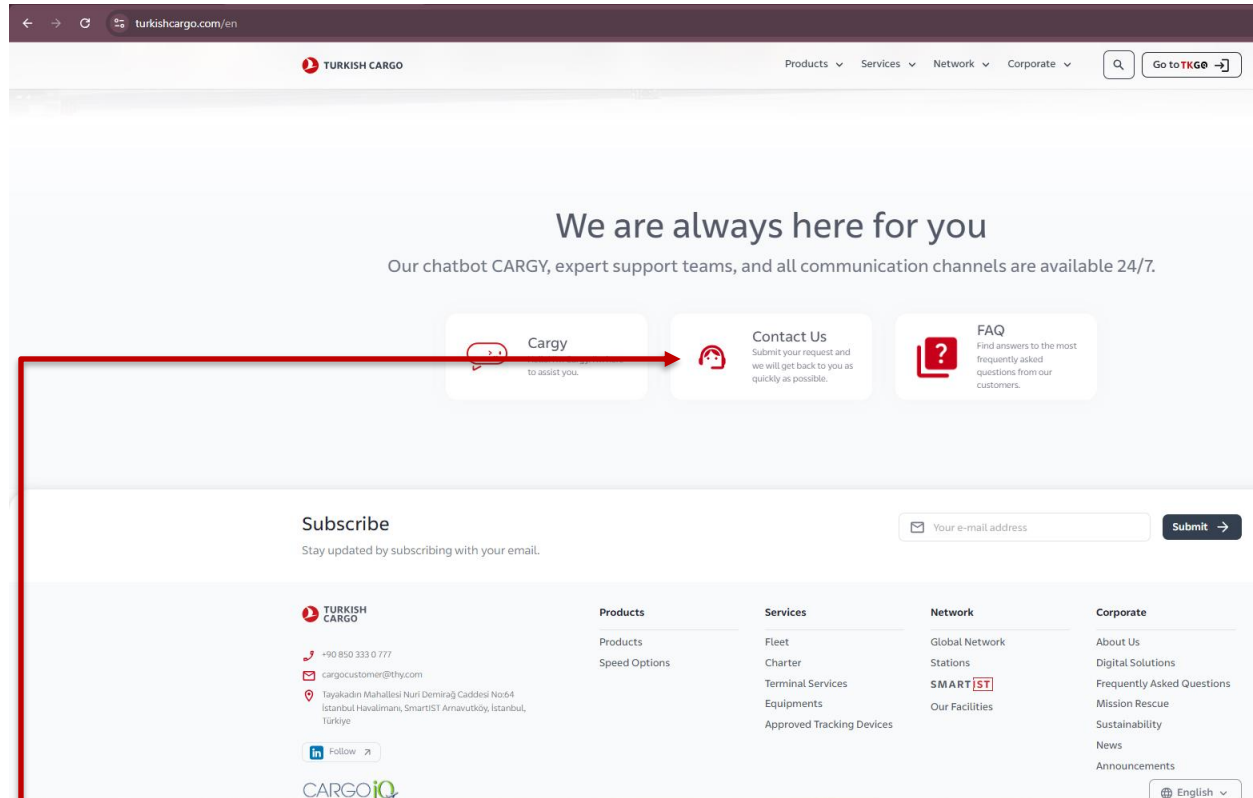


# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

1



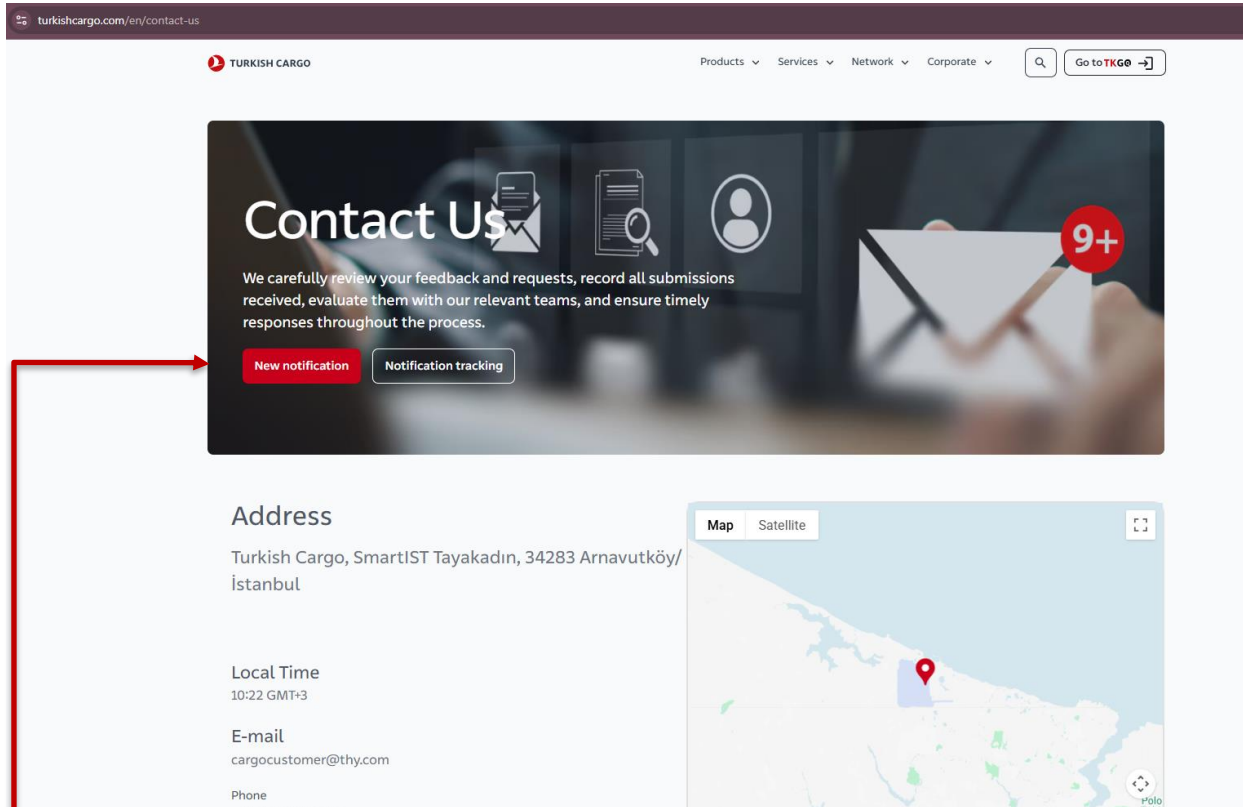
Go to <https://www.turkishcargo.com/en>

Scroll down the home page and click this button

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

2



Press the button or scroll down the page.

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

3

The screenshot shows the Turkish Cargo website interface. At the top, the URL is [turkishcargo.com/en/contact-us](http://turkishcargo.com/en/contact-us). The navigation bar includes 'TURKISH CARGO' and links for 'Products', 'Services', 'Network', and 'Corporate'. A search bar and a 'Go to TKGO' button are also present. The main content area is titled 'New Issue' and features a sidebar with a search bar and a list of categories: 'Customer Request', 'Report Discrepancy', 'Suggestion', 'General Request', 'General Complaint', 'Charge and Invoice Objections', 'Claim' (expanded), 'Damaged Cargo Claim Application' (selected), 'Lost Cargo Claim Application', 'Delayed Cargo Claim Application', 'Claim Application for Extra Charges', and 'Pre-Claim Request'. The main panel on the right contains a blue informational box about damaged cargo compensation, followed by input fields for 'Name', 'Your e-mail', 'AWB Number', and 'Application Form'. There are 'Add files...' buttons for the 'Application Form' and 'Master AWB Copy' sections. A 'MAWB Copy' section is also visible. At the bottom, there is a link to 'How do we handle your feedback?' and a 'Click here' link to track notifications. A red arrow points from the 'Damaged Cargo Claim Application' option in the sidebar to the 'Lost Cargo Claim Application' option in the main panel.

turkishcargo.com/en/contact-us

TURKISH CARGO

Products Services Network Corporate

Go to TKGO

New Issue Dashboard Frequently Asked Questions

**New Issue**

Search...

- Customer Request
- Report Discrepancy
- Suggestion
- General Request
- General Complaint
- Charge and Invoice Objections
- Claim
  - Damaged Cargo Claim Application**
  - Lost Cargo Claim Application
  - Delayed Cargo Claim Application
  - Claim Application for Extra Charges
  - Pre-Claim Request

In case of damaged cargo compensation applications, preliminary notice or compensation request must be established on our website within 14 days after the delivery or immediately after learning of the damage.

[Click for "how to submit a claim" document.](#)

[Click here to download the claim application form.](#)

[Click for "Required Documents"](#)

Name

Your e-mail

AWB Number

Application Form

Master AWB Copy

MAWB Copy

[How do we handle your feedback?](#) To track notifications [Click here](#)

**Our global station network**

Dear customer, you may find the contact details of our nearest authorized agent.

[Discover stations](#)

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.

# HOW TO SUBMIT A CLAIM

FOR NON-REGISTERED CUSTOMERS

4

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

FOR NON-REGISTERED CUSTOMERS

5



New Issue

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

Submit Issue

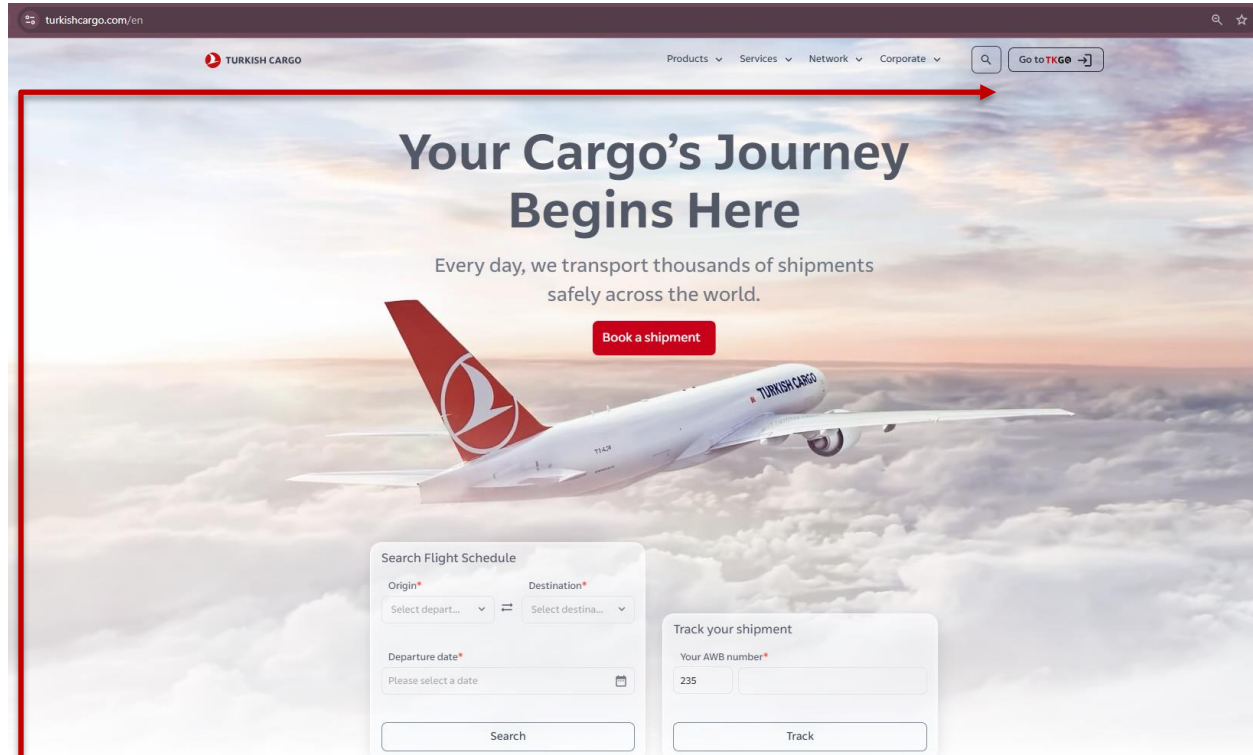
Your notification has been recorded. You can follow your notification with the access information sent to your e-mail address.

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.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (TKGO) CUSTOMERS

1



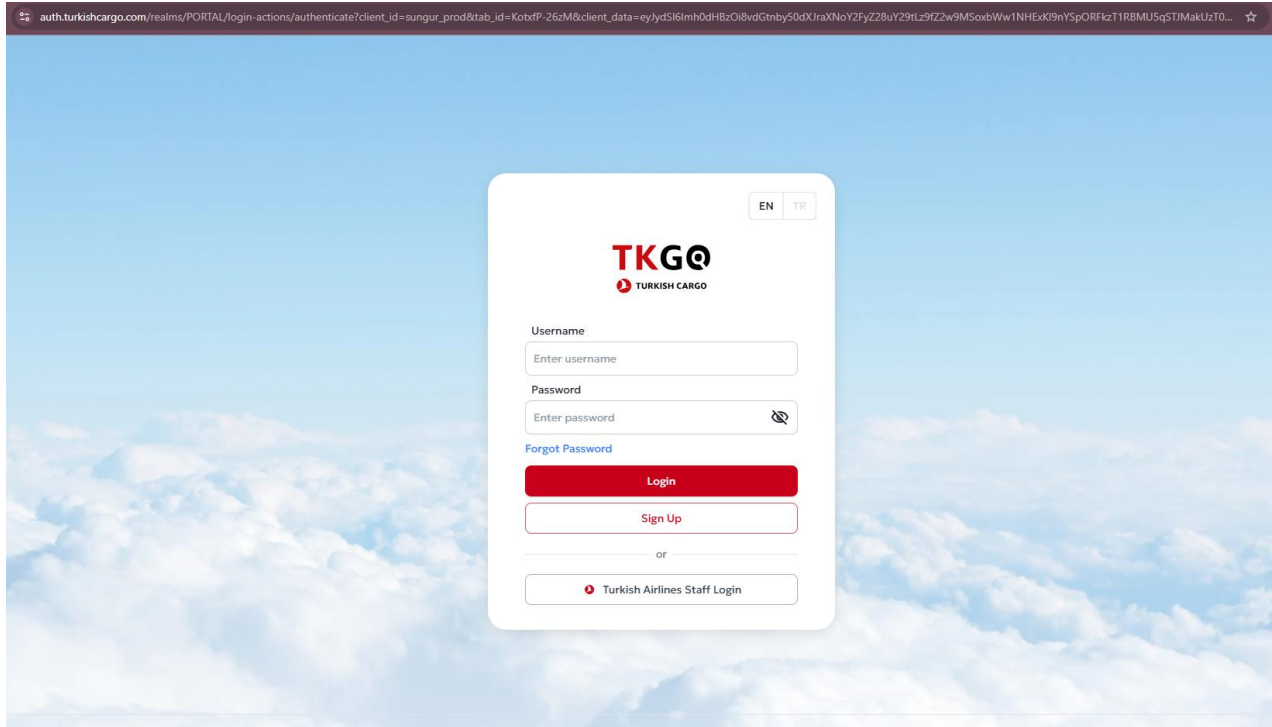
The screenshot shows the Turkish Cargo website homepage. At the top, there is a navigation bar with the URL 'turkishcargo.com/en', the Turkish Cargo logo, and links for 'Products', 'Services', 'Network', and 'Corporate'. A search bar contains the text 'Go to TKGO'. A red arrow points from the 'Go to TKGO' button to the 'Search Flight Schedule' and 'Track your shipment' sections below. The main banner features the text 'Your Cargo's Journey Begins Here' and 'Every day, we transport thousands of shipments safely across the world.' with a 'Book a shipment' button. Below the banner, there are two search forms: 'Search Flight Schedule' with fields for 'Origin\*', 'Destination\*', 'Departure date\*', and a 'Search' button; and 'Track your shipment' with a field for 'Your AWB number\*' and a 'Track' button.

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

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (TKGO) CUSTOMERS

2

A screenshot of the TKGO login page. The page has a light blue background with a white login form in the center. The form contains the TKGO logo at the top, followed by language selection buttons (EN and TR). Below the logo are input fields for 'Username' and 'Password', each with a placeholder text 'Enter username' and 'Enter password' respectively. There is a 'Forgot Password' link below the password field. At the bottom of the form are three buttons: a red 'Login' button, a white 'Sign Up' button, and a white 'Turkish Airlines Staff Login' button with a red icon. The browser's address bar at the top shows a URL from auth.turkishcargo.com.

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

If you don't have an account, you can register via "Sign Up" button.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (TKGO) CUSTOMERS

3

The screenshot shows the TKGO website interface. At the top, there is a navigation bar with the TKGO logo and links for Booking, Services, Billing, and Customs. On the right side of the header, there is a user profile icon, a language selector (IST), and a session ID (0000000). Below the navigation bar, a welcome message is displayed, followed by a section for Quick Actions with buttons for Booking List, Create Booking, Flights & Loadability, and Track Shipment. A 'QUICK PRICE' section is also visible, featuring input fields for Origin, Destination, Flight Date, Commodity Code, Total Weight, and Total Volume. Below this, there is an 'ANNOUNCEMENTS & NEWS' section with several featured articles, including a video user guide, a system transition notice, and news about the new website. A red arrow originates from the 'Customer Service' icon in the top right corner of the website and points down to a text box at the bottom of the page.

Click on 'Customer Service'.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (TKGO) CUSTOMERS

4

< Customer Support

🔔 My Issues

💬 New Issue

📊 Dashboard

❓ Frequently Asked Questions

**My Issues (0)**

Last Month

📅

All

Issue Category

Seçiniz

Search Criteria

🔍

| Issue Id             | Category | Description | Issue Date | Status | Resolution Date | Resolution Description | Survey | Customer | Company |
|----------------------|----------|-------------|------------|--------|-----------------|------------------------|--------|----------|---------|
| There are no issues. |          |             |            |        |                 |                        |        |          |         |

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 5.

# HOW TO SUBMIT A CLAIM

FOR REGISTERED (TKGO) CUSTOMERS

5

The screenshot shows a web interface for submitting a claim. At the top, there are three tabs: 'My Issues', 'New Issue', and 'Dashboard'. Below the tabs is a 'Submit a new Issue' section. On the left, there is a search bar and a list of subcategories under 'Compensation - Claim'. The 'Lost Cargo Claim Application' is selected. On the right, there is a text area for the problem description, a search bar for the AWB Number, and a list of attachments to upload. The attachments listed are: Application Form, MAWB Copy, HAWB Copy, Commercial Invoice, and Packing List. A 'Save' button is at the bottom right. Below the form, a notification bar says 'Thanks ! Your request n.258057 has been submitted successfully.' with 'New Issue' and 'My Issues' buttons.

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.

New Issue My Issues

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.

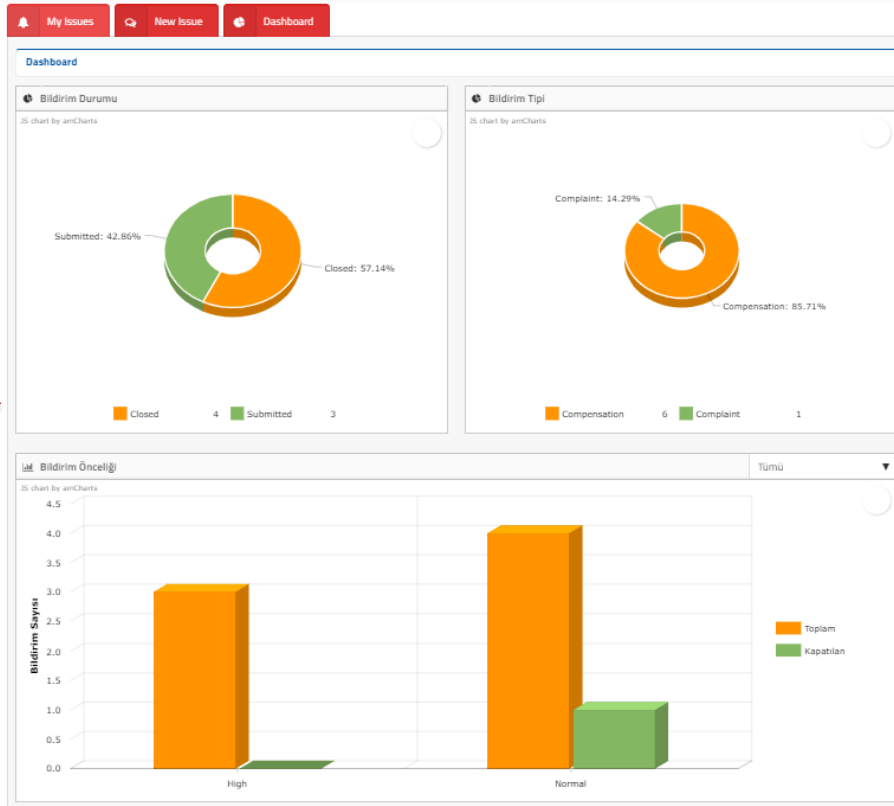
After filling the necessary information and uploading the documents, click 'Save' button. (Do not forget to click 'Search icon' after writing the AWB Number.)

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 (TKGO) CUSTOMERS

6



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