



# 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.

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## **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.' The form fields are: 'E-Mail', 'Title' (dropdown), 'First Name', 'Last Name', 'Phone Number' (with a dropdown for country code, currently showing '+90'), 'Company', and 'Company Role'. A 'Next' button is at the bottom right. A link for 'Terms/Conditions & Privacy Policy' is at the bottom left.

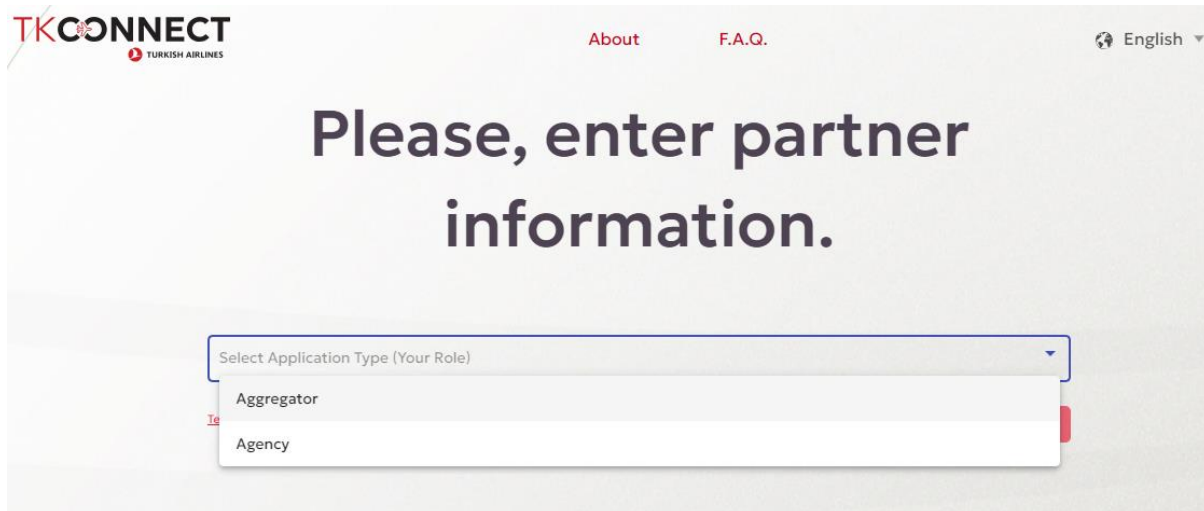
Information requested on this page:

- 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



TKCONNECT TURKISH AIRLINES

About F.A.Q. English

# Please, enter partner information.

Select Application Type (Your Role)

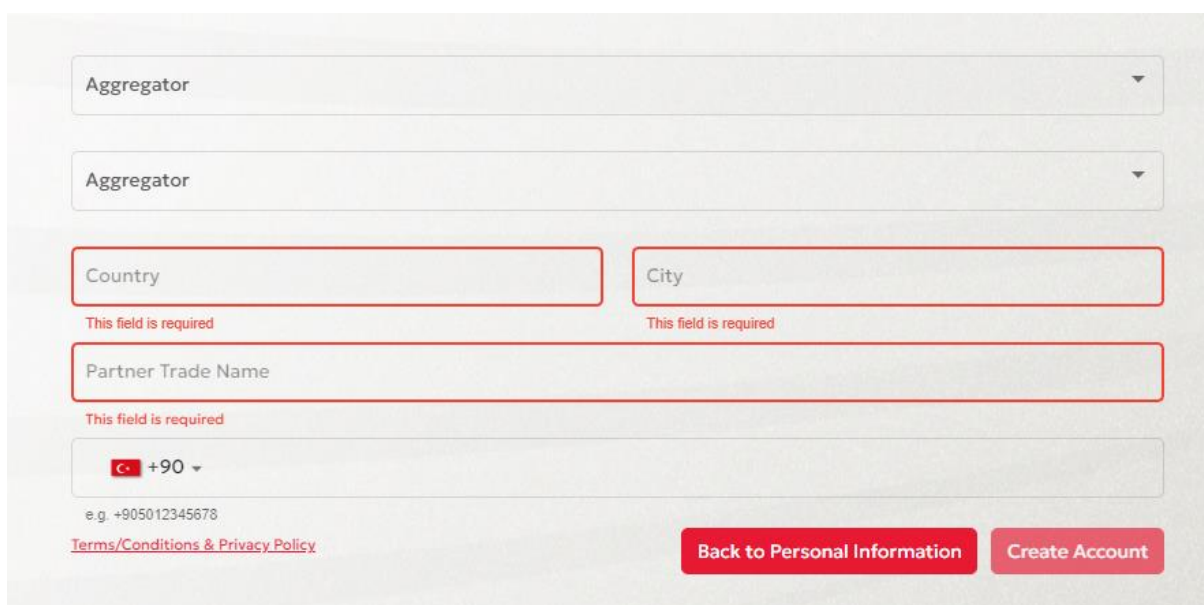
- Aggregator
- Agency

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

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](#)

- 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

The screenshot shows a registration form for IATA/ARC agencies. It includes the following fields and elements:

- Agency**: A dropdown menu.
- IATA/ARC**: A dropdown menu.
- Country**: A text input field with a red border and a red error message "This field is required" below it.
- City**: A text input field.
- IATA/ARC Code**: A text input field.
- Partner Trade Name**: A text input field.
- Phone Number**: A text input field with a dropdown for country code (currently showing Turkey flag and +90) and a placeholder "e.g. +905012345678".
- Links**: A link for [Terms/Conditions & Privacy Policy](#).
- Buttons**: Two red buttons at the bottom right: "Back to Personal Information" and "Create Account".

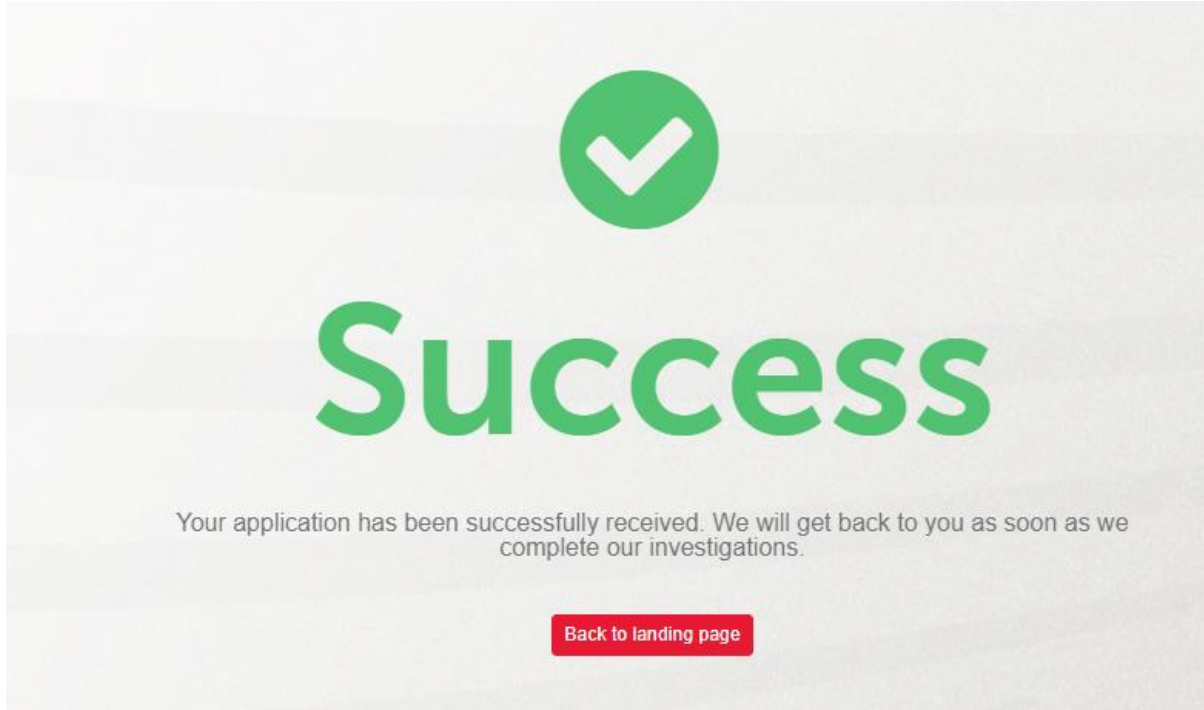
- Non IATA

The screenshot shows a registration form for Non-IATA agencies. It includes the following fields and elements:

- Agency**: A dropdown menu.
- NonIATA**: A dropdown menu.
- Country**: A text input field with a red border and a red error message "This field is required" below it.
- City**: A text input field.
- Partner Trade Name**: A text input field.
- Partner Email**: A text input field.
- Phone Number**: A text input field with a dropdown for country code (currently showing Turkey flag and +90) and a placeholder "e.g. +905012345678".
- Links**: A link for [Terms/Conditions & Privacy Policy](#).
- Buttons**: Two red buttons at the bottom right: "Back to Personal Information" and "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

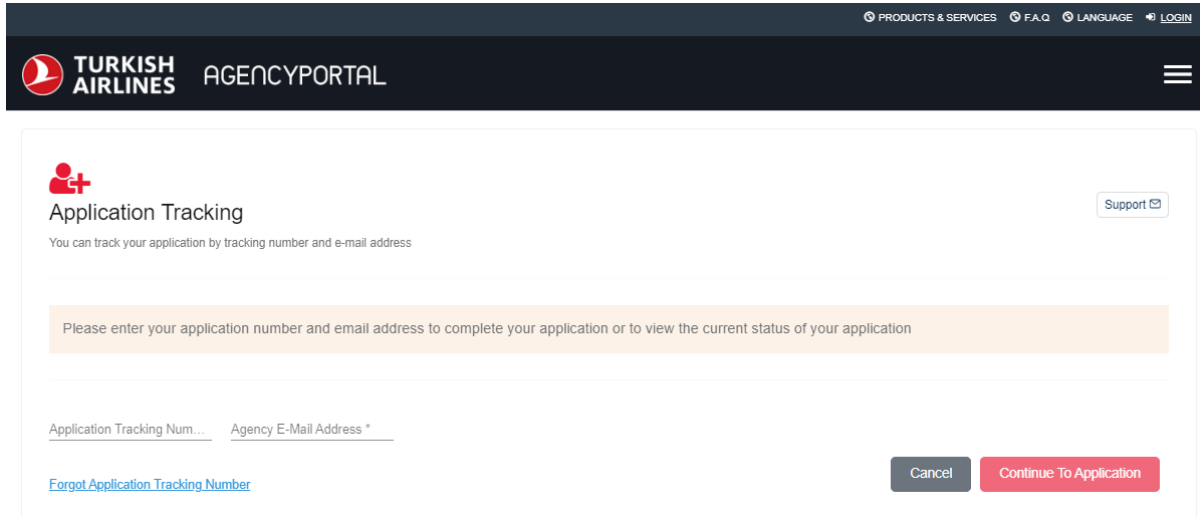
Click [here](#) to track your application.

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 left, there is a link 'Forgot Application Tracking Number'. At the bottom right, there are 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

1 Agency Information 2 Agency Analysis 3 Payment Information 4 User Information 5 Agency Documents

Continue To Application

Agency Type: NDC

Agency Name \*: TRIAL (5 / 100)

Agency Trade Name \*: TRIAL (5 / 100)

Country: Türkiye

City: Ankara

Address \*: (0 / 200)

District \*: (This field is required)

Postal Code: (0 / 10)

Personal Count: (0 / 4)

Tax Office: (0 / 100)

Tax Number: (0 / 20)

Application Type: Agency

Select Preferred Connection Type \*: (Dropdown menu)

Select Field of Activity \*: (Dropdown menu)

Is TURSAB Member ? ☐ Yes ☒ No

Sales Department: ANKARA SATIS MD.

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 \*: (Dropdown menu)

TKCONNECT User Interface (UI)

via an Aggregator

Direct Connection (via API)

Sales Department: ANKARA SATIS MD.

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 <div>  Upload </div>

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

+49 E-Mail Address \* Address \* Language \*

e.g. +4915123456789 0 / 200

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](https://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		

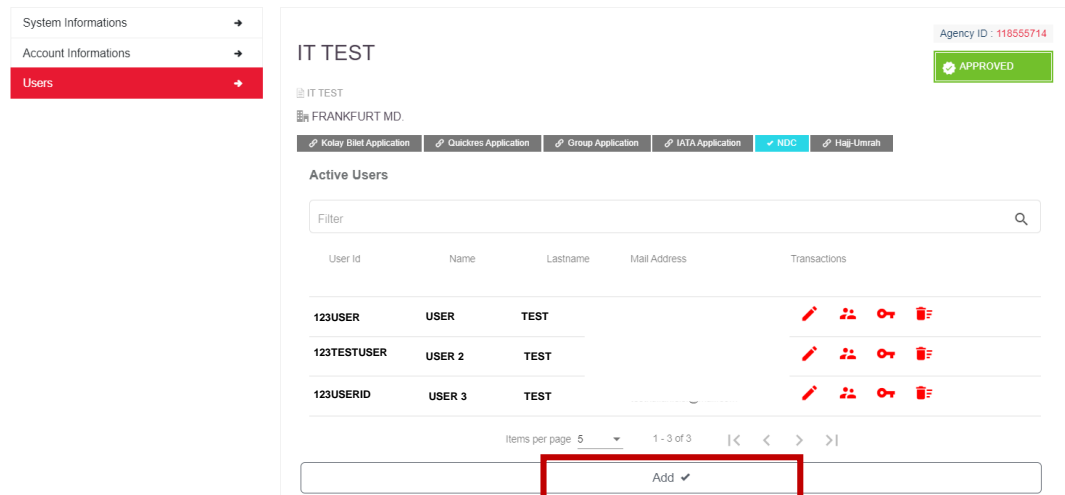
Items per page 5 1 - 3 of 3 |< < > >|

## 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.

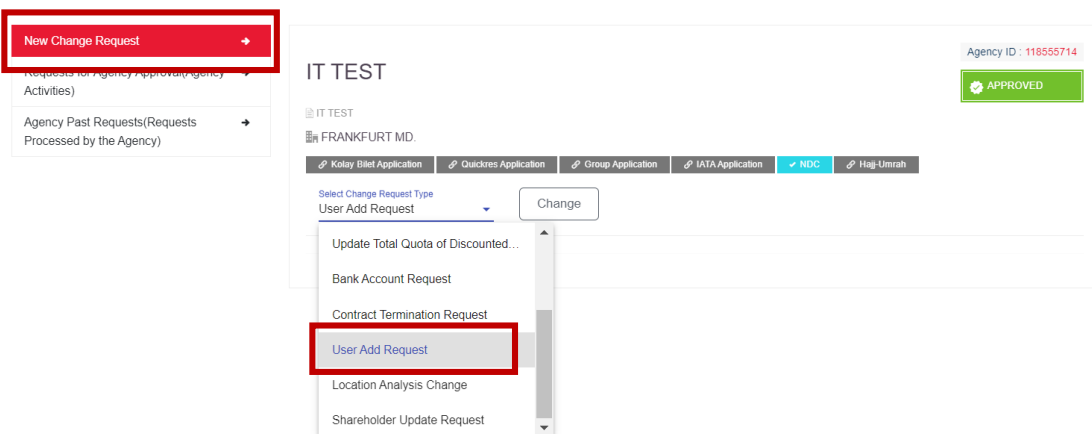
Home > Agency Search > Agency Card > Contract Specific



The screenshot shows the 'IT TEST' user interface for the agency 'FRANKFURT MD.'. The 'Users' tab is selected in the left sidebar. The main content area displays a table of active users with columns for User Id, Name, Lastname, Mail Address, and Transactions. Below the table, there is a pagination control showing 'Items per page: 5' and '1 - 3 of 3'. At the bottom of the table, there is a red-bordered button labeled 'Add' with a checkmark icon.

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 interface for the agency 'FRANKFURT MD.'. The 'Requests' tab is selected in the left sidebar. The main content area displays a table of requests. A red-bordered button labeled 'New Change Request' is highlighted in the left sidebar. Below the table, there is a dropdown menu with the following options: 'Update Total Quota of Discounted...', 'Bank Account Request', 'Contract Termination Request', 'User Add Request' (highlighted with a red border), 'Location Analysis Change', and 'Shareholder Update Request'. A 'Change' button is also visible next to the dropdown menu.

## 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-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

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-Umrah

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

BT TESTI ACENTE IATA

BERLIN MD.

Kolay Bilet Application Quickres Application Group Application IATA Application **NDC** Hic-Umsah

Pseudo City Code : RRR

Location : International Flights

Contract Time : AGENCY

Agency ID : 143798581

APPROVED

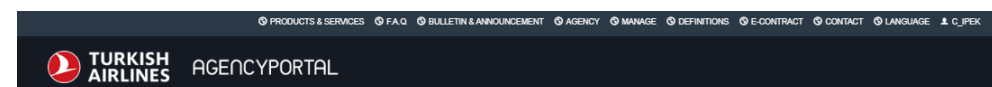
Details

Documents

**NDC API**

Reports

Requests



Home > Agency Search > Agency Card > NDC API

NDC API

BT TESTI ACENTE IATA

BT TESTI ACENTE IATA

BERLIN MD.

Kolay Bilet Application Quickres Application Group Application IATA Application **NDC** Hic-Umsah

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 information section shows 'WESTMINSTER TRAVEL LTD' and 'HONG KONG MD.' with a status of 'APPROVED'. A navigation bar includes links for 'Killing Sites Application', 'Customer Application', 'Group Application', 'NDC Application', 'NDC', and 'Flight Search'. The 'NDC API Request' form contains fields for 'City Code' (HKG), 'Agency Location' (International Flights), 'Sales Authority' (International Flights), and 'System Type' (Prod). Below the form is a 'Notes' section with an 'Upload' button and a table for 'PAST DOCUMENTS', 'E-CONTRACT DOCUMENTS', and 'HISTORY NOTES'. The bottom navigation bar includes a 'Back' button and a 'Demand NDC API' button.

**TURKISH AIRLINES AGENCYPORTAL**

**NDC API REQUEST** Home / Agency Profile

Agency ID: **APPROVED**

WESTMINSTER TRAVEL LTD  
HONG KONG MD.

Killing Sites Application Customer Application Group Application NDC Application **NDC** Flight Search

**NDC API Request**

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

API User \*

Notes

Upload

**PAST DOCUMENTS**  
No record found.

**E-CONTRACT DOCUMENTS**  
No record found.

**HISTORY NOTES**  
No record found.

← Back ✓ Demand NDC API

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	<input checked="" type="checkbox"/> International Flights	<input checked="" type="checkbox"/> International Flights
Payment Method	<input checked="" type="checkbox"/> Cash	<input checked="" type="checkbox"/> 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 <input checked="" type="checkbox"/>	Alert Threshold: 111 Warning Threshold: 1111 Monitoring Enabled <input checked="" type="checkbox"/>

Request Live System Authorization



**TURKISH AIRLINES**