Topic: Reminders for DCS System Records on Pegasus

Dear Partners

We make every effort to address and resolve passenger complaints submitted to the Customer Relations system without the need to contact you again, in order to minimize any disruption to your operations. Therefore, strict adherence to the reminders outlined below at your stations will greatly streamline our processes and support the efforts of our colleagues in the Customer Relations department. Kindly ensure that these reminders are communicated to all relevant personnel.

- For guests identified as "no show," it is necessary to record information in the system as "**COUNTER NO SHOW" or "GATE NO SHOW**."
- Guests who **apply after the counter closes** and are not allowed to board must also have their information recorded in the system.
- The system includes the **"CC"** closure time at the bottom of the flight details, which we use for complaints. However, sometimes flights are closed after boarding concludes, hindering access to accurate information. If possible, ensure "**CC**" closure is recorded in the system when the counter closes.
- For guests denied boarding due to documents, visa, or passport issues, the system must document reasons such as **"LACK OF VISA," "NO RESIDENCE," or "VISA THAT HAS NOT STARTED/HAS EXPIRED."**
- For guests involved in disputes regarding **excess baggage, seat changes, improper hand luggage**, or similar issues during the counter or boarding process, the system must include a summary of the events.
- For families arriving last-minute who **need to be seated separately due to unavailable seating**, relevant notes should be added to the system.
- In cases where guests claim to have paid but **the payment does not appear** in the system, and they **fail to provide proof**, detailed explanations regarding the collected excess charges must be recorded in the system.
- At ticket sales agencies in stations, any dialogues with guests that are likely to result in complaints should be recorded in the system.
- **For offline stations** where system information cannot be accessed directly, the above-mentioned points should be shared with me via email.