



Tripstack - PC (Pegasus Portal)

Live on 11 Sep 2023 Updated Feb 17, 2025

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Step 1 - Starting point



No linked steps

Question

1. [General info and login](#) Step 3
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- 6. Split PNR Step 12
- 7. New ticket sell / Add infant Step 13
- 8. Flight irregularities (FM/SC) Step 14

Step 2



Question

Parent step: 14

Schedule change

- 1. How ETG receive SC notifications Step 15
- 2. Involuntary Reissue Step 17
- 3. Involuntary Refund Step 18

Step 3



Solution

Parent step: 1

General info and login

Please keep in mind that the credentials are individual and they are sent by the IT team.

The link to the portal is [here](#).

You may change the language to ENG before you log in:

Genel Kural ve Koşullar

PEGASUS HAVA YOLLARI ACENTE PORTALINA HOŞ GELDİNİZ!

- Lütfen ulaşmak istediğiniz URL adresinin Pegasus Hava yolları'na ait olduğundan emin olunuz.

Acente Kullanıcı Girişİ

Acentemiz iseniz giriş yapabilirsiniz

Kullanıcı Adı:

Parola:

[Şifremi Unuttum!](#)

Acente Başvurusu

Başvuru takibi için BAŞVURU TAKİBİ butonu ile devam edebilirsiniz.

BAŞVURU TAKİBİ

Retrieve PNR

Open the PNR and check the details (Search by PNR or ticket number):

Search by PNR Code

PNR :

Search by Ticket Number

Ticket Number:

Search by GDS Ticket No

Display by flight information

Search by Ticket No

Detailed Search

Wait List (WL) PNR Search

KL List PNR Search

Display by frequent flyer information

Pnr Search Rules

- for detailed search, please enter name, surname, flight date
you must enter your flight number with date of flight
- in order to complete the search you will need to enter your departure and arrival points and date of flight

Local time of the portal

The time limit for a reservation is SWE time (as in Edvin) while using a VPN.

Step 4



Question

Parent step: 1

Cancellation and refund

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:
- Inform the customer about the Penalty and if the customer confirms the cancellation, click on the "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.

- If Original Travel is **within or Less than 4 Hours**:

Follow the standard refund routine as usual.

FL team will continue to:

- Handle urgent cases (clarification above)
- Void
- Check Rules and inform customers
- Placing on Support in case anything requires YY contact
- Modify button (Automation will work - if it is available)
- Send a cancellation confirmation email

Cancellation and refund

1. [Void](#) Step 5
2. [24H Rule Cancellation](#) Step 6
3. [Fare Rules](#) Step 7
4. [Dupe](#) Step 8

Step 5

Solution

Parent step: 4

Void

General info



- For orders with departure flights within **3 days (0-3 days)**, we have up to 60 minutes from the time of booking creation to cancel the tickets with a full refund.
- For orders with departure flights **more than 3 days**, we **ONLY** have up to 12 hours from the time of booking creation to cancel the tickets with a full refund. After 12 hours the airline's penalty will apply according to the rules.

If we pass the 12 hours from the time of booking creation and we are on the same day of the ticket issuance: **NO** full refund is provided. If a full refund is possible the system will allow us to do so.

The portal does **not** support the VOID function. For tech restrictions, we consider the policy void-like, however, in case of cancellation FL agents need to "Modify order" with the reason "**24H Rule**" if a full refund was provided.

We should not choose the Void reason in Modify Order.

Steps

1. Click on the flight number and then "**All Flights Cancel**". Click "OK" on the pop-up notification:

acente.flypgs.com says

All flights will be canceled and refund value will be shown in the next page. Are you sure?

OK **Cancel**

Change Name

Online Check-in

Flight Legs

Flight Details Info

PC2664	Tue 13/02/24	Dep. Time 08:20	Arr. Time 09:25	Istanbul SAW	Arkans ESB	Tclass- TOW	Aircraft A320- 10	Status HK	Seat 17A
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Go to History

All Flights Cancel

Show Flight Details

Payment Details

Change Flight

Show Offload

PNR Sms Email History

2. On the next page, the refund details (penalty, etc.) will be displayed:

Ticket Refund

Flight Tickets

1 Passengers : COSKUN / MERTTEST.Mr.

PC 2678	Istanbul(SAW)	00:10 09/06/2023 Fri	01:18 09/06/2023 Fri	Antalya(ESB)	G class - SZN/AGT HK Additional Services <input checked="" type="radio"/>	15 kg	Fare	259,41 TRY
							QC	25,00 TRY
							YR	20,00 TRY
							YQ	66,00 TRY
							TXT ACC ME	2,29 TRY
							Total	424,00 TRY

Additional Services Tickets

COSKUN / MERTTEST.Mr.
Baggage Tickets

COSKUN / MERTTEST.Mr.
Seat Ticket

PC 2678	Istanbul(SAW)	00:10 09/06/2023 Fri	01:18 09/06/2023 Fri	Antalya(ESB)	G class - SZN/AGT HK Additional Services <input checked="" type="radio"/>	8 kg	Price	150,00 TRY
							Total	150,00 TRY

Credit card amount to be refunded : 638,99 TRY

Total Amount to be Refunded : 638,99 TRY

[Print Trip Information](#)

Total Paid Amount : 638,99 TRY

Total Refund Amount : 638,99 TRY

Cancel Reason :

I Accept that I have received the amount indicated above.

[Back](#)

[Approve](#)

3. Inform the customer about the PENALTY amount (if any) and our fee.

ATTENTION



- If we are in a full refund period, then we will be able to cancel without the airline's fee.
- If we see an airline fee, then we are **NOT** in a Full Refund period but cancellation by the rules.

4. If the customer confirms the refund then select "**Approve**" so that the tickets will be refunded and air segments will be removed at once.

ATTENTION



Please do **NOT** insert any Cancel Reason.

All ancillaries (for example: baggage or seat) will be refunded as well during the **Full Refund process**, meaning that the system will auto-calculate the amounts.



Note: If our fee is higher than the refundable amount, and the customer confirms the cancellation, the agent should still cancel and refund in the portal, as the refunded amount goes to ETG, and shall not be in the queue for the refund to the customer. Do NOT "Modify order" in such a scenario, as no refund to the customer. Instead, press "**Cancel Order**" with the reason "**Ticket rules - no refund to customer**".

5. After we click on "Approve" we will get the below pop-up notification:

Information Message

! **AMOUNT_CURR has been refunded successfully to You may access your refunded invoices and receipts by clicking the button below.

[Show PNR](#)

6. Now, you can click on "Show PNR" in order to check that the flights have been canceled:

PNR KHTMBU	Status : Canceled PNR / 1Adult Contact Person : [REDACTED] Phone : (0 [REDACTED]) Sales Location : ETRAVELI_GRP_OTA : ETRAVELI_GRP_OTA E-mail : n [REDACTED]
----------------------	---

PNR Pax Details		<input type="checkbox"/> Select all pax			
Name	Surname	Gender	Date of birth	FF	Pax \$SR
<input type="checkbox"/> [REDACTED]	[REDACTED]	Mrs./Ms.	18/11/1991		

7. The status of the PNR is: **Canceled** and there are no flights in the PNR.

8. In case you want to see all the transactions, including purchasing and refunding the order, you can go to "**Payment log history**":

**Payment Log History Header											
**Pay CC Holder Name	**Pay Agent Name	**Pay User Name	**Pay OrderID	**Pay CC No	**Pay Type	**Pay Amount	**Pay VPOS	**Pay Error Code	**Pay Error Message	**Pay Message Exp	**Pay Operation Time
Na***	ETRAV	T499C	PGS2	[REDACTED]	**Pay Refund	-11EUR	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:28	
** Br*	ELI_GR	V69	[REDACTED]	[REDACTED]	**Pay Refund	-705TRY	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:28	
Na***	ETRAV	T499C	PGS2	[REDACTED]	**Pay Success	11EUR	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:23	
** Br*	ELI_GR	V69	[REDACTED]	[REDACTED]	**Pay Success	705TRY	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:23	
Na***	ETRAV	T9330	PGS2	[REDACTED]	**Pay Success	11EUR	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:23	
** Br*	ELI_GR	120	[REDACTED]	[REDACTED]	**Pay Success	705TRY	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:23	

5. Go to Edvin, "Modify order" with the reason "**24H Rule**" If a full refund was provided, in the "Other info to BO" box add note TKT REFUNDED (always include the tkt number) and send cancellation confirmation using the cancellation template from Edvin (CXL conf. - flight void/24h).

Additional information:

For the scenarios where we add an ancillary and customers would like a refund afterward (same day) while the full refund policy applies:



- For orders with departure flights within **3 days (0-3 days)**, we have up to 60 minutes from the time of booking creation to cancel the tickets with a full refund.
- For orders with departure flights **more than 3 days**, we **ONLY** have up to 12 hours from the time of booking creation to cancel the tickets with a full refund. After 12 hours the airline's penalty will apply according to the rules.

If we pass the 12 hours from the time of booking creation and we are on the same day of the ticket issuance: **NO** full refund is provided. If a full refund is possible the system will allow us to do so.

If we add post baggage/seat to the order, however, the customer eventually would like to proceed with the cancellation within the full refund Period. On that occasion, the order will be fully refunded by PC (flights along with the additional baggage will be refunded).

In the example below, the ancillary was paid in EUR and this is the reason why we have 2 different transactions and 2 different currencies:

Additional Services Tickets

Seat Ticket	Baggage				
PC 2664	Istanbul(SAW) 08:20 13/02/2024 Tue	Ankara(ESB) 09:25 13/02/2024 Tue	T class - TOW HK Additional Services	17A	Price Total
					3,00 EUR 3,00 EUR

Credit card amount to be refunded : 705,00 TRY
Credit card amount to be refunded : 11,00 EUR

Total Amount to be Refunded : 705,00 TRY
Total Amount to be Refunded : 11,00 EUR

[Print Trip Information](#)

Total Paid Amount 705,00 TRY
Total Refund Amount 705,00 TRY
Total Paid Amount 11,00 EUR
Total Refund Amount 11,00 EUR

Cancel Reason :

! I Accept that I have received the amount indicated above.

[Back](#) [Approve](#)

Step 6

 Solution

Parent step: 4

24H Rule Cancellation

Not possible.

Check the info under the "VOID" page.

Step 7

 Solution

Parent step: 4

Fare Rules

General info

For cancellation as per fare rules/taxes of the entire order please use Automation, step by step [here](#).

Otherwise, proceed manually as per step by step below.

The claim task has been moved to the SL team as of November 5, 2024.

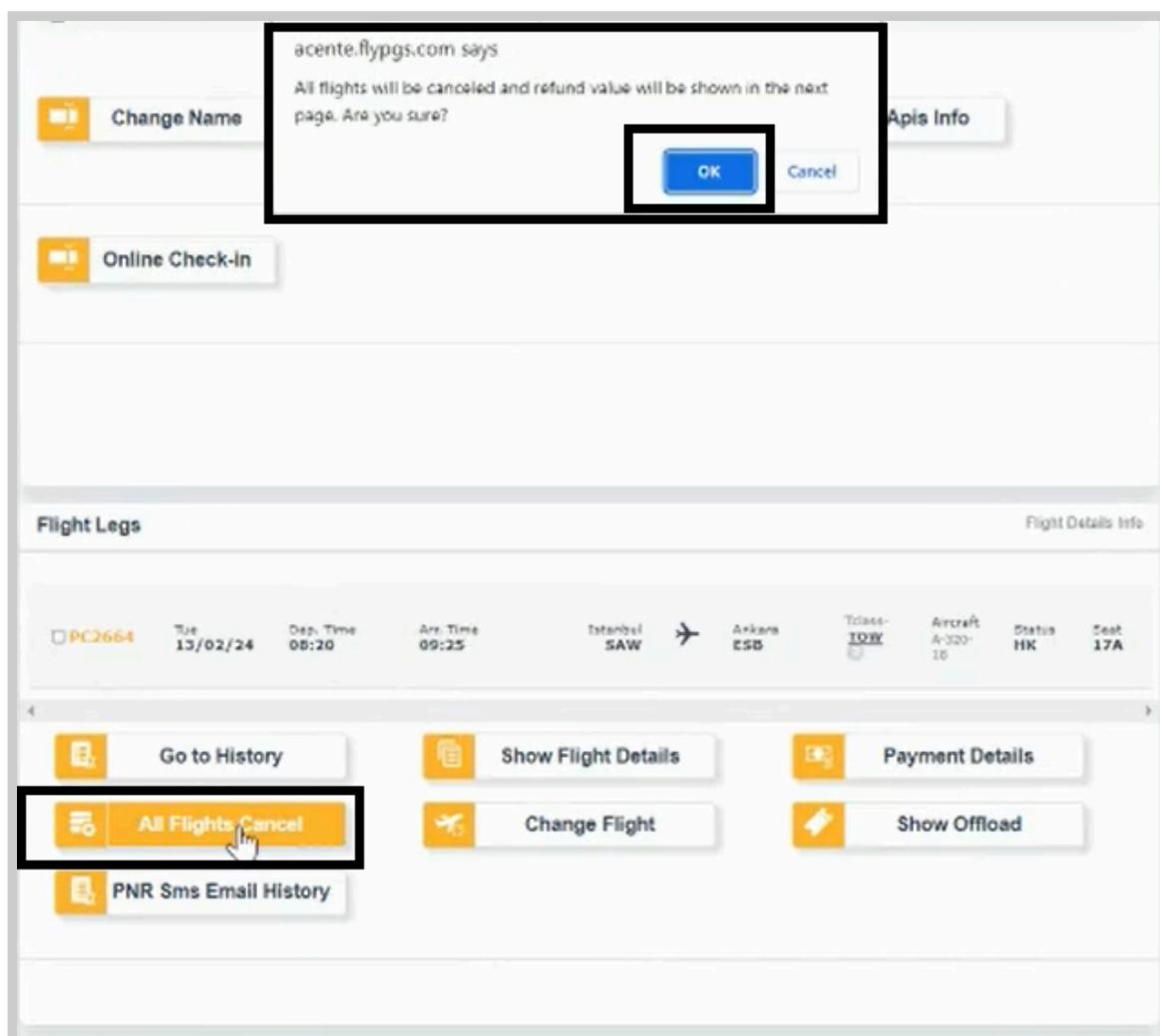
Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:
- Inform customer about the Penalty and if the customer confirms the cancellation, click on "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.
- If Original Travel is **within or Less than 4 Hours**:
Follow the standard refund routine as usual.

The refundable amount will be automatically visible after pressing the button on the last page before confirming the cancellation. All taxes that should be refunded will be automatically shown in the system. If cancellation is possible the system will allow us to do so.

Steps

1. Click on the flight number and then "All Flights Cancel":



2. After that, we will be able to see the airline's penalty and the total refundable amount.
Inform the customer about the PENALTY amount and our fee:

Ticket Refund

Flight Tickets

1 Passengers : COSKUN / MERTTEST.ME

Flight Number	Flight Details	Passenger Name	G Class	Flight Status	Baggage	Fees	Total
PC 2678	Istanbul (SAW) - 00:10 09/06/2023 Fri - 01:00	COSKUN / MERTTEST.ME	YR	BOOKED	15 kg	Fare: 259,41 TRY FC: 75,00 TRY YR: 20,00 TRY YQ: 66,00 TRY TXT ACC ME: 2,29 TRY Total: 424,00 TRY	

Additional Services Tickets

Flight Number	Flight Details	Passenger Name	G Class	Flight Status	Baggage	Price	Total
PC 2678	Istanbul (SAW) - 00:10 09/06/2023 Fri - 01:00	COSKUN / MERTTEST.ME - Skat Ticket	YR	BOOKED	8 kg	150,00 TRY	150,00 TRY

Credit card amount to be refunded : 638,99 TRY

Total Amount to be Refunded : 638,99 TRY

[Print Trip Information](#)

Total Paid Amount: 638,99 TRY

Total Refund Amount: 638,99 TRY

Cancel Reason:

! I Accept that I have received the amount indicated above.

[Back](#) [Approve](#)

3. If the customer confirms the refund then select "Approve" so that the tickets will be refunded and air segments will be removed at once.

 **Note:** If our fee is higher than the refundable amount, and the customer confirms the cancellation, the agent should still cancel and refund in the portal, as the refunded amount goes to ETG, and shall not be in the queue for the refund to the customer. Do **NOT** "Modify order" in such a scenario, as no refund to the customer.

Instead, press "Cancel Order" with the reason "**Ticket rules - no refund to customer**":

Additional Services Tickets

Seat Ticket	Baggage Ticket
PC 2664 Istanbul(SAW) 08:20 13/02/2024 Tue 01:05	 Ankara(ESB) 09:25 13/02/2024 Tue 01:05
	T class - TOW HK Additional Services
	17A
	Price 3,00 EUR Total 3,00 EUR

Credit card amount to be refunded : 705,00 TRY
 Credit card amount to be refunded : 11,00 EUR

Total Amount to be Refunded : 705,00 TRY
 Total Amount to be Refunded : 11,00 EUR

[Print Trip Information](#)

Total Paid Amount 705,00 TRY
 Total Refund Amount 705,00 TRY
 Total Paid Amount 11,00 EUR
 Total Refund Amount 11,00 EUR

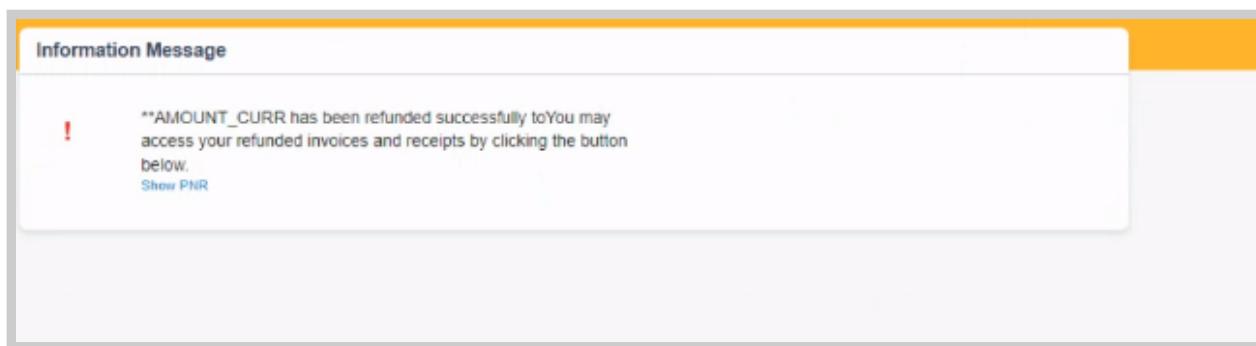
Cancel Reason :

! I Accept that I have received the amount indicated above.

[Back](#) [Approve](#)

ATTENTION  Please do NOT insert any Cancel Reason.

4. After we click on "Approve" we will get the below pop-up notification:



5. Now, you can click on "Show PNR" to check that the flights have been canceled:

PNR	KHTMBU	Status : Canceled PNR / 1Adult												
Contact Person :		Phone : (0)												
Sales Location : ETRAVELI_GRP_OTA:	ETRAVELI_GRP_OTA	E-mail : n												
PNR Pax Details														
<table border="1"> <thead> <tr> <th>Name</th> <th>Surname</th> <th>Gender</th> <th>Date of birth</th> <th>FF</th> <th>Pax SSR</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> [REDACTED]</td> <td>[REDACTED]</td> <td></td> <td>Mrs./Ms. 18/11/1991</td> <td></td> <td></td> </tr> </tbody> </table>			Name	Surname	Gender	Date of birth	FF	Pax SSR	<input type="checkbox"/> [REDACTED]	[REDACTED]		Mrs./Ms. 18/11/1991		
Name	Surname	Gender	Date of birth	FF	Pax SSR									
<input type="checkbox"/> [REDACTED]	[REDACTED]		Mrs./Ms. 18/11/1991											
			<input type="checkbox"/> Select all pax											

The status of the PNR is: **Canceled** and there are no flights in the PNR.

6. In case you want to see all the transactions, including purchasing and refunding the order, you can go to "**Payment log history**":

**Payment Log History Header												
» Show Print Mode	Pay CC Holder Name	Pay Agent	Pay User Name	Pay OrderID	Pay CC No	Pay Type	Pay Amount	Pay VPOS	Pay Error Code	Pay Error Message	Pay Message Exp	Pay Operation Time
	Name***	ETRAV	T499C	PG52	[REDACTED]	**Pay Refund	-11EUR	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:28	
	** Br*	ELI_GR	V69	[REDACTED]	[REDACTED]	**Pay Refund	-705TRY	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:28	
	Name***	ETRAV	T499C	PG52	[REDACTED]	**Pay Success	11EUR	[REDACTED]	00	**Payment Success Messages	28/08/2023 15:23	
	** Br*	ELI_GR	V69	[REDACTED]	[REDACTED]	**Pay Success	705TRY	[REDACTED]	00	**Payment Success Messages	28/08/2023 09:11	
	Name***	ETRAV	T9330	PG52	[REDACTED]							
	** Br*	ELI_GR	120	[REDACTED]	[REDACTED]							

7. Go to Edvin, "**Modify order**" and in the "Other info to BO" box add note TKT REFUNDED (always include the tkt number) and send cancellation confirmation using the cancellation template from Edvin (CXL conf - fare tkt rules 9.A).

Refund for partially used ticket

It is possible. We need to follow the aforementioned routine as per Fare Rules.

Step 8

 Solution

Parent step: 4

Dupe

Cancellation due to Dupe

Need to contact the support team as we do not have the possibility to make a full refund via the portal. If the customer is a no-show, then it is **not** possible to have a full refund.

Step 9

Solution

Parent step: 1

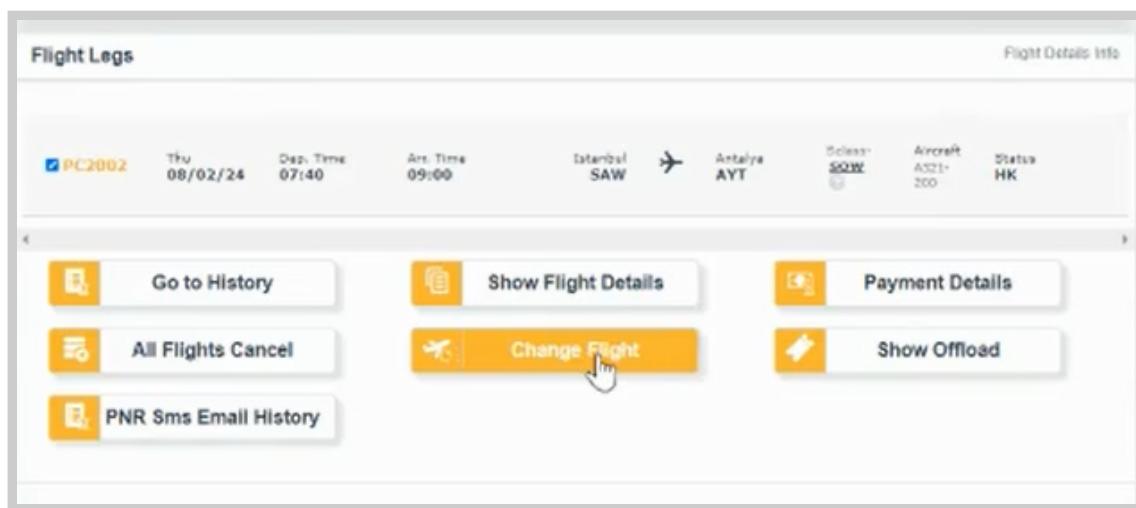
Rebooking

General info

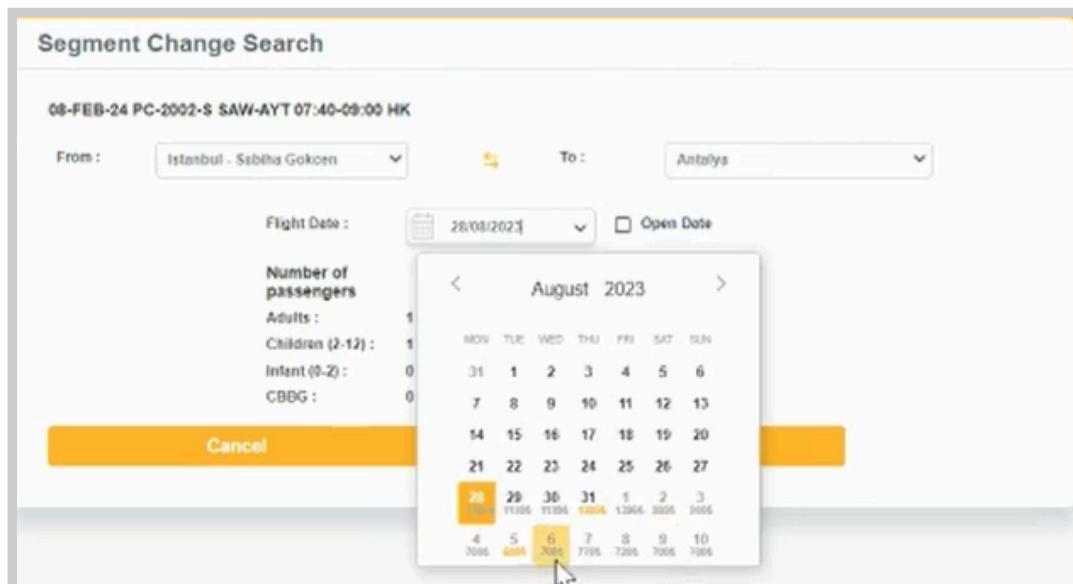
For orders where the departure is more than 3 days, there is a duration of 12 hours from the booking creation to proceed with a rebooking without the airline's change fee, only fare/tax difference will apply. Always make sure of the payment page of the portal.

Steps

1. Open the PNR.
2. Select the related Flight that the customer has requested to change and click on "Change Flight":



3. Search for new flights on the calendar:



4. Select a new fight depending on the fare:

Existing Flights

PC2664 Mon 27/03/23 Dep. Time 10:35 Arr. Time 11:35 Istanbul SAW Ankara ESB Y**class- YOW/AGT Aircraft B737-800 Status HK

Istanbul-Sabiha Gokcen (SAW) Ankara (ESB) 07 April 2023 1 Adults Search Flights Again

Departure Flights (Istanbul-Sabiha Gokcen - Ankara) < Previous Day | 07.04.2023 / Friday | Next Day >

Sort Flights Filter Flights

Sort by Departure Show All Flights

Flight List

**Bundle Explanation Header Line 1
**Bundle Explanation Header Line 2
**Bundle Explanation Header Line 3
**Bundle Explanation Header Line 4

ESSENTIALS

- ✓ İç hatırlar 15 kg.
- Kabin 20 kg.
- Dış hatırlar 20 Kg.
- Paket Bagaj Hakkı 15 kg
- ✓ **Package Hold Bag Allowance 55x40x20 cm / 40x30x15 cm
 - Seat Selection
 - In Flight Offers
 - Changes and Refunds
 - **Package IFE
- **Cabin Baggage Info

ADVANTAGE Package

- ✓ İç hatırlar 15 kg.
- Kabin 20 kg.
- Dış hatırlar 20 Kg.
- Paket Bagaj Hakkı 25 kg
- ✓ Seat Selection
- ✓ In Flight Offers
- ✓ **Package Equipment
- ✓ **Package IFE
- ✓ **Package Hold Bag Allowance 55x40x20 cm / 40x30x15 cm
 - Changes and Refunds

BUSINESS FLEX

- ✓ İç hatırlar 15 kg.
- Kabin 20 kg.
- Dış hatırlar 20 Kg.
- Paket Bagaj Hakkı 35 kg
- ✓ Seat Selection
- ✓ In Flight Offers
- ✓ Changes and Refunds
- ✓ **Package IFE
- ✓ **Package Hold Bag Allowance 55x40x20 cm / 40x30x15 cm
 - Changes and Refunds

PC2664	Departure 10:35	Arrival 11:35	Y YOW/AGT 9 Seat	<input type="radio"/> 65,00USD	<input type="radio"/> 68,00USD	<input type="radio"/> 68,50USD
Show All Fares						
PC2666	Departure 12:35	Arrival 13:35	Y YOW/AGT 9 Seat	<input type="radio"/> 65,00USD	<input type="radio"/> 68,00USD	<input type="radio"/> 68,50USD

5. After selecting the exact flights, and before you proceed to the next page, it is possible to check all details on Flight Summary:

Flight List

PC2028 [**Next Day Flight \(02.09.2023\)](#)

Flight	Arrival Date	Arrival Time	Passenger Type	Price	Total Price
L LOWAGT Departure 00:15 Istanbul - Sabiha Gokcen (SAW)	Arrival 01:30 Antalya (AYT)	1 h 15 min	1 Adult 2 Seats	1.396,00TRY	1.676,00TRY
M MOWAGT Departure 00:15 Istanbul - Sabiha Gokcen (SAW)	Arrival 01:30 Antalya (AYT)	1 h 15 min	1 Adult 2 Seats	1.196,00TRY	1.476,00TRY
Show All Fares					

Flight Summary

Departure Flight (Istanbul - Sabiha Gokcen - Antalya)

PC2000 [Y YOUNGOT ECO](#)

Departure	Arrival	Passengers	Price	Tax.	Fuel Surcharge	Check-in Fee	Service Fee
05:50 01.09.2023 Friday Istanbul - Sabiha Gokcen (SAW)	07:05 01.09.2023 Friday Antalya (AYT)	1 Adult 1 Child	2.303,61 93,39	20,00	75,00	0,00	
4.994,00 TRY							

Service Fee: 0,00 TRY
Check-in fee: 150,00 TRY
Fuel surcharge: 40,00 TRY

Total: **4.994,00 TRY**

[Forced Overbook Reason](#) [**OverBook Rezv](#) [Back](#) **Continue**

6. Click on "**Continue**" to check the total rebooking cost and advise the customer accordingly (including our cost if needed).

7. The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.



If we issue a VAN card with e.g., EUR, we need to change again the currency on the payment page as the currency will change to TRY.

The screenshot shows a rebooking interface. At the top left are two checkboxes: "Credit Card payment" and "Invoice Ticket". To the right are two currency selection boxes, both set to "TRY". Below these are two empty endorsement fields. A section titled "General Rules Information" contains a link to "Terms & Conditions" and a checkbox statement about data processing and transfer. At the bottom are three buttons: "Back", "Show Reservation", and "Purchase", with "Purchase" being highlighted.

8. Click on "**Credit Card payment**", change the currency if needed, and click on the T&C box. Finally, click on "**Purchase**".

9. After the reissue, click on the PNR to go back to the reservation and check the new ticket numbers along with the new flights:

The screenshot shows a "Ticket Numbers" section. On the left, there's a "NAME/SURNAME" field with a redacted name and a "Segments" section listing three flight segments: "SAW-AYT 01/09/2023", "SAW-AYT 01/09/2023", and "SAW-AYT 01/09/2022". On the right, a "Ticket No" section displays several ticket numbers: "628 23976", "624 2394", and "XBAG 624".

10. Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines and as per this Shelf page: [Sync Trip button, under customer trip field](#).

If this is not possible, use the old routine: Send email confirmation to the customer from Edvin. Use the template titled "*External portal booking details*" located under folder First Line Other and Register an Errand.

Additional information

Rebooking for partially used ticket:

It is possible, as we need to follow the aforementioned routine.

Voluntary change after involuntary change:

Also, after an involuntary rebooking is possible to make a voluntary rebooking.
If we receive a tech error from the portal, we should contact the airline's support via email.

Pop-up notification during voluntary change:

This message shows that the package will not be carried out after the reissuing:



Voluntary change after the baggage issuance:

Once we perform a voluntary change after the baggage issuance, we may have a negative amount on the **SSR Fare difference**.

On that occasion, it is due to fare difference with SSR, however, we consider the "**Total to be paid**" section as the cost the customer needs to pay for the rebooking for the airline's part (plus ETG fees - if it is applicable):

Fare Basis			
Fare	1.061,22 TRY	4.617,22 TRY	3.556,00 TRY
TX - Tax	186,78 TRY	186,78 TRY	0,00 TRY
YR - Fuel Surcharge	40,00 TRY	40,00 TRY	0,00 TRY
QC - Check-in Fee	150,00 TRY	150,00 TRY	0,00 TRY
SF - Service Fee	550,00 TRY	550,00 TRY	0,00 TRY
QI - Credit Card Installment Fee	0,00 TRY	0,00 TRY	0,00 TRY
Total	1.988,00 TRY	5.544,00 TRY	3.556,00 TRY
Penalty			
Net Total (Total - SF - QI - Penalty)	1.988,00 TRY	5.544,00 TRY	3.556,00 TRY
Non-Refundable Fare	0,00 TRY	0,00 TRY	0,00 TRY
SSR Fares	230,61 TRY	200,00 TRY	-30,61 TRY
Total to be paid	3.556,00 TRY		

Step 10

Solution

Parent step: 1

Name correction/ Name change

General info

For surname changes and changes of more than 3 letters, we need to contact the airline company (PC) via email.

Up to 3 letters of NACO we are allowed to proceed via the portal and FOC (Free of charge).

Steps

1. Click on the box next to the name and then "Change Name":

The screenshot shows the PNR Management System interface. At the top, there is a summary of PNR details: Status: Ticketed PhR / 1 Adult, Contact Person: Mert Coşkun, Phone: +00 90 506 4849477, Sales Location: OEMLOO : OEMUK TURIZM, E-mail: mert.coskun@fypgs.com. Below this, the 'PNR Pax Details' section displays a passenger record for MERT COŞKUN, Male, born 01/05/1995. There are three buttons below the table: 'Change Name' (highlighted with a cursor), 'Add Infant', and 'Edit Apis Info'. Further down, there is an 'Online Check-in' button. The bottom section, 'Flight Legs', shows a flight from Istanbul (SAW) to Ankara (ESB) on PC2678 on Fri 09/06/22 at 09:10, with an A321-200 aircraft, seat HK, and class GOM/AGT. Buttons for 'Go to History', 'Show Flight Details', 'Payment Details', 'All Flights Cancel', 'Change Flight', 'Show Offload', and 'PNR Sms Email History' are also present.

2. Fill in the correct name:

NAME CHANGE

PNR :	BWYTY9Y
Name :	MERTEEST
Surname :	COSKUN
Gender :	Mr.
Date of birth :	01/05/1998
E-mail :	
Phone Number :	TR(+90) 536 4340477
Company Name :	
Tax Office :	GEMLIK V.O.
<input type="radio"/> Turkish	<input checked="" type="radio"/> Other
Document No. :	
Destination Address :	
HES Code(Mandatory) [Duration of HES Code must cover the travel end date. It is recommended 7 days after the end of the travel date.]: ?	
HES Response :	<small>Is Valid?: false Current Health Status: null Response Code: null</small>
<input type="checkbox"/> I confirm that the information I have provided is owned by the guest.	
Back	Approve

3. Click on "Approve" and the system will change the name automatically:

Booking Reference No.: **BWYF9Y**

Flight Tickets

1 Passenger : COSKIN / MERTSEYT
Mr.

PC 2678 Istanbul(SAK) 02:30 09/06/2023 FRI Ankara(ESB) 03:10 09/06/2023 FRI G class - **SOW/AGT**
0 Additional Services 15 kg

Fare 159,61 TRY
YR 28,00 TRY
TAX ACC HS 2,29 TRY
QC 75,00 TRY
VQ 66,00 TRY
Total 424,00 TRY
624 23090103151
• [Print Travel Document](#)
• [Get T.O.C. File](#)

**Issued And Exchanged For: 624 23090102510

Additional Services Tickets

COSKIN / MERTSEYT Mr. Coguklu
Ticket

PC 2678 Istanbul(SAK) 02:30 09/06/2023 FRI Ankara(ESB) 03:10 09/06/2023 FRI G Additional Services 8 kg

Fare 150,00 TRY
Total 150,00 TRY
624 2415624724
• [Get T.O.C. File](#)

**Issued And Exchanged For: 624 2415624665

[Print All Tickets](#)

Payment Information

Pax Name/Surname	Ticket Type	Ticket No
MERTSEYT COGUKLU	T	6242388103101
MERTSEYT COGUKLU	H	6242615624724
MERTSEYT COGUKLU	H	6240251056594

[Payment Details](#)

Pax/Invoice Information

Company Name	Tax Office	Tax number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Turkish Citizenship Number: Address:

4. Click on the PNR and you will be redirected to the booking main page for this specific order to cross-check that the name is correct.

ATTENTION



If we try to insert a name/surname for a name change of more than 3 letters then we will receive an error message:

Error Page!

| Name Change rules are not suitable.

| Please click here to go back to entry.

If error persists, click here to close window and start again.

Error Code : ERR_ERR_0669

Example:

Due to marriage.

- You must always collect a copy of the passport from the customer.
- Queue to support for your location.
- Support needs to contact the airline for further handling. Email to the correct email address.

Step 11

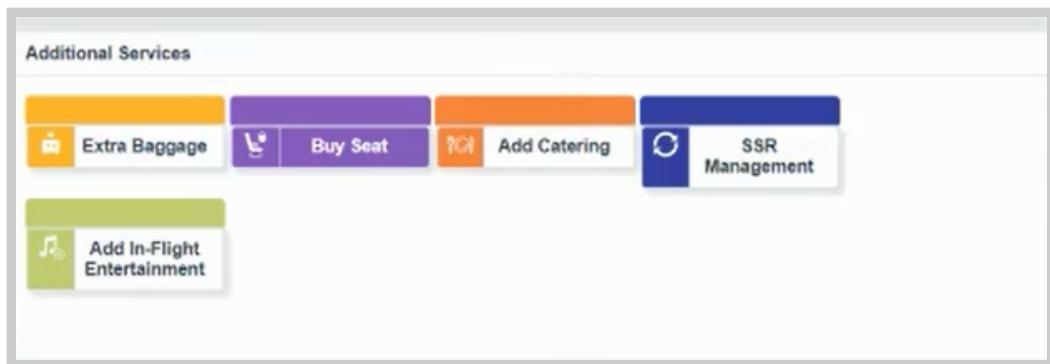
Solution

Parent step: 1

Adding ancillaries and requests

Seating

1. You can add an extra ancillary (Seat) to the order by selecting first the flight and then clicking on the option "Buy Seat":



2. Select and confirm the exact seat:

Please Select Your Special Service Below

TRY ▾

Select Baggage	Select Seat	Select Catering	Select Flex (Flexible Ticket)	Select In-Flight Entertainment	Add Special Service
----------------	-------------	-----------------	-------------------------------	--------------------------------	---------------------

Booking Reference No.: KHTMBU

<input checked="" type="checkbox"/> First Row XL 128.99 TRY	<input checked="" type="checkbox"/> FRONT ROWS 99.99 TRY	<input checked="" type="checkbox"/> PRIORITY SEAT 2 99.99 TRY
<input checked="" type="checkbox"/> EXTRA LEG ROOM 128.99 TRY	<input checked="" type="checkbox"/> WINDOW AND AISLE SEATS 99.99 TRY	<input checked="" type="checkbox"/> OTHER SEATS 99.99 TRY
<input checked="" type="checkbox"/> Checked In vs Boarded Seat	<input checked="" type="checkbox"/> Seat is not Empty	

* Flight No: PC2664 | Tue 13.02.2024 | Istanbul - Sabiha Gokcen SAW | Ankara ESB

Passenger	Has Infant	Seat	Old Seat Number	Fare	Delete Seat
[Redacted]					

 Add Seat



For example, the seat "17A" has been selected.

3. Click on "Add seat":

4. Press on "Continue For Payment":

5. The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.



If we issue a VAN card with e.g., EUR, we need to change again the currency on the payment page as the currency will change to TRY.

Also, there is a limit of 30 min to complete the payment.

Special Services Payment Info Confirm Payment

PNR Details

PNR: **IOTIMOU**

Status : TK / Adult
Contact Person : [REDACTED]
Phone : [REDACTED]
Sales Location : ETRAVELL_GRP_OTA; ETRAVELL_GRP_OTA

Remaining Time to Flight: 166 Day 18 Hours 6 Minutes

You need to make the payment until 28/08/2022 54:42 Local Hour
Remaining time for booking PNR EXPIRED

Print All Tickets

Additional Services Tickets

Baggage Ticket

PC 2664	Tebasuk(GAV)	Aksara(ESB)	T class - TOW	Price	Total
	09:20 13/02/2024 Tue	09:25 13/02/2024 Tue	H/C Additional Services	5 kg	200,00 TRY 200,00 TRY

btnAllSerTickets

Total SSR Ticket Amounts : 200,00 TRY

Required Payment To Debit : 200,00 TRY

Campaigns

Register your campaign code: [REDACTED]

6. Click on "Credit Card payment", change the currency if needed, and click to accept the T&C. Finally, click on "Purchase":

Payment Information

Total SSR Ticket Amounts :	259,99	Total	259,99 TRY
Installment Fee :	0,00	TRY	<input type="button" value="▼"/>

Credit Card payment . TRY

Invoice Ticket . TRY

Endorsements

General Rules Information

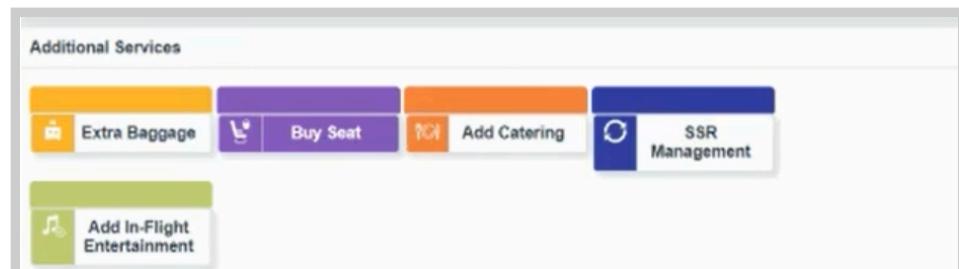
[Please Click here to read Terms & Conditions.](#)

I have read and I accept the Pegasus General Rules, Pegasus Privacy Policy and Ticket Change and Cancellation Rules. I understand and accept that my personal data may be processed and transferred in Turkey and abroad by Pegasus, as may be permitted or required by the applicable law, in accordance with the terms set out in the Pegasus Privacy Policy.

After the seat EMD issuance, click on the **PNR** to go back to the reservation and check the EMD number.

Baggage

1. You can add an extra ancillary (Baggage) to the order by selecting first the flight and then clicking on the option "**Extra baggage**":



For example, if the customer has already 1 PC of the baggage of 15 kg, you may select the extra baggage from the dropdown menu "**Increase your baggage**":

Please Select Your Special Service Below

TRY

Select Baggage	Select Seat	Select Catering	Select Flex (Flexible Ticket)	Select In-Flight Entertainment	Add Special Service
----------------	-------------	-----------------	-------------------------------	--------------------------------	---------------------

Booking Reference No: [REDACTED]

Cabin baggage must be ONE PIECE and 55x40x20 cm

Please [click](#) for baggage rules.

We recommend that you make your baggage selection now and save up to **62%** on airport fees.

●	Flight No PC2664	Tue 13.02.2024	Departure 08:20	Arrival 09:25	Istanbul - Sabiha Gokcen SAW		Ankara ESB
---	----------------------------	--------------------------	--------------------	------------------	------------------------------	--	------------

Name	Surname	Gender	Current Baggage Weight	Baggage Weight	Fare Total	Apply all passengers
[REDACTED]	[REDACTED]	Mrs./Ms.	15 kg	<input type="button" value="Increase your baggage..."/> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin-top: 5px;"> Increase your baggage 5 KG-200,00 TRY 10 KG-400,00 TRY 15 KG-600,00 TRY 25 KG-1.000,00 TRY </div>	Total Baggage: 15 KG Added XBag Weight: 0 KG	<input type="button" value="Add Baggage"/>

Price Summary

Total Price (Flight + Additional Service)
0,00 TRY

2. Press on "Continue For Payment":

Price Summary

[REDACTED] Istanbul-Ankara 13.02.2024 PC2664 SEAT 17A 50,99 TRY

Total Price (Flight + Additional Service)
59,99 TRY

3. The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.



If we issue a VAN card with e.g., EUR, we need to change again the currency on the payment page as the currency will change to TRY.

Also, there is a limit of **30 min** to complete the payment.

Special Services Payment Info Confirm Payment

PNR Details Remaining Time To Flight: 168 Day 16 Hours 6 Minutes

PNR: KOTIMBU
Status : TK / 1Adult
Contact Person : [REDACTED]
Phone : [REDACTED]
Sales Location : ETRAVELI_GRP_OTA : ETRAVELI_GRP_OTA

You need to make the payment until 28/02/2024 14:42 Local Hour
Remaining time for solving **PNR EXPIRED**

[Print All Tickets](#)

Additional Services Tickets

Delete Ticket

Flight Number	From	To	T class	Price	Total
PC 2664	Istanbul (SAW)	Ankara (ESB)	TOW HK Additional Services	5 kg.	200,00 TRY
	08:20	09:25			200,00 TRY
	13/02/2024 Tue	13/02/2024 Tue			
	01:05				

[PrintAllSrtickets](#)

Total SSR Ticket Amounts : **200,00 TRY**

 Required Payment To Debit : **200,00 TRY**

Campaigns

Register your campaign code:

4. Click on "Credit Card payment", change the currency if needed, and click to accept the T&C. Finally, click on "Purchase":

Payment Information

Total SSR Ticket Amounts :	259,99	Total	259,99 TRY
Installment Fee :	0,00	TRY	▼

Credit Card payment TRY

Invoice Ticket TRY

Endorsements

> Please Click here to read Terms & Conditions.

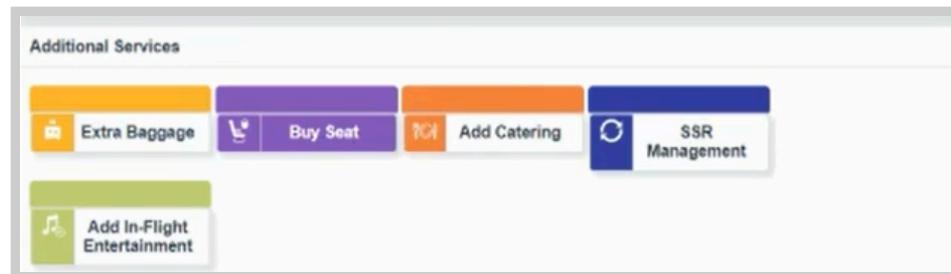
I have read and I accept the Pegasus General Rules, Pegasus Privacy Policy and Ticket Change and Cancellation Rules. I understand and accept that my personal data may be processed and transferred in Turkey and abroad by Pegasus, as may be permitted or required by the applicable law, in accordance with the terms set out in the Pegasus Privacy Policy.

Back Show Reservation Purchase

After the seat EMD issuance, click on the PNR to go back to the reservation and check the EMD number.

Meal

1. You can add an extra ancillary (Meal) to the order by selecting first the flight and then clicking on the option "Add Catering":



2. Select the meal preferred from "Catering Type":

PEGASUS FLEX MAKES YOUR FLIGHT EXPERIENCE MORE FLEXIBLE NOW!
YOU CAN CANCEL OR CHANGE YOUR TICKET UP TO 12 HOURS BEFORE YOUR FLIGHT!

SEYAHAT KEYFİNİZ PEGASUS FLEX İLE ARTIK DAHA DA ESNEK!
ÜCÜSA 12 SAAT KALANA DEK BİLET İPTAL Veya DEĞİŞKLİR

Select Baggage Select Seat Select Catering Select Flex (Flexible Ticket) Select In-Flight Entertainment Add Special Service

Booking Reference No.: BRE2F5
[Please click for Meal Information](#)

Flight No PC1251	Fri 31.03.2023	Departure 08:50	Arrival 11:35	Istanbul - Sabiha Gökçen SAW	Amsterdam AMS
Name	Surname	Catering Type	Catering Count	Fare	Apply all passengers
[REDACTED]		Cold Breakfast- 248,00 TRY	0		[Add Catering]

Price Summary

BNDL OTH	1.968,00 TRY	357,00 TRY	Total Price (Flight + Additional Service) 2.315,00 TRY
----------	--------------	------------	--

Back **Continue For Payment**

3. Click on "Continue For Payment":

Price Summary

Istanbul-Ankara 13.02.2024 PC2654 SEAT 17A 59,99 TRY

Total Price (Flight + Additional Service)
59,99 TRY

Bank **Continue For Payment**

4. The form of payment is VAN. Once payment has been received by the customer, continue with the payment on the portal.



If we issue a VAN card with e.g., EUR, we need to change again the currency on the payment page as the currency will change to TRY.

Also, there is a limit of 30 min to complete the payment.

Special Services Payment Info Confirm Payment

PNR Details

Remaining Time to Flight: 168 Day 18 Hours 6 Minutes

PNR ICHTMSU	Status : TK / 1Adult Contact Person : [REDACTED] Phone : [REDACTED]	You need to make the payment until 28/08/2022 14:42 Local Host Remaining time for ticketing **PNR EXPIRED
----------------	---	--

Print All Tickets

Additional Services Tickets

Baggage Ticket

PC 2664	Istanbul(SAW)	Flight	Ankara(ESB)	T class : TOW HK Additional Services	5 kg	Price Total	200.00 TRY 200.00 TRY
08:20 13/02/2024 Thu	09:25 13/02/2024 Fri	01:05					

****btnAllSsrTickets**

Total SSR Ticket Amounts : **200.00 TRY**

Required Payment To Debit : 200.00 TRY

!

Campaigns

Register your campaign code: [REDACTED] 

5. Click on "Credit Card payment", change the currency if needed, and click to accept the T&C. Finally, click on "Purchase":

Payment Information

Total SSR Ticket Amounts :	259,99	Total	259,99 TRY
Installment Fee :	0,00	TRY	<input type="button" value="▼"/>

Credit Card payment TRY

Invoice Ticket TRY

Endorsements

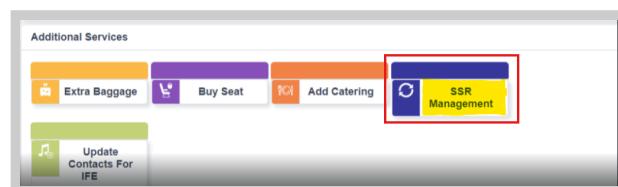
> Please Click here to read Terms & Conditions.

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After the meal EMD issuance, click on the PNR to go back to the reservation and check the EMD number.

How to add a wheelchair

1. Select "SSR Management":



2. Add the flight of the PNR and add "WCH" as SSR Group:

Please Select Your Special Service Below

Select Baggage	Add Cabin Bag	Select Seat	Select Catering	Select Flex (Flexible Ticket)	Add In-Flight Entertainment	Add Special Service
----------------	---------------	-------------	-----------------	-------------------------------	-----------------------------	---------------------

Booking Reference No.:

Please click for SSR Information

Flight <input type="text"/>	SSR Group <input type="text" value="WCH"/>	SSR Code <input type="text"/>	Name - Surname <input type="text"/>	<input type="checkbox"/> Select Passenger
-----------------------------	--	-------------------------------	-------------------------------------	---

New SSR Explanation / Rejection Comment

Then add the SSR Code according to the customer request (WCHR, WCHS, WCHC), and connect it to the correct passenger.

3. Click on "Add SSR":

The screenshot shows a table with columns: Select, Passengers, Flight, Ticket No, SSR Code, Explanation, Status, Payment Status, Delete, Approve, and Free. There are five rows of data:

Select	Passenger	Flight	Ticket No	SSR Code	Explanation	Status	Payment Status	Delete	Approve	Free
<input type="checkbox"/>	[REDACTED]	PC906 IST VIE P 24/01/2026	[REDACTED]	BNDL **BNDL	I_C.FLEX_24H+	HK	TK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	[REDACTED]	PC906 IST VIE P 24/01/2026	[REDACTED]	PDBG Cabin Bag	55X40X20	HK	FR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	[REDACTED]	PC906 IST VIE P 24/01/2026	[REDACTED]	PDIE IFE	78BY	HK	FR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	[REDACTED]	PC905 IST VIE P 24/01/2026	[REDACTED]	SEAT Seat Selection	1D	HK	FR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

An orange "Add SSR" button is located at the top right of the table.

4. Confirm that the status is HK for the assistance.

5. Notify the customer accordingly.

Step 12

Solution

Parent step: 1

Split PNR

It is possible to split via the agency portal.

Select the passenger and then click on "**Split PNR**":

The screenshot shows a form for splitting a PNR. At the top, there are fields for Contact Person, Phone, Sales Location, E-mail, and Option Date, all with redacted values. A timer indicates "Remaining time for ticketing 59 Minutes 36 Seconds". Below this is a "Purchase" button.

The main section is titled "PNR Pax Details" and contains a table with columns: Name, Surname, Gender, Date of birth, FF, and Pax SSR. Two passengers are listed:

Name	Surname	Gender	Date of birth	FF	Pax SSR
[REDACTED]	[REDACTED]	Mr.	07/09/1962		
<input checked="" type="checkbox"/> [REDACTED]	[REDACTED]	Mr.	25/09/1976		

At the bottom, there are several buttons: Change Name, Split PNR (highlighted with a yellow box), Cancel PAX, Add Infant, and Edit Apis Info.

If the customer has made a check-in, we need to contact PC to remove the check-in, we can't do it on our own or via the website.

Step 13

Solution

Parent step: 1

New ticket sell / Add infant

New ticket sell

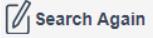
1. Choose the trip (departure, return dates, passengers, etc.):

The screenshot shows the 'New Reservation' interface. On the left, there's a sidebar with links like 'Edit Favourites', 'My Profile', 'Queue Table', 'Make Reservation' (which is highlighted in orange), 'Scheduled Flight List', 'PNR Management', 'Package Content', 'Invoice Management', 'Sales Report', 'All Sales Reports', 'Message List', 'Departure/Arrival', and 'Show Bulletin List'. The main area has a title 'New Reservation' with tabs for 'Round Trip' (selected), 'One Way', and 'Multiple Flights'. It includes fields for 'From' (Adana) and 'To' (Ankara), with a double-headed arrow icon between them. Below these are 'Departure Date' (14/08/2023) and 'Return Date' (18/08/2023). There are also checkboxes for 'Dep. Open Date' and 'Ret. Open Date'. Under 'Number of passengers', there are dropdowns for '1 Adult', '0 Child', and '0 Infant'. A button at the bottom right says 'Search'.

2. Under each fare type category, the respective prices are shown:

Fare type categories: **ECO, ADVANTAGE, EXTRA**

Adana (ADA)  Ankara (ESB)

14 August 2023 1 Adults
18 August 2023 1 Cbbgs 

 Departure Flights (Adana - Ankara) ◀ Previous Day | 14.08.2023 / Monday | Next Day ▶

Sort Flights Change Currency  Filter Flights Show All Flights

Only one piece of hand luggage is accepted in all our flight packages.



Flight List

**
**
**
**

Flight	From	To	Date	Time	Duration	Fare Type	Price	
PC2099 	Adana (ADA)	Istanbul - Sabiha Gokcen (SAW)	Y YOWAGFLX 9 Seat	05:45	07:15	1 h 30min	1 Connection	<input type="radio"/> 1.645,00TRY
PC2664 	Istanbul - Sabiha Gokcen (SAW)	Ankara (ESB)	B BOWAGT 9 Seat	10:35	11:35	1 h 00min	1 Connection	<input type="radio"/> 1.170,00TRY <input type="radio"/> 1.430,00TRY <input type="radio"/> 1.550,00TRY

ECO

- Hand Bag 55x40x20 cm
- Baggage 15 kg
- Seat Selection
- Inflight Food
- Changes and Refunds
- In-Flight Entertainment

In all our flight packages, only one piece of hand luggage is accepted.

GİDISDONUS

- Hand Bag 55x40x20 cm
- Baggage 20 kg
- Seat Selection
- Inflight Food
- In-Flight Entertainment
- Changes and Refunds

ADVANTAGE

- Hand Bag 55x40x20 cm
- Baggage 20 kg
- Seat Selection
- Inflight Food
- In-Flight Entertainment
- Changes and Refunds

EXTRA

- Hand Bag 55x40x20 cm
- Baggage 20 kg
- Seat Selection
- Inflight Food
- In-Flight Entertainment
- Changes and Refunds

Connection Duration 5 h 50min Show All Fares

Y YOWAGFLX
9 Seat Show All Fares

B BOWAGT
9 Seat Show All Fares

S SAOW/DOM
9 Seat Show All Fares

X XAOW/DOM
6 Seat Show All Fares

3. Click on the Filters if you want to "Sort by Departure", by Arrival, or Duration:
4. Change the currency if needed. Use flight filters such as "Show All Flights", Direct or Connected:

Sort Flights Change Currency  Filter Flights Show All Flights

Only one piece of hand luggage is accepted in all our flight packages.



5. Depending on the price selected, the fare option will be highlighted:

Flight List

**
**
**
**

Connection Duration 7 h 45min	1 Connection			
PC2677 ⓘ	K KAOW/DOM 9 Seat	<input checked="" type="radio"/> 858,99TRY	<input type="radio"/> 958,99TRY	<input type="radio"/> 988,99TRY
Departure 08:30 Ankara(ESB)	Arrival 09:30 Istanbul - Sabiha Gokcen(SAW)	1 h 00min		
PC2088 ⓘ	N NAOW/DOM 5 Seat	<input type="radio"/> 798,99TRY	<input type="radio"/> 898,99TRY	<input type="radio"/> 928,99TRY
Departure 14:45 Istanbul - Sabiha Gokcen(SAW)	Arrival 16:15 Adana(ADA)	1 h 30min	Show All Fares	<input type="radio"/> 1.592,00TRY
	Y YOWAGFLX 9 Seat		Show All Fares	

6. Once you select the departure and return dates you will be able to check the summary of the flights and the prices:

Flight Summary

Departure Flight (Adana - Ankara)

PC2099 ⓘ B BOW/AGT ECO

Departure 05:45 14.08.2023/Monday Adana(ADA)	Arrival 07:15 14.08.2023/Monday Istanbul - Sabiha Gokcen(SAW)	1 h 30min	Passengers	Price	Tax	Fuel Surcharge	Check-in Fee	Service Fee
			1 Adult	1.054,67	20,33	20,00	75,00	275,00
1.445,00 TRY								

Return Flight (Ankara - Adana)

PC2677 ⓘ K KAOW/DOM ECO

Departure 08:30 14.08.2023/Monday Ankara(ESB)	Arrival 09:30 14.08.2023/Monday Istanbul - Sabiha Gokcen(SAW)	1 h 00min	Passengers	Price	Tax	Fuel Surcharge	Check-in Fee	Service Fee
			1 Adult	666,60	97,39	20,00	75,00	275,00
1.133,99 TRY								

Service Fee : 550,00 TRY
Check-in fee: 150,00 TRY
Fuel Surcharge: 40,00 TRY

Total: **2.578,99 TRY**

Continue

If you hover the mouse over the icon "i" you will see the bag details:

Flight Search Results

PC2099 B BOW/AGT ECO

<ul style="list-style-type: none"> ✓ Hand Bag 55x40x20 cm Baggage 15 kg Seat Selection Inflight Food Changes and Refunds In-Flight Entertainment <p>In all our flight packages, only one piece of hand luggage is accepted.</p>	Arrival 07:15 130min 14.08.2023/Monday Istanbul - Sabiha Gokcen(SAW)	Passengers Price Tax Fuel Surcharge Check-in Fee Service Fee 1 Adult 1.054,67 20,33 20,00 75,00 275,00 1.445,00 TRY
---	--	--

PC2677 K KAOW/DOM ECO

Departure 08:30 14.08.2023/Monday Ankara(ESB)	Arrival 09:30 1 h 00min 14.08.2023/Monday Istanbul - Sabiha Gokcen(SAW)	Passengers Price Tax Fuel Surcharge Check-in Fee Service Fee 1 Adult 666,60 97,39 20,00 75,00 275,00 1.133,99 TRY
--	---	--

Service Fee : 550,00 TRY
 Check-in fee: 150,00 TRY
 Fuel Surcharge: 40,00 TRY

Total: **2.578,99 TRY**

[Continue](#)

7. Click on "Continue" to check the total cost and advise the customer accordingly (including our cost if needed):

Current Total: **487,98 USD**

[Back](#) [Add Flight](#)

Tue 08.08.2023 04:00 08:15	Doha - DOH DOH	Istanbul - Sabiha Gokcen SAW	HK 0 kg
Tue 08.08.2023 10:35 12:05	Istanbul - Sabiha Gokcen SAW	Adana ADA	HK 0 kg
Tue 15.08.2023 08:15 09:45	Adana ADA	Istanbul - Sabiha Gokcen SAW	HK 0 kg
Tue 15.08.2023 20:40 00:45	Istanbul - Sabiha Gokcen SAW	Doha - DOH DOH	HK 0 kg

Special Services > Payment Info > Confirm Payment

Passenger Information

Gender	Name	Surname
1: <input type="button" value="▼"/>	<input type="text"/>	<input type="text"/>
Date of Birth	Phone Number (Optional)	Bolbol Membership Status?
<input type="button" value="▼"/>	TR(+90) <input type="button" value="▼"/> <input type="text"/> <input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No
Citizen	Nationality*	E-mail(Optional)
<input type="radio"/> Turkish <input type="radio"/> Other	<input type="text"/>	<input type="text"/>

* Advised for Turkish Citizens.

8. Once payment has been received by the customer, continue with the payment process on the portal.

Insert passenger's information:

Contact Details

Same With First Passenger Info

Contact Person ****Telefon Numarası**

46

E-mail (Mandatory) Telephone Number (Please Enter the Agency Phone Number!) ()

90

Country of Residence (Necessary) Explanation ()

Sweden

Destination Adress

SMS

E-mail

I want to receive my Reservation Information via SMS message. (1 SMS will be charged as 2,99 EUR)

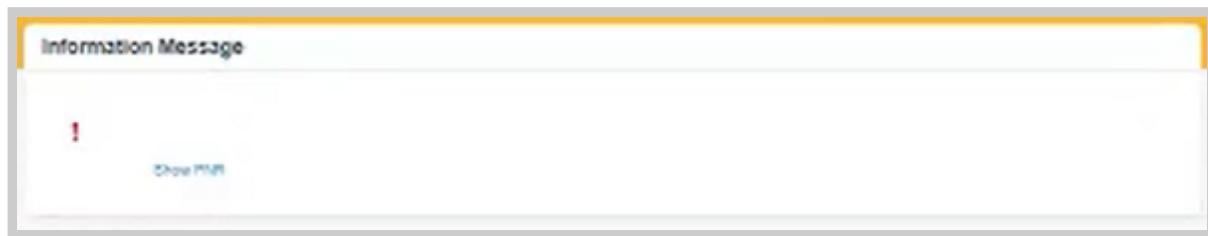
I confirm the accuracy of the passenger identity and contact information and I accept that I will be responsible for any damages that may arise due to incorrect entry of this information.

****Bill Information**

 Back  Finalise Reservation

9. To continue with the new PNR creation press "**Finalise Reservation**".

10. After the PNR issuance, click on the PNR, "**Show PNR**", to go back to the reservation and check the new ticket numbers along with the new flights:



11. Send confirmation to the customer from Edvin.

12. Use the template titled "**External portal booking details**" located under folder First Line "Others".

13. Register an errand and change the order in Edvin.

Add child/infant

Adding an infant/child is only supported by contacting the airline (via email).

- You must always have the full name of the customer and the DOB (Date of Birth) of the child/infant.
- Queue to support for your location

When payment link is paid:

The support agent contacts the airline for further instructions.

Step 14



Question

Parent step: 1

Pegasus Airline (via Tripstack)

General Guidelines	Click here for the login details: Tripstack - PC (Pegasus Portal)
How do we receive the SC notifications?	Schedule change notifications from carriers are: - send to OTRS via email (SC -Inbox) - placed on a SC queue in Pegasus
What ETG is responsible for handling?	Non-VI We handle all schedule changes that occur up to 24 hours from departure from Edvin Workmode, but the agent should always check and remove it from any other queue. VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.
How does ETG handle the SC notification?	Check the link for the handling via Phone SC task Check the link for the handling via Chat SC task Check the link for the handling via Email SC task Check the link for the handling via SC WM task: SC Description Manual handling
If the agent is not trained in SC handling, follow the below:	If the customer contacts us for rebooking or refund due to a schedule change, and there is no information under Edvin: <ol style="list-style-type: none">1. Open the booking via the airline portal.2. Check if there is a schedule change.3. Transfer the call to SC Q based on the division: FL/SC Genesys Qs to transfer an interaction and checklist

Flight Irregularities

1. Schedule change (SC)

Step 2

Step 15**Solution**

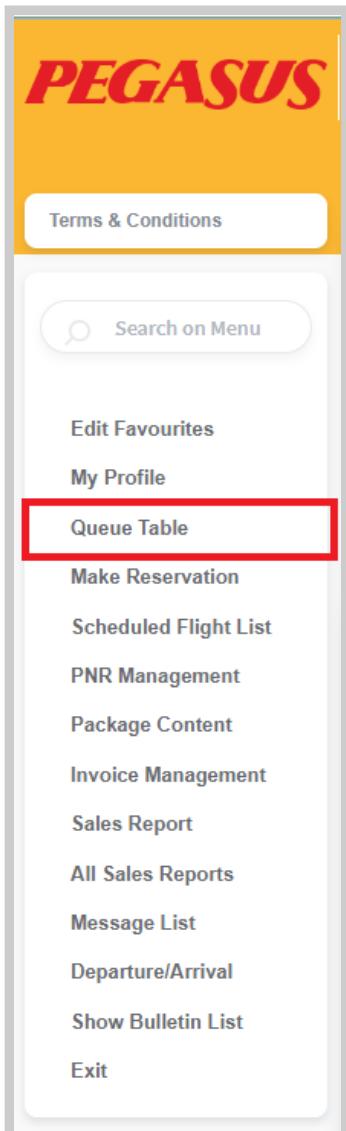
Parent step: 2

How does ETG receive SC notifications

How does ETG receive SC notifications

[SC notification are being forwarded to the OTRS SC Inbox](#), please check the link for more information.

SC notification on Pegasus portal:

**How to inform passenger about the received SC**

Please check [Schedule change description](#) page.

Force Majeure (FM)

FORCE MAJEURE

We are never allowed to refer the customer to the airline.

Agents on the phone:

- Always check the travel alert page for info.
- Queue booking to your support, if FCR is not possible.
- Add info what customer is requesting in Edvin, refund, alternative flights, etc.

Support:

Check always of PNR history in the Pegasus portal.

Involuntary rebooking:

We have to call PC to get new alternatives and also for involuntary reissues.

Involuntary cancellation:



Note: FL or SC agent can confirm the cancellation with the customer and inform that we will apply for the refund, no guarantees as per usual routine.

Procedure for Handling Involuntary Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

2. Deadline Check:

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund.**
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours:**

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours:**
Follow the manual handling refund routine and handle it.

Manual refund handling

- FL agent queue booking to support with cancellation reason.
- Support agent check if we can proceed with refund via Pegasus portal.
- Support agent calls the airline PC to cancel itinerary/flight segments.
- Support agent will then queue the booking to SL using modify order and SL will then apply for the refund.

Refund RA through the BSP link

If you are unable to refund, you need to call the airline. If the airline informs you that you need to send a refund application via BSP link - queue the booking through Modify order to BO with all relevant information: passenger, ticket number, refund reason, etc.

Don't forget to Escalate to BO through the refund tab:

The screenshot shows a software interface for managing bookings. At the top, there is a navigation bar with several tabs: 'Base/Bookings', 'PNR:s', 'Payment transactions 1', 'Confirmations', 'Refund' (which is highlighted in yellow), 'Product Pricing', 'Tracking', and 'Events and'. Below the navigation bar, there is a section titled 'Refund cases'. Under this section, there is a row for a 'Force Majeure - refund' case. This row includes a status indicator 'Open', a button labeled '! Escalate to BO' (which is also highlighted in yellow), and a button labeled 'Send status email'. Below this row, there is a detailed view for a specific booking. The booking number is partially obscured by black. To the right of the booking number, it says 'Last updated: 2020-12-23'. Below the booking number, there is a timeline represented by four circles connected by arrows. The first circle contains a green checkmark icon. The second circle contains a sand timer icon. The third circle is empty. The fourth circle is empty. Below the timeline, there are four corresponding status labels: 'Refund request received', 'Refund application sent to airline', 'Money received from airline', and 'Payment done to customer'. At the bottom left of this detailed view, there is a link 'Show more ▾'.

Chose Escalation reason: NDC - RA in BSP, add this info in the order note field:

- Ticket numbers:
- RA/Refund reason:
- Emd's to be refunded:

Escalate to BO

Escalation reason
NDC - RA in BSP

Refund application needs to be sent by BO via bsp link

Order note

Ticket numbers:
RA/Refund reason:
Ernd's to be refunded:

Channel
 Select channel...

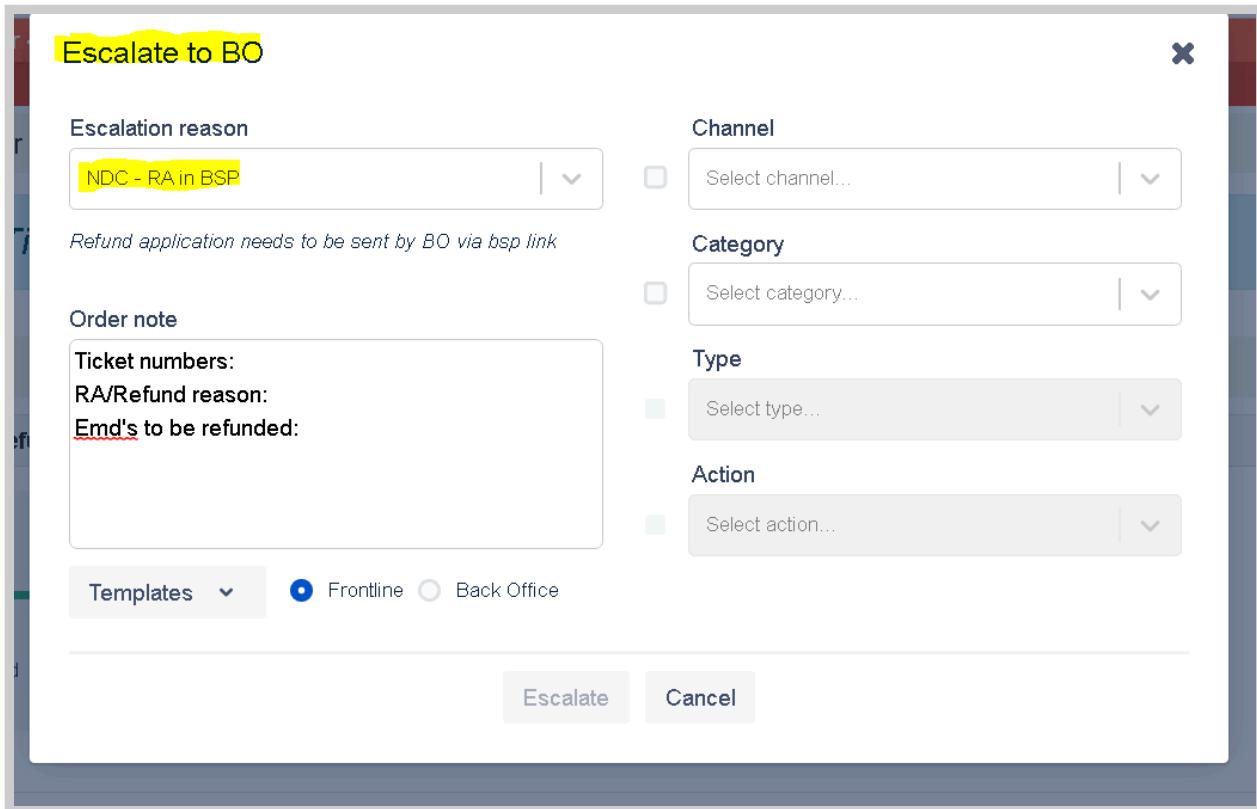
Category
 Select category...

Type
 Select type...

Action
 Select action...

Templates Frontline Back Office

Escalate **Cancel**



Step 17

 Solution

Parent step: 2

Involuntary reissue SQ

Involuntary reissue for full or partially used tickets

1. Open the PNR in the Pegasus portal.
2. Check the status of the segments. (HK flight in red box).
3. Check for star mark/Asterisk able to change/cancel regardless of the status (HK or not).

4. No need to ask for a waiver as long as we see the asterisk in the yellow box.
For minor SC (less than 15 min maybe) no asterisk, so not possible for invol. action. However, PC informs pap even for 5 min SC (minor).
5. Click to proceed with an involuntary reissue.
6. If the reissue failed on the portal, then contact the airline for support.



Note: In case of an involuntary change, do not forget to place the booking on UPA TKT - "Close D365 External portals" queue with the relevant template.

Step 18

Solution

Parent step: 2

Involuntary refund SQ

Involuntary full or partial refund

Procedure for Handling Involuntary Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.
2. Deadline Check
 - Verify if there are any specific deadlines associated with processing this refund.
 - If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund**.
 - If no deadlines are indicated, proceed with the following steps:
3. Handling Based on Original Travel Time:
 - If Original Travel is **More than 4 Hours**:
 1. Update the Modify button accordingly, allowing SL to assume the case.

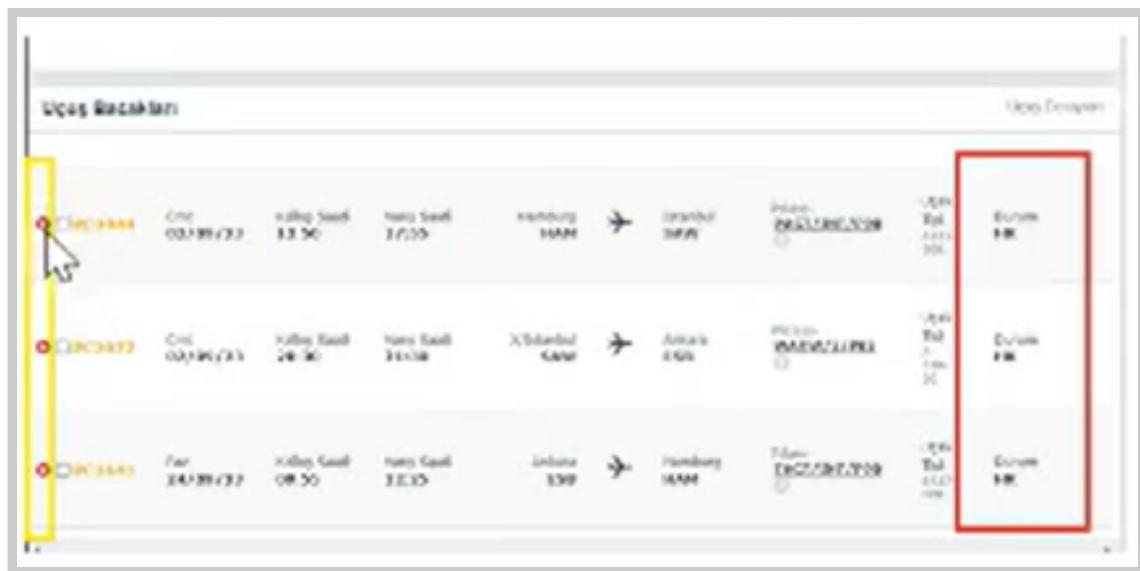
2. Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours**:

Follow the manual handling refund routine and handle it.

Manual refund handling

1. Open the PNR in the Pegasus portal.
2. Check the status of the segments. (HK flight in red box).
3. Check for star mark/Asterisk able to change/cancel regardless of the status (HK or not).



4. Proceed with the refund.

5. If a refund fails on the portal, then contact the airline for support.



Note: Ancillaries will be refunded during an involuntary refund on the portal along with tickets.