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.

⚠️ <u>**Before You Start**</u>

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 additionaly.

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.
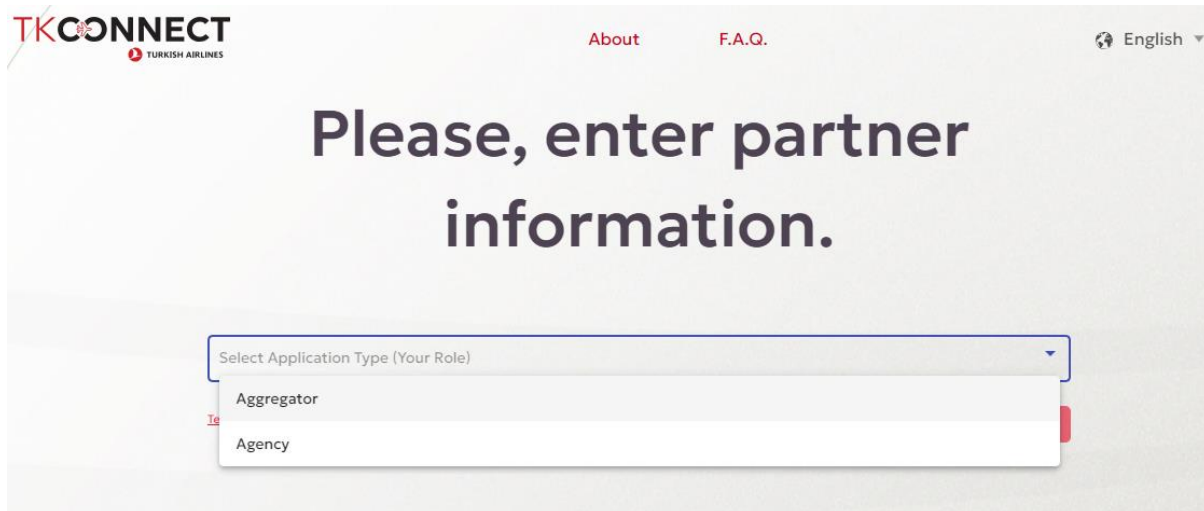
B.1.1 Partner Information

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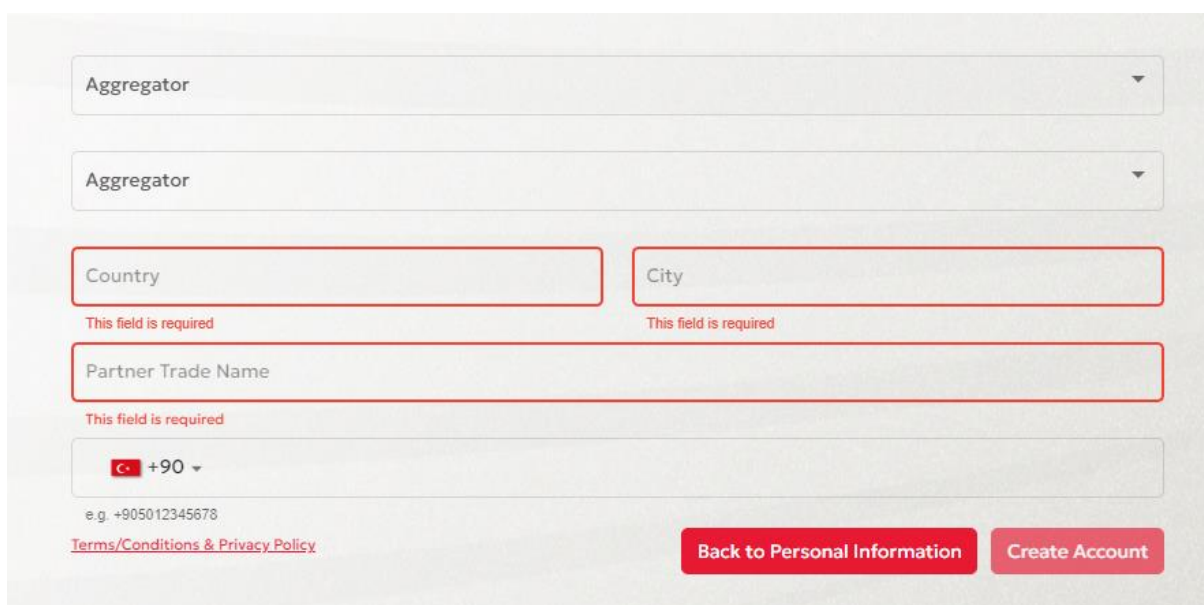
This page allows you to select your role as either an aggregator or an agency. **Please ensure you choose your company's role, not your connection type.** If you are an agency connecting to TKCONNECT via an aggregator, you should still select "agency" as your role. Your connection type will be specified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

- GDS Aggregator

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

- Non IATA

Once all fields are completed, you can proceed to create your account. If everything is correct, your next screen should look like this.
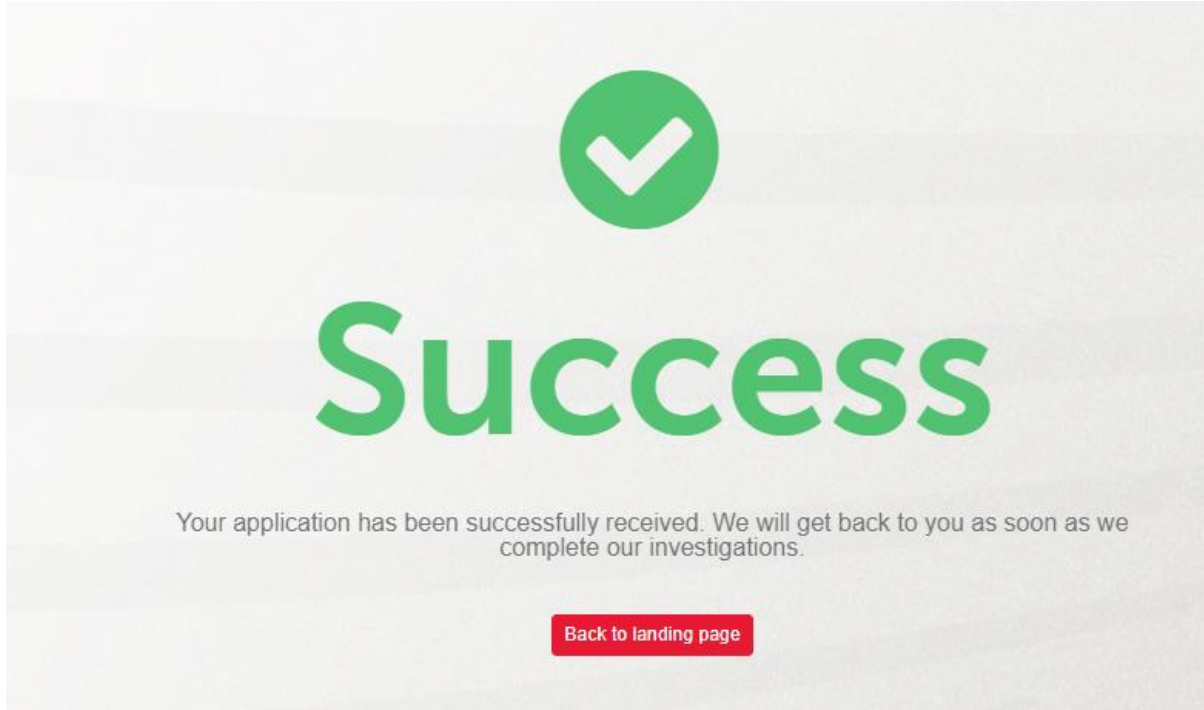
B.2. Mail Confirmation

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.

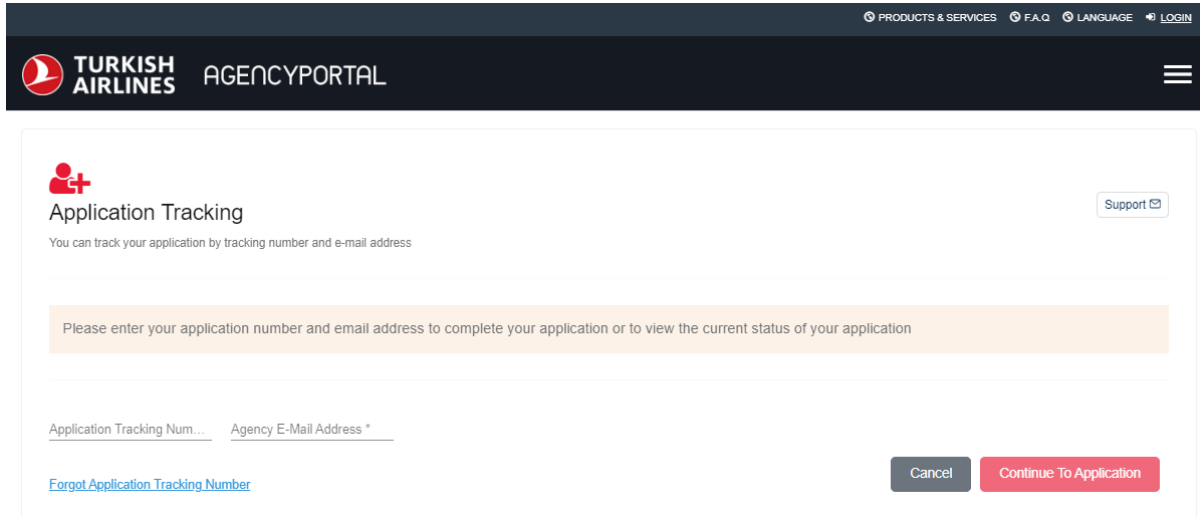Your tracking number for the agency application:240828162349
Click here to track your application.

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:

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.

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.

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)

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.

B.3.2. Page 2

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

⚠️ 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.

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.

⚠️ User Roles and Authorization Areas

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
This field is required

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, TKCONNET 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.

TURKISH AIRLINES
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CHANGE PASSWORD

FORGOT PASSWORD

Turkish Airlines Application Access Page

Username

905XXXXXXXXX

Please enter your phone number without + at the beginning of the country code.

LOGIN

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

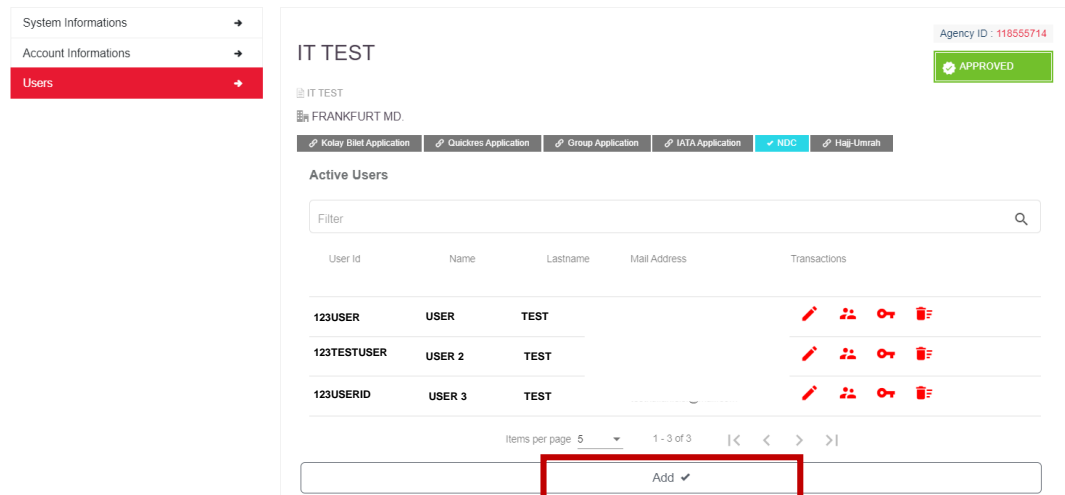| User Id	Name	Lastname	Mail Address	Transactions
123USER	USER	TEST		
123TESTUSER	USER 2	TEST		
123USERID	USER 3	TEST		

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.
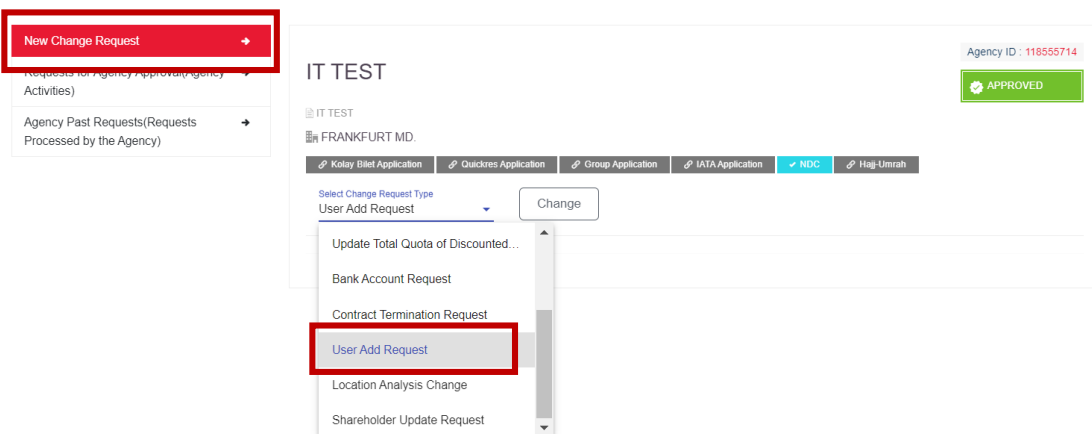

2. Unlike the above method, a 'User Add Request' can be made from the 'Requests' menu on the Agency Card page as follows.

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.

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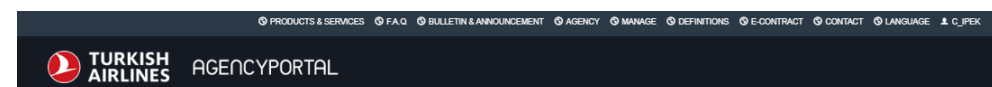
After clicking the "Demand NDC API" button above (marked yellow), a new field will appear where partners should enter the required information and submit their API request by clicking the "Demand NDC API" button shown in the screenshot below.

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.

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