



SINGAPORE AIRLINES' MIGRATION TO POINT OF COMMENCEMENT (POC) LOGIC FOR EDIFACT BOOKINGS

From 17 June 2025, Singapore Airlines (SIA) will use a Point of Commencement (POC) system to manage seat availability on EDIFACT channels. This change ensures that inventory availability is consistent across all booking platforms.

What is POC?

Point of Commencement (POC) refers to the starting point of a passenger's journey. Bookings must follow the passenger's actual travel sequence. This means all flights, including connecting ones with other airlines, must be booked in the same order as the passenger intends to travel.

What does this mean for travel agents?

- If a passenger changes their itinerary and starts their journey from a different location, please cancel the original PNR and create a new PNR, where possible. Keep in mind that seat availability will depend on what's available at the time of booking.
- Avoid making bookings with out-of-sequence flights or dummy segments. These will be flagged as POC violations, and SIA reserves the right to cancel them.

What happens to changes made after 17 June 2025?

- Any changes to bookings, even those ticketed before 17 June 2025, will follow the new POC seat availability rules.
- If no changes are made to a flight, agents should process the booking as long as the original booking class (RBD) is still available. If the RBD is no longer available, contact your local SIA Sales Operations for help.



Examples

❖ Prohibited method – out of sequence booking

Step	Travel Agent has booked One Way SINFRA for 01 August and requests to add FRASIN departure on 01 June to try and secure Q class on SINFRA
1	Retrieve the PNR 1 SQ026 Q 01AUG SINFRA HK1 2355 0620+1
2	Route/POC changes from SIN (SG) to FRA (DE). POC country changed from SG to DE Check availabilty on new outbound segment If there is no availabiloty for the new outbound segment, we will recommend rebooking them into a new PNR 1 SQ025 M 01JUN 1 FRASIN HK1 1140 0650+1 2 SQ026 M 01AUG 3 SINFRA HK1 2255 0620+1 ** Please use the respective GDS entry, since each GDS has a unique entry for requesting availability

❖ Correct rebooking method If there is a change in the point of commencement (POC)

Step	Passenger requests to changing the outbound flight with change of POC country
1	Retrieve the PNR 1 SQ 025 N 20NOV FRASIN HK1 1140 0650+1EO 2 SQ 026 N 30NOV SINFRA HK1 2355 0620+1EO
2	Route/POC changes from FRA (DE) to LHR (GB). POC country will be changed from DE to GB Check availability on the new outbound flight If there is availability, please proceed to make the amendments as per normal 1 SQ 319 N 20NOV LHRSIN HK1 2035 1730+1EO 2 SQ 026 N 30NOV SINFRA HK1 2355 0620+1EO
3	If there isn't any availability, we recommend rebooking the itinerary in a new PNR 1 SQ 319 N 20NOV LHRSIN HK1 2035 1730+1EO 2 SQ 026 N 30NOV SINFRA HK1 2355 0620+1EO ** Please use the respective GDS entry, since each GDS has a unique entry for requesting availability

Please contact your local Sales team if you have any queries.

Best regards,
Your Singapore Airlines Sales Team

