

SALES OPERATIONS UPDATE

Nov 2022



**We are committed to delivering
world-class service to our
customers and trade partners
across the entire travel journey.**



We continue to invest in new innovations, technologies and process optimisation to support the evolving customer requirements and improve the way we work with you.



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CHANGES TO SALES OPERATIONS

What will be different?



We are introducing a central team to provide a single touch point for all your sales operations needs.

We have enhanced the self-service options and some processes are now automated through digitalisation, saving time and effort for trade partners.



HOW TO REACH US



When is Sales Operations support available?



8:30am – 5:30pm

Mon – Fri except Public Holidays



English, Cantonese



Phone

Emails

Service Request Forms (Agent 360)

HOW TO REACH US

When do the new contact options take effect?



From **21 Nov 2022**

Sales Ops Support:

SQHK_SalesOps@singaporeair.com.sg

Groups Support:

SQHK_Groups@singaporeair.com.sg



From **05 Dec 2022**

(852) 5814-0056



Sales Operations will only provide support if contact is made through the new channels. The old contact methods will be discontinued from the above dates.

SUPPORT PROVIDED



What enquiries will be handled by the Sales Operations team?



Account registration queries, change requests and unlock accounts (Travel Agency Registration, Agent 360 and HighFlyer)



Fare Enquiries



Ticketing



Troubleshooting of SIA systems (Agent 360, SQ Corporate, Groups 360)



Waivers & Favours



Groups-related handling

SUPPORT PROVIDED



What enquiries will be handled by the Sales Operations team?

KrisConnect NDC matters such as:

- Booking status enquiries
- Name corrections / changes
- Reissuance / revalidation
- Schedule changes

KrisConnect

If you are reaching out to SQ_Assistance for NDC booking support today, you may begin reaching out to the local Sales Ops team at SQHK_SalesOps@singaporeair.com.sg for assistance.

SUPPORT PROVIDED



What enquiries will be handled by the Sales Operations team?



HighFlyer matters such as:

- Account updates
- Updating of CTM information
- Managing of HighFlyer bookings
- Pay with Points
- Retroactive claim assistance

You may reach out to the HighFlyer team at HighFlyer_Support@singaporeair.com.sg for assistance.

SUPPORT PROVIDED

Agency / Corporate: SQHK_SalesOps@singaporeair.com.sg	Groups: SQHK_Groups@singaporeair.com.sg
Travel Agency Account Registration Enquiries	Create and update group file
AGENT 360 Registration Enquiries	Monitor Group Time Limits
Agency Master Change Request	Group Deposit Collection and Contracting
Agency Grouping Change Request	Seat Block
Agency Business Information Change Request	Monitor Names-In and Ticketing
Unlock Locked / Suspended Accounts Request	Modify Group Booking
Corporate Account Registration Enquiries	Change of Flight Dates or Itinerary
SQC Registration Enquiries	Meal / Wheelchair / Infant
SQC e-Statement Enquiries	Update Passengers' Details in Group PNR
Corporate Business Information Change Request	Add Passengers to an Existing Group Booking
SQC Password Reset	Group Refunds and Cancellations
Corporate Account Termination	Cancellation of Unwanted Seats
Agent 360 NDC Assistance	Seat Wastage Penalty
Fare Enquiries	
Ticketing	
SIA System Troubleshooting	
Waivers & Favors (through Agent 360 Self-Service Forms)	



The scope of support provided by Sales Operations is non-exhaustive and will be reviewed on an ongoing basis.

UPCOMING ENHANCEMENTS



Look out for the following...

New online self-help features, together with the new Sales Operations contact options, to be released on Agent 360, the SIA travel agent website.

On Agent 360, you can also easily access trade information, retrieve and manage NDC bookings and check the latest status updates.

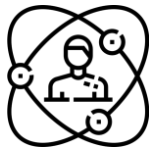
AGENT
360

The logo for Agent 360, featuring the word "AGENT" in orange and "360" in blue, set against a background of stylized floral patterns.

HELPING US TO BETTER SUPPORT YOU



For trade partners



Keep your contact details up to date on Agent 360. In addition, we recommend that your staff are added as contacts as well in your account.

This makes it easier to identify you and we can refer to all previous interactions at one glance – making your communication with us faster and hassle-free.

HELPING US TO BETTER SUPPORT YOU



For trade partners

If we are unable to identify you, we will request for the following information as part of the authentication process:

- Travel agency name / IATA number
- If subagent, TIDS number (if available) and IATA number of ticketing agent
- Affected PNR
- Corp ID and Corp Code for HighFlyer booking



HELPING US TO BETTER SUPPORT YOU



For trade partners

Agent 360 is your one-stop shop for everything you need to know about working with us. Do use the various self-service tools (such as the online service request forms, profile management, view fare sheet and trade circulars). This gives you greater convenience and flexibility!



HELPING US TO BETTER SUPPORT YOU



For trade partners

Sales Ops Support will only process waiver and favour requests if they are submitted using the **Service Request*** feature on Agent 360. Any requests made through e-mail or phone contact will not be entertained.

* Service Request forms available on Agent 360 are:

- Name Error Correction
- Reissuance Fee Waiver
- Refunds
- TTL Extension
- DAPO
- ADM
- General Form

FREQUENTLY ASKED QUESTIONS

Can I still contact my Account Manager / Executive?

Yes. They will remain your point-of-contact within SIA for all commercial needs and queries, however servicing requests for bookings or account related queries should be directed to the Sales Operations contact channels.

I have an outstanding issue. How will this issue be resolved?

Please contact Sales Operations using the new email addresses or phone hotline. The team will review the issue and interaction history to provide an appropriate resolution to your issue.

I was asked to log in to AGENT 360 and submit a form to complete my request. Why is this so?

Self-service tools for certain requests such as TTL extensions, DAPO, refunds and reissuance fee waivers, ADM disputes, and name error corrections are available on AGENT 360. Submissions must be made through AGENT 360 so that these matters can be picked up and resolved by our team quickly. Any phone or email correspondence related to these matters will be redirected to AGENT 360 for self-service.

FREQUENTLY ASKED QUESTIONS

Why are service requests now shifted to online self-service?

Through the AGENT 360 platform, agency partners will have visibility of request statuses from the dashboard and through automatic email notifications. In addition, it reduces the need for follow-up calls or emails to trade partners to obtain the required information, or to seek further clarification. This ensures that service requests are handled and processed faster and more efficiently.

How long will it be before I get a response or resolution to my email or form submission?

We aim to respond to all written correspondence within one business day.

Thank You