AGENT 360

AGENT 360

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
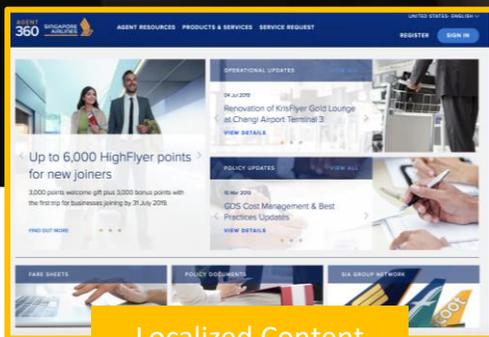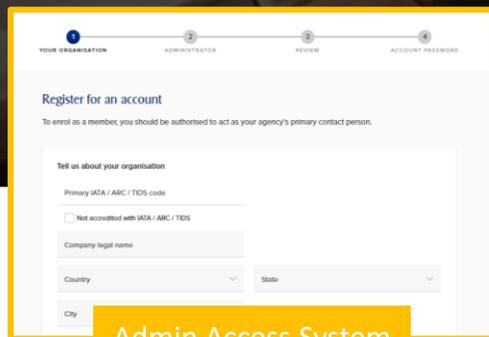
3

Servicing

Streamline service requests for more efficient servicing and tracking
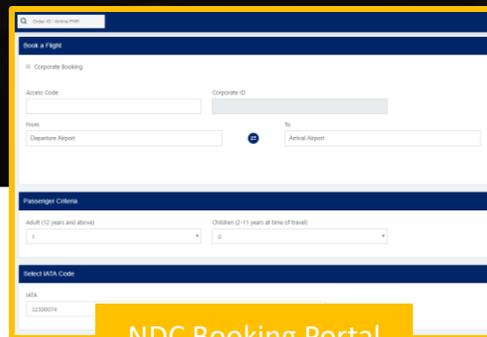
CURRENT FEATURES

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

Localized Content

Admin Access System

NDC Booking Portal

Service Request Forms

AGENT 360 OVERVIEW

Operational Updates

Policy Updates

Fare Sheets & Policy Documents

Marketing Content

SQ Product & Services

SIA NDC Agent Support Pack

SIA Group Network

Local Contact Details

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 name correction

Update us with the correct name and request for a waiver code to reissue the ticket without additional fees.

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)

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

DISPUTE REQUEST

Dispute Agency Debit Memo (ADM)

Raise a dispute against an ADM sent by Singapore Airlines within X days of receipt.

Can't find the request form that you need? Use this form to raise request types that are not found above.

Click here to view the AGENT 360 Credits Redemption Table.

Fee Waiver for Name Correction

Fee Waiver for Reissuance

Fee Waiver for Ticket Refunds

Extend Ticketing Time Limit

Waitlist Confirmation (DAPO)

Agency Debit Memo (ADM)

General Form

*SRF will be covered in detail in a separate training deck

TABLE OF CONTENTS

In this deck, you will learn:

TRAVEL AGENT ROLES

TRAVEL AGENT ROLES

Master
Key decision maker e.g. Supplier Manager

Admin
Team Leader

User
Individual Travel Consultant

ABC International Tours
IATA 12345678, 98765432

Master A

Team 1
IATA 12345678, 98765432

- Admin B
- User C
- User D
- User E

Team 2
IATA 98765432

- Admin F
- Admin G
- User H
- User I
- User J
- User K

Master

Key decision maker. e.g. Supplier Manager

1. Creates/delete Admins & Users within the agency.

2. Decides which Team has Product Access rights

3. Views agency's data and transactions

4. Adds additional IATA numbers for agencies

5. **Shared accounts are NOT recommended** as you will not have visibility to the transactions made by the respective users.

6. **OTP will be sent for every login** to the user's email address

7. Master and Admins (within the same team) can retrieve and action on users' bookings and SRFs

How to change a Master?

1. Agent to contact their Singapore Airlines representative

Only 1 Master User can register per agency!

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

TRAVEL AGENT ROLES

2 IATA numbers: xx678 and xx432

Each Team can have **multiple IATA numbers**

IATA numbers **can be repeated** between teams

One user can have **multiple IATA numbers** tagged to their account

Master submit one IATA code upon registration, and adds additional codes later

Each team can have unlimited number of Admins & Users

ABC International Tours
IATA 12345678, 98765432

Master A

Team 1
IATA 12345678, 98765432

Admin B

User C

User D

User E

Team 2
IATA 98765432

Admin F

Admin G

User H

User I

User J

User K

TRAVEL AGENT ROLES

Function	Master	Admin	User
Create Agency	✓	X	X
Add additional IATA	✓	X	X
Create Team	✓	X	X
Add Admin	✓	X	X
Add User	✓	✓	X
Switch Admin Role	✓	X	X
Switch User Role	✓	X	X
Switch Admin Team	✓	X	X
Switch User Team	✓	X	X
Assign Code to Team	✓	X	X
Delete Team	✓	X	X
Delete Admin	✓	X	X
Delete User	✓	✓	X

TRAVEL AGENT REGISTRATION

NEW!

How do travel agents register for an AGENT 360 account?

1 → **2** → **3** → **4**

Register for account on AGENT 360

Verify email address by clicking email link within 72 hours

Singapore Airlines approves registration

Agents receive welcome email

IATA/TIDS AGENT REGISTRATION

1 Register for account on AGENT 360

Tell us about your organisation

Primary IATA / ARC / TIDS code
32

☐ Not accredited with IATA / ARC / TIDS

Company legal name
TRAVEL PTE LTD

Country
Singapore

State

City

Information is auto-populated based on the IATA code submitted

---

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

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
32

Company legal name
(PRIVATE) LTD

Country
Singapore

🗑 Remove this code

Information is auto-populated based on the IATA code submitted

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

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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

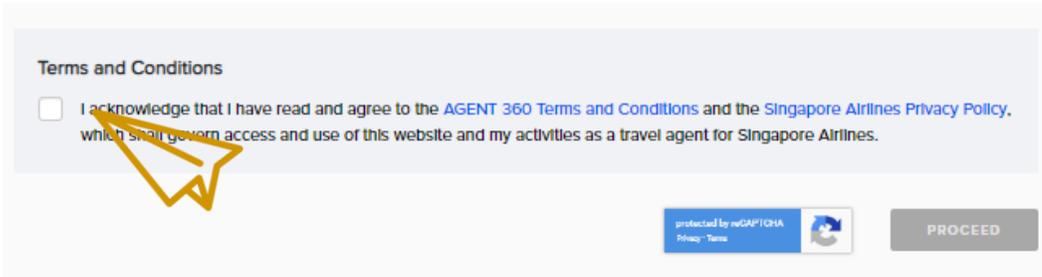Country   State

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 to 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.

protected by reCAPTCHA
Privacy · Terms

PROCEED

1b — AGENT 360 T&Cs include the Passenger

Section A – AGENT 360 website terms of use

Section B – SIA Passenger Sales Agency Agreement

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

Dear NURUDDIN SELAMAT,

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 24 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

More about the AGENT 360 Verification Email

- The verification link is **valid for 24 hours**
- Agent must click into this verification link to complete registration

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

AGENT RESOURCES   PRODUCTS & SERVICES   SIA NDC

SINGAPORE – ENGLISH

REGISTER   SIGN IN

Sign In

Email address

Password

Remember me   Forgot Password?

SIGN IN

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

CREATING/DELETING TEAMS

Select Manage Agency

Manage agency

AGENCY DETAILS

TEAMS

Teams

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

Select New Team   + New team

AGENT 360 Super Team   3 MEMBERS

SWP Training Team   1 MEMBERS

Test Creation   21 MEMBERS

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.

1 Create Team Name

2 Assign Code to Team

3 Add Admins to Team

---

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

---

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
323

2. Select additional codes (optional)

Enter code or company name

NEXT: ADD MEMBERS

---

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

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

ash_admin@test.com

Use this address: ash_admin@test.com

4 Adding Users (Optional)

1. Add admins

ash_admin@test.com ✕

ash_admin@test.com ✓

There is **no limit** to the number of users that can be added to a team, but they can be added at a max of 20 users at a time.

2. Add users (optional)

ash_user@test.com ✕

Admins can add users to teams using the same method.

DONE

Manage agency

🖼 AGENCY DETAILS

👥 TEAMS

Teams

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

+ New team

AGENT 360 Super Team   3 MEMBERS

SWP Training Team   1 MEMBERS

Test Creation   21 MEMBERS

AGENT 360 TEAM   1 MEMBERS

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SOUTH EAST ASIA   1 MEMBER

Edit team Name   Delete team

TEAM MEMBERS   ASSIGNED CODES

Add users

Actions

Edit Team Name?

Do you want to edit this team's name? If yes, please enter a new team name.

SOUTH EAST ASIA

CANCEL   CHANGE

Masters can edit the Team Names they have set for their travel agents.

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

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Read about our Privacy Policies and

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Teams

+ New team

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

POWER RANGERS 4 MEMBERS

AVENGERS 4 MEMBERS

JUSTICE LEAGUE 4 MEMBERS

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.

Masters can verify the admin and users of the team created by clicking on team name.

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JUSTICE LEAGUE   4 MEMBER

TEAM MEMBERS   ASSIGNED CODES

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

2. The invitation email expires after 24 hours. If your team's invitation expires, please click on resend invite to re-trigger verification email.

Search by name

⊕ Add users

Member   **Actions**

charles_davidson@testholiday.com.sg
Invitation pending   ...

adam_berkeley@testholiday.com.sg
ADMIN   ...
Invitation pending

                                Cancel invite

erica_foong@testholiday.com.sg   Resend invite
Invitation pending

geraldine_heng@testholiday.com.sg
Invitation pending   ...

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 24 hours.

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A STAR ALLIANCE MEMBER

Complete your registration

1 YOUR PROFILE — 2 REVIEW — 3 ACCOUNT PASSWORD

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
adam_berkeley@testholiday.com.sg

First name
Adam

Last name
Berkeley

Designation
Supervisor

IATA/IATAN Verification number (optional)

Country code
Singapore (+65)

Area code

Office phone number
88888888

NEXT: REVIEW

Admins & Users will receive an email notification link sent by Masters to complete their registration.

The invited email will be auto-populated, and it will not be editable. Admins and users to proceed with registration.

① YOUR PROFILE — ② REVIEW — ③ ACCOUNT PASSWORD

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Choose a password to secure your account

Login ID

Work email address
adam_berkeley@testholiday.com.sg

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 and users are required to create their own passwords during registration.

Terms and conditions

☑ By submitting my information, I acknowledge and accept the terms of Singapore Airlines' Privacy Policy and Terms and conditions of the registered customer account.

protected by reCAPTCHA
Privacy - Terms

PROCEED

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

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SINGAPORE AIRLINES GROUP   scoot   SILKAIR   SINGAPORE AIRLINES   A STAR ALLIANCE MEMBER

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JUSTICE LEAGUE   4 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name   🔍

⊕ Add users

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

Masters can now verify the status of their team's accounts.

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👜 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

The Master will be responsible for granting Booking Portal access to the relevant Teams.

Please note that by default, product access is set to "none". **Master have to log in to AGENT 360 and configure the team product access settings.**

Corporate   2 MEMBERS

Team access: N/A

☑ Booking Portal

UPDATE

MICE   1 MEMBERS

Team access: N/A

Leisure   1 MEMBERS

Team access: N/A

About Teams & Product Access

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

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SOUTH EAST ASIA   1 MEMBER

Edit team Name   Delete team

TEAM MEMBERS   ASSIGNED CODES

Add users

Delete SOUTH EAST ASIA?

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

CANCEL   **DELETE TEAM**

ULSA DEMELO   ADMIN   Actions
ulsa_demelo@test.com   Booking Portal

...

Once a team is deleted, the Admins & Users will still have accounts on AGENT 360, but they are unable to access the site or any functions until the Master adds them to a team.

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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

To view the users who have been displaced, Masters can choose to create a new team or add users to an existing team.

ADDING/DELETING ADMINS/USERS TO TEAMS

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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	···

An error message will be prompted if the admin's email address already exists either in this, or another team

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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 24 hours).

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

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👥 TEAMS

Teams

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

➕ New team

POWER RANGERS   4 MEMBERS

AVENGERS   4 MEMBERS

JUSTICE LEAGUE   5 MEMBERS

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.

The total number of users is now updated in the team. To verify the addition, click on the **team name**.

Support
Get answers with FAQs or contact us

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Submit your feedback to us

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▪ **AGENCY DETAILS**

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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 delete member, locate Admin/User whom you wish to delete from a team and click directly on the name to enter profile.

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Manage Agency

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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
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SINGAPORE AIRLINES GROUP   scoot   SILKAIR   SINGAPORE AIRLINES

A STAR ALLIANCE MEMBER ™

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AGENT **360** SINGAPORE AIRLINES

AGENT RESOURCES   PRODUCTS & SERVICES   SIA NDC

BOOK A FLIGHT   NS

Manage Agency

AGENCY DETAILS

TEAMS

< Back

Carrie Dakota Consultant

Remove Carrie Dakota from team?

Once removed, Carrie Dakota will not be able to access the site until they are added to another team.

CANCEL   **REMOVE**

Roles

○ Admin   ● User

1. You cannot delete an Admin from a team if there is only one Admin in the team

2. Once removed from a team, the user will have their account revoked and will need to re-register for an account

3. Any transactions made will be serviceable by the other Admins in the team

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

Legal
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A STAR ALLIANCE MEMBER

SWITCHING TEAM & ROLE

< Back

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	...

< Back

SWP Training Team   2 MEMBER

TEAM MEMBERS   ASSIGNED CODES

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

< Back

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   ...

ADDING ADDITIONAL IATA NUMBERS

Manage Agency

AGENCY DETAILS

TEAMS

Your affiliated codes

● Register another code

APPROVED	PENDING / REJECTED

Search code

Code type	Code ∨	Company legal name	Country
IATA	32307332 PRIMARY	EURO-ASIA HOLIDAYS PTE LTD	Singapore

Showing 1 of 1

Master can register another code, which will allows them to add new IATA to their agency.

Master to repeat the registration process in order to add additional new IATAs to their agency.

Support
Get answers with FAQs or contact us

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ASSIGNING IATA TO TEAM

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   PRODUCTS & SERVICES   SIA NDC

BOOK A FLIGHT   NS

Manage agency

AGENCY DETAILS

TEAMS

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JUSTICE LEAGUE   6 MEMBER

TEAM MEMBERS   **ASSIGNED CODES**

Type	Code ^	Actions	
			+ Assign code
IATA	323 PRIMARY	You cannot unassign your primary code. Make another code primary first.	

After selecting a which team you wish to assign, select Assigned Codes and click onto Assign Codes.

Support
Get answers with FAQs or contact us

Feedback
Submit your feedback to us

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AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   PRODUCTS & SERVICES   SIA NDC

BOOK A FLIGHT   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

Type in a registered IATA code (that has been approved by the station) 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

UNLOCKING ACCOUNT

Locked accounts are caused by **90 days inactivity** or **multiple incorrect password attempts**.

AGENT 360 SINGAPORE AIRLINES

AGENT RESOURCES   PRODUCTS & SERVICES   SIA NDC

BOOK A FLIGHT   NS

Manage agency

AGENCY DETAILS

TEAMS

‹ Back

JUSTICE LEAGUE   5 MEMBER

TEAM MEMBERS   ASSIGNED CODES

Search by name

Add users

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

1. For locked Master User accounts, kindly approach your local SQ staff for assistance.

2. Admin accounts can only be unlocked by **Master.**

3. User accounts can be unlocked by **Master/Admin (from same team)**.

How do Travel Agents access the booking portal?

- Agents log into AGENT 360 > Book a Flight
- No additional login is necessary as we have enabled single sign-on

SINGAPORE AIRLINES

Order ID / Airline PNR

Ashrina

Dashboard
Shopping
Order Management

Welcome!
Ashrina Hoondal

Summary

Flights booked in **November**

2

Number of tickets issued in that month

PNRs on Hold

7

Total sales in **November**

2683.4

Last sale amount : 2301.10

Total sales from issued tickets in that month (not including Imported PNRs)

Access Controls:

Master > Data shown is from entire agency
Admin > Data shown is from entire team
User > Data shown is from individual user

TTL Expiring within in 3 Days

PNRs that have TTL Expiring within 3 days

Show All Bookings

Please be advised that the below PNRs have TTLs that are expiring within 3 days from today. Do take action to avoid the PNR being cancelled.

ORDER ID	AIRLINE PNR	PAX NAME	TICKETING TIME LIMIT	STATUS
SQ5548D21115S	6KS4YX	MR TEST TEST	12-11-2021 (23:00)	hold
SQ5557D21118S	6HHWSX	MR TEST TEST	15-11-2021 (23:00)	hold
SQ5556D21118S	6GK9UJ	MR TEST TEST	16-11-2021 (00:00)	hold

Recent Schedule Changes

Schedule Changes

ORDER ID	AIRLINE PNR	MESSAGE
SQ3700D21324S	679QER	Order Effected please contact your local station for more details
SQ4274D2161S	5NM27Y	Order Effected please contact your local station for more details
SQ4237D2161S	5N5PJ2	Order Effected please contact your local station for more details
SQ4281D2162S	68L73V	Order Effected please contact your local station for more details
SQ4287D2163S	6W5ELI	Order Effected please contact your local station for more details

Order Management: View order history and download reports

BOOKING FLIGHTS & ISSUING TICKETS

AGENT 360 operates on a **deferred payment** flow

1 ⟶ **2**

Book & Hold PNR | Make Payment & Issue Ticket

Order Details:

AIRLINE PNR: **R7N6ZX** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR FADULI RAMLI	Flight ticket		hold	436.80

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
N/A	N/A	N/A	N/A	N/A

Issue   Cancel

AGENT 360 is a separate system from Groups 360. We will not be handling any group bookings.

Book a Flight

☐ Corporate Booking

Access Code

From

Departure Airport

Corpora...

Cabin Preference

Economy

☐ Make My Search Flexible +/-(3 days)

Types of Itineraries:
One-Way, Round-Trip, Open Jaw
Fare Types:
Market Fare, Private Fare, Corporate Fare
Carriers:
SQ / MI / Codeshare / Interline

Cabin Preference:
Choose Cabin Preference
Mixed Cabin Search is also supported

Passenger Criteria

Adult (12 years and above)

0

Childre...

0

Special PTCs

PTCs

Select

Pax Types:
Fits up to 9pax in 1 PNR. ADT, CHD, INF

Special PTCs:
SEA, STU, B15, ITX, INN, ITF, ITS, LBR, LNN, LIF, JCB, JNN, JNS, JNF, VFR

Select IATA Code

IATA

32304646

IATA Codes:
If your agency has more than 1 IATA code, they can select which code to use here

Shopping Criteria

Currency

SGD

Promo Code

Shopping Criteria:
Agents will be able to add in a **Promo Code** during flight search.

ⓘ We are operating a reduced network due to Covid-19. View the latest flight schedules and updates on regulatory-approved itineraries here. Due to regulatory requirements, there may be changes to your tr...

🔍 View Schedules

Search

Sort : Price   Time   Duration   Stops

Modify Search

✈ Singapore to Kuala Lumpur

SQ 5426

SIN ✈
01-04-2021 (10:15)

⏱ 1 hrs 0 mins

Non-stop

✈ KUL
01-04-2021 (11:15)

View Details

Select the necessary **departure** and **arrival** options of your choice.

ECONOMY
From
SGD 114.80

SELECT FARES		ECONOMY QN - K	ECONOMY STANDARD - W	ECONOMY FLEXI - E
CANCELLATION		SGD 400	SGD 270	SGD 130
NO SHOW		SGD 400	SGD 130	SGD 130
CHANGE		SGD 200	SGD 70	Complimentary
UPGRADE		Not Allowed	Allowed	Allowed
MILES		50	75	100
BAGGAGE		30 Kg	30 Kg	35 Kg
ADVANCE SEAT SELECTION		Chargeable	Complimentary (Standard Seats)	Complimentary (Forward Zone and Standard Seats)
		SGD 114.80	**SGD 249.80**	**SGD 356.80**

SQ 5118

SIN ✈
01-04-2021 (12:45)

⏱ 1 hrs 0 mins

Non-stop

✈ KUL

View Details

ECONOMY
From
SGD 114.80

Choose Fare Type:
Agent will be shown the lowest fare of the lowest RBD available in that fare family

SQ 118

SIN ✈
01-04-2021 (18:45)

⏱ 1 hrs 0 mins

Non-stop

✈ KUL
01-04-2021 (19:45)

ECONOMY
From
SGD 114.80

✈ Singapore to Beijing

SQ 802

SIN ✈
01-04-2021 (08:30)

🕐 6 hrs 10 mins
Non-stop

✈ PEK
01-04-2021 (14:40)

View Details

ECONOMY
From
SGD 436.80

PREMIUM ECONOMY
From
SGD 1090.80

SELECT FARES	PREMIUM ECONOMY STANDARD - P	PREMIUM ECONOMY FLEXI - T
🚫 CANCELLATION	SGD 270	
🚫 NO SHOW	SGD 270	
🎫 CHANGE	SGD 70	
🎫 UPGRADE	Allowed	Allowed
🎫 MILES	100	125
🧳 BAGGAGE	35 Kg	35 Kg
💺 ADVANCE SEAT SELECTION	Complimentary (Except for Extra Legroom Seats)	Complimentary (Except for Extra Legroom Seats)
	SGD 1090.80	**SGD 1352.80**

Select Flight:
If available, you will see the selected cabin + 1 upsell

SQ 800

SIN ✈
01-04-2021 (01:10)

🕐 6 hrs 5 mins
Non-stop

✈ PEK
01-04-2021 (07:15)

View Details

ECONOMY
From
SGD 607.80

SQ 806

SIN ✈
01-04-2021 (16:50)

🕐 6 hrs 10 mins
Non-stop

✈ PEK
01-04-2021 (23:00)

View Details

ECONOMY
From
SGD 607.80

PREMIUM ECONOMY
From
SGD 1090.80

1 Flight Details	2 Flight Price	3 Passenger Details

SQ112 - Singapore to Kuala

Non-stop •

SIN 10:15
SINGAPORE
31 Dec 2021 (Friday)

0 hrs 50 mins

KUL 11:05
KUALA
31 Dec 2021 (Friday)

Singapore Airlines • SQ112
738
Economy Flexi

[View Fare Rules] [View Baggage Allowance]

Fare Breakdown

Pricing Info		SGD
• Base Price		330.00
• Total Tax		52.30
• Total & Final Price		382.3

View Flight Information:
View selected flight and fare information

PASSENGER 1 - ADULT

Personal information

☐ First Name Only

Title *

First / Given name (as in passport)*

Last / Family name (as in passport) *

Date of birth *

Document information

Passport number

Passport expiry date

Passport issuance date

Nationality

Passport place of issue

PASSENGER 1 - ADULT

Personal information

☑ I do not have a first/given name in my passport

Title *
Mr

First / Given name (as in passport)

Last / Family name (as in passport) *
Friendly

Date of birth *
01/06/2000

Document information

Passport number *
E88888888

Passport expiry date *
01/06/2032

Passport issuance date *
01/06/2022

Nationality *
Singapore

Passport place of issue *
Singapore

Frequent flyer details (optional)

Programme
Singapore Airlines - KrisFlyer

Membership number
8888888888

Contact details

Primary contact *

Primary contact number *
Mobile

Phone number

Last Name Only:
Check this box if pax only has a last name

Document Information:
These are optional fields. If an agent keys in any 1 of the fields, they must complete all fields. Otherwise, they can leave all fields blank and proceed.

FFP Details:
Agents must key in FFP information to gain access to perks related to FFP tier, as well as to allow KF miles / HF Points to be earned.
Note:
KF number **must match** FNAME/LNAME/DOB to allow for accruals

Document information

Passport number *
E8888888888

Passport expiry date *
01/11/2031

Passport issuance date *
01/11/2021

Nationality *
Singapore

Passport place of issue *
Singapore

Frequent flyer details (optional)

Programme
Singapore Airlines - KrisFlyer

Membership number
8888888888

Contact details

Primary contact *
Mr Agent Friendly

Primary contact number *
Mobile

+ Add another contact number

Passenger email address * This email address is used to notify passengers in the event of flight or schedule changes.
Sarah@test.com

Agent email address * This email address will be used to notify the agent in the event of flight schedule changes.
Sarah@test.com

Free-Text/Remarks
hi

Contact Details:
It is mandatory to have at least one passenger's contact information. Passenger email address is a mandatory field.

Passenger's Email Address:
Please note that the passenger whose email is provided will receive the both the E-Ticket and schedule change/flight disruption information.

Agent's email address:
This is needed to complete a booking as this allows the agent to receive both the E-Ticket and schedule change/flight disruption information.

Proceed to Book & Hold PNR:
This will hold the PNR for the booking.

Back

Book and Hold ticket

Order ID: SQ1996D201116S
Booking Date: **16 November 2020**
Ticketing Time Limit: **19 November 2020 06:16 (SIN)**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

Refresh

#PAX		TYPE		FREQUENT FLYER		DC	SERVICES
1	IAT	Adult		-			

1

BSP CASH

2

BSP CARD eg UATP

3

DIRECT CREDIT CARD

Contact Details:

MR NURUDDIN SELAMAT

(MOBILE/CTCM) 65-88888888

(CTCE) HARDACCEPT@SQTESTEMAIL.SG

(CTCE) AGENT..EMAIL//TEST.COM

Itinerary Details:

		LEAVES		ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ5118		01 Apr 2021 12:45		01 Apr 2021 13:45	MI	Economy Lite	K

4

ARC CASH

5

ARC CARD

Order Details:

Airline PNR: **6MIE8C**

Click **Issue** to Issue Ticket

ORDE			ON ID	TRANSACTION S
1	MR NURUDDIN SELAMAT	Flight ticket		hold

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
N/A	N/A	N/A	N/A	N/A

Issue   Cancel

FORM OF PAYMENTS (FOPs)

SINGAPORE AIRLINES

Order ID / Airline PNR

Ash

- Dashboard
- Shopping
- Order Management
  - Orders
  - Reports
    - Report
- Accounting

	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES
1	MR TEST TEST	Adult	12-12-1990	-		

Contact Details:

PASSENGER		EMAIL
MR TEST TEST		(CTCE) HARDACCEPT@SQTESTEMAIL.SG

Itinerary Details:

	FROM		OPERATED BY	CLASS	RBD CODE
SQ706	Singapore, Singapore		SQ	Economy Standard	W

Are you sure you want to issue the document?

Ticket price : **376.40 (SGD)**

Total price : **376.40 (SGD)**

Free-Text/Remarks

Make payment

Payment option *

▾

BSP Cash
BSP Card
EasyPay

Select **BSP CASH**

Order Details:

Airline PNR: **5COG24**

			TRANSACTION STATUS	PRICE (SGD)
1			hold	376.40

Yes   No

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
N/A	N/A	N/A	N/A	N/A

Manual Reprice   Issue   Cancel

Passenger Details:

[Refresh] [Seats]

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR NURUDDIN SELAMAT	Adult	16-10-1992	-			⊕📖

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT_EMAIL//TEST.COM

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ5118	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Airline PNR: **6XWTQJ**

Once ticket is issued, agents will see **BSP** reflected under Payment History (Payment Type).

	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
	Flight ticket	6182433018501	confirm	114.80

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	114.80 (SGD)	Flight Booking-6XWTQJ	17-11-2020 16:13

[Void] [Reshop]

Are you sure you want to issue the document?

Ticket price :   376.40 (SGD)

Total price :   376.40 (SGD)

Free-Text/Remarks

Make payment

Payment option *

BSP Card   ☐ MOTO

Name on card *   Card number *

Expiration month *   Expiration year *   CVV

Select BSP CARD

Agents will be prompted to key in the relevant card information once selected.

Yes   No

V 2.7.6

SINGAPORE AIRLINES

Order ID / Airline PNR

Ash

Dashboard

Shopping

Order Management

   ▸ Orders

   ▸ Reports

     ▸ Report

Accounting

	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES
1	MR TEST TEST	Adult	12-12-1990	-		

Contact Details:

PASSENGER		EMAIL
MR TEST TEST		(CTCE) HARDACCEPT@SQTESTEMAIL.SG

Itinerary Details:

Order Details:

Airline PNR: **6KBWVJ**

Payment History:

#			MMENTS	CREATED
N/A	N/A	N/A	N/A	N/A

Manual Reprice   Issue   Cancel

V 2.7.6

Are you sure you want to issue the document?

Ticket price :   376.40 (SGD)

Total price :   376.40 (SGD)

Free-Text/Remarks

Make payment

Payment option *

EasyPay

Name on card

Card number *

Expiration month *

Expiration year *

CVV

Yes   No

	FROM		OPERATED BY	CLASS	RBD CODE
SQ714	Singapore, Singapor		SQ	Economy Standard	W

	TRANSACTION STATUS	PRICE (SGD)
	hold	376.40

Select **EasyPay**

Agents will be prompted to key in the relevant card information once selected.

Passenger Details:

Refresh Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR NURUDDIN SELAMAT	Adult	16-10-1992	-			

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT_EMAIL//TEST.COM

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ5118	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Airline PNR: **6MIE8C**

	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
	Flight ticket	6182433015353	confirm	114.80

Once ticket is issued, agents will see **BSP CARD** reflected under Payment History (Payment Type).

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP Card	114.80 (SGD)	Flight Booking-6MIE8C	16-11-2020 14:24

Void Reshop

When using BSP CC as a form of payment, please note the following details:

1. Available card types: American Express, Diners, Master, Visa & UATP **(Coming Soon!)**.

2. Agents may only use one form of payment per PNR (e.g. BSP Cash or BSP Credit Card or IATA Easypay or Direct Credit Card).

3. Agents may use multiple card types or numbers in a single PNR if BSP CC is selected as a form of payment (e.g. Issues a ticket with Visa, Reshop the booking with Amex and add ancillaries with a Master).

Direct Credit Card will appear as a FOP for non BSP-accredited agents (i.e. TIDS)

3DS2 VERIFICATION

- In line with regulatory requirements and to ensure a more secure payment process for customers, sellers and the airline, Singapore Airlines mandate 3DS2 authentication for all BSP Card and Direct Credit Card transactions

- Since Oct 2022, AGENT 360 has transited from 3DS to 3DS2 payment authentication

- Benefits of 3DS2 over 3DS
  - ☺ Certain flows are "frictionless" and agent will successfully pass 3DS2 without having to enter OTP
  - ☺ If 3DS2 session is closed prematurely (e.g. agent closes 3DS2 OTP tab) agent can still retry payment

SINGAPORE AIRLINES

Order ID / Airline PNR

Ash

- Dashboard
- Shopping
- Order Management
  - Orders
  - Reports
    - Report
- Accounting

1 | MR TEST TEST | Adult | 12-12-1990 | -

Contact Details:

PASSENGER | EMAIL

MR TEST TEST | (CTCE) HARDACCEPT@SQTESTEMAIL.SG

Itinerary Details:

FROM | OPERATED BY | CLASS | RBD CODE

Singapore, Singapore | SQ | Economy Standard | W

Are you sure you want to issue the document?

Ticket price : 376.40 (SGD)

Total price : 376.40 (SGD)

Free-Text/Remarks

Make payment

Payment option *

Select **BSP CARD**

☑ MOTO

MOTO Type *

BSP Card

Mail Order

Name on card *

Card numb

Telephone Order

Expiration month *

Expiration year *

CVV

Order Details:

Airline PNR: 6KBWVJ

ORDER ITEM

1 | 376.40

TRANSACTION STATUS

hold

PRICE (SGD)

376.40

Yes | No

Payment History:

| | | | CREATED

N/A | N/A | N/A | N/A | N/A

Manual Reprice | Issue | Cancel

- For BSP Card transactions, **MOTO (Mail Order / Telephone Order) flag** is checked by default as we assume card-no-present scenario by default
  - card-no-present: when pax is not physically present to provide card details and complete 3DS2 authentication
- When MOTO is selected transaction is not subjected to authentication
- MOTO Type
  - **Mail Order**: Pax provides agent with payment details by **mail**
  - **Telephone Order**: Pax provides agent with payment details by **telephone**
- MOTO indicator is only applicable for agents transacting via BSP Card and NOT APPLICABLE for Direct CC transactions

- Please note that agents are liable for any chargebacks (if any) when MOTO is selected as 3DS2 authentication is not triggered
- If pax is present to provide OTP, agents should uncheck MOTO flag to proceed with 3DS2 authentication

ANCILLARIES
(SEATS / BAGGAGE / SPECIAL SERVICE REQUESTS)

Booking Details:

Order ID: **SQ5535D21112S**
Imported PNR: **No**
Booking Date: **02 November 2021**
Agent Email Address: **ABC@GMAIL.COM**

Passenger Details:

⬇ Fare Rules   ⟳ Refresh   ✉ Email eTicket   🪑 Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST	Adult	29-11-2003	-			⊕🧳 ⊕📷

Contact Details:

PASSENGER	PHONE
MR TEST	(MOBILE/CTCM) 65-12345678

Ancillaries:
1. Cannot be held (so payment & EMDs must be issued immediately)
2. Are non-transferrable, non-exchangeable and non-refundable

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
	Jakarta, Indonesia (CGK)	08 Nov 2021 05:25	Singapore, Singapore (SIN)	08 Nov 2021 08:10	SQ	Business Standard	U

Order ID / Airline PNR

Nuruddin

Booking Details:

Order ID: SQ2007D201117S
Booking Date: 17 November 2020
Agent Email Address: AGENT_EMAIL@TEST.COM

Passenger Details:

#PAX	
1	

Contact Details:

	PASSENGER
	MR NURUDDIN SELA

Itinerary Details:

SQS118

Order Details:

ORDER ITEM
1

Payment History:

SeatMap Information ⊗

Singapore, Singapore (SIN) - Kuala Lumpur, Malaysia (KUL)

Flight - 738

Passenger

| 1 | MR NURUDDIN SELAMAT selected seat: F7 | X |

Submit

ⓘ Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to view your assigned seats after you check in.

LEGEND

🟩 Available Seats	🟦 Selected seat(s)	⬜ Not available			
Bassinet	Closet	Stair Case	Storage Space	Bar	
Table	Lavatory	Galley	Luggage Storage		

MI 0328 · 738

	A	B	C	D	E	F	
5	⬜	⬜	⬜	⬜	⬜	⬜	5
6	⬜	⬜	⬜	⬜	⬜	⬜	6
7	A7	B7	C7	D7	E7	F7	7
8	A8	B8	C8	D8	E8	F8	8
	A9	B9	C9	D9	E9	F9	

Refresh | Seats

ACTIONS

EMAIL

(CTCE) HARDACCEPT@SQTESTEMAIL.SG

(CTCE) AGENT..EMAIL//TEST.COM

OPERATED BY | CLASS | RBD CODE

MI | Economy Lite | K

TRANSACTION STATUS | PRICE (SGD)

confirm | 114.80

Hover over the seat map to view **seat characteristics**

ⓘ Change fees for tickets issued on 5 March 2020 through 31 December 2020 for travel to and from all destinations will be waived. Click here for details.

ⓘ Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to view your assigned seats after you check in.

ⓘ Yo... ...ntry requirements for their destination at their time of travel.

Select Payment option to complete adding of seat.

Boo...
Order ID: SQ...
Booking Date: **18 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

#PAX	NAME			SERVICES	ACTIONS
1	MR NURUDDIN SELA...			Ancillary: EXCESS BAGGAGE REQUEST	

Contact Details:

PASSENGER		EMAIL
MR NURUDDIN SELA...		(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT_EMAIL//TEST.COM

ⓘ Proceed to make payment for the selected items. Please note that ancillaries are non-refundable, non-exchangeable and non-transferrable. Please note that seats cannot be changed after they are issued. If you wish to change your seat, please reach out to your local SQ station representative or email sq_assistance@singaporeair.com.sg

Price: SGD 10.80

Are you sure you want to issue the document?

Make payment

Payment option *
BSP Cash

Yes   No

⟳ Refresh   💺 Seats

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ5118	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Order Details:

Airline PNR: **6XWTQJ** ⌃

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR NURUDDIN SELAMAT	Flight ticket	6182433018501	confirm	114.80

Booking Details:

Order ID: **SQ2007D201117S**
Booking Date: **18 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

[Refresh] [Seats]

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES		ACTIONS
1	MR NURUDDIN SELAMAT	Adult	16-10-1992	-		SIN-KUL	Ancillary: EXCESS BAGGAGE REQUEST Seat: 7F	

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT..EMAIL//TEST.COM

Itiner...

	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

> Once payment goes through, agent will see **EMD** reflected under Order Details.

Order Details: Airline PNR: **6XWTQJ**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR NURUDDIN SELAMAT	Flight ticket	6182433018501	confirm	114.80
2	MR NURUDDIN SELAMAT	Seat: 7F	6184561266315	confirm	10.80
3	MR NURUDDIN SELAMAT	Ancillary: EXCESS BAGGAGE REQUEST	6184561266222	confirm	20.20

Payment History:

Booking Details:

Order ID: **SQ5535D21112S**
Imported PNR: **No**
Booking Date: **02 November 2021**
Agent Email Address: **ABC@GMAIL.COM**

Passenger Details:

[Fare Rules] [Refresh] [Email eTicket] [Seats]

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST	Adult	29-11-2003	-			⊕🧳 ⊕📷

Contact Details:

PASSENGER	PHONE
MR TEST	(MOBILE/CTCM) 65-12345678

Ancillaries:
1. Cannot be held (so payment & EMDs must be issued immediately)
2. Are non-transferrable, non-exchangeable and non-refundable

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
	Jakarta, Indonesia (CGK)	08 Nov 2021 05:25	Singapore, Singapore (SIN)	08 Nov 2021 08:10	SQ	Business Standard	U

Booking Details:

Order ID: **SQ2007D201117S**
Booking Date: **17 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

⟳ Refresh   🪑 Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR NURUDDI						

Select Segment   ⊗

SIN - LHR
LHR - SIN

Contact Details:

PASSENGER			:STEMAIL.SG
MR NURUDDIN SELAMAT			
			(CTCE) AGENT..EMAIL//TEST.COM

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES
SQ5118	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45

1. Once baggage has been added, the button will be **Greyed** out

2. Select a sector you wish to add baggage.

Order Details:

Airline PNR: **6XWTQJ** ⌃

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR NURUDDIN SELAMAT	Flight ticket	6182433018501	confirm	114.80

ⓘ You are responsible for ensuring that your passengers meet the entry requirements for their destination at their time of travel.

Booking Details:

Order ID: **SQ2007D201117S**
Booking Date: **17 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

[Refresh] [Seats]

#PAX		SERVICES	ACTIONS
1			[+][briefcase]

Paid Ancillaries ⊗

Passenger: **MR NURUDDIN SELAMAT**

[Submit]

Once selected, the **price will be updated.**

Contact Details:

SINGAPORE AIRLINES

ONE KILOGRAM BAGGAGE

SGD 20.20

5KG ⌄

Select the desired baggage weight (up to 100kg)

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ5118	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Order Details: Airline PNR: **6XWTQJ**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)

ⓘ Change fees for tickets issued on 5 March 2020 through 31 December 2020 for travel to and from all destinations will be waived. Click here for details.

ⓘ Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to view your assigned seats after you check in.

ⓘ You ~~requirements~~ for their destination at their time of travel.

Select Payment option to complete adding of baggage.

Boo

Order ID: SQ2007B2011173
Booking Date: **18 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

#PAX	NAME		SERVICES	ACTIONS
1	MR NURUDDIN SELA		Ancillary: EXCESS BAGGAGE REQUEST	

ⓘ Proceed to make payment for the selected items. Please note that ancillaries are non-refundable, non-exchangeable and non-transferrable. Please note that seats cannot be changed after they are issued. If you wish to change your seat, please reach out to your local SQ station representative or email sq_assistance@singaporeair.com.sg

🔄 Refresh   💺 Seats

Price: SGD 10.80

Are you sure you want to issue the document?

Make payment

Payment option *

BSP Cash   ▼

Yes   No

Contact Details:

	PASSENGER		EMAIL
	MR NURUDDIN SELA		(CTCE) HARDACCEPT@SQTESTEMAIL.SG
			(CTCE) AGENT_EMAIL//TEST.COM

Itinerary Details: ⌃

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
✈ SQ5118	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Order Details: Airline PNR: **6XWTQJ** ⌃

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR NURUDDIN SELAMAT	Flight ticket	6182433018501	confirm	114.80

Booking Details:

Order ID: **SQ2007D201117S**
Booking Date: **18 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

Refresh   Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES			ACTIONS
1	MR NURUDDIN SELAMAT	Adult	16-10-1992	-		SIN-KUL	Ancillary: EXCESS BAGGAGE REQUEST	Seat: 7F	

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT..EMAIL//TEST.COM

Itinerary

> Once payment goes through, agent will see **EMD** reflected under Order Details.

LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Order Details: Airline PNR: **6XWTQJ**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR NURUDDIN SELAMAT	Flight ticket	6182433018501	confirm	114.80
2	MR NURUDDIN SELAMAT	Seat: 7F	6184561266315	confirm	10.80
3	MR NURUDDIN SELAMAT	Ancillary: EXCESS BAGGAGE REQUEST	6184561266222	confirm	20.20

Payment History:

Booking Details:

Order ID: **SQ5535D21112S**
Imported PNR: **No**
Booking Date: **02 November 2021**
Agent Email Address: **ABC@GMAIL.COM**

Passenger Details:

Fare Rules | **Refresh** | **Email eTicket** | **Seats**

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST	Adult	29-11-2003	-			

Contact Details:

PASSENGER	PHONE	
MR TEST	(MOBILE/CTCM) 65-12345678	(CTCE) ABC@GMAIL.COM

Special Service Requests:
Agents can also indicate special service requests (SSR) under ancillaries

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ051	Jakarta, Indonesia (CGK)	08 Nov 2021 05:25	Singapore, Singapore (SIN)	08 Nov 2021 08:10	SQ	Business Standard	U

ACTIONS

Select Segment

SIN - DXB

DXB - SIN

Agents can now select which segment to add the SSR to on the ancillaries page

If agents want to add SSRs for multiple segments, they will need to select the other segments and repeat adding the SSR

Booking Details:

Order ID: **SQ5535D21112S**
Imported PNR: **No**
Booking Date: **02 November 2021**
Agent Email Address: **A**

Passenger Details:

#PAX			ACTIONS
1			

Contact Details:

PASSEN		
MR TE		

Itinerary Details:

	FROM	LEAVES	TO
SQ951	Jakarta, Indonesia (CGK)	08 Nov 2021 05:25	Singapore, Singapore (SIN)

Free Services

Passenger: **MR TEST TEST**

sh   Seats

BLIND PASSENGER INFORMATION

BLND   Select

DEAF PASSENGER INFORMATION

DEAF   Select

MEET AND ASSIST REQUEST

MAAS   Booking Instruction

Enter booking inst

Special Service Requests:
Select the relevant SSR and enter more details into the field if required
- BLND – to request the Airline's assistance to aid the Passenger as they are visually impaired
- DEAF - to request the Airline's assistance to aid the Passenger as they are hearing impaired
- WCHR – to request the Airline's assistance to aid the Passenger as they require a wheelchair
- MAAS – to request the Airline's assistance to meet the Passenger and render assistance
- SEMN – to provide the Airline with Passenger's vessel number

Booking Details:

Order ID: **SQ**

Imported PNR: **No**

Booking Date: **21 October 2022**

Agent Email Address:

Endorsement Text: **CHNG FEE APPLY /REFUND FEE APPLY /NO SHOW FEE APPLY**

Previously, fare rules were only available at the point of booking.

Fare rules can now be retrieved even after the booking has been issued on the order details page.

(Coming Soon) Fare rules for imported bookings

Passenger Details:

ℹ Fare Breakdown   ⬇ Fare Rules   ⟳ Refresh   ✉ Email eTicket   Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST TEST	Adult	12-12-1990	-			⊕🧳 ⊕ ⊕

MANUAL REPRICE

SINGAPORE AIRLINES

Order ID / Airline PNR

Ash

- Dashboard
- Shopping
- Order Management
  - Orders
  - Reports
    - Report
- Accounting

#TAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES
1	MR TEST TEST	Adult	12-12-1990	-		

Contact Details:

PASSENGER	PHONE	EMAIL
MR TEST TEST	(MOBILE/CTCM) 93-9610041	(CTCE) HARDACCEPT@SQTESTEMAIL.SG

Itinerary Details:

	FROM	LEAVES	TO
SQ714	Singapore, Singapore (SIN)	24 May 2022 17:30	Bangkok, Thailand (BKK)

Order Details:

Ticket price :   376.40 (SGD)

TST Repriced Amount :   376.40 (SGD)

TST Effected Date/Time   28-04-2022 09:16

Total price :   376.40 (SGD)

Confirm   Close

Manual Reprice:
Agents have the option to manually reprice TST before issuance.
This can be done anytime after the booking is booked and held.

Agents can first confirm the manual reprice before the new pricing is committed.
Once pricing is committed there is no rollback to the initial price.

After 4 days, the TST will still be automatically repriced

TRANSACTION COMMENTS	CREATED
N/A	N/A

Manual Reprice   Issue   Cancel

REFUND/VOIDING OF TICKETS

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MRS KHLOE KARDASHIAN	Adult	07-11-1968	-			
2	MRS KATE KARDASHIAN	Adult	07-11-1985	-			

Contact Details:

PASSENGER	PHONE	EMAIL
	(MOBILE/CTCM) 60-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG (CTCE) AGENT..EMAIL//TEST.COM

Itinerary Details:

Refund Details:

ORIGINAL TICKET AMOUNT	PENALTY	NET VALUE
SGD 200.50	SGD 159.00	SGD 41.50

CLASS	RBD CODE
Economy Lite	Q

Refund   Cancel

SQ106

Order Details: Airline PNR: **5MC9MB**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR TEST	Flight ticket	6182433489292	confirm	200.50

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP Card	249.60 (SGD)	Flight Booking-SDQQB4	12-11-2020 11:43

Reshop   Refund   Split PNR

ORDER ID	AIRLINE PNR	AGENCY	PAX NAME	BOOKED BY	DATE OF BOOKING	TICKETING TIME LIMIT	PAYMENT TYPE	AMOUNT	STATUS
SQ		i	MR TEST/TEST		08-08-2022	-	BSP	SGD 1,263.30	Refunded i

Once a booking has been **Refunded**, agents will be not be able to click the order ID to view order details.

Agents can view the following refund details post-refund:
• Ticket number
• Ticket status: RF
• Settlement Authorisation Code (SAC)
• Amount refunded

Refunds can also be performed in the case of a **no-show**. Please note that reissuance is not supported in the case of a no-show.

Refund Details

Penalty Amount:270.00 SGD

TICKET NUMBER	TICKET STATUS	SAC	AMOUNT
618	RF		891.30 SGD

2	MR ADAM KEET	Adult	22-11-1985	-

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT_EMAIL//TEST.COM

Itinerary Details:

		FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ118							Economy Lite	K
SQ5117							Economy Lite	K

Are you sure you want to void the booking?

Yes No

Order Details: Airline PNR: **57ZTS4**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTIO...
1	MR NURUDDIN SELAMAT	Flight ticket	6182433020...
2	MR ADAM KEET	Flight ticket	6182433020...

Voiding done within the BSP Day, there will be no penalty fee.
Void can only be done for the first issuance.

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	318.80 (SGD)	Flight Booking-57ZTS4	...2020 10:49

Void   Reshop   Spit PNR

RESHOP

When using Reshop, please note the following details:

1. Refund/Reshop is subject to penalty fee waiver (if any).

2. No ability to key in waiver codes.

3. Please take note of the following considerations for Reshop:

- If all segments unflown:
    - Reshop both segments or on a specific segment (Change date/itinerary), agents will need to select both segments again.
- If initial segment(s) is flown by pax:
    - Agents is only allowed to reshop for unflown segments only.

- If no-show on initial segment(s):
    - Refund / Reshop buttons will be hidden
    - Agent/Passenger will need to call in to inform the airline that he/she wishes to modify the booking as all subsequent servicing to be done offline manually.

Your Previous Booking

ORIGIN	DESTINATION	DEPARTURE DATE	ACTION
Singapore, Singapore (SIN)	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 18:45	Select
Kuala Lumpur, Malaysia (KUL)	Singapore, Singapore (SIN)	08 Apr 2021 14:30	Remove

Trip ID: SQ2022D201118S
PNR No: 57ZTS4
Passengers:-

- MR NURUDDIN SELAMAT ADT
- MR ADAM KEET ADT

Book a Flight

Access Code

Corporate ID

Select the sector that you wish amend

From

Kuala Lumpur, Malaysia (KUL) KUL

⇄

To

Singapore, Singapore (SIN) SIN

Depart Date

15/04/2021

Passenger Criteria

Adult (12 years and above)

2

Children (2-11 years at time of travel)

0

Infants (0-23 months at time of travel)

0

Marine

0

Student (less than 30 yrs)

0

Select IATA Code

IATA

32307122

From

| Kuala Lumpur, Malaysia (KUL) | KUL |

To

| Singapore, Singapore (SIN) | SIN |

Depart Date

15/04/2021

Passenger Criteria

Adult (12 years and above)

2

Children (2-11 years at time of travel)

0

Infants (0-23 months at time of travel)

0

Marine

0

Student (less than 30 yrs)

0

Select the **Date** or **Class** or **Both** and **Search.**

Select IATA Code

IATA

32307122

Shopping Criteria

Cabin Preference

Economy

| Economy |
| Premium Economy |
| Business |
| First |

...pproved itineraries here. Due to regulatory requirements, there may be changes to your transit journey in Singapore. Click here to find out more.

🔍 View Schedules

Search

Sort :   Price   Time   Duration   Stops

Modify Search

✈ Kuala Lumpur to Singapore

SQ 5425

KUL ✈   🕐 1 hrs 0 mins   🛬 SIN
15-04-2021 (12:00)   15-04-2021 (13:00)

Non-stop

View Details

Select the necessary **departure** and **arrival** options of your choice.

BUSINESS

SELECT FARES	BUSINESS LITE - D	BUSINESS STANDARD - U	BUSINESS FLEXI - J
🎫 MILES	125	125	150
🎫 UPGRADE	Not Allowed	Allowed	Allowed
🚫 CANCELLATION	Not Allowed	SGD 340	SGD 270
🚫 NO SHOW	SGD 400	SGD 400	SGD 400
🎫 CHANGE	SGD 340	SGD 200	Complimentary
💺 ADVANCE SEAT SELECTION	Complimentary	Complimentary	Complimentary
	Select	Select	Select

SQ 5319

KUL ✈   🕐 1 hrs 0 mins   🛬 SIN
15-04-2021 (07:35)   15-04-2021 (08:35)

Non-stop

View Details

BUSINESS

Choose Fare Type:
Agent will be shown the lowest fare of the lowest RBD available in that fare family

SQ 5315

KUL ✈   🕐 1 hrs 0 mins   🛬 SIN
15-04-2021 (08:55)   15-04-2021 (09:55)

Non-stop

BUSINESS

Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to view your assigned seats after you check in.

You are responsible for ensuring that your passengers meet the entry requirements for their destination at their time of travel.

Sort : Price   Time   Duration   Stops   **Modify Search**

1 Flight Details

2 Flight Price

3 Reshop Details

Previous Booking Summary

Singapore, Singapore (SIN) - Singapore, Singapore (SIN)   Economy Lite   SGD 318.80

Booking Summary

KUL - SIN
FBCODE: D16SGR

View Details

KUL | 12:00 (15 Apr 2021)
Kuala Lumpur, Malaysia (KUL)

SQ 5425 Operated by SILKAIR
Time: 1 hrs

SIN | 13:00 (15 Apr 2021)
Singapore, Singapore (SIN)

Fare Family :Business Lite
RBD Code : D

Terminal: M
Aircraft:

Agent can review Flight Details/Fare Breakdown in the Flight Price page.

Fare Breakdown ⓘ

Total Fare: SGD **1382.20**

Back   Next

ⓘ Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to vi
your assigned seats after you check in.

ⓘ You are responsible for ensuring that

Sort : Price   Time   Duration   S

Modify Se

1 Flight Details

3 Reshop Details

Singapore, Singapore (SIN) - Sin
(SIN)

SGD 318

Fare Breakdown

❌

REPRICE DETAILS

Old fare	318.80 (SGD)
Pax Wise Breakdown	

2 ADT		
Base Amount		608.00 SGD
Total Tax		166.20 SGD
Tax BreakDown	G1	13.70
	G1	2.70
	H8	0.40
	L7	10.80
	MY	11.50
	OP	6.10
	SG	37.90

New fare	1382.20 (SGD)
Penalty	0.00 (SGD)
Total difference	1063.40 (SGD)

Here you can see the fare breakdown and the fare difference if any.

KUL - SIN
FBCODE: D16SGR

View Details

KUL

12:00 (15 Apr 2021)
Kuala Lumpur, Malaysia (KUL)

🛫 SQ 5425 Operated by SILKAIR

Fare Family :Business Lite
RBD Code : D

Terminal: M

ⓘ You are responsible for ensuring that your passengers meet the entry requirements for their destination at their time of travel.

Sort :   Price   Time   Duration   Stops

Modify Search

1 Flight Details	**2** Flight Price	**3** Reshop Details

New Offer Details

DEPART	ARRIVE	Flight	Aircraft	Class/Fare type
SIN	**KUL**	✈ SQ118		Class : Business Lite
18:45 THURSDAY 01 APR 2021	19:45 THURSDAY 01 APR 2021			Fare Types : D
		⏱ Duration 1 hrs 0 mins	Stops Non-stop	

DEPART	ARRIVE	Flight	Aircraft	Class/Fare type
KUL	**SIN**	✈ SQ5425		Class : Business Lite
12:00 THURSDAY 15 APR 2021	13:00 THURSDAY 15 APR 2021			Fare Types : D
		⏱ Duration 1 hrs 0 mins	Stops Non-stop	

PENALTY	SGD 0.00
TOTAL DIFFERENCE	SGD 1063.40

Select Form of Payment to complete Reshop.

Fields marked with * are mandatory.

Make payment

Payment option *

[   ] ▼

BSP Cash

Back

Continue

	PASSENGER	PHONE	EMAIL
	MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
			(CTCE) AGENT..EMAIL//TEST.COM

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ118	Singapore, Singapore (SIN)	01 Apr 2021 18:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 19:45	SQ	Business Lite	D
SQ5425	Kuala Lumpur, Malaysia (KUL)	15 Apr 2021 12:00	Singapore, Singapore (SIN)	15 Apr 2021 13:00	MI	Business Lite	D

> Once payment is confirmed, new Transaction ID (Ticket #) will be issued. Payment History will also show **Reissue**.

Order Details: Airline PNR: **57ZTS4**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR ADAM KEET	Flight ticket	6182433020498, 6182433020562	confirm	531.70
2	MR NURUDDIN SELAMAT	Flight ticket	6182433020497, 6182433020561	confirm	531.70

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	318.80 (SGD)	Flight Booking-57ZTS4	18-11-2020 10:49
2	BSP	1063.40 (SGD)	Reissue ADC	18-11-2020 11:01

Reshop Refund Split PNR

1 Flight Details	2 Flight Price	3 Reshop Details

New Offer Details

DEPART	ARRIVE	Flight	
SIN	**BKK**	SQ706	
07:10 WEDNESDAY 31 AUG 2022	08:35 WEDNESDAY 31 AUG 2022	**Duration** 2 hrs 25 mins	
PENALTY			SGD 0.00
TOTAL DIFFERENCE			SGD 0.00

Agents can now reshop ticketed bookings without paying immediately.

Please note that selecting "Reshop and Hold" changes the booking status to "On Hold".

Reshop will be committed and there is no reverting to the original itinerary.

Reshop and Hold **Continue**

Back

Revalidation (no ADC)

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	528.30 (SGD)		-2022 14:37
2		0 (SGD)		-2022 14:46

Click "Confirm Reissue" to confirm revalidation.

Agents have until departure date to confirm revalidation.

Confirm Reissue

Reissuance

Order Details: Airline PNR: **5HJAHD** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR AGENT FRIENDLY	Flight ticket		hold	528.30

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	528.30 (SGD)	Flight Booking-5HJAHD	28-06-2022 14:37
2				28-06-2022 14:46

Confirm Reissue

After selecting "Reshop and Hold", a new TTL will be generated which agent must issue ticket by
- Once TTL expires inventory is lost and agent will need to make a new booking
- *(Coming soon)* Display new TTL on order details

TST will still only be valid up to 4 days
- *(Coming soon)* Auto and manual reprice TST for orders that are reshop on hold

Click "Confirm Reissue" to make payment for reissuance

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT_EMAIL//TEST.COM

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE
SQ118						Business Lite	D
SQ5425						Business Lite	D

Split PNR Passenger Information

#	NAME	TYPE	
1	MR NURUDDIN SELAMAT	ADT	☑
2	MR ADAM KEET	ADT	☐

Confirm

Order Details: Airline PNR: **57ZTS4**

ORDER ITEM	PASSENGER NAME		TRANSACTION STATUS	PRICE (SGD)
1	MR ADAM KEET		confirm	531.70
2	MR NURUDDIN SELAM		confirm	531.70

Agents will be able to **Split PNR** for bookings **AFTER ISSUANCE** that have more than 1 pax.

Agents can continue to service their bookings as separate PNRs after the PNR has been split.

Select the passengers accordingly of which you would want split a PNR for. Selected names will be in the booking with the same original PNR. This is will be recorded as the Parent order ID.

Payment History:

#	PAYMENT TYPE	CREATED
1	BSP	18-11-2020 10:49
2	BSP	18-11-2020 11:01

Child Order ID: **SQ2023D201118S**
Order ID: **SQ2022D201118S**
Booking Date: **18 November 2020**

Passenger Details:

[Fare Rules] [Refresh] [Email eTicket] [Seats]

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR ADAM KEET	Adult	22-11-1985	-			

Contact Details:

PASSENGER	PHONE	EMAIL
	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG (CTCE) AGENT_EMAIL//TEST.COM

The Parent's ticket will be displaying it's **Original** PNR and its "**CHILD**" order ID.

Itinerary Details:

Order Details:
Airline PNR: **57ZTS4**

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	318.80 (SGD)	Flight Booking-57ZTS4	18-11-2020 10:49
2	BSP	1063.40 (SGD)	Reissue ADC	18-11-2020 11:01
3	BSP	531.70 (SGD)	divide booking - refund-57ZTS4	18-11-2020 11:12

Parent Order ID: **SQ2022D201118S**
Order ID: **SQ2023D201118S**
Booking Date: **18 November 2020**
Agent Email Address: **AGENT_EMAIL@TEST.COM**

Passenger Details:

[Fare Rules] [Refresh] [Email eTicket] [Seats]

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR NURUDDIN SELAMAT	Adult	16-10-1992	-			⊕☰ ⊕🍽

Contact Details:

PASSENGER	PHONE	EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG
		(CTCE) AGENT..EMAIL//TEST.COM

Itinerary Details:

The Child's booking will be displaying a **New B** and its "**PARENT**" order ID.

Order Details: Airline PNR: **58AP9V** ⌄

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	531.70 (SGD)	Divide booking - New Order ID -58AP9V	18-11-2020 11:12

[Reshop]

VIEWING OF ETICKET

Order Details: Airline PNR: **5J4SET** ︿

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR AGENT FRIENDLY	Flight ticket	6182435297619	confirm	528.30

Electronic Ticket

Status : **Open**
Ticket image details for documents

ET RECORD	
AGY: 880880	O/D: SINBKK
ISSUED: 2022-06-28	TKT: 6182435297619
Order Reference: **5J4SET**	IATA: 32306632

> Agents can click on the transaction ID to view the eTicket.

Coupons

CP	AL	FLT	CL	DATE	BRD	OFF	ST	FARE BASIS	NVB	NVA	BAG	CS
1	SQ	714	E	2022-07-31	SIN	BKK	OK	E12SGO			30KG	Open

Fare Details				Fare Details	
FARE	SGD	474.00		Form of Payment	SGD 474.00 BSP Cash
TAX	SGD	10.8 (L7)		Endorsement	
TAX	SGD	6.1 (OP)		Fare Calculation	SIN SQ BKK342.31NUC342.31END ROE1.384670
TAX	SGD	35.4 (SG)			
TAX	SGD	1.4 (E7)			
TAX	SGD	0.6 (G8)			

Booking Details:

Order ID: **SQ**
Imported PNR: **No**
Booking Date: **28 June 2022**
Endorsement Text: **NO CHNG FEE /REFUND FEE APPLY /NO SHOW FEE APPLY**

Passenger Details:

⟳ Refresh   ✉ Email eTicket   🪑 Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR AGENT FRIENDLY	Adult	03-06-2003	-			⊕🧳 ⊕🎥 ⊕☕

Agents can resend eTickets after issuance by clicking "Email eTicket" on Order Details page.

Select between the following emails as the recipient email
1. Your registered AGENT 360 email
2. Agent email entered in booking (if different from #1)
3. Pax email entered in booking

Recipient email will receive a copy of **eTicket** and the **eTicket receipt**

Email *

Select...

sarah@test.com

pax@test.com

agent@test.com

NAME TRUNCATION

1. Max 59 characters

2. System will count the number of characters in the pax name as well as the date of birth.

3. Sometimes names get truncated by ARD as there is character limit on pax names but it **doesn't affect check-in**

4. Name truncation is not new to NDC, today for SAA, GDS and offline ARD bookings, when the name exceeds the defined character limit set for SQ, the name will be truncated in those channels as well. For NDC, we apply the standard truncation logic when it exceeds the limit.

5. Won't be any issue with check-in as long as the truncation was done by the logic; agents don't have remember the logic to truncate on their end, they just have to provide the full name at booking time and allow the system to truncate based on the logic.

CROSS-CHANNEL SERVICING

When performing Cross-Channel Servicing, please note the following details:

1. Agents can import any NDC PNR into AGENT 360, provided the ticket has been **issued and settled** with BSP Cash, BSP Card or Direct Credit Card.

2. Refund, Reissuance, Revalidation, Split PNR and adding of Ancillaries are available once PNR is imported.

Not in scope for Cross-Channel Servicing:

1. Void Booking

2. PNRs booked by sub-agents using a consolidator workflow will not be able to be imported, as retrieval of PNRs in A360 use the agent's IATA code as a form of verification.

IMPORT PNR

Continue to service NDC bookings made outside of AGENT 360 by importing the PNR using this tool.

After a PNR is imported, you will be able to service or add ancillaries to the booking.

PNR to be imported *

Six alphabet code

Last Name *

Enter Your Name

IATA Number *

Select...

Please note:

- The PNR should have the Segment Details included

- The PNR should have Price Quote details and Form of Payment included

- The PNR should include all relevant details (e.g. Name, DOB, Pax Contact Info)

Claim

- Currently, NDC bookings can only be serviced using the same platform it was originally booked in

- AGENT 360 allows travel agents who make NDC bookings outside AGENT 360 to service them using AGENT 360

- Agents will be able to import a PNR made outside of AGENT 360 into the system, and service the PNR based on AGENT 360's servicing capabilities

- Once transacted in AGENT 360, the updates will reflect in the agent's original ticketing system only if the platform allows this capability. This is not managed by A360 and is at the discretion of the NDC provider

My Orders

Order ID	Airline PNR	Pax Name	Search by date		Status
			Start Date → End Date		

TTL

ℹ Change fees for tickets issued on 5 March 2020 through 30 June 2021 for travel to and from all destinations will be waived. Click here for details.

ℹ For rebooked or cancelled flights with ancillaries purchased on AGENT 360, please contact your local SIA office to assist with re-associating the ancillaries to the rebooked flight, or to refund accordingly.

ℹ Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to view your assigned seats after you check in.

ℹ With increasing travel restrictions as a result of Covid-19, customers are advised to check the latest entry requirements before their trip. For the travel advisory on transiting or entering Singapore, visit here . For all other destinations, visit here .

Reset   Search   Import PNR

1. Go to Order Management
2. Select Orders,
3. Select Import PNR

Sort By:

TTL | Booking Date

ORDER ID	AIRLINE PNR	AGENCY	PAX NAME	BOOKED BY	DATE OF BOOKING	TICKETING TIME LIMIT	PAYMENT TYPE	AMOUNT	STATUS	IMPORTED PNR	VIEW
SQ5530D21112S	6OU28V		MR AGENT FRIENDLY	Ashrina Hoondal	02-11-2021	17-12-2021 (23:00)		SGD 382.30	On Hold	No	Details
SQ5529D21111S⚠	6EY9WJ		MR HAMSA	SQCLIENT SYAMB	01-11-2021	08-11-2021 (23:00)	Card	SGD 673.80	void	No	Details
SQ5528D21111S	695728		MR KIRAN TEST	SQCLIENT SYAMB	01-11-2021	11-12-2021 (23:00)		SGD 1,894.60	On Hold	No	Details
SQ5525D211029S	6HYBZG		MR TESTING	Ashrina Hoondal	29-10-2021	01-11-2021 (17:50)	BSP	SGD 3,215.50	Confirmed	No	Details
SQ5524D211029S	6H6VH3		MR TESTING	Ashrina Hoondal	29-10-2021	01-11-2021 (23:00)	BSP	SGD 9,244.50	Confirmed	No	Details
SQ5523D211029S⚠	6H6CSB		MR TESTING	Ashrina Hoondal	29-10-2021	05-11-2021 (23:00)	Card	SGD 9,061.50	void	No	Details

SINGAPORE AIRLINES

Order ID / Airline PNR

Ashrina

Dashboard

Shopping

Order Management
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My Orders

Order ID

Airline PNR

Pax Name

Search by date

Status

End Date

TTL

ⓘ Change fees for tickets issued on 5 March

ⓘ Seat selection may be limited or unavailable ... one 48 hours before departure. You will be able to view your assigned seats after you check in.

ⓘ With increasing travel restrictions as a res... visit here .

Reset   Search

Import PNR

Import PNR

Continue to service NDC bookings made outside of AGENT 360 by importing the PNR using this tool.

After a PNR is imported, you will be able to service or add ancillaries to the booking.

PNR to be imported *

Six-character booking reference

Pax last name *

Enter Pax Last Name

IATA Number used in this PNR *

Select...

Note:
- The PNR should have the Segment Details
- The PNR should have Price Quote details and Form of payment
- The PNR should include all relevant pax details (e.g. Name, DOB, Pax Contact Info)

Claim

AGENT 360 will validate if:
1. PNR is a NDC PNR
2. Booked using the same IATA

Sort By:
TTL   Booking Date

ORDER ID	AIRLINE PNR					E LIMIT (UTC)	PAYMENT TYPE	AMOUNT	STATUS	VIEW
SQ3833D2147S	6MBLYB	KEN				1 (15:00)		BND 547	On Hold	Details
SQ3832D2147S	6M9RNK	KEN TRAVEL and TRADING SDN BHD	MR RYAN TEST	BNUser test	07-04-2021	10-04-2021 (15:00)		BND 271	On Hold	Details
SQ3828D2147S	6FNEXG	PIL TRAVELS (PRIVATE) LTD	MR TANTAN	Ashrina Hoondal	07-04-2021	10-04-2021 (15:00)	BSP	SGD 207.30	void	Details
SQ3827D2147S	6FNATL	PIL TRAVELS (PRIVATE) LTD	MR TAN	Ashrina Hoondal	07-04-2021	17-04-2021 (15:00)	BSP	SGD 371.50	void	Details

VIEWING OF ORDERS & REPORTS

My Orders

Order ID	Airline PNR	Pax Name	Search by date	Status
			Start Date → End Date	

ⓘ Change fees for tickets issued on 5 March 2020 through 31 December 2020 for travel to and from all destinations will be waived. Click here for details.

ⓘ Seat selection may be limited or unavailable, to meet regulatory requirements. If you are unable to select a seat, please be assured that you will be assigned one 48 hours before departure. You will be able to view your assigned seats after you check in.

ⓘ With increasing travel restrictions as a result of Covid-19, customers are advised to check the latest entry requirements before their trip. For the travel advisory on transiting or entering Singapore, visit here . For all other destinations, visit here .

Reset   Search

ORDER ID	AIRLINE PNR	AGENCY	PAX NAME	BOOKED BY	DATE OF BOOKING	TICKETING TIME LIMIT	PAYMENT TYPE	AMOUNT	STATUS	VIEW
SQ2023D201118S	58AP9V	UOB TRAVEL PLANNERS PTE LTD	MR NURUDDIN SELAMAT	Nuruddin Selamat	18-11-2020	21-11-2020 (02:48)	BSP	SGD 531.70	Confirmed	Details
SQ2022D201118S	57ZTS4	UOB TRAVEL PLANNERS PTE LTD	MR ADAM KEET	Nuruddin Selamat	18-11-2020	21-11-2020 (02:48)	BSP	SGD 850.50	Confirmed	Details
SQ2007D201117S	6XWTQJ	UOB TRAVEL PLANNERS PTE LTD	MR NURUDDIN SELAMAT	Nuruddin Selamat	17-11-2020	20-11-2020 (08:10)	BSP	SGD 135.00	Confirmed	Details
SQ1998D201116S	6NED57	UOB TRAVEL PLANNERS PTE LTD	MR WEIJIE ZHENG	Nuruddin Selamat	16-11-2020	15-03-2021 (15:00)	BSP Card	SGD 1168.80	Confirmed	Details
SQ1996D201116S	6MIE8C	UOB TRAVEL PLANNERS PTE LTD	MR NURUDDIN SELAMAT	Nuruddin Selamat	16-11-2020	19-11-2020 (06:16)	BSP Card	SGD 135.10	Confirmed	Details
SQ1992D201113S	5PWK2I	UOB TRAVEL PLANNERS PTE LTD	MR KAMALLUDIN DAIN	Nuruddin Selamat	13-11-2020	16-11-2020 (06:32)	BSP	SGD 114.80	Confirmed	Details
SQ1991D201113S	5PXX5A	UOB TRAVEL PLANNERS PTE LTD	MR TESTTESTE RAMLI	Nuruddin Selamat	13-11-2020	16-11-2020 (06:32)	BSP	SGD 114.80	Confirmed	Details
SQ1987D201113S	5OHR5L	UOB TRAVEL PLANNERS PTE LTD	MR SUPERMAN CLARK	Nuruddin Selamat	13-11-2020	16-11-2020 (02:15)	BSP Card	SGD 229.60	Confirmed	Details
SQ1986D201113S	5NZP22	UOB TRAVEL PLANNERS PTE LTD	MRS WONDERWOMAN DIANA	Nuruddin Selamat	13-11-2020	16-11-2020 (02:15)	BSP Card	SGD 229.60	Confirmed	Details
SQ1985D201113S	5NURMR	UOB TRAVEL PLANNERS PTE LTD	MR SEA MONSTER	Nuruddin Selamat	13-11-2020	16-11-2020 (02:15)	BSP Card	SGD 114.80	Confirmed	Details
SQ1979D201112S	5F2778	UOB TRAVEL PLANNERS PTE LTD	MR JOHN TRAVOLTA	Nuruddin Selamat	12-11-2020	15-11-2020 (05:43)	BSP Card	SGD 344.40	Confirmed	Details
SQ1978D201112S	5EY6KH	UOB TRAVEL PLANNERS PTE LTD	MR AHMAD TRAVOLTA	Nuruddin Selamat	12-11-2020	15-11-2020 (05:43)	BSP Card	SGD 229.60	Confirmed	Details
SQ1977D201112S	5EW78R	UOB TRAVEL PLANNERS PTE LTD	MR TINKIE WINKIE	Nuruddin Selamat	12-11-2020	15-11-2020 (15:00)	BSP Card	SGD 1055.50	On Hold	Details
SQ1976D201112S	5DPPHW	UOB TRAVEL PLANNERS PTE LTD	MSTR KANYE WEST	Nuruddin Selamat	12-11-2020	15-11-2020 (03:08)	BSP Card	SGD 130.80	Confirmed	Details
SQ1975D201112S	5DQQB4	UOB TRAVEL PLANNERS PTE LTD	MRS KHLOE KARDASHIAN	Nuruddin Selamat	12-11-2020	15-11-2020 (03:08)	BSP Card	SGD 249.60	Confirmed	Details
SQ1972D201111S	5545ND	UOB TRAVEL PLANNERS PTE LTD		Nuruddin Selamat	11-11-2020	14-11-2020 (07:18)	BSP	SGD 120.80	Confirmed	Details

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V 2.5.21

SINGAPORE AIRLINES

Q Order ID / Airline PNR

Ash

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  - Reports
    - Report
- Accounting

Bookings   EMD   Ticket

Booking Report

Agency List

Switch between Agency list and Pagination list

Search by date

| 2022-01-01 | → | 2022-03-31 ✕ |

IATA NUMBER

Select...

CORPORATE BOOKING
☐

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ORDER ID	ORDER REFERENCE	SUPPLIER AMOUNT	TAX	BOOKING STATUS	BOOKED DATE	IMPORTED PNR	CORP BOOKING	CORP ACCESS CODE	CORP ID	TICKET DETAILS
SQ5825D22110S	66BKDG	436	54	confirm	10 January 2022 15:19	NO	NO			👁
SQ5928D22120S	6AI3FY	38615	4391	confirm	20 January 2022 14:36	NO	NO			👁

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Booking Report

Pagination List

Search by date

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IATA NUMBER

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CORPORATE BOOKING
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SINGAPORE AIRLINES

Q Order ID / Airline PNR

Ashrina

Dashboard

Shopping ‹

Order Management ⌄

▸ Orders

▸ Reports ⌄

▸ Report

📖 Bookings · ⚙ EMD · 🎫 Ticket

EMD Report

Search by date

| 2021-09-01 | → | 2021-11-12 ✕ |

ORDER REFERENCE

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IATA NUMBER	ORDER ID	EMD NUMBER	ORDER REFERENCE	TOTAL	CURRENCY	STATUS	USER	ISSUED DATE	PASSENGER NAME
32300074	SQ5185D2198S	6184562044143	5EYTJI	20.10	SGD	Open	ashrina.hoondal@singaporeair.com.sg	08 Sep 2021	YES

Page 1 of 1, starting on record 1, ending on 1

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SINGAPORE AIRLINES

Order ID / Airline PNR

Ash

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- Accounting

Bookings   EMD   Ticket

Ticket Report

Agency List

Switch between Agency list and Pagination list

Ticket Date

| 2022-03-01 | → | 2022-03-31 ✕ |

Departure Date

| Start Date | → | End Date |

| End Date |

IATA NUMBER

Select...

CORPORATE BOOKING ☐

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TICKET NUMBER	ORDER ID	AIRLINE PNR	PASSENGER NAME	BASE AMOUNT	TAX	TOTAL	EMD NUMBER	STATUS	BOOKED DATE	PAYMENT TYPE	DEPARTURE DATE	DOMESTIC/INTERNATIONAL	CORP BOOKING	CORP ACCESS CODE	CORP ID	IMPORTED PNR
6182434695618	SQ6134D2232S	6Z4GUN	TEST TEST	2315000.00	630700.00	2945700.00	6184562338 406	Open	02 Mar 2022 14:50:11	BSP	01 Apr 2022	International	NO			NO

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  - Orders
  - Reports
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Ticket Report

Pagination List

Ticket Date

| 2022-03-01 | → | 2022-03-31 ✕ |

Departure Date

| Start Date | → | End Date |

PNR

IATA NUMBER

Select...

CORPORATE BOOKING ☐

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CHAN BROTHERS TRAVEL PTE LTD   ⊕

VIEWING OF FLIGHT SCHEDULE CHANGES

Recent Schedule Changes

ORDER ID	AIRLINE PNR	MESSAGE
SQ3700D21324S	679QER	Order Effected please contact your local station for more details
SQ4274D2161S	5NM27Y	Order Effected please contact your local station for more details
SQ4275D2161S	5NSBJ2	Order Effected please contact your local station for more details
SQ4276D2161S	5O2KHH	Order Effected please contact your local station for more details
SQ4279D2162S	67TBDF	Order Effected please contact your local station for more details
SQ4281D2162S	68L73V	Order Effected please contact your local station for more details
SQ4287D2163S	6W5ELI	Order Effected please contact your local station for more details

If there is an order change, there will be a notification in the widget.

If there is a schedule change, no change to the status.

If there is a flight cancellation, the status in the PNR will reflect as **UN** & pax will be automatically booked on the next available flight

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE	STATUS
SQ630	Singapore, Singapore (SIN)	31 Oct 2021 17:25	Tokyo, Japan (HND)	01 Nov 2021 01:00	SQ	Economy Lite	Q	UN
SQ638	Singapore, Singapore (SIN)	31 Oct 2021 23:55	Tokyo, Japan (NRT)	01 Nov 2021 07:30	SQ	Economy Lite	Q	TK

| SQ6538D2259S ⚠ | 6MPIH5 | WTS TRAVEL & TOURS PTE LTD | MR ONE/TEST | | No | Details |

In a nutshell:
•Schedule change / cancellation will be displayed on this widget
•When agents click into the order ID, they will be directed to the order details
•This is in addition to the email notification that agents and pax will receive

SYNCING AGENT 360 WITH
AGENCY MID/BACK-OFFICE ACCOUNTING SYSTEMS

- To sync AGENT 360 transactions with agents' mid/back-office systems, an accounting JAR file needs to be first set-up.

- Under **Accounting > Accounting System**, agents can follow the step-by-step guide to download and run the Accounting JAR file in Java.

- SQ will need to help generate a queue number for agents to complete running the Accounting JAR file

- Interested agents who would like to try out this function can reach out to your SQ Sales Office or agent360_feedback@singaporeair.com.sg for next steps.

- Once the Accounting JAR set-up is complete, itinerary / ticketing details from the PNR will be sent to agency's back-office system automatically.

SUMMARY

Prime Bookings	1. One-way 2. Round-trip 3. Open-jaw 4. Multi-city (up to 6 bounds)
Servicing	1. Service Request Forms (name correction, reissuance, refund, TTL extension, DAPO, ADM, general form) 2. Refunds, Reshop, Void available on the platform via self-service 3. Reshop on Hold 4. Manual Reprice 5. Split PNR 6. Cross-Channel Servicing 7. Offline servicing for all other servicing sq_assistance@singaporeair.com.sg
Carriers	1. SQ/MI 2. Codeshare Partners 3. Interline
Pax Type	1. FIT (1-9 pax) 2. ADT, CHD, INF, SEA, STU, B15, ITX, INN, ITF, ITS, LBR, LNN, LIF, JCB, JNN, JNS, JNF, VFR

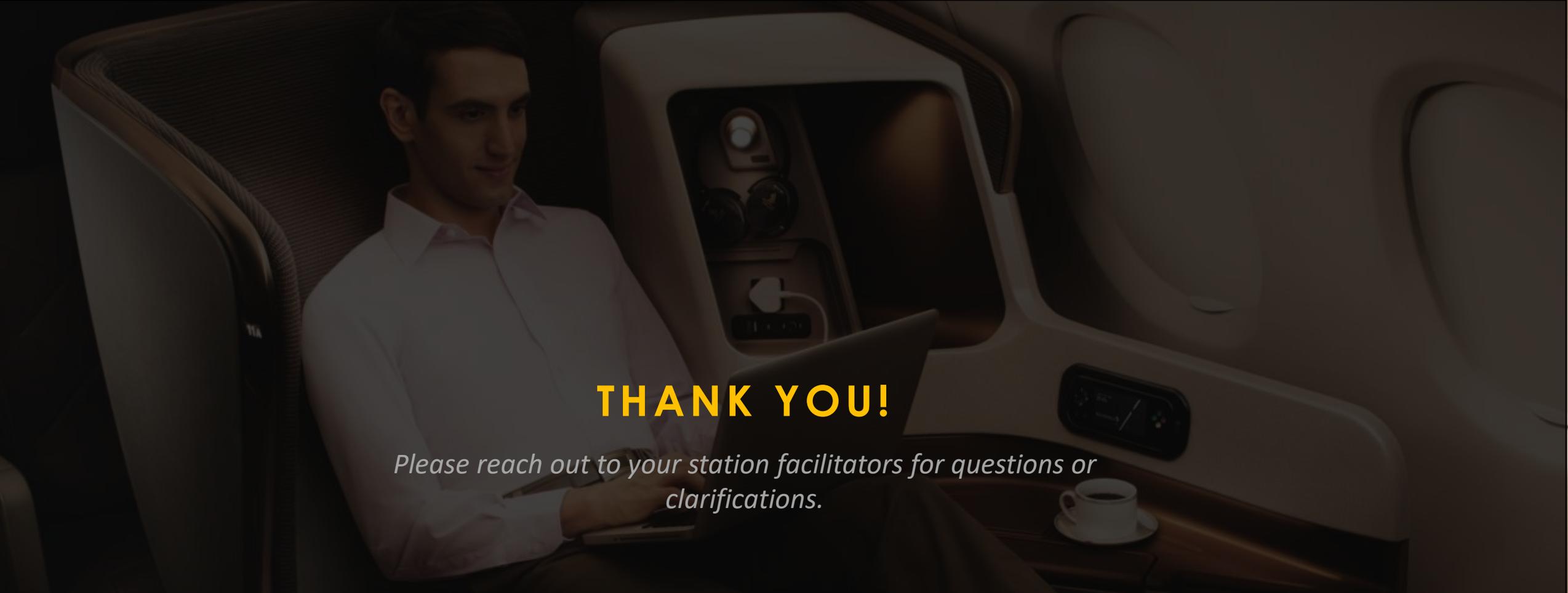| Ancillaries	1. Chargeable seats 2. Excess Baggage 3. Special Service Requests
Fare Types	1. Market Fares 2. Private/Corporate Fares
Payment	1. BSP Cash 2. BSP CC (including UATP) 3. Direct Credit Card 4. EasyPay 5. ARC Cash 6. ARC CC
Enter Pax FFP info	1. Yes
TIDS / Booking Agents	1. TIDS agents can ticket via AGENT 360
Offline Servicing via SQ_Assistance mailbox	1. Editing Pax information 2. Remove ancillary that has been added on A360 (e.g. selected seat) This list is non-exhaustive

If Agent have feedback for us for the following:	Agents can reach out to us via the following platform:
General feedback or compliments	Submit via AGENT 360 Feedback form located at the bottom of AGENT 360 website.
AGENT 360 Technical Support	Email: agent360_feedback@singaporeair.com.sg with: 1. Description of issue 2. Email address, IATA number used & PNR (if applicable) 3. Screenshots where applicable 4. Browser version
NDC servicing that cannot be self-serviced via the AGENT 360 NDC Booking Portal	Email: sq_assistance@singaporeair.com.sg or via Station Sales Ops team

THANK YOU!

Please reach out to your station facilitators for questions or clarifications.