AGENT
360

SINGAPORE
AIRLINES

AGENT 360
AGENT FRIENDLY DECK
ONBOARDING

TB081-24│DEC 24

ONBOARDING

CURRENT FEATURES

A one-stop travel agent portal for our travel agents to work with Singapore Airlines.

1

Knowledge
Providing a centralized information and support portal to empower travel agents

2

NDC Bookings
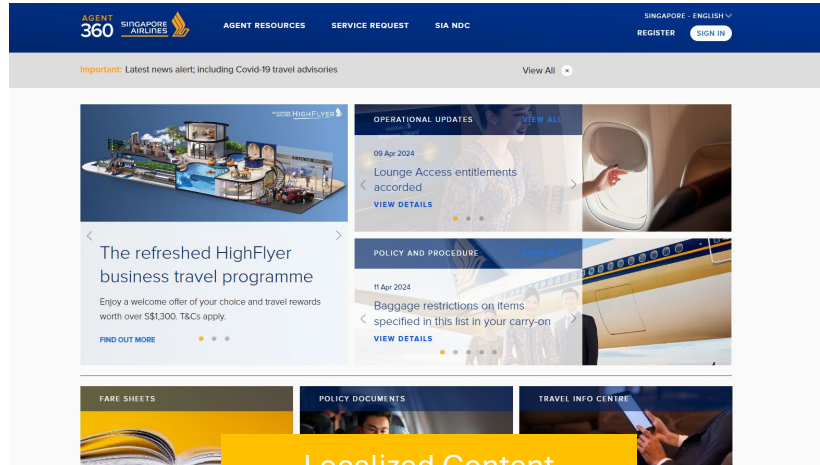*Book flights, service bookings, add ancillaries and gain access to exclusive SIA NDC content*

3

Servicing
Streamline service requests for more efficient servicing and tracking

CURRENT FEATURES

Travel agents will have access to the following features on AGENT 360

Localized Content
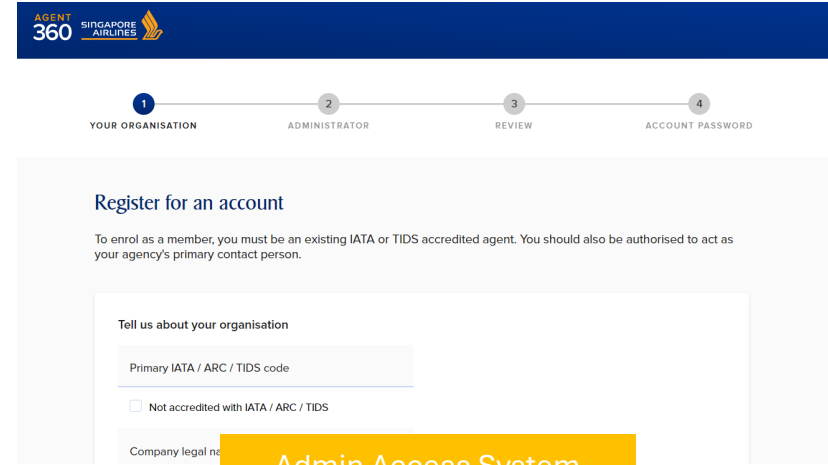
Admin Access System
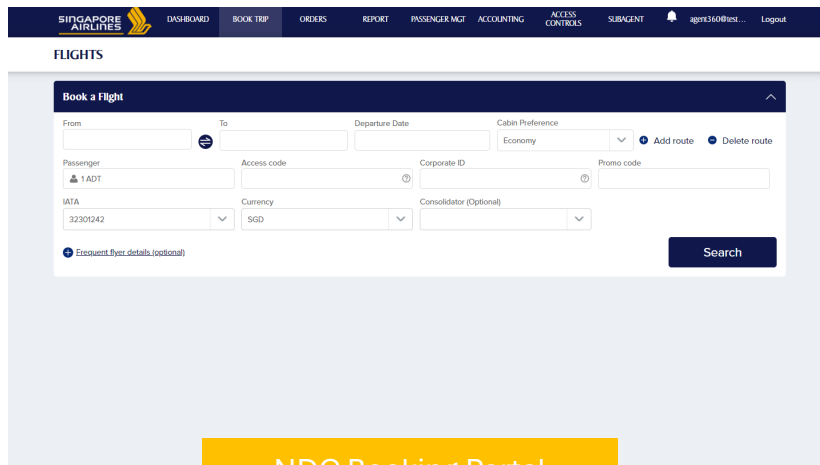
NDC Booking Portal

Service Request Forms

ADMIN ACCESS

1. Comprehensive access management system
2. Caters to **complex travel agency setup** (from local retailers to global consolidators)
3. **3 Travel Agent Roles** (Master, Admin, User)
4. **Multi-IATA, Multi-Country**
5. Flexibility to **self-manage access rights** to AGENT 360 features

Submit a new request

WAIVER REQUEST

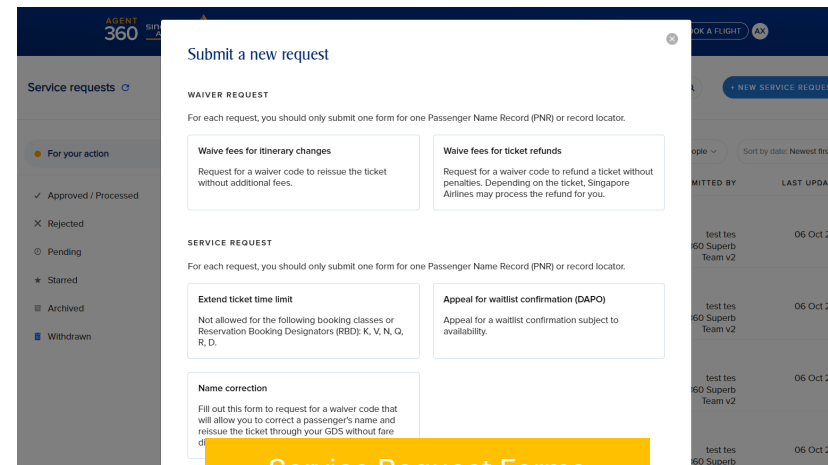For each request, you should only submit one form for one Passenger Name Record (PNR) or record locator.

Waive fees for itinerary changes

Request for a waiver code to reissue the ticket without additional fees.

Waive fees for ticket refunds

Request for a waiver code to refund a ticket without penalties. Depending on the ticket, Singapore Airlines may process the refund for you.

SERVICE REQUEST

For each request, you should only submit one form for one Passenger Name Record (PNR) or record locator.

Extend ticket time limit

Not allowed for the following booking classes or Reservation Booking Designators (RBD): K, V, N, Q, R, D.

Appeal for waitlist confirmation (DAPO)

Appeal for a waitlist confirmation subject to availability.

Name correction

Fill out this form to request for a waiver code that will allow you to correct a passenger's name and reissue the ticket through your GDS without fare difference. A service fee of USD 50 will be charged.

GENERAL FORM

General Form

Use this form to submit a service request form not found below (e.g. name correction query).

Service Requests are split into 4 categories:

1. Waiver Request
   - Waive fees for **Itinerary Changes** (Reissuance)
   - Waive fees for **Ticket Refunds**
2. Service Request
   - Extend **Ticketing Time Limit** (TTL)
   - **Name Error Correction**
   - Apply for **Waitlist Confirmation** (DAPO)
3. General Form*

Non-IATA/TIDS agents will only be able to submit the General Form
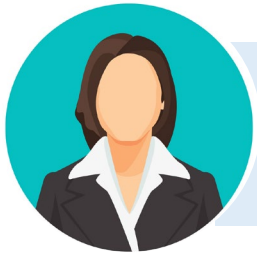
Master
Key decision maker. e.g. Supplier Manager

1. Only **one** Master per agency

   - **Shared accounts are <u>NOT recommended</u>** as it lacks visibility at the user level e.g. transactions made by individual users
   - At login, email OTP will be sent to 1 shared email address

2. Manage Admins & Users within the agency

3. Determine Team Product Access rights

   - Booking Portal / AGENT 360 Credits

4. Add additional IATA numbers for agency and teams

5. View entire agency data, SRF, and bookings

How to change a Master?

- Agent to contact their local SQ sales office

ABC International Tours
IATA 12345678, 98765432

↓

Master A

Team 1	Team 2
IATA 12345678, 98765432	*IATA 98765432*
Admin B	Admin F
User C	Admin G
User D	User H
User E	User I
	User J
	User K

Master creates teams to invite admins and users

Each team can have unlimited Admins & Users (Min. 1 admin)

Each Team can have **multiple IATA / ARC / TIDS codes**

IATA numbers **can repeat** across teams

Master registers one IATA / ARC/ TIDS code at registration, adds additional codes later

ABC International Tours
IATA 12345678, 98765432

Master A

Team 1
IATA 12345678, 98765432

Team 2
IATA 98765432

Team 1	Team 2
Admin B	Admin F
User C	Admin G
User D	User H
User E	User I
	User J
	User K
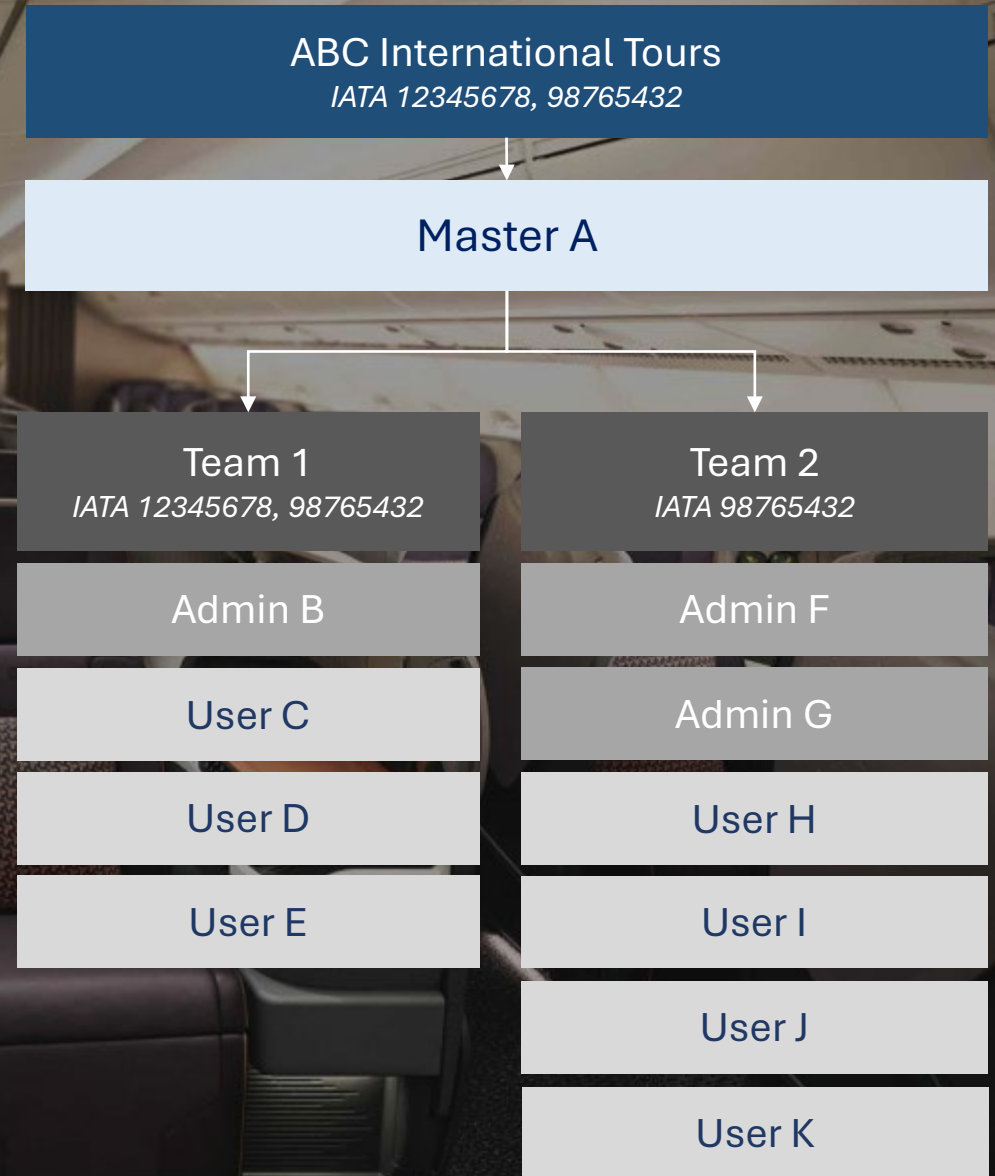
Function	Master	Admin	User
Create Agency	✓	X	X
Add additional IATA / ARC / TIDS Code	✓	X	X
Create Team	✓	X	X
Delete Team	✓	X	X
Add Admin / User	✓	✓ Add user	X
Switch Admin / User Role	✓	X	X
Switch Admin / User Team	✓	X	X
Assign IATA / ARC / TIDS Code to Team	✓	X	X
Unlock Admin / User Accounts are locked after 3 incorrect password attempts	✓ Unlock admin & user	✓ Unlock user	X
Reactivate Admin / User Accounts not accessed in 180 consecutive days are deactivated	✓	X	X
Remove Admin / User from Team Admins / Users who are removed from a Team become floating users who can be re-assigned to another Team	✓	✓ Remove user	X
Delete Admin / User	✓ Delete admin & user	✓ Delete user	X

ONBOARDING
Travel Agent Registration
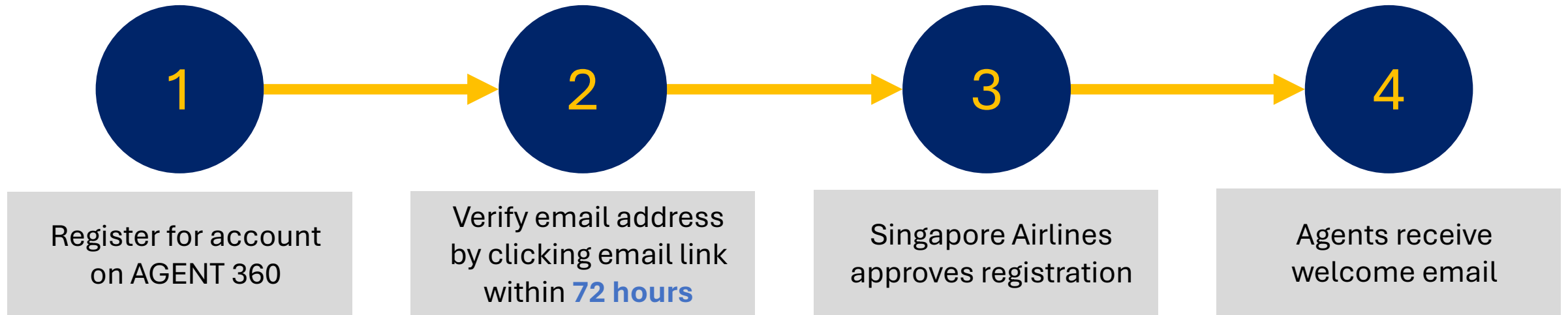
1 Register for account on AGENT 360

Tell us about your organisation

Primary IATA / ARC / TIDS code
323XXXXX

☐ Not accredited with IATA / ARC / TIDS

Company legal name
FORTUNE TRAVEL PTE LTD

Country
Singapore

State

City

Information is auto-populated based on the IATA / ARC / TIDS code submitted

---

AGENT 360 SINGAPORE AIRLINES   AGENT RESOURCES PRODUCTS & SERVICES SERVICE REQUEST SIA NDC   UNITED STATES- ENGLISH ⌄
                                                                                              REGISTER   SIGN IN

①————————②————————③————————④
YOUR ORGANISATION   ADMINISTRATOR   REVIEW   ACCOUNT PASSWORD

Register for an account

To enrol as a member, you should be authorised to act as your agency's primary contact person.

Tell us about your organisation

Primary IATA / ARC / TIDS code

☐ Not accredited with IATA / ARC / TIDS

Company legal name

Country   State

City

How are your tickets issued?

◉ We issue our own tickets
◯ We use a consolidator or ticket centre

Which of these best describes the nature of your business?
Check all that apply

☐ Corporate Travel Management   ☐ Consolidator

☐ Online Travel Agent(OTA)   ☐ Retail Leisure Agency

☐ Wholesale/Tour Operator   ☐ Other

NEXT: ADMINISTRATOR

1 Register for account on AGENT 360

Tell us about your organisation

Primary IATA / ARC / TIDS code

☑ Not accredited with IATA / ARC / TIDS

Company legal name
TIDS Agency

Country
Singapore

State

City
Singapore

How are your tickets issued?
○ We issue our own tickets
● We use a consolidator or ticket centre

Your consolidator/ticket centre – 1

IATA / ARC / TIDS code
32300074

Company legal name
PIL TRAVELS (PRIVATE) LTD

Country
Singapore

🗑 Remove this code

Your c...

IATA

Provide information about whether tickets are issued directly or via a consolidator

Company legal name

Country

🗑 Remove this code

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   PRODUCTS & SERVICES   SERVICE REQUEST   SIA NDC

UNITED STATES- ENGLISH ⌄
REGISTER   **SIGN IN**

① **YOUR ORGANISATION**   ② **ADMINISTRATOR**   ③ **REVIEW**   ④ **ACCOUNT PASSWORD**

Register for an account

To enrol as a member, you should be authorised to act as your agency's primary contact person.

Tell us about your organisation

Primary IATA / ARC / TIDS code

☐ Not accredited with IATA / ARC / TIDS

Company legal name

Country   State

City

How are your tickets issued?
● We issue our own tickets
○ We use a consolidator or ticket centre

Which of these best describes the nature of your business?
Check all that apply

☐ Corporate Travel Management   ☐ Consolidator
☐ Online Travel Agent(OTA)   ☐ Retail Leisure Agency
☐ Wholesale/Tour Operator   ☐ Other

NEXT: ADMINISTRATOR

1a Master acknowledge T&Cs by clicking the link

Terms and conditions

☐ I acknowledge that I have read and agree to the AGENT 360 Terms and Conditions and the Singapore Airlines Privacy Policy, which shall govern access and use of this website and my activities as a travel agent for Singapore Airlines.

☐ I represent and warrant that I am duly authorised to enter into the AGENT 360 Terms and Conditions (including the AGENT 360 Terms of Use and the Singapore Airlines Passenger Sales Agency Agreement) for and on behalf of the Company.

protected by reCAPTCHA
Privacy - Terms

PROCEED

1b AGENT 360 T&Cs include the PSAA

Section A – AGENT 360 website terms of use

Section B – SIA Passenger Sales Agency Agreement (PSAA)

Master accepts T&Cs on behalf of agency for all the IATA / ARC / TIDS codes registered to their AGENT 360 account

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TERMS AND CONDITIONS

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY.

The AGENT 360 Terms and Conditions shall consist of the following:

Section A: AGENT 360 website Terms of Use

Section B: SIA Passenger Sales Agency Terms and Conditions, which applies to the Company and includes:

Schedule 1: Non-IATA Accredited Agents; and
Schedule 2: Data Protection Terms.

SECTION A: AGENT 360 TERMS OF USE

THIS AGENT 360 TERMS OF USE GOVERNS YOUR USE OF THIS WEB SITE.

Definitions

Words and expressions in this AGENT 360 Terms of Use shall have the following meanings, unless the context requires otherwise:

'AGENT 360' shall refer to the Singapore Airlines AGENT 360 website.

'Applicant' shall refer to the applicant corporate entity which meets the registration criteria stated hereunder.

'Singapore Airlines' shall refer to Singapore Airlines Limited.

'TA' shall refer to a Travel Agent which application for an AGENT 360 account has been granted.

SECTION B: SIA PASSENGER SALES TERMS AND CONDITIONS

Singapore Airlines Limited ("SIA") is pleased to welcome you and, following our agreement of the Key Terms, appoint you (the "Company") as SIA's passenger sales agent in the country / market(s) listed in the Key Terms of the Agreement, and engage the Company to provide the Services (as defined in the SIA Passenger Sales Agency Terms and Conditions) on the terms and conditions set out in the Agreement.

SIA and the Company are collectively referred to as the "Parties" and are each, a "Party".

The following documents shall form the SIA Passenger Sales Agency Agreement ("Agreement"):

1. the Key Terms to be agreed in writing and signed by the Parties;

2. the SIA Passenger Sales Agency Terms and Conditions (as amended from time to time), which include

i. Non-IATA accredited Agent Terms that may apply to the Company (Schedule 1), and
ii. the Data Protection Terms (Schedule 2).

In case of any inconsistency, discrepancy or omission between the documents or provisions forming part of the Agreement, such inconsistency, discrepancy or omission shall be resolved and determined by reference to the documents in the order as above.

Where applicable and to the extent permitted by law:

(a)   the Agreement shall supplement the existing contractual arrangements, as amended, updated and supplemented from time to time, between the Company and SIA, namely the terms and conditions of the International Air Transport Associations ("IATA") Passenger Sales Agency Agreement and Passenger Sales Agency Rules, and all IATA resolutions incorporated by them (collectively, the "IATA Documents"); and

(b)   in the event of any inconsistency, discrepancy or omission between the Agreement and the IATA Documents, the Agreement (including all its Schedules) shall prevail over the IATA Documents.

2   Agents verify their email address

AGENT 360 · SINGAPORE AIRLINES

Dear em is,

Thank you for registering with AGENT 360. To verify your email address, please click on the link below.

AGENT 360 Email Verification

Once you have verified your email address, your account will be subjected to approval from your local Singapore Airlines sales office.

Please note that the verification link will expire in 72 hours.

© 2019 Singapore Airlines. All Rights Reserved. Singapore Co. Reg. No. 197200078R. This is a computer-generated message. Please do not reply to this email.

A STAR ALLIANCE MEMBER

Your email has been verified!

The local Singapore Airlines sales office will review your application within the next 3 working days. You will receive an email upon confirmation.

The SIA KrisConnect Programme

Gain access to SIA's widest range of fare products and improve customer experience on your platforms.

FIND OUT MORE
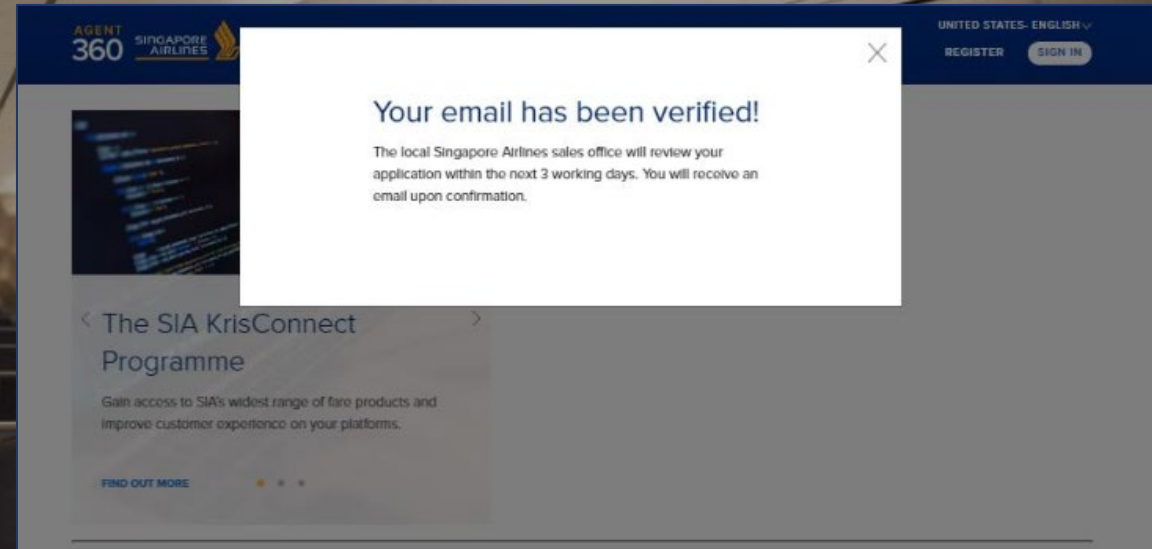
- Agent must click on verification link to complete registration
- The verification link is **valid for 72 hours**
    - If 72 hours has passed, please approach your local SQ sales office to retrigger the verification email

4   Agent receives welcome email

Dear AGENT THREESIXTY,

Your AGENT 360 account has been approved. Click on the link below to login to AGENT 360.

Login

We look forward to welcoming you to AGENT 360.

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A STAR ALLIANCE MEMBER

Important: Latest news alert; including Covid-19 travel advisories   View All ×

OPERATIONAL UPDATES   VIEW ALL

Service any SIA N
Booking via AGEN

AGENT 360 has released a cross-c
feature to the NDC Booking Portal.

FIND OUT MORE

FARE SHEETS

...9 INFO CENTRE

Sign In

Email address

Password

☐ Remember me   Forgot Password?

SIGN IN

Do not have an account? Register now

By continuing to use the website, you will be agreeing to our Privacy Policy, Terms and Conditions and Cookies Policy.

ONBOARDING
Creating a New Team

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   SERVICE REQUEST   SIA NDC

✈ BOOK TRIP   AX

Important: Welcome to AGENT 360!   View All ✕

A team must be created before admins and users can be invited

Agent XW
agent360@test.com
32301242 (Singapore) (P) ⌄

Total available credit   36611
Expires on 31 Mar 2025

My Account

Manage Agency

LOG OUT

HIGHFLYER

OPERATIONAL UPDATES   VIEW ALL

09 Apr 2024

Lounge Access entitlements accorded

VIEW DETAILS

The refreshed HighFlyer business travel programme

Enjoy a welcome offer of your choice and travel rewards worth over S$1,300. T&Cs apply.

FIND OUT MORE

POLICY AND PROCEDURE   VIEW ALL

11 Apr 2024

Baggage restrictions on items specified in this list in your carry-on

VIEW DETAILS

Select "Manage Agency"

FARE SHEETS

POLICY DOCUMENTS

TRAVEL INFO CENTRE

AIRLINE NEWS

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   **SERVICE REQUEST**   **SIA NDC**

✈ BOOK TRIP   AX

Manage agency

💼 AGENCY DETAILS

👥 TEAMS

Navigate to "Teams"

Teams   Expand all / Collapse all

+ New team

Here's where you can find all your teams, and manage their product access conveniently.

Select "New team"

AGENT360 Superb Team v2   3 MEMBERS

Team access: Booking Portal

About Teams &

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.

SWP Training Team   4 MEMBERS

Team access: Booking Portal, Use of Virtual Credits

- When you add a new user to the team, they'll automatically get the same product access as the team.

Test Creation   20 MEMBERS

Team access: Booking Portal

- Any changes that you make to a team's product access will affect the access of all members of that team.

- Users can be removed from teams and moved to floating

UAT 1Point   5 MEMBERS

AGENT 360 SINGAPORE AIRLINES

1 Create Team Name

1 CREATE TEAM — **2** ASSIGN CODE — **3** ADD MEMBERS

Name your team

A team is a group of users who work together. By organising your users into teams, you can assign codes and grant product access easily.

Team name
AGENT 360 TEAM

NEXT: ASSIGN CODES

2 Assign Code to Team

1 CREATE TEAM — **2** ASSIGN CODE — **3** ADD MEMBERS

Assign codes

Select at least one IATA, ARC, TIDS, or Agent 360 code to be used by the team. The codes must be affiliated to your agency.

1. Select primary code ⓘ

Enter code or company name
323XXXXX

2. Select additional codes (optional)

Enter code or company name

NEXT: ADD MEMBERS

3 Add Admins / Users to Team

1. Add admins

ash_admin@test.com ✕

ash_admin@test.com ✓

Minimum 1 admin per team

2. Add users (optional)

ash_user@test.com ✕

No limit to the number of admins/users that can be added to a team
- Max 20 admins/users at a time

Admins can also add users to the same team through this method

DONE

AGENT 360 · SINGAPORE AIRLINES

4 Complete Registration

Admins & Users will receive an email notification link sent by Masters to complete their registration.
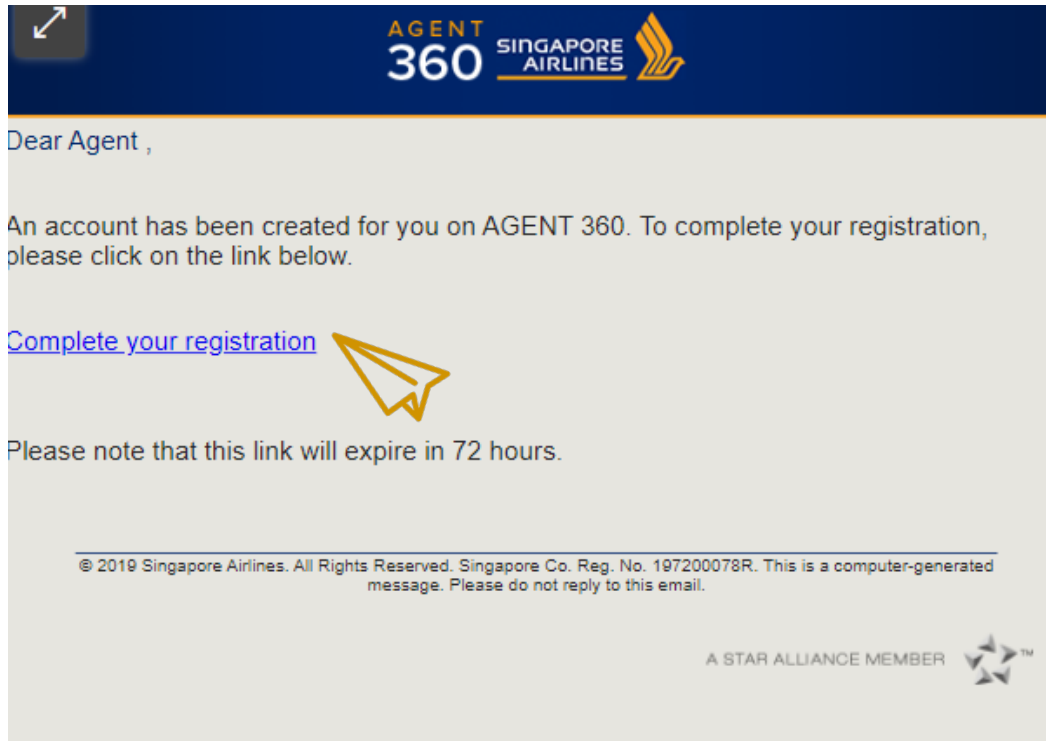
1 — YOUR PROFILE   2 — REVIEW   3 — ACCOUNT PASSWORD

AGENT 360 SINGAPORE AIRLINES

Dear Agent ,

An account has been created for you on AGENT 360. To complete your registration, please click on the link below.

Complete your registration

Please note that this link will expire in 72 hours.

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A STAR ALLIANCE MEMBER

Complete your registration

Are you a resident of the European Union or Switzerland?

This information helps us comply with the EU General Data Protection Regulation (GDPR).

○ Yes   ● No

Work email address
ash3@ash.com

The invited email is auto-populated and cannot be edited.

First name
Ash

Last name
Three

Designation
travel agent

Country code
Singapore (+65)

Area code

Office phone number
88888

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4 Complete Registration

< Back

Choose a password to secure your account

Login ID

Work email address
ash3@ash.com

Create a password

Password
Password1!

Your password must meet the following criteria:
- ✔ Contains an uppercase character (A-Z)
- ✔ Contains a lowercase character (a-z)
- ✔ Contains a number (0-9)
- ✔ Contains a special character (!@#^&*())
- ✔ Contains 8 to 16 alphanumeric characters

Admins / users set a password during registration

Terms and conditions

☑ I acknowledge that I have read and agree to the AGENT 360 Terms and Conditions and the Singapore Airlines Privacy Policy, which shall govern access and use of this website and my activities as a travel agent for Singapore Airlines.

protected by reCAPTCHA
Privacy - Terms

PROCEED

Admins / users accept the general AGENT 360 T&Cs (Section A) only

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AGENT 360 | SINGAPORE AIRLINES

Registration successful

You have successfully registered your account, please proceed to login.

Account has been created and Agents can now login to AGENT 360!

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

Legal
Read about our Privacy Policies and Terms & Conditions

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A STAR ALLIANCE MEMBER

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AGENT 360 | SINGAPORE AIRLINES

Manage agency

- **AGENCY DETAILS**
- **TEAMS**

Under "Manage Agency" > "Teams"

Teams   Expand all / Collapse all

+ New team

Here's where you can find all your teams, and manage their product access conveniently.

AGENT360 Superb Team v2   3 MEMBERS
Team access: Booking Portal

SWP Training Team   3 M
Team access: Use of Virtual

Masters can click on the team name to view admin and users in the team

Test Creation   23 MEMBERS
Team access: Booking Portal

UAT 1Point   6 MEMBERS
Team access: Booking Portal

test   198 MEMBERS
Team access: Booking Portal

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.
- Users can be removed from teams and moved to floating users where they can be re-assigned to another team or deleted.

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   SERVICE REQUEST   SIA NDC

✈ BOOK TRIP   AX

Manage agency

- 💼 AGENCY DETAILS
- 👥 TEAMS

< Back

AGENT360 Superb Team v2   3 MEMBER

👥 Edit team Name   🗑 Delete team

TEAM MEMBERS   ASSIGNED CODES

Search by name 🔍   ⊕ Add users

Member	Product Access	Actions
Emi Test **ADMIN** emi@test.com	AGENT 360 Credits, Booking Portal	...
user@superb.com Invitation pending	Booking Portal	...
testtt@test.com **ADMIN**	Booking Portal	...

AGENT 360

SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   **SERVICE REQUEST**   **SIA NDC**

✈ BOOK TRIP   AX

Manage agency

- 💼 AGENCY DETAILS
- 👥 TEAMS

< Back

AGENT360 Superb Team v2   3 MEMBER

👥 Edit team Name   🗑 Delete team

TEAM MEMBERS   ASSIGNED CODES

Search by name 🔍

⊕ Add users

Member	Product Access	Actions
Emi Test **ADMIN** emi@test.com	AGENT 360 Credits, Booking Portal	...
user@superb.com Invitation pending	Booking Portal	
testtt@test.com **ADMIN**	Booking Portal	...

Cancel invite

Resend invite

Remove from team

Master will be able to track the status of their invitation.

Admins/users that have not completed registration yet have "Invitation pending" status

Once Admins/users have completed account registration, the status will be updated accordingly

The invitation email expires after 72 hours. If the team's invitation expires, please click on resend invite to re-trigger verification email.

Granting Teams Product Access

AGENT 360   SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES   AGENT RESOURCES   SERVICE REQUEST   SIA NDC   ✈ BOOK TRIP   AX

Manage agency

- 🗂 AGENCY DETAILS
- 👥 TEAMS

Teams Expand all / Collapse all   + New team

Here's where you can find all your teams, and manage their product access conveniently.

AGENT360 Superb Team v2   3 MEMBERS   ⌃

Team access: Booking Portal

☑ Booking Portal   UPDATE

SWP Training Team   4 MEMBERS   ⌄

Team access: Booking Portal

Test Creation   20 MEMBERS   ⌄

Team access: Booking Portal

UAT 1Point   5 MEMBERS   ⌄

Team access: Booking Portal

The Master is responsible for granting product access to the relevant Teams.
- By default, team product access is set to "none".

Master must log in to AGENT 360 and configure the team product access settings.

If team booking portal access is granted, all admins/users in the team have access to the Booking Portal

When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.
- Users can be removed from teams and moved to floating users where they can be re-assigned to another team or deleted.

ONBOARDING
Removing Admins/Users from Teams

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES   AGENT RESOURCES   SERVICE REQUEST   SIA NDC   ✈ BOOK TRIP   NS

Manage agency

💼 AGENCY DETAILS

👥 TEAMS

< Back

JUSTICE LEAGUE   6 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name 🔍   ⊕ Add users

Member	Actions
Charles Davidson **ADMIN** charles_davidson@testholiday.com.sg	⋯
Carrie Dakota carrie_dakota@testholiday.com.sg	⋯
erica_foong@testholiday.com.sg Invitation pending	⋯
Adam Berkeley **ADMIN** adam_berkeley@testholiday.com.sg	⋯
Geraldine Heng geraldine_heng@testholiday.com.sg	⋯

To remove a member, locate Admin/User that the agent wants to delete from a team and click directly on the name to enter profile.

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES   AGENT RESOURCES   SERVICE REQUEST   SIA NDC   ✈ BOOK TRIP   NS

Manage Agency

< Back

💼 AGENCY DETAILS
👥 TEAMS

Carrie Dakota Consultant

carrie_dakota@testholiday.com.sg
Singapore (+65) 88888888
IATAN:

Assigned to team

JUSTICE LEAGUE   Delete

Roles

○ Admin   ● User

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

Legal
Read about our Privacy Policies and Terms & Conditions

SINGAPORE AIRLINES GROUP   scoot   SILKAIR   SINGAPORE AIRLINES   A STAR ALLIANCE MEMBER

Privacy Policy | Cookies Policy | Terms and Conditions

Manage agency

AGENCY DETAILS

TEAMS

< Back

Remove testnew3@test.com from team?

Once removed, testnew3@test.com will not be able to access the site until they are added to another team.

CANCEL   REMOVE

Search by name

Member	Product Access
testnew3@test.com **ADMIN** Invitation pending	AGENT 360 Credits, Booking Portal

1. Once removed from a team, the user will have their account revoked and become a **floating user**. This user is not permanently deleted yet.

2. Any transactions made are still accessible by Master / Admins in the team

3. If there is only 1 admin left in the team, please delete team instead

ONBOARDING
Floating Users

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   **SERVICE REQUEST**   **SIA NDC**

✈ BOOK TRIP   AT

Manage agency

💼 AGENCY DETAILS

👥 TEAMS

Teams   Expand all / Collapse all

Here's where you can find all your teams, and manage their product access conveniently.

⊕ New team

SR team   8 MEMBERS

Team access: Booking Portal, Use of Virtual Credits

⌄

Test Team Create   2 MEMBERS

Team access: N/A

⌄

Floating Users   1 MEMBERS

Team access: N/A

About Teams & Product Access

- A team is a group of users who work together. By organising users into teams, you can manage product access easily.
- When you add a new user to the team, they'll automatically get the same product access as the team.
- Any changes that you make to a team's product access will affect the access of all members of that team.
- Users can be removed from teams and moved to floating users where they can be re-assigned to another team or deleted.

Floating users are users who have previously been removed from a team

These floating users still have accounts on AGENT 360 but are unable to login until the Master adds them to a team.

AGENT **360** *SINGAPORE AIRLINES*

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Manage agency

💼 AGENCY DETAILS

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Floating Users   1 MEMBER

TEAM MEMBERS

Search by name 🔍

Member	Actions
agent uk	...

Reassign User

Delete User

Click on the team "Floating Users" to view a list of floating users in the team

Master can choose to
- Re-assign floating users into new / existing teams
- Permanently delete floating users

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Floating Users   1 MEMBER

Delete agent uk from agency?

Once deleted, agent uk will be deleted from the agency and will no longer be a registered user.

CANCEL   DELETE

Member   Actions

agent uk   ...

Select Delete to **permanently delete** the floating user's AGENT 360 access

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①———②———③———④
CREATE TEAM   ASSIGN CODE   ADD MEMBERS   PRODUCT ACCESS

Add team members

Add existing users to your team by entering their name, or invite new users by entering their email addresses.

1. Add admins

Enter email address

HAZEL WOOD
hazel_wood@test.com

ULSA DEMELO
ulsa_demelo@test.com

Floating users can be re-assigned to a new or existing team
- Appear as a drop-down option

ONBOARDING
Adding Admins/Users to Teams

19/12/2024

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JUSTICE LEAGUE 4 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name   🔍   ⊕ Add users

Member	Actions
erica_foong@testholiday.com.sg Invitation pending	⋯
Adam Berkeley **ADMIN** adam_berkeley@testholiday.com.sg	⋯
geraldine_heng@testholiday.com.sg Invitation pending	⋯
Charles Davidson charles_davidson@testholiday.com.sg	⋯

To add admins/users to an existing team, navigate to the team and click "Add users"

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES   AGENT RESOURCES   SERVICE REQUEST   SIA NDC   ✈ BOOK TRIP

1 CREATE TEAM — **2** ASSIGN CODE — **3** ADD MEMBERS — **4** PRODUCT ACCESS

Add team members

Add existing users to your team by entering their name, or invite new users by entering their email addresses.

1. Add admins

Enter email address

HAZEL WOOD
hazel_wood@test.com

ULSA DEMELO
ulsa_demelo@test.com

Floating users are automatically displayed as a drop-down option and can be selected to be added to the team

Add members to Justice League

Add users to your team by inviting new and / or existing users.

1. Add administrator(s)

17@test.com already exists

17@test.com ✕

⚠ User has already been invited. Remove to proceed.

7@test.com

test two
2@test.com

An error message will appear if the admin/user's email is already registered

AGENT 360   SINGAPORE AIRLINES

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👥 TEAMS

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JUSTICE LEAGUE 5 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name 🔍   ⊕ Add users

Member	Actions
erica_foong@testholiday.com.sg	...
Invitation pending	
Adam Berkeley **ADMIN**	...
adam_berkeley@testholiday.com.sg	
anderson_beng@testholiday.com.sg	...
ADMIN	
Invitation pending	
Charles Davidson	...
charles_davidson@testholiday.com.sg	
geraldine_heng@testholiday.com.sg	...
Invitation pending	

The invitation will remain pending until the user registers the account (within 72 hours).

Once Admin/User has completed their account registration, the status will be updated accordingly

ONBOARDING
Deleting Teams

Manage agency

AGENCY DETAILS
TEAMS

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AGENT360 Superb Team v2   3 MEMBER

Edit Team Name   🗑 Delete team

Delete AGENT360 Superb Team v2?

The members in this team will not have access to AGENT 360 until they are added to another team.

CANCEL   DELETE TEAM

⊕ Add users

Master can also delete teams

Once a team is deleted, the Admins & Users will still have accounts on AGENT 360 and become Floating Users

Floating Users still have an account but are unable to login until the Master adds them to a team.

Member	Product Access	Actions
user@superb.com Invitation pending	Booking Portal	...
testtt@test.com ADMIN Invitation pending	Booking Portal	...
Emi Test ADMIN emi@test.com	AGENT 360 Credits, Booking Portal	...

ONBOARDING
Switching Teams and Roles

AGENT 360   SINGAPORE AIRLINES

Member	Product Access	Actions
Emi Test **ADMIN** emi@test.com	AGENT 360 Credits, Booking Portal	...
user@superb.com Invitation pending	Booking Portal	
testtt@test.com **ADMIN** Invitation pending	Booking Portal	

Switch team

Change role to user

Unlock

Remove from team

Send T&C

To switch an admin/user's role, select the three dots and select "Switch team".

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SWP Training Team   2 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Add users

Switch Team for Test Again Ash?

Do you want to switch team for Test Again Ash? If yes, please select a team.

Select Team Name

CANCEL   SWITCH

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AGENT 360 Super Team   2 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name

Add users

Member   Actions

Test Again Ash   ADMIN
ash_user@test.com   ...

Ash Gmail   ADMIN
ashrina.hoondal@gmail.com   ...

Select the name of the new team that the agent would like to move this admin/user to.

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SWP Training Team 2 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name   🔍   ⊕ Add users

Member   Actions

Ash Test **ADMIN**
ash_admin@test.com   · · ·

Test Again Ash
ash_user@test.com   · · ·

Switch team
Change role to admin

< Back

SWP Training Team 2 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name   🔍   ⊕ Add users

Member   Actions

Test Again Ash **ADMIN**
ash_user@test.com   · · ·

Ash Test **ADMIN**
ash_admin@test.com   · · ·

To switch role, select "Change role to admin".

AGENT 360 SINGAPORE AIRLINES

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Manage team

💼 MY TEAM

avengers   3 MEMBER

Master Name	Master Email
Sarah Soon	sarah@test.com

Primary code	Other codes assigned to team
32304101	• 02366416 • 32301555 • 32306632

Admin/User will also be able to view who their Master and team members are under 'My Team'

User	Product access right	Last activity
em admin ADMIN em@admin.com	Booking Portal, Use of Virtual Credits	07 Dec 2023
em prev master em@master.com	Booking Portal, Use of Virtual Credits	30 Aug 2023
umizoomi admin ADMIN sin2@admin.com	Booking Portal, Use of Virtual Credits	07 Dec 2023

ONBOARDING
Adding Additional IATA Numbers

AGENT 360 | SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES

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✈ BOOK TRIP   AX

Manage agency

💼 **AGENCY DETAILS**

👥 **TEAMS**

Your affiliated codes

⊕ Register another code

| APPROVED | PENDING / REJECTED |

Search code 🔍

Under **"Manage Agency"** > **"Agency Details"**, Master can view list of IATA / ARC / TIDS codes registered

Click **"Register another code"** to register additional IATA / ARC / TIDS codes

Additional codes will be reviewed by your local SQ office

Code type	Code ⌄	Company legal name	
TIDS	96860514	D D SyDNwD ENI TNP	
TIDS	96821056	NwRyrTDv DvDOdwrNwv & FDOrTIn	Australia >
IATA	96638441	CYn NODIYT & NODPwnd VPn SyP	Brunei Darussalam >
TIDS	96601330	1234567890123456789012345678901234567890123456789012345678901234567890123456789012345test1	New Zealand >
TIDS	96100550	PR OYvrON FDOcYNwnd VPn SyP	Malaysia >

AGENT 360 SINGAPORE AIRLINES

AGENT 360 SINGAPORE AIRLINES   AGENT RESOURCES   SERVICE REQUEST   SIA NDC   ✈ BOOK TRIP   AT

Register agency IATA / ARC / TIDS code

Tell us about your organisation

IATA / ARC / TIDS code

Company legal name

Country

State

City

How are your tickets issued?

- ● We issue our own tickets
- ○ We use a consolidator or ticket centre

Which of these best describes the nature of your business?

Check all that apply

- ☐ Corporates   ☐ Visiting Friends & Relatives Traffic
- ☐ Meetings, Incentives, Conferences, Exhibitions (MICE)   ☐ Leisure FIT
- ☐ Premium Leisure   ☐ Leisure Groups

SUBMIT

Similar to registration, enter the IATA / ARC / TIDS code details and submit

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JUSTICE LEAGUE 6 MEMBER

TEAM MEMBERS   **ASSIGNED CODES**

After registering additional IATA / ARC / TIDS codes, Master can assign additional codes to Teams

Check a Team's assigned codes under **"Teams" > "Assigned Codes"**

Type	Code ^	Actions
IATA	32307332 PRIMARY	You cannot unassign your primary code. Make another code primary first.

⊕ Assign code

Select "**Assign Codes**" to assign additional IATA / ARC / TIDS codes to the Team

AGENT 360

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AGENT RESOURCES   PRODUCTS & SERVICES   SIA NDC

✈ BOOK TRIP   NS

Assign additional codes

Select additional IATA, ARC, TIDS, or Agent 360 codes to be used by the team. The codes must be affiliated to your agency.

Enter code or company name

CANCEL   ASSIGN

Search for an approved IATA code and click "**Assign**"

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

Legal
Read about our Privacy Policies and Terms & Conditions

ONBOARDING
Reactivating Account

Masters are never deactivated

Admin / User accounts that have not logged in for **180 consecutive days** are **deactivated**

- Reminder emails will be sent at day 170 and day 175 of inactivity

- Deactivation email will be sent on day 180

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Manage agency

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- TEAMS

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avengers 4 MEMBER

Edit team Name   Delete team

TEAM MEMBERS   ASSIGNED CODES

Search by name   Add users

Member	Product Access	Actions
emi keens em@test.com	Booking Portal, AGENT 360 Credits	...
		Reactivate
em prev master em@master.com	Booking Portal, AGENT 360 Credits	...
em admin **ADMIN** em@admin.com	Booking Portal, AGENT 360 Credits	...
umizoomi admin **ADMIN** sin2@admin.com	Booking Portal, AGENT 360 Credits	...

Deactivated admin/users are highlighted in red

1. Master can reactivate deactivated Admin/User

2. If the Master is unavailable, please approach local your local SQ sales office for assistance.

ONBOARDING
Unlocking Account

AGENT 360
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avengers   4 MEMBER

Edit team Name   Delete team

TEAM MEMBERS   ASSIGNED CODES

Search by name   Add users

Member	Product Access	Actions
umizoomi admin **ADMIN** sin2@admin.com	Booking Portal, AGENT 360 Credits	...
emi keens em@test.com	Booking Portal, AGENT 360 Credits	
em prev master em@master.com	Booking Portal, AGENT 360 Credits	
em admin **ADMIN** em@admin.com	Booking Portal, AGENT 360 Credits	...

Switch team
Change role to user
Unlock
Remove from team
Send T&C

1. For locked Master accounts or urgent admin / user unlock requests, kindly approach your local SQ sales office for assistance.

2. For locked Admin accounts, Master can help to unlock

3. For locked User accounts, Master/Admin from same team can help to unlock

ONBOARDING
Reset Password

AGENT
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SINGAPORE
AIRLINES

Important: Latest news alert; including Covid-19 travel advisories

View All ✕

OPERATIONAL UPDATES

31 Jan 2024

Singapore Airlines To Launch Non-Stop Services To London Gatwick In

VIEW DETAILS

The refreshed HighFlyer business travel programme

offer of your cho... ...0. T&Cs apply.

POLICY AND PROCEDURE

19 Jan 2023

AIRLINE NEWS

Forgot Password?

Enter your email address and we'll send you a password reset email.

Email address

agent360@test.com

protected by reCAPTCHA
Privacy - Terms

RESET PASSWORD   BACK TO SIGN IN PAGE

Agents can request for multiple password reset emails.

To reset password, they can click on "Forgot Password".

Sign In

Email address

Password

☐ Remember me   Forgot Password?

SIGN IN

Do not have an account? Register now

By continuing to use the website, you will be agreeing to our Privacy Policy, Terms and Conditions and Cookies Policy.

An email has been sent to your login email address.

In the email, please click the link to reset your password. Please note the link will expire in 10 minutes.

CONTINUE

A password reset email will be sent

Reset the password for your account

Login ID

Work email address
agent360@test.com

Create a new password

Password

Your password must meet the following criteria:
- ✓ Contains an uppercase character (A-Z)
- ✓ Contains a lowercase character (a-z)
- ✓ Contains a number (0-9)
- ✓ Contains a special character (!@#$%^&*())
- ✓ Contains 12 to 16 alphanumeric characters

RESET PASSWORD

Password reset email will be sent to agents by
agent_360@singaporeair.com.sg
Agents should add to safe sender's list / whitelist this email.

After a successful password reset, agents can only make another password reset 24h later.

Dear Agent X,

You have recently requested to reset your password for AGENT 360 account. Click the link below to reset it.

Reset password

© 2019 Singapore Airlines. All Rights Reserved. Singapore Co. Reg. No. 197200078R. This is a computer-generated message. Please do not reply to this email.

A STAR ALLIANCE MEMBER

Password reset failed!

You have already attempted to change your password within 24h. You will only be able to reset your password every 24h.

CONTINUE

THANK YOU

Please reach out to your local SQ Sales Office for questions or clarifications.