



SALES CIRCULAR GSO13/0526 / SN145/210526  
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**AGENT 360 Waitlisting Feature**

Dear Trade Partner,

Effective from 08 May 2026, waitlist is now available on AGENT 360.

**How to use the feature:**

1. On the AirShopping page, in the search parameters, select “Include waitlist”.
2. When viewing flight options, eligible itineraries will be clearly indicated as “Waitlist” during flight selection.

Please select the “Include waitlist” option when searching for flights if you would like to view available waitlist options.

**FLIGHTS**

The screenshot shows the 'Book a Flight' search form. At the bottom left, there are two checkboxes: 'Frequent Flyer Details (Optional)' and 'include waitlist'. The 'include waitlist' checkbox is checked and highlighted with a yellow box. A 'Search' button is located at the bottom right.

Sample of where the “Include Waitlist” option is located

Business Lite (D,D) D16KHR   NDC	Business Lite (D,D) D15KHR   Public	Business Standard (U,U) U14KHR   NDC
<ul style="list-style-type: none"> <li>Checked Baggage: 40KG</li> <li>Booking cancellation fee: Not Allowed</li> <li>Booking no-show fee: USD 300</li> <li>Booking change fee: USD 200</li> <li>Upgrade with miles: Not Allowed</li> <li>Earn KrisFlyer miles: 125%</li> <li>Cabin baggage: 2 pieces Up to 7kg each. Sum of length, width and height of each piece should not exceed 115cm.</li> <li>Seat Selection: Complimentary</li> </ul>	<ul style="list-style-type: none"> <li>Checked Baggage: 40KG</li> <li>Booking cancellation fee: Not Allowed</li> <li>Booking no-show fee: USD 300</li> <li>Booking change fee: USD 200</li> <li>Upgrade with miles: Not Allowed</li> <li>Earn KrisFlyer miles: 125%</li> <li>Cabin baggage: 2 pieces Up to 7kg each. Sum of length, width and height of each piece should not exceed 115cm.</li> <li>Seat Selection: Complimentary</li> </ul>	<ul style="list-style-type: none"> <li>Checked Baggage: 40KG</li> <li>Booking cancellation fee: USD 150</li> <li>Booking no-show fee: USD 300</li> <li>Booking change fee: USD 100</li> <li>Upgrade with miles: Allowed</li> <li>Earn KrisFlyer miles: 125%</li> <li>Cabin baggage: 2 pieces Up to 7kg each. Sum of length, width and height of each piece should not exceed 115cm.</li> <li>Seat Selection: Complimentary</li> </ul>
<b>Waitlist</b> <b>USD 2,285.00</b>	<b>Waitlist</b> <b>USD 3,899.20</b>	<b>Waitlist</b> <b>USD 2,366.00</b>

Sample of Available Waitlist Options

For waitlisted bookings, you will only be able to create the booking. Other changes, such as adding ancillaries, will not be available at this stage. Once the booking has been created, you may either Reshop or Cancel the booking.

**Reshop scenarios:**

Existing Order Status:	If you want to Reshop booking to:	Is this supported by A360?
Ticketed	Waitlisted	No
On hold	Waitlisted	<b>Yes</b>
Waitlisted	Waitlisted	No
Waitlisted	Confirmed	<b>Yes</b>

Once the waitlist has been confirmed, the same process and behaviour as current EDIFACT practice will apply:

- You will be notified via email and through an order change notification on AGENT 360.
- The order status will be updated to “On Hold”, and you may proceed with ticket issuance.

Should you have any queries, please feel free to reach out to your Account Manager.

Alternatively, you may email [sghk\\_salesops@singaporeair.com.sg](mailto:sghk_salesops@singaporeair.com.sg).

Yours sincerely,

Passenger Sales Hong Kong, Singapore Airlines