```
2352230149155
CPN  1 F - FLOWN      TK0054        05APR24 TK
  IST SIN TK0054 02:10    O 05APR24
  OK  OT1PX                          030K 05APR24/05APR24
CPN  2 SURFACE
CPN  3 O - OPEN
  BKK IST TK0059 09:00    L 17APR24
  OK  LT2XP                          030K 17APR24/17APR24
```

Passenger wants to change the return flight date the moment after arriving to Singapore. The journey has started, the inbound fare component is controlled for change rule.

```
FXISTBKK05APR24.T04APR24-RT-L

>FXISTBKK05APR24.T04APR24-RT
IST-BKK FRI-05APR24 TK
MPM 10340 TS 15968 AP 6360 EH
* FARES FOR INFO ONLY * TICKETING DATE  04APR
PUBLIC FARES                                          HISTORY
PROVIDED BY ..ITA..
     CX    FARE   FARE     C  AP  MIN/    SEASONS..... MR GI DT
           USD    BASIS             MAX
  1  TK   650.00R LT2XP    L    |   /12M                R  EH
      END

FN*1/P16
16.PENALTIES
  CHANGES
    ANY TIME
      CHARGE USD 65.00 FOR REISSUE/REVALIDATION.

B-AFTER DEPARTURE-

THE ITINERARY MUST BE RE-PRICED USING HISTORICAL FARES IN EFFECT ON
THE ORIGINAL  TICKETING DATE. THE NEW ITINERARY MUST MEET ALL THE RULE
PROVISIONS OF THE NEWLY TICKETED FARES SUCH THAT THE RECALCULATED FARE
COULD HAVE BEEN USED FOR THE NEW ITINERARY IF PURCHASED ON THE ORIGINAL
TICKET ISSUE DATE FARE THE DIFFERENCE WILL BE COLLECTED AND THE CHANGE
FEE WILL BE APPLIED.
```

Since there is a single fare component change, only the change penalty of the changed fare component is applied. On the new date passenger wants to change Q/class is available which is a higher RBD on the availability alignment. The flown segment of IST-SIN is still on the face of the PNR because 48 hours have to pass for that segment to move to history. Even though it is a used segment it is needed for fare quotation for manual reissue transaction. But before ticketing the segment must be ignored otherwise it would be reflected as an active coupon to the new ticket.

```
1 TK  54 O  FR 05APR  ISTSIN HK1   0210 1750 CABIN YE
2 ARNK
3 TK  59 L  WE 17APR  BKKIST HK1   0900 1525 CABIN YE
4 TK  59 Q  SA 20APR  BKKIST HS1   0900 1525 CABIN YE
X3
```

```
CX
FQ.T04APR24.IST/TADUEX

FQ-1 B04APR24      ET AP/SU OQ SIN  T/ITA
2.IST TK SIN650.50OT1PX/-BKK TK IST415.00QT2PX
3.Z NUC1065.50ROE1.00
4.FARE USD 1066.00 EQU TRY 34313.00TAX TOT XT 11168.59 TOT TRY 45481.
59
5. TAX TRYG8     13.17 TAX TRYDU   EXEMPT  TAX TRYE7     30.73 TAX TR
YM6    103.71 TAX TRYYR   9688.63
6. TAX TRYTR    691.41 TAX TRYTS    640.94
```

```
QUOTED FARE AND TICKET'S FARE ARE COMPARED

 BASE FARE          :976.00              USD
 EQUIVALENT FARE    :31416.00            TRY
 TOTAL AMOUNT       :44194.59            TRY
 FORM OF PAYMENT    :CASH        44194.59
 TAXES              :9688.63               TRYYR
                     103.71                TRYM6
                     30.73                 TRYE7
                     1610.00               TRYDU
                     13.17                 TRYG8
                     640.94                TRYTS
                     691.41                TRYTR
```

SGD equivalent of penalty is calculated.

```
>FZSUSD65SGD
EQU SGD88.00
```

New base fare and the old base fare are compared.
USD 1066.00-USD976.00 = USD 90.00

```
>FZSUSD90.00SGD
EQU SGD122.00
```

The rest of the taxes are equal to each other , no difference since during FQ original ticketing date is used, ICER rates do not make any difference.
The total is SGD88.00 CP and SGD 122.00 FARE DIFF = ADC SGD 210.00

```
*Q
FQ-1 B04APR24      ET AP/SU OQ SIN  T/ITA
2.IST TK SIN650.50OT1PX/-BKK TK IST415.00QT2PX
3.Z NUC1065.50ROE1.00
4.FARE USD 1066.00 EQU TRY 34313.00TAX TOT XT 11168.59 TOT TRY 45481.
59
5. TAX TRYG8     13.17 TAX TRYDU   EXEMPT  TAX TRYE7     30.73 TAX TR
YM6    103.71 TAX TRYYR   9688.63
6. TAX TRYTR    691.41 TAX TRYTS    640.94

C4@FRUSD1066.00SGD122.00/TAXTOTSGD88.00XT/TAXTOTPD
C5@FR
C6@FR
C/4TAXSGD88.00CP
```

```
FQ-1 B04APR24      ET AP/SU OQ SIN  T/ITA
2.IST TK SIN650.50OT1PX/-BKK TK IST415.00QT2PX
3.Z NUC1065.50ROE1.00
4.FARE(R) USD 1066.00 EQU SGD |TAX TOT XT 88.00TAX TOT XT PD TOT SGD
210.00A
5. TAXPTRYG8     13.17 TAXPTRYDU   EXEMPT  TAXPTRYE7     30.73 TAXPTR
YM6    103.71 TAXPTRYYR   9688.63
6. TAX SGDCP     88.00
7. TAXPTRYTR    691.41 TAXPTRYTS    640.94
```

Before ticketing segment 1 is ignored and all segment 1 data in the fare field is cleared in order to avoid any fare field error during ticketing. ARNK segment is cancelled

```
.1I
X2
1 TK  54 O  FR 05APR  ISTSIN HK1 I 0210 1750 CABIN YE
2 TK  59 Q  SA 20APR  BKKIST HK1   0900 1525 CABIN YE

*Q
8.S1/3 B30K
9.E NONEND/TK ONLY
10.S1 NB05APR24
11.S1 NA05APR24

C8@S3B30K
C10-11@

*ET-/….
MEV
71@
ETE

F 1.1RUSH/BENANEMRS
QTRTKAP  4APR SA35T6
 1 TK  54 O  FR 05APR  ISTSIN HK1 I 0210 1750 CABIN YE
 2 TK  59 Q  SA 20APR  BKKIST HK1   0900 1525 CABIN YE
FONE-QTR
TKT-A */*
2.1 Y05APRSINAP 2352405188610
AP FAX-SSRCTCMYYHK1 9876543
2.SSRCTCEYYHK1 LOOK@BAKIN.COM
3.1 SSRFOIDTKHK1 /NI0
4.1 SSRDOCSYYHK1  /P////01JAN80/F//RUSH/BENANE
5.1 S1 SSRTKNETKHK1 2352230149155C1
6.1 S2 SSRTKNETKHK1 2352405188610C1
```

```
ISSD IN EXCHANGE  :2352230149155
------------------------------------------------------------
2352405188610
CPN  1 O - OPEN
  BKK IST TK0059 09:00    Q 20APR24
  OK  QT2PX                          030K 20APR24/20APR24
------------------------------------------------------------
 BASE FARE          :1066.00              USD
 EQUIVALENT FARE    :                     SGD
 TOTAL AMOUNT       :210.00A              SGD
 ADDIT COLL TOTAL   :210.00               SGD
 FORM OF PAYMENT    :CASH        210.00
 ORIGINAL FOP       :TKT/CASH
 TAXES              :88.00                   SGDCP
 PAID TAXES         :9688.63                 TRYYR
                     103.71                  TRYM6
                     30.73                   TRYE7
                     EXEMPT                     DU
                     13.17                   TRYG8
                     640.94                  TRYTS
                     691.41                  TRYTR
FARE CALCULATION   :(2)04APR24IST TK SIN650.50/-BKK TK IST415
00NUC1065.50 ENDROE1.00
ORIGINAL ISSUE     : 2352230149155  QTR04APR2499800050
```

29.2.4 AUTOMATIC EXCHANGE / REISSUE

Since cutover date of automatic re-pricing system, 02 December 2013, TK coded fares (public) can be exchanged/reissued automatically according to the rules defined in Cat31. Automatic multiple reissue /exchange is also possible since March 2017 for tickets, which are previously, exchange/reissued automatically (not by a GDS). GDS based IT/BT tickets, pass tickets, tickets that changed involuntarily previously are out of scope of automatic reissue/exchange transactions. Below ticket is issued by an office in Turkiye with currency TRY.

```
                    ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :16AUG26
-------------------------------------------
 PAX NAME           :PULAK/BORA MR
 TICKET NUMBERS     :2352230149150/
 ISSUED ON          :04APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/UP8YIB
 ENDORSEMENT REST   :NONEND/TK ONLY.
 E-MAIL ADDRESS     : BORALI@PULAK.COM
-------------------------------------------------------------
2352230149150
CPN  1 O - OPEN
  CUN IST TK0181 13:40    O 15AUG24
  OK  OV3XOX                          2PC  15AUG24/15AUG24
CPN  2 O - OPEN
X/IST CAI TK0694 18:30    O 16AUG24
  OK  OV3XOX                          2PC  16AUG24/16AUG24
-------------------------------------------------------------
 BASE FARE          :1164.00              USD
 EQUIVALENT FARE    :37467.00             TRY
 TOTAL AMOUNT       :48831.49             TRY
 FORM OF PAYMENT    :CASH         48831.49
 TAXES              :6662.95                 TRYYR
                     1498.68                 TRYXO
                     966.00                  TRYDU
                     23.87                   TRYF7
                     64.06                   TRYS4
                     172.86                  TRYTR
                     356.00                  TRYS1
                     1568.21                 TRYXD
                     51.86                   TRYM6
 FARE CALCULATION :(0)15AUG24CUN TK X/IST TK CAI1164.00NUC1164.00 END
ROE1.00
```

Later, passenger asks for a date change on the flights. Automatic reissue system calculates, re-prices the journey, with the methods described in the Company reference publication named “TK Exchange Reissue Refund Applications Ver2.0” and produces the new ticket. During this calculation if there is a difference to be collected from passenger, collects as ADC, **with the currency of terminal of reissue**. If there is any residual to be given back to the passenger, again calculates **it with the currency of terminal of reissue** automatically places the amount on an RSD EMD. For this reason the RSD EMD that is issued following the automatic reissue transaction, should be refunded back to the passenger with the form of payment on the original ticket.

Before starting the transaction, the necessary changes requested by passenger. The reservation class to be booked on the itinerary can be manually selected, by controlling fares, in that case, reissue command is **reissue with fare as booked (FQ.R)**. The other alternative is, like it is done with most fare quotations on confirmed itineraries, after booking for any class from availability , **reissue with best buy fare (FQBB.R)** command. If class is selected

correctly, system will respond with a guaranteed result for FQ.R, if the response is NO ANSWER, then the system decides the class with FQBB.R .For the above ticket's PNR, passenger requested route and date change. Without controlling fares or classes, directly new itinerary is booked with Y class and PNR is arranged.

Then the original ticket of passenger is entered to **MEV** field.

```
F 1.1PULAK/BORAMR
QTRTKAP  4APR UP8YIB
 1 TK 224 Y  SU 18AUG  CCSIST HS1 X 1035 0515*CABIN YE
 2 TK 690 Y  MO 19AUG  ISTCAI HS1   0635 0750 CABIN YE
FONE-QTR
TKT-1 Y04APRQTRAP 2352230149150
*ET-/2352230149150
MEV2352230149150(1-2)/18AUG24E
 2352230149150 AVL.CPN FOR REISSUE/REFUND ARE 12
REMINDER - PLEASE FIRSTLY USE FQ.R, FQBB.R OR FQREF AUTOMATIC ENTRIES
WARNING - EACH TAX SHOULD BE INSERTED FOR MANUAL FARE QUOTATION
```

Then reissue with best buy fare command is entered.

FQBBP1*ADT.R or **FQBBP1.R**

FQBB	:	Fare quote best buy.
P1	:	Passenger 1 will be described with a passenger type code (PTC).
***ADT**	:	First passenger is an ADULT type of passenger.
.R	:	Make reissue.

If reservation class and fare is controlled and manually booked, then the command would be **FQP1*ADT.R** or **FQP1.R** that is; quote as booked.

```
>FQBBP1*ADT.R
                    BEST BUY QUOTATION
           LOWEST FARE AVAILABLE FOR THIS ITINERARY
                    REBOOK SEGMENTS 1E/2E
    PSGR                      FARE   TAXES      ADC FARE   PSG DES
 FQG 1       EN2PXOW  EUR      357.00    205.93      411.93 ADT
                    ***** EUR ***** ******** TRY ********
     GUARANTEED
 GRAND TOTAL INCLUDING TAXES ****     TRY       411.93
              LOG ID: F8911506260953358212OF
     ADT      1# ISSUE REFUND MCO FOR TRY55.08
 TO REBOOK ENTER >FQBBK
```

Following that **FQBBK** entry is made so that system loads many fare data as; the additional collection, residual amount, and refund rule transferred to the new ticket from the original one, will be automatically loaded to the PNR.

Fare lines are as follows;

```
F 1.1PULAK/BORAMR
QTRTKAP  4APR UP8YIB
 1 TK 224 O  SU 18AUG  CCSIST HS1 X 1035 0515*CABIN YE
 2 TK 690 O  MO 19AUG  ISTCAI HS1   0635 0750 CABIN YE
FQ-1 Q04APR24      ET AP/SU OO QTR  T/ITR
2.CCS TK X/IST TK CAI1380.00OV3PXOW
3.Z NUC1380.00ROE1.00
4.FARE(R)USD1380.00TAX TOT XT 6698.94TAX TOT XT PD TOT TRY 13651.94A
5. TAX TRYC2     40.24 TAX TRYAK   2177.93 TAX TRYEU    444.20 TAX TR
YYN   3553.57 TAX TRYDU    483.00
6. TAXPTRYYR   6662.95 TAXPTRYS4     64.06 TAXPTRYTR    172.86 TAXPTR
YM6     51.86 TAXPTRYF7     23.87
7.S1-2 B2PC
8.S1 NB18AUG24
9.S1 NA18AUG24
10.S2 NB19AUG24
11.S2 NA19AUG24
12.E TRY8369.00 NON-REF
13.E RSD EMD TRY3422.89
```

TRY 411.93A: The additional collection total in the currency of reissuing office.
TRY301.00 NON-REF: The non-refundable amount is written to the endorsement field of the new ticket.
RSD EMD TRY55.08: System wrote to the endorsement that passenger will have 55.08 residual EMD.
The payment of the additional collection entered. The RSD entry with the amount is made by the system automatically. Old ticket number is removed and the new one is issued.

MM
71@|ETE

```
F 1.1PULAK/BORAMR
QTRTKAP  4APR UP8YIB
 1 TK 224 O  SU 18AUG  CCSIST HK1 X 1035 0515*CABIN YE
 2 TK 690 O  MO 19AUG  ISTCAI HK1   0635 0750 CABIN YE
FONE-QTR
TKT-A */*
2.1 MRSD/TRY3422.89/2354090092998
3.1 Y04APRQTRAP 2352230149154
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 90666554444
3.SSRCTCEYYHK1 BORALI@PULAK.COM
4.1 SSRDOCSYYHK1  /P////01JAN80/M//PULAK/BORA
5.1 S1 SSRTKNETKHK1 2352230149154C1
6.1 S2 SSRTKNETKHK1 2352230149154C2
```

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :19AUG26
------------------------------------------------------------
 PAX NAME           :PULAK/BORA MR
 TICKET NUMBERS     :2352230149154/
 ISSUED ON          :04APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/UP8YIB
 ENDORSEMENT REST   :TRY8369.00 NON-REF.RSD EMD TRY3422.89.
 ISSD IN EXCHANGE   :2352230149150
------------------------------------------------------------
2352230149154
CPN  1 O - OPEN
  CCS IST TK0224 10:35    O 18AUG24
  OK  OV3PXOW                        2PC  18AUG24/18AUG24
CPN  2 O - OPEN
X/IST CAI TK0690 06:35    O 19AUG24
  OK  OV3PXOW                        2PC  19AUG24/19AUG24
IN CONNECTION WITH    :2354090092998
------------------------------------------------------------
 BASE FARE          :1380.00              USD
 TOTAL AMOUNT       :13651.94A            TRY
 ADDIT COLL TOTAL   :13651.94             TRY
 FORM OF PAYMENT    :CASH         13651.94
 ORIGINAL FOP       :TKT/CASH
 TAXES              :483.00                  TRYDU
                     3553.57                 TRYYN
                     444.20                  TRYEU
                     2177.93                 TRYAK
                     40.24                   TRYC2
 PAID TAXES         :23.87                   TRYF7
                     51.86                   TRYM6
                     172.86                  TRYTR
                     64.06                   TRYS4
                     6662.95                 TRYYR
 FARE CALCULATION   :(0)18AUG24CCS TK X/IST TK CAI1380.00NUC13
80.00 END ROE1.00
 ORIGINAL ISSUE     : 2352230149150  QTR04APR2499800050
```

```
FARE CALCULATION   :(0)18AUG24CCS TK X/IST TK CAI1380.00NUC13
80.00 END ROE1.00
```

The (0) in the fare calculation field shows the Exchange is completed automatically. RSD EMD is refunded. Mexico taxes are on RSD EMD since passenger is departing Venezuela instead of Mexico, but taxes details are not on RSD. Old and new ticket is compared to find tax codes refunded.

```
I IGNORE
*EMD-/2354090092998
PULAK/BORAMR
7DREFUND
MEV2354090092998(1)/04APR24M
MMTRY3422.89
CTAXTRY/1498.68XO/356.00S1/1568.21XD
EM
```

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

ITINERARY RECEIPT PRINTED :0 TIMES
PURGE DATE :05APR26
-------------------------------------------------------
PAX NAME           :PULAK/BORA MR
EMD NUMBERS        :2354090092998/S
ISSUED ON          :04APR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES
                    EGITIM5
                    ISTANBUL
ENDORSEMENT REST   :TRY8369.00 NON-REF.RSD EMD TRY3422.89.

ISSD IN EXCHANGE   :2352230149150
-------------------------------------------------------
EMD 2354090092998
CPN  1 R - REFUND

TO/AT
RFISC:996 / REASON FOR ISSUANCE:RESIDUAL/REFUNDABLE
IN CONNECTION WITH     :2352230149154
-------------------------------------------------------
 FARE               :3422.89              TRY
 TOTAL AMOUNT       :NO ADC               TRY
 ORIGINAL FOP       :TKT/CASH
 FARE CALCULATION   :(1)
 ORIGINAL ISSUE     :
 2352230149150  QTR04APR2499800050
 TAXES              :FREE
```

Automatic reissue/exchange commands;

`FQBBP1**CP.R`: Best buy business class automatic reissue/exchange
`FQP1-3.R` : Automatic reissue/exchange with selected class for passenger 1,2 and 3.

`FQBBP1.2*CNN05.R`: Best buy automatic reissue/exchange for psgr 1 as adult, 2 as child.
`FQBBP1*ADT.2*CNN05.3*INF**USD**CP.R:` Best buy automatic reissue for adult, child, infant, in Currency USD in business cabin.

Important note: <u>Previously automatically exchanged tickets</u> can be exchanged multiple times.

29.2.5 EXCHANGE REISSUE SUMMARY

EXCHANGE (BEFORE DEPARTURE) / REISSUE (AFTER DEPARTURE)

- **EXCHANGE**; IS UNUSED TICKET TRANSFERRED AS PAYMENT FOR A NEW TICKET ACCORDING TO **CAT 16 CHANGES BEFORE DEPARTURE** RULE OF THE TICKET.
- **REISSUE** IS PARTLY USED TICKETS REMAINING PORTION'S CHANGED INTO A NEW TICKET ACCORDING TO **CAT16 CHANGE AFTER DEPARTURE** RULE OF WITH HISTORICAL FARES VALID ON THE DAY OF ORIGINAL DEPARTURE AND TICKETING DATES.

AUTOMATIC EXCHANGE/REISSUE SYSTEM ONLY READS ETKT DATA AND COMPARES THE ITINERARY AND THE ETKT INSERTED AS MEV AND RETURNS RESPONSE
FOR MANUAL TICKET CHANGES SYSTEM ONLY SEES THE FLIGHTS ON THE ITINERARY ON THE FACE AND THE HISTORY OF PNR. ALL ENTRIES FOR MANUAL CHANGE ARE UNDER USER CONTROL.

A-AUTO EXCHANGE/ REISSUE

1-UNUSED TICKET /BEFORE DEPARTURE (EXCHANGE)

CHANGE PNR
*ET-/….
MEV….(OUTBOUND FLIGHT DATE)
FQP1*ADT.R (FOR SELECTED CLASS AUTO REISSUE)
FQBBP1*ADT.R/FQBBK (FOR BEST BUY AUTO REISSUE)
(**FQP1.R/ FQ.R/FQBB.R-FQBBK** ARE SHORT ENTRIES)

2**-PARTLY USED TICEKT /AFTER DEPARTURE (REISSUE)**

CHANGE PNR (POSSIBLY INBOUND)
*ET-/….
MEV….(OUTBOUND FLIGHT DATE)
FQP1*ADT.R (FOR SELECTED CLASS AUTO REISSUE)
FQBBP1*ADT.R/FQBBK (FOR BEST BUY AUTO REISSUE)

B-MANUAL EXCHANGE/REISSUE

1-UNUSED TICKET /BEFORE DEPARTURE (EXCHANGE)
CHECK ORIGINAL TICKET RULES
CHANGE PNR
FQ/TADUEX (FOR SELECTED CLASS EXEMPT DU)
FQBB/TADUEX- FQBBK (PAY ATTENTION TO EQUAL OR HIGHER RULE OF THE FARE)
CHANGE FARE LINES MANUALLY
MEV… (OUTBOUND FLIGHT DATE)

2**-PARTLY USED TICEKT /AFTER DEPARTURE (REISSUE)**

FOR MANUAL REISSUE FLOWN SEG MUST BE IN THE HISTORY
YOU HAVE TO SELECT THE CLASS FOR UNUSED SECTOR AND YOU HAVE TO ADD **FQ.T01MAR24.IST/TADUEX** (ORIGINAL TICKETING DATE AND THE ORIGINAL ISSUING OFICES CITY CODE IS ENTERED TO BE ABLE TO COMPARE OLD TICKET AND NEW FARE IN THE SAME CURRENCY)
CHANGE FARE LINES MANUALLY
MEV ….(OUTBOUND FLIGHT DATE)

29.2.6 REFUND

Company tickets, EMDs and MCOs are valid for refund within 2 years after the original date of issue. The refund validity will be expired in the end of 2 years following the date of issue but, as a result of some exchange transactions, the same ticket could still have validity for flights.

During refund transactions of tickets which faced exchange / reissue transactions, all previous tickets must be checked one by one, and their refund restrictions must be considered. Refund is made as the same form of payment of the payment. Cash refund is only made to passenger against ID card and wet signature. Tickets paid with credit card are refund back to the same credit card account. Likewise tickets issued with Amex and UATP card types again refunded back to the same card.

Refund transaction details are found in the manual sales report. After the refund is calculated all the unused segments on the PNR must be cancelled. When refund is reported to the sales report after the last command, from refund rotty message printer, refund transaction summary is printed.

For tickets that indicates fare rule as non-refundable for criteria like; before departure, after departure on in case of no-show...etc, YR tax is also not refunded. Only unused airport taxes are subject to refund. Ticketing service charge (DU) is non-refundable. (Except for unused ticket's involuntary refunds)

29.2.5.1 FULL REFUND / CASH

I	: Any active transaction is ignored.
***ET-/2352420028166**	: If it is an ETKT, it is displayed.
7DREFUND	: Shows that it is a refund transaction.
-1PULAK/ELIFMRS	: Mandatory name entry.
MEV2352420028166(3-4)/10FEB23E	: The ETKT that will be refunded is written as an exchanged document; with the coupons that will be refunded and following / (slash) the ticket's original issue date is written.
MM10610.89	: Total refund balance including taxes.
CTAXTRY/29.79TR/144.10YR	: Tax details (Except DU)
EM	: Finalizes the entry.

29.2.5.2 PENALTY REFUND / CREDIT CARD

I	
***ET-/2352420028166**	
7DREFUND	
-AKKUS/FATMAMRS	
MEV2352410028166(1)/10AUG23E	
MCC10167.91/VI111122****4444**1230**	: Total amount of refund incl taxes.
CTAXTRY/28.67TR/249.24YR	
CPFCXF9.00ORD4.50	: If there is PFC in taxes.
MAC1670.00*EUR85.00 CANX FEE	: Refund penalty is shown (this entry does not affect the calculation)
EM	

29.2.6.3 INVOICE PAYMENT REFUND

Tickets that are paid form inhouse FF accounts (rebate or complimentary pass tickets …etc.) are refunded with below formats.

```
I
*ET-/2352435436547
7DREFUND
DUMPTY/HUMPTYMR
MEV2354463213210(1-2)/10FEB24E
MIZTRY1041.87/FF24993/10FEB2024      : Staff duty pass ticket.
MIZTRY1041.87/FF24995/10FEB2024      : Other complimentary pass tickets.
CTAXTRY/228.67TR/113.20GE
EM
```

29.2.6.4 CUSTOMER EMD REFUND

```
I
*EMD-/2354530010238
7DREFUND
-AROL/REMZIYEMRS
MEV2354530010238(1)/15MAY24M
MMTRY3000.00
EM
```

29.2.6.5 AUTOMATIC REFUND/AUTOMATIC REFUND TO FRO EMD

With the current application, tickets which were not changed before, issued in Troya can be refunded before the departure date on the coupon, automatically. If the departure date is passed and passenger asks for refund, if the flights are cancelled before the flight, refund transaction is performed manually, if flights are not cancelled before the flight time, that is; passenger is a no-show, and then the refund can be done automatically.

```
7DREFUND
-CHANEL/COCOMRS
MEV2352230118284(1-2)/02APR24E
FQREF
SYSTEM RESPONSE ;
>FQREF
    PSGR                        FARE    TAXES       ADC FARE    PSG DES
 FQG 1                 TRY    95000.00    8809.09    103809.09 ADT
     GUARANTEED
 GRAND TOTAL ****                        TRY     103809.09
              LOG ID : 0A33265424040211460846 23C7
     ADT      DEDUCTION AMOUNT 8544.00TRY
     ADT      TOTAL REFUND AMOUNT 103809.09TRY
MMTRY103809.00
EM
```

If due some reasons, refund cannot be made to the passenger at the moment, the refundable balance is transferred to FRO EMD, the form of payment is not required, and system will take that information from the ETKT and transfer it to EMD.

```
-CHANEL/COCOMRS
MEV2352230118284(1-2)/02APR24E
FQRMD
SYSTEM RESPONSE;
>FQRMD
   PSGR                        FARE    TAXES       ADC FARE    PSG DES
FQG 1                  TRY*    95000.00    8809.09    NOADC      ADT
    GUARANTEED
GRAND TOTAL ****                          NOADC
             LOG ID : 0A33265324040211480031821 6
    ADT      DEDUCTION AMOUNT 8544.00TRY
    ADT      TOTAL REFUND AMOUNT 103809.09TRY

41FFOIDNI0 (TURKISH TERMINALS)
*EMD-@FRO
EMD
OK-2354090092966
```

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :03APR26
-------------------------------------------------------------
 PAX NAME           :CHANEL/COCO MRS
 EMD NUMBERS        :2354090092966/S
 ISSUED ON          :02APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES EGITIM5 ISTANBUL
 ENDORSEMENT REST   :DEDUCTION AMOUNT 8544.00TRY TOTAL REFUND A
                    :MOUNT 103809.09TRY
  ISSD IN EXCHANGE  :2352230118284
-------------------------------------------------------------
EMD 2354090092966
CPN  1 O - OPEN
-------------------------------------------------------------
 EMD 2354090092966
 CPN  1 O - OPEN
 TO/AT
 RFISC:98C / REASON FOR ISSUANCE:FOR REFUND ONLY
 ------------------------------------------------------------
  FARE              :95000.00            TRY
  TOTAL AMOUNT      :NO ADC              TRY
  ORIGINAL FOP      :TKT/CASH
  PAID TAXES        :630.07                 TRYSW
                     49.13                  TRYOI
                     7688.91                TRYYR
                     52.30                  TRYM6
                     174.33                 TRYTR
                     213.58                 TRYTK
  FARE CALCULATION  :(0)
  ORIGINAL ISSUE    :
 2352230118284  QTR02APR249980005
```

This EMD type is only used for refund purposes; it cannot be exchanged to another document. When refunding, the total amount is calculated by adding the fare and taxes total. Ticket coupon status is now changed to **EXCHANGE**, and on the **EXCHANGED TO** line, EMD number is seen.

```
         ELECTRONIC TICKET DISPLAY

ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :31JUL26
EXCHANGED TO              :2354090092966
-------------------------------------------------------
PAX NAME           :CHANEL/COCO MRS
TICKET NUMBERS     :2352230118284/
ISSUED ON          :02APR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES
                    EGITIM5
                    ISTANBUL
PNR REFERENCE      :TK/SX7BQB
ENDORSEMENT REST   :NONEND/TK ONLY.
-------------------------------------------------------------
2352230118284
CPN  1 E - EXCHANGED                    TK
  HND IST TK0199 22:50    Z 30JUL24
  OK  ZXR3BOX                    2PC  30JUL24/30JUL24
CPN  2 E - EXCHANGED                    TK
X/IST CDG TK1821 07:00    Z 31JUL24
  OK  ZXR3BOX                    2PC  31JUL24/31JUL24
-------------------------------------------------------------
 BASE FARE          :484800              JPY
 EQUIVALENT FARE    :103544.00           TRY
 TOTAL AMOUNT       :113970.32           TRY
 FORM OF PAYMENT    :CASH        113970.32
 TAXES              :52.30                  TRYM6
                     7688.91                TRYYR
                     213.58                 TRYTK
                     630.07                 TRYSW
                     1618.00                TRYDU
                     174.33                 TRYTR
                     49.13                  TRYOI
 FARE CALCULATION   :(0)30JUL24TYO TK X/IST TK PAR Q133.57 310
4.24NUC3237.81 ENDROE149.73025
```

EMD Refund entries

```
7DREFUND
-CHANEL/COCOMRS
MEV2354090092966(1)/02APR24M
MMTRY103809.09
CTAXTRY/52.30M6/7688.91YR/213.58TK/630.07SW/174.33TR
CTAXTRY/49.13OI
EM
EMD 2354090092966
CPN  1 3 - REFUND                       TK

TO/AT
RFISC:98C / REASON FOR ISSUANCE:FOR REFUND ONLY
```

29.2.6.6 REFUND OF TICKETS PURCHASED FROM WEB (ITT) AND CALL CENTER

For refunding tickets which are issued from www.thy.com and Call centers in sales offices, **if the currency of the ticket** (the currency on the Total amount) **is the same with the sales office's currency**, `MKREF` command enables system to create the refund payment field automatically. After completing the refund entries on the system, additionally via POS machine or cash refund transaction is **not done**. This will cause duplicate refunds. Passenger must be informed that refund will be re-credited back to credit card account in 48 hours. Award tickets are not subject to this entry. Pure domestic tickets may be refunded via Quickres system. If the currency on the ticket is different from the currency of the sales office, refund payment entries are done manually and POS machine is used.

Since automatic refund will be done to the credit card on the ticket automatically, the validity of the credit card must be checked by passenger/payer beforehand; if the card is not active then again manual transactions are done.
The basic entries;

```
7DREFUND
-ALTAI/BRIGHTMR
MEV2352188218108(1)/23AUG23E
```

is followed by,

```
2352188218108
 CPN 1 O OPEN  TK    TK
   KWI IST TK0773 01:40    E 15SEP23
   OK  ELY2PXOW                      30K  15SEP23/15SEP23
 ------------------------------------------------------------
  BASE FARE          :99.000              KWD
  TOTAL AMOUNT       :101.650             KWD
  FORM OF PAYMENT    :CREDIT CARD 101.650
                      CA541333******1072 1027 HOSTOK E0C94T1/IS
  TAXES              :0.400                 KWDGZ
                      0.250                 KWDYX
                      2.000                 KWDKW
  FARE CALCULATION   :(0)15SEP23KWI TK IST Q51.00Q8.00 268.80NUC327.80
END ROE0.30133
```

If automated refund function is not applicable for ticket, refundable amount should be calculated manually, if it is, the automated refund function `FQREF` is used.

```
>FQREF
    PSGR                        FARE   TAXES      ADC FARE   PSG DES
 FQG 1                KWD        1.000     2.650        3.650 ADT
     GUARANTEED
 GRAND TOTAL ****                        KWD         3.650
               LOG ID: F8901609221435285820F9
     ADT       DEDUCTION AMOUNT 98.000KWD
     ADT       TOTAL REFUND AMOUNT 3.650KWD
```

Calculated amount is entered with `MKREF` format as below.

```
MKREFKWD3.650
```

As seen from ***A** display, payment line is created automatically.

```
F 1.1ALTAI/BRIGHTMR
 NO ITIN
 FQ-Q22SEP23         FB/SU      KWI   T/ITF
 2.FARE KWD 1.000 EQU KWD 1.000TAX TOT XT 2.650 TOT KWD 3.650
 3. TAX    YX       .250 TAX    GZ       .400 TAX    KW     2.000
 4.E DEDUCTION AMOUNT 98.000KWD
 5.E TOTAL REFUND AMOUNT 3.650KWD
 PYMT-E-V2352188218108(1)/23AUG22E
 2.CC-IKWD     3.650/CA541**********072-HOSTOK**1027/E0C94T1/C-IS
 TKT-DREFUNDDREFUND
 EM          COMMAND IS USED TO FINALIZE THE TRANSACTION
```

29.2.6.7 ZERO VALUE REFUND

In some extra ordinary cases the ETKT or EMD is refunded via BSP or by other means back to passenger or agency, but still the document is alive in Troya system. The document must be turned into refund status but the refund transaction must not have any minus balance in the system. In that case the ETKT or EMD would have double minus balance in accounting system

```
I (IGNORE)
*ET-/2352230118283
MMTRY0.00
-NAME
EM

SALES REPORT

MANUAL
004   REFUND    E          0.00                    2352230118283(1)
                M          0.00
```

29.3 INVOLUNTARY CHANGES

29.3.1 INVOLUNTARY REVAL

Revalidation transaction can be applied for involuntary transactions if automatic exchange reissue entries do not answer. This transaction is only possible at TK offices, on the active original PNR, to TK tickets, if they holding **I or S (involuntary and schedule change) indicator**.

```
2352230148853
 CPN  1 A - AIRPORT                          TK                I
   FRA IST TK1594 19:00    O 05APR24
   OK  OLN2PXOW                        2PC  05APR24/05APR24
 CPN  2 O - OPEN
 X/IST JNB TK0042 01:45    O 06APR24
   OK  OLN2PXOW                        2PC  06APR24/06APR24
```

```
1.1GRANDSON/RADIANCEMRS
QTRTKAP  3APR U4FQR6
 1 TK1594 Y  SA 06APR  FRAIST HK1 X 1900 2305 CABIN YE
 2 TK  38 Y  SU 07APR  ISTJNB HK1   0140 1020 CABIN YE
FONE-QTR
TKT-1 Y03APRQTRAP 2352230148853
```

For the next day flights only Y/CLS is available, due to I indicator, cabin, class, flight date or flight time can be changed (origin and destination cannot be changed and new segment cannot be added or deleted. For connecting flights adding X sign (`.1X`) to no-stopover points helps revalidation of segments without I/S indicator.
After the revalidation **"I"** indicator will be removed, and ETKT history will reflect the changes on the indicator.

```
*ET-@
*ET-@REVTKT1-CPN1/S1-CPN2/S2
*ET-@E
2352230148853
 CPN  1 O - OPEN
   FRA IST TK1594 19:00    Y 06APR24
   OK  OLN2PXOW                        2PC
 CPN  2 O - OPEN
 X/IST JNB TK0038 01:40    Y 07APR24
   OK  OLN2PXOW                        2PC
```

```
1.1GRANDSON/RADIANCEMRS
QTRTKAP  3APR U4FQR6
 1 TK1594 Y  SA 06APR  FRAIST HK1 X 1900 2305 CABIN YE
 2 TK  38 Y  SU 07APR  ISTJNB HK1   0140 1020 CABIN YE
FONE-QTR
TKT-1 Y03APRQTRAP 2352230148853
2.A */*
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 9075334556654
3.SSRCTCEYYHK1 ABC
4.1 SSRDOCSYYHK1  /P////01JAN80/F//PULAK/ASLI
5.1 S1 SSRTKNETKHK1 2352230148853C1
6.1 S2 SSRTKNETKHK1 2352230148853C2
```

29.3.2 INVOLUNTARY EXCHANGE/ REISSUE

In case of flight irregularities, this is involuntary rerouting of passenger to the final destination point (by other carriers, or the same carriers' other flights) on the ticket. The ticket is changed without any additional collection (no ADC). If in case, an involuntary reissue will take place, **primarily TK flights must be considered**. If involuntary reissue will be made for a TK flight, the original tickets RBD must be used. (M&S members mileage earning must be from the original ticket's RBD) If there is no TK flight (or TK connection flight), second option to reroute the passenger's ticket, **within the last 48 hours** to the flight, the Corporate's **Interline Involuntary Procedures and Airlines List** must be taken for reference for ***IATA RESO 735D Involuntary Change of Carrier, Routing, Class or Type of Fare*** application. The utmost attention must be given to **must be booked** classes and priority must be given to **1st to book** carriers on the list. In case the original ticket is unavailable, upgrade to a higher cabin is only possible upon approval of the new uplifting carrier. If there is **more than 24 hours to the flight** the approval of the new operating carrier must be asked for involuntary rerouting. In case of involuntary reissue, the fare calculation, fare basis, fare and taxes of the original ticket is carried to the new ticket **as they originally are**.

Below IST-SEL ticket will be involuntary rerouted as IST-SIN by TK SIN-SEL by KE since the original flight is cancelled and there is no other direct flight of TK. When making involuntary reissue to another carrier's flights, rules defined in IATA RESO 735d, Company regulations and passenger travel documents restrictions must carefully be applied.

```
2352432070668
CPN  1 O - OPEN
  IST ICN TK0090 01:40    O 24OCT23
  OK  OT3PXOW                        025K 24OCT23/24OCT23
------------------------------------------------------------
 BASE FARE          :515.00              USD
 EQUIVALENT FARE    :2999.00             TRY
 TOTAL AMOUNT       :4091.84             TRY
 FORM OF PAYMENT    :CASH        4091.84
 TAXES              :130.03                 TRYTR
                     943.30                 TRYYR
                     19.51                  TRYM6
 FARE CALCULATION   :(0)24OCT23IST TK SEL515.00NUC515.00 END ROE1.00
```

Involuntary reissue transaction steps:

1- On the PNR new flights are booked and saved. Since KE carrier (Asiana) is Star Alliance carrier, due to booking class alignment of Star members, first of all same class used for booking of TK segment must be tried for Star carriers too.

```
   1.1GOLDFINCH/FURQANMR
QTRTKAP 23OCT R2RAVE
 1 TK  54 O  TH 24OCT  ISTSIN HK1   0200 1750 CABIN YE
 2 KE 644 O  TH 24OCT  SINICN HK1   2235 0600*1E
FONE-QTR
TKT-1 Y23OCTQTRAP 2352432070668
2.A */*
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCRYYHK1
```

2- Fare lines are entered.

`CMIET` : Fare header entry with ignore indicator.

`C*IST TK CAI515.00OT3PXOW` : Fare calculation of the original ticket.
`C*Z NUC515.00ROE1.00` : NUC and ROE from the original ticket.
`CFRUSD515.00EQUTRY2999.00/TAXTOTPD` : Fare lines from the original ticket.
`CTAXTRYPD/130.03TR/943.30YR/19.51M6` : Tax lines from the original ticket.
`CNA24OCT23` : Coupon is restricted with the flight date.
`CNB24OCT23` : Coupon is restricted with the flight date.
`CB25K` : Free baggage allowance from original ticket.

3- Payment field entry is made.

`MEI2352432070668(1)/24OCT23E` : `I` = Involuntary reissue indicator, exchanged ticket and first outbound flight date

4- To the endorsement box of the new ticket, involuntary reissue reason is written. The first information on the endorsement box must be INVOL note, that is why system writes this to endorsement line automatically once `MEI` entry is made , then it can be followed by involuntary reason as follows.

`7E*CNX, FLT CNX, SNOW STORM, SCHD CHG …`

```
ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :24OCT25
-----------------------------------------------
 PAX NAME           :GOLDFINCH/FURQAN MR
 TICKET NUMBERS     :2352432070677/
 ISSUED ON          :23OCT23 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/R2RAVE
 ENDORSEMENT REST   :INVOL FLT CANX.


 ISSD IN EXCHANGE   :2352432070668
-----------------------------------------------
2352432070677
 CPN  1 O - OPEN
   IST SIN TK0054 02:00    O 24OCT23
   OK  OT3PXOW                        025K 24OCT23/24OCT23
 CPN  2 A - AIRPORT                          KE
   SIN ICN KE0644 22:35    O 24OCT23
   OK  OT3PXOW                        025K 24OCT23/24OCT23
 ------------------------------------------------------------
  BASE FARE          :515.00              USD
  EQUIVALENT FARE    :2999.00             TRY
  TOTAL AMOUNT       :NO ADC              TRY
  ORIGINAL FOP       :TKT/CASH
  PAID TAXES         :19.51                  TRYM6
                      943.30                 TRYYR
                      130.03                 TRYTR
  FARE CALCULATION   :(2)I-23OCT23IST TK SEL515.00NUC515.00 END ROE1.00
  ORIGINAL ISSUE     :
 2352432070668  QTR23OCT2399800050
```

29.3.3 INVOLUNTARY AUTOMATIC EXCHANGE

In order to make involuntary automatic exchange, there should be `I, S` indicator on the related coupon of the ETKT. In case or flight irregularity indicator `I` , schedule change indicator `S` is placed automatically by the system.

In the event that the irregularity took place but the coupon did not receive and indicator, the indicator is placed to the coupon manually with below formats to accomplish automatic involuntary exchange transaction. (These entries need authorization)

`*ET-/CTRL/TKT1/C1/I` (cancellation, overbook, delay…etc.)
`*ET-/CTRL/TKT1/C1/S` (schedule change)

Likewise, where there is an indicator but actually there is no irregularity (such as S indicator for schedule changes between 0-15 minutes) this indicator must be removed for further voluntary exchange transactions. For this purpose below format is used.

`*ET-/CTRL/TKT1/C1/R` (indicator is removed)

```
         ELECTRONIC TICKET DISPLAY

DOCUMENT UPDATED : 2 TIMES
ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :06APR26
-----------------------------------------------
PAX NAME           :AKKUS/FATMA MRS
TICKET NUMBERS     :2352230148860/
ISSUED ON          :03APR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES
                    EGITIM5
                    ISTANBUL
PNR REFERENCE      :TK/UEIRCN
ENDORSEMENT REST   :NONEND/TK ONLY
-------------------------------------------------------------
2352230148860
CPN  1 A - AIRPORT                          TK                I
  HKT IST TK0173 21:55    O 05APR24
  OK  OF2PXOW                         030K 05APR24/05APR24
CPN  2 O - OPEN
X/IST LIS TK1755 07:30    O 06APR24
  OK  OF2PXOW                         030K 06APR24/06APR24
-------------------------------------------------------------
 BASE FARE          :20875                THB
 EQUIVALENT FARE    :18594.00             TRY
 TOTAL AMOUNT       :27685.21             TRY
 FORM OF PAYMENT    :CASH        27685.21
 TAXES              :52.45                 TRYM6
                    7196.16               TRYYR
                    31.18                 TRYE7
                    973.00                TRYDU
                    13.37                 TRYG8
                    650.24                TRYTS
                    174.81                TRYTR
FARE CALCULATION   :(0)05APR24HKT TK X/IST TK LIS578.64NUC578
64 END ROE36.0754
```

Passenger's 05APR HKT-IST flight is cancelled. Passenger accepted the involuntary rerouting offered as next day BKK (Bangkok) which is the alternative airport to HKT (Phuket) in the 'Alternative Airports List' attachment of PR.10.67.006 Flight and Service Irregularities' procedure.

```
F 1.1AKKUS/FATMAMRS
QTRTKAP  3APR UEIRCN
 1 TK  69 Y  SA 06APR  BKKIST HS1 X 2300 0510*CABIN YE
 2 TK1755 Y  SU 07APR  ISTLIS HS1   0730 1025 CABIN YE
FONE-QTR
TKT-1 Y03APRQTRAP 2352230148860
2.A */*
```

MEI2352230148860(1-2)/06APR24E

FQP1.R entry is made for quotation. Because of the involuntary indicator on the coupon and **MEI** entry, system automatically loads all the original fare, tax data to the new flight as involuntary.

```
F 1.1AKKUS/FATMAMRS
QTRTKAP  3APR UEIRCN
 1 TK  69 Y  SA 06APR  BKKIST HS1 X 2300 0510*CABIN YE
 2 TK1755 Y  SU 07APR  ISTLIS HS1   0730 1025 CABIN YE
FQ-1 QI04APR24      ET AP/SU YY QTR  T/ITR
2.HKT TK X/IST TK LIS578.64OF2PXOW
3.Z NUC578.64ROE36.0754
4.FARE(R) THB 20875TAX TOT XT PD TOT NO ADC
5. TAXPTRYG8     13.37 TAXPTRYE7     31.18 TAXPTRYTS    650.24 TAXPTR
YYR   7196.16 TAXPTRYTR    174.81
6. TAXPTRYM6     52.45
7.S1-2 B30K
8.X IV 02 IVMYLZCE-I
9.S1 NB06APR24
10.S1 NA06APR24
11.S2 NB07APR24
12.S2 NA07APR24
2.E-I2352230148860(1-2)/06APR24E
3.O-2352230148860QTR03APR2499800050
4.F-ORGTKT/CASH
```

Following that the previous payment and TKT field of the original ticket is removed and new ticket is issued.

M1@
71@
ETE

```
          ELECTRONIC TICKET DISPLAY

ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :07APR26
-------------------------------------------
PAX NAME           :AKKUS/FATMA MRS
TICKET NUMBERS     :2352230149102/

ISSUED ON          :04APR24 INTERNATIONAL
ISSUED BY          :TK QTR 099800050  AP/T /A
                    TURKISHAIRLINES
                    EGITIM5
                    ISTANBUL
INV WAIVER CODE    :MYLZCE
PNR REFERENCE      :TK/UEIRCN
ENDORSEMENT REST   :INVOL

MOBILE PHONE       : 87654
ISSD IN EXCHANGE   :2352230148860
-----------------------------------------------------------
2352230149102
CPN  1 O - OPEN
  BKK IST TK0069 23:00    Y 06APR24
  OK  OF2PXOW                          030K 06APR24/06APR24
CPN  2 O - OPEN
X/IST LIS TK1755 07:30    Y 07APR24
  OK  OF2PXOW                          030K 07APR24/07APR24
-----------------------------------------------------------
 BASE FARE          :20875                THB
 TOTAL AMOUNT       :NO ADC               TRY
 ORIGINAL FOP       :TKT/CASH
 PAID TAXES         :174.81                  TRYTR
                     7196.16                 TRYYR
                     650.24                  TRYTS
                     31.18                   TRYE7
                     13.37                   TRYG8
                     52.45                   TRYM6
 FARE CALCULATION   :(0)I-06APR24HKT TK X/IST TK LIS578.64NUC5
78.64 END ROE36.0754
 ORIGINAL ISSUE     : 2352230148860  QTR03APR2499800050
```

Important Note: Automatically involuntarily exchanged tickets later can be again exchanged automatically and refunded automatically as voluntary.

29.3.4 INVOLUNTARY REFUND

In case of flight irregularities, extra ordinary circumstances, or related procedures giving reference to 'involuntary refund', if passenger requests to cancel the ticket, the involuntary refund calculation method for unused , partly used tickets that are issued with TK special fares will be made according to the instructions given as follows.

For connecting transfer passengers, if the irregularity takes place in the transfer point, (LON X/IST DEL passenger, after travelling LON IST, in Istanbul IST DEL flight is cancelled) and if the passenger is sent back to origin point with '**service ticket'**, refund requests of these passengers are made according to rules defined in 'involuntary refund of unused tickets' item.

29.3.4.1 INVOLUNTARY REFUND OF UNUSED TICKETS

For completely unused tickets, the amount in the TOTAL field is refunded to the passenger. If the original ticket has 'ticketing service charge' collected under DU tax code, that amount is also refunded to passenger in case of involuntary refund of unused tickets. If the ticket is purchased from a travel agency, again the amount in the total field is refunded to the passenger involuntarily, and is forwarded to travel agency for the refund of service charge agency have collected (this is not a charge collected by our Company).

```
     ELECTRONIC TICKET DISPLAY
 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :18JUN18
------------------------------------------------------------
 PAX NAME           :PULAK/ASLI MRS
 TICKET NUMBERS     :2352430234472/2352430234473/
 ISSUED ON          :04MAY16 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/UFYSJV
 ENDORSEMENT REST   : NONEND/TK ONLY
------------------------------------------------------------
2352430253984
CPN  1 O - OPEN
  LHR IST TK1988 06:55    Q 17JUN16
  OK  QY2XP                          23K  17JUN16/17JUN16
CPN  2 O - OPEN
  IST LGW TK1981 07:00    K 25JUL16
  OK  KY1BX                          30K  25JUL16/25JUL16
------------------------------------------------------------
 BASE FARE          :365.00              GBP
 EQUIVALENT FARE    :1558.00             TRY
 TOTAL AMOUNT       :2205.85             TRY
 FORM OF PAYMENT    :CASH        2205.85
 TAXES              :222.30                 TRYYR
                     44.32                  TRYTR
                     148.00                 TRYDU
                     55.48                  TRYGB
                     177.75                 TRYUB
 FARE CALCULATION   :(0)17JUN16LON TK IST209.09TK LON309.03NUC
518.12 END ROE0.70542
```

Regarding the above ticket sample, the total amount of 2205.85 TRY (DU included) that is in the 'Total Amount' field is refunded in cash to the passenger. Then on the PNR record the remaining segments are cancelled and the transaction is finalized.

29.3.4.2 INVOLUNTARY REFUND OF PARTLY USED TICKETS

All partly used tickets involuntary refund calculation will be made with the NUC values in the 'Fare Calculation' field.

A- If involuntary refund is requested by the passenger in a fare break point, the total NUC value of the unused fare component/s is multiplied by the IROE on the ticket that will result in the calculation of unused local currency fare of the ticket. If the original ticket is sold with another currency than the local fare (the currency in the Equivalent Fare Paid field) the calculated local fare is converted to the payment currency with the bankers selling rate of the original issue date.

```
2352430234472
CPN  1 F - FLOWN      TK1966        17JUN16 TK
   LGW IST TK1966 12:35    E 17JUN16
   OK  EN2PX                          40K  17JUN16/17JUN16
 CPN  2 F - FLOWN      TK0716        17JUN16 TK
 X/IST DEL TK0716 19:55    E 17JUN16
   OK  EN2PX                          40K  17JUN16/17JUN16
 CPN  3 SURFACE
 CPN  4 O - OPEN
   ALA IST TK0353 10:00    Q 15JUL16
   OK  QN2PX                          40K  15JUL16/15JUL16
 2352430234473
 CPN  1 O - OPEN
 X/IST LHR TK1971 14:55    Q 15JUL16
   OK  QN2PX                          40K  15JUL16/15JUL16
 ------------------------------------------------------------
  BASE FARE          :411.00              GBP
  EQUIVALENT FARE    :1682.00             TRY
  TOTAL AMOUNT       :2933.27             TRY
  FORM OF PAYMENT    :CASH        2933.27
  TAXES             :24.19                 TRYUJ
                     140.00                 TRYDU
                     298.63                 TRYGB
                     59.01                  TRYIN
                     52.04                  TRYUB
                     645.28                 TRYYR
                     32.12                  TRYTR
  FARE CALCULATION   :(0)17JUN16LGW TK X/IST TK DEL320.37/-ALA
TK X/IST TK LON262.25NUC582.62 END ROE0.70542
```

Calculation: For the above ticket sample the fare component holding LON X/IST DEL flights is completely used, ALA X/IST LON flights fare component is not used the unused fare components NUC value is 262.25. The IROE on the ticket is 0.70542. In this case the local fare to be refunded is;
262.25x0.70542= 185.00 GBP

Since the ticket is originally issued with TRY on 04 May 2016, the equivalent fare to be refunded is calculated by converting GBP amount to TRY with **FZSGBP185.00TRY.04MAY16** entry.

```
>FZSGBP185TRY.04MAY16
 RATES LAST UPDATED  04MAY 00:00 AM
 EQU TRY757.00              base fare to be refunded.
 BANK SELLING RATE  1GBP EQUALS 4.090789 TRY
```

Base fare is calculated as 757.00 TRY. Taxes which will be refunded is calculated as follows;

First an itinerary for the flown segments of the passenger is created (for any future date).

```
1 TK1966 Y   FR 15JUL   LGWIST HS1 X 1235 1825 CABIN YE

2 TK 716 Y   FR 15JUL   ISTDEL HS1   1955 0420*CABIN YE
```

This itinerary is quoted with historical FQ date of the original ticket and city.
FQ.T04MAY16.IST

With FQL entry tax detail is checked. The taxes that are seen here are the taxes that are **used** on the ticket by the passenger. Fare quote ladder entry will help display the taxes in their fixed amounts (original currency) and the TRY equivalents for the original ticket issue date.

```
 4B TAX      52.04  UB      59.01  IN     298.63  GB      16.06  TR
  4C TAX     330.67  YR
 ...
TR-SVC-INTL-2   :  TR  IST  5.0   EUR
 IN-USER-DEL-DEP:  IN  NULL 21.09USD
 YRF-TK         :  YR  IST  70.0  EUR
GB-PSC-INTL-DEP3:  UB  LGW  12.72GBP
 GB-APD-NEW     :  GB  LGW  73.0  GBP
 YRF-TK         :  YR  LGW  33.0  EUR
```

```
 TAXES      :24.19                    TRYUJ
                    140.00                    TRYDU
                    298.63                    TRYGB
                    59.01                     TRYIN
                    52.04                     TRYUB
                    645.28                    TRYYR /314.61 remaining YR
                    32.12                     TRYTR /16.06  remaining TR
```

The underlined items on the TAXES field of the ticket are the taxes, THAT ARE NOT USED, WILL BE REFUNDED, the total of these taxes is calculated. (For partly used tickets involuntary refund DU is not refunded.)

Taxes	Amount
UJ	24,19 TRY
YR	314,61 TRY
TR	16,06 TRY
Total	354,86 TRY

(IMPORTANT NOTE: For unused taxes refund calculation, airport taxes are quoted with correct amount with historical FQ whereas Insurance and Fuel surcharge YR may show

difference for some destinations on fare basis levels. For example; for HAJ-IST fare basis WY1PR1, YR is collected as 21.00 EUR on segment basis instead of 42.00EUR. If an involuntary refund calculation of a ticket holding a fare basis like this, HAJ-IST flown, IST-HAJ segment will be refunded involuntarily, the used airport taxes calculation with FQ.T entry for HAJ-IST segments will be correct but YR will be calculated as 42.00 EUR since fare basis on quotation is a different one. As a result YR tax calculation must be made parallel with the ticket.)

Refund base fare + Unused taxes total = Involuntary refund total

757,00 + 354,86 = 1111,86 TRY

After refunding to the passenger, the remaining segments on the PNR record are cancelled and the transaction is finalized.

B- If refund is requested before reaching a fare break point at an intermediate point in a journey due involuntary, again if there is any fare component left unused, then that component is taken as a whole to be added to calculation. Partly used component's unused NUC value is calculated by mileage proration. Finally totally unused NUC is multiplied by the IROE on the ticket to calculate the unused local currency fare. If the original ticket is sold with another currency than the local fare (the currency in the Equivalent Fare Paid field) the calculated local fare is converted to the payment currency with the bankers selling rate of the original ticket issue date.

```
2352430234472
CPN  1 F - FLOWN       TK1966         17JUN16 TK
  LGW IST TK1966 12:35    E 17JUN16
  OK  EN2PX                          40K  17JUN16/17JUN16
CPN  2 O - OPEN
X/IST DEL TK0716 19:55    E 17JUN16
  OK  EN2PX                          40K  17JUN16/17JUN16
CPN  3 SURFACE
CPN  4 O - OPEN
  ALA IST TK0353 10:00    Q 15JUL16
  OK  QN2PX                          40K  15JUL16/15JUL16
2352430234473
CPN  1 O - OPEN
X/IST LHR TK1971 14:55    Q 15JUL16
  OK  QN2PX                          40K  15JUL16/15JUL16
------------------------------------------------------------
 BASE FARE          :411.00              GBP
 EQUIVALENT FARE    :1682.00             TRY
 TOTAL AMOUNT       :2933.27             TRY
 FORM OF PAYMENT    :CASH        2933.27
TAXES               :24.19                 TRYUJ
                     140.00                TRYDU
                     298.63                TRYGB
                     59.01                 TRYIN
                     52.04                 TRYUB
                     645.28                TRYYR
                     32.12                 TRYTR
 FARE CALCULATION   :(0)17JUN16LGW TK X/IST TK DEL320.37/-ALA
TK X/IST TK LON262.25NUC582.62 END ROE0.70542
```

Calculation: For the above ticket sample, since it is obvious from the coupon status, after travelling from LON to IST, because of flight irregularity that took place in IST passenger decided to terminate the journey. Passenger does not ask for service ticket to go back to

departure point. It can be understood from the fare calculation field that IST point is an intermediate point of LON IST DEL fare component.
Calculation: ALA IST LON fare component is completely unused. NUC value for that component is added to calculation directly. NUC 262.25

For LON IST DEL component, to calculate the NUC value of unused flight IST DEL, the total TPM (Ticketed Point Mileage) of the fare component is found.

```
>FLLONISTDEL
LONIST    1557  EH
ISTDEL    2821  EH
*TOTAL    4378*
```

Total TPM which is mileage total of LON IST DEL flights is 4378 miles. The NUC value of the same component is 320.37. Total NUC value of that component is divided into the total TPM of the fare component to calculate NUC value of each mile.

NUC/TPM=NUC value of 1 mile

320,37÷4378 = 0.07317 (After division, 5 digits following the point is taken into consideration.)

The non-flown segment ISTDEL TPM is 2821 miles. To calculate the NUC value belonging to that TPM amount, non-flown mile is multiplied by NUC value of each mile, consequently the NUC value for the unused part of the fare component is calculated.

TPM x Value of 1 mile = NUC
2821 x 0.07317 = **206,41 NUC**

The NUC for unused ALA IST LON component and NUC for unused IST DEL flight is summed up, and this total is multiplied with the IROE on the ticket to find the unused local currency fare.

262,25 + 206,41 = 468,66 NUC

(ALA IST LON) (IST DEL) UNUSED NUC

486.66 x 0.70542 = **331.00 GBP**

UNUSED IROE UNUSED LCF

Since the ticket is originally issued with TRY on 04 May 2016, the equivalent fare to be refunded is calculated by converting GBP amount to TRY with `FZSGBP331.00TRY.04MAY16` entry.

```
>FZSGBP331TRY.04MAY16
RATES LAST UPDATED  04MAY 00:00 AM
EQU TRY1355.00
BANK SELLING RATE  1GBP EQUALS 4.090789 TRY
```

After calculating the unused taxes with the defined method, the remaining coupons of the ticket is refunded to the system and the remaining segments on the PNR is cancelled to finalize the transaction.

29.3.4.3 INVOLUNTARY REFUND ENTRIES

Manual refund entries;

`I`	: If there is an active transaction, it is ignored.
`*ET-/2352420028166`	: ETKT displayed.
`7DREFUND`	: Refund transaction entry.
`-1PULAK/ELIFMRS`	: Name field entry mandatory.
`MEI2352420028166(3-4)/10FEB24E`	: Refunded ticket is entered with Involuntary indicator I and the coupons refunded are entered. Following `/` format, theoriginal ticket issue date is written.
`MM610.89`	: Form of payment and total amount incl. taxes for refund.
`CTAXTRY/29.79TR/144.10YR`	: Tax details.
`EM`	: Records refund to manual sales report.

Automatic refund entries; (except BT/IT and codeshare unused tickets incl. TPB)

`I`	: If there is an active transaction, it is ignored.
`*ET-/2352430311205`	: ETKT is displayed.
`7DREFUND`	: Refund transaction entry.
`-1PULAK/ELIFMRS`	: Name field entry mandatory
`MEI2352430311205(1)/02SEP23E`	: Refunded ticket is entered with Involuntary indicator `I` and the coupons refunded are entered. Following / format, the original ticket issue date is written.
`FQREF`	: Automatic refund entry.

System response;

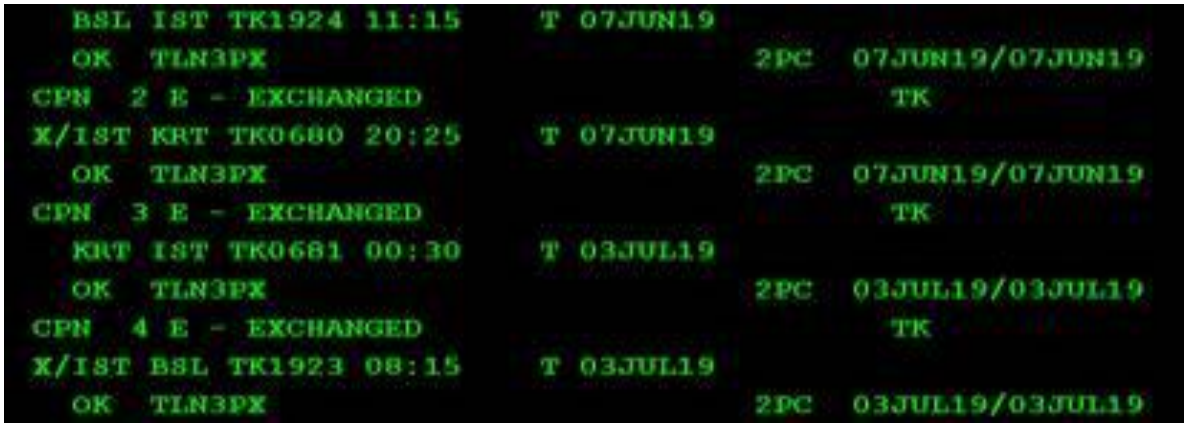
```
>FQREF
   PSGR                        FARE    TAXES       ADC FARE    PSG DES
FQG 1                 TRY     1542.00     455.80      1997.80 ADT
    GUARANTEED
GRAND TOTAL ****                        TRY       1997.80
             LOG ID: F8911609021534310080B3
    ADT      TOTAL REFUND AMOUNT 1997.80TRY
```

`MMTRY1997.80`	: Form of payment and total amount incl. taxes for refund.
`MKREFTRY1997.80`	: Form of payment or automatic credit card refund for ITT or Call center tickets with total amount incl. taxes for refund.
`EM`	: Records refund to manual sales report.

29.3.4.4 INVOLUNTARY FULL REFUND OF PASSENGERS WITH SERVICE TICKET

Passenger holds a ticket with routing, BSL/IST/KRT/IST/BSL , total CHF645.00 including taxes. Passenger had travelled BSL-IST but since KRT flight is cancelled, passenger is given a service ticket **2352432056086** for IST-BSL, to go back to departure point. After arriving BSL passenger asks for the full refund of the ticket. Basel office will issue a CUS EMD to the passenger to be able to repay the full amount of the original ticket. During CUS EMD transaction, to be able to change the unused coupons of the original ticket into EXCHANGE, MEI entry will be used. Since MEI entry requires the fare lines entry with FR (Fare reissue), the refundable balance will be first entered as FR amount then as ADC afterwards. The IST-BSL service ticket number must be entered to the MRD field. Sample entries are given below.

-DAUNTLESS/LUCKY MR……Name field
CM…… Manuel fare header
CFRCHF645.00CHF645.00……Fare line, FR value is re-entered as ADC to enable MEV.
MEI2353435679797(2-4)/07JUN19E Original ticket's unused coupons exchange entry
MRD2352432056086(1)……Related document / service ticket
MI/FF00002/17OCT2019……CUS EMD form of payment.
41FFOIDNI0.....ID number entry / For terminals in Turkiye
7S*INV FULL REF DUE SERVICE TKT/ IST-KRT 07JUN CANX ..Remarks line.
7E*TK WAIVE CODE XXXXXXXX…Endorsement line TKWAIVE code entry
***EMD-@CUS** ……Mask is created.
EMD ……**EMD-S is issued.**
OK- 2354567194565 ……System response



29.3.5 INVOLUNTARY DOWNGRADE

The Corporate Procedure PR.10.67.007 Denied Boarding Implementation Procedure (Rev 3) section 6.3.4 describes how to calculate cabin fare difference to refund, when passenger in case of overbook is downgraded to a lower cabin.

For local journeys; the difference between the lowest ½ RT fare of the original cabin of the passenger ticket is confirmed for and the highest ½ RT fare of the cabin passenger is downgraded to for the downgraded flight routing. For OW (one-way) journeys, the same method is applied to one way fares of the downgraded flight routing. For beyond journeys, the comparison is made only with the fares of the downgraded routing. Which is again the lowest ½ RT fare of the original cabin of the passenger ticket is confirmed for and the highest ½ RT fare of the cabin passenger is downgraded to for the downgraded flight routing. For OW (one-way) beyond journeys, the same method is applied to one way fares of the downgraded flight routing
The calculated amount is compared with below table.
Important Note: This table is removed from PR.10.67.006 Rev 5 of Flight and Service Irregularities Procedure. Below application must be confirmed from current documents.

Tablo-6: "Downgrade" Durumunda Ödenecek Kabin Farkı Ücret Tablosu

Uçuş Mesafesi	İç Hat Kabin Farkı Ücreti (AVRO)	Dış Hat Kabin Farkı Ücreti (AVRO)
	C'den Y'ye	C'den Y'ye
0-1500 km	50	150
1500-3500 km	50	300
3500 km üzeri	50	450

In the example journey, passenger was involuntarily downgraded to economy class on the last segment IST-SIN of the beyond round trip journey SIN-IST-LON-IST-SIN. Original ticket was issued on 06 Apr 24 in Turkiye. Since the downgrade belongs to a round trip journey, the calculation will be made with ½ RT fares of the downgraded flight IST-SIN.

```
 F 1.1PULAQ/LARAMS
QTRTKAP  6APR S4DZ58
 1 TK  55 J  TH 20JUN  SINIST HK1 X 2330 0525*CABIN CE
 2 TK1979 J  FR 21JUN  ISTLHR HK1   0745 0945 CABIN CE
 3 TK1972 K  SU 30JUN  LHRIST HK1 X 1820 0005*CABIN CE
 4 TK  54 K  MO 01JUL  ISTSIN HK1   0210 1750 CABIN CE
2352230154605
CPN  1 F - FLOWN      TK0055        20JUN24 TK
  SIN IST TK0055 23:30    J 20JUN24
  OK  JF2BRO                       040K 20JUN24/20JUN24
CPN  2 F - FLOWN      TK1979        21JUN24 TK
X/IST LHR TK1979 07:45    J 21JUN24
  OK  JF2BRO                       040K 21JUN24/21JUN24
CPN  3 F - FLOWN      TK1972        30JUN24 TK
  LHR IST TK1972 18:20    K 30JUN24
  OK  KF1BX                        040K 30JUN24/30JUN24
CPN  4 F - FLOWN      TK0054        01JUL24 TK
X/IST SIN TK0054 02:10    K 01JUL24
  OK  KF1BX                        040K 01JUL24/01JUL24
```

```
SIN TK X/IST TK LON Q149.08 851.25JF2BRO TK X/IST TK SIN Q149.08
1919.41KF1BX
NUC3068.82ROE1.34155
>FXISTSIN20JUN24.T06APR24-RT*NUC/2
IST-SIN THU-20JUN24 TK          HALF RT VALUES
MPM 10872 TS 16886 AP 7200 EH
PUBLIC FARES
11  TK  1230.50R MT1XEX   M
12  TK  1407.50R JT3BX    J
```

The lowest ½ RT fare for the cabin passenger is confirmed by the ticket is JT3BX NUC 1407.50. The highest ½ RT fare for the cabin passenger is downgraded to is MT1XEX NUC 1230.50. The difference between these fares;
1407.50 -1230.50 = NUC 177.00
NUC177.00 x 1.00 (IROE USD 06APR24) = **USD 177.00 (IST departure local fares currency is USD)**
Since ticket was issued in TR on 06APR24 the downgrade fare difference in TRY is;

```
>FZSUSD122TRY
RATES LAST UPDATED  06APR 00:00 AM
EQU TRY3892.00
BANK SELLING RATE  1USD EQUALS 31.897 TRY
```

The calculation result is compared with the KM scale fixed amounts on the table.
SR*ISTSIN
KM 8656
450.00 EUR is seen on the table.
This amount is again converted to TRY with the rate of ticketing date.

```
>FZSEUR450TRY.06APR24
RATES LAST UPDATED  06APR 00:00 AM
EQU TRY15582.00
BANK SELLING RATE  1EUR EQUALS 34.6252 TRY
```

Refund comparison shows that the amount on the table is higher than real fares comparison. A CUS EMD worth **TRY15582.00** is issued and then refunded to passenger as cabin difference.
Since downgrade is subject to compensation payment the instructions at section 6.3.4.1 of the Procedure is followed.
For round trip journeys compensation amount is calculated with the lowest ½ RT fare of the cabin which encountered the irregularity. For one way journeys, the lowest OW fare of the cabin which encountered irregularity is used.
The percentages for the lowest ½ RT local fare or the lowest OW local fare ;

- 0-1500 km flights %30,
- 1500-3500 km flights %50,
- More than 3500 km flights %75 is paid as compensation.

```
FXISTSIN20JUN24.T06APR24-RT*NUC/2@C
     CX     FARE    FARE      C
            NUC     BASIS
  1  TK   1407.50R JT3BX     J
```

The lowest ½ RT business fare is 1407.50 NUC dur. According to KM scale, %75 of this amount is calculated.1407.50 x 0.75 = 1055.62 NUC x 1.00 = USD 1056.00

```
>FZSUSD1056TRY
RATES LAST UPDATED  06APR 00:00 AM
EQU TRY33684.00
BANK SELLING RATE  1USD EQUALS 31.897 TRY
```

. TRY 33684.00 DBC EMD is issued.

29.3.6 SERVICE TICKET

In the scope of involuntary transactions, another option of passengers who face flight irregularity at the transfer point is; to return back to departure point. To send the passenger to the departure point, **service ticket** is issued with manual formats as given below. After passenger returns to departure point, passenger may have the **full** refund of the original ticket, by submitting the service ticket to the office. CUS EMD is issued to make refund to the passenger, if there are any remaining coupons of the original ticket, during issuance of CUS EMD; those coupons are entered to **MEV** so that the status is changed to EXCHANGE.

Fare lines of domestic service ticket;

For example, if a passenger travelling as ESB-IST-NYC, had his IST-NYC flight cancelled at the point of Istanbul, will have a service ticket issued to go back to origin point. The service ticket segment is booked from non-revenue free ticket class as **N**.

```
CMI
C**M*IST TK ESB.(FULLSTOP AT THE END)
CFFREE
CS1D*SERVIS BILETI (FARE BASIS MANUEL ENTRY)
CS1B.. FREE BAGGAGE FROM THE ORIGINAL TICKET
```

Payment field, endorsement and conjunction ticket field entries;

```
MH/FREE
7E*TK001 ISTJFK FLT CNLX(REASON OF ISSUE),2351234567890 (ORIGINAL
TICKET NO)
7I*2351234567890 (ORIGINAL TICKET NO)
```

For international flights;

For example, if a passenger travelling as DEL-IST-NYC, had his IST-NYC flight cancelled at the point of Istanbul, will have a service ticket issued to go back to origin point. The service ticket segment is booked from non-revenue free ticket class as **N**.

```
CMI
C**M*IST TK DEL. (FULLSTOP AT THE END)
CFFREE
CS1D*SERVICE TICKET (FARE BASIS MANUEL ENTRY)
CS1B.. FREE BAGGAGE FROM THE ORIGINAL TICKET
```

Payment field, endorsement and conjunction ticket field entries;

```
MH/FREE
7E*TK001 ISTJFK FLT CNLX(REASON OF ISSUE),2351234567890 (ORIGINAL
TICKET NO)
7I*2351234567890 (ORIGINAL TICKET NO)
```

29.3.7 OTHER AIRLINE TICKET TK FLIGHT COUPON REISSUE

Since **it is not possible** to take the full control of all coupons on other airlines ETKT and revalidation of TK flights alone, it is possible to make voluntary or involuntary coupon reissue only to the flight coupons of Company flights just for the other airlines ETKTs. Before making coupon reissue, below points must be considered carefully.

1- Coupon reissue is only available to other airlines Electronic tickets. (235 tickets are out of scope)
2- Coupon reissue can be done to the coupons, for which the control is taken, if coupon control is not taken, coupon reissue is not possible. (To the coupons which are changed into A Airport status after making **MEV** entry.)
3- In case of voluntary changes, if there is no route of fare difference, coupon reissue can be made.
4- In case of involuntary changes, segments could be added or deleted.
5- If there are active segments on the PNR which will not be changed, there segments are ignored with I indicator.
6- In both voluntary and involuntary reissues, to make the system ignore comparing itinerary to fare calculation **CMIET** is entered to fare header line.
7- The error message; **ADD CPN, INVALID OR MISSING CPN** that is received in TK tickets (CIP 235) MEV entry with missing coupon is not received here. Only with **MEV2575670298637(1-3)/10JUN08E** kind of entry, system response will be **CPN 23 NOT AVAILABLE**.
8- Only in case coupon control is taken for the whole coupons, ticket can be reissued.

-Voluntary coupon control taking entry : ***ET-/CTRL/TKT1/C1**
-Pushing back the coupon control taken by mistake : ***ET-/PUSH/TKT1/C1**

29.3.8 ETKT COUPON CONTROL IN CASE OF INVOLUNTARY

The carrier that has the coupon control has the authority to perform transaction on ETKTs. In case of involuntary transactions, the control must be given to the carrier who asks for the coupon control with involuntary indicator. **MEI** entry during reissue transaction takes the coupon control, but if a transaction other than reissue is done like FIM, with the help of below entry involuntary control can be taken;

-Involuntary coupon control taking : ***ET-/CTRL/TKT1/C1/I**

30. VARIOUS TICKETING EXAMPLES

Some services, fares and discounts which are subject to different fare criteria have their special modification in automatic quotation or requires manual changes after automatic fare quotation.
.
Current fare publications must be followed for the fare construction methods given for the below services; Extra Seat (EXST), Cabin Baggage (CBBG), Stretcher (STCR) and Turkish Veteran (MG) discounted tickets.

30.1 EXTRA SEAT QUOTATION (EXST)

In the event that passengers wants to buy the seat nearby, **for their own comfort** (could be more than one), the fare of the passenger is multiplied by the number of extra seats requested.

- **EXST** sales, irrespective of the request date, are priced on the basis of the base fare level of the original ticket.
- **EXST p**ricing should comprise of the YR/YQ level on the original ticket.
- Automatic fare quotation places total of base fare and YR/YQ total into a tax code **6X** that can be seen in the tax field of the ticket of passenger.
- **EXST** fare is subject to original fare rules for changes and cancellation. These transactions cannot be done automatically.
- **EXST** ticket holder passengers for that seat free baggage is for weight concept 8 kilos for piece concept 1 piece.
- **PAD** passengers (PASS/CED/PEP/AWARD..) are out of scope.

NOTE: If EXST request is made after ticket is issued. On a new PNR 2 seats are booked with the class of the original ticket of passenger exchanged with 6X tax additionally collected with manual entries.
NOTE: If passenger asks for EXST only one way of a round trip ticket, this can/may only be possible for the return flight. Again on a new PNR passenger's original ticket is reissued to 6X tax additional collection of original ticket's 1/2 base fare + 1/2 YR-YQ total.

On the example journey passenger asks for round trip EXST request.

```
1.2SNOW/JOHNMR/EXST@
QTRTKGS   7MAR R475FK
 1 TK 597 Y   WE 10APR   DSSIST HK2 X 2040 0900*CABIN YE
 2 TK1997 Y   TH 11APR   ISTLGW HK2   1400 1610 CABIN YE
 3 ARNK
 4 TK1828 Y   SU 21APR   CDGIST HK2 X 1935 0005*CABIN YE
 5 TK 599 Y   MO 22APR   ISTDSS HK2   0110 0530 CABIN YE
```

Extra Seat - FQ Entry Formats	
FQ Format for International Tickets	**Explanation**
FQP**1***ADT***/**EXST01.**3***INF.**4***ADT***/EXST02**	**FQ:** Fare Quote
	1: 1st passenger in PNR **3:** 3rd passenger in PNR (Infant) **4:** 4th passenger in PNR
	***/ :** Indicator for Extra Seat fare calculation request
	EXST02: EXST: Extra Seat request code 02: Number of EXST(s) that passenger has requested

```
FQBBP1*ADT*/EXST01
FQBBK
*Q
FQ-1 Q07MAR24       ET GS/SU OOOO QTR  T/ITA
2.DKR TK X/IST TK LON303.51OLB7XPX/EX01/-PAR TK X/IST TK DKR
3.250.26OLB7XPX/EX01
4.Z NUC553.77ROE609.35425
5.FARE XOF 337500 EQU TRY 17640.00TAX TOT XT 44871.63 TOT TRY
62511.6
3
6. TAX TRYDF    522.67 TAX TRYO4    102.86 TAX TRYKQ    156.80 TAX
TRYQX   1102.25 TAX TRYHP   1851.37
7. TAX TRYM6    102.86 TAX TRYZE    784.00 TAX TRYFR    747.07 TAX
TRYIZ    154.63 TAX TRYDU    949.00
8. TAX TRYVH    758.46 TAX TRYYR   9828.40 TAX TRYTR    342.86 TAX
TRY6X  27468.40
9.S1/2/4/5 B3PC
10.E NONEND/TK ONLY
11.S1 NB10APR24
12.S1 NA10APR24
13.S2 NB11APR24
14.S2 NA11APR24
15.S4 NB21APR24
```

```
41G*EXST01
41S1-2/4-5ESXTNN1 BROKEN LEG
MM
E1TE
```

```
F 1.2SNOW/JOHNMR/EXST@
QTRTKGS  7MAR R475FK
 1 TK 597 O  WE 10APR  DSSIST HK2 X 2040 0900*CABIN YE
 2 TK1997 O  TH 11APR  ISTLGW HK2   1400 1610 CABIN YE
 3 ARNK
 4 TK1828 O  SU 21APR  CDGIST HK2 X 1935 0005*CABIN YE
 5 TK 599 O  MO 22APR  ISTDSS HK2   0110 0530 CABIN YE
FONE-QTR
TKT-1 G EXST
2.1 Y07MARQTRGS 2352230033244-45
3.A */*
AP FAX-SSRCTCMYYHK2 905555555555
2.SSRCTCEYYHK2 THY@COM
3.1 SSRDOCSYYHK1  /P////01JAN80/M//SNOW/JOHN
4.1 SSRFOIDTKHK1 /NI0
5.1 S1 SSREXSTTKHK1 BROKEN LEG
6.1 S2 SSREXSTTKHK1 BROKEN LEG
7.1 S4 SSREXSTTKHK1 BROKEN LEG
8.1 S5 SSREXSTTKHK1 BROKEN LEG
```

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :11APR26
------------------------------------------------
 PAX NAME           :SNOW/JOHN MR EXST
 TICKET NUMBERS     :2352230033244/2352230033245/
 ISSUED ON          :07MAR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  GS/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/R475FK
 ENDORSEMENT REST   :NONEND/TK ONLY.
------------------------------------------------------------
2352230033244
CPN  1 O - OPEN
  DSS IST TK0597 20:40    O 10APR24
  OK  OLB7XPX/EX01                  3PC  10APR24/10APR24
CPN  2 O - OPEN
X/IST LGW TK1997 14:00    O 11APR24
  OK  OLB7XPX/EX01                  3PC  11APR24/11APR24
CPN  3 SURFACE
CPN  4 O - OPEN
  CDG IST TK1828 19:35    O 21APR24
  OK  OLB7XPX/EX01                  3PC  21APR24/21APR24
2352230033245
CPN  1 O - OPEN
X/IST DSS TK0599 01:10    O 22APR24
  OK  OLB7XPX/EX01                  3PC  22APR24/22APR24
------------------------------------------------------------
BASE FARE          :337500              XOF
EQUIVALENT FARE    :17640.00            TRY
TOTAL AMOUNT       :62511.63            TRY
FORM OF PAYMENT    :CASH        62511.63
TAXES              :1851.37                 TRYHP
                    1102.25                 TRYQX
                    156.80                  TRYKQ
                    102.86                  TRYO4
                    522.67                  TRYDF
                    949.00                  TRYDU
                    154.63                  TRYIZ
                    747.07                  TRYFR
                    784.00                  TRYZE
                    102.86                  TRYM6
                    27468.40                TRY6X
                    342.86                  TRYTR
                    9828.40                 TRYYR
                    758.46                  TRYVH
FARE CALCULATION   :(0)10APR24DKR TK X/IST TK LON303.51/-PAR
TK X/IST TK DKR250.26NUC553.77 END ROE609.35425
```

Another example of 2 passengers, 1 adult who asks for 1 extra seat, 1 child and the journey is to branded fares destinations. Outbound Eco Fly inbound Extra Fly.

```
1.2STARK/SANSAMRS/EXST@ 3.1STARK/ARYAMISS
 1 TK1861 Y  SU 07APR  ISTFCO HS3   0820 0955 CABIN YE
 2 ARNK
 3 TK1878 Y  FR 12APR  MXPIST HS3   0650 1045 CABIN YE
```

```
FQBBBF1@CL.3@LG/P1*ADT*/EXST01.3*CNN09
FQBBK
41G*EXST01
41S1/3FEXSTNN1 PSGR COMFORT
MM
ETE
```

```
1 TK1861 P  SU 07APR  ISTFCO HK3   0820 0955 CABIN YE
 2 ARNK
 3 TK1878 O  FR 12APR  MXPIST HK3   0650 1045 CABIN YE
FONE-QTR
TKT-1 G EXST
2.3 G CHD09
3.1 Y18MARQTRGS 2352230059766/67
4.A */*
.....
6.1 S1 SSREXSTTKHK1 PSGR COMFORT
7.1 S3 SSREXSTTKHK1 PSGR COMFORT
8.1 S1 SSRTKNETKHK1 2352230059766C1
9.1 S3 SSRTKNETKHK1 2352230059766C3
10.3 S1 SSRTKNETKHK1 2352230059767C1
11.3 S3 SSRTKNETKHK1 2352230059767C3
```

```
CPN  1 O - OPEN
  IST FCO TK1861 08:20    P 07APR24
  OK  PLTCLR/EX01                    008K 07APR24/07APR24
CL/ECOFLY
CPN  2 SURFACE
CPN  3 O - OPEN
  MXP IST TK1878 06:50    O 12APR24
  OK  OLTLGR/EX01                    031K 12APR24/12APR24
LG/EXTRAFLY
-------------------------------------------------------
 BASE FARE          :267.00              USD
 EQUIVALENT FARE    :8577.00             TRY
 TOTAL AMOUNT       :26944.26            TRY
 FORM OF PAYMENT    :CASH        26944.26
 TAXES              :602.25                 TRYIT
                     228.40                 TRYHB
                     3533.28                TRYYR
                     105.42                 TRYM6
                     964.00                 TRYDU
                     12110.28               TRY6X
                     87.14                  TRYVT
                     702.75                 TRYTR
                     33.74                  TRYMJ
 FARE CALCULATION   :(0)07APR24IST TK ROM Q5.00 36.50/-MIL TK
IST Q5.00 220.00NUC266.50 END ROE1.00
```

30.2 CABIN BAGGAGE QUOTATION (CBBG)

It is the ticket issued for the passenger's personal belonging which they want to carry it on the nearby seat in the cabin (could be more than one**). A separate ticket** is issued for the baggage. For countries with TSC application, DU is collected. Apart from that, all other taxes and charges are excluded from the CBBG seat.

- Minimum price per seat in economy cabin is 200.00 USD for one way, 400.00 USD for round trip.
- Minimum price per seat in business cabin is 500.00USD for one way,1000.00USD for round trip.
- These minimum prices are compared by the base fare of the passenger and higher one is applied.
- If passenger asks to buy the CBBG ticket after purchase of their own ticket, **regardless of when the request is made**, again the ticket price is used for comparison.
- In case passenger having a round trip ticket asks to buy an cabin baggage ticket **only on one component,** the **½ RT** price used for that fare component on the ticket is used to compare with economy 200.00USD and business 500.00USD minimum prices**.**
- **CBBG** ticket is subject to original fare rules for changes and cancellation.
- **PAD** passengers (PASS/CED/PEP/AWARD..) are out of scope.
- **CBBG** ticket does not have free baggage allowance.

NOTE: For tickets which do not hold USD as local currency, minimum price comparison can be made with the NUC values in the fare calculation line. (If we neutralize 200.00 USD /1.00 IROE USD = NUC 200.00 , for ½ RT fare comparison 400/2=200.00 USD /1.00 IROE USD= NUC200.00 for each bound)

Since there is no automatic fare quotation fare lines are changed manually.

On the example one way business journey passenger asks for CBBG seat. First of all FQBB command is used for only passenger 1 to book the best buy class on the PNR which is booked from random class from business cabin.

FQBBP1 followed by **FQBBK** entries creates the fare lines for the passenger.

```
1.2FENTY/RIRIMRS/CBBG@
QTRTKGS 26MAR TM48V6
 1 TK 184 C  FR 12APR  ISTMEX HK2   0230 0815 CABIN CE
FONE-QTR
AP FAX-SSRCTCMYYHK2 0111111111
2.SSRCTCEYYHK2 FENTY@MAIL.COM
FQBBP1
FQBBK

*R
1.2FENTY/RIRIMRS/CBBG@
QTRTKGS 26MAR TM48V6
 1 TK 184 D  FR 12APR  ISTMEX HK2   0230 0815 CABIN CE
```

```
FQ-1 Q26MAR24      ET GS/SU D QTR  T/ITA
2.IST TK MEX3762.00DTOW
3.Z NUC3762.00ROE1.00
4.FARE USD 3762.00 EQU TRY120479.00TAX TOT XT 11107.23 TOT
TRY131586.23
5. TAX TRYDU   1602.00 TAX TRYUK   1342.50 TAX TRYM6    103.95 TAXTR
YYR   7365.78 TAX TRYTR    693.00
6.S1 B2PC
7.E NONEND/TK ONLY
8.S1 NB12APR24
9.S1 NA12APR24
10.X PI --
11.X AP 01 12APR24 02:29
```

The fare quoted by the system is compared by the minimum prices applied for one way business class. Since 3762.00 USD business one way fare is higher than 500.00 USD business minimum price, the price system suggests will be used for CBBG ticket.

When quoting CBBG fare, Turkish departure taxes, Mexico arrival taxes and YR will be exempted. Tax exemption entry is made for quotation. DU is collected from this ticket.

```
>FQP2/TE-TR*-MX*-YR
   PSGR                          FARE    TAXES       TOTAL PSG DES
FQM 2                 TRY    120479.00    1602.00    122081.00 ADT
GRAND TOTAL INCLUDING TAXES ****      TRY     122079.00
    ADT       TAX EXEMPTED - UK M6 YR TR
              LOG ID: 2654240405113745362341
    ADT       RATE USED IN EQU TOTAL IS BSR 1USD - 32.025TRY
    ADT       LAST DATE TO PURCHASE TICKET: 12APR24 02:29(IST)
    ADT       THIS TICKET IS NON-REFUNDABLE.
    ADT       E-TKT REQUIRED
              BAG - UPTO70LB 32KG AND62LI 158LCM Up to 70 lb/32
              kg Up to 62 li/158 lcm
```

After quotation the net price for CBBG ticket collection is seen in the total amount. Then some other minor corrections are made on the fare lines.

```
C16@*IST TK MEX3762.00DTOW/CB
C20@BX
71G*CBBG01
41S1FCBBGNN1 TTL7KG 15X30X25CM DIAMONDS
MM
ETE
```

```
F 1.2FENTY/RIRIMRS/CBBG@
QTRTKGS 26MAR TM48V6
 1 TK 184 D  FR 12APR  ISTMEX HK2   0230 0815 CABIN CE
FONE-QTR
TKT-1 G CBBG01
2.1-2 Y26MARQTRGS 2352230104411/12
3.A */*
AP FAX-SSRCTCMYYHK2 0111111111
2.SSRCTCEYYHK2 FENTY@MAIL.COM
3.1 SSRDOCSYYHK1  /P////01JAN92/F//FENTY/RIRI
4.1 S1 SSRCBBGTKPN1 TTL7KG 15X30X25CM DIAMONDS
5.1 S1 SSRTKNETKHK1 2352230104411C1
6.2 S1 SSRTKNETKHK1 2352230104412C1

          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :13APR26
-----------------------------------------------
 PAX NAME           :FENTY/CBBG
 TICKET NUMBERS     :2352230104412/
 ISSUED ON          :26MAR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  GS/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/TM48V6
 ENDORSEMENT REST   :NONEND/TK ONLY.

-----------------------------------------------
2352230104412
CPN  1 O - OPEN
  IST MEX TK0184 02:30    D 12APR24
  OK  DTOW/CB                          K    12APR24/12APR24
-----------------------------------------------------------------
 BASE FARE          :3762.00              USD
 EQUIVALENT FARE    :120479.00            TRY
 TOTAL AMOUNT       :122081.00            TRY
 FORM OF PAYMENT    :CASH        122081.00
 TAXES              :EXEMPT                    TR
                     EXEMPT                    YR
                     EXEMPT                    M6
                     EXEMPT                    UK
                     1602.00                TRYDU
 FARE CALCULATION   :(2)12APR24IST TK MEX3762.00NUC3762.00 END
 ROE1.00
```

30.3 STRECHER QUOTATION (STCR)

For stretcher passengers, the service is only applied for one way. On the PNR reserved for stretcher passenger , the highest economy one way fare's 7 times is collected. The required number of seats needed to be adjusted for stretcher is Z blocked on another PNR by TTY department. After the transactions are completed the ticket number must be enter to Z blocked PNR as a remark field like `5..STCR TKT NUMBER 2352230104413 PNR SWSAFG`

```
F 1.1BANDICOOT/CRASHMR
QTRTKGS 26MAR SWSAFG
 1 TK 701 Y  WE 15MAY  SSHIST HK1 X 1040 1425 CABIN YE
 2 TK1769 Y  WE 15MAY  ISTPRG HK1   1640 1815 CABIN YE
FONE-QTR
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 90555555555555
3.1 S1 SSRSTCRTKHK1
4.1 S1 SSRMEDATKHK1 ESCORT BANDICOOT/COCOMRS AGE 30
5.1 S1 SSRMEDATKHK1 OXYGEN TUBE 5LT. PER MINUTES
6.1 S1 SSRMEDATK BANDICOOT/CRASHMR AGE 30
7.1 S1 SSRMEDATK BROKEN BACK BONE
8.1 S1 SSRMEDATK PRAGUR CITY HOSPITAL
9.1 S1 SSRMEDATK DR AKU AKU CTC 9034523456
10.1 S1 SSRMEDATK NO SOCIAL SECURITY
RMKS- . ZZ/STCR PNR TRTSRT
```

The fare quotation is made by `FQ` command. Class is manually selected. (generally Y is the RBD used for the highest economy) the highest economy fare will be surcharged 6 times which will be 7 times the fare itself in total. After the ticketing process, the stretcher post transactions must be completed.

```
F 1.1BANDICOOT/CRASHMR
 QTRTKGS 26MAR SWSAFG
  1 TK 701 Y  WE 15MAY  SSHIST HK1 X 1040 1425 CABIN YE
  2 TK1769 Y  WE 15MAY  ISTPRG HK1   1640 1815 CABIN YE
FQ-1 Q26MAR24      ET GS/SU YY QTR  T/ITA
2.SSH TK X/IST TK PRG1188.00YLSOW
3.Z NUC1188.00ROE1.00
4.FARE USD 1188.00 EQU TRY 38046.00TAX TOT XT 6369.74 TOT TRY
44415.74
5. TAX TRYJK     68.67 TAX TRYS4     63.73 TAX TRYDU    960.00 TAX
TRYEG    103.00 TAX TRYXK    103.00
6. TAX TRYO2     10.30 TAX TRYQH    800.63 TAX TRYM6     51.98 TAX
TRYYR   3875.05 TAX TRYO9     32.03
7. TAX TRYEQ    128.10 TAX TRYTR    173.25
8.S1-2 B2PC
9.E NONEND/TK ONLY

C2@*SSH TK X/IST TK PRG Q7128.00 1188.00YLSOW/SZ
C3@*Z NUC8316.00ROE1.00
C4@FUSD8316.00TRY266321.00/TAXTOTTRY6370.74XT
C8@B5PC
71G*STCR
MM
ETE
```

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :16MAY26
-----------------------------------------------
 PAX NAME           :BANDICOOT/CRASH MR STCR
 TICKET NUMBERS     :2352230104413/
 ISSUED ON          :26MAR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  GS/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/SWSAFG
 ENDORSEMENT REST   :NONEND/TK ONLY.
-------------------------------------------------
2352230104413
CPN  1 O - OPEN
  SSH IST TK0701 10:40    Y 15MAY24
  OK  YLSOW/SZ                          5PC
CPN  2 O - OPEN
X/IST PRG TK1769 16:40    Y 15MAY24
  OK  YLSOW/SZ                          5PC
-------------------------------------------------
 BASE FARE          :8316.00              USD
 EQUIVALENT FARE    :266321.00            TRY
 TOTAL AMOUNT       :272691.74            TRY
 FORM OF PAYMENT    :CASH        272691.74
 TAXES              :103.00                  TRYXK
                     103.00                  TRYEG
                     961.00                  TRYDU
                     68.67                   TRYJK
                     32.03                   TRYO9
                     3875.05                 TRYYR
                     51.98                   TRYM6
                     800.63                  TRYQH
                     10.30                   TRYO2
                     173.25                  TRYTR
                     128.10                  TRYEQ
 FARE CALCULATION   :(2)15MAY24SSH TK X/IST TK PRG Q7128.00 11
88.00NUC8316.00 ENDROE1.00
```

30.4 VETERAN DISCOUNT (MG)

After the segments are booked. FQBB FQBBK entries are done to quote the best buy available fare. Then FQN entry is made to the notes of the components.

```
  1.1SOLDIER/BRAVEMR
QTRTKGS 26MAR SCPLSF
 1 TK1003 O  MO 22APR  ISTSKP HK1   0730 0750 CABIN YE
 2 TK1004 O  FR 30AUG  SKPIST HK1   0840 1115 CABIN YE
FQBB
FQBBK
FQN

QUOTE    1
 FARE  COMPONENT   BASIS
   1    IST-SKP    OLTCLR           ROUTE APPLIES
   2    SKP-IST    OLTCLR           ROUTE APPLIES
```

Cat22 is displayed and the discount is confirmed.

```
>FN1/P22
QUOTE 01
01  IST-SKP   MON-22APR24  TK  NUC115.50   OLTCLR
22.OTHER DISC
         NOTE -
          -- DISABLED PASSENGER -PSGR TYPE CODE IS -DIS-
          DISCOUNT ONLY VALID FOR SB ID S WITH G- AG-
          H-BL INDICATORS- --
          MAY BE ELIGIBLE FOR DISCOUNTS
          ------
          TURKISH VETERAN DISCOUNT - CHARGE 60 PERCENT
          OF THE FARE.BASE FARE CODE PLUS MG. AUTOMATIC
          PRICING IS NOT AVAILIBLE FOR VETERAN DISCOUNT
          --------CONTACT CARRIER FOR DETAILS---------------
```

Then the fare quotation is removed with `CX` and the fare is quoted with discount rate this time. Automatic fare quotation is not applicable for this discount type

```
>FQ*RP40
    PSGR                        FARE   TAXES      TOTAL PSG DES
 FQM 1                 TRY     4548.00   5325.98     9873.98 RP40
 GRAND TOTAL INCLUDING TAXES ****     TRY      9873.98
              LOG ID: 2654240405144946462lAC
     RP40     RATE USED IN EQU TOTAL IS BSR 1USD - 32.025TRY
     RP40     LAST DATE TO PURCHASE TICKET: 22APR24 07:29(IST)
     RP40     THIS TICKET IS NON-REFUNDABLE.
     RP40     NO CHANGES MAY BE MADE TO THIS TICKET AFTER
              PURCHASE.
     RP40     E-TKT REQUIRED
     RP40
```

Then to the fare calculation line only PTC (passenger type code) is added manually as MG40.

```
FQ-1 B26MAR24      ET GS/SU OO QTR  T/ITA
2.IST TK SKP69.30OLTCLR TK IST Q3.00 69.30OLTCLR
3.Z NUC141.60ROE1.00
4.FARE USD 142.00 EQU TRY 4548.00TAX TOT XT 5325.98 TOT TRY 9873.98
5. TAX TRYDU    960.00 TAX TRYM6    103.95 TAX TRYYR   2882.26 TAX
TR
YVS    225.23 TAX TRYTR    693.00
6. TAX TRYMK    461.54
7.S1-2 B0K
8.S1-2 BFCL/ECOFLY
9.E NONEND/TK ONLY
10.S1 NB22APR24
11.S1 NA22APR24
12.S2 NB30AUG24
13.S2 NA30AUG24

C2@*IST TK SKP69.30OLTCLR/MG40*TK IST Q3.00 69.30OLTCLR/MG40
MM
ETE
-------------------------------------------------------
2352230104414
CPN  1 O - OPEN
  IST SKP TK1003 07:30    O 22APR24
  OK  OLTCLR/MG40                   000K 22APR24/22APR24
CL/ECOFLY
CPN  2 O - OPEN
  SKP IST TK1004 08:40    O 30AUG24
  OK  OLTCLR/MG40                   000K 30AUG24/30AUG24
CL/ECOFLY
-------------------------------------------------------
 BASE FARE          :142.00              USD
 EQUIVALENT FARE    :4548.00             TRY
 TOTAL AMOUNT       :9874.98             TRY
 FORM OF PAYMENT    :CASH        9874.98
 TAXES              :693.00                 TRYTR
                     225.23                 TRYVS
                     2882.26                TRYYR
                     103.95                 TRYM6
                     961.00                 TRYDU
                     461.54                 TRYMK
 FARE CALCULATION   :(1)22APR24IST TK SKP69.30TK IST Q3.00 69.
30NUC141.60 ENDROE1.00
-------------------------------------------------------------
```

After the ticket is issued the discount documents are kept in the office.

30.5 INAD PASSENGER TICKETING

There is no special fare application to INAD (Inadmissible) passenger. In such cases there are 2 situations. If the passenger holds a ticket which has a return portion, these coupons are rebooked involuntarily back to departure point of the INAD passenger. If the passenger does not have a return ticket, then this passenger must purchase a ticket. If passenger claims to have no funds to buy a ticket, 3 copies of *FR.67.0253 INAD Passenger Undertaking Form* is filled and passenger is asked to undertake the payment of the credit given for the ticket to the bank accounts given on the form which is signed. Then the best applicable fare is used for fare quotation of one way ticket to the departure point of the passenger and one copy of the form is handed to the passenger.

After segments are booked **FQBB/FQBBK** entries are used for quotation.

```
F 1.1REFUSED/PAXMR
LISTKGS 26MAR SZPPZX
 1 TK1760 O  TU 26MAR  LISIST HK1 X 1600 2245 CABIN Y
 2 TK 692 O  WE 27MAR  ISTCAI HK1   0040 0150 CABIN Y
FONE-LIS
AP FAX-SSRCTCMYYHK1 9012345678
```

```
41S1FINAD                          : Ap Fax entry is made.
MREUR536.05/INAD/TK/26MAR2024      : Payment entry ( credited to Corporate account)
71G*INAD                           : Passenger type code entry
ETE                                : Ticketing command.
```

```
         ELECTRONIC TICKET DISPLAY

ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :27MAR26
-------------------------------------------------
PAX NAME           :REFUSED/PAX MR INAD
TICKET NUMBERS     :2352430934558/
ISSUED ON          :26MAR24 INTERNATIONAL
ISSUED BY          :TK LIS 064492584  GS/T /A
                    TURKISHAIRLINES
                    LISBON
                    PORTUGAL
PNR REFERENCE      :TK/SZPPZX
ENDORSEMENT REST   :NONEND/TK ONLY.
-------------------------------------------------
2352430934558
CPN  1 O - OPEN
  LIS IST TK1760 16:00    O 26MAR24
  OK  ON2PXOW                        2PC  26MAR24/
CPN  2 O - OPEN
X/IST CAI TK0692 00:40    O 27MAR24
  OK  ON2PXOW                        2PC  27MAR24/
-------------------------------------------------
 BASE FARE          :341.00              EUR
 TOTAL AMOUNT       :536.05              EUR
 FORM OF PAYMENT    :R/INAD/TK/26MAR2024
```

30.6 EXCHANGE OF NON-REFUNDABLE DBT EMD INTO TICKET

DBT EMD is issued to passenger for some irregularity occurred during his past flight. The EMD value is EUR 250.00 equivalent in TRY 8641.00 . Passenger wants to purchase a ticket in exchange with this DBT EMD from a THY sales office for the below PNR. This EMD is only valid for transportation.

```
F 1.1STRONG/SAMIRAMRS
QTRTKGS  5MAR SVXR2M
 1 TK1841 O  WE 15MAY  ISTATH HK1   0120 0240 CABIN YE
 2 TK1842 O  MO 20MAY  ATHIST HK1   0545 0715 CABIN YE
FONE-QTR
```

```
ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

 ITINERARY RECEIPT PRINTED :0 TIMES
 PURGE DATE :06MAR26
-------------------------------------------------------------
 PAX NAME           :STRONG/SAMIRA MRS
 EMD NUMBERS        :2354090015938/S
 ISSUED ON          :05FEB24
 ISSUED BY          :TK QTR 099800050  GS/T /A
                     TURKISHAIRLINES EGITIM5 ISTANBUL
 ENDORSEMENT REST   :NONREF TRANSPORTATION NOT VLD AFTER 05FEB25

 REMARKS            :PSGR VOL DENIED FROM TK1841 05FEB ISTATH
-------------------------------------------------------------
EMD 2354090015938
CPN  1 O - OPEN

TO/AT
RFISC:0DT / REASON FOR ISSUANCE:DENIED BOARDING TICKET
CONVERSION TYPE/RATE   :BSR33.8406000
CONVERTED AMOUNT       :EUR    250.00
IN CONNECTION WITH     :2352230012633
-------------------------------------------------------------
 FARE               :8461.00              TRY
 TOTAL AMOUNT       :8461.00              TRY
 FORM OF PAYMENT    :N/FF00001/05FEB2024
 FARE CALCULATION   :(1)
 TAXES              :FREE
```

```
F 1.1STRONG/SAMIRAMRS
QTRTKGS  5MAR SVXR2M
 1 TK1841 O  WE 15MAY  ISTATH HK1   0120 0240 CABIN YE
 2 TK1842 O  MO 20MAY  ATHIST HK1   0545 0715 CABIN YE
FQ-1 Q05MAR24      ET AP/SU OO QTR  T/ITA
2.IST TK ATH143.50OLTCLR TK IST143.50OLTCLR
3.Z NUC287.00ROE1.00
4.FARE USD 287.00 EQU TRY 8982.00TAX TOT XT 5650.37 TOT TRY 14632.37
5. TAX TRYDU    939.00 TAX TRYM6    101.53 TAX TRYYR   2816.60 TAX
TR
YWP    541.12 TAX TRYWQ    169.21
6. TAX TRYGR    406.09 TAX TRYTR    676.82
7.S1-2 B0K
8.S1-2 BFCL/ECOFLY
9.E NONEND/TK ONLY
```

The EMD has a value of 8461.00 TRY Fare quotation gives the total amount on the ticket as TRY 14653.37 including taxes. The EMD is not enough to pay the ticket. Passenger will pay the difference of; TRY14632.37-8461.00= TRY6171.37 ADC as cash

```
C4@FRUSD287.00TRY6171.37/TAXTOTPD
C5@FR
C6@FR
MEV2354090015938(1)/05MAR24M
*T
PYMT-E-V2354090015938(1)/05MAR24M
2.O-2354090015938QTR05MAR2499800050
3.F-ORGTKT
M3@
MFORGEMD/NON REF DBT  the EMD non ref info is changed in MF field
7E* FOR TRANSPORT ONLY NON-REF
MM
ETE
```

```
           ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :16MAY26
-----------------------------------------------------------------
 PAX NAME           :STRONG/SAMIRA MRS
 TICKET NUMBERS     :2352230012672/


 PNR REFERENCE      :TK/SVXR2M
 ENDORSEMENT REST   :NONEND/TK ONLY.FOR TRANSPORT ONLY NON-REF.
 ISSD IN EXCHANGE   :2354090015938
-----------------------------------------------------------------
2352230012672
CPN  1 O - OPEN
  IST ATH TK1841 01:20    O 15MAY24
  OK  OLTCLR                          000K 15MAY24/15MAY24
CL/ECOFLY
CPN  2 O - OPEN
  ATH IST TK1842 05:45    O 20MAY24
  OK  OLTCLR                          000K 20MAY24/20MAY24
CL/ECOFLY
-----------------------------------------------------------------
 BASE FARE          :287.00               USD
 EQUIVALENT FARE    :                     TRY
 TOTAL AMOUNT       :6171.37A             TRY
 ADDIT COLL TOTAL   :6171.37              TRY
 ORIGINAL FOP       :EMD/NON REF DBT
 FORM OF PAYMENT    :CASH         6171.37
 PAID TAXES         :169.21                  TRYWQ
                     541.12                  TRYWP
                     2816.60                 TRYYR
                     101.53                  TRYM6
                     939.00                  TRYDU
                     676.82                  TRYTR
                     406.09                  TRYGR
 FARE CALCULATION   :(1)15MAY24IST TK ATH143.50TK IST143.50NUC
287.00 END ROE1.00
 ORIGINAL ISSUE     : 2354090015938  QTR05MAR2499800050
```

```
-------------------------------------------------------------
EMD 2354090015938
CPN  1 E - EXCHANGED  TK                      TK

TO/AT
RFISC:0DT / REASON FOR ISSUANCE:DENIED BOARDING TICK
CONVERSION TYPE/RATE  :BSR33.8406000
CONVERTED AMOUNT      :EUR    250.00
IN CONNECTION WITH    :2352230012633
-------------------------------------------------------------
 FARE                 :8461.00              TRY
 TOTAL AMOUNT         :8461.00              TRY
 FORM OF PAYMENT      :N/FF00001/05MAR2024
 FARE CALCULATION     :(1)
 TAXES                :FREE
```

30.7 SPA TICKETING (SPECIAL PRORATION AGREEMENT)

Carriers markets are not only limited with their own network. Most carriers make special proration agreement with them interline partners to non-operated destinations. This fare agreement is based on add-on concept. SPA partner arranges add-on amounts and RBD (booking class codes) to the main carrier, and the main carrier composes through fares to the final non-operated destination, and files these through fares to ATPCO and markets them as its own carrier coded fare. Most of the time this agreement is mutual. This agreement helps carriers expand their network and be able to issue single ticket with single fare to their passengers to non-operated destinations.

Passenger wants to go to Montevideo in January one way in January in economy. As seen below, there is no direct flight of TK from Istanbul to Montevideo.

```
ST01JANISTMVD
NO DIRECT SERVICE
```

Next check is fare check:

```
>FXISTMVD01JAN-OW
FARES LAST UPDATED 28NOV 07:38 AM
IST-MVD WED-01JAN24 TK
MPM 9052 AT 16618 PA
PUBLIC/PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK   1039.00  ST3XOX    S                            R  AT
  2  TK   1189.00  HT3XOX    H                            R  AT
  3  TK   1359.00  AT3XOX    A                            R  AT
  4  TK   1539.00  MTOW      M                            R  AT
  5  TK   1759.00  BTOW      B                            R  AT
  6  TK   1999.00  YTOW      Y                            R  AT
```

As seen there are public and private fares filed for TK for this routing. Which shows that there is an interline partner(s) involved in this fare either with Special Proration or Codeshare Agreement or both. Unfortunately, like for only TK flights bookings, booking directly from availability in random classes and asking for the best buy fare from the system (FQBB function) is not possible for most interline journeys, since in Troya availability other carriers class

availability is not seen. There is only -/dash sign near the class of other carriers in Troya availability. So the class selection is done manually and after the PNR is completed, response from the other carrier is waited to PN status code on the PNR.

We select a random fare from the fare display to check the partner carrier(s) in the agreement from Cat 4 for flight applications;

```
>FN*1/P4
4.FLT APPS
  THE FARE COMPONENT MUST NOT BE ON
      ONE OR MORE OF THE FOLLOWING
        TK FLIGHTS 9701 THROUGH 9702.
  AND
  THE FARE COMPONENT MUST BE ON
      ONE OR MORE OF THE FOLLOWING
        ANY TK FLIGHT OPERATED BY CM
        ANY CM FLIGHT OPERATED BY CM
        ANY AR FLIGHT OPERATED BY AR
        ANY LA FLIGHT OPERATED BY LA
        ANY JJ FLIGHT OPERATED BY JJ
        ANY LP FLIGHT OPERATED BY LP
        ANY XL FLIGHT OPERATED BY XL
        ANY 4M FLIGHT OPERATED BY 4M
        ANY 4C FLIGHT OPERATED BY 4C
        ANY G3 FLIGHT OPERATED BY G3
        ANY TK FLIGHT OPERATED BY TK.
```

As seen from the list there are so many carrier options in this fare, as both SPA and codeshares.

The next check would be the transfer point(s) for this routing. Again a random fare is selected to check Cat 9 , Transfers category. To construct the fare and journey properly these information pieces must be collected from the fare notes.

```
>FN*1/P9
9.TRANSFERS
  4 FREE TRANSFERS PERMITTED ON THE PRICING UNIT - 2 IN EACH
      DIRECTION
      FREE IN TURKIYE IN EACH DIRECTION
      FREE IN PTY IN EACH DIRECTION
      FREE IN SAO IN EACH DIRECTION
      FREE IN BUE IN EACH DIRECTION
    FARE BREAK AND EMBEDDED SURFACE SECTORS PERMITTED ON THE
     FARE COMPONENT.
```

So the TK operated transfer points for this journey are **PTY**, **SAO** and **BUE**, then the connection with one of the above carriers or TK codeshare flights will be selected to destination MVD.

Availability is displayed according to passenger request, as seen from the fare display, minimum price to MVD as one way economy in January is **1039.00 USD in S class**. So when selecting a TK flight to SAO or BUE or PTY, this class data should be considered.

A05JANISTMVD response shows many alternatives including the one below. GRU which is Sao Paulo is a transfer point according to the fare rule and S class is available for TK.

```
6 IST GRU      5-1010  5-1805  C9 D9 ZL KL  TK 015 77B 0E 502
                               JL IL RL Y9
                               B9 M9 A9 H9
                               S9 O9 E9 Q9
                               TC LC VC PC WC UC XL NL GL
 7     GRU MVD  5-2105  5-2355 C- L- F- D-  G37632 738 0E 502
                               I- S- Y- T-
                               J- W- P- E-
                               A- U- N- B-
                               O- M- X- V-
```

Also G3 carrier (VRG Linhas Aeras) is a partner carrier for this fare. The only needed information left is the RBD (class) of this carrier G3 for this fare. Fare display is recalled

```
>FXISTMVD01JAN-OW
FARES LAST UPDATED 28NOV 07:58 AM
IST-MVD WED-01JAN20 TK
MPM 9052 AT 16618 PA
PUBLIC/PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
           USD     BASIS               MAX
  1  TK  1039.00  ST3XOX    S                             R  AT
```

```
>FXC*1//G3   query of class  information of carrier G3 entry.

001 IST-MVD 28NOV TK USD1039.00 ST3XOX STAY- BK-S/
FARE CLS   EXPLANATION                        BOOK CODES
--------   --------------------               ----------
ST3XOX                                          S

BOOKING CODE EXCEPTIONS FOR CARRIER : G3
   VIA  TK  Y     REQ                             TR  TR
   VIA  TK  Y     REQ                             TR  CY
IF VIA  TK
   VIA  G3  B     R/AV
IF VIA  TK
   VIA  G3  U     R/AV
IF VIA  TK
   VIA  G3  E     REQ
```

It is seen that G3 designated classes **B, U** and **E** RBD's gradually for this fare. So request for B must be made at first. If it is rejected (UC/UN response), U is requested, if U is rejected (UC/UN response) the last option is E. If all are rejected, then other connections or carriers must be check from the availability with the same methods.

Back to availability

```
6 IST GRU      5-1010  5-1805 C9 D9 ZL KL  TK 015 77B 0E 502
                              JL IL RL Y9
                              B9 M9 A9 H9
                              S9 O9 E9 Q9
                              TC LC VC PC WC UC XL NL GL
 7     GRU MVD  5-2105  5-2355 C- L- F- D-  G37632 738 0E 502
                              I- S- Y- T-
                              J- W- P- E-
                              A- U- N- B-
                              O- M- X- V-
```

N1S1B1 segments are booked and PNR is created.

```
  1.1CONTS/IDEAMRS
 ETKTKAP 28NOV R2DQSS
  1 TK  15 S  SU 05JAN  ISTGRU HK1   1025 1820 CABIN YE
  2 G37632 B  SU 05JAN  GRUMVD PN1   2105 2355  E
 FONE-ETK
 AP FAX-SSRCTCMYYHK1 905321234567
```

PNR is refreshed with **I*R** entry a few times, to see the response from the other carrier.

```
1.1CONTS/IDEAMRS
ETKTKAP 28NOV R2DQSS
 1 TK  15 S  SU 05JAN  ISTGRU HK1   1025 1820 CABIN YE
 2 G37632 B  SU 05JAN  GRUMVD KK1   2105 2355  E
FONE-ETK
AP FAX-SSRCTCMYYHK1 905321234567
```

This is good news. The segment is confirmed with **.2HK** entry. Fare is quoted with **FQ** and payment entry is made. This is the final ***A** screen of the PNR before ticketing.

```
F 1.1CONTS/IADEMRS
ETKTKAP 28NOV R2DQSS
 1 TK  15 S  SU 05JAN  ISTGRU HK1   1025 1820 CABIN YE
 2 G37632 B  SU 05JAN  GRUMVD HK1   2105 2355  E
FQ-1 Q28NOV23      ET AP/SU SB QTR  T/ITA
2.IST TK X/SAO G3 MVD1039.00ST3XOX
3.Z NUC1039.00ROE1.00
4.FARE USD 1039.00 EQU TRY 5973.00TAX TOT XT 1278.71 TOT TRY 7251.71
5. TAX TRYDU    288.00 TAX TRYM6     19.00 TAX TRYYR    845.05 TAX
TR
YTR    126.66
6.S1-2 B2PC
7.E NONEND/TK ONLY
8.S1 NB05JAN24
9.S1 NA05JAN24
10.S2 NB05JAN24
11.S2 NA05JAN24
FONE-ETK
PYMT-M
AP FAX-SSRCTCMYYHK1 905321234567
```

Then ticketing command is given.

ETE

```
F 1.1CONTS/IDEAMRS
ETKTKAP 28NOV R2DQSS
 1 TK  15 S  SU 05JAN  ISTGRU HK1   1025 1820 CABIN YE
 2 G37632 B  SU 05JAN  GRUMVD HK1   2105 2355  E
FONE-ETK
TKT-1 Y28NOVQTRAP 2352432157085
2.A */*
AP FAX-SSRCTCMYYHK1 905321234567
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2352432157085C1
4.1 S2 SSRTKNEG3HK1 2352432157085C2
```

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :05JAN26
-------------------------------------------------------
 PAX NAME           :COUTS/IDEA MRS
 TICKET NUMBERS     :2352432157085/
 ISSUED ON          :28NOV23 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  AP/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/R2DQSS
 ENDORSEMENT REST   :NONEND/TK ONLY.

-------------------------------------------------------
2352432157085
CPN  1 O - OPEN
  IST GRU TK0015 10:25    S 05JAN24
  OK  ST3XOX                          2PC  05JAN24/05JAN24
CPN  2 A - AIRPORT                      G3
  GRU MVD G37632 21:05    B 05JAN24
  OK  ST3XOX                          2PC  05JAN24/05JAN24
-------------------------------------------------------------
 BASE FARE          :1039.00             USD
 EQUIVALENT FARE    :5973.00             TRY
 TOTAL AMOUNT       :7251.71             TRY
 FORM OF PAYMENT    :CASH        7251.71
 TAXES              :126.66                TRYTR
                     845.05                TRYYR
                     19.00                 TRYM6
                     288.00                TRYDU
 FARE CALCULATION   :(0)05JAN24IST TK X/SAO G3 MVD1039.00NUC10
39.00 END ROE1.00
```

30.8 NEGOTIATED TICKET REISSUE BY TK OFFICE

Passenger bought ticket from NYC travel agency with a private negotiated fare which is basically a discount amount that can be issued only by authorized travel agencies. All the subsequent transactions of these tickets again must be completed by these travel agencies. In case such ticket needs to be reissued from TK office, than that discount is collected back from passenger during the change transaction.

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :20MAR26
------------------------------------------------------------
 PAX NAME           :GELLER/MONICA MRS
 TICKET NUMBERS     :2352395951509/
 ISSUED ON          :18MAR24 INTERNATIONAL
                     1A MUC 08811111  A0
                     NEW YORK FRIENDS TRAVEL AGENCY
PNR REFERENCE      : 1A/PCNPNX TK/T4RTIL
 ENDORSEMENT REST   :NONEND/TK ONLY.

 E-MAIL ADDRESS     : FRIENDS@CENTRALPERK.COM
------------------------------------------------------------------
2352395951509
CPN  1 F - FLOWN       TK0030         19MAR24 TK
  EWR IST TK0030 00:05    E 19MAR24
  OK  ELY4PX/FB06                     2PC  19MAR24/19MAR24
CPN  2 O - OPEN
  IST JFK TK0003 07:45    O 30JUN24
  OK  OLY4PX/FB06                     2PC  30JUN24/30JUN24
------------------------------------------------------------------
 BASE FARE          :1093.00              USD
 TOTAL AMOUNT       :1560.40              USD
 FORM OF PAYMENT    :CASH          1560.40
 TOUR CODE          :NEGO
 TAXES              :3.83                  USDXA
                     320.00                USDYR
                     5.60                  USDAY
                     50.00                 USDDU
                     7.00                  USDXY
                     21.80                 USDTR
                     4.50                  USDXF
                     44.40                 USDUS
                     6.97                  USDYC
                     3.30                  USDM6
 FARE CALCULATION   :(0)19MAR24EWR TK IST Q30.00 455.43TK NYC
Q50.00Q40.00Q10.00 507.13NUC1092.56 END ROE1.00XFEWR4.50
```

```
*** THIS IS A THIRD PARTY BOOKING SEE CIC*29  ***
  1.1GELLER/MONINCAMRS
 MUC1APCNPNX/NYC453475Z/8811111/NYC/1A/T/US//GS 16MAR T4RTIL
  2 TK   3 O  SU 30JUN  ISTJFK HK1   0755 1110 CABIN YE
```

Passenger wants to change the return flight to 13 JUL from TK office. Since the original PNR is TPB, PNR is transferred to Troya with below messages and passenger contacts are checked with passenger for further transactions. PNR becomes TK responsibility and once travel agency ticket is exchanged to TK stock, they cannot do any more transaction on the ticket.

```
.2/13JUL
4FSSROTHS1A HX/TK3 30 JUN CANCELLED UPON PSGR REQUEST
4FSSROTHS1A HK/TK3 13 JUL CONFIRMED UPON PSGR REQUEST
4FSSROTHS 1A PNR TRANSFERRED TO TK PLS FOLLOW UP BY TK
6PSGR
E*R
9C
*ET-/2352395951509
MEV2352395951509(2)/19MAR24E
2352395951509 AVL.CPN FOR REISSUE/REFUND ARE  2
REMINDER - PLEASE FIRSTLY USE FQ.R, FQBB.R OR FQREF AUTOMATIC ENTRIES
WARNING - EACH TAX SHOULD BE INSERTED FOR MANUAL FARE QUOTATION
```

```
FQBB.R
FQ.R
IFS-10620:
(EN) WARNING: NEGOTIATED FARE QUOTED TICKETS CANNOT BE REISSUED.
PLEASE DIRECT TO SALES AGENCY. (TR) DIKKAT: ACENTEYE OZEL UCRETLI
BILETLERE REISSUE UYGULANMAMAKTADIR. LUTFEN ACENTEYE YONLENDIRINIZ.
REVAL NOT PERMITTED : 00620
LOG ID:0A33265324032209422561826C5
```

As told before, negotiated fares cannot be reissued from TK office and it's not open for automatic reissue too. The reissue will be manual and passenger is told about that the discount will be taken back .Fare is checked
Note: Also `EX//T/FIMG235`..... revera ticket trace can be checked to double check the base fare collected from passenger.

```
FX19MARJFKIST.T18MAR24-RT-O
>FXJFKIST19MAR.T18MAR24-RT
 JFK-IST TUE-19MAR24 TK
 MPM 6004 AT 10083 PA
 * FARES FOR INFO ONLY * TICKETING DATE  18MAR
 PUBLIC FARES                                          HISTORY
 PROVIDED BY ..ITA..
      CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS             MAX
   1  TK  1079.00R OLY4PX   O    | SU/12M  24DEC -08MAY  R  AT
       END

>FN*1/P16
                                                    HISTORY
BRAND TYPE : RESTRICTED
001 JFK-IST TUE-19MAR24 TK USD1079.00 OLY4PX STAY- SU/12MBK-O/
16.PENALTIES
  CHANGES
    ANY TIME
      CHARGE USD 200.00 FOR REISSUE/REVALIDATION.
```

```
FQ.T18MAR24.NYC/TADUEX
>FQ.T18MAR24.NYC/TADUEX
    PSGR                        FARE   TAXES      TOTAL PSG DES
 FQM 1                 USD     1114.00    417.40     1531.40 ADT
 GRAND TOTAL INCLUDING TAXES ****     USD      1531.40
              LOG ID: 2653240322094354994 2B4
     ADT      RATE USED IN EQU TOTAL IS ROE 1NUC - 1.000USD
     ADT      LAST DATE TO PURCHASE TICKET: 19MAR24 00:04(NYC)
     ADT      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
     ADT      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
              FEE.
     ADT      E-TKT REQUIRED
              BAG - PIECE UP TO 23 KG UP TO 50 LB/23 KG UP TO 62
.....
FQ-1 B18MAR24      ET GS/SU EO QTR  T/ITA
2.EWR TK IST Q30.00 484.50ELY4PX TK NYC Q50.00Q10.00
3.539.50OLY4PX
4.Z NUC1114.00ROE1.00
5.FARE USD 1114.00TAX TOT XT 417.40 TOT USD 1531.40
6. TAX USDXY       7.00 TAX USDDU      EXEMPT TAX USDAY       5.60 TAX
US
DYR    320.00 TAX USDXA      3.83
7. TAX USDM6      3.30 TAX USDYC      6.97 TAX USDUS     44.40 TAX US
DXF      4.50 TAX USDTR     21.80
8.PFC XF 4.50 EWR4.50
```

The difference is;
USD1114.00- 1093.00 = USD21.00

```
>FZSUSD21TRY
RATES LAST UPDATED  22MAR 00:00 AM
EQU TRY681.00
BANK SELLING RATE  1USD EQUALS 32.3876 TRY
```

The difference would have been higher, the discount rate is %6 normally. But the surcharges of the old date were higher than the new date that closed the gap.
Fare lines are changed manually ;

```
C5@FRUSD1114.00TRY681.00/TAXTOTTRY6478.00XT/TAXTOTPD
C/5TAXTRY/6478.00CP
C7@FR
C8@FR
C9@FR

FQ-1 B18MAR24      ET GS/SU EO QTR  T/ITA
2.EWR TK IST Q30.00 484.50ELY4PX TK NYC Q50.00Q10.00
3.539.50OLY4PX
4.Z NUC1114.00ROE1.00
5.FARE(R) USD 1114.00 EQU TRY |TAX TOT XT 6478.00TAX TOT XT PD TOT TR
Y 7159.00A
6. TAX TRYCP   6478.00
7. TAXPUSDXY      7.00 TAXPUSDDU   EXEMPT  TAXPUSDAY      5.60 TAXPUS
DYR    320.00 TAXPUSDXA      3.83
8. TAXPUSDM6      3.30 TAXPUSDYC      6.97 TAXPUSDUS     44.40 TAXPUS
DXF      4.50 TAXPUSDTR     21.80
9.PFC PD XF 4.50 EWR4.50
```

The new ticket ;

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :14JUL26
------------------------------------------------------------
  PAX NAME           :GELLER/MONICA MRS
  TICKET NUMBERS     :2352230084023/
  ISSUED ON          :22MAR24 INTERNATIONAL
  ISSUED BY          :TK QXR 099800050  GS/T /A
                      TURKISHAIRLINES
                      EGITIM5
                      ISTANBUL
  PNR REFERENCE      :TK/T4RTIL
  ENDORSEMENT REST   :NONEND/TK ONLY.
  E-MAIL ADDRESS     :FRIENDS@CENTRALPERK.COM

  ISSD IN EXCHANGE   :2352395951509
 ------------------------------------------------------------
 2352230084023
 CPN  1 O - OPEN
   IST JFK TK0003 07:45    O 13JUL24
   OK  OLY4PX                          2PC  13JUL24/13JUL24
 ------------------------------------------------------------
  BASE FARE          :1114.00             USD
  EQUIVALENT FARE    :                    TRY
  TOTAL AMOUNT       :7159.00A            TRY
  ADDIT COLL TOTAL   :7159.00             TRY
  ORIGINAL FOP       :TKT/CASH
  FORM OF PAYMENT    :CREDIT CARD 7159.00
                      VI111122******4444 1226
  TAXES              :6478.00               TRYCP
  PAID TAXES         :3.83                  USDXA
                      320.00                USDYR
                     5.60                   USDAY
                     EXEMPT                    DU
                     7.00                   USDXY
                     21.80                  USDTR
                     4.50                   USDXF
                     44.40                  USDUS
                     6.97                   USDYC
                     3.30                   USDM6
 FARE CALCULATION   :(1)19MAR24EWR TK IST Q30.00 484.50TK NYC
Q50.00Q10.00 539.50NUC1114.00 END ROE1.00
 ORIGINAL ISSUE     : 2352395951509MUC18MAR2488111111
```

```
  1.1GELLER/MONINCAMRS
 MUC1APCNPNX/NYC453475Z/8811111/NYC/1A/T/US//GS 16MAR T4RTIL
  2 TK   3 O  SU 13JUL  ISTJFK HK1   0745 1110 CABIN YE
FONE-QXR
TKT-1 Y22MARQXRGS 2352230084023
```

30.9 FAM TRIP TICKET

Familiarization trips are planned for travel agencies especially to new destination market. The authorization and all required process must be checked from related documents. The group must be minimum 5 maximum 20 passengers. Reservation is confirmed to N/cls (according to approval could be R/cls) Agency participant is %100 free , companion is %50 , validity one month and all the rest of the rules can be checked from DD220. Service charge is exempted and YR is also exempted.

```
F 1.1SIMPSON/HOMERMR 2.1SIMPSON/MARGEMRS 3.1SIMPSON/LISAMRS
4.1SIMPSON/BARTMR 5.1SIMPSON/MAGGIEMRS
QTRTKGS  7MAR UWNYYR
 1 TK1938 N  SA 20APR  BRUIST HK5 X 1125 1550 Y M01.1E
 2 TK  29 N  SA 20APR  ISTEWR HK5   1840 2235 Y M01.2E
 3 TK  30 N  SA 27APR  EWRIST HK5 X 0005 1650 Y M02.1E
 4 TK1941 N  SA 27APR  ISTBRU HK5   1915 2145 Y M02.2E
```

The push fare basis is detected also that fare will be used for %50 discounted companion.

```
>FXBRUEWR20APR-RT
 FARES LAST UPDATED 07MAR 11:35 AM
 BRU-EWR SAT-20APR24 TK
 MPM 4758 AT 11929 PA
 PUBLIC FARES
 PROVIDED BY ..ITA..
      CX    FARE   FARE     C  AP  MIN/    SEASONS..... MR GI DT
            EUR    BASIS             MAX
   1  TK    99.00R VLN3XPC  V    3  V/12M  01JAN4-14JUN4 R  AT
```

```
FQP1.3-5/TE-YR-@VLN3XPC*RP100/TADUEX
FQP2/TE-YR-@VLN3XPC*RP50/TADUEX  (COMPANİON )
C2@*BRU TK X/IST TK EWR0.01DM00N1*TK X/IST TK BRU0.01DM00N1
C25@*BRU TK X/IST TK EWR26.64DM50N1*TK X/IST TK BRU26.64DM50N1
C11-18@
C/10NA19MAY24
C27-34@
C/26NA19MAY24
7E* FAMTRIP ID00001
7E* FAM CODE QTR 2024 04
7E*DD220
```

```
F 1.1SIMPSON/HOMERMR 2.1SIMPSON/MARGEMRS 3.1SIMPSON/LISAMRS
4.1SIMPSON/BARTMR 5.1SIMPSON/MAGGIEMRS
QTRTKGS  7MAR UWNYYR
 1 TK1938 N  SA 20APR  BRUIST HK5 X 1125 1550 Y M01.1E
 2 TK  29 N  SA 20APR  ISTEWR HK5   1840 2235 Y M01.2E
 3 TK  30 N  SA 27APR  EWRIST HK5 X 0005 1650 Y M02.1E
 4 TK1941 N  SA 27APR  ISTBRU HK5   1915 2145 Y M02.2E
FONE-QTR
TKT-E FAMTRIP ID00001
2.E FAM CODE QTR 2024 04
3.E DD220
4.A */*
5.1-5 Y19APRQTRGS 2352230033235/36/37/38/39
AP FAX-SSRCTCMYYHK5 905555555555
2.SSRCTCEYYHK5 THY@COM
```

```
          ELECTRONIC TICKET DISPLAY

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :21APR26
------------------------------------------------------------
 PAX NAME           :SIMPSON/HOMER MR
 TICKET NUMBERS     :2352230033235/
 ISSUED ON          :19APR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  GS/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/UWNYYR
 ENDORSEMENT REST   :NONEND/TK ONLY.FAMTRIP ID00001.FAM CODE QT
                    :R 2024 04.DD220.
 MOBILE PHONE       : 905555555555

 E-MAIL ADDRESS     : THY@COM
2352230033235
 CPN  1 O - OPEN
   BRU IST TK1938 11:25    N 20APR24
   OK  DM00N1                          2PC         19MAY24
 CPN  2 O - OPEN
 X/IST EWR TK0029 18:40    N 20APR24
   OK  DM00N1                          2PC         19MAY24
 CPN  3 O - OPEN
   EWR IST TK0030 00:05    N 27APR24
   OK  DM00N1                          2PC         19MAY24
 CPN  4 O - OPEN
 X/IST BRU TK1941 19:15    N 27APR24
   OK  DM00N1                          2PC         19MAY24
 ------------------------------------------------------------
  BASE FARE          :0.00                EUR
  EQUIVALENT FARE    :0.00                TRY
TOTAL AMOUNT       :4074.23              TRY
FORM OF PAYMENT    :4074.23/I/FF24995/19APR2024

TAXES              :176.98                 TRYAY
                    1206.48                TRYBE
                    EXEMPT                    DU
                    221.22                 TRYXY
                    137.14                 TRYS3
                    342.86                 TRYTR
                    220.27                 TRYYC
                    EXEMPT                    YR
                    102.86                 TRYM6
                    121.04                 TRYXA
                    142.22                 TRYXF
                    1403.16                TRYUS
FARE CALCULATION   :(1)20APR24BRU TK X/IST TK EWR0.01TK X/IST
TK BRU0.01NUC0.02 ENDROE0.92895XFEWR4.50
```

30.10 PEP TICKET

Private fares applied to travel agency staff within the scope of product experience program.. Agency staff should present all necessary documents listed in the eligibility category. .

```
F 1.S/1FORWARD/MARVAMRS
 ZRHTKGS  5MAR RGRW6X
  1 TK1926 N  FR 12APR  BSLIST SA1 X 1825 2225 CABIN YE
  2 TK 176 N  SA 13APR  ISTMRU SA1   0150 1245 CABIN YE
  3 TK 161 N  TU 23APR  MRUIST SA1 X 2020 0500*CABIN YE
  4 TK1923 N  WE 24APR  ISTBSL SA1   0810 1010 CABIN YE
```

```
FQ*AGT
MJ/OA/XX
7E*PEP TKT
7E*AGT FAR FAR AWAY


PAX NAME           :FORWARD/MARVA MRS AGT
TICKET NUMBERS     :2352435996205/
ISSUED ON          :05MAR24 INTERNATIONAL
ISSUED BY          :TK ZRH 081491130  GS/T /A
                    TURKISHAIRLINES
                    ZURICH
                    SWITZERLAND
PNR REFERENCE      :TK/RGRW6X
ENDORSEMENT REST   :NONEND/TK ONLY.PEP TKT.FAR FAR AWAY AGT
2352435996205
CPN  1 O - OPEN
  BSL IST TK1926 18:25    N 12APR24
  SA  NPEP21D                        2PC
CPN  2 O - OPEN
X/IST MRU TK0176 01:50    N 13APR24
  SA  NPEP21D                        2PC
CPN  3 O - OPEN
  MRU IST TK0161 20:20    N 23APR24
  SA  NPEP21D                        2PC          /03MAY24
CPN  4 O - OPEN
X/IST BSL TK1923 08:10    N 24APR24
  SA  NPEP21D                        2PC          /03MAY24
-------------------------------------------------------------
 BASE FARE          :419.00              CHF
 TOTAL AMOUNT       :542.82              CHF
 FORM OF PAYMENT    :STFOA/XX
 FORM OF PAYMENT    :CASH        542.82
TAXES               :16.70                 CHFOV
                      8.92                  CHFCH
                      EXEMPT                   DU
                      53.05                 CHFHH
                      11.90                 CHFUU
                      9.60                  CHFTR
                      0.90                  CHFJE
                      2.90                  CHFM6
                      19.85                 CHFMU
 FARE CALCULATION   :(0)12APR24BSL TK X/IST TK MRU240.63TK X/I
ST TK BSL240.63NUC481.26 END ROE0.87062
```

31. MILES & SMILES

Company passenger loyalty program Miles&Smiles is serving millions of members with charms like card advantages, program partners and vastness of product range. Being older than 2 years and residing in a country legally, allowing FFP programs is sufficient to become a member. Program membership starts with Classic Card, and depending on the activities of the member gradually upgraded to Classic plus, Elite and finally Elite Plus. The more tier level card gets the more advantages the premium member is entitled to. Current information about card advantages, program partners, awards, rules and other recent applications can be followed from our web site www.thy.com. Besides **EK.10.96.001 Miles&Smiles Passenger Program Handbook** and all messages on the subject must be followed carefully for proper application. Company Miles&Smiles membership card numbers start with TK carrier identification code followed by 9 digit numeric characters. All member activities and transactions are processed through a system called Comarch, which is working in synchronization with Troya system. The main activity done in Troya and Quickres on behalf of this program is mile earning and spending.

31.1 BASIC MILES&SMILES ENTRIES

`CH*123456789` : Displays member Comarch file.

```
*CUSTOMER FILE                  * MILES MILES  FREQUENT FLYER PROGRAM
-------------------------------------------------------------------
FQTV NO                           TK123456789
FAMILY NAME                       PITT
FIRST NAME                        BRAD
SALUTATION / TITLE                ....
MAIL CITY / ZIP / COUNTRY         ........

LANG     D.O.B.     PREFERENCES   WEDDING
TR       181263     YW            230814
>-----------------------------------------------------------------
 1/ -1PITT/BRAD
 2/ 4FOSI TK ELPL TK123456789
 3/ 4FSSRFQTVTKHK/ TK123456789
 4/ 4FSSRNSSWTKNN1
 5/ 4FSSRSFMLTKNN1
```

Customer file in Comarch system is partially displayed from Troya side with this entry. Special requests (meal, seat), date of birth and wedding date information of the passenger can be seen on this display.

`CHM` : After booking at least one segment, and chip record is displayed with the help of this entry, passenger name, card number, card status and special status is loaded on the PNR.

`4FSSRFQTVTKHK/TK123456789` : Member card entry to the PNR. If there are multiple passengers in the PNR, passenger relate is mandatory.

`4FFQTV 123456789` : Other form of card entry to the PNR.

`4FSSRFQTVTKHK/BD123456789` : Star Alliance member card number entry to the PNR. If there are multiple passengers in the PNR, passenger relate is mandatory.

`4FFQTVBD123456789` : Other form of Star Alliance member card entry to the PNR.

`FFQS18DEC63/PITT` : Finding member card number from date of birth and surname of the member. (Valid only for Miles&Smiles members.)

`FFQS18DEC63/PITT/BRAD` : Finding member card number from date of birth, surname and name.

31.2 AWARDS

Miles&Smiles members earn status miles from Company and Star Alliance members flights and bonus miles from the shopping's they make from the program partners.
It is very important for Miles&Smiles members and Star Alliance airlines member's cards are entered to the PNR to have the miles they earned, added to their account simultaneously. These miles are pooled on the member's account later to be used for awards. Basically miles are used for member's own or with the approval of member by others for one way or round trip award tickets, round trip companion award tickets, upgrade awards, Star Alliance one way or round trip award tickets. All Star Alliance carriers' members issue their own award ticket from their own offices. Only Star card level of these members cards are displayed from the system with CH`*CARDNUMBER` entry. Utmost attention must be paid to give on Company flights, **the Star Alliance services** seamlessly to **Star Gold** and **Star Silver** card holders. With all type of award tickets, members pay the **base fare** of the ticket with miles, the airport taxes; besides form of payments like cash, credit card, DBC EMD also can be paid with miles from WEB site and from Call Center via Quickres. Payment of taxes with miles is only possible for Miles&Smiles credit card holders. For all types of award transactions, members should submit a wet signed request form, identity card or passport and Miles&Smiles card. Award tickets are exempted from ticketing service charge (TSC). Only for TK flights, time limit is given according to Trophy time limit rules. For Star Alliance award tickets if there is more than 96 hours to the flight, the maximum time limit can be 72 hours after the reservations are made, if there is less than 96 hours to the flight, on condition that it is not in the last 2 hours to the flight, maximum 24 hours is given. For all award types, the whole segments on the itinerary must be confirmed. All award tickets are valid for 1 year from date of issue. At the end of this validity, they cannot be extended or changed or miles used for award ticket can be refunded back, only taxes on the ticket are subject to refund in 2 years after the original issue date. Award ticket coupons must be used in sequence.

31.2.1 AWARD TICKET

Miles&Smiles award tickets are valid only on Company flights, according to general application; they are valid for 1 year from date of issue. 1 stopover is permitted for free, every additional stopover is charged with the mileage of the stopover segment. Maximum 8 segments is allowed for award tickets. Award mileage is the same for adults and children and for infants it is %10 of the applicable adult/child mileage. There are 2 types/categories of award tickets, and both categories award tickets can be one way and round trip, they have different mileage levels and they are named as; **promotional award ticket** and **award ticket.** Reservation classes are;

Economy: **X**
Business: **I**

Fare basis of award ticket are:

Economy: `XBP00N1`
Business: `IBP00N1`

For **'Promotional award ticket'**; a quota is reserved on the flight for award classes, and if that specific class is available, it can be directly booked.

```
1 IST HKG     10-0200 10-1720 C9 D9 Z9 K7  TK 070 77B 0ER502
                              JL IL RL Y9
                              B9 M9 A9 H9
                              S9 O9 E9 Q9
                              T4 LC VC PC WC UC X5 NL GL
```

```
1 HKG IST     10-2315 11-0510 C9 D9 Z9 K9  TK 071 77B 0ER
                              J9 IL R4 Y9
                              B9 M9 A9 H9
                              S9 O9 E9 Q9
                              T9 L9 V9 P9 W9 U9 X9 NL GL
```

On the above availability, for IST-HKG-IST flights, in economy class X class quota is available for a round trip **promotional award ticket**. Below, you may find some sample entries about the subject.

`FFQDTK1234567` : Displays passengers mileage account, current card status, mile expiration status, free upgrade rights (if there is), necessary miles to maintain card status (if there is).

```
FFQDTK1234567809
MEMBER ID : TK123456789
NAME: BRAD PITT
CARD TYPE   : ELITE PLUS
TOTAL MILES : 925140
NECESSARY MILES TO MAINTAIN CARD STATUS:
CANNOT BUY MORE THAN 10000 MILES
FREE UPGRADE: 2
EXPIRE MILES(GECERLILIGINI YIT. MILLER):
31.12.2021: 0562887
31.12.2022: 0635374
31.12.2023: 0236141
31.12.2024: 0002258
```

`FXISTHKG*FFY//MILES` : Promotional award ticket mileage table display as fare display.

```
>FXISTHKG06APR*FFY
FARES LAST UPDATED 06APR 06:50 PM
IST-HKG SAT-06APR24 TK
MPM 9085 TS 14830 AP 6787 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           MIL     BASIS             MAX
 1 -TK 35000.00  XBP00N1   X                             R  EH
    PTC: FFY
 2 -TK 65000.00  IBP00N1   I                             R  EH
    PTC: FFY
 3 -TK 70000.00R XBP00N    X                             R  EH
    PTC: FFY
 4 -TK130000.00R IBP00N    I                             R  EH
    PTC: FFY
```

If X class is available for both outbound and inbound sectors, the required mileage for **'promotional award ticket'** for IST-HKG-IST 70000. The same availability display shows

business class, which is I class availability as L/Listed, this means that given quota is sold out and passenger can be waitlisted. If the member has enough mileage on his/her account, if requested, 'award ticket' can be issued, the important point here is; on the related **cabin's availability** revenue class should have availability which is C class here. In case an award ticket will be issued this way, mileage fare must be quoted with GMIL levels (**XBP00N1G/IBP00N1G**..) as shown below.

FXISTHKG*FFY//MILESG :GMIL award ticket mileage table display.(for award ticket)

```
>FXISTHKG06APR*FFY
FARES LAST UPDATED 06APR 06:50 PM
IST-HKG SAT-06APR24 TK
MPM 9085 TS 14830 AP 6787 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           MIL     BASIS           MAX
  1 -TK 55000.00  XBP00N1G X                             R  EH
     PTC: FFY
  2 -TK110000.00R XBP00NG  X                             R  EH
     PTC: FFY
  3 -TK140000.00  IBP00N1G I                             R  EH
     PTC: FFY
  4 -TK280000.00R IBP00NG  I                             R  EH
     PTC: FFY
```

During the reservation process of the 'award ticket' named also as GMIL, segments are booked with **QQ** (**N1X1Q** ..) status code, and after that **4FGMIL** entry is made after which automatically the segment status is changed from **QQ** to **HS** by the system. The quota of the revenue seats is transferred to award class quote as OB (overbook). For the same journey if there is award class availability for outbound, but only revenue class availability for the inbound, and if passenger approves, for outbound one PNR is created and ticketed with one way limited capacity award mileage, for inbound another PNR is created and ticketed with GMIL award mileage. **Shortly a journey's segments including different mileage award application must not be on the same PNR for ticketing.**

All promotional award tickets / award tickets Cat16 have the same below penalty application.

```
FN*1/P16
16.PENALTIES
  CHANGES
    CHARGE USD 70.00 FOR REISSUE/REVALIDATION.
  CHANGES/CANCELLATIONS
    CHARGE USD 80.00 FOR NO-SHOW.
  CANCELLATIONS
    BEFORE DEPARTURE
      CHARGE USD 70.00 FOR CANCEL/REFUND.
    AFTER DEPARTURE
      CHARGE USD 70.00 FOR CANCEL/REFUND.
         NOTE -
          FOR CANCELLATIONS AFTER DEPARTURE THE REFUND GIVEN
          WILL BE THE DIFFERENCE BETWEEN THE FARE PAID AND
          THE APPLICAPLE FARE FOR THE JOURNEY FLOWN.
```

GMIL reservation steps;

```
1 IST JFK     10-0650 10-1050 C9 D9 Z9 K9
                              J5 I0 R0 Y9
 N1I1Q
1 JFK IST     15-0010 15-1650 C9 D9 Z9 K6
                              J0 I0 R0 Y9
 N1I1Q
  1.1PULAK/ASLIMRS
  1 TK   3 I  TH 10OCT  ISTJFK QQ1   0650 1050 CABIN CE
  2 TK  12 I  TU 15OCT  JFKIST QQ1   0010 1650 CABIN CE
  4FGMIL
1.1PULAK/ASLIMRS
 1 TK   3 I  TH 10OCT  ISTJFK HS1   0650 1050 CABIN CE
              %                                      OB QQ
 2 TK  12 I  TU 15OCT  JFKIST HS1   0010 1650 CABIN CE
              %                                      OB QQ
GEN FAX-SSRGMILYY
```

It is possible to book from different cabins for award ticketing. System calculates the mileage required for each sector separately.

```
  1 TK1823 X  WE 30OCT  ISTCDG HS1   1040 1220 CABIN YE
  2 ARNK
  3 TK1952 I  SU 10NOV  AMSIST HS1   1200 1720 CABIN CE
 FQ-1 A06APR24 ET AP/SU XI QTR T/ITA
 2.IST TK PAR150.00XBP00N1/-AMS TK IST250.00IBP00N1
 3.Z NUC400.00ROE1.00
 4.FARE FT AWARD TAX TOT XT 5877.32 TOT TRY 5877.32
 5.TAX TRYVV    1005.87 TAX TRYDU    EXEMPT   TAX TRYCJ 591.40 TAX
TRYM6    103.88 TAX TRYYR   2647.46
 6. TAX TRYRN    836.20 TAX TRYTR    692.51
 7.S1 B30K
 8.S3 B40K
 9.T MILES
10.E 40000PTS
```

For award ticket PNRs created in advance, before redeeming miles and complete ticketing, the GMIL data must be checked on the Gen Fax field and fare quotation must be made according to the type of award reservation made.

`FFQDTK123456789` : Displays mileage account of the member.
`4FFQTR 123456789` : FQTR is mandatory entry for redemption reservation; it is the card number where the miles will be taken from.
`4FSSRFQTRTKHK/TK123456789` : Same format entry in another style.

Award ticket PNR segment status must be `HK` before ticketing and PNR must be saved.

```
1.1PITT/BRADMR
ZRHTKAP  6APR TQ3JGP
 1 TK  68 X  FR 20DEC  ISTBKK HK1   0145 1525 CABIN YE
 2 TK  59 X  MO 30DEC  BKKIST HK1   0900 1525 CABIN YE
FONE-ZRH
AP FAX-SSRCTCMYYHK1 90987655675
2.SSRCTCEYYHK1 BRAD@PITT.COM
3.SSRFQTRTKHK/ TK357145694.1
```

`FQ*FFY//MILES` : Promotional award ticket fare quotation entry.

```
FQ-1 A06APR24 ET AP/SU XX ZRH T/ITA
2.IST TK BKK350.00XBP00N TK IST350.00XBP00N
3.Z NUC700.00ROE1.00
4.FARE FT AWARD TAX TOT XT 157.20 TOT CHF 157.20
5. TAX CHFG8      0.80 TAX CHFDU   EXEMPT  TAX CHFE7      1.80 TAX CH
FM6      2.95 TAX CHFYR    114.00
6. TAX CHFTR     19.65 TAX CHFTS     18.00
7.S1-2 B30K
8.T MILES
9.X PI --
10.X FC --
11.X FC --
12.X PC --
13.X OZ --
14.E 70000PTS
15.X TI --
```

System converts mileage value of each sector into NUC values by removing 2 zeros. IST BKK mileage value is 350.00 , which actually represents 35000 miles. Same value is seen on the BKK-IST sector. The total of each sector on the NUC fare line is 700.00 which is equal to 70000 miles as seen on the 14th line

IMPORTANT NOTE: *Before mileage redemption, the mile account must be checked by FFQDTK…. entry and total miles shall be recorded to PNR remarks field. This information would help in case of system problems that may occur during transaction.*

```
5… MEMBER CARD NO TK123456789 TOTAL MILES 925140
```

`FFQM` : Mileage redemption entry.
`FFQMP2` : Mileage redemption for only passenger 2.
Later, mandatory fields like payment, id passport number are entered, and ticketing is completed.

```
F 1.1PITT/BRADMR
 QTRTKAP  4SEP RAPIEP
  1 TK1821 X  WE 27NOV  ISTCDG HK1   0800 0950 CABIN YE
  2 TK1830 X  SU 15DEC  CDGIST HK1   0740 1310 CABIN YE
 FONE-QTR
 TKT-1 G FFY
 2.1 Y04SEPQTRAP 2352431947331
 AP FAX-1 SSRCTCMYYHK1 001234343434
 2.SSRFQTRTKHK/ TK123456789.1
 3.1 SSRFOIDTKHK1 /NI0
 4.1 S1 SSRTKNETKHK1 2352431947331C1
 5.1 S2 SSRTKNETKHK1 2352431947331C2
*T
PYMT-1 H-/M020000TRY000110.0-E0VQA51-TK123456789
```

The `PYMT-1 H-/M070000TRY000455.0-E2GAID1-TK123456789` information on the payment field shows the mileage redeemed from member's account, a TRY value created by system, the approval code of award and card for redemption. The penalty for changing Miles&Smiles award tickets can be is 25.00USD, in case of no-show it is 50.00USD. Award tickets have the ability to be automatically reissued/exchanged to any destination, routing, cabin with less or more mileage and minus or plus tax differences upon voluntary requests of passengers. Tax differences and mileage differences are refunded or collected by the system automatically.

```
 2352431947331
 CPN  1 O - OPEN
  IST CDG TK1821 08:00    X 27NOV19
  OK  XBP00N                        030K
 CPN  2 O - OPEN
  CDG IST TK1830 07:40    X 15DEC19
  OK  XBP00N                        030K
-------------------------------------------------
 BASE FARE          :AWARD
 EQUIVALENT FARE    :1163.00              TRY
 TOTAL AMOUNT       :689.71               TRY
 FORM OF PAYMENT    :H//M020000TRY000110.0-E0VQA51-TK123456789
 FORM OF PAYMENT    :CASH        689.71
 TOUR CODE          :MILES
 TAXES              :203.52                 TRYYR
                     19.14                  TRYM6
                     183.43                 TRYQX
                     EXEMPT                    DU
                     127.61                 TRYTR
```

System accepts the NUC value of 200 which is equivalent of 20000 miles as 200 USD and converts that amount into the currency of country of payment (TRY) by using BSR. This is not a real value within the ticket.

Award ticket has only **one free stopover**. On contrary to paid tickets, there is no open-jaw area restriction. System loads NUC/MILE fare up to maximum 8 flight segments, on sector basis.

```
 1 TK1821 X  TH 10OCT  ISTCDG HS1   0700 0940 CABIN YE
 2 TK1834 X  TU 15OCT  CDGIST HS1   1745 2220 CABIN YE
 3 TK 352 X  FR 18OCT  ISTALA HS1   0040 0850 CABIN YE
 4 TK 351 X  FR 25OCT  ALAIST HS1   0620 0925 CABIN YE
 5 TK   3 X  WE 30OCT  ISTJFK HS1   0745 1120 CABIN YE
 6 ARNK
 7 TK  82 X  SU 10NOV  BOSIST HS1   2340 1600*CABIN YE
 8 TK1027 X  TU 12NOV  ISTSOF HS1   0740 0850 CABIN YE
 9 TK1028 X  FR 15NOV  SOFIST HS1   0940 1110 CABIN YE

FQ-1 A06APR24 ET AP/SU XXXXXXXX ZRH T/ITA
2.IST TK PAR200.00XBP00N1G TK IST200.00XBP00NG TK ALA
3.250.00XBP00NG TK IST250.00XBP00NG TK NYC550.00XBP00N1G
4./-BOS TK X/IST550.00XBP00N1G TK SOF150.00XBP00NG TK IST
5.150.00XBP00N1G
6.Z NUC2300.00ROE1.00
7.FARE FT AWARD TAX TOT XT 637.00 TOT CHF 637.00
8. TAX CHFXY      6.35 TAX CHFJN      1.90 TAX CHFO4      2.95 TAX CH
FBG     11.20 TAX CHFQX     31.55
9. TAX CHFM6     10.35 TAX CHFXA      3.50 TAX CHFYC      6.35 TAX CH
FFR     21.55 TAX CHFZF      6.70
10. TAX CHFXF   EXEMPT  TAX CHFCS      3.00 TAX CHFIZ      4.45 TAX C
HFDU   EXEMPT  TAX CHFUJ     10.85
11. TAX CHFAY      5.10 TAX CHFYR    407.10 TAX CHFTR     63.90 TAX C
HFUS     40.20
12.S1/2/3/4/5/7/8/9 B2PC
13.T MILESG
23.E 230000PTS
```

This journey has 9 segments including surface sector (ARNK). In case the journey exceeds 8 flight segments, fare quotation rejects with NO ANSWER. Economy and business segments can be on the same itinerary. This kind of journey cannot be ticketed with single ticketing with

revenue fares due to fare construction principals. But for award tickets, this is possible, since miles are loaded on sector basis.

31.2.1.1 AWARD TICKET AUTOMATIC EXCHANGE

Award ticket can be exchanged to higher or lower mileage, to another date or routing with penalty.
Below PNR award ticket is issued in business cabin. Passenger wants to downgrade the ticket to economy cabin for a different date.

```
F 1.1GREENE/RACHELMRS
QTRTKGS 22MAR S4DYJX
 1 TK1756 I  WE 11SEP  LISIST HK1   1125 1805 CABIN CE
FONE-QTR
TKT-1 G FFY
2.1 Y22MARQTRGS 2352230084029
3.A */*
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 018000000000
3.SSRCTCEYYHK1 WEWEREONABREAK@MAIL.COM
4.1 SSRDOCSYYHK1  /P////01JAN69/F//GREENE/RACHEL
5.SSRFQTRTKHK/ TK357145694
6.1 S1 SSRTKNETKHK1 2352230084029C1

 ITINERARY RECEIPT PRINTED :1 TIMES
 PURGE DATE :12SEP26
-----------------------------------------------------------
 PAX NAME           :GREENE/RACHEL MRS FFY
 TICKET NUMBERS     :2352230084029/
 ISSUED ON          :22MAR24 INTERNATIONAL
 ISSUED BY          :TK QTR 099800050  GS/T /A
                     TURKISHAIRLINES
                     EGITIM5
                     ISTANBUL
 PNR REFERENCE      :TK/S4DYJX
 ENDORSEMENT REST   :25000PTS.
 E-MAIL ADDRESS     : WEWEREONABREAK@MAIL.COM
 ------------------------------------------------------------
 2352230084029
 CPN  1 O - OPEN
   LIS IST TK1756 11:25    I 11SEP24
   OK  IBP00N1                          040K
 ------------------------------------------------------------
  BASE FARE          :AWARD
  EQUIVALENT FARE    :8097.00              TRY
  TOTAL AMOUNT       :3262.73              TRY
  FORM OF PAYMENT    :H//M025000TRY000162.5-E2EYFE1-TK357145694
  FORM OF PAYMENT    :CASH        3262.73
  TOUR CODE          :MILES
  TAXES              :70.29                  TRYJ9
                      2008.04                TRYYR
                      870.55                 TRYYP
                      313.85                 TRYPT
                      EXEMPT                    DU
  FARE CALCULATION   :(0)11SEP24LIS TK IST250.00NUC250.00 END ROE1.00
```

After making the necessary amendments on the PNR, the **MH** field from the previous ticket is removed and the ticket that will be exchanged is placed to the **MEV** field.

```
PYMT-1 H-/M025000TRY000162.5-E2EYFE1-TK357145694
2.M
M1@

MEV2352230084029(1)/23MAR24E
```

Following these arrangements automatic reissue command is entered.

```
F 1.1GREENE/RACHELMRS
 QTRTKGS 22MAR S4DYJX
  1 TK1756 X  SU 15SEP  LISIST HK1   1125 1805 CABIN YE
 FONE-QTR
 TKT-1 G FFY
 2.1 Y22MARQTRGS 2352230084029
 3.A */*
 AP FAX-1 SSRFOIDTKHK1 /NI0
 2.SSRCTCMYYHK1 018000000000
 3.SSRCTCEYYHK1 WEWEREONABREAK@MAIL.COM
 4.1 SSRDOCSYYHK1  /P////01JAN69/F//GREENE/RACHEL
 5.SSRFQTRTKHK/ TK357145694
 GEN FAX-OSITK CHAN NO CHANNEL
 FQP1*FFY//MILES.R
>FQP1*FFY//MILES.R
   PSGR                      FARE    TAXES       ADC FARE    PSG DES
FQA 1                 USD     150.00    2268.00      2268.00 FFY
GRAND TOTAL ****                        TRY       2268.00
              LOG ID : 0A33264B2403221456149912C5
    FFY       PRIVATE FARES SELECTED
    FFY       01 1# ISSUE RESIDUAL EMD FOR TRY1327.90
    FFY       MILEAGE AMOUNT IS 15000
    FFY       01 1# ISSUE RESIDUAL EMD FOR PTS10000
```

The *Q display of the PNR.

```
1 TK1756 X  SU 15SEP  LISIST HS1   1055 1750 CABIN YE
FQ-1 A22MAR24 ET SY/SU X QTR T/ITR
2.LIS TK IST150.00XBP00N1
3.Z NUC150.00ROE1.00
4.FARE(R)FT AWARD TAX TOT XT 2268.00TAX TOT XT PD TOT TRY 2268.00A
5. TAX TRYCP   2268.00
6. TAXPTRYJ9     70.29 TAXPTRYYP    870.55 TAXPTRYPT    313.85 TAXPTR
YYR    680.14
7.S1 B30K
8.T MILES
9.S1 NB15SEP24
10.S1 NA15SEP24
11.E TRY2268.00 NON-REF
12.E RSD EMD TRY1327.90
13.E REF 10000PTS TOT 15000PTS
```

Old ticket number is removed and the new ticket is issued.

```
71@
ETE
OK  TJR5XV /EMDS ISSUED
```

PNR display;

```
F 1.1GREENE/RACHELMRS
QTRTKSY 22MAR TK2WZK
 1 TK1756 X  SU 15SEP  LISIST HK1   1055 1750 CABIN CE
FONE-QTR
TKT-A */*
2.1 G FFY
3.1 Y22MARQTRSY 2352214166649
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 018080808080
3.SSRCTCEYYHK1 WEWEREONABREAK@THY.COM
4.1 SSRDOCSYYHK1  /P////01JAN69/F//GREENE/RACHEL
5.SSRFQTRTKHK/ TK001221704
6.1 S1 SSRTKNETKHK1 2352214166649C1
```

```
ISSD IN EXCHANGE  :2352214166648
 ----------------------------------------------------------------
 2352214166650
 CPN  1 O - OPEN
   LIS IST TK1756 10:55    X 15SEP24
   OK  XBP00N1                          030K 15SEP24/15SEP24
 IN CONNECTION WITH    :2354090077560
 ----------------------------------------------------------------
  BASE FARE          :AWARD
  TOTAL AMOUNT       :2268.00A            TRY
  ADDIT COLL TOTAL   :2268.00             TRY
  FORM OF PAYMENT    :CASH        2268.00
  ORIGINAL FOP       :TKT/CASH
  TOUR CODE          :MILES
  TAXES              :2268.00               TRYCP
  PAID TAXES         :680.14                TRYYR
                      313.85                TRYPT
                      870.55                TRYYP
                      70.29                 TRYJ9
  FARE CALCULATION   :(0)22MAR24LIS TK IST150.00NUC150.00 END R
 OE1.00
  ORIGINAL ISSUE     : 2352214166648  QTR22MAR2499800050
```

Afterwards, the PNR is ignored to start the refund transaction of the residual taxes and miles. RSD EMD number is entered for retrieval.

```
*EMD-/2354090077560
  ELECTRONIC MISCELLANEOUS DOCUMENT DISPLAY

  ITINERARY RECEIPT PRINTED :0 TIMES
  PURGE DATE :23MAR26
 ------------------------------------------------------------
  PAX NAME           :GREENE/RACHEL MRS
  EMD NUMBERS        :2354090077560/S
  ISSUED ON          :22MAR24 INTERNATIONAL
  ISSUED BY          :TK QTR 099800050  SY/T /A
                      TURKISHAIRLINES
                      EGITIM5
                      ISTANBUL
  ENDORSEMENT REST   :TRY2268.00 NON-REF.RSD EMD TRY1327.90.REF
                     :10000PTS TOT 15000PTS.
  E-MAIL ADDRESS     : WEWEREONABREAK@THY.COM
  ISSD IN EXCHANGE   :2352214166648
 ------------------------------------------------------------
 EMD 2354090077560
 CPN  1 O - OPEN

 TO/AT
 RFISC:996 / REASON FOR ISSUANCE:RESIDUAL/REFUNDABLE
 IN CONNECTION WITH    :2352214166650
 ------------------------------------------------------------
  FARE               :1327.90              TRY
  TOTAL AMOUNT       :NO ADC               TRY
  ORIGINAL FOP       :TKT/CASH
  FARE CALCULATION   :(1)
```

Then refund transaction steps start.

```
I IGNORE
7DREFUND
-GREENE/RACHELMRS
MEV2354090077560(1)/23MAR26
MMTRY1327.90
MKREFPTS10000
EM
```

As a result of this transaction both the refundable miles of 10000 from the original ticket and the TRY1327.90 tax residual is refunded.
Same passenger comes back to office again a few days later, and wants to add a return flight to the award ticket. This requires the ticket exchanged one more time.
The return flight is added to the itinerary of th[redacted]er. When the PNR is saved, we see the `RSD EMD` data on the `TKT` field removed by the system.

```
AS TK1759 X  FR 27SEP  ISTLIS HS1   1215 1520 CABIN Y
X7 MRSD/TRY1327.90/2354090077560
P  QTR SU SY R080723 1210Z/22MAR
NO FLOWN SEGS
```

```
1.1GREENE/RACHELMRS
QTRTKSY 22MAR TK2WZK
 1 TK1756 X  SU 15SEP  LISIST HK1   1055 1750 CABIN YE
 2 TK1759 X  FR 27SEP  ISTLIS HK1   1215 1520 CABIN YE
FONE-QTR
PYMT-M
2.E-V2352214166648(1)/22MAR24E
3.O-2352214166648QTR22MAR2499800050
4.F-ORGTKT/CASH
TKT-A */*
2.1 Y22MARQTRSY 2352214166650
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 018080808080
3.SSRCTCEYYHK1 WEWEREONABREAK@THY.COM
4.1 SSRDOCSYYHK1  /P////01JAN69/F//GREENE/RACHEL
5.SSRFQTRTKHK/ TK001221704
6.1 S1 SSRTKNETKHK1 2352214166650C1
```

Before 2nd reissue starts, first the ticket number previously exchanged is removed from the **PYMT** field. The ticket which will be exchanged is displayed and entered to the **MEV** field.

```
M2@
MEV2352214166650(1)/15SEP24E  (date for award tickets is always the date of original ticket issue)
FQP1*FFY//MILES.R
```

```
F 1.1GREENE/RACHELMRS
QTRTKSY 22MAR TK2WZK
 1 TK1756 X  SU 15SEP  LISIST HK1   1055 1750 CABIN YE
 2 TK1759 X  FR 27SEP  ISTLIS HK1   1215 1520 CABIN YE
FQ-1 A22MAR24 ET SY/SU XX QTR T/ITR
2.LIS TK IST150.00XBP00N TK LIS150.00XBP00N
3.Z NUC300.00ROE1.00
4.FARE(R)FT AWARD TAX TOT XT 3756.49TAX TOT XT PD TOT TRY 3756.49A
5. TAX TRYYR    680.14 TAX TRYTR    702.91 TAX TRYM6    105.44 TAX TR
YCP   2268.00
6. TAXPTRYJ9     70.29 TAXPTRYYP    870.55 TAXPTRYPT    313.85 TAXPTR
YYR    680.14
7.S1-2 B30K
8.T MILES
9.S1 NB15SEP24
10.S1 NA15SEP24
11.S2 NB27SEP24
12.S2 NA27SEP24
13.E TRY2268.00 NON-REF
14.E ADC 15000PTS TOT 30000PTS
FONE-QTR
PYMT-M
2.O-2352214166648QTR22MAR2499800050
3.F-ORGTKT/CASH
4.E-V2352214166650(1)/15SEP24E
TKT-A */*
2.1 Y22MARQTRSY 2352214166650
3.1 G FFY
```

FFQM : Mile deduction for 15000 miles is made.
71@ : Old ticket number is removed.
ETE : New ticket is issued.

```
F 1.1GREENE/RACHELMRS
QTRTKSY 22MAR TK2WZK
 1 TK1756 X  SU 15SEP  LISIST HK1   1055 1750 CABIN YE
 2 TK1759 X  FR 27SEP  ISTLIS HK1   1215 1520 CABIN YE
FONE-QTR
TKT-A */*
2.1 G FFY
3.1 Y22MARQTRSY 2352214166651
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCMYYHK1 018080808080
3.SSRCTCEYYHK1 WEWEREONABREAK@THY.COM
4.1 SSRDOCSYYHK1  /P////01JAN69/F//GREENE/RACHEL
5.SSRFQTRTKHK/ TK001221704
6.S1 SSRFTYPTKHK1 32R
7.1 S1 SSRTKNETKHK1 2352214166651C1
8.1 S2 SSRTKNETKHK1 2352214166651C2
```

31.2.2 COMPANION AWARD TICKET

Companion award ticket the award ticket issued to members accompanying passenger, where member holds a revenue round trip ticket and the accompanying passenger will be travelling the **same routing** with award ticket issued with the mileage used from the member's account. The companion award ticket is only valid on Company flights. They have to travel together either in outbound or inbound of the journey. The accompanying passenger can travel in the same or lower cabin with the member. Other rules are the same as award tickets.

Companion award ticket classes are;

Economy : **X**
Business : **I**

Companion award ticket fare basis are;

Economy: **XBP00NC**
Business: **IBP00NC**

FXISTNYC*FFC//MILES: Companion promotional award ticket mileage table display.
FXISTNYC*FFY//MILESG: Companion award ticket mileage table display.
FQ*FFC//MILES: Quoting promotional companion award ticket mileage on the PNR.
FQ*FFC//MILESG: Quoting companion award ticket mileage on the PNR.
FFQM#CP : Companion award ticket mile redemption entry.
7E*ISTATH TT2 : The endorsement entry of the flight that is travel together.
41S1FTCP2SURNAME/NAMETITLE/PNR/BP00NC : The Ap Fax **TCP** entry made to both member's and companion passengers PNR to be seen by check-in agents that they are travelling together. (1st psgr 1st segment is example)

31.2.3 UPGRADE

Miles&Smiles upgrade transaction is done, via 'Offer Management System' access of Quickres system. Please refer to section 27.1.3.6 for details. It is possible to check the mileage required for upgrade award from Troya system with below entries. Even though the mileage information may be received from Troya system, still the **offer of mileage upgrade within Quickres is important for transaction**. System may not offer upgrade for all segments on the PNR. Even for no stopover transfer flights, there may be an offer only for 1 segment from Offer Management System. For example journey on the screen may receive offer only for IST-DEL flight but not CDG-IST flight (this may depend on the availability of the required class or commercial reasons). It is important to follow steps from Quickres system for further information to be given to passenger.

Upgrade class is **J** class.

After mileage upgrade transaction is completed from Offer Management System, system produces **FQTU** EMD/A and associates it with ETKT and segment. The miles redeemed can be refunded o**n voluntary basis back to member account**. **In this case 70USD/80USD (in case of no-show total 150USD) is collected with PEN EMD.**

```
F 1.1HAPPYSKY/CHINASMILEMRS
QTRTKAP 25SEP VBNFIZ
 1 TK1824 S   SA 28DEC   CDGIST HK1 X 1340 1905 CABIN YE
 2 TK 716 S   SA 28DEC   ISTDEL HK1   2055 0515*CABIN YE
FONE-QTR
TKT-1 Y25SEPQTRAP 2352431947338
2.A */*
AP FAX-SSRCTCMYYHK1 1324354657687
2.1 SSRFOIDTKHK1 /NI0
3.1 S1 SSRTKNETKHK1 2352431947338C1
4.1 S2 SSRTKNETKHK1 2352431947338C2
```

FQDAS1-2/RF-0NI : The upgrade mileage query entry
FQDA : Ancillary fare (mile) display entry
S1-2 : Related segments
RF-0NI : Reason for issue sub code of FFP upgrade. (0NI)

```
CDG - DEL (S1/2)
----------------
P1 ADT 0NI MIL30000
LOG ID: F8B81909251630171413 7A
```

System response for the required mileage for CDG-DEL upgrade is 30000 miles.
FQDAS1/RF-0NI : The mileage query entry for segment 1.

```
CDG - IST (S1)
----------------
P1 ADT 0NI MIL15000
```

FQDAS2/RF-0NI : The mileage query entry for segment 2.

```
IST - DEL (S2)
----------------
P1 ADT 0NI MIL25000
```

31.2.4 PUBLIC MILES

Member's miles for tickets, that are paid by the public institutes and organizations they are working for are pooled separately as **public miles** on their account. Public miles can be used for award ticket, companion award ticket but not upgrade. To make these miles used for award tickets;

- The approval letter by the public institute member is working for confirming the usage of the public miles on the member's account for the award ticket.
- The passenger name, route, and flight dates are specified on the request letter written on company headed paper.
- Miles&Smiles card copy.

`FFQMK` : Public mile redemption for award ticket.
`FFQMK#CP` : Public mile redemption for companion award ticket.

31.2.5 STAR ALLIANCE AWARD TICKET

Miles&Smiles members can spend miles on scheduled flights of pure Star Alliance member airline's flights and THY/Star carrier flights combined journeys, as an advantage of us being a Star Alliance member carrier. If award tickets are issued on Star carrier/ TK combined flights '**promotional award ticket capacity '** quota of **X** and **I** classes are used **(Award ticket/ GMIL is not applied)**. The mileage table is the same with, M&S limited capacity award ticket mileage tables of destinations of THY network. Star award tickets updated information must be checked from Company website for current rules, application period... etc.. For all other rules, unless otherwise specified, Star Alliance Award tickets are subject to same rules with Miles&Smiles award tickets. Star Alliance award ticket changes can only be made by the authorized agencies of the carrier of card owner is the member of.

`FXISTSYD*FFY//AWARDST` : Star award ticket mileage table display.

```
>FXISTSYD05APR*FFY
FARES LAST UPDATED 05APR 08:34 PM
IST-SYD FRI-05APR24 TK
MPM 12733 TS 16417 AP 11834 EH
PRIVATE FARES
PROVIDED BY ..ITA..
     CX    FARE    FARE     C  AP  MIN/    SEASONS..... MR GI DT
           MIL     BASIS             MAX
  1 -TK    400000R OBP00NS  O         /12M                R  EH
     PTC: FFY
     TD:STAR
  2 -TK    280000R IBP00NS  I         /12M                R  TS
     PTC: FFY
     TD:STAR
  3 -TK    120000R XBP00NS  X         /12M                R  TS
     PTC: FFY
     TD:STAR
  4 -TK    200000  IBP00N1S O         /12M                R  TS
     PTC: FFY
```

31.2.5.1 RAS

The real time availability with figures of only redemption classes can be displayed online through Star Net. After receiving this availability display, in 3 minutes segments must be booked and in 15 minutes PNR must be completed. To inform the other airline about the guaranteed sales on the PNR FQTR must the entered to the Ap Fax, and after every reservation change, **FQTR** must be refreshed.

A30OCTISTSYD*RAS : Redemption Availability Sell display.

```
30OCT WED   2315 IST - SYD SYDNEY.NSW.AU                MRC
RAS AVAILABILITY
ALL IST FLTS TO/FROM WILL BE USED ISTANBUL ( NEW ) AIRPORT
IST SEFERLERI ISTANBUL(YENI) HAVALIMANINDAN GERCEKLESECEKTI
LATEST CHECKIN ON TK FLTS IS 60MIN FOR DOM/75MIN FOR INT.
CONNECTION TIME FOR BKK IS MAX 12 HOURS
 1 IST SIN     30-0155 30-1730 I9 XC     TK 054 77B 0ER
 2     SIN SYD 30-1910 31-0555 IL X2     SQ 201 77W 0E
 3 IST SIN     30-1710 31-0830 IL X9     TK 208 35D 0ER
 4     SIN SYD 31-1030 31-2120 X2        SQ 211 77W 0E
 5 IST KUL     30-0150 30-1705 IL X9     TK 060 77B 0ER
 6     KUL SIN 30-1840 30-1945 IL X4     SQ 121 738 0E
 7     SIN SYD 30-2040 31-0740 X4        SQ 221 388 0E
 8 IST HND     30-0240 30-1945 XL        TK 198 77B 0ER
 9     HND SYD 30-2245 31-1030 IC XC     NH 879 789 0E
10 IST BKK     30-1520 31-0445 IL XL     TK 058 33D 0ER
11     BKK SYD 31-0830 31-2150 I0 X4     TG 475 359 0E
12 IST ICN     30-0220 30-1820 IL XL     TK 090 77B 0ER
```

A25NOVISTMUC-LH*RAS : Redemption availability sell for LH.

As told before the journey must be in the same cabin for all carriers (If a carrier does not have the service on the respected class, the highest mileage for itinerary is redeemed and passenger gives signed authorization for approval). If segment is booked from RAS availability within 3 minutes status code will be **LK**, after the PNR is completed in maximum 15 minutes with FQTR data it is turned into **HK**.

```
N1X1X2
1 TK  54 X  WE 30OCT  ISTSIN HS1  X 0155 1730 CABIN YE
2 SQ 201 X  WE 30OCT  SINSYD LK1    1910 0555*1E
>FQ*FFY//AWARDST
   PSGR                      FARE   TAXES      TOTAL PSG DES
FQA 1                  TRY    AWARD     3986.65     3986.65 FFY
GRAND TOTAL INCLUDING TAXES ****     TRY      3986.65
             LOG ID: 278E2404062317155561DE
    FFY      PRIVATE FARES SELECTED
    FFY      RATE USED IN EQU TOTAL IS BSR 1USD - 31.897TRY
    FFY      TOUR CODE: AWARDSTAR
    FFY      LAST DATE TO PURCHASE TICKET: 30OCT24 01:54(IST)
    FFY      CHANGES TO THIS TICKET WILL INCUR A PENALTY FEE.
    FFY      CANCELLATION OF THIS TICKET WILL INCUR A PENALTY
             FEE.
    FFY      E-TKT REQUIRED
             FFY      BAGGAGE ALLOWANCE 30K
    FFY      MILEAGE AMOUNT IS 60000
```

```
FQ-1 A06APR24 ET AP/SU XX QTR T/ITA
2.IST TK X/SIN SQ SYD600.00XBP00N1S/STAR
3.FARE FT USD 0.00 EQU TRY 0.00TAX TOT XT 3986.65 TOT TRY 3986.65
4. TAX TRYWG    139.76 TAX TRYDU   EXEMPT  TAX TRYWY    827.80 TAX TR
YSG    142.12 TAX TRYM6    103.88
5. TAX TRYYR   2009.52 TAX TRYL7     71.06 TAX TRYTR    692.51
6.S1-2 B30K
7.T AWARDSTAR
13.E 60000PTS
```

31.2.6 SAUA

Star Alliance Upgrade Award, enables all Star FFP members, in case they hold paid tickets to confirmed reservation to a Star carrier (not all Star member carriers are a part of this application, web site must be checked) can use their miles from any Star FFP program and can be upgraded via WEB. Miles&Smiles member can have SAUA for themselves or other people without travel together condition, from our website, or Call.
On Company flights, SAUA is possible maximum 355, minimum 24 hours to the flight, with paid economy tickets on **Y** and **B** class to **I** class in business cabin. PNRs holding **AVIH, BBML, BSCT, DEPA, DEPU, MEDA, PETC, RQST, STCR, WCBD, IOCI, KIOS, INFT, DEPO, INAD, SLPR, EXST, CBBG SSR'S** are rejected for SAUA at first. SAUA is not possible at check-in before boarding. Other carriers may have different rules on the application. SAUA is done on segment/flight basis, the mileage amounts given on the award tables are for only 1 segment. SAUA is not a ticket action; the changes are seen on the PNR. Company codeshare and charter flights are exempted from SAUA. In case of change or cancellation request of SAUA flight, passenger must apply to the airline operating the flight. Unlike Miles&Smiles upgrade awards which has different application rules, mileage table and refund penalty, for SAUA cases there is no refund or change penalty. On PNRs holding SAUA transaction, in the Gen Fax field there is a certificate number with STAR keyword and in Remarks field the original RBD of ticket, the amount of miles redeemed, certificate number and program session number.
The PNR display after SAUA;

```
1.1POOH/WINNIEMR
QWWTKNW 27FEB RJFZME
1 TK 410 I SA 20SEP ISTAYT HK1 0720 0835 CABIN CE
FONE-QWW
TKT-O27FEBQWW002NW 2354353424353
GEN FAX-1 S1 OSITK STAR SAUA TK/308136/Y/NO PAPER NEEDED
RMKS- #SAU CLS CHNG S1 ORJ B /CL STUSASU27FEB
20. 2. #SAU CRT: S1 P1 11500ML TK002907573 308136 1204114350421
STUSASU27FEB
```

When a segment with SAUA is cancelled, the miles redeemed are automatically refunded back to member's account. Below warning is displayed on the screen.
WARNING-STAR SEG CNLD-SAUA REQ MADE ONLY ON Y/B CLASS
If SAUA will be requested again, the newly booked segment must definitely hold **Y** or **B** economy class; activation transaction is again done online by the passenger. Just for time changes that are for the same routing , same date, miles are not refunded back, after necessary transactions are completed on the PNR, SAUA is still valid for the new flight. In case of flight irregularities and offload, miles are again refunded back to member's account automatically. The application details and current rules can be checked from www.milesandsmiles.com address.

31.3 MILE REFUND TRANSACTIONS

Award ticket, companion award ticket and star award ticket miles, used or partly used can be refunded back to the account of the member. Voluntary refund of upgrade award miles are not refundable. Mileage refund is subject to 70 USD payment, in case of no-show an additional 80 USD is collected which is overall 150 USD.
Step 1; PEN EMD is issued for the penalty payment of mileage refund. First system memory is reset with `IGNORE` entry.

```
I
-ARMBAND/KAREEMMR
CM
C*Z BSR31.99
CFUSD70.00TRY2240.00
MM
MRD2352431947337(1-2)
7S* M020000TRY000055.0-E0WNZA1-TK001216743
7E* MILEAGE REFUND PEN/ NONREF
41FFOIDNI0
*EMD-@PEN
EMD
OK-2354540264450
```

Then the mileage refund and ticket tax refund transaction starts;

```
I
7DREFUND
-ARMBAND/KAREEMMR
MEV
FQREF
>FQREF
   PSGR                        FARE    TAXES       ADC FARE    PSG DES
FQG 1                 TRY         0.00    522.60       522.60 FFY
    GUARANTEED
GRAND TOTAL ****                        TRY        522.60
             LOG ID: F8B819100216281538304E
    FFY      MILEAGE AMOUNT IS -20000.00
    FFY      CANCELLATION FEE 25.00USD      <- incorrect penalty info
    FFY      TAX REFUND TOTAL AMOUNT 522.60TRY

MKREFPTS20000  <- total miles subject to refund
MMTRY522.60
EM
```

The miles are refunded back to member account and the ticket status becomes REFUND.

If the miles are expired on the ticket but only the taxes will be refunded after FQREF we see
`2.H-/M000000TRY00000.00-3772FD1-TK741112367`
`MKREFPTS000` is entered for zero amount

Important note: In case miles are redeemed but there is mistaken card number or date or routing before ticketing, or again due to same reasons miles are redeemed and ticketing is completed and the ticket is voided afterwards, the redeemed miles are refunded automatically back to member account. If refund transaction does not take place automatically, Customer Relations Management, related departments must be contacted for manual refund transaction.

31.4 MILES&SMILES APPLICATIONS

Please check www.thy.com.tr Miles&Smiles Miles Feature section for updated information

31.4.1 BUYING STATUS MILES

- Classic members can purchase Status Miles when the last 5.000 Miles remain to upgrade their status; Classic Plus members can purchase Status Miles when the last 5.000 Miles remain to protect and the last 10.000 Miles to upgrade their status; Elite members can purchase Status Miles when the last 10.000 Miles remain to protect and upgrade status their status; Elite Plus members can purchase Status Miles when the last 10.000 Miles remain to protect their status.
- For Classic Plus, Elite and Elite Plus card holders to purchase Status Miles in order to extend their membership status, they must purchase the Miles before the expiration date of their membership (within the second year of membership).
- It is not possible to purchase Status Mile retrospectively to extend a membership status which has already changed.
- Purchased Status Miles will not affect a member's total Mile balance.
- Miles purchased as Status Miles and the fees paid for these cannot be refunded.
- A fee of USD 70 will be charged for every 1,000 Status Miles purchased.
- Miles will be sold in quantities of 1,000 Status Miles.
- Flights which have been ticketed, even if within a membership period, will not be considered when calculating Mile balances. Flights must be boarded and completed for those Miles to be included in Mile calculations.
- Purchased Status Miles are subject to the Miles&Smiles program terms and conditions.
- Status Miles purchase via the Turkish Airlines website will be credited to the member's account immediately.

31.4.2 PURCHASING BONUS MILES

- All Miles&Smiles members can purchase Miles.
- Miles purchased as Miles and the fees paid for this cannot be refunded.
- A fee of USD 30 will be charged for every 1,000 Miles purchased.
- Members can purchase Miles for themselves or other members, and any one member can purchase up to 50,000 Miles in a calendar year.
- Purchased Miles are subject to the Miles&Smiles program terms and conditions.
- The minimum amount of Miles that can be purchased is 1,000.
- Miles purchased via the Turkish Airlines website will be credited to the member's account immediately.

31.4.3 TRANSFER MILES

- All Miles&Smiles members (except High Five Kids Club) can transfer Miles.
- There is no minimum or maximum limit for transferring Miles.
- Members can transfer Miles to as many people as they wish.
- All unused Miles can be transferred.
- Miles will be transferred as Miles. A member's card status and Status Miles will not be affected by transferred Miles.
- Transferred Miles will be valid for three calendar years after the date of transfer.
- Transferred Miles can be transferred again.
- In Mile transfer, USD 20 (including VAT) will be charged for every 1,000 Miles.
- Miles and fees charged for transferring Miles cannot be refunded.
- Miles can only be transferred via the Turkish Airlines website and mobile app.
- Miles which have been transferred are subject to the Miles&Smiles program terms and conditions.
- Transferred Miles will be immediately credited to the recipient's account

31.4.4 CONVERTING MILES

- 5 Miles will be debited from Miles&Smiles members' accounts for every 1 Status Mile. Status Miles are required to upgrade membership status or extend current membership status.
- Miles converted to Status Miles will be removed from members' accounts.
- The sum of the conversions of the members within the last 1 year can be a maximum of 40,000 Status Miles.
- Status Miles gained through conversion will be added to the required 1-year or 2-year total required to upgrade or extend membership status.
- Refunds cannot be issued for converted Miles.
- Converting Miles into Status Miles is only possible on a member’s own account.
- Miles cannot be transferred to other members.
- Only members who have Miles&Smiles credit cards issued by co-branded banks in Azerbaijani and Turkiye can convert Miles into Status Miles. Miles earned by using a Miles&Smiles credit card can be converted into Status Miles.
- Advance Miles cannot be converted into Status Miles.
- Status Miles which have been converted are subject to the Miles&Smiles program terms and conditions.
- A confirmation e-mail or SMS will be sent to members once Miles have been converted.
- Miles can be converted via the Turkish Airlines website and mobile app.
- Miles&Smiles members with inactive credit cards cannot benefit from Miles conversion

31.4.5 EXTENDING MILES

- All Miles&Smiles members can extend Miles.
- There is no limit on the amount of Miles you can extend.
- Miles due to expire in a member's account will be extended starting from the oldest Miles in relation to the year at the time of Mile extension. Miles with their validity extended will be counted as Miles.
- Activated Miles will be valid for a period of three years as of the date of extension.
- Miles which have been extended can be extended again.
- Miles must be extended before they expired.
- Once Miles about to expire have been converted into tickets, they cannot become valid again.
- In Mile extension, USD 20 will be charged for every 1,000 Miles.
- No refunds will be issued for any charges incurred extending miles.
- Miles can only be extended via the Turkish Airlines website and mobile app.
- Miles which have been extended are subject to the Miles&Smiles program terms and conditions.

31.4.6 MILE ACTIVATION

- All Miles&Smiles members can activate Miles.
- Only Miles which have expired in the past year can be activated.
- There is no limit on the number of Miles that can be activated.
- Activated Miles will be credited to a member's account as Miles.
- Activated Miles will be valid for a period of three years as of the date of the transaction.
- A fee of USD 20 (including VAT) will be charged for every 1,000 Miles.
- Fees paid to activate Miles cannot be refunded.
- Miles can only be activated via the Turkish Airlines website and mobile app.
- Use of Miles which have been activated is subject to the Miles&Smiles program terms and conditions.

31.5 MILES&SMILES MH FIELD MANUAL ENTRY

After mileage redemption, if by mistake MH field is deleted, the field can be reentered manually and ticket can be issued. When MH field is manually entered, Comarch system checks the manual approval code entered also makes the same check during ticketing too. By this way, it is not possible to issue award ticket with different or wrong approval code.

```
M1H/M002500TRY00051.42-E0OZFQ1-TK001142381
```

`M1H`	: Payment field code, passenger relate
`M02500`	: Miles redeemed
`TRY00051.42`	: Miles value calculated automatically by system
`E0OZFQ1`	: Approval code
`TK001142381`	: Card for redemption

The TRY amount is calculated by the system automatically. Once the approval code is deleted, this TRY amount is not given anymore, so field is manually filled with any amount in TRY to make ticketing possible. System does not double check what value is written for TRY value.

31.6 VOUCHER UPGRADE

ElitePlus card holder members annually have 2 free upgrades on TK flights. Transactions are done via Quickres. Unused voucher upgrade right is refunded free of charge.
At the same time;

When ElitePlus member uses the free upgrade voucher on a paid revenue economy ticket that at the same time a companion award ticket is issued against. The economy companion award ticket can be exchanged to business companion award ticket **without any penalty**, only mile difference is to be collected.

32. PASS TICKET

On Company operating flights, according to in-company publication 'PR.01.30.010 Procedure for Pass Ticket Processes' which is written parallel to regulations and rules for free of charge and discounted ticketing and baggage applications, defined in IATA RESO 1788; gives pass1 and pass2 type of discounted or free tickets, by reserving the right of application changes; to staff working at Company and participations, travel agencies, people having a duty related with Company, or being sent to a duty on behalf of Company, 3rd party companies, corporates or people who would contribute to Company activities due to commercial relation in between. Pass 1 ticket has seat confirmed status whereas pass2 ticket is stand-by. Company staff earns their travel pass rights annually. If the pass right of previous year is not used, it can be ticketed in the current year, on condition that it is consumed by the end of current year. (E.g.; If pass ticket right of 2018 is ticketed in 2019, it must be used by 31 December 2019. Duty pass tickets, travel agency discounted pass tickets are valid for 3 months after date of issue. All other pass tickets are valid for 1 year from date of issue.

32.1 PASS TICKET FARE BASIS CODES AND EXPLANATIONS

32.1.1 ID PASS TICKETS

ID00S1	Company staff and family, duty pass ticket, seat confirmed, %100 discounted, domestic or international.
ID00R2	Company staff and family, travel pass ticket, seat available (stand-by), %100 discounted, domestic or international.
ID90R2	Company staff and family, travel pass ticket, seat available (stand-by), %90 discounted, domestic or international.
ID00T1	Company staff who has to receive treatment out of his/her residence, as certified with a medical report issued by a general hospital, and his/her accompanying person, illness pass ticket, seat confirmed, %100 discounted, domestic or international and; The same ticket is given, with the same conditions, in case of death of a currently working or retired personnel of the Company, or his/her family member(s), parent(s) (biological or step parents), the funeral transfer shall be provided free of charge. The personnel member whose family member or parent (biological or step parents) has died and the person accompanying that personnel member. Funeral is carried free of charge.
ID00B1	Other airline staff, duty pass ticket, seat confirmed, % 100 discounted, domestic or international.
ID90B1	Other airline staff, duty pass ticket, seat confirmed, % 90 discounted, domestic or international.
ID00B2	Other airline staff, duty pass ticket, seat available (stand-by), %100 discounted, domestic or international.
ID00N1	Other airline staff, travel pass ticket, seat confirmed, %100 discounted, domestic or international.
ID00N2	Other airline staff, travel pass ticket, seat available (stand-by), %100 discounted, domestic or international.
ID90N1	Other airline staff, travel pass ticket, seat confirmed, %90 discounted, domestic or international.
ID90N2	Other airline staff, travel pass ticket, seat available (stand-by), %90 discounted, domestic or international.
ID75N1	Other airline staff, travel pass ticket, seat confirmed, %75 discounted, domestic or international.
ID75N2	Other airline staff, travel pass ticket, seat available (stand-by), %75 discounted, domestic or international.
ID75B1	Other airline staff, duty pass ticket, seat confirmed, %75 discounted, domestic or international.

ID50N1	Other airline staff, travel pass ticket, seat confirmed, %50 discounted, domestic or international.
ID50S1	Self-ticketing agreement airline staff, duty pass tickets, seat confirmed, %50 discounted, domestic or international.
ID50B1	Other airline, SITA, IATA staff duty pass ticket, %50 discounted, seat confirmed, domestic or international.
ID50A1	Sun Express staff, travel pass ticket, seat confirmed, %50 discounted, domestic or international.
ID90A2	Sun Express staff, travel pass ticket, seat available (stand-by), %90 discounted, domestic or international.
ID00D1	Turkish Technic staff, duty pass ticket, seat confirmed, %100 discounted, domestic or international.
ID00F1	Turkish Technic staff, duty pass ticket, seat confirmed, %100 discounted, domestic or international. (credit pass ticket)
ID00E2	Turkish Technic staff and family, travel pass ticket, seat available (stand-by), %100 discounted, domestic or international.
ID90E2	Turkish Technic staff and family, travel pass ticket, seat available (stand-by), %90 discounted, domestic or international.
ID00V1	Turkish Technic staff who has to receive treatment out of his/her residence, as certified with a medical report issued by a general hospital, and his/her accompanying person, illness pass ticket, seat available, %100 discounted, domestic or international and; The same ticket is given, with the same conditions, in case of death of a currently working or retired personnel of the Turkish Technic, or his/her family member(s), parent(s) (biological or step parents), the funeral transfer shall be provided free of charge. The personnel member whose family member or parent (biological or step parents) has died and the person accompanying that personnel member. Funeral is carried free of charge.

32.1.2 TRAVEL AGENCY AND GSA PASS TICKETS

AD00N1	IATA travel agency staff, Study Tour pass ticket, seat available, %100 discounted, domestic or international.
AD50N1	IATA travel agency staff's spouse pass ticket, seat confirmed, %50 discounted, domestic or international.
AD75N1	IATA travel agency staff pass ticket, seat confirmed, %75 discounted, domestic or international.
RG00S1	GSA staff duty pass ticket recalled for a duty by General Manager, %100 discounted.
RG00N2	GSA staff, travel pass ticket, %100 discounted, seat available (stand-by), %100 discounted, domestic or international

32.1.3 COMPLIMENTARY PASS TICKETS and QUOTAS

DZ00N1	Third party person complimentary pass ticket, seat confirmed, %100 discounted, quota owner; Chairman of Board and President.
DZ00N2	Third party person complimentary pass ticket, seat available (stand-by), %100 discounted, quota owner; Chairman of Board and President
DC00N1	Third party person complimentary pass ticket, seat confirmed, %100 discounted, quota owner; Chief Commercial Officer.
DC00N2	Third party person complimentary pass ticket, seat available (stand-by), %100 discounted, quota owner; Chief Commercial Officer.
DS00N1	Third party person complimentary pass ticket, seat confirmed, %100 discounted, quota owner; SVP Sales 1.Region, SVP Sales 2. Region, SVP Sales Domestic, domestic stations Managers, abroad stations General Managers

DS00N2	Third party person complimentary pass ticket, seat available (stand-by), %100 discounted, quota owner; SVP Sales 1.Region, SVP Sales 2. Region, SVP Sales Domestic , domestic stations Managers, abroad stations General Managers
DK00N1	Third party person complimentary pass ticket, seat confirmed, %100 discounted, quota owner; SVP Cargo.
DK00N2	Third party person complimentary pass ticket, seat available (stand-by), %100 discounted, quota owner; SVP Cargo.
DR00N1	Third party person complimentary pass ticket, seat confirmed, %100 discounted, quota owner; SVP Corporate Communication.
DR00N2	Third party person complimentary pass ticket, seat available (stand-by), %100 discounted, quota owner; SVP Corporate Communication.
DX00N1	Third party person complimentary pass ticket, seat confirmed, %100 discounted, quota owner; to be used by departments liable to President other than above, with Presidential authorization.
DX00N2	Third party person complimentary pass ticket, seat available (stand-by), %100 discounted, quota owner; to be used by departments liable to President other than above, with Presidential authorization.
DM00N1	Other third party persons complimentary pass ticket, exclusive to practices associated with the commercial relations that will contribute to development of the Company's activities, the Chairman of the Board as well as the CEO and President are authorized individually and unlimitedly to decide on free and/or discounted carriage of passengers and cargoes as defined in PR.01.30.010 Procedure For Pass Ticket Processes' section 6.4.2, seat confirmed, %100 discounted, domestic or international.
DM00N2	Other third party persons complimentary pass ticket, exclusive to practices associated with the commercial relations that will contribute to development of the Company's activities, the Chairman of the Board as well as the CEO and President are authorized individually and unlimitedly to decide on free and/or discounted carriage of passengers and cargoes as defined in PR.01.30.010 Procedure For Pass Ticket Processes' section 6.4.2, seat available (standby), %100 discounted, domestic or international.
DM90N1	Other third party persons complimentary pass ticket, exclusive to practices associated with the commercial relations that will contribute to development of the Company's activities, the Chairman of the Board as well as the CEO and President are authorized individually and unlimitedly to decide on free and/or discounted carriage of passengers and cargoes as defined in PR.01.30.010 Procedure For Pass Ticket Processes' section 6.4.2, seat confirmed, %90 discounted, domestic or international.
DM75N1	Other third party persons complimentary pass ticket, exclusive to practices associated with the commercial relations that will contribute to development of the Company's activities, the Chairman of the Board as well as the CEO and President are authorized individually and unlimitedly to decide on free and/or discounted carriage of passengers and cargoes as defined in PR.01.30.010 Procedure For Pass Ticket Processes' section 6.4.2, seat confirmed, %75 discounted, domestic or international.
DM50N1	Other third party persons complimentary pass ticket, exclusive to practices associated with the commercial relations that will contribute to development of the Company's activities, the Chairman of the Board as well as the CEO and President are authorized individually and unlimitedly to decide on free and/or discounted carriage of passengers and cargoes as defined in PR.01.30.010 Procedure For Pass Ticket Processes' section 6.4.2, seat confirmed, %50 discounted, domestic or international.

32.2 PASS TICKET PRIORTY LIST

S codes	R codes	Priority No	Priority for Acceptance and Upgrade
S1A	R1A	1	THY Inc. technician and flight crew on duty.
S1B	R1B	2	THY Inc. Chairman of Board
S1C	R1C	3	THY Inc. Member of Board/Audit Board.
S1D	R1D	4	THY Inc. CEO and President THY Inc. Chairman of Board (Resigned) THY Inc. Member of Board/Audit Board. (Resigned)
S1G	R1G	5	THY Inc. CEO and President (Resigned) %100 Partnership Chairman of Board %100 Partnership Member of Board ve Audit Board
S1H	R1H	6	THY Inc. Vice Presidents %100 Partnership CEO and President %100 Partnership Chairman of Board (Resigned) %100 Partnership Member of Board ve Audit Board (Resigned) Partnerships Except %100 Chairman of Board
S1K	R1K	7	THY Inc. Vice Presidents(Resigned) THY Inc. THY Inc. Senior Vice Presidents, 1st Legal Advisor, Press Advisor. %100 Partnership CEO and President (Resigned) %100 Partnership Vice Presidents Partnerships Except %100 Chairman of Board (Resigned) Partnerships Except %100 Member of Board ve Audit Board Partnerships Except %100 CEO and Presidents
S2E	R2E	8	THY Inc. THY Inc. Senior Vice Presidents, 1st Legal Advisor, Press Advisor (Resigned) THY A.O. 2nd Senior Vice Presidents, 2nd Legal Advisors % 100 Partnership Senior Vice Presidents, Coordinator and Legal Advisor %100 Partnership Vice Presidents (Resigned) Partnerships Except %100 Member of Board ve Audit Board (Resigned) Partnerships Except %100 Vice Presidents
S2M	R2M	9	THY Inc. 2nd Senior Vice Presidents, 2nd Legal Advisors(Resigned) THY A.O. Managers % 100 Partnership Senior Vice Presidents, Coordinator and Legal Advisors (Resigned) % 100 Partnership Senior Vice Presidents, 2nd Legal Advisors Partnerships Except %100 Seniors Vice Presidents
S2N	R2N	10	THY A.O. Managers (Resigned) % 100 Partnership Managers % 100 Partnership 2nd Senior Vice President, 2nd Legal Advisors (Resigned) Partnerships Except %100 2nd Senior Vice Presidents
S3A	R3A	11	% 100 Partnership Managers (Resigned) THY Inc. and %100 Partnerships Captain Pilots (incl one's going to or returning from simulator training).
S3W	W3W	12	TK-Waive approved SA tickets and upgrades
S3C	R3C	13	THY Inc Chief Auditors, Auditors , Solicitors at Law % 100 Partnership Chief Auditors, Auditors , Solicitors at Law
S3D	R3D	14	Partnerships Except %100 Managers

S4A	R4A	15	Deputy Auditors, Lawyers % 100 Partnership Deputy Auditors, Lawyers THY Inc. rest of staff in other roles % 100 Partnership rest of staff in other roles THY Inc Pilot Candidate Pilot in training
S4B	R4B	16	Partnerships Except %100 Other staff
S6A	R6A	17	THY A.O. Retired Staff % 100 Partnership Retired Staff
S7A	R7A	18	THY Inc. staff family members (biological mother father, mother in law, father in law) % 100 Partnership staff family members (biological mother father, mother in law, father in law)
S8A	R8A	19	THY Inc. Staff resigned from a management role % 100 Partnership Staff resigned from a management role
S8B	R8B	20	THY Inc. Retired Staff % 100 Partnership Retired Staff
S8K	W8K	21	Contracts (TK waive rights given to SVP's)
S8P	R8P	22	PEP tickets.
S9A	R9A	23	Other airline pass and ZED tickets.
S9Z	R9Z	24	Other

Spouse and children of all roles benefit from the same priority level with the staff and they are not obliged to travel together. Mother in law and father in law pass tickets apply only to staff, who are permanently assigned to stations abroad from center.

32.3 PASS TICKET ISSUANCE (CIC*59)

Company staff's travel pass tickets are issued from Quickres interface. As a result of some technical developments, during travel pass ticket issuance of Company staff, system automatically uses the pass right of the staff's own or family member, from ERP data base. All other pass ticket types can be issued via Troya system. Pass ticket field entries are given below. For detailed information help CIC*59 could be examined. For pass ticketing the RBDs assigned on cabin basis are; economy N and business R.

EX//PASS*011111(REGISTRYNO): Staff's own and family member pass rights display.
-P/AKKUS/FATMAMRS : Duty pass name field entry.
4FOSITK STF S1S/Y01 : Duty pass Ap Fax staff **STF** entry, priority code **S1S**, Y cabin and numeric update number from 1 to 99.
MH/N000000/IN000000*SOYADI : Duty pass ticket form of payment entry. (**N** registry number/**IN** approval message number)

Also staff travel pass tickets can also be issued online from http: //webpass.thy.com address. Site can be accessed, location free, with staff's own user name and password entry. The Troya entries for staff travel ticket are given as information.

-S/PULAK/ASLIOYAMRS : Staff travel pass name entry.
4FOSITK STF R4A/Y01DOJ01JUL97 : Staff travel pass Ap Fax staff **STF** entry, priority code **R4A** economy cabin, and date of joining the company.
N1N1S : From availability to make listing of the stand-by passenger this entry is made when booking segments as Seat Available, system response is;

```
1 TK1981 N  FR 17JAN  ISTLGW SA1   0745 0950 CABIN YE
```

Payment field, pass ticket rights:

MJ/041551/99-2013/DOM90: Staff's own domestic %90 discounted pass payment field.
MJ/041551/99-2013/DOM100: Staff's own domestic %100 discounted pass payment field.
MJ/041551/99-2013/INT90: Staff's own international %90 discounted pass payment field.
MJ/041551/99-2013/INT100: Staff's own domestic %90 discounted pass payment field.
MJ/041551/99-201301/INT90: Foreigner captains monthly pass payment field.

Staff relation codes:

99	: Staff's own.
00	: Staff's spouse.
01	: Staff's mother.
02	: Staff's father.
10 (11,12…)	: Staff's children.
41FNRSB/01JUL97	: Non-revenue standby entry, mandatory for all pass reservation types. Passenger relate is made, date of joint to the company is written.
41FNRSB/12JAN03LH	: Airline data is optional.

Other airline staff pass ticket fields;

-S/BLACK/JACKMR	: Other airline staff name entry.
4FOSITK STF R9A/Y01DOA23NOV13	: Other airline staff STF Ap Fax, **R9A** priority code, Y cabin, date of approval entry.
MJ/OA/LH	: Other airline staff pass ticket payment field.

Miscellaneous pass ticket fare quotation entries:

FQ*STF//PASS1	: %100 discounted duty pass ticket.
FQ*STF//PASS2	: %100 discounted travel pass ticket.
FQ*STF//PASS90	: %90 discounted travel pass ticket.
FQP1*STF.2*SAC09.3*SNS//PASS2	: Quotes staff's own, child and infant pass2 type of ticket.
FQP1*SUC//PASS2	: Quotes unaccompanied child of staff for pass2 type of ticket.

Duty pass ticket issuing steps;

```
>FQ*STF//PASS1
    PSGR                          FARE    TAXES       TOTAL PSG DES
 FQA 1                  TRY         0.00    2258.10       2258.10 STF
 GRAND TOTAL INCLUDING TAXES ****      TRY        2258.10
              LOG ID: F891150311134035672238
     STF      PRIVATE FARES SELECTED
     STF      RATE USED IN EQU TOTAL IS BSR 1EUR - 32.831TRY
     STF      TOUR CODE: TKPASS
     STF      LAST DATE TO PURCHASE TICKET: 27APR24 06: 59(IST)
     STF      ETKT REQUIRED
```

```
F 1.P/1PULAK/ASLIOYAMRS
QTRTKAP  6APR ULEZQV
 1 TK 860 N  FR 10MAY  ISTMCT HS1   0055 0645 CABIN YE
 2 TK 775 N  TH 16MAY  MCTIST HS1   0130 0545 CABIN YE
FQ-1 A07APR24 ET AP/SU NN QTR T/ITA
2.IST TK MCT0.00ID00S1TK IST0.00ID00S1
3.Z NUC0.00ROE1.00
4.FARE USD 0.00 EQU TRY 0.00TAX TOT XT 1893.90 TOT TRY 1893.90
5. TAX TRYDU   EXEMPT  TAX TRYS6    182.92 TAX TRYM6    103.88 TAX TR
YI2     83.15 TAX TRYTR    692.51
6. TAX TRYOM    831.44
7.S1-2 B30K
8.T TKPASS
9.E NONEND/TK ONLY/TK STAFF
PYMT-H-/N011111/IN000000*PULAK
TKT-1 G STF
AP FAX-1 OSITK STF S4A/Y01DOJ01JUL97
2.SSRCTCMYYHK1 905323456789
3.SSRCTCEYYHK1 APULAK@THY.COM
4.1 SSRDOCSYYHK1  /P////01JAN80/F//PULAK/ASLI/OYA
5.1 SSRNRSBYYHK1 /01JUL97
```

Then the form of payment entry is made as `MI/FF24993/DATEOFISSUE` and other mandatory fields are completed before ticketing.

32.4 CED TICKET (CIC*150)

Staff, who had filled 3 months of service in the company, with their family, can benefit from discounted economy and business tickets called CED. These tickets just like rebate pass tickets are seat available type of tickets that are accepted if there is available seat on the plane. They can only be issued to TK and AJET operated flights in **N** class for economy **R** class for business with seat available status. There is no rule for city of commencement and they are valid for 1 year from date of issue. Staff working has 5 ced ticket rights on monthly basis, retired staff has 2 rights on monthly basis. All taxes except Ticketing Service Charge (DU) and fuel surcharge (YR) are collected. All domestic routes are subject to fixed pricing whereas international flights are priced gradually according to mileage table (as seen below) of ZED tickets.

Economy and Business CED Low and Medium Levels.

Zone	Distance (Mil/TPM)	ZL Fare Basis Code Economy/Business	ZM Fare Basis Code Economy/Business
1	1 - 450	USD 13/NIDCL1R2	USD 19/NIDCM1R2 USD 19/RIDCM1R2
2	451 - 750	USD 26/NIDCL2R2	USD 28/NIDCM2R2 USD 77/RIDCM2R2
3	751 - 1600	USD 28/NIDCL3R2	USD 38/NIDCM3R2 USD 87/RIDCM3R2
4	1601 - 3200	USD 46/NIDCL4R2	USD 66/NIDCM4R2 USD 177/RIDCM4R2
5	3201 - 4080	USD 56/NIDCL5R2	USD 76/NIDCM5R2 USD 192/RIDCM5R2
6	4081 - 5000	USD 66/NIDCL6R2	USD 86/NIDCM6R2 USD 202/RIDCM6R2
7	5001 - 6100	USD 76/NIDCL7R2	USD 96/NIDCM7R2 USD 302/RIDCM7R2
8	6101 - 7100	USD 96/NIDCL8R2	USD 126/NIDCM8R2 USD 482/RIDCM8R2
9	7101 - 9999	USD 101/NIDCL9R2	USD 131/NIDCM9R2 USD 492/RIDCM9R2

- For economy CED tickets, staff still at service, spouse, biological and step children are applied with **ZL** level, biological parents of staff still at service, spouse, biological and step children of retired staff /staff that left during an administrative role, deceased staff's spouse, biological and step children and siblings of staff are applied with **ZM** level of the related mileage zone.
- For business CED tickets only **ZM** level fares are used.
- The priority code that is shown in **EX//PASS*REGISTRYNO** entry is inserted into Ap Fax with **STF** format.

```
41FOSI TK STF R4A/Y01DOJ01JUL97
```

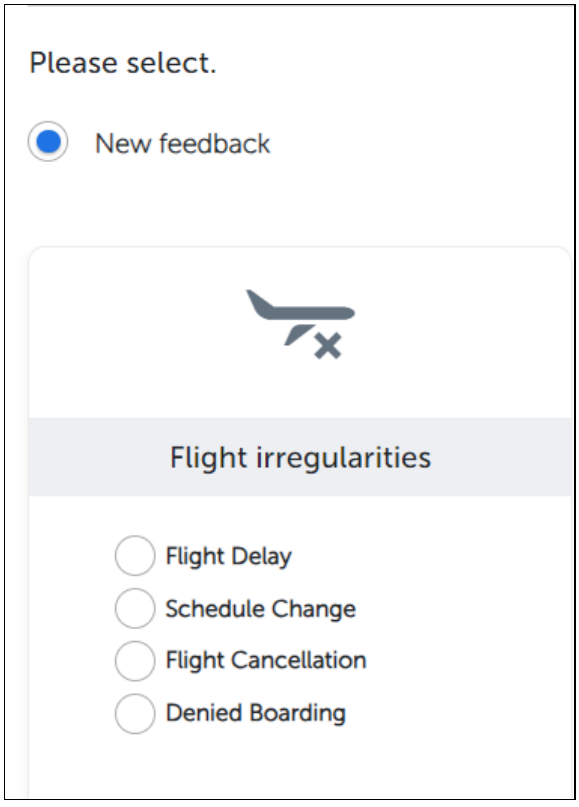
Fare quotation is done automatically. PNR segments are created with SA status code to make listing as in pass2 reservations. Name field is also created the same way as; **-S/PULAK/LARAELIFMISS**.

Passenger types:	**ZED code**
Staff's own	ZEA
Staff's spouse	ZCS
Staff's children	ZEU
Staff's mother and father	ZEP
Abroad stations assigned staff's mother and father in law	ZEP
Retired staff	ZEF
Retired staff's spouse	ZSO
Retired staff's children	ZPU
Infant	ZEI
Siblings	ZES

-S/PULAK/TOLGAMR: Name field entry.
FQ*ZEA//CEDZL : Fare quotation for staff's own domestic or international ZL level CED fare.
FQ*ZSO//CEDZM : Fare quotation for retired staff's spouse, domestic or international ZM level CED ticket.
FQP*ZEP//CED2 : Fare quotation for staff's mother and father CED business ticket.
M1J/011111/99-2014/CED100 : CED payment fields.

```
FX*ZEU//CEDZL
>FXISTPAR07APR*ZEU
 FARES LAST UPDATED 06APR 09:53 PM
 IST-PAR SUN-07APR24 TK
 MPM 1672 EH
 PRIVATE FARES
 PROVIDED BY ..ITA..
      CX    FARE    FARE      C  AP  MIN/    SEASONS..... MR GI DT
            USD     BASIS               MAX
   1 -TK    28.00   NIDCL3R2 N          /12M                R  EH
      PTC: ZEU
```

```
  1 TK1821 N  SA 27JUL  ISTCDG SA1   0700 0940 CABIN YE
  2 TK1830 N  TH 15AUG  CDGIST SA1   0755 1225 CABIN YE
 FQ-1 A07APR24 ET AP/SU NN QXR T/ITA
 2.IST TK PAR24.00NIDCL3R2/ZEU TK IST24.00NIDCL3R2/ZEU
 3.Z NUC48.00ROE1.00
 4.FARE USD 48.00 EQU TRY 1531.00TAX TOT XT 2927.59 TOT TRY 4458.59
 5. TAX TRYIZ    156.16 TAX TRYDU   EXEMPT  TAX TRYO4    103.88 TAX
TR
 YQX   1113.20 TAX TRYM6    103.88
 6. TAX TRYFR    757.96 TAX TRYTR    692.51
 7.S1-2 B30K
 8.S1 NA07APR25
 9.S2 NA07APR25
 10.X PI --
 11.X FC --
 12.X FC --
 13.X PC --
 TKT-1 G ZEU
```



If business CED ticket cannot be used due to availability and instead travel in economy with business CED ticket , the difference between the cabins can be requested via WEB feedback system. Denied Boarding is selected to create feedback.

33. INDEPENDANT TROYA ENTRIES

FDNDT100 : Displays note for free ticket of international groups.

FDNDT200 : Displays note for free ticket of domestic groups.

FDNDT300 : Displays the note about TK Open Jaw application and cities.

FDNDD220 :Displays FAMTRIP ticket rules.

FDNDZ066 :Displays the free ticket rules for travel agencies against their sales.

FDNTAXTR : Displays the tax note of the country code in Turkish.

FDNTAXTR2 : YR (insurance surcharge) application details are listed.

FDN….. : The fare note entered following the format may belong to the details text about some special applications, exemptions or seasonal promotions.

FDNCX0010 : Turkish Corporate Club discounted fare note may be displayed. (CX0010 is an example).

4F OSI TK CCC..(8 DIGIT PIN NUMBER) : Corporate Club card number entry.

4FSSRCLIDTKHK1 TKCCC.. : Corporate Client Identification number entry. The pin number is entered with this format to all Corporate Club members PNR's for tracking purposes.

ME*2354469876532 : Blacklist check for paper documents.

FDNTKUA : Displays the SPA agreement details of the airline entered.
FDN*TKUA : Displays the same agreement in English.
FDNTKSPA : Displays all the SPA partner airlines of the Corporate.

FDNHA0008 : Refund conditions note for USA routing tickets issued by US TK offices, www.thy.com and call center. (check note for details)

FDNHA9951 : Special waiver note for group PNRs (check note for details).
FDNHA9999 : Special waiver note for group PNRs (check note for details).
FDNHA9949 : Special waiver note for group PNRs (check note for details).
FDNHA1010 :Side trip baggage exception for branded fares.
T/SO* : Displays SR number and list of all Troya cities.

EX//T/FIMG235…(TKT NUMBER) : Tickets details retrieval from external system database of Revera.

```
>EX//T/FIMG2352493122624
(TKD) R E V E R A  T I C K E T  D I S P L A Y

235 PAX 2493122624 *ET TASKESEN/PERI MRS 32RL8T
ISSUED BY: 3321498 DIDAR SEIR TOUS TOUR & TRAVEL
DOS: 05-10-2015
1F IST  L YL TK 889 12-10-2015 MHDIST U 12-10-2015
2F BUD  L YL TK 1035 12-10-2015 ISTBUD U 12-10-2015
3F OSL    //   BUDOSL
4F IST  L YL TK 1752 20-09-2016 OSLIST E 17-01-2016
1 MHD  L YL TK 888 20-09-2016 ISTMHD E 17-01-2016

GROSS : 655.00 USD
ENRS : NONEND/TK ONLY/CHNG DATE     COLLECTED AS CP TAX BR34
DSG : /IT: /FEE: /FEE2: /FCMI: 1
TAX : IR350000.00 IRR/ZN444000.00 IRR/TR382000.00 IRR/CP1708
ISSUED IN EXC FOR: 01,02,04 2352493122618
DOC TYPE: TA4 ORG. DOS: 04-10-2015
ISSUED IN EXC FOR: 01 2352493122619
DOC TYPE: TA4 ORG. DOS: 04-10-2015
REISSUED NEW TICKET : 2352156399691 ORG. DOS: 04-10-2015
CONJ TICKET : 2493122624,2493122625


INFO. CONTAINS ACTUAL DATA AT THE MOMENT OF TICKET DISPLAY
THIS MESSAGE IS FOR INFORMATION ONLY
```

Coupon codes :

V : Void coupon.
F : Flight coupon.
R : Refund coupon.
X : Exchange coupon.
S : Surface coupon.
L : Lost coupon (Paper tickets)

EX//CHHAIATANUMBER : Travel agency record is displayed from seven digit IATA number. If travel agency record is not accessible with this entry below link may be helpful.
https://customer-portal-iata.force.com/iec/ieccacfree

ETKT CREDIT CARD CONTROL: This transaction may be requested by ETKT's issued online with credit card and system needed extra security for further transactions. This remark on the ticket must be removed for any transaction ETKT requires. The credit card number on the ETKT must be matched with physical credit card and the id of the owner and below format is entered.

PLEASE CONTROL CREDIT CARD
PURGE DATE :15DEC23

PAX NAME :FUJITA/ELLY MS
TICKET NUMBERS :2352458219904/
ISSUED ON :13DEC21 INTERNATIONAL
ISSUED BY :TK QUP 009730173 D5/Q /A
GLOBAL BILGI
BUCHAREST
ROMANIA
PNR REFERENCE :TK/RZJCXB
ENDORSEMENT REST :NONEND/TK ONLY.NO.

2352458219904

***ET-/2352458219904**
***ET-/CCOFF**

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