



## [Agency Reservation Rules | Turkish Airlines®](#)

### Turkish Airlines debit memo/booking regulations

Turkish Airlines endeavors to protect travel service providers (agents) from penalties and sanctions imposed by airlines by defining the limits of compliant use of reservation and ticketing rules. This policy is binding for all agents using reservation and/or ticketing systems related to GDS or THY direct sales channels.

Turkish Airlines reviews all reservations made by agents, and all tickets for which sales/refund transactions have been processed, to ensure compliance with reservation and fare rules; Turkish Airlines issues ADM in cases where airline damage is identified. Turkish Airlines may apply additional sanctions, subject to its legal rights, in cases where it is concretely determined that the damage caused to the Partnership was intentional.

In this context, agency employees are required to be knowledgeable and trained on the current reservation rules and practices published under the heading Turkish Airlines Reservation Debit Memo Rules. Agency employees must not engage in the practices mentioned below, which are considered incorrect reservations, although this list is not exhaustive. We regret to inform you that all transactions deemed to be incorrect reservations will result in an ADM under the conditions and amounts specified below.

Compliance with the rules outlined below will benefit all relevant business partners and ultimately enable the provision of a higher quality service for passengers.

#### 1. DEFINITIONS

**Inactive Booking:** Segments in PNR with status code PN, HX, UN, NO, SC, TK, UC, US or WK.

**Group Booking:** A booking made for 10 or more passengers in a PNR.

**Duplicate Booking:** A booking for the same passenger on the same/different route for the same/similar dates.

**Customer Tracking and Testing Booking:** A booking created for testing, employee training, or customer tracking (itinerary or invoice printing).

**No-Show:** A booking where the passenger does not board the flight although the booking has been confirmed or the ticket is issued.

**Passive Booking:** Non-active booking entered in the GDS to issue ticket for active booking originally hosted in the airline system.

**Travel Service Provider:** Agency or organization providing travel service.

**Speculative / Fictitious Booking:** A booking created by using fake names for passengers who do not actually exist, for different purposes such as filling the sales quota

**Churning:** Segments that are repeatedly cancelled and rebooked to circumvent time limits or to meet GDS productivity.

## 2. ADM TYPES

### 2.1. Speculative /Fictitious Bookings ;

An ADM is issued / 35.-EUR flat fee to all booking practices listed in below will be collected.

- Post departure bookings.
- Bookings made with fake names. Not limited to but such as surnames ABC/FGHJK/. Initials like A/B/C . Names of celebrities.
- Impossible Bookings : Itinerary with bookings illogical for passenger to meet such as multiple destinations, bookings with connections that depart before arrival of the inbound flight.
- Booking created to block the space or to reach the GDS designated productivity count, if there is no definite passenger.
- Open segments entered for other than of ticketing purposes.
- Repeatedly high cancellation ratio.
- Remarkable amounts of unticketed and cancelled bookings made within 24 hours of flight departure (same day bookings)
- **Corporate Ticket Booking**

A reservation for corporate travel by organizations that are Corporate Club members, where the Tour Code and pnr CLID are entered for the ticket.

#### **Corporate Membership Abuse Policy**

The following situations may be considered corporate membership abuse:

- Entering tour code information for non-corporate (Leisure) travel may raise suspicion of abuse.
- Bookings made for a corporate traveler, within the last 12 months, which use more than one different tour code may raise suspicion of misuse.
- Corporate travelers making more than 12 trips on a specific origin-destination (O&D) route within the last year may raise suspicion of misuse.
- If corporate travelers have remained at the destination for more than 30 days on RT trips within the last year, this may raise suspicion of misuse.
- If the CLID code does not match the agreed-upon tour code in a booking for a corporate traveler, this may raise suspicion of misuse.
- **Corporate ADM Applications:**

In the event of detected corporate sales fraud, a penalty of up to three times the difference between the discounted fare applied by Corporate Sales Departments for each ticket and the system fare in the same fare class may be imposed.

If no misconduct is identified during the Contract Office's review, no penalties will be imposed. This process follows our organization's standard procedures.

### 2.2. Passive Bookings

An ADM is issued / **35.-EUR flat fee per PNR** to the agency for all booking practices listed below will be collected.

- Passive segments other than the passive bookings generated through the airline system ticketed by the agency.
- Passive segments must not be used to create a copy when passenger requests an invoice or itinerary. For keeping copy of an itinerary please use the GDS entries under Item 2.4.
- Passive bookings created by non-IATA agencies without ticketing authority.
- All NO status coded segments that mean the reservation was refused by the airline.
- Passive bookings created by the Travel Service Provider are rejected with the message "NO" in the cases described below.

All NO status codes must be deleted from PNR as this booking is rejected by the airline. Travel service supplier will receive NO status code for airline upon the below circumstances:

## NO status code

Status	Explanation
<b>NO Ticketing Authority</b>	This message is only sent to non-accredited agencies.
<b>NO Matching PNR Found</b>	This message is sent when the passive segment does not match any record in the airline's system.
<b>Spelling Error Correct Name</b>	Passenger's name should be entered accordingly to the active booking created in the airline's system.
<b>PNR Is Under Control Of Another Agency</b>	Active booking held in the airline's system has been created by another agency. The booking should be queued to agency for ticketing, provided that both agencies are using the same GDS.
<b>Class Mismatch Cancel And Verify</b>	The class of the passive segment does not match the class of the original booking.
<b>Holding Active Booking From You</b>	Active segment held in the airline's system is originally created by the same agency. Agency should issue ticket off the active record.
<b>PL Segments Are Not Accepted</b>	Passive waitlists are not accepted, as passive segments are only to be entered to issue ticket for confirmed segments.
<b>Passive Segment Message Previously Received</b>	This message alerts agent that the segment has already been entered and accepted.
<b>No Exact Match Pls Verify</b>	The number in the party does not match the record held by the Turkish Airlines.
<b>Active Segment In The Airline's System Is Waitlisted</b>	Agency cannot enter passive segment until the waitlisted segment has been confirmed.
<b>Invalid Airport Code Cancel And Verify</b>	Agency has entered a passive segment with a wrong airport code / city code.
<b>Flight Number Mismatch-Cancel And Verify</b>	Flight number of passive segment does not match the flight number in the airline's system.
<b>There Is An Active Booking On The Same GDS</b>	Another agency has originally created the active PNR
<b>Active PNR Is Cancelled In Airlines System</b>	Active booking has been cancelled in the airline's system. Please check the original PNR.
<b>Name Mismatch-Cancel And Verify</b>	When the names in the PNR do not match the names received previously. Mismatch exceeds 2 characters (two letters)

### 2.3. Duplicate Bookings ;

A booking more than one reservation for the same passenger within one or more GDS created by the same agency  
The following bookings are considered duplicate bookings ADM is issued / 35.-EUR flat fee will be collected.

The same flight number on the same or different date. Flight segments in a PNR are active or passive.

Different flight numbers for the same city pair for the same or for a different date.

Different destination point on the same or different date.

Same or nearby airport.

Similar itinerary booked on other airline/codeshare airline /joint venture airline and Turkish Airlines

### 2.4. Test Bookings

Bookings created in a live mode for agency training/ business tracking purposes / obtaining customer visa are considered test bookings ADM is issued /35.-EUR flat fee will be collected.

## Test Bookings information

	Segment/Status	Codes
<b>Sabre</b>	<b>YK Status Code</b>	0TK006J01NOVORDISTYK1
<b>Amadeus</b>	<b>Ghost Segment</b>	SSTK108Y12JULISTESBGK1/08000900/PNR NO See Help Pages: HE SS,MS625
<b>Worldspan</b>	<b>Travel Segment</b>	(From availability screen) 01Y1@TVL See Help Pages: HELP TVLC
<b>Galileo</b>	<b>Tour Segment</b>	0TURTKBK1IST26NOV-FREE FORMAT See Help Pages: H/AUXS

## 2.5. Inactive Bookings

Agent should monitor the queues regularly and remove all inactive segments. All inactive segments must be removed 24 hours prior to departure time. The following bookings are considered inactive bookings ADM is issued /35.-EUR flat fee will be collected.

- Not All unremoved inactive HX,UN,UC,NO,SC,TK,US,PN or WK status codes in a PNR.
- Not All unremoved waitlisted segments which are no longer needed .When the desired waitlisted segment is confirmed, others must be cancelled.

## 2.6. Sytem Abuse/Married Segment Violations

will be sentenced to ADM. Following fee will be collected from the creator-owner /ticketing agencies.

- For Domestic Bookings (to/from Türkiye) created via Agencies in TR market 500.-TRYper passenger / per PNR
- For Continental flights created by System Abuse / Married Segment violations (to/from Asia, Europe, Middle East, Africa) 500.-EUR per passenger / per PNR
- For Intercontinental flights created by System Abuse / Married Segment violations (to/from America, Far East) 1000.-EUR per passenger / per PNR

Besides having an ADM , the agencies responsible for such abuses may also be blacklisted for using Turkish Airlines' services ;such as availability display, booking and ticketing. In case the creator/owner and the ticketing agencies are different , both agencies will be sentenced to such penalty.

### 2.6.1. Married Segment Violations

Consider the following as “Married Segment Violations”.

- Manipulation on married segments.
- Partial cancellation of any married segment made against rules
- Any activity to use fake flights/destinations in order to book for lower classes for the desired segments.

### 2.6.2. Sytem Abuse

All the transactions made intentionally to be able to retrieve confirmed space for the lower fares/closed classes are considered as “System Abuse” and those agencies responsible for such transactions will be restricted to display or sell any Turkish Airlines service/flight.

A few examples are given below which should not be considered as the whole group of system abuses;

- Changing the point of origin,
- Issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare (cross border selling)
- To hold the sell transaction for a long time before EOT in order to be able to cause a link down , etc.
- Issuing tickets repeatedly without canceling and renewing reservations related to voided or refunded tickets
- Reissuing tickets by partially canceling reservations following a void or refund

We would like to mention once again about that “system abuse” is not limited to the two examples given above, but just two of them.

### 2.6.3 Incomplete Usage

It is prohibited to make reservations that include a hypothetical continuation or return route that is not part of the passenger's actual travel plan in order to reduce the applicable fare, and to issue tickets for such reservations. This includes continuation routes and/or return routes added to one-way tickets for partial travel, as well as changes to travel plans made without the passenger's knowledge. If the passenger requests a change or cancellation of their onward or return flights, the fare rules must be applied in accordance with the new travel plan.

Making a reservation by adding a fictitious continuation or return route that is not part of the passenger's actual travel plan, with the aim of reducing the applicable fare, and issuing tickets for these reservations, is considered a violation according to IATA Resolution 830a and the Sales Agreements between GDS/CRS users and GDS/CRS providers, as well as according to our airline's procedures and practices. Ticketing that involves the addition of routes not included in

the passenger travel plan is reported and monitored. As a result of these reports, an ADM may be issued due to system abuse.

## **2.7. High ratio of 'No-Show' Bookings**

For such abuses, responsible agency will be subject to an ADM that is calculated as the highest fare on the related route. Any kind of ticketing causing remarkable no-shows, such as but not limited to ;

- No-shows occurred for the segments created in order to be used just for ticketing the whole itinerary with a lower fare.
- Remarkable amount of no-shows occurred within a certain or different flights, etc.

## **2.8. Uncommitted Bookings**

Uncommitted Bookings are bookings not finalized with EOT (End of Transaction). If they are hold longer than the usual time necessary to close the sale, seats are blocked in our flight inventory and TK risks not able to sell such seats. Without creating a PNR to hold or block a seat on flight inventory it is consider as abuse and will be sentenced to ADM. 50.-EUR flat fee will be collected per international flight seat and 150. TRY ADM per domestic seat.

## **2.9. Group Reservations/ Hidden Groups**

Booking 10 or more passengers with at least one common flight and/or destination within their itinerary shall be requested as a group booking. Booking them under two or more individual PNR it is consider as "Hidden Group". Such bookings are subject to ADM. A 50.-EUR flat fee will be collected for every passenger under a PNR per international flight, and 150. -TRY ADM per domestic flight.

In order to avoid any rejections when issuing individual tickets with a passive status code for active group bookings held in Turkish Airlines reservations system, it is mandatory to add a \*TCP\*(to complete party) information to the passive PNR.

Please use the following \*TCP\* format prior to \*EOT\* entry 3OSI TK TCP30 (nbr.of psgrs in the group), GROUP NAME

## **2.10. Special Time Limit**

Agency who has been offered by "special time limit" must issue the tickets according to these time limit requirements otherwise this privilege will be cancelled and will be sentenced to ADM. A 50.-EUR flat fee will be collected for every seat/PNR per international flight and 150.-TRY ADM per domestic flight.

## **2.11 Churning**

Irrespective of the PNR, all booking and cancellation transactions created for the same passenger, same flight/s, same flight date/s for at least 6 times or more will be called as Churned Booking Transaction and will be subjected to ADM . The ADM amount will be 10.-EUR per segment.

## **2.12. Contact Information of Passenger**

During the reservation process, the passenger's contact information (e-mail or phone number) must be entered correctly in the relevant field, In case the airline needs to contact the passenger. If the passenger cannot be reached due to incorrect contact details, the responsibility rests with the agency.

## **3. TIME LIMIT AND TICKETING RULES**

- Avoid "Churning", excessive and repeated booking and cancelling of segments to circumvent time limits or to meet GDS productivity
- Avoid "No-Shows"; Inventory spoilage caused by agents failure to issue ticket and/or cancel unticketed reservations. Avoid questionable cancellations prior to the scheduled flight.
- Time limit requirements and fare rules must be adhered to and ticket must be issued according to the booking status. Confirmed status may not be used unless received from TK
- Avoid confirmed ticket issued for a unconfirmed booking.
- Agent must not create a PNR in order to check the fare and other information.
- Agent must not book itinerary in one class of service and issue ticket in another class of service.
- Ticketing must be done in the same GDS in which the original booking is made.

## PNR transfer entries

<b>Sabre</b>	6*TA/PCC (see F*SQLRT for details)
<b>Amadeus</b>	ES PCC-B
<b>Galileo</b>	QEP/PCC
<b>Worldspan</b>	QEP/PCC

**\*\*PCC:** PCC is the agency's city code defined by a GDS.

When processing credit card transactions, agents working in the ARC system are advised to follow the Credit Card Acceptance Procedures, Chargeback Management Procedures, and Applications document in the [Industry Agents' Handbook \(IAH\)](#), while agents working in the BSP system are advised to follow the IATA 890 and 890x regulations. In cases of chargebacks arising from ticket bookings made using credit cards at the request of sub-agents or third parties through agent systems, the agent who made the booking is responsible and, in the event of a potential financial loss, an ADM/NTF is issued to the agent who made the booking.