

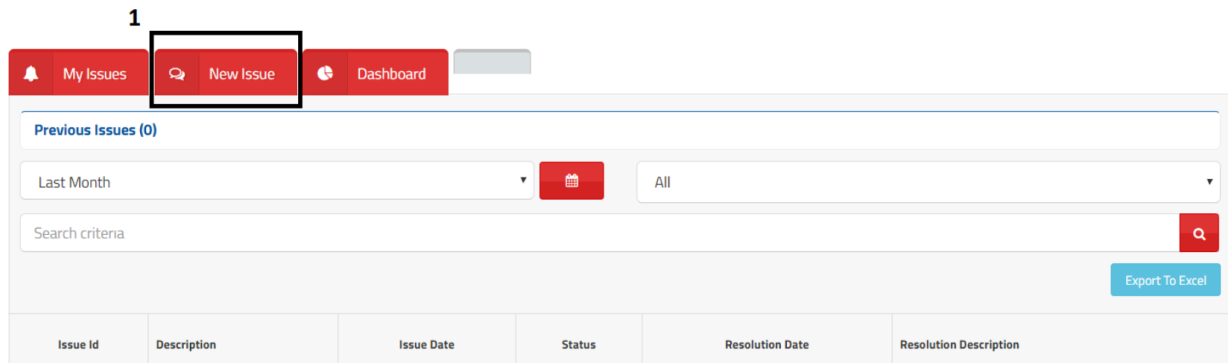
## How to Request CAPA\_Registered Customers

If you have account on <https://3csportal.thy.com>, you can access with your e-mail address and password.

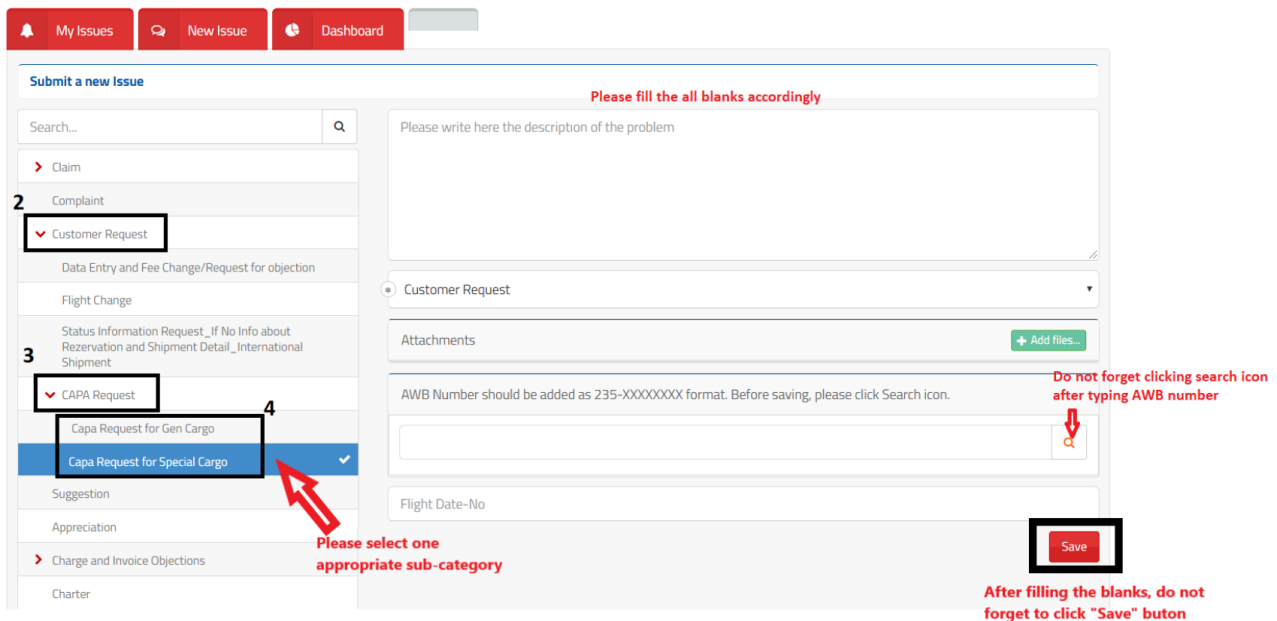
If you are registered on TK GO (<https://tkgo.thy.com/#/login>), you can access with your username (starting with C....) and your password. Then please click Customer Services in Menu.

Once you accessed your account, you can follow below steps.

1



The screenshot shows the top navigation bar with three items: 'My Issues', 'New Issue', and 'Dashboard'. The 'New Issue' button is highlighted with a red box and a red number '1' above it. Below the navigation bar is a section titled 'Previous Issues (0)' with a date range dropdown set to 'Last Month', a filter dropdown set to 'All', a search criteria input field, and an 'Export To Excel' button. Below this is a table with columns: Issue Id, Description, Issue Date, Status, Resolution Date, and Resolution Description.



2

3

4

Please fill the all blanks accordingly

Please write here the description of the problem

Customer Request

Attachments

AWB Number should be added as 235-XXXXXXX format. Before saving, please click Search icon.

Flight Date-No

Save

Do not forget clicking search icon after typing AWB number

Please select one appropriate sub-category

After filling the blanks, do not forget to click "Save" button

The screenshot shows the 'Submit a new Issue' form. On the left is a sidebar menu with categories: Claim, Complaint, Customer Request (highlighted with a red box and number '2'), Data Entry and Fee Change/Request for objection, Flight Change, Status Information Request... (highlighted with a red box and number '3'), CAPA Request (highlighted with a red box and number '3'), Capa Request for Gen Cargo, Capa Request for Special Cargo (highlighted with a red box and number '4'), Suggestion, Appreciation, Charge and Invoice Objections, and Charter. The main form area has a text area for the problem description, a dropdown menu set to 'Customer Request', an 'Attachments' section with an 'Add files...' button, an 'AWB Number' input field with a search icon (annotated with 'Do not forget clicking search icon after typing AWB number'), and a 'Flight Date-No' input field. A 'Save' button is at the bottom right (annotated with 'After filling the blanks, do not forget to click "Save" button'). A red arrow points to the 'Capa Request for Special Cargo' option with the text 'Please select one appropriate sub-category'.