

TEHRAN

DATE : 10Feb15

NO : 069

همکاران محترم آژانس های هواپیمایی

احتراما به استحضار می رساند ، با توجه به ضرورت وارد نمودن شماره کارت مسافریین کثیرالسفر هواپیمایی ترکیه ، هنگام تشکیل PNR و صدور بلیت ، نام و نام خانودگی مندرج بر روی کارت Miles&Smiles می بایستی مطابق با کارت مسافریین وارد سیستم گردد. و در صورت عدم تطابق اطلاعات کارت مسافریین با پاسپورت لطفا جهت اصلاح کارت از سایت ذیل اقدام نمایید.

<https://www4.thy.com/customercontact/index.tkf?lang=en>

*جهت دریافت اطلاعات بیشتر به فایل پیوست مراجعه نمایید.

قبلا از همکاری شما کمال تشکر را داریم.

Widen your world

Turkish Airline



www.turkishairlines.com

Tehran Reservation: 0098 21 23546 | Tabriz Reservation: 0098 41 33296353

Mashad Reservation: 0098 513 844 3217-9 | Shiraz Reservation: 0098 711 232 50 40

Isfahan Contact: 0098 313 235 8687 / 0098 313 235 9697 / 0098 313 235 9695

Kermanshah Contact: 0098 833 8395123



WIDEN YOUR WORLD 

Dear passengers

According to our Miles&Smiles process which must be completed by contacting our head office in Istanbul , you can easily find the typical steps by following these pages.

Subjects which need to consider to our head office:

- * Pin code problems
- *Name correction requests
- *Claim missing miles
- *Unblock accounts if occurred
- *Any question about Star Alliance or partner airlines program

مسافریں محترم
با توجه به اینکه تمامی مسائل مربوط به اعضا دارندگان کارت های هواپیمایی ترکیه توسط دفتر مرکزی ما در استانبول انجام می شود ، با دنبال کردن مراحل زیر می توانید مشکل خود را ثبت و پیگیری نمایید. مسائلی که شامل این مراحل می باشند :

- *مشکلات مربوط به رمز عبور
- *اصلاح نام در صورت وجود اشتباه
- *ثبت مایل محاسبه نشده به کارت
- *تقاضای دوباره فعال کردن کارت مسدود شده
- *هرگونه سوال و مشکل در مورد استار الیانس و یا ایرلاین های مشترک دیگر

1. Please click on below link to start up the steps:

<https://www4.thy.com/customercontact/index.tkf?lang=en>

The screenshot shows the Turkish Airlines Customer Contact Center website. At the top, there is a navigation bar with the Turkish Airlines logo and the slogan "WIDEN YOUR WORLD". Below this, a horizontal menu contains links for "ONLINE SERVICES", "TRAVEL INFORMATION", "TRAVEL EXPERIENCE", "CORPORATE CLUB", "MILE56SMILES", and "CORPORATE". The main content area features a blue header for "Customer Contact Center". The text below reads: "We here at Turkish Airlines appreciate your feedback and strive to give you the kind of service that has made us the Best Airline in Europe for three straight years. We will be only too happy to respond to any feedback you have. Answers to frequently asked questions can be found in [Ask Us](#)". Below this is a form with the label "Please make a selection" and two radio buttons: "New Feedback" (selected) and "Previous Feedback". The footer includes the "Socially Yours" logo, contact information for Investor Relations and Legal Notice (EAG 444 0 849), the Turkish Airlines logo, and the text "A STAR ALLIANCE MEMBER".



2. Please select "new feedback"

The screenshot displays the Turkish Airlines Customer Contact Center website. At the top, the Turkish Airlines logo and the slogan "WIDEN YOUR WORLD" are visible. Below this is a navigation menu with links for "ONLINE SERVICES", "TRAVEL INFORMATION", "TRAVEL EXPERIENCE", "CORPORATE CLUB", "MILESMILES", and "CORPORATE". A language selector shows "English" and "Other". The main heading is "Customer Contact Center". A message reads: "We here at Turkish Airlines appreciate your feedback and strive to give you the kind of service that has made us the Best Airline in Europe for three straight years. We will be only too happy to respond to any feedback you have. Answers to frequently asked questions can be found in Ask Us". Below this message is a form with the prompt "Please make a selection" and two radio buttons: "New Feedback" (which is highlighted with a red box) and "Previous Feedback". The footer includes the "Socially Yours" logo, contact information for Investor Relations (EAO 444 0 649), copyright information (Turkish Airlines Inc. Copyright © 1999 - 2013), and the "A STAR ALLIANCE MEMBER" logo.

3. Please select related option base on your subject:

The screenshot shows a web browser window with the URL <https://www4.tky.com/customercontact/index.jsp?lang=en>. The page header includes the Turkish Airlines logo and the slogan "WIDEN YOUR WORLD". Navigation tabs include "ONLINE SERVICES", "TRAVEL INFORMATION", "TRAVEL EXPERIENCE", "CORPORATE CLUB", "MILES&SMILES", and "CORPORATE". A language selector shows "English" and "Other".

Customer Contact Center

We here at Turkish Airlines appreciate your feedback and strive to give you the kind of service that has made us the Best Airline in Europe for three straight years. We will be only too happy to respond to any feedback you have. Answers to frequently asked questions can be found in [Ask Us](#).

Please make a selection New Feedback Previous Feedback

Your Feedback Category* Miles&Smiles Programme

Your Feedback Type* Request

Your feedback subject* Mileage accrual
Spend Miles (Award Ticket, Upgrade etc.)
Program Rules and Applications
Star Alliance and Program Partners
Membership Processing
Other

Is your feedback related to a particular flight? Yes No

Socially Yours

Introduce Regulations Legal Notice FAQ 444.0.642 Turkish Airlines Inc. Copyright © 1999 – 2013

A STAR ALLIANCE MEMBER

4. Here you can write and explain your request and upload related files if needed :

Your Feedback[®]

Please Select File

Would you like us to reply to your feedback?[™] Yes No

4000

Browse...

Upload

(jpg,pdf,tif,dxt,doc,docx,xlsx,xls,bmp) (max 5 files, each max 1 MB)

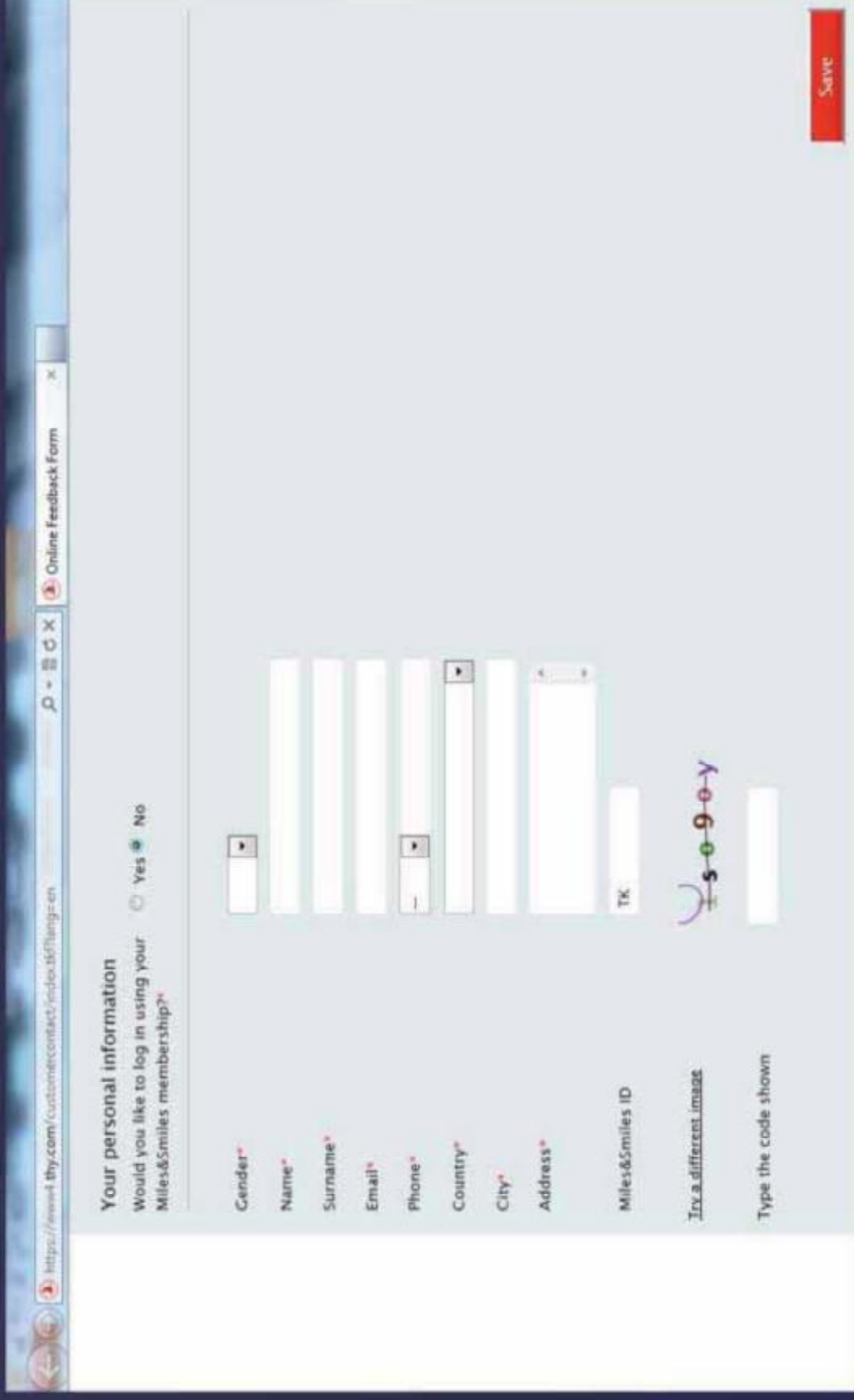
The image shows a feedback form interface. At the top, there is a text area for writing a request, which is highlighted with a red rectangular box. Below the text area is a file selection section. It includes a text input field, a 'Browse...' button, and an 'Upload' button. The 'Upload' button is also highlighted with a red rectangular box. Below the file selection section, there is a list of supported file formats: '(jpg,pdf,tif,dxt,doc,docx,xlsx,xls,bmp) (max 5 files, each max 1 MB)'. At the bottom of the form, there is a question: 'Would you like us to reply to your feedback?' with two radio button options: 'Yes' (which is selected) and 'No'. The form is titled 'Your Feedback' and has a character count of '4000' in the top right corner.

5. If you have your pin code you can select "YES" to enter via your account details automatically but if not, you can select "NO" to enter your information manually :

Your personal information

Would you like to log in using your Yes No
Miles&Smiles membership?*

6. If you select "NO" , below fields will open to enter passenger details manually and after all you have to select "SAVE" item to submit your feedback .



The screenshot shows a web browser window with the URL <http://www.tky.com/customer/contact/index.do?lang=en>. The page title is "Online Feedback Form". Below the browser window, there is a section titled "Your personal information" with a sub-question: "Would you like to log in using your Miles&Smiles membership?". There are two radio buttons: "Yes" (selected) and "No".

Below the question, there are several input fields:

- Gender* (dropdown menu)
- Name* (text input)
- Surname* (text input)
- Email* (text input)
- Phone* (text input)
- Country* (dropdown menu)
- City* (text input)
- Address* (text input)
- Miles&Smiles ID (text input, containing "TK")
- Try a different image (with a "5090Y" logo)
- Type the code shown (text input)

A red "Save" button is located at the bottom right of the form.

Thank you for your attention

