



TURKISH AIRLINES

DCRC GUIDELINE

September 2024

Version 1 (revision 1)

Valid from: 1 October 2024



TURKISH AIRLINES



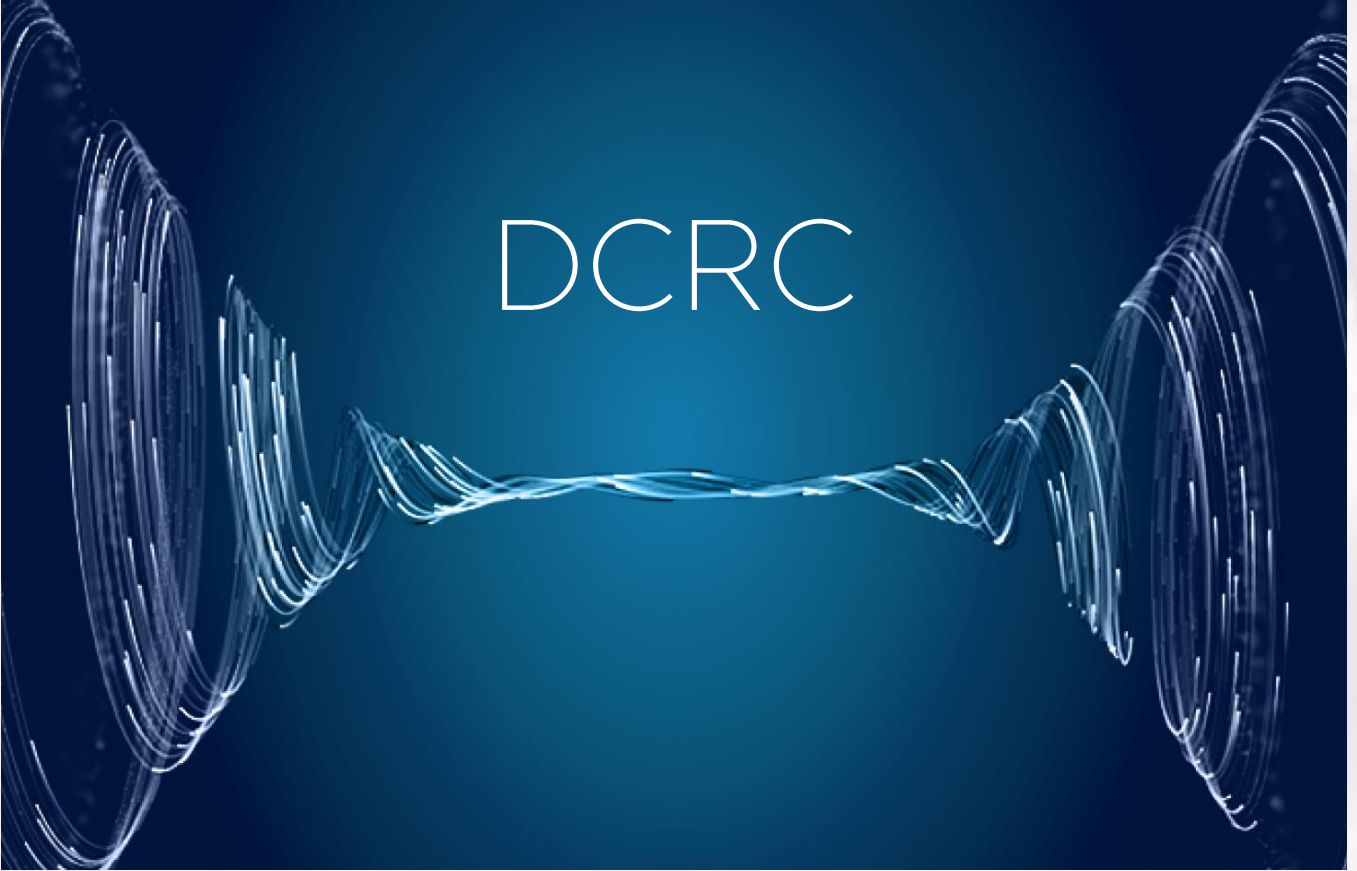
Contents

1. INTRODUCTION.....	3
2. DEFINITIONS	4
3. RULES AND COLLECTION.....	5
4. REFUND	7
5. EXEMPTIONS.....	8





1. INTRODUCTION



Turkish Airlines, by 1st October 2024, will start to implement a Distribution Cost Recovery Charge (DCRC) on tickets sold via GDSs. DCRC will be applied to all GDS EDIFACT bookings.

None of the GDSs will be exempt from the distribution cost recovery fee.

Tickets issued through TKCONNECT or Turkish Airlines' direct channels (Troya, Quickres, Websagent, Easyticket, call center, website and mobile) are not subject to DCRC.



2. DEFINITIONS

EDIFACT

Electronic Data Interchange for Administration, Commerce and Transport (EDIFACT) is a legacy standard for electronic communication and the exchange of structured data concerning airline bookings, flight schedules, ticketing, passenger information, and other administrative and operational tasks.

It facilitates data exchange among airlines, travel agents, and other industry stakeholders, but it has now reached its limitations.

NDC

New Distribution Capability (NDC) is a modern data exchange format that leverages Offer and Order management processes, allowing airlines to create and share relevant offers with customers, regardless of the distribution channel.

NDC opens up new possibilities in distribution by enabling more comprehensive and personalized offers. It enhances the efficiency and flexibility of distribution channels, allowing airlines to better meet customer needs and preferences.

DCRC

Distribution Cost Recovery Charge (DCRC) is a surcharge that is added to the total cost of the bookings made through legacy EDIFACT channel via the GDSs.



3. RULES AND COLLECTION

DCRC is added on the tickets issued through the traditional EDIFACT channel via GDSs. Turkish Airlines has ongoing distribution agreements with the GDSs listed below:

1A	Amadeus
1G/1P/1V	Travelport (Galileo/Worldspan/Apollo)
1T	Hitit
1E	Travelsky
1F	Infini
1H	Sirena

- DCRC amount is USD 24 per ticket (converted into local currency) for all GDSs.

•USD 24 •EUR 22 •JPY 3500

- There will be no market-specific differentiation for the DCRC amount.

- DCRC will be applied to all tickets issued worldwide (see chapter 4 for countries with exemption from DCRC) issued via GDSs.



- DCRC will be priced automatically and will be applicable to original tickets (first issue) only. DCRC on reissue transactions will not be collected.
- No DCRC will be applied to EMDs or any other documents.
- DCRC will be applied to all RBDs.
- DCRC will be collected through YQ and reflected to the total ticket price.
- The DCRC fee might fluctuate in future periods.
- ADM will be issued if there is any missing DCRC payments.

Group bookings:

Group bookings are not subject to DCRC.

Discount:

No discount on DCRC applies.

Refundability:

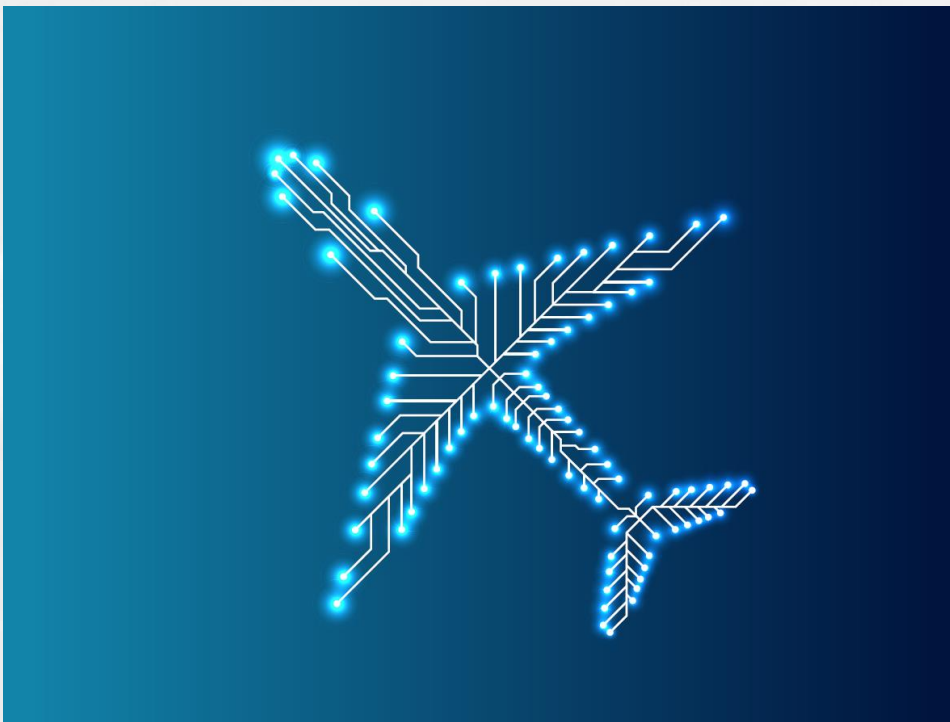
Refund is possible for involuntary transactions only.





4. REFUND

- DCRC is non-refundable unless the ticket is fully unused and refunded involuntarily or there is a legal requirement of the refund of DCRC.
- There will be no DCRC refunds for voluntary refunds.
- DCRC is non-refundable for used/partially used tickets even if the refund process is involuntary.
- Refunds shall be processed to the initial payment method.
- When automated/semi-automated refund tools are used, DCRC YQ tax should be removed *manually* from the refund mask.
- If DCRC is refunded inaccurately (e. g. voluntary refunds, involuntary refunds of partially-used tickets), an ADM will be issued.





5. EXEMPTIONS

Country specific exceptions:

Currently all tickets with the following point of origin/point of commencement are exempted from the DCRC:

- China
- Hong Kong
- Iran
- Libya
- New Zealand
- Yemen
- The Philippines
- Mali

Passenger type specific exceptions:

- There will be no DCRC on INF (infant) passenger type worldwide.
- There will be no DCRC on group bookings.



DCRC GUIDELINE

