



Service Requests Forms

Standard Operating Procedure

TB007-24 | JAN 24



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



**TYPES OF
SERVICE REQUEST FORMS**

A man with glasses is sitting in an airplane cabin, working on a laptop. The cabin interior is visible, including the overhead storage bins and the airplane's wing in the upper right corner. The text "Service Request Forms" is overlaid on the image in a white, sans-serif font.

Service Request Forms

1. Refund Fee Waiver
2. Reissuance Fee Waiver
3. Name Error Correction
4. Ticketing Time Limit (TTL) Extension
5. Waitlist Confirmation (DAPO)
6. General Form (all others)*

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

ACCESSING SERVICE REQUESTS

SUBMIT NEW SERVICE REQUEST

DASHBOARD



Quick Links

SQ Direct



< Covid-19 Information Centre >

This page will provide you with all you need to know about travelling during this challenging time.

[FIND OUT MORE](#)

15 Dec 2020

Singapore Airlines and SilkAir Flight Schedules - November 2020 to

< >

[VIEW DETAILS](#)



POLICY AND PROCEDURE [VIEW ALL](#)

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. A service fee of USD 50 will be charged.

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

Service Requests are split into 4 categories:

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

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



S R F

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	<p>The passenger is stuck in an unforeseen situation that he or she cannot control.</p> <p>This could be due to unexpected airport or flight restrictions, changes in government policy, visa rejections or refusals.</p>
Involuntary Schedule / Aircraft Changes / Downgrade	<ol style="list-style-type: none">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 tsunamis, volcanic eruption6. 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

ACCESSING SERVICE REQUESTS

SUBMIT NEW SERVICE REQUEST

DASHBOARD



Quick Links

SQ Direct



< Covid-19 Information Centre >

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[FIND OUT MORE](#)

15 Dec 2020

Singapore Airlines and SilkAir Flight Schedules - November 2020 to

< >

[VIEW DETAILS](#)



POLICY AND PROCEDURE

[VIEW ALL](#)

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**

01. Reissuance 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 w
availability.

Name correction

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

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

Waive Fees for **Reissuance**

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

01. Reissuance Fee Waiver


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

01. Reissuance Fee Waiver

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

01. Reissuance Fee Waiver


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

A photograph of an airplane cabin interior, showing rows of seats with patterned pillows and overhead storage bins. The image is dimly lit and has a dark overlay. A white rectangular box is centered over the middle of the cabin.

FORM 02

REFUND FEE WAIVER

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 w
availability.

Name correction

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

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

Waive Fees for **Refund**

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

02. Refund Fee Waiver



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

02. Refund Fee Waiver



Waive fees for ticket refunds

Fill out this form to request 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

<input type="checkbox"/>	Passenger	E-ticket(s)
<input type="checkbox"/>	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.

02. Refund Fee Waiver



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

<input type="checkbox"/>	Flight number	Route	Scheduled departure	Booking class (RBD)	Status
<input type="checkbox"/>	894	SIN → HKG	18 Dec 2021 at 1305 hrs	ECONOMY I 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

02. Refund Fee Waiver



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**

02. Refund Fee Waiver



Waive fees for ticket refunds ✕

Fill out this form to request 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

02. Refund Fee Waiver




3. Enter the flight segments to refund

Flight number	Origin (Airport code)	Destination (Airport code)	Departure date	Booking class (RBD)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[+ Add another flight](#)

4. Attach supporting documents (optional)

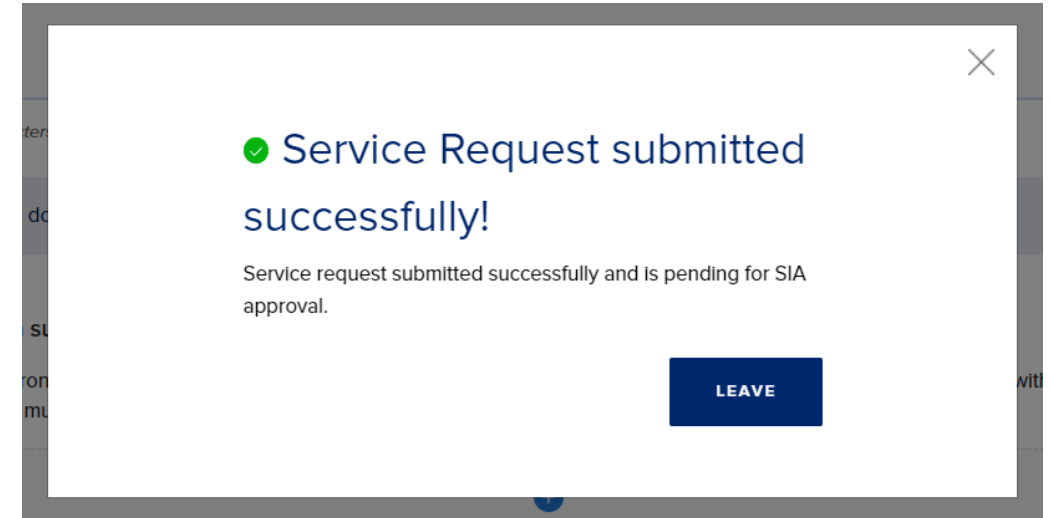
You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request. If not, you must be prepared to produce them at a later date.



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



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
**TICKETING TIME LIMIT
(TTL) EXTENSION**

03. 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

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

Waive fees for ticket refunds

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

SERVICE REQUEST

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

Extend ticket time limit

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

Appeal for waitlist confirmation (DAPO)

Appeal for a waitlist confirmation subject to availability.

Name correction

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

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

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

03. TTL Extension

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

03. TTL Extension

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

03. TTL Extension

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 <i>(If your request is approved)</i>

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

03. TTL Extension


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

A photograph of an airplane cabin interior, showing rows of seats with patterned pillows and overhead storage bins. The image is dimly lit and has a dark overlay. A white rectangular box is centered over the text.

FORM 04
NAME ERROR CORRECTION

04. 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. A service fee of USD 50 will be charged.

Can't find the request form that you need? Use [this form](#) to raise request types that are

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

04. Name Error Correction



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

04. Name Error Correction



Waive fees for name correction



Fill out this form to request 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](#)

04. Name Error Correction



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

ORIGINAL NAME IN BOOKING

Title MR.	First name Sam	Last name Lim
--------------	-------------------	------------------

CORRECTED NAME (AS IN PASSPORT)

Title Mr.	First name Sam	Last name 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

04. Name Error Correction



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 05
**WAITLIST CONFIRMATION
(DAPO)**

05. 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. A service fee of USD 50 will be charged.

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

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

- Raise a DAPO request

05. Waitlist Confirmation (DAPO)



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

05. Waitlist Confirmation (DAPO)



AGENT
360



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

05. Waitlist Confirmation (DAPO)




2. Select flights segments to DAPO

<input type="checkbox"/>	Flight No.	Route	Departing	Cabin class	Status
<input type="checkbox"/>	114	SIN → KUL	30 Sep 2021 at 1845 hrs	ECONOMY I W	WL

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

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 

✕

✔ **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 06
GENERAL FORM

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

06. General Form



IATA / TIDS

Submit a new request

WAIVER REQUEST

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

Waive fees for itinerary changes

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

Waive fees for ticket refunds

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

SERVICE REQUEST

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

Extend ticket time limit

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

Appeal for waitlist confirmation (DAPO)

Appeal for a waitlist confirmation subject to availability.

Name correction

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

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.

Non-IATA/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

06. General Form




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

06. General Form



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

06. General Form – TTL and DAPO

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

06. General Form



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



Subagents who book under GDS PCC

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**

NOTIFICATION AFTER SERVICE REQUEST SUBMISSION

AGENT 360 - Service request SGRT23002587



A3 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.



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**

NOTIFICATION AFTER SERVICE REQUEST HAS BEEN APPROVED / REJECTED

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

A photograph of an airplane cabin interior, showing rows of seats with patterned pillows and overhead storage bins. The image is dimly lit and has a dark overlay. A white rectangular box is centered over the text.

**ACCESSING THE SERVICE
REQUESTS DASHBOARD**

ACCESSING THE DASHBOARD



AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

MB

SUBMIT NEW SERVICE REQUEST

DASHBOARD



Quick Links

SQ Direct



< Covid-19 Information Centre >

This page will provide you with all you need to know about travelling during this challenging time.

[FIND OUT MORE](#)

15 Dec 2020

Singapore Airlines and SilkAir Flight Schedules - November 2020 to

< >

[VIEW DETAILS](#)



POLICY AND PROCEDURE

[VIEW ALL](#)

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**

FILTERING SERVICE REQUESTS



Service requests

Search by PNR, ADM number, SR number, IATA number



+ NEW SERVICE REQUEST

For your action

5

Request type

Teams and people

Sort by date: Newest first

Approved / Processed 102

Rejected 10

Pending 303

Starred 2

Archived 1

Withdrawn 22

SUBMITTED BY

LAST UPDATED

SGTL21000262 Ticketing Time Limit Extension

How can Travel Agents check the status of service requests?

- Search by PNR, ADM, 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
AGENT360 Superb
Team v2

06 Oct 2021

test tes

06 Oct 2021

FILTERING SERVICE REQUESTS



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



AGENT 360

Service requests

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*

Approved Service Request

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

AGENT 360

Service requests

SGDA23002292 DAPO

ACKNOWLEDGED

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

BOOKING REFERENCE (PNR)
5LU6SG

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

REJECTED SERVICE REQUESTS



AGENT
360

Service requests

✓ Approved / Processed

✕ Rejected

🕒 Pending

★ Starred

📁 Archived

🗑️ Withdrawn

INRP21001651 Fee waiver: ticket refund

REJECTED

📁 Archive request

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

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

BOOK A FLIGHT

AB

+ NEW SERVICE REQUEST

Sort by date: Newest first

MITTED BY

LAST UPDATED

adm test

15 Sep 2021

< 1 >

Supp

FILTERING SERVICE REQUESTS



Service requests

Search by PNR, ADM number, SR number, IATA number



+ NEW SERVICE REQUEST

Request type

Teams and people

Sort by date

Withdraw

✓ 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

SUBMITTED BY

LAST UPDATED

Agent X

04 May 2023



Star

- **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



Service requests

Search by PNR, ADM number, SR number, IATA number

+ NEW SERVICE REQUEST

Request type

Teams and people

Sort by date

Archive

✓ 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

SUBMITTED BY

LAST UPDATED

Agent X

04 May 2023

Agent X

03 May 2023

Agent X

24 Apr 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

SHARING SERVICE REQUESTS



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

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

SHARING SERVICE REQUESTS



- ✓ Approved / Processed 0
- ✗ Rejected 0
- 🕒 Pending 0
- 📁 Shared with me 2**
- ★ Starred 0
- 🗄️ Archived 0
- 🗑️ Withdrawn 0

Request status ▾

Request type ▾

People ▾

Sort by date: Newest first ▾

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	-
TTL Extension	QNVK, R,D
DAPO	If reason is "Others": All RBDs except F,Z,S,Y
Name correction	-
ADM	-

A man in a white shirt is seated in a modern airplane cabin, working on a laptop. The cabin features large windows and a sleek, contemporary design. A cup of coffee is visible on a tray table next to him. The overall atmosphere is professional and comfortable.

THANK YOU!

Please reach out to us for questions or clarifications