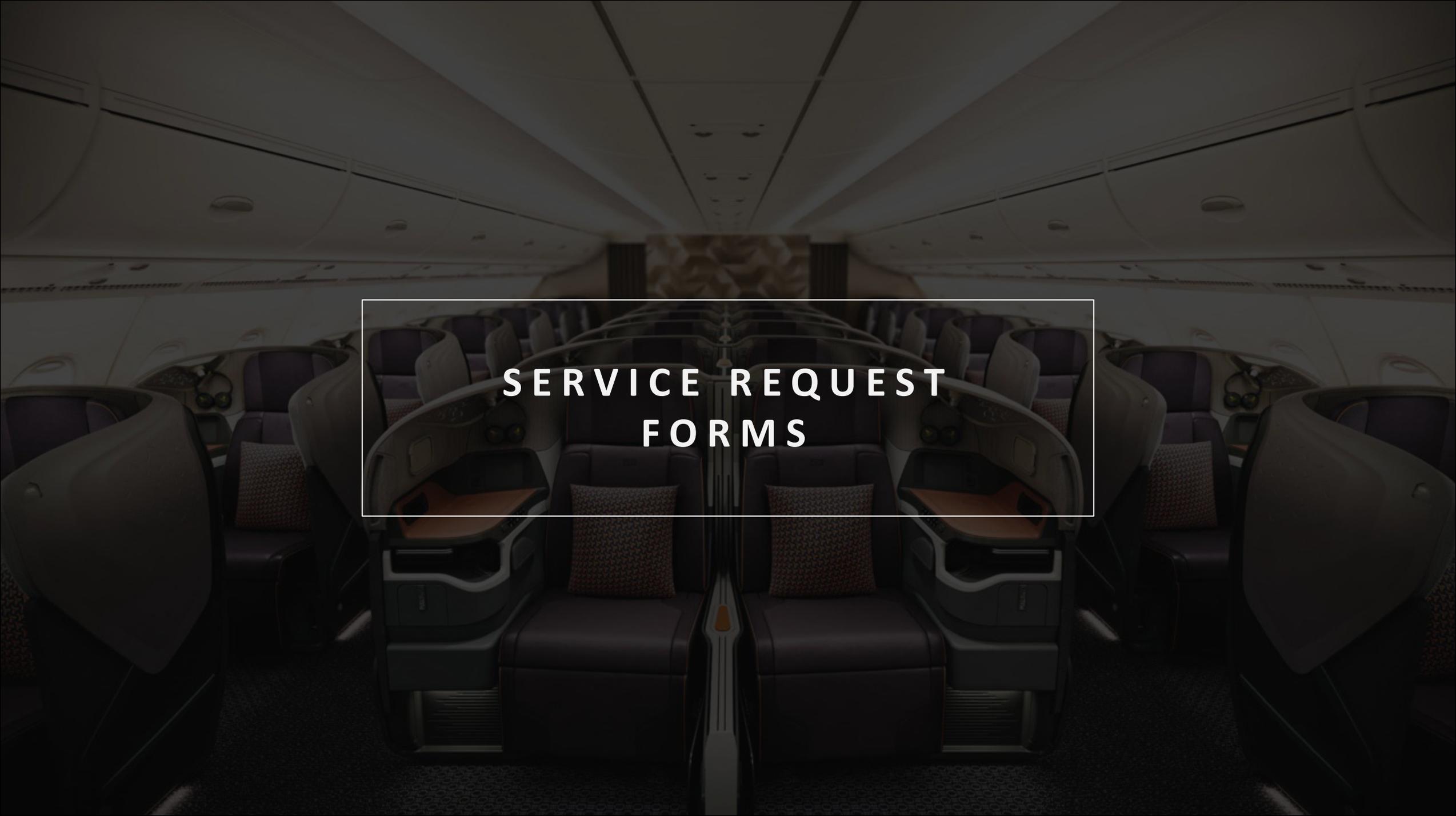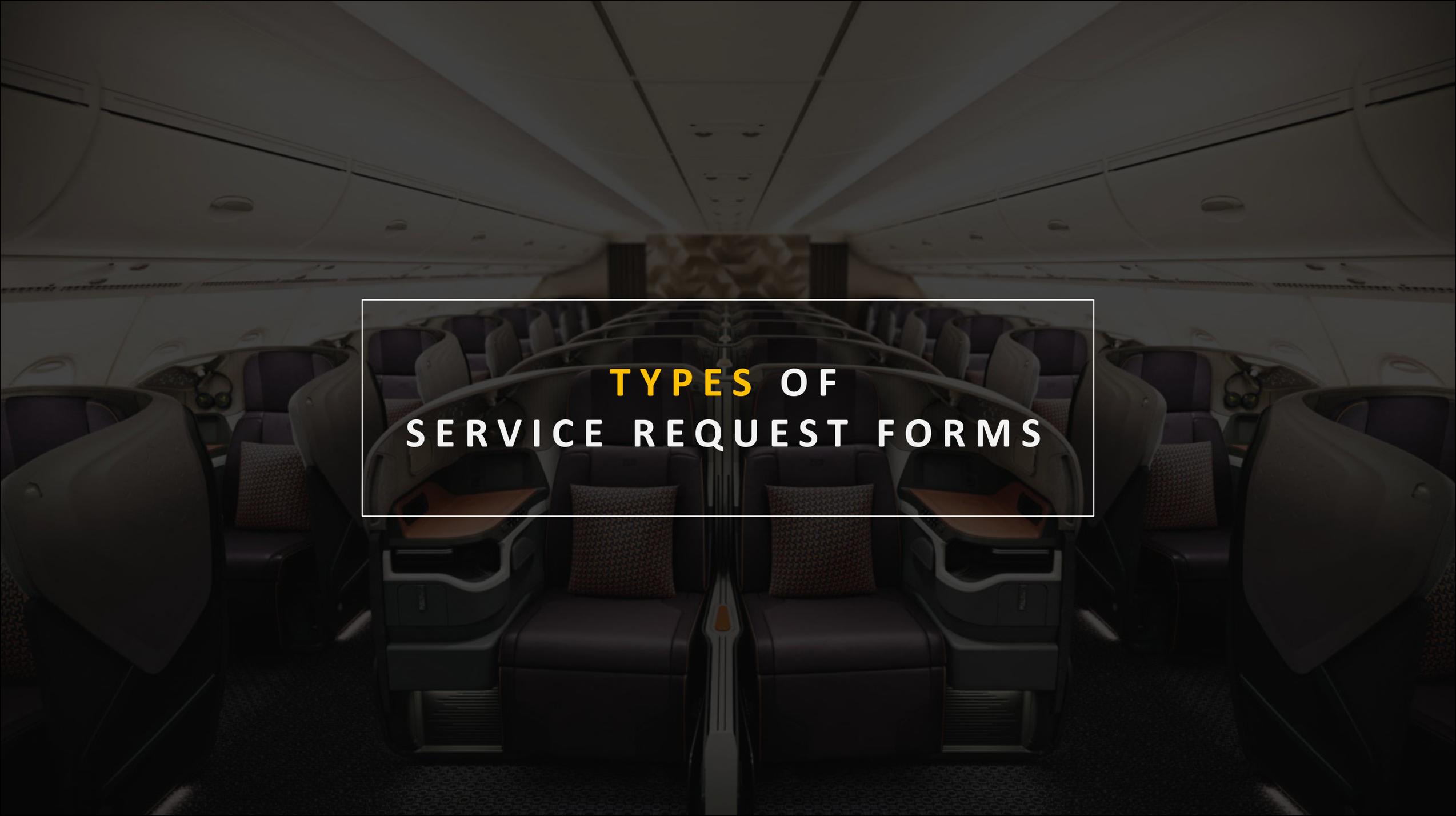# Service Request Forms

TB066-25 | JUN 25

SERVICE REQUEST FORMS

WHAT ARE SERVICE REQUEST FORMS FOR ❓

- Agents can self-service via the AGENT 360 portal to raise queries and submit requests

- Service requests are handled and processed faster

  o Reduce the need for SIA to call / email agents to extract required information and seek further clarification

  o Allow agents to have visibility of requests statuses from the AGENT 360 Dashboard and automatic email notifications

- Available for all agents – IATA, TIDS, non-IATA / non-TIDS

TYPES OF
SERVICE REQUEST FORMS

New!

Service Request Forms

1. Reissuance Fee Waiver

2. Refund Fee Waiver

3. Excess Baggage Allowance

4. Ticketing Time Limit (TTL) Extension

5. Name Error Correction

6. Waitlist Confirmation (DAPO)

7. General Form (all others)*

*Non-IATA/TIDS agents will only be able to submit the General Form

How do Travel Agents access service requests?

- Log into AGENT 360 > Service Request
- You will see two options available: (1) **Submit a Service Request**, and (2) view **Dashboard**

ACCESSING SERVICE REQUESTS ✈

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.

Excess Baggage

Request for additional baggage allowance without additional fees.

Service Requests are split into 3 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)
   - Request for **Excess Baggage** Allowance

3. General Form*

Non-IATA/Non-TIDS agents will only be able to submit the General Form

DEFINITIONS

SRF Reason Definitions ✈

Agents will need to select a reason for every SRF submission. Here is a full list of reasons:

Legal name change	Passenger had made a legal change to his/her name
Medical	Passenger that is unfit to travel, or immediate family members' / passenger within the travelling party / require passenger's assistance / presence due to their medical condition.
Compassionate	Demise or critical condition of passenger within the travelling party/ immediate family members.
Situations beyond passenger's control	The passenger is stuck in an unforeseen situation that he or she cannot control. This could be due to unexpected airport or flight restrictions, changes in government policy, visa rejections or refusals.
Involuntary Schedule / Aircraft Changes / Downgrade	1. Schedule Change: Flight schedule has been changed due to unforeseen circumstances. 2. Flight Disruptions / Aircraft Changes: Flight has been cancelled or postponed due to unforeseen circumstances. 3. Visa Rejection: Passenger is unable to enter the country due to invalid or missing visa. 4. Downgrade: Passenger has been downgraded to a lower cabin class due to unforeseen circumstances. 5. Natural Disaster: Situations such as tsunami, volcanic eruption 6. Political situation/ crisis: Situations such as riot, civil unrest, crisis that are happening in the country.
System Limitation / Error	Unable to process due to the system issue or mistakenly process due to system error.
Genuine error	Mistake made on the booking (e.g. misspelled name, missing corporate code, typos in fare basis and waiver codes, calculation error)
Others	Any other reason not covered above.

FORM 01

REISSUANCE FEE WAIVER

How do Travel Agents access service requests?

- Log into AGENT 360 > Service Request
- You will see two options available: (1) **Submit a Service Request**, and (2) view **Dashboard**

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.

Excess Baggag

Request for add additional fees.

GENERAL FORM

General Form

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

Waive Fees for **Reissuance**

- Request for a waiver code to reissue ticket without additional fees

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines booking reference (PNR)
2A3BCD

Last / Family name (as in passport)
APPLE

IATA / ARC / TIDS Code
323   (Singapore)

RETRIEVE

Waive Fees for **Reissuance**

- You should key in the **PNR**, **Last Name** and **IATA** used to make the booking or issue the ticket
- Proceed to retrieve the booking by clicking **Retrieve**
- NDC and EDIFACT bookings can be retrieved

AGENT 360 | **SINGAPORE AIRLINES**   **AGENT RESOURCES - GL**   **SERVICE REQUEST**   **SIA NDC**   (AB)

Waive fees for itinerary changes ⊗

Fill out this form to request for a waiver code that will allow you to make itinerary changes and reissue a ticket through your GDS without any change fees.

Booking reference (PNR)

2A3BCD

∨ View booking details

1. Select reason for reissuance

View definitions to help you select the closest reason

Choose one
|

Medical

Compassionate

Situations beyond passenger's control

Involuntary schedule / aircraft changes / downgrade

Waive Fees for **Reissuance**

- Proceed to select reason for reissuance
- View definitions to select the closest reason

2. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.

Drag and drop your files here, or click to upload. 5.00 MB remaining

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT, ZIP (Up to 5MB each)

SUBMIT

✅ Service Request submitted successfully!

Service request submitted successfully and is pending for SIA approval.

LEAVE

Waive Fees for **Reissuance**

- We strongly encourage attaching supporting documents to aid processing of your service request

FORM 02

REFUND FEE WAIVER

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.

Excess Baggag

Request for add additional fees.

GENERAL FORM

General Form

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

Waive Fees for **Refund**

- Request for a waiver code to refund ticket without additional fees

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines booking reference (PNR)
3A4BCD

Last / Family name (as in passport)
SMITH

IATA / ARC / TIDS Code
323 **(Singapore)**

RETRIEVE BOOKING WITH ETICKET INSTEAD **RETRIEVE**

Waive Fees for **Refund**

- There are 2 ways to retrieve your booking

1. Retrieve PNR
- You should key in the **PNR**, **Last Name** and **IATA** used to make the booking or issue the ticket
- Proceed to retrieve the booking by clicking **Retrieve**
- NDC and EDIFACT bookings can be retrieved

AGENT 360 · SINGAPORE AIRLINES

AGENT RESOURCES - GL   SERVICE REQUEST   SIA NDC   AB

Waive fees for ticket refunds

Fill out this form to request for a waiver code that will allow you to refund a ticket through your GDS without penalties. For cases that require special handling, Singapore Airlines may process the refund for you.

Booking reference (PNR)
3A4BCD

IATA / ARC / TIDS Code
323   (Singapore)

1. Select all affected passengers

	Passenger	E-ticket(s)
☐	MR. Sam Smith	618	2

2. Select reason for request

View definitions to help you select the closest reason

Reason for Refund   ⌄

Waive Fees for **Refund – Retrieve PNR**

- Select the passenger you would like to service
- For PNRs with multiple passengers in the booking, all pax information will appear here.

2. Select reason for request

View definitions to help you select the closest reason

Reason for Refund
Medical ⌃

Medical

Compassionate

Situations beyond passenger's control

Involuntary schedule / aircraft changes / downgrade

3. Select all affected flight segments

☐	Flight number	Route	Scheduled departure	Booking class (RBD)	Status
☐	894	SIN ✈ HKG	18 Dec 2021 at 1305 hrs	ECONOMY	E	HK

4. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.

⊕

Drag and drop your files here, or click to upload. **5.00 MB remaining**

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT (Up to 5MB each)

SUBMIT

✅ Service Request submitted successfully!

Service request submitted successfully and is pending for SIA approval.

LEAVE

Waive Fees for **Refund – Retrieve PNR**

- Proceed to select reasons for refund
- View definitions to select the closest reason
- Select affected flight segments
- We strongly encourage attaching supporting documents to aid processing of your service request

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines booking reference (PNR)
3A4BCD

Last / Family name (as in passport)
SMITH

IATA / ARC / TIDS Code
323   (Singapore)

RETRIEVE BOOKING WITH ETICKET INSTEAD   RETRIEVE

Waive Fees for **Refund – Retrieve e-Ticket**

There are 2 ways to retrieve your booking

2. Retrieve e-Ticket
- If you do not have the PNR on hand or have a purged PNR, you can choose to retrieve via e-Ticket instead
- If unsure, you can still enter the PNR, last name, and IATA before clicking "Retrieve". If AGENT 360 detects that the PNR is purged it will redirect you to the Refund (e-Ticket) form
- Click **Retrieve Booking with eTicket Instead**

Waive fees for ticket refunds

Fill out this form to request for a waiver code that will allow you to refund a ticket through your GDS without penalties. For cases that require special handling, Singapore Airlines may process the refund for you.

IATA / ARC / TIDS Code

IATA / ARC / TIDS Code

1. Enter passengers to refund

First name

Last name

E-ticket Number

⊕ Add another passenger

2. Select reason for refund

View definitions to help you select the closest reason

Reason

Waive Fees for **Refund – Retrieve e-Ticket**

- Select IATA/ARC/TIDS code booking was ticketed under
- Enter the **first name, last name, and e-ticket number**
- Select reason for refund

3. Enter the flight segments to refund

Flight number	Origin (Airport code)	Destination (Airport code)	Departure date	Booking class (RBD)

● Add another flight

4. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.

⊕

Drag and drop your files here, or click to upload. **5.00 MB remaining**

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT, ZIP (Up to 5MB each)

SUBMIT

✕

● Service Request submitted successfully!

Service request submitted successfully and is pending for SIA approval.

LEAVE

Waive Fees for **Refund – Retrieve e-Ticket**

- Enter the **flight segments**
- We strongly encourage attaching supporting documents to aid processing of your service request

FORM 03

EXCESS BAGGAGE

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines Booking Reference (PNR)
5T74SJ

Last / Family Name (As In Passport)
One

IATA / ARC / TIDS Code
32304786 (Singapore)

RETRIEVE

Excess Baggage

- You should key in the **PNR**, **Last Name** and **IATA** used to book or issue the ticket
- Proceed to retrieve the booking by clicking **Retrieve**
- NDC and EDIFACT **ticketed** bookings can be retrieved

Excess Baggage

Excess Baggage

Booking reference (PNR)
5T74SJ

IATA / ARC / TIDS Code
32304786 (Singapore)

Select reason

View definitions to help you select the closest reason

Select Reason

Medical/ Compassionate

Membership Privileges

System limitation / error

Others

Supp...
Get an...

Legal
Read about our **Privacy policies** and
Terms & Conditions

SIGN UP TO ENJOY DEALS & OFFERS

WORLD'S BEST
CABIN CREW
Skytrax World Airline
Awards 2024

BEST AIRLINE (OVERALL)
DestinAsian (Asia) Reader's
Choice Awards 2024

WORLD'S BEST
INTERNATIONAL AIRLINE
Travel + Leisure (USA)
The World's Best Awards 2024

SINGAPORE AIRLINES GROUP   scoot   A STAR ALLIANCE MEMBER

.© 2025 Singapore Airlines. All Rights Reserved. Singapore Co. Reg. No. 197200078R   Privacy Policy | Cookies Policy | Terms and Conditions

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Excess Baggage

- Proceed to select reason for excess baggage
- View definitions to select the closest reason

Provide additional details regarding the background, circumstances and reason. Supporting information provided will be used as part of evaluating the request.

8000 characters remaining
Please fill out this field

2. Select all affected flight segments

| Route
FRA ✈ SIN
Flight number
SQ 325 | Route
SIN ✈ PEK
Flight number
SQ 802 |

① Mr. Test One
Your free baggage: **30Kg**

Additional Baggage
+ 30 kg

+ 5 kg
+ 10 kg
+ 15 kg
+ 20 kg
+ 25 kg
+ 30 kg

② Mrs. Testing One
Your free baggage: **30Kg**

Additional Baggage
+ 5 kg

3. Attach s...

You are stro...   g. medical letter, death certificate, police report) along with this request.

Drag and drop your files here, or click to upload. 5 MB remaining

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT (Up to 5MB each)

SUBMIT

Service Request submitted successfully!

Service Request submitted successfully!

Note: For NDC Bookings, please contact your local Sales Ops team with the waiver code generated on AGENT 360 for further servicing.

LEAVE

Excess Baggage

- Provide **background details** related to your request
- For **non-US itineraries**, select the amount of excess baggage (in blocks of 5kg) needed for **each passenger and flight segment**
- We strongly encourage attaching any supporting documents to aid processing of your service request efficiently
- If you face an error, please submit your request via the General Form

Provide additional details regarding the background, circumstances and reason. Supporting information provided will be used as part of evaluating the request.

8000 characters remaining

2. Select all affected flight segments

Route
SIN ✈ LAX
Flight number
SQ 38

① Mr. Test One

Your free baggage: **2 pieces**

Add additional baggage

| 1 PIECE | 2 PIECES |

Modify your free baggage ⌃

1 x 🧳 Piece   2 x 🧳 Piece
☐ Additional 9kg   ☐ Additional 9kg
☐ Oversized*   ☐ Oversized*

The dimensions of an oversized baggage is where the sum of the length, width and height of each bag exceeds 158cm (62 inches).

3. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request.

⊕
Drag and drop your files here, or click to upload. 5 MB remaining

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT (Up to 5MB each)

SUBMIT

Service Request submitted successfully!

Service Request submitted successfully!

Note: For NDC Bookings, please contact your local Sales Ops team with the waiver code generated on AGENT 360 for further servicing.

LEAVE

Excess Baggage

- Provide **background details** related to your request
- For **US itineraries**, select the form of excess baggage (in terms of piece, oversize or overweight) needed for **each passenger and flight segment**
- You may wish to specify the excess baggage details in the Additional Information section
- We strongly encourage attaching any supporting documents to aid processing of your service request efficiently
- If you face an error, please submit your request via the General Form
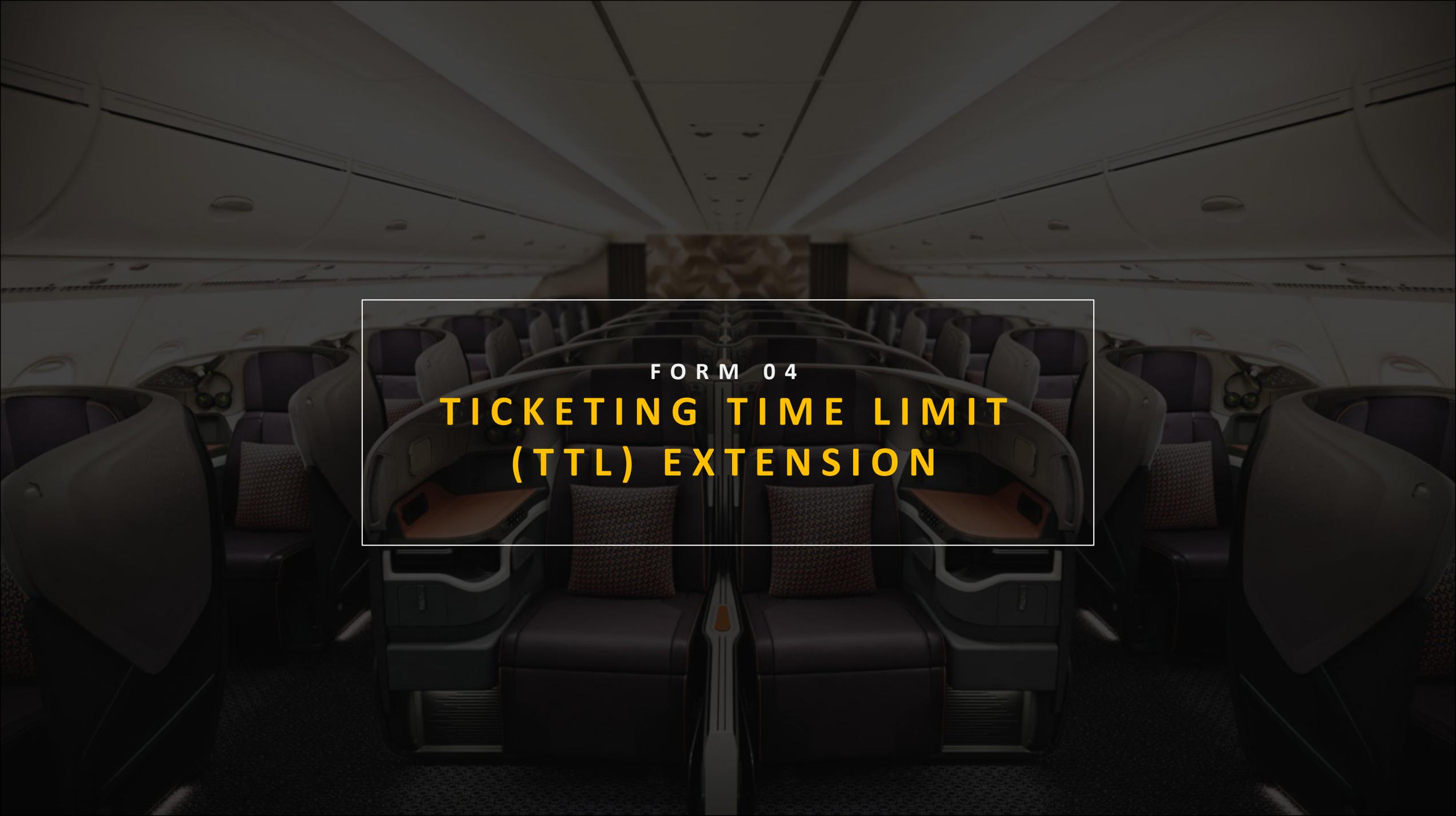
FORM 04

TICKETING TIME LIMIT
(TTL) EXTENSION

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	Waive fees for ticket refunds
Request for a waiver code to reissue the ticket without additional fees.	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	Appeal for waitlist confirmation (DAPO)
Not allowed for the following booking classes or Reservation Booking Designators (RBD): K, V, N, Q, R, D.	Appeal for a waitlist confirmation subject to availability.

Name correction	Excess Baggage
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.	Request for additional baggage allowance without additional fees.

GENERAL FORM

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

Service Request for **TTL Extension**

- Request to extend ticket time limit

Service Request Form	Ineligible RBDs for SRF (cannot submit SRF)
TTL Extension	QNVK, R, D

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines booking reference (PNR)
4A5BCD

Last / Family name (as in passport)
ADAMS

IATA / ARC / TIDS Code
323   (Singapore)

RETRIEVE

3424242345   E-tickets: 1

Service Request for **TTL Extension**

- You should key in the **PNR**, **Last Name** and **IATA** used to make the booking or issue the ticket
- Proceed to retrieve the booking by clicking **Retrieve**
- NDC and EDIFACT bookings can be retrieved

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

❌ The Reservation Booking Designator   N   for the given PNR is ineligible for the form type Ticketing Time Limit Extension

Singapore Airlines booking reference (PNR)
5A6BCD

Last / Family name (as in passport)
TEST

IATA / ARC / TIDS Code
323   (Singapore)   ⌄

RETRIEVE

Showing **1 - 4** of **4**

Service Request for **TTL Extension**

- The following RBDs are ineligible for TTL Extension

Service Request Form	Ineligible RBDs for SRF (cannot submit SRF)
TTL Extension	QNVK, R, D

⚠️

If an ineligible booking is retrieved, the following error appears and agent will not be allowed to proceed

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES - GL   SERVICE REQUEST   SIA NDC

AB

Extend ticketing time limit

Fill out this form to request for an extension of the ticketing time limit for a booking, so that your customer can have more time to confirm the reservation.

Booking reference (PNR)
4A5BCD

⌄ View booking details

ORIGINAL TICKETING TIME LIMIT	EXTENDED TICKETING TIME LIMIT
29 Sep 2021 2100	19 Oct 2021 2300
	(If your request is approved)

1. Select reason for extension

View definitions to help you select the closest reason

Reason   ⌄

Service Request for **TTL Extension**

- You can review the Extended TTL shown
- Proceed to select reasons for TTL Extension
- View definitions to select the closest reason

2. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.

⊕

Drag and drop your files here, or click to upload. 5.00 MB remaining

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT, ZIP (Up to 5MB each)

SUBMIT

✓ Service Request submitted successfully!

Service request submitted successfully and is pending for SIA approval.

LEAVE

Service Request for **TTL Extension**

- We strongly encourage attaching supporting documents to aid processing of your service request

FORM 05

NAME ERROR CORRECTION

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.

Excess Baggage

Request for additional baggage additional fees.

GENERAL FORM

General Form

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

Waive Fees for **Name Correction**

- Update the correct name for passengers **(where there is an error, not for a name change)**
- Request for a waiver code to reissue ticket without additional fees

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines booking reference (PNR)
1A2BCD

Last / Family name (as in passport)
LIM

IATA / ARC / TIDS Code
323   (Singapore)

RETRIEVE

Waive Fees for **Name Correction**

- You should key in the **PNR**, **Last Name** and **IATA** used to make the booking or issue the ticket
- Proceed to retrieve the booking by clicking **Retrieve**
- You can select between the IATA codes they have registered to their AGENT 360 account
- You will not be able to retrieve a booking if it was not (I) booked or (II) ticketed by this IATA
- NDC and EDIFACT bookings can be retrieved

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES - GL   SERVICE REQUEST   SIA NDC   MB

Waive fees for 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 any change fees.

Booking reference (PNR)
1A2BCD

⌄ View booking details

1. Select a passenger to perform a name correction

Passengers	E-ticket number
◯ MR. Sam Lim	

Waive Fees for **Name Correction**

- Select the passenger you would like to service (1 per SRF)
- For PNRs with multiple passengers in the booking, all pax information will appear here.

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

Legal
Read about our Privacy policies and Terms and Conditions

2. Enter the correct name according to the passport of this passenger

ORIGINAL NAME IN BOOKING

Title	First name	Last name
MR. ∨	Sam	Lim

CORRECTED NAME (AS IN PASSPORT)

Title	First name	Last name
Mr. ∨	Sam	Lin

☐ This passenger does not have a first name

3. Select reason for name correction

View definitions to help you select the closest reason

Reason for name correction
Legal name change ∨

Provide additional details regarding the reason and its circumstances (optional)

8000 characters remaining

Waive Fees for **Name Correction**

- Key in the name with an error
- Proceed to select reasons for name correction
- View definitions to select the closest reason

4. Attach supporting documents

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.

Drag and drop your files here, or click to upload. **5.00 MB remaining**

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT, ZIP (Up to 5MB each)

SUBMIT

✓ Service Request submitted successfully!

Service request submitted successfully and is pending for SIA approval.

LEAVE

Waive Fees for **Name Correction**

- Supporting documents (e.g. passport) are required for name correction SRF
- Click "Submit"

FORM 06

WAITLIST CONFIRMATION (DAPO)

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.

Excess Baggage

Request for additional baggage allowance without additional fees.

GENERAL FORM

General Form

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

Service Request for **Waitlist Confirmation (DAPO)**

- Raise a DAPO request

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

Singapore Airlines booking reference (PNR)
8A9BCD

Last / Family name (as in passport)
TEST

IATA / ARC / TIDS Code
323   (Singapore)

RETRIEVE

Service Request for **Waitlist Confirmation (DAPO)**

- You should key in the **waitlist PNR**, **Last Name** and **IATA** used to make the booking or issue the ticket
- Proceed to retrieve the booking by clicking **Retrieve**
- As waitlist bookings can only be made through EDIFACT for now, only EDIFACT bookings can be retrieved

AGENT 360 — **SINGAPORE AIRLINES**

AGENT RESOURCES - GL   SERVICE REQUEST   SIA NDC   AA

Appeal for waitlist confirmation (DAPO)

Fill out this form to request for a waitlisted reservation to be confirmed, if available.

Booking reference (PNR)

8A9BCD

1. Select reason for Dapo

View definitions to help you select the closest reason

Choose one ⌄

Service Request for **Waitlist Confirmation (DAPO)**

- Proceed to select reasons for DAPO
- View definitions to select the closest reason

Reasons	Eligible RBDs
Medical Compassionate Situations beyond Passenger's Control Involuntary schedule / aircraft changes / Downgrade Natural / political situation / crisis	All RBDs
Others	FZSY only

2. Select flights segments to DAPO

	Flight No.	Route	Departing	Cabin class	Status
☐	114	SIN ✈ KUL	30 Sep 2021 at 1845 hrs	ECONOMY I W	**WL**

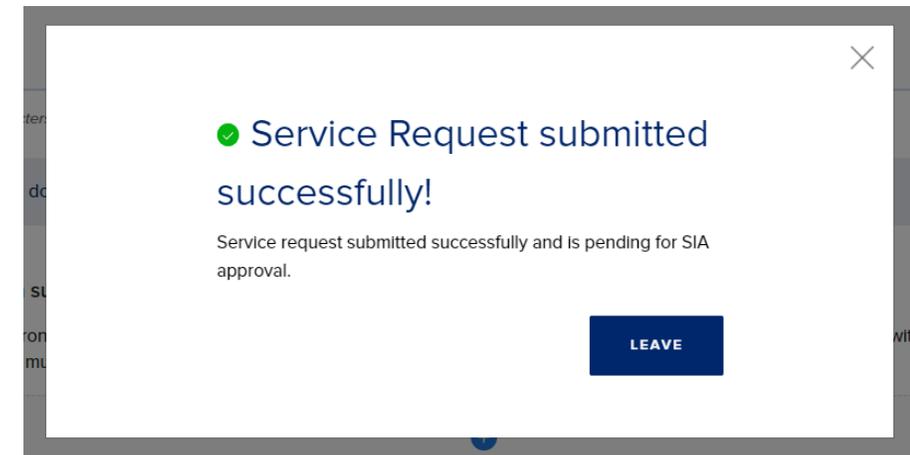## 3. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.

⊕

Drag and drop your files here, or click to upload. **5.00 MB remaining**

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT, ZIP (Up to 5MB each)

SUBMIT

If a flight segment is ineligible for DAPO, the selection box will be greyed out for that segment

✅ **Service Request submitted successfully!**

Service request submitted successfully and is pending for SIA approval.

LEAVE

Service Request for **Waitlist Confirmation (DAPO)**

- Select all waitlist flight segments to raise a DAPO request for
- We strongly encourage attaching supporting documents to aid processing of your service request

FORM 07

GENERAL FORM

*Non-IATA/TIDS agents will only be able to submit the General Form

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.

Excess Baggage

Request for additional baggage allowance without additional fees.

GENERAL FORM

General Form

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

Click here to view the AGENT 360 Credits Redemption Table.

Non-IATA / Non-TIDS

Submit a new request

General Form

Use this form to raise a service request such as extending the ticket time limit and appealing for a waitlist confirmation (subject to availability).

General Form

For other service requests
- Seat Selection
- Meal Selection
- Unmarry Booking
- Discounted tickets / FOC tickets
- Excess Baggage
- Wheelchair / Mobility aids
- Unaccompanied Minor
- Infant / Bassinet Request
- Pet Handling / Requirements
- Medical Information / Requirements
- TTL – for bookings made via GDS PCC
- DAPO – for bookings made via GDS PCC
- Others

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   SERVICE REQUEST   SIA NDC

BOOK A FLIGHT AX

Other requests

Fill out this form to submit a general request. Please do not use this form for refund and reissuance waiver requests, ticketing time limit extension, waitlist confirmation appeals,or agency debit memo disputes.

1. Select IATA / ARC / TIDS Code

Please select the IATA / ARC / TIDS code related to your general inquiry.

IATA / ARC / TIDS Code ⌄

General Form

- Select IATA / ARC/ TIDS code

2. Provide request details

Request type
|

- Seat Selection
- Meal selection
- Unmarry Booking
- Discounted tickets / FOC tickets

2. Provide request details

Request type
|

- Excess Baggage
- Wheelchair/Mobility aids
- Unaccompanied Minor
- Infant/bassinet request

2. Provide request details

Request type

- Pet handling / requirements
- Medical information / requirements
- TTL extension
- DAPO

2. Provide request details

Request type

- Medical information / requirements
- TTL extension
- DAPO
- Others

☑ I want to provide booking details

Provide either the booking reference (PNR) or affected E-ticket numbers

○ Singapore Airlines booking reference (PNR)

○ E-ticket Number

General Form

- Select request type
- You can provide more booking details like PNR and e-ticket number

Other requests

Fill out this form to submit a general request. Please do not use this form for refund and reissuance waiver requests, ticketing time limit extension, waitlist confirmation appeals,or agency debit memo disputes.

1. Select IATA / ARC / TIDS Code

Please select the IATA / ARC / TIDS code related to your general inquiry.

IATA / ARC / TIDS Code

2. Provide request details

Request type
TTL extension

Kindly provide the following details of the booking for verification purposes:

- Pseudo City Code (PCC)
- Number of passengers
- Pax / Agent contact number or email address
- Last name(s) of passengers

Provide additional details for your request type. Supporting information provided will be used as part of evaluating the request.

8000 characters remaining

☐ I want to provide booking details

Other requests

Fill out this form to submit a general request. Please do not use this form for refund and reissuance waiver requests, ticketing time limit extension, waitlist confirmation appeals,or agency debit memo disputes.

1. Select IATA / ARC / TIDS Code

Please select the IATA / ARC / TIDS code related to your general inquiry.

IATA / ARC / TIDS Code

2. Provide request details

Request type
DAPO

Kindly provide the following details of the booking for verification purposes:

- Pseudo City Code (PCC)
- Number of passengers
- Pax / Agent contact number or email address
- Last name(s) of passengers

General Form – TTL and DAPO

- Sub-agents who need to submit a service request through a GDS PCC can submit TTL and DAPO via General Form
- You will need to provide some verification details and booking details like PNR / e-ticket number

3. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents along with this request. If not, you must be prepared to produce them at a later date.

Drag and drop your files here, or click to upload. **5.00 MB remaining**

Supported formats: JPG, JPEG, PNG, GIF, TIF, TIFF, DOC, DOCX, PDF, TXT, ZIP (Up to 5MB each)

SUBMIT

✓ Service Request submitted successfully!

Service request submitted successfully and is pending for SIA approval.

LEAVE

General Form

- We strongly encourage attaching supporting documents to aid processing of your service request

Retrieve booking

Enter the Singapore Airlines' alphanumeric booking reference code, also known as the Passenger Name Record (PNR) or record locator, last/family name for the associated booking and your IATA / ARC / TIDS Code.

❌ No match found for the entered SQ booking reference and agent code
If the booking is made by a GDS PCC, please submit a general form.

Singapore Airlines booking reference (PNR)
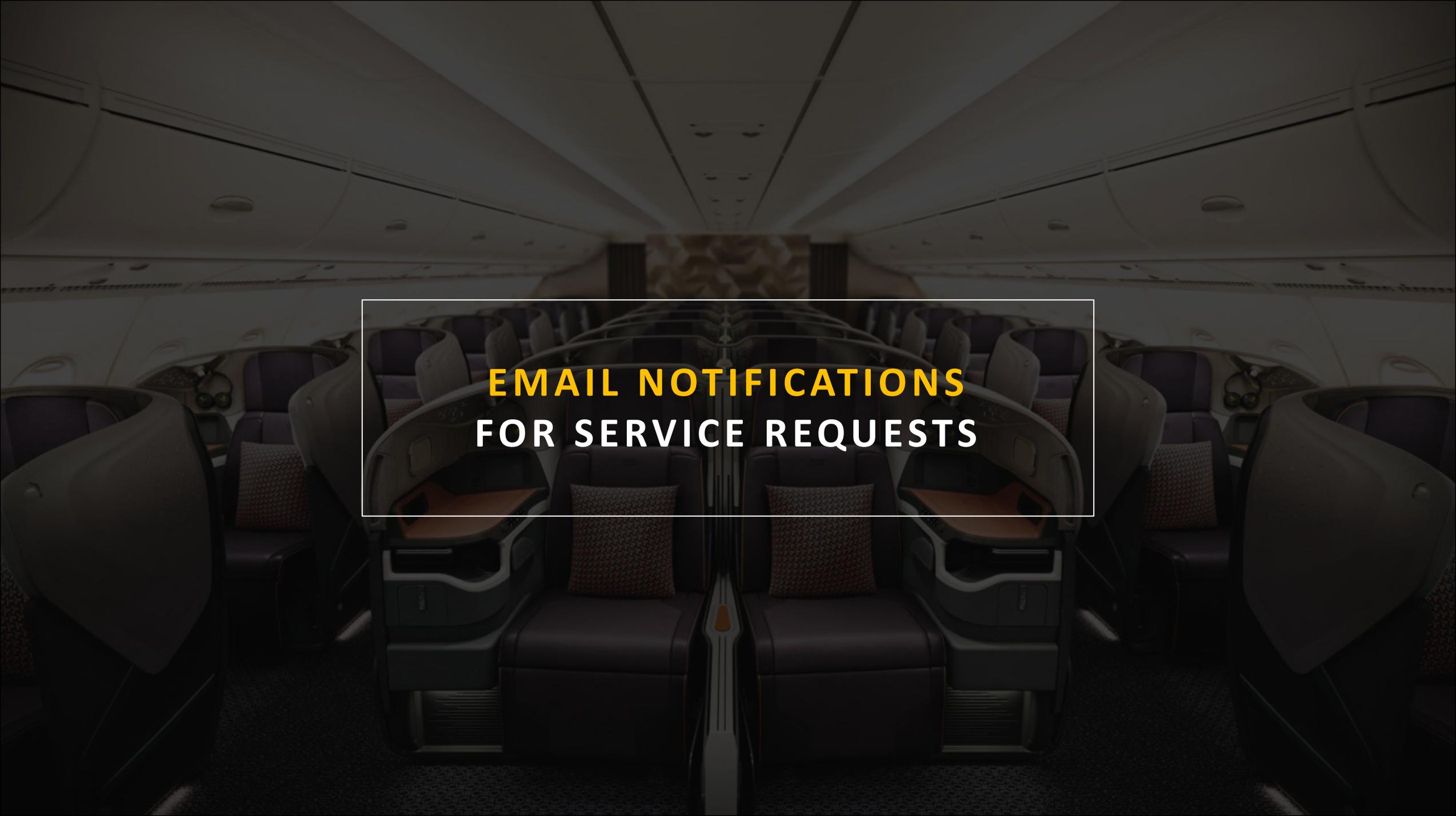**659LGY**

Last / Family name (as in passport)
test

IATA / ARC / TIDS Code
3:          I6 (Singapore)   ⌄

RETRIEVE

Bookings made under a GDS PCC

IATA and TIDS sub-agents will face this error if they retrieve a booking booked under a GDS PCC and be redirected to submit the general form instead

EMAIL NOTIFICATIONS
FOR SERVICE REQUESTS

AGENT 360 - Service request SGRT23002587

AGENT 360 <agent_360@singaporeair.com.sg>

To: ○   @singaporeair.c...   **+1 other**

Thu 5/4/2023 6:40 AM

Dear Agent X,

SR Reference Number: **SGRT23002587**

Your service request: SGRT23002587 is submitted successfully. To view, please log on to AGENT 360.

© 2022 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

Notification of Submission

- After you submit a service request, agent will receive an email notification that your service request has been submitted successfully
- Email includes **SR Reference Number**

Approval of Service Request SGRT23002587

AGENT 360 <agent_360@singaporeair.com.sg>

To: ○   @singaporeair.c...   **+1 other**   Thu 5/4/2023 6:40 AM

Dear Agent X,

SR Reference Number: **SGRT23002587**

Your service request has been approved. To view, please log on to AGENT 360.

Approval Code: 311128

Comments:

© 2022 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

Notification of Service Request Approval / Rejection

- After SRF has been **approved/rejected** by SIA, agent will receive email notification
- Approval code and case comments are also displayed
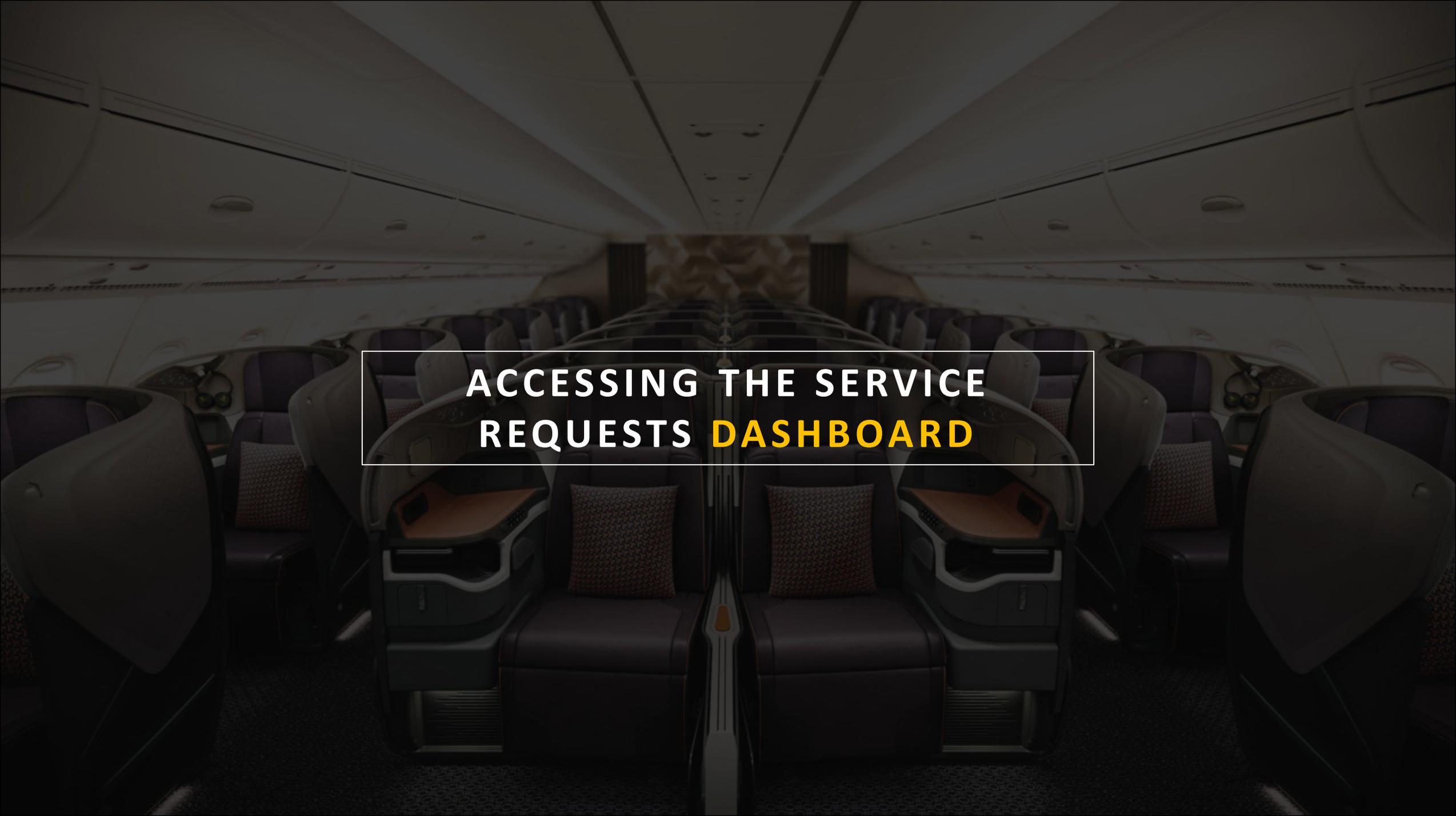
ACCESSING THE SERVICE REQUESTS DASHBOARD

How do Travel Agents check the status of service requests?

- You will see two options available: (1) **Submit a Service Request**, and (2) view **Dashboard**

AGENT 360 · SINGAPORE AIRLINES

AGENT RESOURCES   SERVICE REQUEST   SIA NDC

BOOK A FLIGHT   AX

Service requests ↻

Search by PNR, SR number, IATA number 🔍

+ NEW SERVICE REQUEST

● For your action   5

✓ Approved / Processed   102

✕ Rejected   10

🕐 Pending   303

★ Starred   2

🗄 Archived   1

🗑 Withdrawn   22

Request type ⌄   Teams and people ⌄   Sort by date: Newest first ⌄

SUBMITTED BY   LAST UPDATED

SGTL21000262   Ticketing Time Limit Extension

test tes
AGENT360 Superb
Team v2   06 Oct 2021

How can Travel Agents check the status of service requests?

- Search by PNR, SRF number, IATA number
- Status filters on the left
- Filter by request type and people on the right
- Access controls
  - Master can see all SRFs in agency
  - Admin can see all SRFs in team
  - User can only see individual SRFs only

test tes
AGENT360 Superb
Team v2   06 Oct 2021

test tes   06 Oct 2021

Service requests ⟳

Search by PNR, ADM number, SR number 🔍

+ NEW SERVICE REQUEST

✓ Approved / Processed	7
✗ Rejected	1
ⓘ Pending	89
★ Starred	0
▤ Archived	0
🗑 Withdrawn	2

- **Approved** – SIA has **approved** service request
- **Rejected** – SIA has **rejected** service request
- **Pending** – SIA is **still processing** service request

APPROVED SERVICE REQUESTS – WAIVER CODE

SGRP21000170 Fee waiver: ticket refund

APPROVED

WAIVER CODE **BqHJ8Z1w**

Copy and insert this code into the refund waiver code box* in your GDS and proceed to process the refund.

*Depending on your GDS, this could be the refund A/L authorisation or code modifier box. For help, contact your

Service requests ⟳

Approved Service Request

- You can click on the approved service request to show more details
- Waiver code is displayed on top

SGDA23002292 DAPO

ACKNOWLEDGED

If your DAPO request is approved, please monitor the booking status on your GDS.

BOOKING REFERENCE (PNR)

5LU6SG

Service requests ⟳

✓ Approved / Processed

Acknowledged DAPO

- For DAPO, SRF will appear under "Approved / Processed" filter with status "Acknowledged"
- Agents should monitor GDS to see if waitlist booking is confirmed

INRP21001651 Fee waiver: ticket refund

REJECTED

🗄 Archive request

Rejected Service Request

- You can click on the approved service request to show more details
- Rejected service requests will show rejected status and case comments

BOOKING REFERENCE (PNR)

5NC2R5

PASSENGERS TO REFUND

Passengers	E-ticket number
MR. Ryan Smith	

REASON FOR REQUEST

Medical

MEDICAL

FLIGHT TO REFUND

Flight Number	Route	Scheduled departure	Booking class (RBD)	Status
	SIN ✈ BKK		ECONOMY I	HK

Service requests ↻

✓ Approved / Processed

✕ Rejected

🕘 Pending

★ Starred

🗄 Archived

🗑 Withdrawn

+ NEW SERVICE REQUEST

Sort by date: Newest first ⌄

LAST UPDATED

admn test   15 Sep 2021

1

FILTERING SERVICE REQUESTS

AGENT 360 **SINGAPORE AIRLINES**

AGENT RESOURCES   SERVICE REQUEST   SIA NDC

✈ BOOK A FLIGHT   AX

Service requests ↻

Search by PNR, SR number, IATA number 🔍

+ NEW SERVICE REQUEST

Request type ⌄   Teams and people ⌄   Sort by date

Withdraw

		SUBMITTED BY	LAST UPDATED

✓ Approved / Processed	102
✕ Rejected	10
⏱ Pending	303
★ Starred	2
🗄 Archived	1
🗑 Withdrawn	22

SGDA23002575   Waitlist Confirmation (DAPO)   ↗ ⤵ 🗑 ☆

6CKI7R   👤 null. Tom Waitlist

✈ SIN - ICN . 5754 . 04 May 2023 2210

Agent X   04 May 2023

Star

Agent X   04 May 2023

- **Starred** – You can **star** service requests as a **bookmark** for later reference
- **Archived** – You can **archive** service requests that **have been approved / rejected**.
- **Withdrawn** – You can **withdraw** a pending service request

FILTERING SERVICE REQUESTS

AGENT RESOURCES   SERVICE REQUEST   SIA NDC

✈ BOOK A FLIGHT   AX

Service requests ↻

Search by PNR, SR number, IATA number 🔍

+ NEW SERVICE REQUEST

Request type ⌄   Teams and people ⌄   Sort by dat   Archive

	SUBMITTED BY	LAST UPDATED

✓ Approved / Processed   102

✕ Rejected   10

⊘ Pending   303

★ Starred   2

▭ Archived   1

🗑 Withdrawn   22

SGRT23002587   Refund (eTicket)

PNR123   👤 test test - 6182441933936   ✈ SIN - BKK . SQ123 . 27 Apr 2023

Agent X   04 May 2023

- **Starred** – You can **star** service requests as a **bookmark** for later reference
- **Archived** – You can **archive** service requests that **have been approved / rejected**.
- **Withdrawn** – You can **withdraw** a pending service request

Agent X   03 May 2023

👤 Mr. Test Test - 6182441933455
✈ SIN - BKK . 712 . 24 May 2023 1600

Agent X   24 Apr 2023

SGRT23002587 Refund (eTicket)

PNR123

test test - 6182441933936

SIN - BKK . SQ123 . 27 Apr 2023

Agent X   04 May 2023

Unshare   Share

Share Service Request

- Agents can share a SRF created with any other user in the same agency regardless of their role
- Select who to share SRF with
  - User's registered name on AGENT 360
  - User's registered email on AGENT 360
- SRF can be shared with multiple people within the agency (no limit)
  - Select the team to share with everyone in that team

ENT RESOURCES   SERVICE REQUEST   SIA NDC

Select Recipients

Who would you like to share SGDA23002575 with?

Select the team to share with all users in that team.

Users will be able to view and withdraw the SRF.

Find name or enter email address

☐ AGENT360 Superb Team v2
  ☐ Sarah Ash
  ☐ Ash Test
☐ SWP Training Team
  ☐ Test Again Ash
  ☐ test tes
☐ UAT 1Point
  ☐ User A
  ☐ User B
  ☐ User C

NEXT

Request status ⌄   Request type ⌄   People ⌄   Sort by date: Newest first ⌄

SUBMITTED BY   LAST UPDATED

✓ Approved / Processed   0

✕ Rejected   0

⏱ Pending   0

▣ **Shared with me**   **2**

★ Starred   0

▤ Archived   0

🗑 Withdrawn   0

SGRT22002267   Refund (eTicket)

👤 ss ss - 6182439897885
✈ sss - ss . SQ87 . 12 Dec 2022

Ashrina Hoondal   12 Dec 2022

SGRE22002240   Reissuance - Ticket Change

6JDGGN   👤 MR. Test Test
✈ LHR - SIN . 319 . 12 Dec 2022 2035 +1 ⌄

Ashrina Hoondal   28 Nov 2022

Showing **1 - 2** of 2   ‹ **1** ›

Share Service Request

- Recipient users can view SRFs shared with them on SRF dashboard
- All users with access to SRF can
  - View and monitor SRF
  - Withdraw SRF (Pending SRFs only)

SUMMARY OF
SERVICE REQUESTS EXCLUSIONS

SERVICE REQUESTS EXCLUSIONS

Service Request Form	Ineligible RBDs for SRF (cannot submit SRF)
Reissuance	-
Refund	-
Excess Baggage	-
TTL Extension	QNVK, R,D
DAPO	If reason is "Others": All RBDs except F,Z,S,Y
Name correction	-

THANK YOU!

Please reach out to us for questions or clarifications