

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

1

The screenshot shows the Turkish Cargo website homepage. The browser address bar displays 'turkishcargo.com.tr/en'. The navigation menu includes 'ONLINE SERVICES', 'PRODUCTS AND SERVICES', 'NETWORK', and 'ABOUT US'. A search icon and a 'LOGIN' button are also present. The main content area features a large red banner with the text 'We are listening to you 24/7' and a phone icon. Below the banner, there is a red button labeled 'WRITE TO US' which is highlighted with a red arrow. The footer contains four columns: 'ONLINE SERVICES' (Shipment Tracking, Flight Schedule, Terminal Charges), 'PRODUCTS AND SERVICES' (TK LIVE, TK FRESH, TK VALUABLE, TK PHARMA), 'ABOUT US' (About Turkish Cargo, News, Announcements, Press Room), and 'SOCIAL MEDIA' (LinkedIn icon and CARGO IQ logo).

Go to <https://www.turkishcargo.com.tr/en>  
Scroll down the home page and click this button

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

# 2

 **New Issue** How do we handle your feedback? | For issue tracking [click here](#)

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**New Issue**

Search... 

- ▼ **Compensation - Claim**
- Claim Application for Extra Charges
- Damaged Cargo Claim Application
- Delayed Cargo Claim Application
- Lost Cargo Claim Application
- Objection to Result of Evaluation (Claim)
- Pre-Claim Request

\* Name

\* Your e-mail

\* Description

Attachments  Add files...



Select one of six subcategories under '**Compensation- Claim**' option.

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**New Issue** How do we handle your feedback? | For issue tracking [click here](#)

**New Issue**

Search...

- ▼ Compensation - Claim
  - Claim Application for Extra Charges
  - Damaged Cargo Claim Application
  - Delayed Cargo Claim Application
  - Lost Cargo Claim Application** ✓
  - Objection to Result of Evaluation (Claim)
  - Pre-Claim Request
- Complaint
- ▶ Customer Request
- Suggestion

Name

Your e-mail

Application Form  [+ Add files...](#)

MAWB Copy  [+ Add files...](#)

HAWB Copy  [+ Add files...](#)

For example, when you choose 'Lost Cargo Claim Application' option, the list of required documents and information for the application of the specified subcategory will appear on the right side of the screen.

# HOW TO SUBMIT A CLAIM

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Commercial Invoice + Add files...

Packing List + Add files...

Description \*

Attachments + Add files...

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

Q

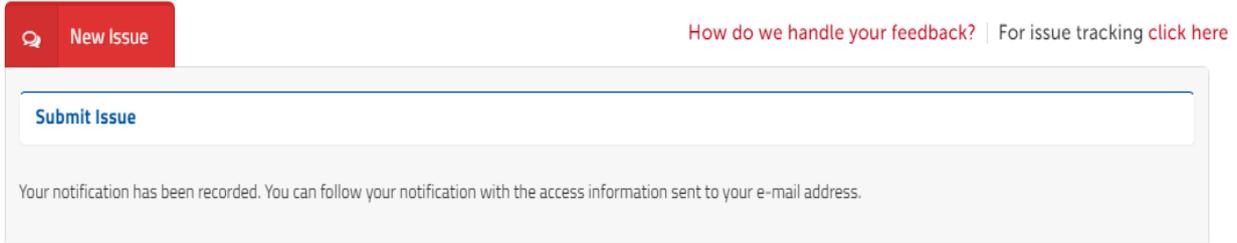
Save

After filling the necessary information and uploading the documents, click **'Save'** button.  
(Do not forget to click **'Search icon'** after writing the AWB Number.)

# HOW TO SUBMIT A CLAIM

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The screenshot shows a user interface for submitting a new issue. At the top left, there is a red button labeled 'New Issue' with a speech bubble icon. To its right, there is a link: 'How do we handle your feedback? | For issue tracking [click here](#)'. Below this is a light gray box containing a blue button labeled 'Submit Issue'. Underneath the button, a message reads: 'Your notification has been recorded. You can follow your notification with the access information sent to your e-mail address.' A red arrow points from the 'Submit Issue' button to a text box at the bottom of the page.

At this stage, an informative e-mail will be sent to you, stating that your notification has been recorded and containing the necessary information so that you can follow the notification. If you have already applied with the e-mail address you used in the application, continue following the instructions from step 8.

If no other application has been made with the e-mail address you used in the application, you will also receive the following e-mail with the subject 'Password Notification', apart from the informative e-mail sent to you.

# HOW TO SUBMIT A CLAIM

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## THY Customer Services: Password Notification



İletiyi şu dile çevir: Türkçe | Şu dilden hiçbir zaman çevirme: İngilizce



CARGOCUSTOMER@thy.com

24.01.2020 Cum 11:05

Siz



Dear User 1933,

Get your password and start to track your issues just by clicking the following link! The validity period of the link is 10 minutes.

<https://3csportal.thy.com//PasswordReset.aspx?UserID=83442&LangID=2&GUID=98d1339d-4c92-4b88-9cda-02e0a09db841&BusinessChannelID=cmNiajk3VmF1OU9JRnZ4NjM3Q2Qwdz090>

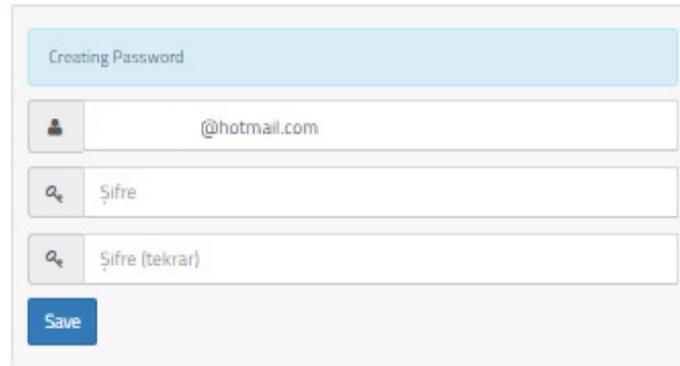
THY Customer Services

Click on this **link in the e-mail** sent to you regarding the password notification.

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

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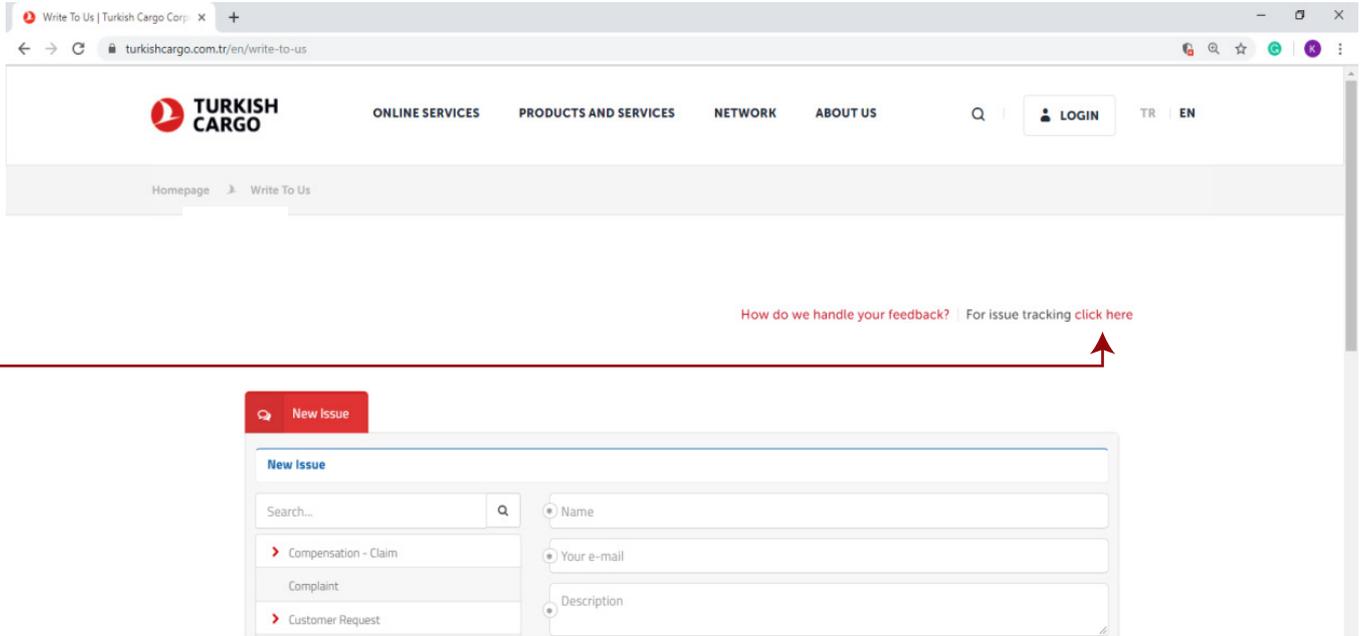
The screenshot shows a web form titled "Creating Password". It contains three input fields: the first is for an email address with the text "@hotmail.com" entered; the second is for a password with the text "Şifre" entered; and the third is for a password confirmation with the text "Şifre (tekrar)" entered. Below the fields is a blue "Save" button. A red arrow points from the left towards the "Save" button.

After entering your e-mail address and creating your password, click the **'Save'** button.  
Your membership has been created.

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FOR NON-REGISTERED CUSTOMERS

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The screenshot shows a web browser window with the URL [turkishcargo.com.tr/en/write-to-us](http://turkishcargo.com.tr/en/write-to-us). The page features the Turkish Cargo logo and navigation links: ONLINE SERVICES, PRODUCTS AND SERVICES, NETWORK, ABOUT US, LOGIN, TR, and EN. A breadcrumb trail shows 'Homepage > Write To Us'. A red arrow points from the text 'For issue tracking click here' to a red button labeled 'New Issue' in the form below.

How do we handle your feedback? | For issue tracking [click here](#)

**New Issue**

**New Issue**

Search...

• Name

• Your e-mail

• Description

• Compensation - Claim

• Complaint

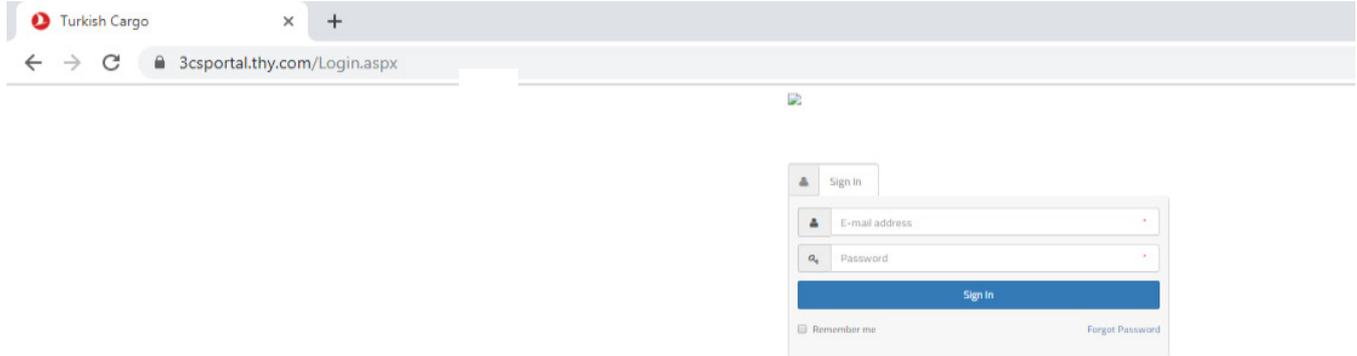
• Customer Request

After your membership is created, click on the **'Write To Us'** button on <http://www.turkishcargo.com.tr/en> and follow this link in the upper right corner of the page that opens. You can also follow your notifications directly at <https://3cportal.thy.com>.

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

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The screenshot shows a web browser window with the title 'Turkish Cargo' and the URL '3csportal.thy.com/Login.aspx'. The main content is a login form with the following elements:

- A 'Sign In' button at the top left of the form.
- An 'E-mail address' input field with a red eye icon on the right.
- A 'Password' input field with a red eye icon on the right.
- A blue 'Sign In' button.
- A 'Remember me' checkbox.
- A 'Forget Password' link at the bottom right.

You can follow your notifications by logging in with your e-mail and password on the page that opens. If you forget your password, click 'Forgot Password', at the bottom right and enter your e-mail address in the screen that opens and click the 'Send' button. You can create your new password by clicking the link in the message that will be sent to your e-mail address.

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

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My Issues New Issue Dashboard

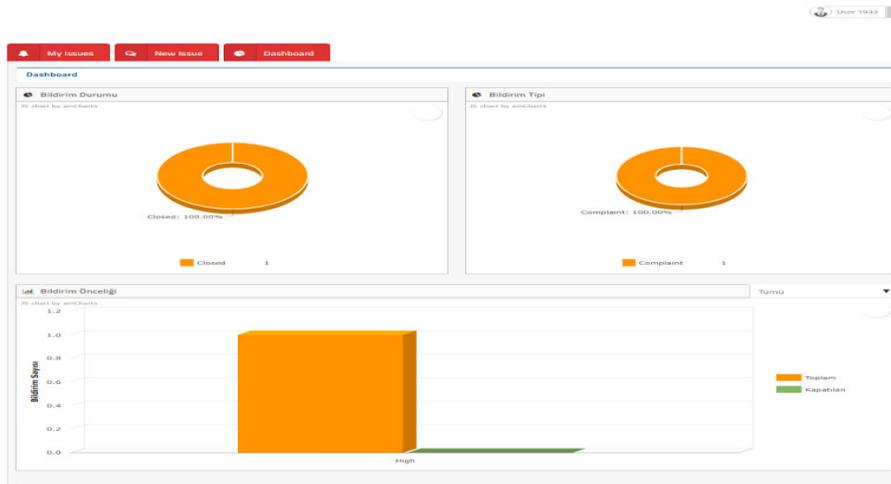
Previous Issues (1)

Last Month All

Search criteria

Issue Id	Description	Bildirim Tarihi	Status	Çözüm Tarihi	Çözüm Açıklaması
254928	TEST	1/24/2020	Closed	1/24/2020	Closed

Export To Excel



When you log in, you can see the information shown above below the 'My Issues' tab, such as issue status, solution date, and solution description. You can create your new issue requests by clicking on the 'New Issue' tab. Under the 'Dashboard' tab, you can see the information charts for your issues as shown below.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

1A

Write To Us | Turkish Cargo Corp. X +

turkishcargo.com.tr/en/write-to-us

**TURKISH CARGO** ONLINE SERVICES PRODUCTS AND SERVICES NETWORK ABOUT US LOGIN TR EN

Homepage > Write To Us

How do we handle your feedback? | For issue tracking [click here](#)

**New Issue**

**New Issue**

Search... Q

- > Compensation - Claim
- Complaint
- > Customer Request

Name

Your e-mail

Description

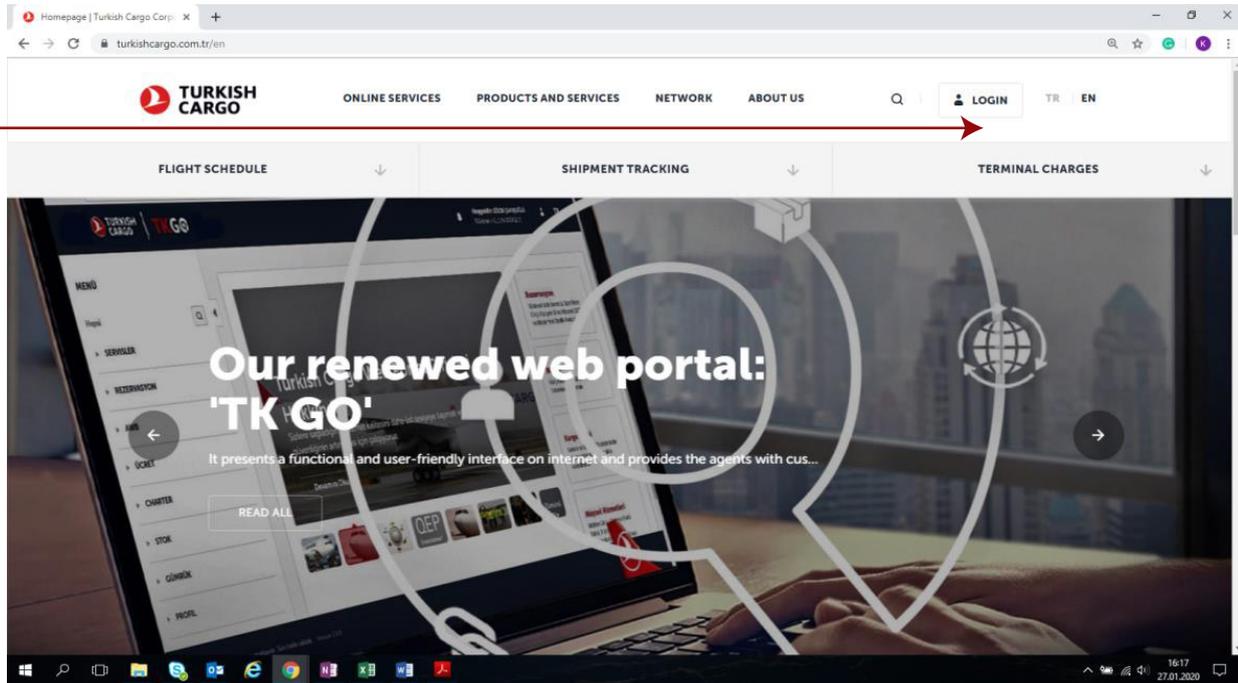
If you have an account on 3csportal, you can access 3CSPORTAL via clicking on the **'Write To Us'** button on

<http://www.turkishcargo.com.tr/en> and follow this link in the upper right corner of the page that opens. You can also create and follow your notifications directly at <https://3csportal.thy.com>.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

1B



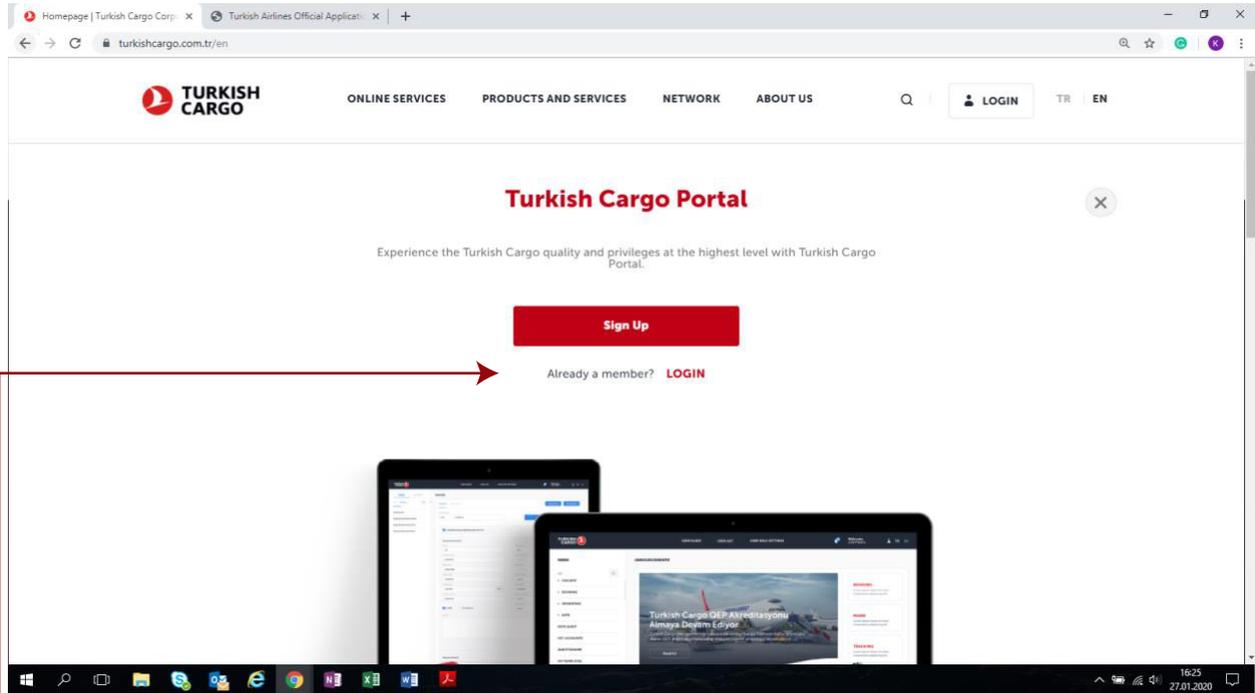
Go to <https://www.turkishcargo.com.tr/en> and click on the 'Login' button at the top right. Only agencies that are members of IATA can become TK GO users. If you want to sign up on

TK GO, click the link <https://www.turkishcargo.com.tr/en/sign-up>  
To reach TK GO directly, click this link <https://tkgo.thy.com>

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

2

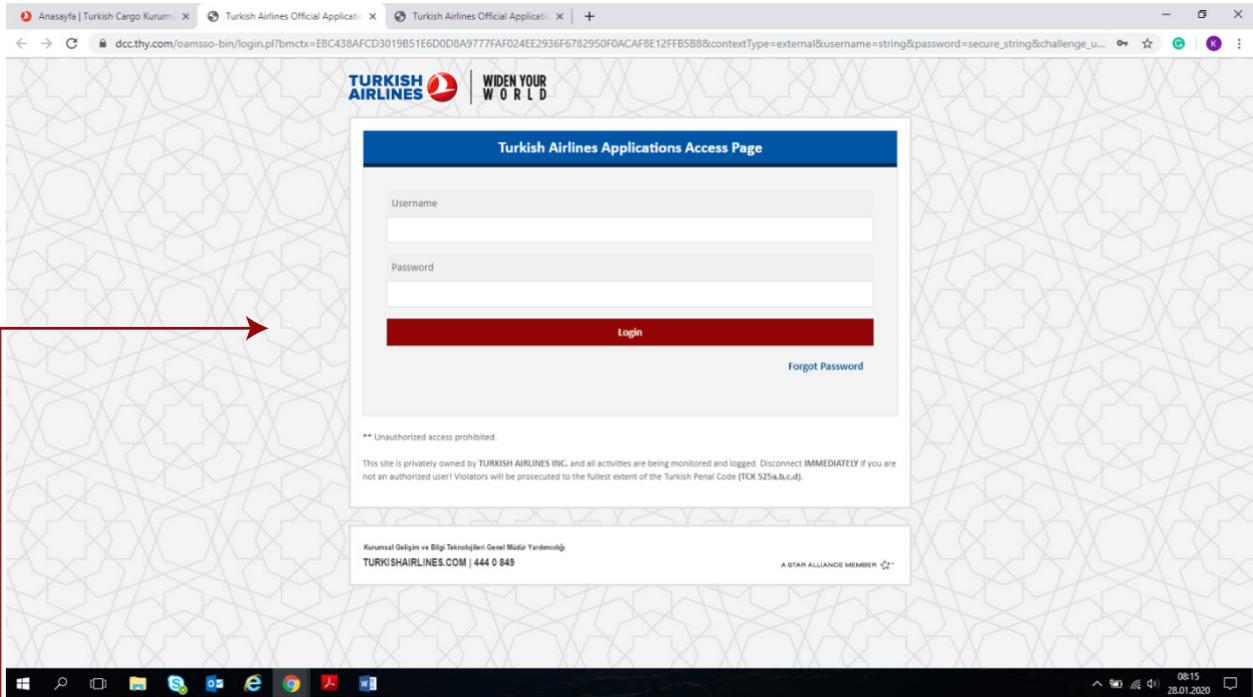


On the page that opens, click on the 'Login' button again.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

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The screenshot shows a web browser window displaying the Turkish Airlines Applications Access Page. The page features the Turkish Airlines logo and the slogan "WIDEN YOUR WORLD". The main content is a login form with the following elements:

- Title:** Turkish Airlines Applications Access Page
- Username:** A text input field.
- Password:** A text input field.
- Login:** A red button with white text.
- Forgot Password:** A blue link.

Below the form, there is a warning message: "\*\* Unauthorized access prohibited. This site is privately owned by TURKISH AIRLINES INC. and all activities are being monitored and logged. Disconnect IMMEDIATELY if you are not an authorized user! Violators will be prosecuted to the fullest extent of the Turkish Penal Code (TKK 525a,b,c,d)." At the bottom of the page, there is contact information: "Küresel Gelişim ve Bilgi Teknolojileri Genel Müdürlüğü TURKISHAIRLINES.COM | 444 0 849" and a logo for "A STAR ALLIANCE MEMBER".

Enter your 'Username' and 'Password' registered in TK GO and click on the "Login" buttons.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

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Homepage | Turkish Cargo Corp. X TK GO x +

← → ↻ 🔒 comisportal.thy.com/#/login

TURKISH CARGO | TKGO

Username

Password

Login

Version 2.11.0

Enter your '**Username**' and '**Password**' registered in TK GO and click on the "**Login**" buttons.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

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The screenshot shows the TK GO website interface. The browser address bar displays 'https://tkgo.thy.com/#/'. The page header includes the 'TK GO' logo and a 'Welcome Agent Test' message. A left-hand navigation menu lists various services: SERVICES, BOOKING, AWB, RATE, STOCK, PROFILE, and CUSTOMER SERVICES. A red arrow points to the 'CUSTOMER SERVICES' menu item. The main content area features a large banner for the 'New Web Portal' with the text 'Yeni Web Portalı TK GO' and 'Turkish Cargo portalı yeni arayüzü ile kullanıcı dostu web portalı'. Below the banner are several smaller images and a 'See All' button. On the right side, there are four service cards: 'Booking', 'MAWB', 'Shipment Tracking', and 'Customer Services'. The 'Customer Services' card includes the text 'Submit - Follow Up Issue Details and Status' and 'View Issue Dashboard - Manage Claim Files'. The footer of the page shows 'A Brand of Turkish Airlines Turkish Airlines A. O. All Rights Reserved Version:2.13.0' and a Windows taskbar at the bottom with the date '10:07 4.02.2020'.

Click on 'Customer Service'.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

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The screenshot shows a user interface for managing issues. At the top, there are three tabs: 'My Issues' (selected), 'New Issue', and 'Dashboard'. Below the tabs, there is a section for 'Previous Issues (0)'. This section includes a date range selector set to 'Last Month', a filter dropdown set to 'All', a search criteria input field with a search icon, and an 'Export To Excel' button. Below these elements is a table with the following columns: 'Issue Id', 'Description', 'Bildirim Tarihi', 'Status', 'Çözüm Tarihi', and 'Çözüm Açıklaması'. The table is currently empty, and a yellow message box at the bottom of the table area states 'No Issues found'.

Below, you can see the information like "issue status, solution date and solution description" under the "My Issues" tab on the screen that comes up. When you click on the 'New Issue' option, you will see the screen in step 7.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

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Submit a new issue

Search...

Compensation - Claim

- Claim Application for Extra Charges
- Damaged Cargo Claim Application
- Delayed Cargo Claim Application
- Lost Cargo Claim Application**
- Objection to Result of Evaluation (Claim)
- Pre-Claim Request
- Complaint
- Customer Request
- Suggestion
- Appreciation
- Charge and Invoice Objections
- Charter
- General Query
- Report Discrepancy

Please write here the description of the problem

Attachments

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

Application Form

MAWB Copy

HAWB Copy

Commercial Invoice

Packing List

Save

Thanks ! Your request n.258057 has been submitted successfully.

Select one of six subcategories under 'Compensation- Claim' option. For example, when you choose 'Lost Cargo Claim Application' option, the list of required documents and information for the application of the specified subcategory will appear on the right side of the screen.

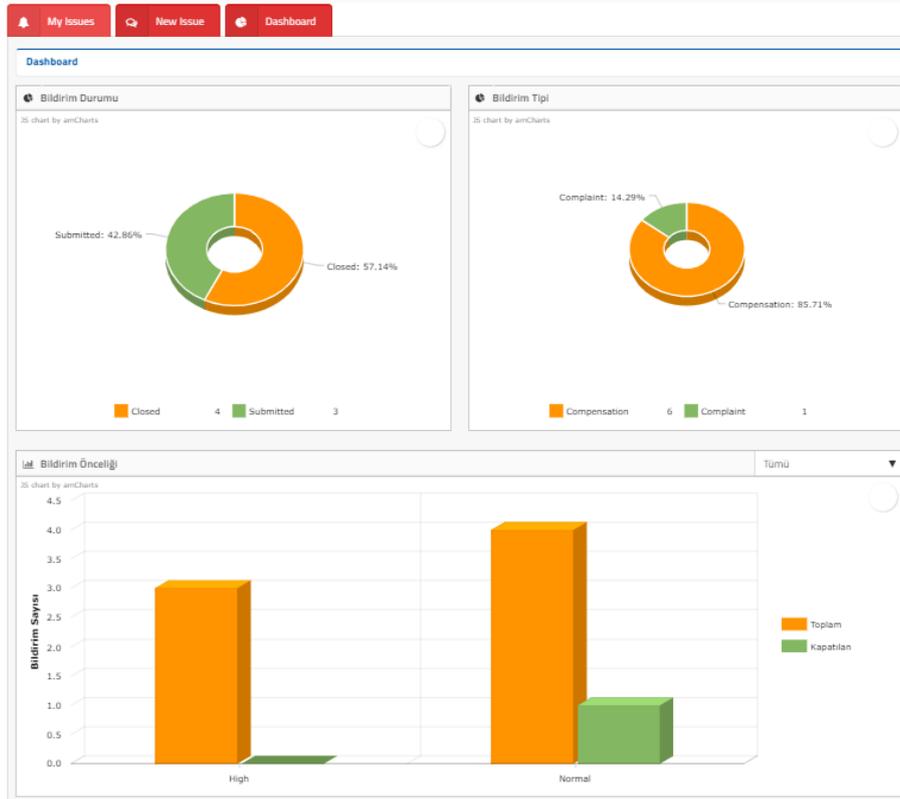
After filling the necessary information and uploading the documents, click 'Save' button. (Do not forget to click 'Search icon' after writing the AWB Number.)

At this stage, you will see the following notification indicating that your request has been registered, and an informational e-mail will be sent to your registered e-mail address.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (3CSPORTAL) CUSTOMERS

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Under the 'Dashboard' tab, you can see the information charts for your issues as shown below.