



TKCONNECT



TURKISH AIRLINES

NDC Application Guideline

This guide has been created to show agents how to connect to TKCONNECT, the Turkish Airlines NDC product. Below, you will find both a short (A) and a detailed version (B) of the application process, with screenshots added if needed.



Before You Start

Agencies already using our existing channels such as Quickres, Kolaybilet, Websagent do not need to switch to NDC in the first phase, and these agencies will be able to benefit from all the features of TKCONNECT. NDC conversion of these channels is planned and infrastructural preparations are ongoing.

Application Process

There are 3 different application methods for our business partners who want to connect to TKCONNECT:

1. Direct connection (via API),
2. via an “Aggregator”,
3. via User Interface (UI),

Our partners can choose from these three connection types the one that suits them best.

How To Apply TKCONNECT?

A. Short Version

In summary, you have 6 main steps to make TKCONNECT application as follows:

A.1 Pre-Application:

For any application type, start by filling out the preliminary application form available [here](#).

A.2. E-mail Confirmation:

After submitting the form, it will be sent to TK for evaluation. Once approved, you will receive a confirmation email with your application number and a link to our Agency Portal. Enter the requested information on the page at this link and it will direct you to the main Application form.

A.3. Main Application:

By clicking the link provided in the confirmation email, you will be redirected to our Agency Portal. Here, you will need to enter your email address and tracking ID number. After entering these credentials, you will be directed to the main application form. Complete all necessary fields and submit the form. Your application will remain in pending status until TK approves it. Once confirmed, your account will be created, and you will receive an email with your account details (username and password).

A.4. Formalizing the Agreement:

Legal contracts must be signed between parties during application or in an agreed timeline. Agency or aggregator must read and sign i) main contract, ii) Annex A iii) Annex B contracts. Non-BSP agencies with Direct Settlement Agreement must sign Annex C additionally.

A.5. API Demand & Developer Portal (Only for Direct Connection):

After completing the application process, partners who wish to connect to TKCONNECT via direct connection (API) should request the NDC API in our Agency Portal by providing the necessary information.

A.6. Finalizing Integration and Ready for Sales (Only for Direct Connection):

After completing all application and contract processes, partners can finalize their test and production developments with support from our IT team. The next phase will be certification and final approval. Once completed, partners will be ready to access and sell our NDC content.

B. Detailed Version

B.1. Pre-Application

The pre-application form is filled in by clicking on the Agency Portal application [link](#). The pre-application form consists of 2 steps.

B.1.1 Partner Information

The screenshot shows the TKCONNECT pre-application form for Partner Information. The header includes the TKCONNECT logo, 'About', 'F.A.Q.', and a language selector set to 'English'. The main heading reads 'Wonderful, please give us personal information.' Below this, there are several input fields: 'E-Mail', 'Title' (a dropdown menu), 'First Name', 'Last Name', a phone number field with a dropdown for the country code (currently showing '+90') and a placeholder 'e.g. +905012345678', 'Company', and 'Company Role'. At the bottom left, there is a link for 'Terms/Conditions & Privacy Policy', and at the bottom right, there is a red 'Next' button.

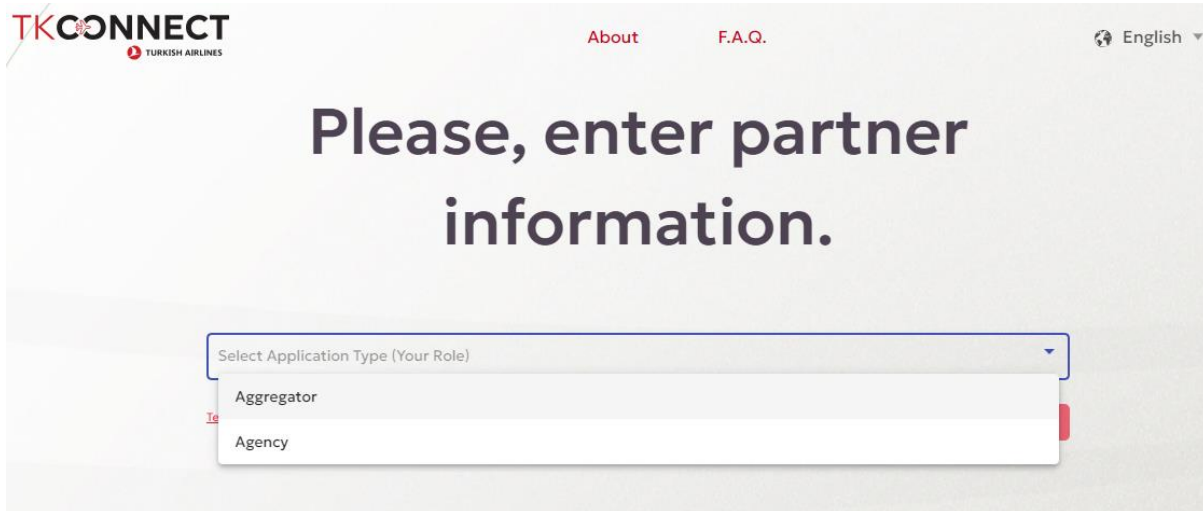
Information requested on this page:

- Email: Partner's email address is required. All subsequent emails will be sent to this address.
- Title
- First name
- Last name
- Phone number: Partner's phone number is required.
- Company: Your company's legal name. If the name is too long, you can use an abbreviated version.
- Company role: The role of the person submitting the application within the company.



Incorrect email address: It is important that the email address is written correctly as the application link will be sent to the email address after the form is filled in.

B.1.2 Role Selection

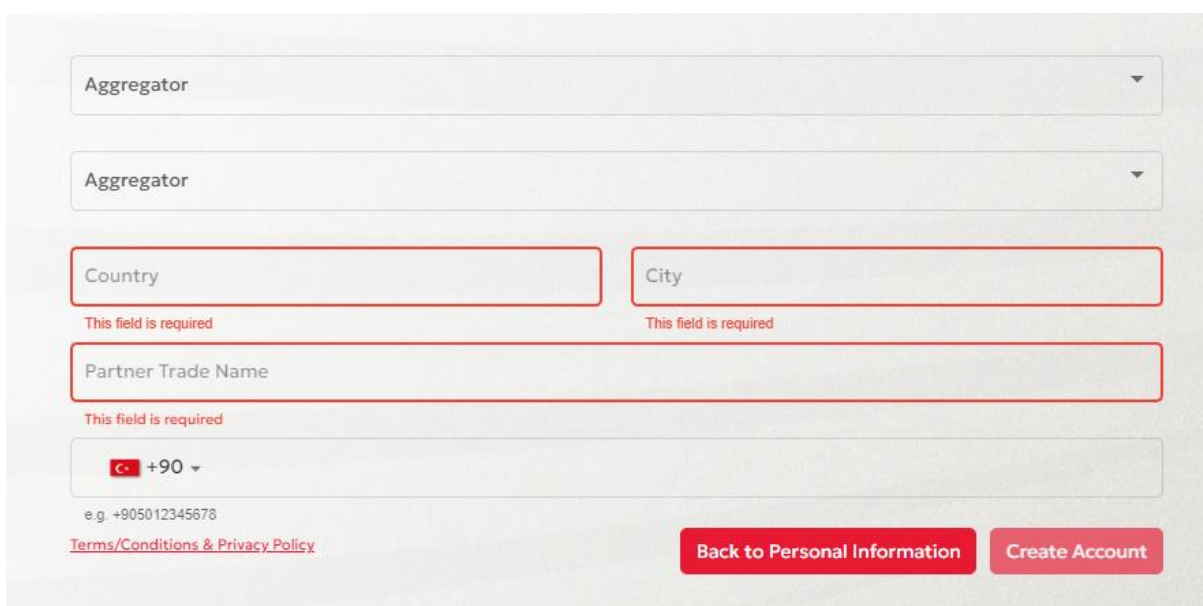


This page allows you to select your role as either an aggregator or an agency. **Please ensure you choose your company's role, not your connection type.** If you are an agency connecting to TKCONNECT via an aggregator, you should still select “agency” as your role. Your connection type will be specified in later steps if you are an agency connecting through an aggregator.

Option 1: Aggregator

Select this option if you are an aggregator. In the next section, you will specify the type of aggregator you are. Options are:

- **Aggregator**



- Aggregator Consolidator

(an additional field “Is IATA Member” will appear if you select this)

Aggregator

Aggregator Consolidator

Country

City

This field is required

This field is required

Is IATA Member ? ☒ Yes ☐ No

IATA/ARC Code

Partner Trade Name

This field is required

 +90

e.g. +905012345678

[Terms/Conditions & Privacy Policy](#)

Back to Personal Information

Create Account

- GDS Aggregator

Aggregator

GDS Aggregator

Country

City

This field is required

This field is required

Partner Trade Name

This field is required

 +90

e.g. +905012345678

[Terms/Conditions & Privacy Policy](#)

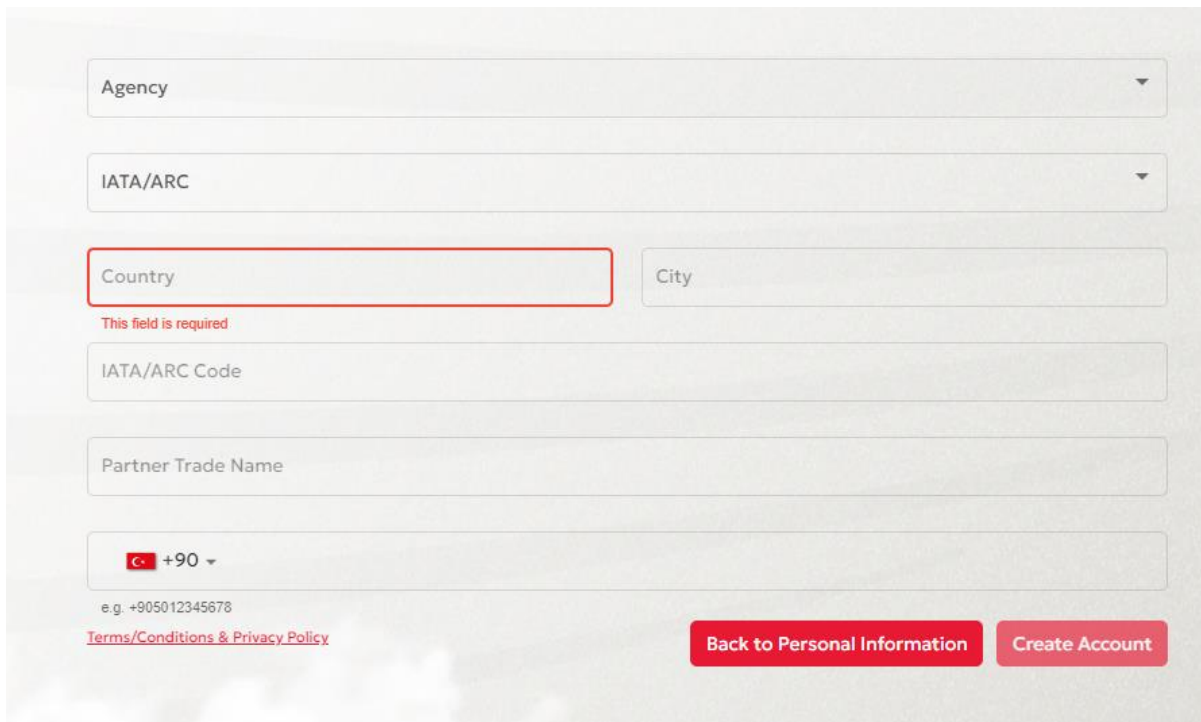
Back to Personal Information

Create Account

Option 2: Agency

Select this option if you are an agency. In the next phase, you will indicate whether you are an IATA/ARC or non-IATA agency:

- IATA/ARC



Agency

IATA/ARC

Country

This field is required

City

IATA/ARC Code

Partner Trade Name

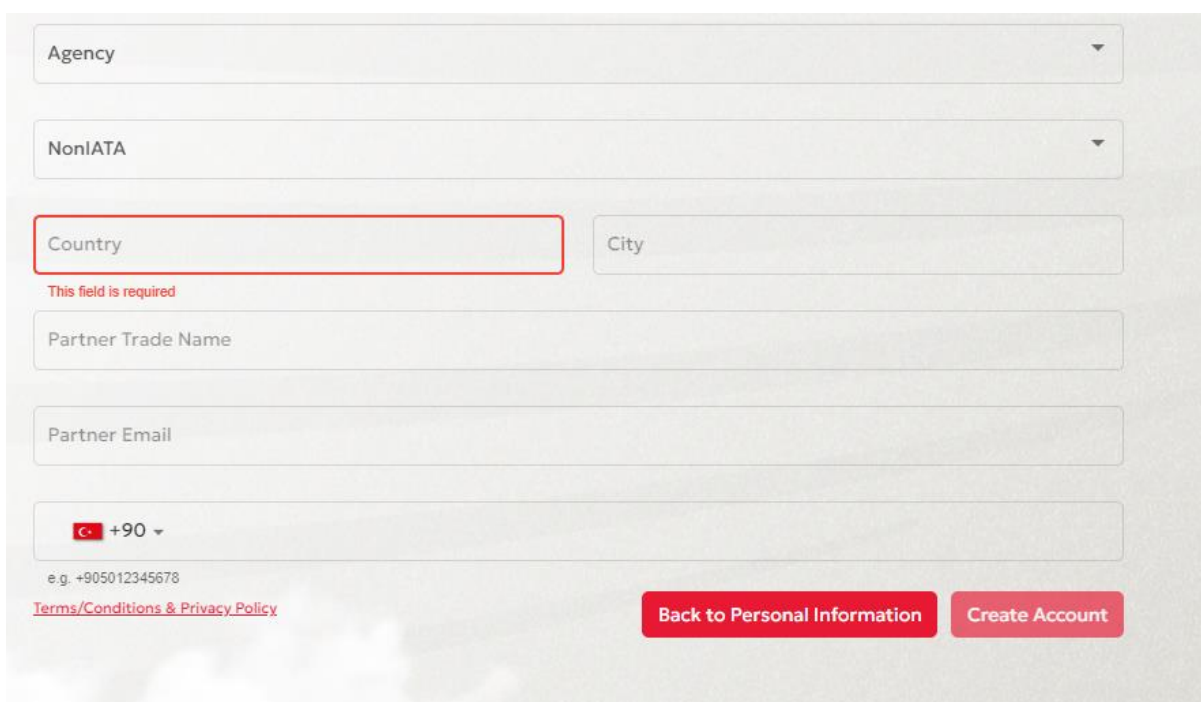
+90

e.g. +905012345678

[Terms/Conditions & Privacy Policy](#)

[Back to Personal Information](#) [Create Account](#)

- Non IATA



Agency

NonIATA

Country

This field is required

City

Partner Trade Name

Partner Email

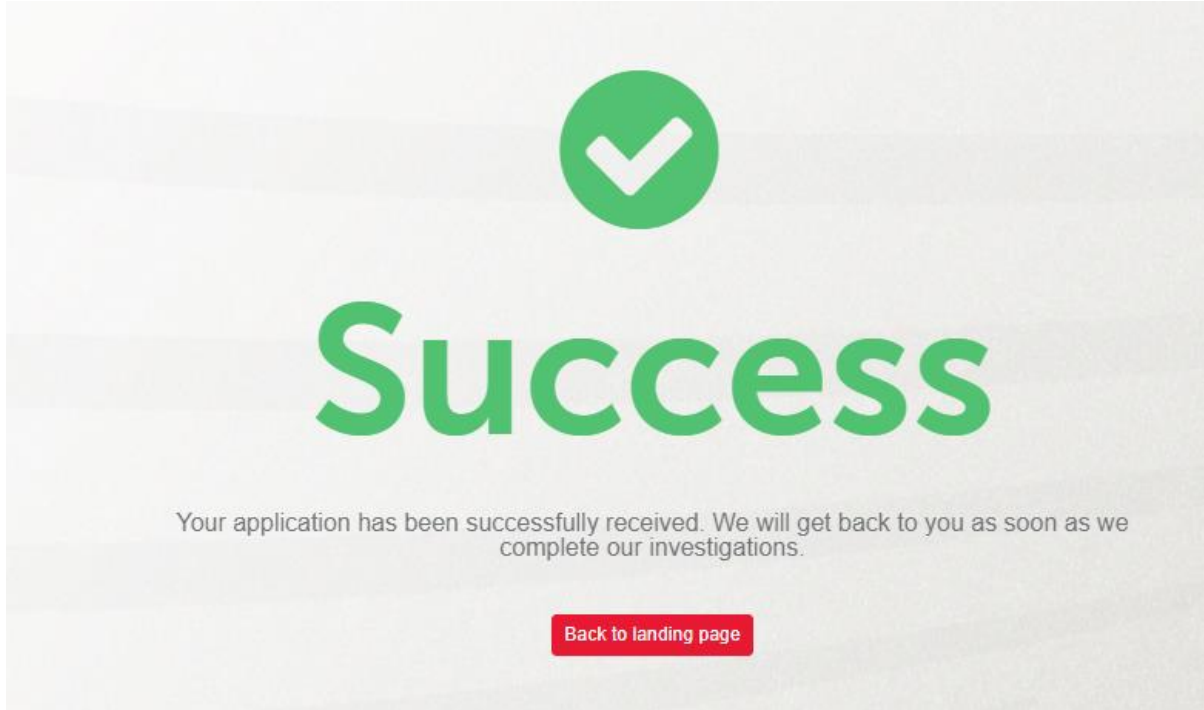
+90

e.g. +905012345678

[Terms/Conditions & Privacy Policy](#)

[Back to Personal Information](#) [Create Account](#)

Once all fields are completed, you can proceed to create your account. If everything is correct, your next screen should look like this.



B.2. Mail Confirmation

After the pre-application, your application will be evaluated. At the end of the evaluation, if your application is approved, an e-mail will be sent to you. The content of this email is as follows:

As Turkish Airlines, we are delighted to welcome you! There are only a few more steps to complete your application and start this journey.

Firstly You need to log in to the system with your tracking number, which we mentioned below, and fill out the;

Agency Details,

Agency Analysis,

Account Details,

User Details pages to complete your application.

After you complete your application steps the relevant sales management agency will process your application and you will be contacted about your application status as soon as possible.

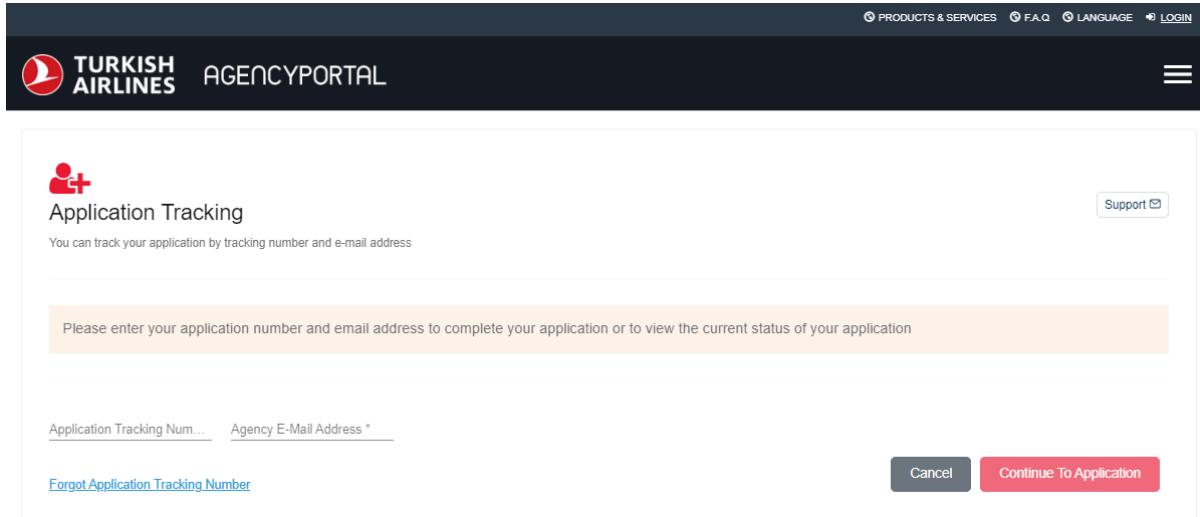
Your tracking number for the agency application:240828162349

Click [here](#) to track your application.

In case of any query, please feel free to contact us.

Have a nice day!

By clicking on the "[Application tracking](#)" link in the email that you receive after confirmation, you will be taken to the following page:



The screenshot shows the 'Application Tracking' page of the Turkish Airlines Agency Portal. The header includes the Turkish Airlines logo and 'AGENCYPORTAL'. The main content area has a red icon with a plus sign and the title 'Application Tracking'. Below the title, it says 'You can track your application by tracking number and e-mail address'. There is a 'Support' button with an envelope icon. A light orange box contains the instruction: 'Please enter your application number and email address to complete your application or to view the current status of your application'. Below this, there are two input fields: 'Application Tracking Num...' and 'Agency E-Mail Address *'. At the bottom, there is a link 'Forgot Application Tracking Number' and two buttons: 'Cancel' and 'Continue To Application'.

You can access the main form by entering the “application tracking number” and “agency e-mail address” information on this page.



You can also use the following [link](#) to access the “application tracking” page directly to the link received in the mail.

If you forget the “Application tracking number”, you can use the “Forgot application tracking number” button on the same page. When you click this button, you will be asked for your email address. If your email is registered in our system, the application tracking number will be sent to you via email.



Remind Application Tracking Number

You can track your application by tracking number and e-mail address

Support 

To be reminded of the application tracking number, please enter the e-mail address you entered when applying

Agency E-Mail Address *

Cancel

Remind

For your questions about the agency portal, you can get support via email by clicking the “Support” button on the same page.

B.3. Main Form

B.3.1. Page 1

After completing the previous inputs, you will be directed to our main application form. Below is a screenshot of this page.

TURKISH AIRLINES AGENCYPORTAL

Application Tracking Number: 240828135140

You can track your application by tracking number and e-mail address

Progress: 1. Agency Information, 2. Agency Analysis, 3. Payment Information, 4. User Information, 5. Agency Documents

Agency Information

Agency Type: NDC

Agency Name: TRIAL (5 / 100)

Agency Trade Name: TRIAL (5 / 100)

Country: Türkiye

City: Ankara

Address: (0 / 200)

Postal Code: (0 / 10)

Personal Count: (0 / 4)

Tax Office: (0 / 100)

Tax Number: (0 / 20)

Application Type: Agency

Select Preferred Connection Type *

Select Field of Activity *

Is TURSAB Member? ☐ Yes ☒ No

Sales Department: ANKARA SATIS MD.

Phone Number of Sales Department: (312) 465 63 63

Address of Sales Department: Atatürk Bulvarı Celal Bayar İş Merkezi No : 211 Kavaklıdere / ANKARA

Continue To Application

Fill out the required information in the form, then select your connection type in the “Select Preferred Connection Type” field.

a) If you are an agency, your options are as follows:

- TKConnect User Interface (UI)
- via an Aggregator
- Direct Connection (via API)

Postal Code: (0 / 10)

Personal Count: (0 / 4)

Tax Office: (0 / 100)

Tax Number: (0 / 20)

Application Type: Agency

Select Type of Partner: NonIATA

Select Preferred Connection Type *

- TKCONNECT User Interface (UI)
- via an Aggregator
- Direct Connection (via API)

Sales Department: ANKARA SATIS MD.

Phone Number of Sales Department: (312) 465 63 63

Address of Sales Department: Atatürk Bulvarı Celal Bayar İş Merkezi No : 211 Kavaklıdere / ANKARA

Continue To Application

- b) If you are an aggregator, your “application type” will be displayed as “aggregator,” followed by your “aggregator type.” Your preferred connection type will automatically be set to “Direct connection (via API).” You will then be asked if you want to use the TKCONNECT User Interface (UI). Please refer to the screenshot below.

1

2

3

4

Agency Information

Agency Analysis

User Information

Agency Documents

Continue To Application

Agency Type
NDC

Agency Name *
TEST AGENCY

Agency Trade Name *
TEST AGENCY

Phone Number
+90

Email Address

Address *

Country
Germany

City
Frankfurt

District *

Postal Code

Personal Count

Tax Office

Tax Number

Application Type
Aggregator

Aggregator Type
Aggregator

Select Preferred Connection Type
Direct Connection (via API)

Do You Want to Use TKCONNECT User Interface? ☒ Yes ☐ No

Sales Department
FRANKFURT MD.

Sales Department
FRANKFURT MD.

Phone Number of Sales Department

Address of Sales Department
Hamburger Allee 2-4, 60486 Frankfurt am Main Frankfurt /GERMANY

Continue To Application

B.3.2. Page 2

In the next tab you will see “Agency Analysis” page. Please fill out the fields.

1

2

3

4

Agency Information

Agency Analysis

User Information

Agency Documents

Back

Continue To Application

AGENCY SHAREHOLDERS

+ New

AGENCY MANAGERS

+ New

Countries of Activity

This field is required

Back

Continue To Application



If you are an aggregator you should choose active countries here additionally.

B.3.3. Page 3

In the next tab you will see “User information” page. Please fill out the fields.


Agency Application
You can track your application by tracking number and e-mail address

Application Tracking Number
240828162349

1

Agency Information

2

Agency Analysis

3

User Information

4

Agency Documents

Back

Next

AGENCY USERS

+ New

Back

Next

B.3.4. Page 4

On the next tab, you will see the “Agency Documents” section. Here, you need to upload the NDA (Non-Disclosure Agreement) along with any other required documents. Once this section is complete, you should see the “Complete the Application” button. Click it to finalize your application.


Agency Application
You can track your application by tracking number and e-mail address

Application Tracking Number
240828135140

1

Agency Information

2

Agency Analysis

3

Payment Information

4

User Information

5

Agency Documents

Back

OPTIONAL DOCUMENT UPLOADING FIELD	FILE NAME
Optional Document	Please select a file  Upload

Back



User Roles and Authorization Areas

Agency Information Agency Analysis System Informations Payment Information User Information Agency Documents

Back Next

AGENCY USERS

Gender * Name * Surname * Date of Birth *

Nationality * Nationality Number

E-Mail Address * Address * Language *

Is Agency Owner ? ☐ Yes ☐ No

Roles ☐ Manager ☐ Administrative ☐ Accounting ☐ Ticket Sale

At least one role should be selected

☐ I declare that the related agency user is agree with the Privacy Policy.

Close Add

When adding new users on the <<User Information>> screen in the section B.3.3. Page 3 , user roles and their authorization areas should be taken into consideration.

Roles and authorization areas:

- **Manager:** The user in this role can make all requests on behalf of your agency in the Agency Portal. In order to make a request through the Agency Portal, you must have a user with the Manager role. Users without a Manager role cannot make requests on behalf of your agency in the Agency Portal.
- **Administrative:** This role is given for agency personnel who will not be given Manager, Ticket Sales, Accounting authorizations.
- **Accounting:** In order to access the accounting reports of your agency, users must be given this role. If there is no user with Accounting role in your agency, you cannot view Sales and Income Reports.
- **Ticket Sale:** You need to give the Ticket Sales role to the user you want to authorize to sell tickets. User without Ticket Sales role cannot sell tickets.



1. You can save your application as a draft and continue later by clicking the “Save Draft” button..
2. The content or information in the application form may vary depending on whether you are an agent or an aggregator.
3. Agency applications consist of 5 steps, while aggregator applications have 4 steps. The payment information step is only visible for agency applications. See the screenshot below.



Agency Application

You can track your application by tracking number and e-mail address

Application Tracking Number
240828135140

1

Agency Information

2

Agency Analysis

3

Payment Information

4

User Information

5

Agency Documents

Reconciliation Type ☐ BSP ☒ Non-BSP

Payment Method ☐ Agency Credit Card ☐ Cash

Currency *
USD

Back

Continue To Application

Back

Continue To Application

Exit

History

Save Draft

Cancel The Application



For partners who will use User Interface;

After the application process approvals are completed by the relevant TK teams, TKCONNECT UI usernames are sent to the users via SMS.

With this username, users can access their new password by clicking the forgot password button on parola.thy.com.

Agencies that have obtained their username and password can log in to the system via the [TKCONNECT UI](#) link.



TR | EN

CHANGE PASSWORD

FORGOT PASSWORD



An Agency with Completed Approval Process;

- Viewing Users
- Adding New User
- User Role Update Request

Viewing Users

The TKCONNECT UI user list and codes of our partners who have successfully completed the Agency Portal process and whose application status is 'APPROVED' have been created. Partners who want to view their user list and codes can view them from the 'Agency Card' section in the Agency Portal as follows.

[Home](#) > [Agency Search](#) > [Agency Card](#)

IT TEST

Agency ID : 118555714

APPROVED

IT TEST

FRANKFURT MD.

Kolay Bilet Application

Quickres Application

Group Application

IATA Application

NDC

Hajj-Umrah

Pseudo City Code :

FRA

Location :

International Flights

Contract Type :

AGENCY

Reconciliation Type :

BSP/ARC

[Home](#) > [Agency Search](#) > [Agency Card](#) > [Contract Specific](#)

System Informations

Account Informations

Users

IT TEST

Agency ID : 118555714

APPROVED

IT TEST

FRANKFURT MD.

Kolay Bilet Application

Quickres Application

Group Application

IATA Application

NDC

Hajj-Umrah

Active Users

Filter

User Id	Name	Lastname	Mail Address	Transactions
123USER	USER	TEST		
123TESTUSER	USER 2	TEST		
123USERID	USER 3	TEST		

Items per page 5 1 - 3 of 3 |< < > >|

Adding New User

Our partners who have successfully completed the Agency Portal process and whose application status is 'APPROVED' can add users who were not added during the application process after their applications are completed. There are two methods for this.

1. You can request a new user by clicking the 'Add' button at the bottom of the Agency Users page on the previous page.

Home > Agency Search > Agency Card > Contract Specific

The screenshot shows the 'IT TEST' user management interface. On the left, a sidebar menu has 'Users' highlighted in red. The main content area shows the user 'IT TEST' with agency ID '118555714' and an 'APPROVED' status. Below this, there's a section for 'Active Users' with a table listing three users: 123USER, 123TESTUSER, and 123USERID. At the bottom of the table, there is an 'Add' button with a checkmark, which is highlighted with a red rectangle.

2. Unlike the above method, a 'User Add Request' can be made from the 'Requests' menu on the Agency Card page as follows.

Home > Agency Search > Agency Card > Requests

The screenshot shows the 'IT TEST' user management interface from the 'Requests' menu. On the left, a sidebar menu has 'New Change Request' highlighted in red. The main content area shows the user 'IT TEST' with agency ID '118555714' and an 'APPROVED' status. Below this, there's a section for 'Select Change Request Type' with a dropdown menu. The dropdown menu is open, showing several options, with 'User Add Request' highlighted in red.

User Role Update Request

Our partners who have successfully completed the Agency Portal process and whose application status is 'APPROVED' can change the roles of their users. The request to change these user roles is made through the 'Agency Users' page.

NOTE: Users without a Ticket Sales role cannot log in to the TKCONNECT User Interface system.

Home > Agency Search > Agency Card > Contract Specific

System Informations

Account Informations

Users

IT TEST

IT TEST

FRANKFURT MD.

Kolay Bilet Application Quickrns Application Group Application IATA Application NDC Hajj-Umrak

Active Users

Filter

User Id	Name	Lastname	Mail Address	Transactions
123USER	USER	TEST		
123TESTUSER	USER 2	TEST		
123USERID	USER 3	TEST		

Items per page 5 1 - 3 of 3

Agency ID : 118555714

APPROVED

REQUEST ROLE UPDATE

Home / Contract Specific

IT TEST

IT TEST

FRANKFURT MD.

Kolay Bilet Application Quickrns Application Group Application IATA Application NDC Hajj-Umrak

Agency ID : 118555714

APPROVED

123USER USER TEST

Administrator User of Agency

CURRENT

NEW

Roles: ☐ Manager ☒ Administrative ☐ Accounting ☐ Ticket Sale

Roles: ☒ Manager ☒ Administrative ☐ Accounting ☒ Ticket Sale

HISTORY NOTES

No record found.

Back

Demand

B.4. Approvals and Agreements

Legal contracts must be signed between parties during application or in an agreed timeline.

Agency or aggregator must read and sign:

- Main contract,
- Annex A
- Annex B contracts.

Non-BSP agencies with Direct Settlement Agreement must sign Annex C additionally. All contracts' must be wet signed and stamped (all pages) and delivered to TK Sales Office physically. and then should upload Agency Portal by the TK Sales Team.

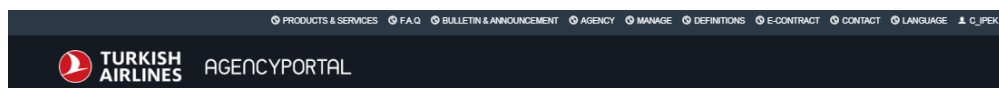
B.5. API Demand & Dev Portal (Only for Direct Connection-via API):

The process to be followed by our partners who want to connect to TKCONNECT with the direct (API) connection option is given below.



Before starting this process, partner companies should make sure that the Agent Portal approval processes have been switched to 'APPROVED' status. Otherwise, they will receive errors in Developer Portal processes and will not be able to perform transactions through the system.

After application process is completed, our partners who want to connect TKCONNECT with Direct connection (via API), they should demand NDC API in our Agency Portal (marked yellow in the images below) by providing some information needed.



Home > Agency Search > Agency Card

BT TESTI ACENTE IATA

Agency ID : 143798581

APPROVED

Details

Documents

NDC API

Reports

Requests

BT TESTI ACENTE IATA

BERLIN MD.

Kolay Bilet Application

Quickres Application

Group Application

IATA Application

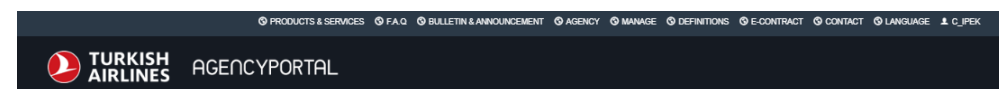
NDC

Hizmet Ulaştırma

Pseudo City Code : RRR

Location : International Flights

Contract Type : AGENCY



Home > Agency Search > Agency Card > NDC API

NDC API

BT TESTI ACENTE IATA

Agency ID : 143798581

APPROVED

BT TESTI ACENTE IATA

BERLIN MD.

Kolay Bilet Application

Quickres Application

Group Application

IATA Application

NDC

Hizmet Ulaştırma

To get information about the NDC API product [click](#)

Demand NDC API

After clicking the “Demand NDC API” button above (marked yellow), a new field will appear where partners should enter the required information and submit their API request by clicking the “Demand NDC API” button shown in the screenshot below.

The screenshot shows the 'NDC API REQUEST' page in the Turkish Airlines Agency Portal. The header includes the Turkish Airlines logo and 'AGENCYPORTAL'. The page title is 'NDC API REQUEST' with a breadcrumb 'Home / Agency Profile'. The agency name is 'WESTMINSTER TRAVEL LTD' and the location is 'HONG KONG MD.'. A green 'APPROVED' button is visible. Below the agency information, there are tabs for 'Killing Sites Application', 'Customer Application', 'Group Application', 'NDC Application', 'NDC', and 'Flight Search'. The 'NDC' tab is selected. The main form area is titled 'NDC API Request' and contains the following fields:

City Code	HKG
Agency Location	International Flights
Sales Authority	International Flights ☐
System Type	Prod

Below the form fields is an 'API User' dropdown menu. Underneath is a 'Notes' section with a text input field and a 'D' icon. To the right of the notes is a table with columns 'DOCUMENT NAME' and 'DELETE'. Below the table is a large dashed box with an 'Upload' button. At the bottom, there are three sections: 'PAST DOCUMENTS', 'E-CONTRACT DOCUMENTS', and 'HISTORY NOTES', each with a yellow box indicating 'No record found.'. The footer contains a 'Back' button and a 'Demand NDC API' button.

Once the NDC API request is submitted, it will be evaluated. Upon approval, the agency will receive an email with a link to the [Developer Portal](#) for registration. After the first user registers in the developer portal, additional users can be added by the first user. Once these steps are completed, partners will be able to access the NDC API in their Agency Portal account under the “Documentation” section.

B.6. Finishing Off the Integration and All Set For Sales:

After completing all of the application and contract processes, our partners will be able to complete their test and PROD developments with our IT team's support. Next phase will be certification and final approve. Then our partners are all set for start to see and sell our NDC content.

Home > Agency Search > Agency Card > NDC API

NDC API

IT TEST

Agency ID : 118555714

APPROVED

IT TEST

FRANKFURT MD.

Kolay Bilet Application Quickres Application Group Application IATA Application NDC Hâjı-Umrâh

Agency Name: IT TEST Üçlü Troya Kodu: FRA
Agency Location: International Flights City Code: FRA

	Test System	Live System
Sales Authority	☒ International Flights	☒ International Flights
Payment Method	☒ Cash	☒ Cash
SOR	1234 4 / 4	1234 4 / 4
Printer Code	11111 5 / 4	11111 5 / 4
Message Printer Code	22222 5 / 5	22222 5 / 5
Flex Premium	Alert Threshold: 111 Warning Threshold: 1111 Monitoring Enabled ☒	Alert Threshold: 111 Warning Threshold: 1111 Monitoring Enabled ☒

Request Live System Authorization



TURKISH AIRLINES