What is KrisConnect?

- KrisConnect is Singapore Airlines' NDC platform for distributing seats, airfares, ancillary products, self-service and personalization capabilities to external parties.
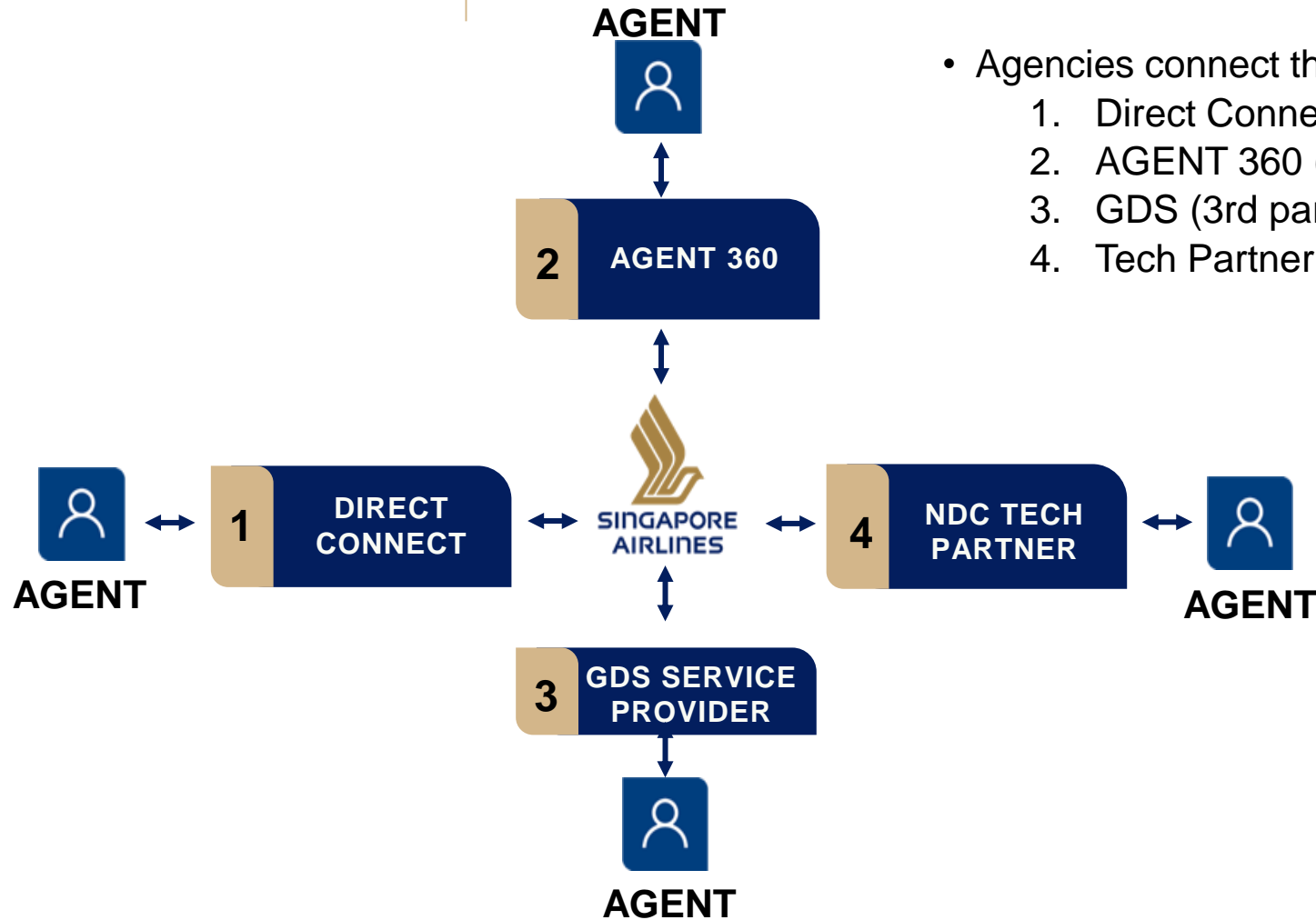
- Agencies connect through one of four NDC channels
  1. Direct Connect (agency-owned)
  2. AGENT 360 (airline-owned)
  3. GDS (3rd party aggregator)
  4. Tech Partner (3rd party aggregator)

Optimal support process

Booking issue identified

- Raise a case or ticket with your NDC provider
- The NDC provider will do first level checks in case of UI or user related issues

If the issue persists

- The NDC provider will either
  - Contact SQ directly themselves or
  - Refer you to SQ for further support

SQ support

Contact your Account Manager providing the following details:
- Ticket or case nr from your NDC provider
- Affected IATA/s
- PNRs if relevant
- NDC provider name
- Issue description – include information such as
  - Flow of events
  - What were you attempting to accomplish (itinerary or access code used)
  - What stopped the process (what is the error message)
  - Screenshots (if possible)

Support links

- Aaron Group   [Support site](#)
- AirGateway   [Support site](#)   Chat support in the Agent Desktop
- Amadeus   [Support site](#)
- APG   [Support e-mail](#)   +33153892113
- Sabre   [Support site](#)
- TPConnects   [Support site](#)
- TravelFusion   [Support e-mail](#)
- TravelNDC   [Support e-mail](#)   +861064788823
- Travelport   [Support site](#)
- Verteil   [Support e-mail](#)

Singapore Airlines

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