



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

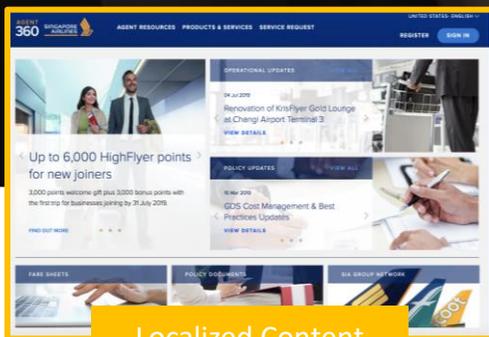
3

Servicing

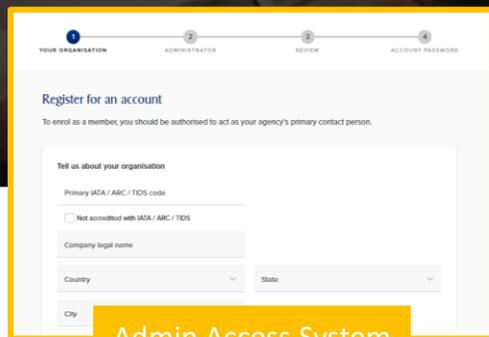
Streamline service requests for more efficient servicing and tracking

CURRENT FEATURES

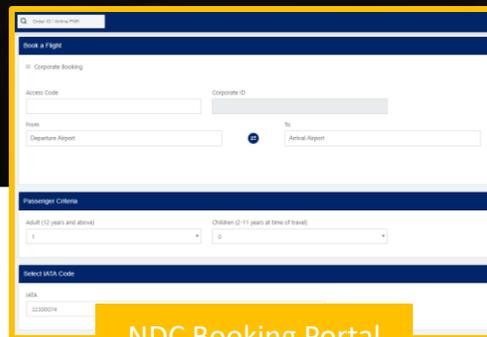
Travel agents will have access to the following features on AGENT 360



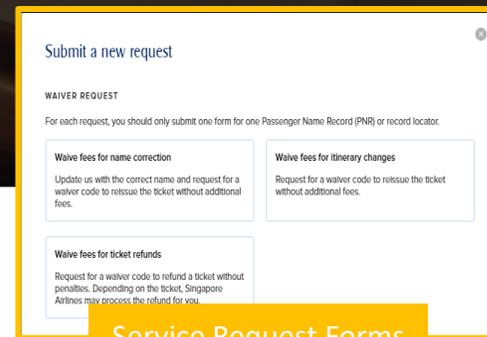
Localized Content



Admin Access System



NDC Booking Portal



Service Request Forms



AGENT 360 OVERVIEW

LOCALIZED CONTENT

AGENT 360 SINGAPORE AIRLINES AGENT RESOURCES SERVICE REQUEST SIA NDC SINGAPORE - ENGLISH REGISTER SIGN IN

OPERATIONAL UPDATES VIEW ALL
29 Oct 2021
Covid-19: SIA transit flights through Singapore
VIEW DETAILS

POLICY AND PROCEDURE VIEW ALL
11 Oct 2021
SIA Launches Seasonal Flights To Seattle And Vancouver
VIEW DETAILS

The refreshed HighFlyer business travel programme
Discover a world of seamless business travel rewards with discounted fares, HighFlyer points and priority services.
FIND OUT MORE

FARE SHEETS POLICY DOCUMENTS COVID-19 INFO CENTRE

AIRLINE NEWS



Singapore Airlines Adds More Vaccinated Travel Lane Flights

SIA Group Launches Voluntary Carbon Offset Programme For All Customers

Offering you greater flexibility to help you plan your future travel

Operational Updates

Policy Updates

Fare Sheets & Policy Documents

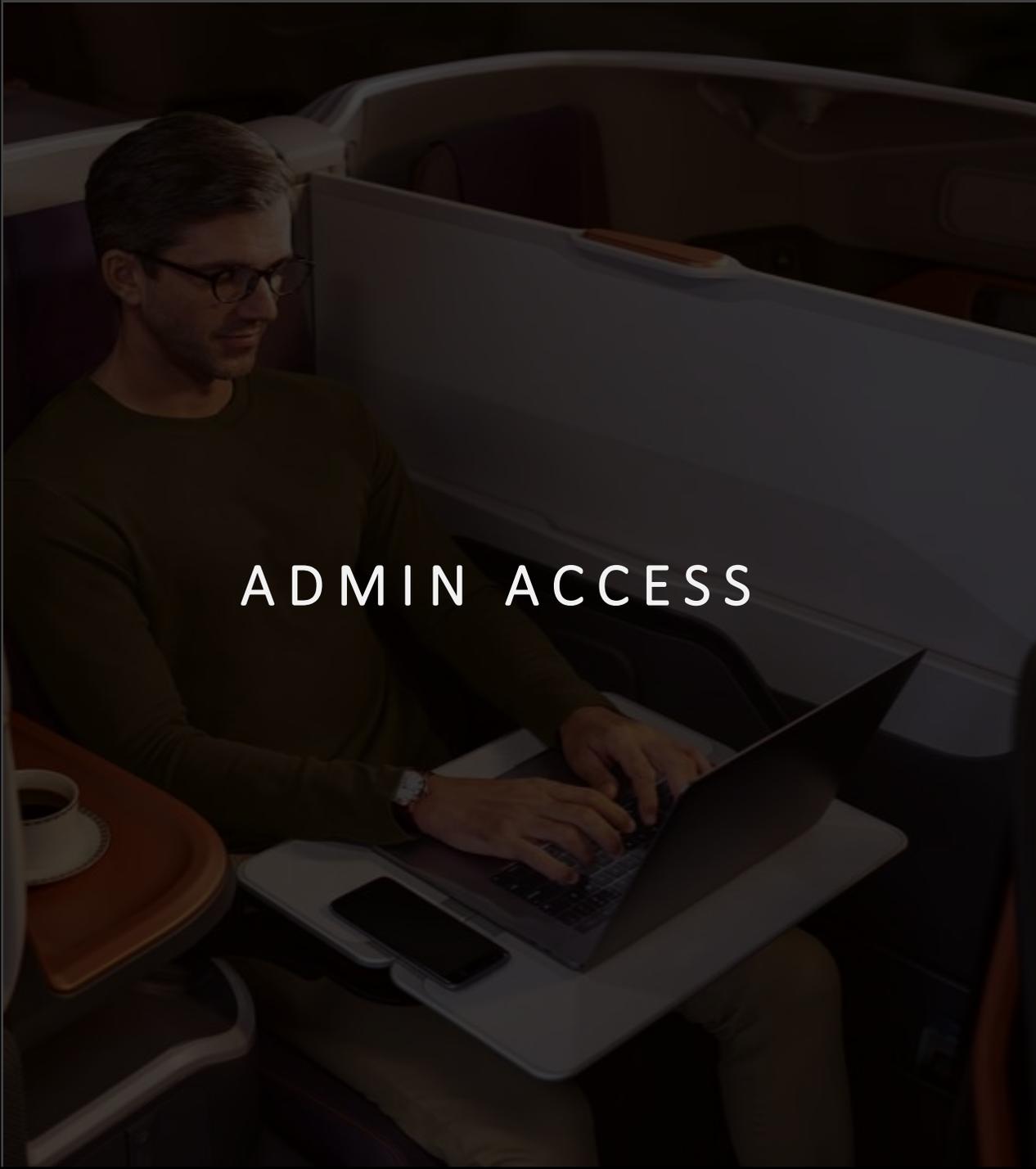
Marketing Content

SQ Product & Services

SIA NDC Agent Support Pack

SIA Group Network

Local Contact Details

A man with glasses is sitting in an airplane cabin, working on a laptop. The scene is dimly lit, suggesting it's nighttime or the cabin lights are low. The man is wearing a dark sweater and is focused on his work. The laptop is open on a tray table, and a smartphone is visible next to it. The background shows the interior of the airplane, including the overhead storage bins and the cabin walls.

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

SERVICE REQUEST FORMS

Submit a new request

WAIVER REQUEST

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

Waive fees for itinerary changes

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

Waive fees for ticket refunds

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

SERVICE REQUEST

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

Extend ticket time limit

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

Appeal for waitlist confirmation (DAPO)

Appeal for a waitlist confirmation subject to availability.

Name correction

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

GENERAL FORM

General Form

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

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)

General Form



TABLE OF CONTENTS

In this deck, you will learn:

- ❑ [Travel Agent Roles](#)
- ❑ [Travel Agent Registration](#)
 - ❑ [IATA/TIDS Agents](#)
- ❑ [Creating/Deleting Teams](#)
- ❑ [Adding/Deleting Admins/Users to Teams](#)
- ❑ [Switching Team and Role](#)
- ❑ [Adding Additional IATA numbers](#)
- ❑ [Assigning IATA to Team](#)
- ❑ [Unlocking Account](#)
- ❑ [AGENT 360 Overview](#)
- ❑ [Booking Flights & Issuing Tickets](#)
- ❑ [Form of Payments \(FOPs\)](#)
- ❑ [3DS2 Verification](#)
- ❑ [Ancillaries \(Seats/Baggage/Special Service Requests\)](#)
- ❑ [Manual Reprice](#)
- ❑ [Refund/Voiding of Tickets](#)
- ❑ [Reshop](#)
- ❑ [Viewing of eTicket](#)
- ❑ [Name Truncation](#)
- ❑ [Cross-Channel Servicing](#)
- ❑ [Viewing of Orders & Reports](#)
- ❑ [Viewing of Flight Schedule Changes](#)
- ❑ [Summary](#)

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead luggage bins are closed. The text "TRAVEL AGENT ROLES" is overlaid in the center of the image in a white, sans-serif font.

TRAVEL AGENT ROLES

TRAVEL AGENT ROLES



Master

Key decision maker e.g. Supplier Manager



Admin

Team Leader



User

Individual Travel Consultant



TRAVEL AGENT ROLES



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

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

2 IATA numbers: **xx678** and **xx432**

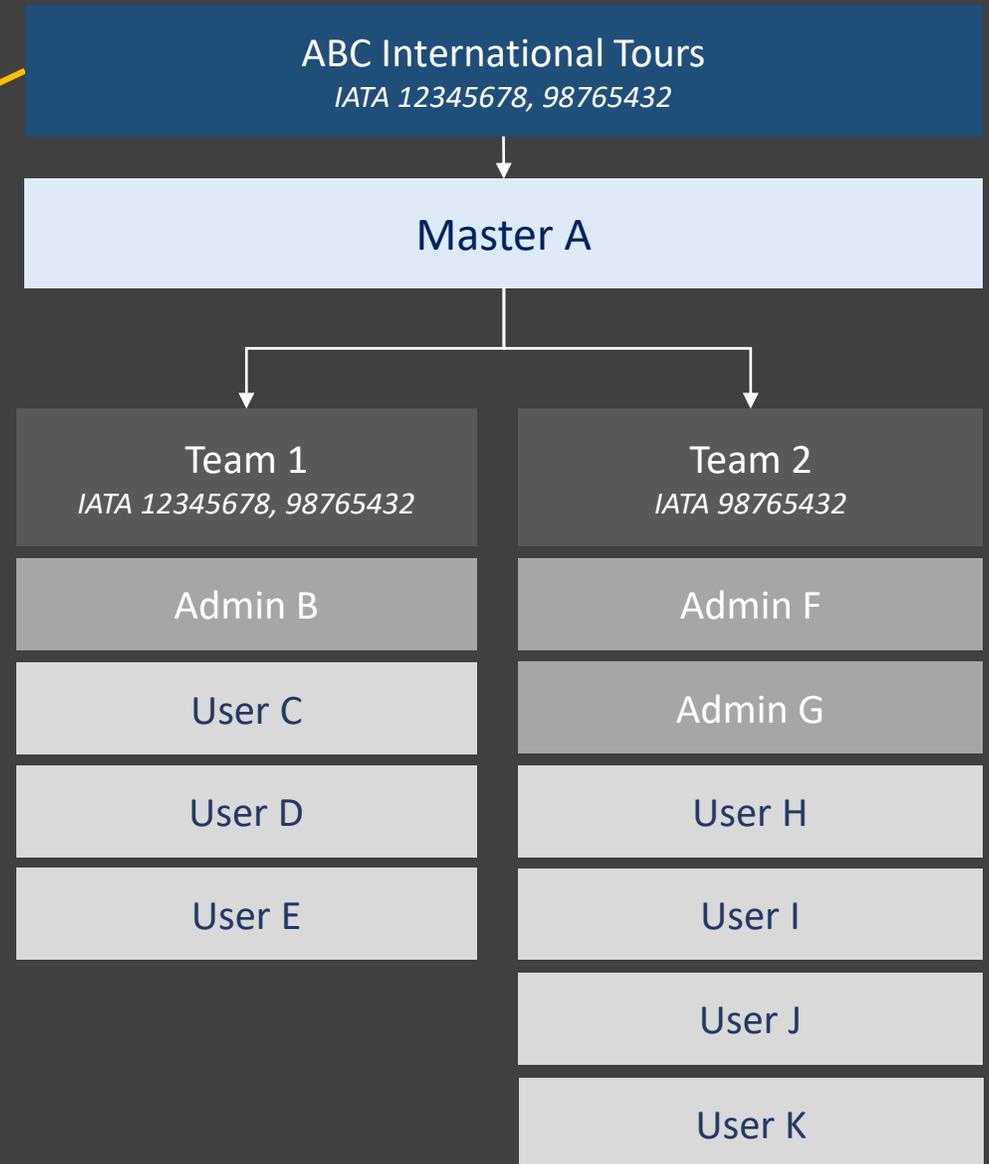
Each Team can have multiple IATA numbers

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





TRAVEL AGENT ROLES

Function	Master	Admin	User
Create Agency	✓	X	X
Add additional IATA / ARC / TIDS Code	✓	X	X
Create Team	✓	X	X
Delete Team	✓	X	X
Add Admin / User	✓	✓ Add user	X
Switch Admin / User Role	✓	X	X
Switch Admin / User Team	✓	X	X
Assign IATA / ARC / TIDS Code to Team	✓	X	X
Unlock Admin / User Accounts will be locked after 3 incorrect password attempts	✓ Unlock admin & user	✓ Unlock user	X
Reactivate Admin / User Accounts that have not been accessed in 90 days are deactivated	✓	X	X
Remove Admin / User from Team Admins / Users who are removed from a Team become floating users who can be re-assigned to another Team	✓	✓ Remove user	X
Delete Admin / User	✓ Delete admin & user	✓ Delete user	X

A dimly lit airplane cabin with rows of seats, overlaid with the text "TRAVEL AGENT REGISTRATION". The image shows a perspective view of the cabin aisle, with rows of seats on both sides. The seats are dark with patterned headrest covers. The overhead luggage bins are visible above the seats. The lighting is soft and focused on the aisle, creating a sense of depth. The text "TRAVEL AGENT REGISTRATION" is centered in the middle of the image in a white, sans-serif font.

TRAVEL AGENT REGISTRATION

How do travel agents register for an AGENT 360 account?

1

Register for account on
AGENT 360

2

Verify email address by
clicking email link within
72 hours

3

Singapore Airlines
approves registration

4

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

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
- Online Travel Agent(OTA)
- Wholesale/Tour Operator
- Consolidator
- Retail Leisure Agency
- 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

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 Letsure 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.
- I represent and warrant that I am duly authorised to enter into the [AGENT 360 Terms of Use](#) and the [Singapore Airlines Passenger Sales Agency Agreement](#) for and on behalf of the Company.



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 em is,

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

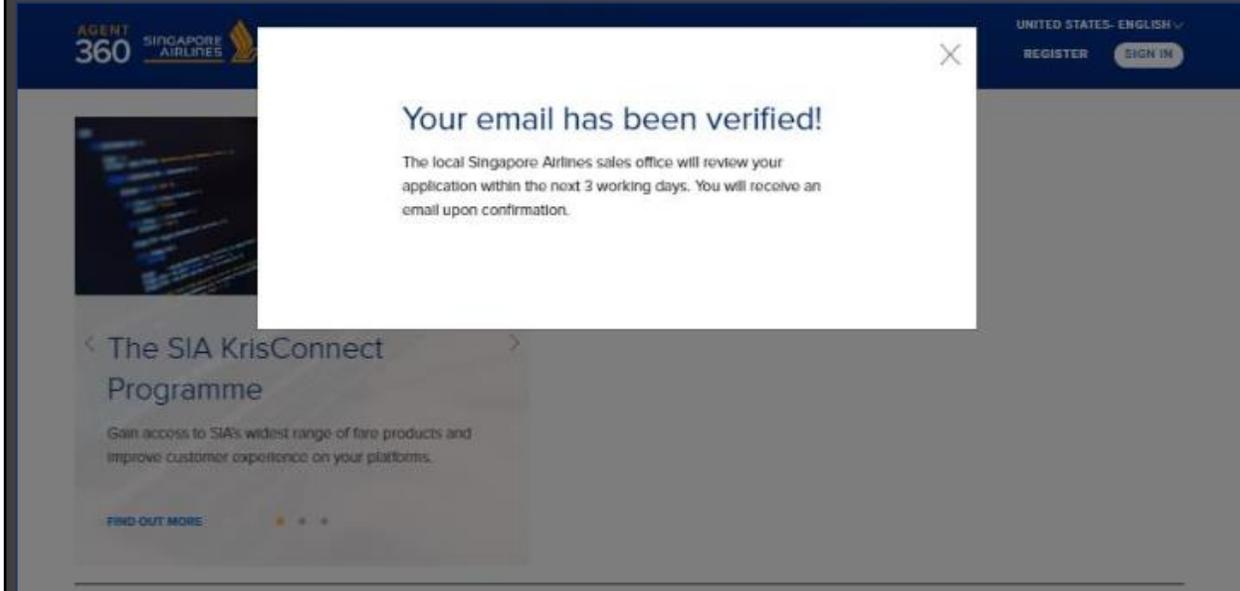
[AGENT 360 Email Verification](#)

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

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

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

A STAR ALLIANCE MEMBER 



More about the AGENT 360 Verification Email

- The verification link is valid for 72 hours
- Agent must click into this verification link to complete registration

4

Agent receives welcome email



Dear AGENT THREESIXTY,

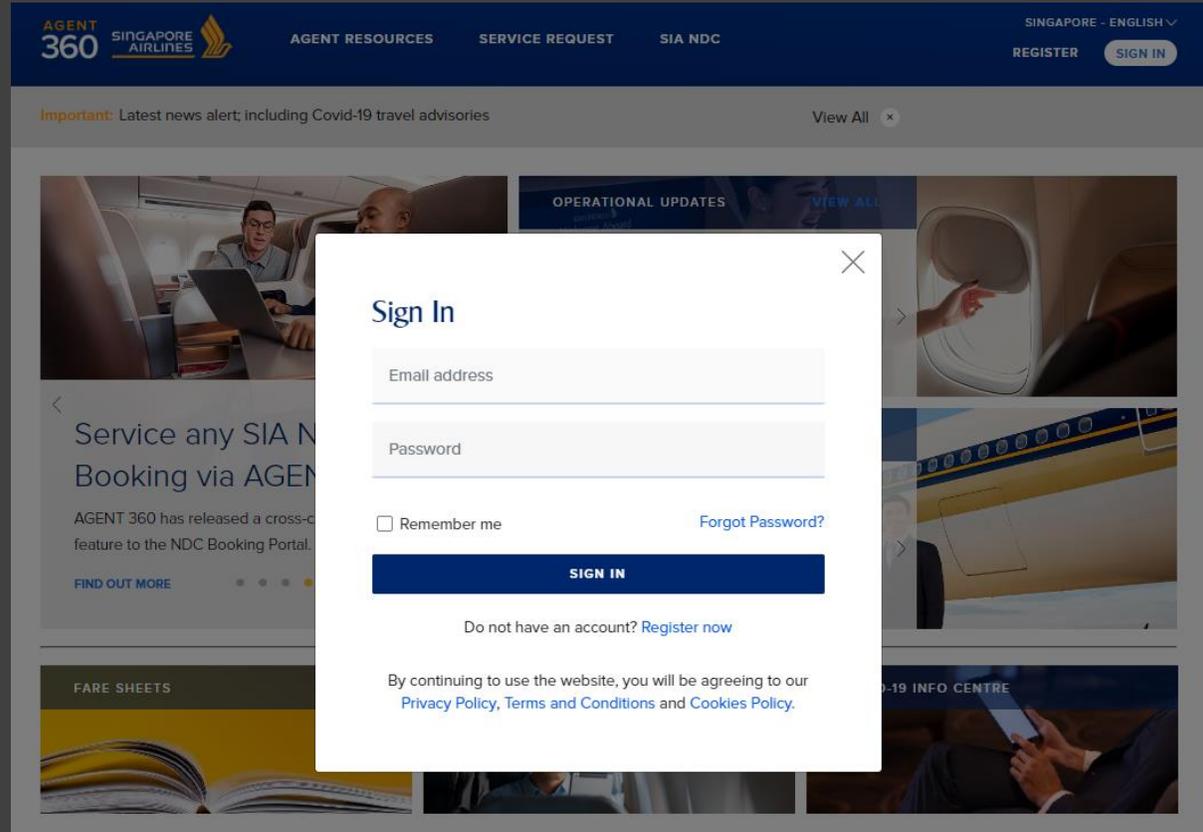
Your AGENT 360 account has been approved. Click on the link below to login to AGENT 360.

[Login](#)

We look forward to welcoming you to AGENT 360.

© 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 



The screenshot shows the AGENT 360 Singapore Airlines website. The header includes the logo and navigation links: AGENT RESOURCES, SERVICE REQUEST, SIA NDC, REGISTER, and SIGN IN. A news alert banner is visible. A 'Sign In' modal is open, featuring input fields for 'Email address' and 'Password', a 'Remember me' checkbox, a 'Forgot Password?' link, and a 'SIGN IN' button. Below the button is a 'Register now' link. A footer note states: 'By continuing to use the website, you will be agreeing to our Privacy Policy, Terms and Conditions and Cookies Policy.'

A dimly lit airplane cabin with rows of seats, overlaid with the text "CREATING/DELETING TEAMS". The image shows a perspective view of the cabin aisle, with rows of seats on both sides. The seats are dark with patterned cushions. The overhead luggage bins are visible above the seats. The lighting is low, creating a moody atmosphere. The text is centered in the middle of the image in a white, sans-serif font.

CREATING/DELETING TEAMS

CREATING A NEW TEAM



AGENT RESOURCES

SERVICE REQUEST

SIA NDC

BOOK A FLIGHT AX

Important: Welcome to AGENT 360!

View All

Agent X
agent360@test.com
32301242 (Singapore) (P)

My Account

Manage Agency

LOG OUT



The refreshed HighFlyer business travel programme

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

FIND OUT MORE

OPERATIONAL UPDATES [VIEW ALL](#)

06 Dec 2022

Test

[VIEW DETAILS](#)

POLICY AND PROCEDURE [VIEW ALL](#)

16 Jan 2023

Singapore Airlines Introduces Continuous Pricing

[VIEW DETAILS](#)



AIRLINE NEWS



Select Manage Agency

Manage agency

 AGENCY DETAILS

 **TEAMS**

 AGENT 360 CREDITS

Teams [Expand all](#) / [Collapse all](#)

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

[AGENT360 Superb Team v2](#) 3 MEMBERS

Team access: Booking Portal

[SWP Training Team](#) 3 MEMBERS

Team access: Use of Virtual Credits, Booking Portal

[Test Creation](#) 23 MEMBERS

Team access: Booking Portal

[UAT 1Point](#) 6 MEMBERS

Team access: Booking Portal

[test](#) 198 MEMBERS

Team access: Booking Portal

[+ New team](#)

About Teams & Product Access

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

Select New Team

1

Create Team Name

2

Assign Code to Team

3

Add Admins to Team



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



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



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 X

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 X

Admins can add users to teams using the same method.

DONE

Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

Teams [Expand all](#) / [Collapse all](#)

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

+ New team

AGENT360 Superb Team v2 3 MEMBERS

Team access: Booking Portal

SWP Training Team 3 MEMBERS

Team access: Use of Virtual Credits, Booking Portal

Test Creation 23 MEMBERS

Team access: Booking Portal

UAT 1Point 6 MEMBERS

Team access: Booking Portal

test 198 MEMBERS

Team access: Booking Portal

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- Users can be removed from teams and moved to floating users where they can be re-assigned to another team or deleted.

CREATING A NEW TEAM



AGENT RESOURCES SERVICE REQUEST SIA NDC

BOOK A FLIGHT AX

Manage agency

- AGENCY DETAILS
- TEAMS**
- AGENT 360 CREDITS

< Back

Test Creation 23 MEMBER

Edit team Name

Delete team

Edit Team Name?

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

Test Creation

CANCEL

CHANGE

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

Booking Portal

Booking Portal

Ash Test
ADMIN
ash_admin@test.com

Booking Portal

ash@ashashash.com
ADMIN
invitation pending

Booking Portal

ash13@ash.com

Booking Portal

Actions

...

...

...

...

...

...

+ Add users

CREATING A NEW TEAM

Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

Teams [Expand all](#) / [Collapse all](#)

[+ New team](#)

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

[AGENT360 Superb Team v2](#) 3 MEMBERS

Team access: Booking Portal

[SWP Training Team](#) 3 MEMBERS

Team access: Use of Virtual Credits, Booking Portal

[Test Creation](#) 23 MEMBERS

Team access: Booking Portal

[UAT 1Point](#) 6 MEMBERS

Team access: Booking Portal

[test](#) 198 MEMBERS

Team access: Booking Portal

About Teams & Product Access

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

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

Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

< Back

Test Creation 23 MEMBER

Edit team Name

Delete team

TEAM MEMBERS ASSIGNED CODES

Search by name

+ Add users

Member	Product Access	Actions
ash3@ash.com Invitation pending	Booking Portal	...
ash16@ash.com Invitation pending	Booking Portal	...
ash15@ash.com Invitation pending	Booking Portal	...
Ash Test ADMIN ash_admin@test.com	Booking Portal	...
ash@ashashash.com ADMIN Invitation pending	Booking Portal	...

Cancel invite
Resend invite
Remove from team

1. The Master will be able to track the status of their invitation.
2. The invitation email expires after 72 hours. If your team's invitation expires, please click on resend invite to re-trigger verification email.

CREATING A NEW TEAM



Dear Agent ,

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

[Complete your registration](#)



Please note that this link will expire in 72 hours.

© 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



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

Complete your registration

Are you a resident of the European Union or Switzerland?

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

Yes No

Work email address
ash3@ash.com

First name
Ash

Last name
Three

Designation
travel agent

Country code
Singapore (+65)

Area code

Office phone number
88888



NEXT: REVIEW

[Back](#)

Choose a password to secure your account

Login ID

Work email address
ash3@ash.com

Create a password

Password
Password!

Your password must meet the following criteria:

- ✔ Contains an uppercase character (A-Z)
- ✔ Contains a lowercase character (a-z)
- ✔ Contains a number (0-9)
- ✔ Contains a special character (!@#%^&*())
- ✔ Contains 8 to 16 alphanumeric characters

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

Terms and conditions

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

protected by reCAPTCHA
Privacy, Terms

PROCEED

AGENT 360 SINGAPORE AIRLINES



Registration successful

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

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

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

SINGAPORE AIRLINES GROUP



A STAR ALLIANCE MEMBER



CREATING A NEW TEAM

Manage agency

AGENCY DETAILS

TEAMS

[Back](#)

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.

Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

Teams [Expand all](#) / [Collapse all](#)

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

[New team](#)

AGENT360 Superb Team v2 3 MEMBERS

Team access: Booking Portal

Booking Portal

AGENT 360 Credits

UPDATE

SWP Training Team 3 MEMBERS

Team access: Use of Virtual Credits, Booking Portal

Test Creation 23 MEMBERS

Team access: Booking Portal

UAT 1Point 6 MEMBERS

Team access: Booking Portal

test 198 MEMBERS

Team access: Booking Portal

Team unlimited 36 MEMBERS

Team access: Use of Virtual Credits, Booking Portal

About Teams & Product Access

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

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.**

DELETING A TEAM

Manage agency

AGENCY DETAILS

TEAMS

< Back

SOUTH EAST ASIA 1 MEMBER

Edit team Name

Delete team

TEAM MEMBERS

ASSIGNED CODES

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
ulsa_demelo@test.com

Booking Portal

+ Add users

Actions

...

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.

[< Back](#)



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

ADDING ADMINS/USERS TO TEAMS

Manage agency

AGENCY DETAILS

TEAMS

[Back](#)

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

...

ADDING ADMINS/USERS TO TEAMS

Add members to JUSTICE LEAGUE

Add users to your team by inviting new and / or existing users. Assign a total of up to five users as admins.

i This team currently has 1 admins. You can choose to add up to 4 new admins, or none at all.

1. Add administrator(s)

adam_berkeley@testholiday.com.sg already exists

anderson_beng@testholiday.com.sg X

adam_berkeley@testholiday.com.sg X

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

i This team currently has 1 admins. You can choose to add up to 4 new admins, or none at all.

1. Add administrator(s)

anderson_beng@testholiday.com.sg X

2. Add user(s) (Optional)

Find name or enter email address

CANCEL

ADD

ADDING ADMINS/USERS TO TEAMS

Manage agency

AGENCY DETAILS

TEAMS

< Back

JUSTICE LEAGUE 5 MEMBER

TEAM MEMBERS ASSIGNED CODES

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

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

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

Manage agency

AGENCY DETAILS

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](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

DELETING ADMINS/USERS FROM TEAM

Manage agency

AGENCY DETAILS

TEAMS

< Back

JUSTICE LEAGUE 6 MEMBER

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

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

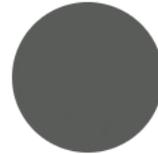
To delete member, locate Admin/User whom you wish to delete from a team and click directly on the name to enter profile.

Manage Agency

AGENCY DETAILS

TEAMS

[Back](#)



Carrie Dakota Consultant

carrie_dakota@testholiday.com.sg

Singapore (+65) 88888888

IATAN:

Assigned to team

JUSTICE LEAGUE [Delete](#)



Roles

Admin User

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

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

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead luggage bins are closed. The text "SWITCHING TEAM & ROLE" is overlaid in the center of the image in a white, sans-serif font.

SWITCHING TEAM & ROLE

SWITCHING 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	...

SWITCHING TEAM

< 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	...

Manage team

MY TEAM

avengers 3 MEMBER

Master Name	Master Email
Sarah Soon	sarah@test.com

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

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

Admin/User will also be able to know who their Master is under 'My Team'

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy policies](#) and [Terms & Conditions](#)

A dark, dimly lit airplane cabin with rows of seats and overhead luggage bins. The text "ADDING ADDITIONAL IATA NUMBERS" is overlaid in the center.

ADDING ADDITIONAL IATA NUMBERS

Manage Agency

AGENCY DETAILS

TEAMS

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

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

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

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 3-2-3 configuration. The text "ASSIGNING IATA TO TEAM" is overlaid in the center of the image in a white, sans-serif font. The cabin has a modern, clean design with overhead storage bins and recessed lighting.

ASSIGNING IATA TO TEAM

Manage agency

AGENCY DETAILS

TEAMS

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

[Back](#)

JUSTICE LEAGUE 6 MEMBER

TEAM MEMBERS ASSIGNED CODES

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

+ Assign code

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy Policies](#) and [Terms & Conditions](#)

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.

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](#)

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "REACTIVATING ACCOUNT" is overlaid in the center of the image in a white, sans-serif font.

REACTIVATING ACCOUNT

REACTIVATE ACCOUNTS



AGENT RESOURCES SERVICE REQUEST SIA NDC

SINGAPORE - ENGLISH REGISTER SIGN IN

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

View All



OPERATIONAL UPDATES
06 Dec 2022
Test

Sign In

Your account is currently suspended due to prolonged inactivity. Please contact your Master to reactivate your account.

 Remember me [Forgot Password?](#)

Do not have an account? [Register now](#)

By continuing to use the website, you will be agreeing to our [Privacy Policy](#), [Terms and Conditions](#) and [Cookies Policy](#).

Deactivated accounts are caused by **90 days inactivity**.

AIRLINE NEWS



SIA Group transit flights through Singapore



SIA Group Launches Voluntary Carbon



Update on mask-wearing policy on

Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

< Back

avengers 4 MEMBER

Edit team Name

Delete team

TEAM MEMBERS ASSIGNED CODES

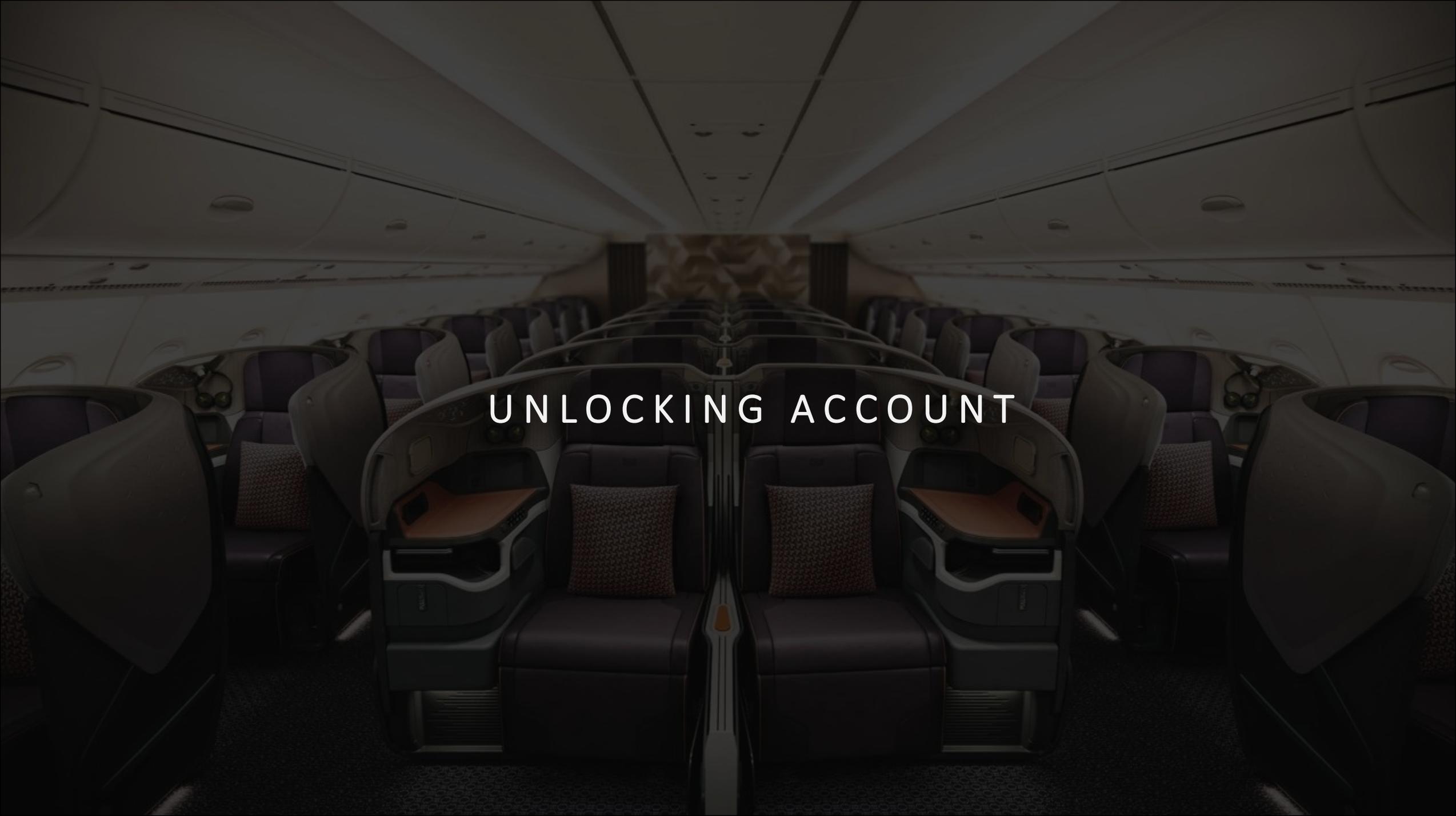
Search by name



+ Add users

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

1. For deactivated Admin/User accounts, kindly approach your local SQ staff for assistance.
2. Admin/User accounts can also be reactivated by **Master**.

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "UNLOCKING ACCOUNT" is overlaid in the center of the image in a white, sans-serif font.

UNLOCKING ACCOUNT

UNLOCKING ACCOUNTS

Sign In

geraldin_heng@testholiday.com.sg

Password

For security reasons, your account is locked. Please try again in 24 hours.

Remember me



[Forgot Password?](#)

SIGN IN

Do not have an account? [Register now](#)

By continuing to use the website, you will be agreeing to our [Privacy Policy](#), [Terms and Conditions](#) and [Cookies Policy](#).

Locked accounts are caused by **multiple incorrect password attempts**.

AIRLINE NEWS



Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

< Back

avengers 4 MEMBER

Edit team Name

Delete team

TEAM MEMBERS ASSIGNED CODES

Search by name



+ Add users

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

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



1. For locked Master 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)**.

New!

RESETTING PASSWORD



RESETTING PASSWORD

Agents can request for multiple password reset emails.

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

The screenshot displays the Singapore Airlines Agent 360 website. At the top, there are navigation links for 'AGENT RESOURCES', 'SERVICE REQUEST', and 'SIA NDC'. A 'Forgot Password?' modal is open, prompting the user to enter their email address. The email address 'agent360@test.com' is entered in the field. Below the field is a reCAPTCHA widget. A 'RESET PASSWORD' button and a 'BACK TO SIGN IN PAGE' link are visible. In the background, a 'Sign In' modal is also open, with the 'Forgot Password?' link highlighted by a yellow arrow. A 'Continue' button is visible in a confirmation modal at the bottom right.

Forgot Password?

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

Email address

protected by reCAPTCHA

Privacy - Terms



RESET PASSWORD

BACK TO SIGN IN PAGE

An email has been sent to your login email address.

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

CONTINUE


 RESETTING PASSWORD


Reset the password for your account

Login ID

Work email address
agent360@test.com

Create a new password

Password

Your password must meet the following criteria:

- ✔ Contains an uppercase character (A-Z)
- ✔ Contains a lowercase character (a-z)
- ✔ Contains a number (0-9)
- ✔ Contains a special character (!@#^&*())
- ✔ Contains 12 to 16 alphanumeric characters

RESET PASSWORD

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

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



Dear Agent X,

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

Reset password

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

A STAR ALLIANCE MEMBER



✕

Password reset failed!

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

CONTINUE

A dark, dimly lit airplane cabin with rows of seats, overlaid with the text "VIEWING FARESHEETS & POLICIES". The image shows a perspective view of the cabin aisle, with rows of seats on both sides. The seats are dark with patterned headrest covers. The overhead luggage bins are visible above the seats. The lighting is low, creating a moody atmosphere. The text is centered in the middle of the image in a white, sans-serif font.

VIEWING FARESHEETS & POLICIES

FARE SHEETS

POLICY DOCUMENTS

SIA GROUP NETWORK

NEWS AND UPDATES

Quick Links

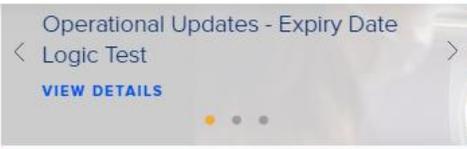
PRODUCTS & SERVICES

GROUPS 360 RESOURCES

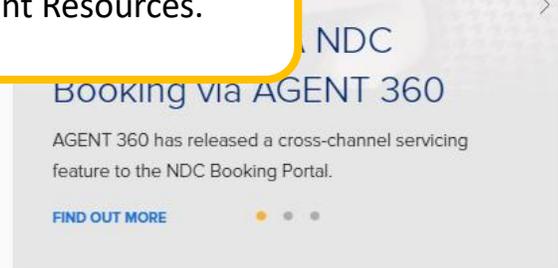
SQ Direct

Groups 360

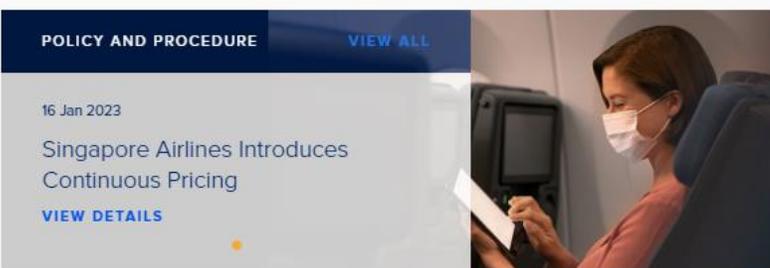
Agents will be able to view Fare Sheets and Policy Documents from Agent Resources.



Operational Updates - Expiry Date Logic Test
[VIEW DETAILS](#)



NDC Booking via AGENT 360
AGENT 360 has released a cross-channel servicing feature to the NDC Booking Portal.
[FIND OUT MORE](#)



POLICY AND PROCEDURE [VIEW ALL](#)
16 Jan 2023
Singapore Airlines Introduces Continuous Pricing
[VIEW DETAILS](#)



AIRLINE NEWS



Home / Agent Resources / Fare Sheets

FARE SHEETS

TACTICAL

SEASONAL

INTERLINE

OTHERS

Stations will be able to upload Fare Sheets and Agents can view from here.

SQ Business, Premium Economy & Economy Class FIT Promotion

SF016 - SQ Business, Premium Economy and Economy Class FIT Promotion **New!**

Tickets Sale/Issue: on/after 22 Feb 23 to on/before 16 Mar 23

[Download PDF](#)

2023-10 SQ Business, Premium Economy & Economy Class NDC FIT Promotion **New!**

Tickets Sale/Issue: on/after 22 Feb 23 to on/before 16 Mar 23

[Download PDF](#)

2023-12 SQ Business, Premium Economy & Economy Class EDI FIT Promotion **New!**

Tickets Sale/Issue: on/after 22 Feb 23 to on/before 16 Mar 23

[Download PDF](#)

[VIEW ALL FARESHEETS](#)

The listed fare sheets are for reference only. For actual fares and conditions, please refer to the GDS / AGENT 360.

Support

Get answers with [FAQs](#) or [contact us](#)

Feedback

Submit your [feedback](#) to us

Legal

Read about our [Privacy policies](#) and [Terms & Conditions](#)

Home / Agent Resources / Policies

POLICIES

POLICIES

Stations will be able to upload Policies and Agents can view from here.

SERVICE REQUEST FORMS - BEST PRACTICES

These are the best practices...	Updated 15 July 2022	Download PDF
Just for testing purposes...	Updated 22 September 2022	Download PDF

AGENT 360 BRIEFING SLIDES & FAQs

AGENT360 Presentation for NDC week	Updated 26 Jan 23	Download PDF
KrisConnect updates for NDC Week - Jan23	Updated 26 Jan 23	Download PDF
NDC Week Amadeus	Updated 26 Jan 23	Download PDF

[VIEW ALL POLICIES](#)

AGENT 360 SYSTEM ENHANCEMENTS / UPDATES

SS005 - Complimentary 2-Hour Inflight Wi-Fi Promotion	Updated 17 September 2021	Download PDF
SS004 - Complimentary 3-Hour Inflight Wi-Fi Promotion	Updated 02 August 2021	Download PDF

The image shows the interior of an airplane cabin, viewed from the front of the plane looking back. The seats are arranged in a 3-3-3 configuration. The seats are dark-colored with patterned headrest covers and orange-brown armrests. The cabin is dimly lit, with a dark overlay. The text "BOOKING FLIGHTS & ISSUING TICKETS" is centered in white, uppercase letters.

BOOKING FLIGHTS & ISSUING TICKETS

Important: Welcome to AGENT 360! ✕

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

DOWNLOAD HERE

OPERATIONAL UPDATES

VIEW ALL

17 Nov 2020

Scheduled maintenance on singaporeair.com

VIEW DETAILS

POLICY AND PROCEDURE

VIEW ALL

23 Sep 2020

Terms and Conditions of SIA Covid-19 Travel Waiver Policy

VIEW DETAILS

FARE SHEETS

POLICY DOCUMENTS

COVID-19 INFO CENTRE

AIRLINE NEWS



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CONTINUE

BOOKING PORTAL DASHBOARD



Order ID / Airline PNR



- Dashboard
- Shopping
- Order Management
- Accounting

Welcome!

Agent X

Summary

Flights Bookings For MAY

5

Number of tickets issued in that month

PNRs on Hold

1

Total sales in May

SGD 4127.20

Last Sale Amount SGD 824.40

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
SQ16987D23510S	6DOGX4	MR TEST/TEST	11-05-2023 (05:10)	Hold

Recent Schedule Changes

PNRs affected by Schedule Changes

ORDER ID	AIRLINE PNR	CATEGORY	MESSAGE
SQ16902D2355S	52GQVX	No Reason Given (Addition, Modification Or Deletion Of A SSR Or A Seat)	Order Effected Please Contact Your Local Station For More Details
SQ16815D23428S	6PUVCK	No Reason Given (Addition, Modification Or Deletion Of A SSR Or A Seat)	Order Effected Please Contact Your Local Station For More Details

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 3-2-3 configuration. The seats are dark with patterned cushions. The overhead bins are closed. The text "BOOKING FLIGHTS" is overlaid in the center of the image in a white, sans-serif font.

BOOKING FLIGHTS

- Dashboard
- Shopping
- Flights**
- Order Management
- Accounting

Welcome!

Click Shopping > Flights

Flights Bookings For MAY

5

PNRs on Hold

1

Total sales in May

SGD **4127.20**

Last Sale Amount SGD 824.40

TTL Expiring within in 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
SQ16987D23510S	6DOGX4	MR TEST/TEST	11-05-2023 (05:10)	Hold

Book a Flight

Corporate Booking

Access Code

Corporate ID

From

Departure Airport



Access Code: Unlock special fares
Corporate ID: Tag booking as corp booking
Types of Itineraries: One-Way, Round-Trip, Open Jaw
Fare Types: Market Fare, Private Fare, Corporate Fare
Carriers: SQ / Codeshare / Interline

Cabin Preference:

Choose Cabin Preference
Mixed Cabin Search is supported at Shopping

Cabin Preference

Economy



Passenger Criteria

Adult (12 years and above)

Children (2-11 years at time of travel)

Infants (0-23 months at time of travel)

1



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

Special PTCs



PTCs

Select



Special PTCs:
SEA, STU, B15, OFW, IIT, INN, ITF, ITS, LBR, LNN, LIF, JCB, JNN, JNS, JNF, VFR, NTL, MIL, INE, INS

Frequent flyer details - ADT 1 (optional)

Programme

None



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

Select IATA Code

IATA



IATA Codes:

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

Shopping Criteria

Currency



Promo Code



Currency

If your country is eligible to transact in multiple currencies, currency can be selected here

Agents can add in a **Promo Code** during flight search. A banner will appear when applied successfully.



Promo code 'PROMO1234' has been applied.

All passengers in this booking will enjoy the promotional fare

BOOKING FLIGHT - INFANT WITH SEAT

Passenger Criteria

Adult (12 years and above)

1

Children (2-11 years at time of travel)

0

Infants (0-23 months at time of travel)

0

Special PTCs +

PTCs

INS -Infant with a seat

Pax Count

1



- To book an infant with seat, agent should select INS PTC (1 adult per infant / infant with seat)
- Seat selection will be available for infant if INS PTC is selected

SeatMap Information

Singapore, Singapore (SIN) - London, United Kingdom (LHR)

Flight - 388

Passenger

1 MR ADULT TEST selected seat: 41B



2 MISS INFANT TEST selected seat: 41C



BOOKING FLIGHT – FLEXIBLE SEARCH

When searching for an itinerary, you can make your search flexible and view the lowest fare for up to +/- 7 days

- One-way: +/- 7 days
- 2 bounds: +/- 3 days
- 3 bounds or more: No flexible search supported

Book a Flight

Corporate Booking

Access Code Corporate ID

From: Singapore, Singapore (SIN) To: Bangkok, Thailand (BKK) Depart Date: 31/03/2024 Cabin Preference: Economy

Make My Search Flexible +/- (7 days)

Book a Flight

Corporate Booking

Access Code Corporate ID

From: Singapore, Singapore (SIN) To: Bangkok, Thailand (BKK) Depart Date: 31/03/2024 Cabin Preference: Economy

From: Bangkok, Thailand (BKK) To: Singapore, Singapore (SIN) Depart Date: 13/04/2024 Cabin Preference: Economy

Make My Search Flexible +/- (3 days)

Book a Flight

Corporate Booking

Access Code Corporate ID

From: Singapore, Singapore (SIN) To: Bangkok, Thailand (BKK) Depart Date: 31/03/2024 Cabin Preference: Economy

From: Bangkok, Thailand (BKK) To: Singapore, Singapore (SIN) Depart Date: 13/04/2024 Cabin Preference: Economy

From: Singapore, Singapore (SIN) To: Sydney, Australia (SYD) Depart Date: 27/04/2024 Cabin Preference: Economy

BOOKING FLIGHT – FLEXIBLE SEARCH

One-way: +/- 7 days flexible search

- E.g. SIN-BKK
- Lowest fare has a yellow marker appended
- Select desired departure date and click next to proceed

← Select alternative date(s)

SIN to BKK

Each fare shown here is the lowest available for the date, and for the entire journey, selected fare type, and one adult only.

Lowest Fare Selected Offer

24/03/2024 (Sun)	SGD 274.20
25/03/2024 (Mon)	SGD 274.20
26/03/2024 (Tue)	SGD 274.20
- 7 days	SGD 274.20
27/03/2024 (Wed)	SGD 274.20
28/03/2024 (Thu)	SGD 274.20
29/03/2024 (Fri)	SGD 284.20
30/03/2024 (Sat)	SGD 284.20
Dep. date searched	SGD 274.20
31/03/2024 (Sun)	SGD 274.20
01/04/2024 (Mon)	SGD 277.20
02/04/2024 (Tue)	SGD 277.20
03/04/2024 (Wed)	SGD 277.20
+ 7 days	SGD 277.20
04/04/2024 (Thu)	SGD 277.20
05/04/2024 (Fri)	SGD 287.20
06/04/2024 (Sat)	SGD 287.20
07/04/2024 (Sun)	SGD 277.20

BOOKING FLIGHT - FLEXIBLE SEARCH

Two bounds: +/- 3 days flexible search

- E.g. SIN-BKK, LON-SIN
- Lowest fare has a yellow marker appended
- Select desired combination of departure dates and click next to proceed

← Select alternative date(s)

SIN to BKK

- 3 days

BKK to SIN

Each fare shown here is the lowest available for the date, and for the entire journey, selected fare type, and one adult only.

+ 3 days

	Lowest Fare	Selected Offer						Dep. date searched
		Return 10/04/2024 (Wed)	Return 11/04/2024 (Thu)	Return 12/04/2024 (Fri)	Return 13/04/2024 (Sat)	Return 14/04/2024 (Sun)	Return 15/04/2024 (Mon)	Return 16/04/2024 (Tue)
- 3 days								
Depart 28/03/2024 (Thu)		SGD 370.10	SGD 444.10	SGD 444.10	SGD 444.10	SGD 454.10	SGD 489.10	SGD 370.10
Depart 29/03/2024 (Fri)		SGD 380.10	SGD 454.10	SGD 454.10	SGD 454.10	SGD 464.10	SGD 499.10	SGD 380.10
Depart 30/03/2024 (Sat)		SGD 271.10	SGD 345.10	SGD 345.10	SGD 345.10	SGD 355.10	SGD 390.10	SGD 271.10
Depart 31/03/2024 (Sun)	Dep. date searched	SGD 271.10	SGD 345.10	SGD 345.10	SGD 345.10	SGD 355.10	SGD 390.10	SGD 271.10
Depart 01/04/2024 (Mon)		SGD 274.10	SGD 348.10	SGD 348.10	SGD 348.10	SGD 358.10	SGD 393.10	SGD 274.10
Depart 02/04/2024 (Tue)		SGD 274.10	SGD 348.10	SGD 348.10	SGD 348.10	SGD 358.10	SGD 393.10	SGD 274.10
Depart 03/04/2024 (Wed)		SGD 274.10	SGD 348.10	SGD 348.10	SGD 348.10	SGD 358.10	SGD 393.10	SGD 274.10
+ 3 days								

BOOKING FLIGHT - FLIGHT RESULTS

Flight offers of the selected cabin class and the next cabin class will be displayed (depending on availability)

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

Each flight offer has an indicator to differentiate NDC, Corporate, Public fares

Singapore to Bangkok

SQ 706

SIN  31-03-2024 (07:10)  2 hrs 25 mins Non-stop  BKK 31-03-2024 (08:35)

[View Details](#)

	ECONOMY VALUE - N - N16SGO NDC	ECONOMY STANDARD - W - W14SGO NDC	ECONOMY FLEXI - E - E12SGO NDC
SELECT FARES	Not Allowed	Allowed	Allowed
UPGRADE	Not Allowed	Allowed	Allowed
MILES	50%	75%	100%
BAGGAGE	25 KILOGRAM	30 KILOGRAM	30 KILOGRAM
ADVANCE SEAT SELECTION	Chargeable	Complimentary (Standard Seats)	Complimentary (Forward Zone and Standard Seats)
FARE BASIS CODE	N16SGO	W14SGO	E12SGO
	SGD 274.20	SGD 373.20	SGD 514.20

ECONOMY From SGD 274.20

SQ 720

SIN  31-03-2024 (18:30)  2 hrs 30 mins Non-stop  BKK 31-03-2024 (20:00)

[View Details](#)

ECONOMY From SGD 274.20

**ECONOMY STANDARD - W
CORPORATE**

Allowed

75%

30 KILOGRAM

Complimentary (Standard Seats)

SGD 1,168.20

**ECONOMY STANDARD - Y
ECONOMY - W
PUBLIC**

Allowed

75%

30 KILOGRAM

Complimentary (Standard Seats)

SGD 3,459.60

SGD 2,788.60

BOOKING FLIGHT - SUMMARY

1 Flight Details

2 Flight Price

3 Passenger details

4 Ancillaries (optional)

5 Create order

Booking Summary

SIN - BKK

View Details

SIN

07:10 (31 Mar 2024) Singapore, Singapore (SIN)

 SQ 706 Operated by SQ

Time: 2 hrs 25 mins

BKK

08:35 (31 Mar 2024) Bangkok, Thailand (BKK)

Fare Breakdown ⓘ

Fare Rules ⓘ

Back

View Fare Breakdown by pax type

Fare Breakdown

SINBKK FBCODE: E12SGO RBD: E

FARE DETAILS

ADT

CHD

INF

Fare

SGD 450.00

SGD 338.00

SGD 45.00

Taxes & fees

SGD 64.20

SGD 64.20

SGD 2.00

Tax breakdown

L7 10.80

L7 10.80

E7 1.40

OP 8.00

OP 8.00

G8 0.60

SG 43.40

SG 43.40

E7 1.40

E7 1.40

G8 0.60

G8 0.60

Total per passenger

SGD 514.20

SGD 402.20

SGD 47.00

Number of passengers

1

1

1

Total for all passengers

SGD 514.20

SGD 402.20

SGD 47.00

Grand Total

SGD 963.40

3.40

Next

BOOKING FLIGHT - SUMMARY

1 Flight Details

2 Flight Price

SIN - BKK

View Details

SIN

07:10 (31 Mar 2024) Singapore, Singapore (SIN)

 SQ 706 Operated by SQ

Time: 2 hrs 25 mins

BKK

08:35 (31 Mar 2024) Bangkok, Thailand (BKK)

Fare Breakdown ⓘ

Fare Rules ⓘ



Back

3.40

Next

Fare Rules Information

Singapore, Singapore (SIN) - Bangkok, Thailand (BKK)

FARE CONDITION	Economy Flexi
 BAGGAGE	PAX1,PAX2 : 30 Kilogram, PAX3 : 10 Kilogram
 AWARD_ACCRUAL	880
 AWARD_ACCRUAL_FULL	SINGAPORE AIRLINES OPERATED FLIGHTS KrisFlyer: 100% of actual flown distance. Partner frequent flyer programmes: Accrual levels may differ on Singapore Airlines operated flights. For ticket(s) partially paid for using KrisFlyer miles, the miles earned are proportionate to the amount paid using credit/debit card. These miles can only be credited to KrisFlyer membership accounts. FLIGHTS OPERATED BY OTHER AIRLINES KrisFlyer mileage accrual levels on flights operated by KrisFlyer partner airlines may differ. Codeshare flights operated by non-KrisFlyer partner airlines are not accruable to KrisFlyer. For details, visit http://www.singaporeair.com/en_UK/sg/ppsclub-krisflyer/earn-miles/earn-when-you-fly/
 AWARD_UPGRADE	Allowed
 AWARD_UPGRADE_FULL	KrisFlyer Upgrade Awards on Singapore Airlines: Allowed. Star Alliance Upgrade Awards on Singapore Airlines: Allowed on Y, B booking classes only on flights without Premium Economy Class. Codeshare flights are not eligible for upgrades.
 DISCLAIMER_FULL	If payment was made with a mix of cash and KrisFlyer miles, you will only earn miles on the part of the fare that was paid with a credit / debit card. Full fare rules and KrisFlyer terms and conditions apply.
 MIXEDFARETYPE_FULL	Cancellation and no-show fees will follow the more restrictive fare type. If you change more than one flight in the same transaction, only the higher change fee will be applied.
 TRAVELITINERARYSEQUENCE_FULL	Fares are valid only if all flight coupons / sectors in the ticket are used in sequence. If you start your journey at any stopover or stopping place, Singapore Airlines will recompute the fares based on actual flight sequence flown and you will need to pay the fare difference, if any.

DESCRIPTION	RESTRICTION APPLIED
Revalidation before departure is allowed?	Allowed with restrictions
Reissue before departure allowed?	Allowed with restrictions
Revalidation before departure when no show is allowed?	Allowed with restrictions

View Fare Rules

Fare rules will also be available on the order details page

PASSENGER 1 - ADULT

Personal information

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

Title*

First / Given name (as in passport)*

Last / Family name (as in passport) *

Date of birth*

Last Name Only:

Check this box if pax only has a single name, last name will be auto-populated as FNU

DOB: Mandatory to validate fare / PTC selected

Passport number

Passport expiry date

Passport issuance date

Nationality

Name Truncation for Long Names:

- No character limit to enter name but names that exceed 59 characters are truncated by the system after order creation.
- This includes number of characters in pax first name + last name + date of birth.
- System name truncation does not affect check-in

Personal information

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

Title*

First / Given name (as in passport)*

Last / Family name (as in passport) *

Date of birth*

Associated Adult *

PASSENGER 1 - ADULT

Personal information

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

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

Document Information:

These are optional fields. If agent populates any fields, all fields must be completed. Otherwise, they can leave all fields blank and proceed.

PASSENGER 2 - INFANT

Personal information

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

Title*

First / Given name (as in passport)*

Last / Family name (as in passport) *

Date of birth*

Associated Adult *

Associated Infant to Adult: If there is more than 1 ADT in the booking, select which adult to associate to INF

Contact details

Primary contact *

Mr Test ADT

Primary contact number *

Mobile

Singapore (+65)

88888888

Primary Contact

Mandatory to have at least one passenger's contact information.

+ Add another contact number

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

pax@test.com

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

agent@test.com

Passenger and Agent Email Addresses

Mandatory fields.

E-Tickets and schedule change/flight disruption notifications are sent to both emails

Free-Text/Remarks

agent friendly deck

Free Text / Remarks

Remarks entered here are appended to the eTicket under the endorsement box

Back

Book and Hold ticket

Proceed to Add-Ons

Book & Hold PNR:

This will create an unticketed PNR on hold

Proceed to Add-Ons:

To add ancillaries before ticketing (Optional)

BOOKING FLIGHT - ANCILLARIES (SEAT)

1 Singapore to Bangkok

Select the ancillary for each segment

Ancillaries

Seat

Baggage

Meals

Special Services

Singapore, Singapore (SIN) - Bangkok, Thailand (BKK)

Flight - 787

Passenger

1 Mr Test ADT
selected seat: C42 (0 SGD)

2 Ms Test CHD
selected seat: B42 (0 SGD)

LEGEND

	Available Seats		Selected seat(s)		Not available
	Bulk Head		Closet		Stair Case
	Table		Lavatory		Galley

You can now add ancillaries during the booking flow before creating the PNR. This is an optional step.

For **each segment**, select ancillary for **each pax** before moving on to the next segment

Seats

- Click seat map to select seat for each pax
- Paid seats will be held for 72h from time of ancillary addition
- Free seats are confirmed once added

SQ 706 • 787

A B C D E F G H I J K

BOOKING FLIGHT - ANCILLARIES (XBAG)

1 Singapore to Bangkok

Select the ancillary for each segment

Ancillaries

Seat

Baggage

Meals

Special Services

Select Passenger

Mr Test ADT

Singapore, Singapore (SIN) - Bangkok, Thailand (BKK)

ONE KILOGRAM BAGGAGE (SGD 53.20)



Selected option will appear here

To remove XBAG, click on the red



Back

For **each segment**, select ancillary for **each pax** before moving on to the next segment

XBAG

- Select XBAG for **each pax**
- XBAG will be held for 72h from time of ancillary addition

ONE KILOGRAM BAGGAGE

5KG

0KG

5KG

10KG

15KG

20KG

25KG

30KG

35KG

Next

BOOKING FLIGHT - ANCILLARIES (MEAL)

1 Singapore to Bangkok

Select the ancillary for each segment

Ancillaries

Seat

Baggage

Meals

Special Services

Select Passenger

Mr Test ADT

Singapore, Singapore (SIN) - Bangkok, Thailand (BKK)

SEAFOOD MEAL

Selected option will appear here

To remove meal, click on the red



For **each segment**, select ancillary for **each pax** before moving on to the next segment

Meals

- Select meal for **each pax**
- Meals are confirmed once added

MEALS

SEAFOOD MEAL

VEGETARIAN INDIAN MEAL

BABY MEAL

BLAND MEAL

DIABETIC MEAL

FRUIT PLATTER

GLUTEN INTOLERANT MEAL

HINDU NON-VEGETARIAN MEAL

KOSHER MEAL

Back

Next

BOOKING FLIGHT - ANCILLARIES (SPECIAL SERVICE REQUEST)

1 Singapore to Bangkok

Select the ancillary for each segment

Ancillaries

Seat

Baggage

Meals

Special Services

Select Passenger

Mr Test ADT

Singapore, Singapore (SIN) - Bangkok, Thailand (BKK)

MEET AND ASSIST REQUEST

Selected option will appear here

To remove SSR, click on the red



Booking Instructions

Booking Instructions are mandatory for some of the ancillaries chosen

Please select the relevant options

MEET AND ASSIST REQUEST

Mr Test ADT SIN-BKK

For **each segment**, select ancillary for **each pax** before moving on to the next segment

Special Services Request (SSR)

- Select SSR for **each pax** - BLND, DEAF, MAAS, WCHR
- SSRs are confirmed once added

SPECIAL SERVICES

MEET AND ASSIST REQUEST x

BLIND PASSENGER INFORMATION

DEAF PASSENGER INFORMATION

WHEELCHAIR TO AIRCRAFT DOOR REQUEST

Back

Next

BOOKING FLIGHT - CREATE ORDER

Summary of selected flight, ancillaries, fare breakdown will be displayed before you can select book and hold

1 Flight Details

2 Flight Price

3 Passenger details

4 Ancillaries (optional)

5 Create order

SQ710 - Singapore to Bangkok

Non-stop •

SIN 12:50

SINGAPORE

31 Mar 2024 (Sunday)



2 hrs 30 mins

BKK 14:20

BANGKOK

31 Mar 2024 (Sunday)



Singapore Airlines • SQ710

787

Economy

[View Fare Rules](#)

[View Baggage Allowance](#)

Fare Breakdown

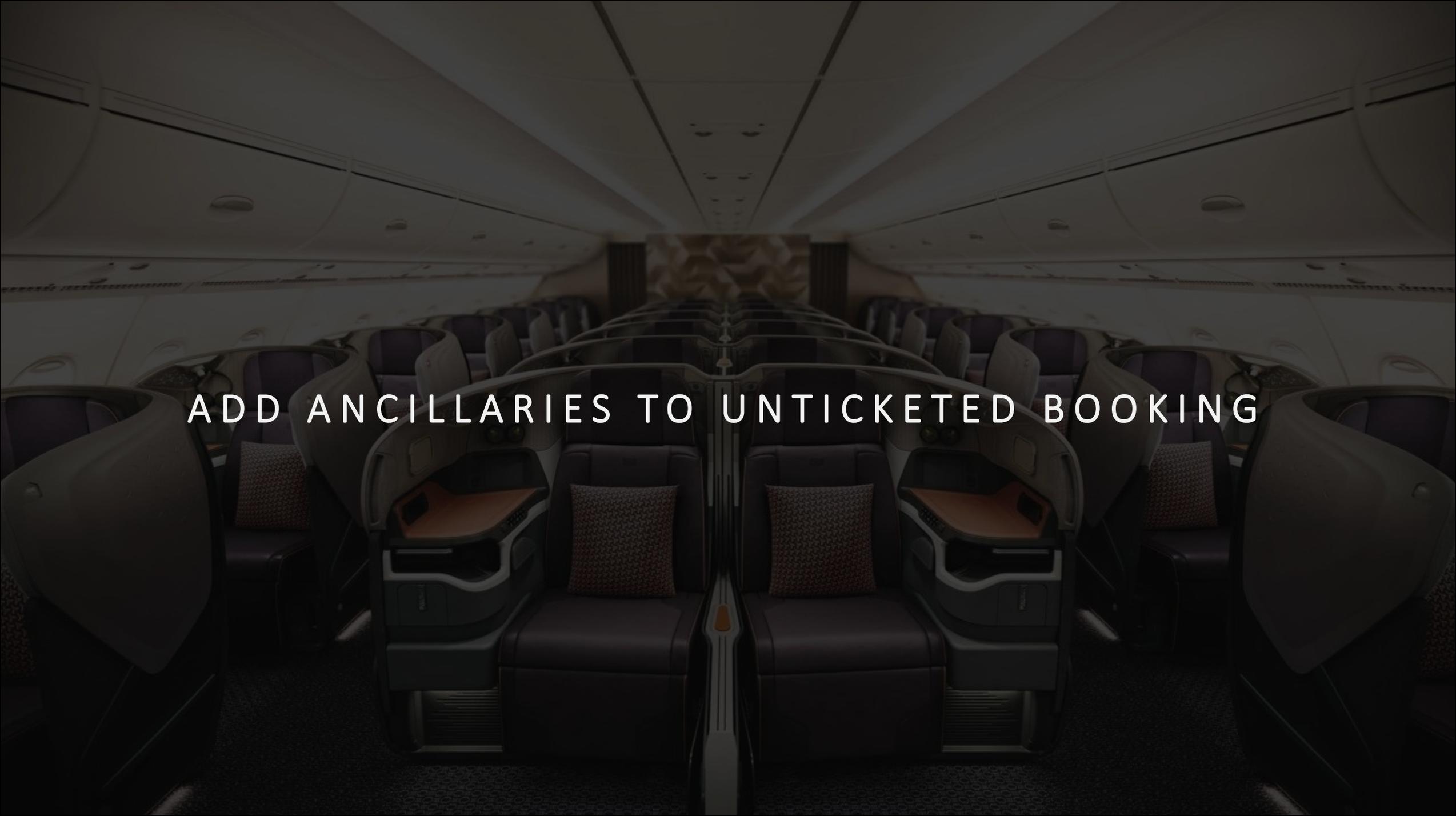
Pricing Info

• Base Price	833.00
• Total Tax	130.40
• Xbag total	106.40
• Seafood meal	0.00
• Meet and assist request	0.00
• Seat Total	0.00
• Total & Final Price	1,069.80



[Back](#)

[Book and Hold ticket](#)



ADD ANCILLARIES TO UNTICKETED BOOKING

ADD ANCILLARIES TO UNTICKETED BOOKING

- Dashboard
- Shopping
- Order Management
 - Orders
 - Reports
- Accounting
- Setup Configuration

Passenger Details:

- Fare Breakdown
- Fare Rules
- Order History
- Refresh
- Share Booking
- Send Itinerary
- Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST TEST	Adult	12-12-1992	-			  

Contact Details:

PASSENGER	PHONE
MR TEST TEST	(MOBILE/CTC)

Itinerary Details:

FROM	LEAVES
 Singapore, Singapore (SIN)	22 Dec 2023 17:10

Seat, X BAG, meals, and special service requests (SSR) can be added to unticketed bookings at the order details page

- Ancillary buttons are available on order details page for unticketed bookings
- Ancillaries are added for each segment and each pax
- View more details on adding ancillaries at order details page [here](#)

Order Details:

Airline PNR: 57BSPC

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MR TEST TEST	Flight Ticket		Hold	373.20 (SGD)

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "MANUAL REPRICE" is overlaid in the center of the image in a white, sans-serif font.

MANUAL REPRICE

MANUAL REPRICE OF FARE

Manual Reprice:

- After 4 days, the fare is automatically repriced
- Agents have the option to manually reprice a booking on hold
 - Unticketed bookings
 - Ticketed bookings that have been reshopped with deferred payment

Manual Reprice with Access Code

- If an access code was input at flight search, it will be displayed here
 - Access codes cannot be removed once applied
- If no access code was input at flight search, agents can click Edit to reprice booking with access code
- Access codes will also be apply if booking is reshopped
- Agents can first check the repriced amount before confirming the new pricing
- Once confirmed there is no rollback to the initial price

(CTCE) TEST@TEST.COM

Total price:	363.20 (SGD)	
Ticket price:	363.20 (SGD)	
Access Code:	306383	 Edit
Repriced Ticket Amount:	363.20 (SGD)	
Reprice Date/Time:	07-03-2024 11:20	
		Confirm

TRANSACTION COMMENTS	CREATED
N/A	N/A

[Manual Reprice](#)
[Issue](#)
[Reshop](#)
[Cancel](#)



A dark, dimly lit airplane cabin with rows of seats. The text "RESHOP UNTICKETED BOOKING" is overlaid in the center.

RESHOP UNTICKETED BOOKING

CHANGE OF UNTICKETED BOOKING



Order ID / Airline PNR



- Dashboard
- Shopping
- Flights
- Order Management
- Accounting
- Setup Configuration

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE	STATUS CODE
	Singapore, Singapore (SIN)	15 May 2023 12:45	Kuala Lumpur, Malaysia (KUL)	15 May 2023 13:45	SQ	Economy Standard	W	HK
	Kuala Lumpur, Malaysia (KUL)	25 May 2023 16:10	Singapore, Singapore (SIN)	25 May 2023 17:30	MH	ECONOMY	W	HK

Order Details:

Airline PNR: **6E7EBU**

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MR TEST TEST	Flight Ticket		Hold	339.40 (SGD)

Payment History:

#	PAYMENT TYPE	AMOUNT	STATUS
N/A	N/A	N/A	PAID

Agents can modify the itinerary of the booking before issuance

- Manual Reprice
- Issue
- Reshop
- Cancel



CHANGE OF UNTICKETED BOOKING

Your Previous Booking

ORIGIN	DESTINATION	DEPARTURE DATE	ACTION
Singapore, Singapore (SIN)	Kuala Lumpur, Malaysia (KUL)	15 May 2023 07:10	Select
Kuala Lumpur, Malaysia (KUL)	Singapore, Singapore (SIN)	25 May 2023 08:55	Select

Trip ID: SQ16807D23427S
PNR No: 64L9IA
Passengers:-

- MR TEST TEST ADT

This step indicates the original booking the agent would like to change.

Book a Flight

Access Code

Corporate ID

Passenger Criteria

Adult (12 years and above)

Children (2-11 years at time of travel)

Infants (0-23 months at time of travel)

Special PTCs

PTCs

Shopping Criteria

Cabin Preference

CHANGE OF UNTICKETED BOOKING

Book a Flight

Access Code

Corporate ID

From

Singapore, Singapore (SIN) SIN



To

Kuala Lumpur, Malaysia (KUL) KUL

Depart Date

15/05/2023



From

Kuala Lumpur, Malaysia (KUL) KUL



To

Singapore, Singapore (SIN) SIN

Depart Date

25/05/2023



Modify the itinerary

- Origin
- Destination
- Departure Date

To add a segment, click “+”
To delete the segment, click “-”

Passenger Criteria

Adult (12 years and above)

1

Children (2-11 years at time of travel)

0

Infants (0-23 months at time of travel)

0

Special PTCs

PTCs

Select

Shopping Criteria

Cabin Preference

Economy

Unlike the initial Flight Search, cabin class can only be selected for the **entire itinerary** at Reshop

View Schedules

Search

CHANGE OF UNTICKETED BOOKING

Select the flight options of your choice for each segment.
Fare Type: Agent will be shown the lowest available RBD in that fare family

Sort : Price Time Duration Stops

Modify Search

 Singapore to Kuala Lumpur

 SQ 104

SIN 

15-05-2023 (07:10)



1 hrs 0 mins

Non-stop

 KUL

15-05-2023 (08:10)

[View Details](#)

BUSINESS
SGD 987.00

SELECT FARES

BUSINESS STANDARD - U
PUBLIC

SGD 987.00

BUSINESS FLEXI - J
PUBLIC

SGD 1,176.00

 SQ 106

SIN 

15-05-2023 (08:30)



1 hrs 0 mins

Non-stop

 KUL

15-05-2023 (09:30)

[View Details](#)

BUSINESS
SGD 987.00

CHANGE OF UNTICKETED BOOKING

SIN - KUL

[View Details](#)

SIN

07:10 (15 May 2023) Singapore, Singapore (SIN)

Fare Family: **Business Standard**

RBD Code: **U**

FBC Code: **U13SGR**



SQ 104 Operated by SINGAPORE AIRLINES

Terminal: **2**

Time: **1 hrs**

Aircraft:

KUL

08:10 (15 May 2023) Kuala Lumpur, Malaysia (KUL)

KUL - SIN

[View Details](#)

KUL

08:55 (25 May 2023) Kuala Lumpur, Malaysia (KUL)

Fare Family: **Business Standard**

RBD Code: **U**

FBC Code: **U13SGR**



SQ 103 Operated by SINGAPORE AIRLINES

Terminal: **M**

Time: **1 hrs**

Aircraft:

SIN

09:55 (25 May 2023) Singapore, Singapore (SIN)

[Fare Breakdown](#)

[Fare Rules](#)

Review the new itinerary and view **Fare Breakdown / Fare rules**

Total Fare: SGD 987.00

[Back](#)

[Next](#)

CHANGE OF UNTICKETED BOOKING

1 Flight Details

2 Flight Price

3 Reshop Details

New Offer Details

DEPART	ARRIVE	Flight	Aircraft	Class/Fare type
SIN 07:10 MONDAY 15 MAY 2023	KUL 08:10 MONDAY 15 MAY 2023	 SQ104 🕒 Duration 1 hrs 0 mins	 🛫 Stops Non-stop	Class : Business Standard Fare Types : U
KUL 08:55 THURSDAY 25 MAY 2023	SIN 09:55 THURSDAY 25 MAY 2023	 SQ103 🕒 Duration 1 hrs 0 mins	 🛫 Stops Non-stop	Class : Business Standard Fare Types : U

PENALTY

TOTAL DIFFERENCE

SGD 0.00

SGD 987.00

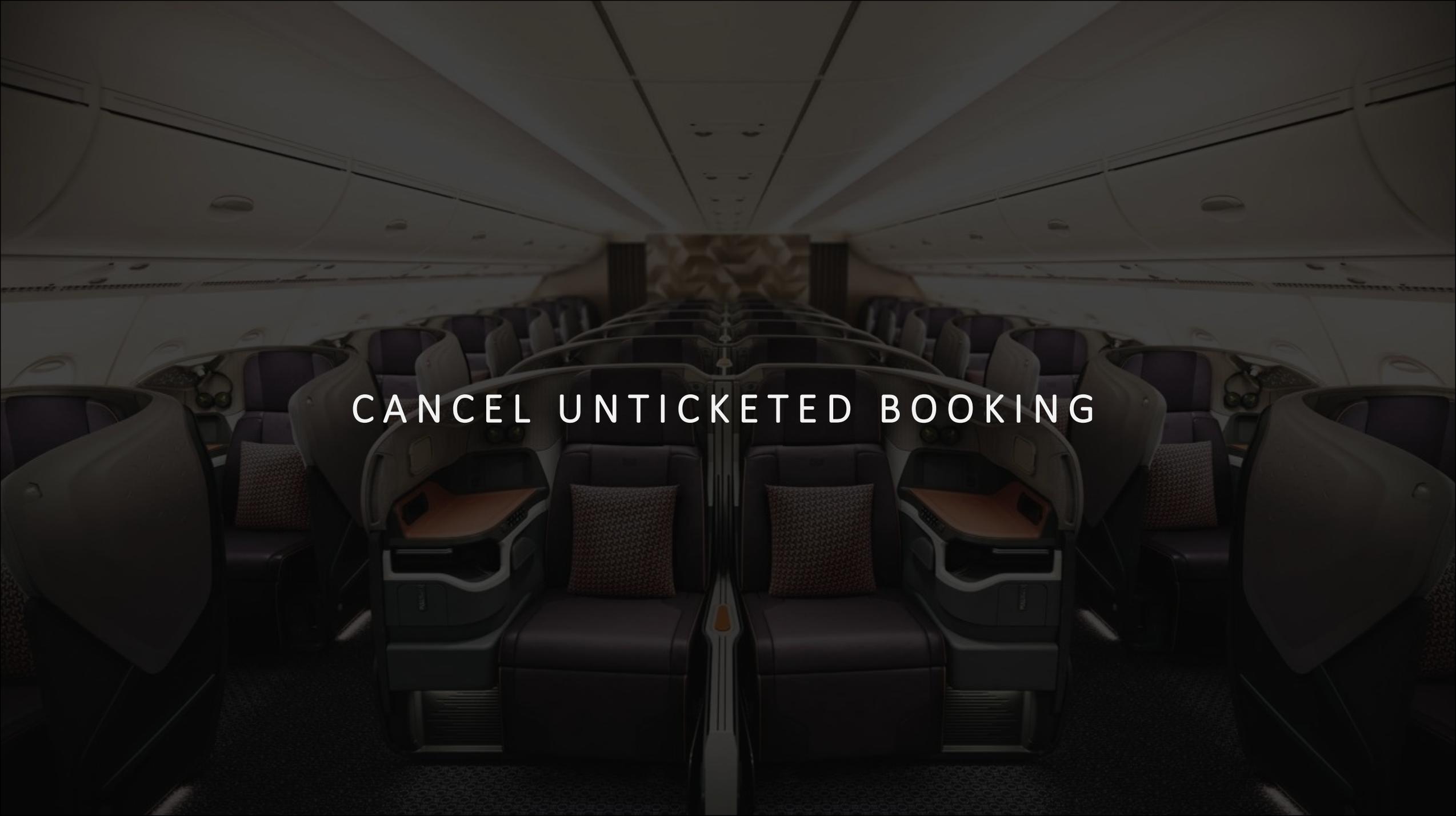
Review any penalties and total fare difference

Free-Text/Remarks

If agents would like to check the price only, they can stop here.
The reshop is committed once agents select "Continue"

Continue

Back



CANCEL UNTICKETED BOOKING

CANCEL UNTICKETED BOOKING

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE	STATUS CODE
 SQ328	Singapore, Singapore (SIN)	24 Aug 2023 00:30	Munich, Germany (MUC)	24 Aug 2023 06:55	SQ	Economy Flexi	E	HK
 LH1934	Munich, Germany (MUC)	24 Aug 2023 09:00	Berlin, Germany (BER)	24 Aug 2023 10:05	LH	ECONOMY	M	

Are you sure you want to cancel the booking?

Yes

No

Order Details:

Airline PNR: 52GQVX ^

ORDER ITEM	PASSENGER NAME	DESCRIPTION	TRANSACTION STATUS	PRICE
1	MR TESTLH TEST	Flight Ticket	Hold	2,066.20 (SGD)

Unticketed bookings can be cancelled anytime by clicking the "Cancel" button

Payment History:

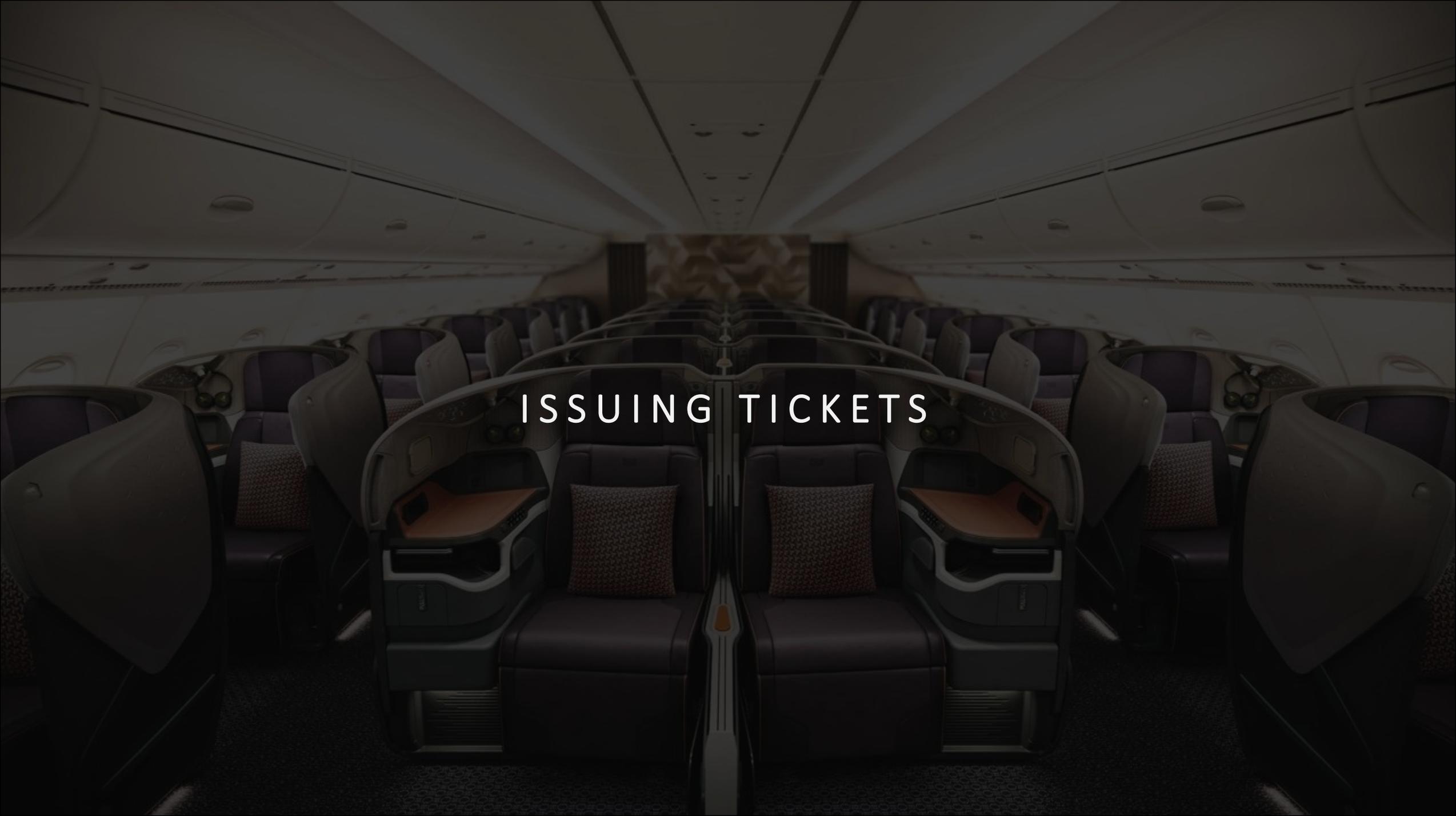
#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
N/A	N/A	N/A	N/A	N/A

Manual Reprice

Issue

Reshop

Cancel

A dark, dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "ISSUING TICKETS" is overlaid in the center of the image in a white, sans-serif font.

ISSUING TICKETS

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



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:

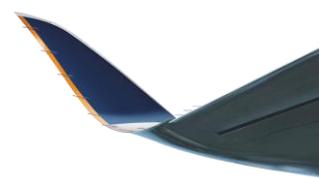
#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
N/A	N/A	N/A	N/A	N/A

Issue
Cancel

FORM OF PAYMENTS *

Note: Form of payments available may differ across countries

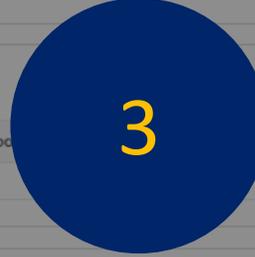
● Only for US



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	NAME	TYPE	FREQUENT FLYER	DC	SERVICES
1	MR NURUDDIN SELAMAT	Adult			

BSP CASH

BSP CARD (including UATP)

IATA EASYPAY

CONTACT NAME	CONTACT NO	CONTACT EMAIL
MR NURUDDIN SELAMAT	(MOBILE/CTCM) 65-88888888	(CTCE) HARDACCEPT@SQTESTEMAIL.SG (CTCE) AGENT_EMAIL//TEST.COM



LOGO	LEAVES	ARRIVES	OPERATED BY	RBD CODE
SQ118	01 Apr 2021 12:45	01 Apr 2021 13:45	MI	K

ARC CASH

ARC CARD

DIRECT CREDIT CARD

ORDER #	NAME	DESCRIPTION	STATUS	AMOUNT	AIRLINE PNR
1	MR NURUDDIN SELAMAT	Flight ticket	hold	114.80	6MIE8C

Payment History:

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

Click **Issue** to Issue Ticket

Issue Cancel

IATA agents will view the following FOPs: BSP Cash, BSP Card, IATA EasyPay (temporarily disabled for SG)
 Different FOPs can be used for different transactions (e.g. Issue with BSP Cash, Reissue with BSP Card)

BSP Cash

TEST Adult 12-12-1990

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

Yes No

BSP Card

TEST Adult 12-12-1990

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 * MOTO

BSP Card

Name on card * Card number *

Expiration month * Expiration year * CVV

Yes No

Agents are prompted to key in relevant card information. CVV is optional.

- Supported card types:
- Amex
 - Diners
 - Masters
 - Visa
 - UATP

Multiple card types can be used for various transactions
 e.g. Issue ticket with Visa, Reshop booking with Amex

MOTO FOR BSP CARD (MAIL ORDER TELEPHONE ORDER)

Ash

TEST Adult 12-12-1990

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

Name on card *

Expiration month *
Expiration year *
CVV

MOTO

MOTO Type *
Mail Order
Telephone Order

Card number

Yes No

N/A N/A N/A

Manual Reprice Issue Cancel

What is MOTO?

- Only applicable for BSP Card transactions and not Direct CC transactions
- MOTO is checked by default as we assume card-no-present scenario (i.e. pax not physically present to provide card details and complete 3DS2 authentication)
- Transaction is not subjected to 3DS2 authentication
- MOTO Type
 - **Mail Order:** Pax provides agent with payment details by mail
 - **Telephone Order:** Pax provides agent with payment details by telephone

What are the implications of enabling MOTO?

- Please note that agents are liable for any chargebacks (if any) when MOTO is selected as 3DS2 authentication is not triggered
- It is recommended for agents to uncheck MOTO whenever pax is present to provide OTP and proceed with 3DS2 authentication

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

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

Contact Details:

PASSENGER	
MR TEST TEST	

Itinerary Details:

FROM	Singapore, Singapore
SQ714	

Order Details:

OPERATED BY	CLASS	RBD CODE
SQ	Economy Standard	W

TRANSACTION STATUS: hold PRICE (SGD): 376.40

Manual Reprice Issue Cancel

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

Select EasyPay

Similar to BSP CC but no MOTO applicable.
Agents are prompted to key in relevant card information once selected.

DIRECT CREDIT CARD

Are you sure you want to issue the document?

Ticket price : 8,127,000 (VND)

Total price : 8,127,000 (VND)

Free-Text/Remarks

Make payment

Payment option *

Credit/Debit Card

Name on card *

Card number *

Expiration month *

Expiration year *

CVV



Yes No

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

MasterCard.
SecureCode.

UOB 大华银行

For added security, an SMS One-time Password (OTP) is required to complete this transaction.
Please enter the SMS-OTP which has been sent to your mobile phone (XXXXXXX).

Merchant:	SINGAPORE AIRLI
Amount:	SGD 13.20
Date:	07/04/2021
Card Number:	XXXX-XXXX-XXXX-XXXX
SecureCode™ SMS-OTP:	XXXX <input type="text"/>
<input type="button" value="Proceed"/>	
<input type="button" value="Get Another SMS-OTP"/>	
<input type="button" value="Cancel"/>	

If XXXXXXX is not your mobile phone number, please complete the [NFA Registration/Update Form](#) (available on the UOB website) and mail it to us.

- 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, IATA EasyPay, 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

BSP CARD

Dashboard Shopping Order Management Orders Reports Report Accounting

ORDER ID	NAME	TYPE	DATE OF BIRTH	STATUS	OPERATED BY	CLASS	RBD CODE	TRANSACTION STATUS	PRICE (SGD)
1	MR TEST TEST	Adult	12-12-1990		SQ	Economy Standard	W	hold	376.40

CONTACT DETAILS: PASSENGER MR TEST TEST

EMAIL: (CTCE) HARDACCEPT@SQJTESTEMAILSG

OPERATED BY: SQ CLASS: Economy Standard RBD CODE: W

Airline PNR: 6KBWVJ

TRANSACTION STATUS: hold PRICE (SGD): 376.40

ORDER DETAILS: ORDER ITEM 1

PAYMENT HISTORY: # N/A N/A N/A N/A

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 * MOTO MOTO Type *

Name on card * Card number *

Expiration month * Expiration year * CVV

Yes No

Select BSP CARD



PAYMENT HISTORY

Passenger Details:

[Refresh](#)[Seals](#)

#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
	Singapore, Singapore (SIN)	01 Apr 2021 12:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 13:45	MI	Economy Lite	K

Once ticket is issued, agents will see relevant payment type (e.g. **BSP**, **BSP Card**) reflected under Payment History

Airline PNR: 6XWTQJ ^

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](#)

A dimly lit airplane cabin with rows of seats, overlaid with the text "RESHOP TICKETED BOOKINGS". The image shows a perspective view of the cabin aisle, with rows of seats on either side. The seats are dark with patterned headrest covers. The overhead luggage bins are visible above the seats. The lighting is low, creating a moody atmosphere. The text is centered in the middle of the image in a white, sans-serif font.

RESHOP TICKETED BOOKINGS



THINGS TO TAKE NOTE

When using Reshop, please note the following details:

1. Subject to penalty fee waiver (if any) as NDC currently does not support waiver codes.
2. Please take note of the following Reshop scenarios:
 - a. If all segments unflown:
 - Agents need to select both segments to reshop a specific segment / both segments
 - b. If initial segment(s) already flown:
 - Agents can reshop unflown segments only
 - c. If no-show on initial segment(s):
 - Reshop buttons will be hidden
 - Agent can contact SQ_Assistance for offline servicing

Your Previous Booking

ORIGIN	DESTINATION	DEPARTURE DATE	ACTION
Singapore, Singapore (SIN)	Kuala Lumpur, Malaysia (KUL)	15 May 2023 07:10	Select
Kuala Lumpur, Malaysia (KUL)	Singapore, Singapore (SIN)	25 May 2023 08:55	Select

Trip ID: SQ16807D23427S
PNR No: 64L9IA
Passengers:-

- MR TEST TEST ADT

CHANGE OF BOOKINGS

Your Previous Booking

ORIGIN	DESTINATION	DEPARTURE DATE	ACTION
Singapore, Singapore (SIN)	Kuala Lumpur, Malaysia (KUL)	15 May 2023 07:10	Select
Kuala Lumpur, Malaysia (KUL)	Singapore, Singapore (SIN)	25 May 2023 08:55	Select

Trip ID: SQ16807D23427S
 PNR No: 64L9IA
 Passengers:-

MR TEST TEST ADT

Select segments to change

Book a Flight

Access Code

Corporate ID

From

Singapore, Singapore (SIN)

SIN



To

Kuala Lumpur, Malaysia (KUL)

KUL

Depart Date

15/05/2023



From

Kuala Lumpur, Malaysia (KUL)

KUL



To

Singapore, Singapore (SIN)

SIN

Depart Date

25/05/2023



Passenger Criteria

Adult (12 years and above)

1

Children (2-11 years at time of travel)

0

Infants (0-23 months at time of travel)

0

Special PTCs

PTCs

Select

Shopping Criteria

Cabin Preference

Economy

Unlike the initial Flight Search, cabin class can only be selected for the entire itinerary at Reshop

Modify the itinerary

- Origin
- Destination
- Departure Date

To add a segment, click "+"
 To delete the segment, click "-"

CHANGE OF BOOKINGS

Select the flight options of your choice.

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

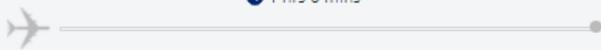
Sort: Price Time Duration Stops

Modify Search

Kuala Lumpur to Singapore

SQ 5425

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



Non-stop

BUSINESS

View Details

SELECT FARES

- MILES
- UPGRADE
- CANCELLATION
- NO SHOW
- CHANGE
- ADVANCE SEAT SELECTION

BUSINESS LITE - D

125

Not Allowed

Not Allowed

SGD 400

SGD 340

Complimentary

Select

BUSINESS STANDARD - U

125

Allowed

SGD 340

SGD 400

SGD 200

Complimentary

Select

BUSINESS FLEXI - J

150

Allowed

SGD 270

SGD 400

Complimentary

Complimentary

Select

SQ 5319

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



Non-stop

BUSINESS

View Details

CHANGE OF BOOKINGS

1 Flight Details

2 Flight Price

3 Reshop Details

Previous Booking Summary

Singapore, Singapore (SIN) - Singapore, Singapore (SIN)

Economy Standard

SGD 323.50

Booking Summary

SIN - KUL

View Details

SIN

07:10 (15 May 2023) Singapore, Singapore (SIN)

Fare Family: **Business Standard**

RBD Code: **U**

FBC Code: **U14SGR**



SQ 104 Operated by SINGAPORE AIRLINES

Time: 1 hrs

Terminal: 2

Aircraft:

KUL

08:10 (15 May 2023) Kuala Lumpur, Malaysia (KUL)

KUL - SIN

View Details

KUL

08:55 (25 May 2023) Kuala Lumpur, Malaysia (KUL)

Fare Family: **Business Standard**

RBD Code: **U**

FBC Code: **U14SGR**



SQ 103 Operated by SINGAPORE AIRLINES

Time: 1 hrs

Terminal: M

Aircraft:

SIN

09:55 (25 May 2023) Singapore, Singapore (SIN)

Review the new itinerary and view **Fare Breakdown / Fare rules**

Fare Breakdown ⓘ

Fare Rules ⓘ



Total Fare: SGD 960.20

Back

Next

RESHOP WITH DEFERRED OR IMMEDIATE PAYMENT

1 Flight Details

2 Flight Price

3 Reshop Details

New Offer Details

DEPART	ARRIVE	Flight	Aircraft	Class/Fare type
SIN 07:10 WEDNESDAY 31 AUG 2022	BKK 08:35 WEDNESDAY 31 AUG 2022	 SQ706 Duration 2 hrs 25 mins	 Stops Non-stop	Class : Economy Flexi Fare Types : E

PENALTY

SGD 0.00

TOTAL DIFFERENCE

SGD 0.00

Review any penalties and total fare difference.
At this point, the reshop is not committed yet.

Reshop and Hold

Continue

Back

Reshop with Deferred Payment

For ticketed bookings, agents can choose to reshop and hold for deferred payment. Clicking “Reshop and Hold” will commit the reshop and there is no option to revert to the original itinerary even though payment has not been made.

Reshop with Immediate Payment

To reshop and confirm payment immediately, click “Continue”.

RESHOP WITH DEFERRED PAYMENT: RESHOP AND HOLD

Order Details:

ORDER ITEM
1
2

When must payment be completed?

For revalidation on hold, agent can confirm the reval before the flight

For reissuance on hold, a new TTL is generated – agent must complete payment for reissuance by TTL or inventory is released and a new booking must be made.

How long will the price be locked in?

TST is valid for up to 4 days before it will automatically reprice. This is reflected in the price guarantee time limit.

Manual reprice can also be performed.

Click “Confirm Reissue” to make payment for reshop

Payment History:

#	PA
1	

Airline PNR: 5TSSY3 ^

TRANSACTION STATUS	PRICE
Reshop On Hold - TKT	184.00 (SGD)
Hold	130.00 (SGD)

CREATED
08-05-2023 11:33

Manual Reprice

Confirm Reissue



Make payment

Payment option *

BSP Cash

Select payment type for Reshop

Continue

Back

CHANGE OF BOOKINGS

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
	Singapore, Singapore (SIN)	01 Apr 2021 18:45	Kuala Lumpur, Malaysia (KUL)	01 Apr 2021 19:45	SQ	Business Lite	D
	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 (e-ticket number) will be issued. Payment History will also reflect the reissuance.

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

MIXED CABIN CLASS RESHOP

- At **Shopping**, mixed cabin class search is **supported**

Book a Flight

Corporate Booking

Access Code

Corporate ID

From	To	Depart Date	Cabin Preference
Singapore, Singapore (SIN) SIN	London, United Kingdom (LHR) LHR	23/02/2023	Economy
London, United Kingdom (LHR) LHR	Singapore, Singapore (SIN) SIN	25/02/2023	Business

- At **Reshop**, mixed cabin class search is **partially supported** as NDC only supports selecting 1 cabin class for the whole itinerary

From	To	Depart Date
Singapore, Singapore (SIN) SIN	London, United Kingdom (LHR) LHR	23/02/2023
From	To	Depart Date
London, United Kingdom (LHR) LHR	Singapore, Singapore (SIN) SIN	25/02/2023

Shopping Criteria

Cabin Preference

Economy

At reshop A360 displays offers for selected cabin class + up to the next cabin class depending on availability

- Select Economy → Economy & Premium Economy offers returned
- Select Premium Economy → Premium Economy & Business offers returned
- Select Business → Business & First Class offers returned

Mixed cabin class reshop is only supported within the above limitations



MIXED CABIN CLASS RESHOP

At reshop A360 displays offers for selected cabin class + up to the next cabin class depending on availability

- Select Economy → Economy & Premium Economy offers returned
- Select Premium Economy → Premium Economy & Business offers returned
- Select Business → Business & First Class offers returned

Mixed cabin class reshops are only supported within the above limitations

Example 1 Segment 1: SIN-LHR Economy
Segment 2: LHR-SIN Economy

Agent reshops Segment 1 to **Premium Economy** while maintaining Segment 2 at Economy

- a. Select Economy as reshops cabin class – Available Econ & Premium Econ offers are returned
- b. Select Premium Econ offer for Segment 1 and the same Economy offer for Segment 2

Example 2 Segment 1: SIN-LHR Economy
Segment 2: LHR-SIN Economy

Agent reshops Segment 1 to **Business** while maintaining Segment 2 at Economy

- a. Once Business is selected Segment 2 will also be forced to upsell to Business / First Class
- b. Offline servicing is required

A dark, perspective view of an airplane cabin aisle. The seats are arranged in rows on both sides of a central aisle, receding into the distance. The lighting is dim, creating a sense of depth and focus on the central text.

ANCILLARIES
(SEATS / BAGGAGE / MEALS /
SPECIAL SERVICE REQUESTS)

ADDING ANCILLARIES

Seats



Booking Details:

Order ID: **SQ16807D23427S**

Imported PNR: **No**

Booking Date: **27 April 2023**

Agent Email Address: **TEST123@TEST.COM**

Endorsement Text: **SGD130.00 NONREF - CHNG FEE APPLY /REFUND FEE APPLY /NO SHOW FEE APPLY 32304646**

Passenger Details:

Fare Breakdown

Fare Rules

Order History

Refresh

Share Booking

Email eTicket

Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST TEST	Adult	12-12-1990	-		SIN-KUL Ancillary: EXCESS BAGGAGE WEIGHT TTL 5KG Ancillary: Reshop penalty	

Ancillaries

- Seat
- XBAG
- Meals
- Special Servicing Requests (SSR)

1. Added on a segment level after ticketing
2. Cannot be held (so payment & EMDs must be issued immediately)
3. Are non-transferrable, non-exchangeable and non-refundable

ADDING SEATS

Seats

Select segment to add seats

Select Segment

SIN -BKK

BKK -SIN

SeatMap Information

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

Flight - 738

Passenger

1 MR NURODDIN SELAMAT selected seat: F7

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		F		
5						5	
6						6	
7	A7	B7	C7		D7 E7	F7	7
8	A8	B8	C8		D8 E8	F8	8
9	A9	B9	C9		D9 E9	F9	9

Hover over the seat map to view seat characteristics

ADDING SEATS

 Seats

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 are responsible for ensuring that your passengers meet the [entry requirements](#) for their destination at their time of travel.

Select Payment option to complete adding of seat.

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 *

B&P Cash

Yes No

Refresh

Seats

SERVICES

ACTIONS

Ancillary: EXCESS BAGGAGE REQUEST

EMAIL

(CTCE) HARDACCEPT@SQTESTEMAIL.SG

(CTCE) AGENT_EMAIL/TEST.COM

Contact Details:

PASSENGER

MR NURUDDIN SELA

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

ADDING BAGGAGE



Select Segment



SIN -KUL

KUL -SIN

1. Select the segment to add baggage.
2. Once baggage has been added, the segment will be **greyed out**

ring that your passengers meet the [entry requirements](#) for their destination at their time of travel.

020
EMAIL@TEST.COM

Select the desired baggage weight (up to 100kg) / piece
Price will be updated after selection

Paid Ancillaries



Passenger: MR NURUDDIN SELAMAT

Submit

SINGAPORE AIRLINES



SGD 20.20

ONE KILOGRAM BAGGAGE

5KG



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

PASSENGER NAME

SERVICE NAME

TRANSACTION ID

TRANSACTION S

ADDING BAGGAGE



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 are responsible for ensuring that your passengers meet the [entry requirements](#) for their destination at their time of travel.

Booking Details:

Order ID: SQ2007D2011175
Booking Date: 18 November 2020
Agent Email Address: AGENT_EMAIL@TEST.COM

Passenger Details:

#PAX	NAME
1	MR NURUDDIN SELA

Contact Details:

PASSENGER
MR NURUDDIN SELA

Itinerary Details:

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

Order Details:

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

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 *



Yes No

Select Payment option to complete adding of baggage.

Refresh Seats

SERVICES ACTIONS

Ancillary: EXCESS BAGGAGE REQUEST

EMAIL
(CTCE) HARDACCEPT@SQTESTEMAIL.SG
(CTCE) AGENT_EMAIL/TEST.COM

Airline PNR: 6XWTQJ

ADDING BAGGAGE



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@SQJTESTEMAILSG (CTCD) AGENT_EMAIL//TEST.COM

Itiner

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:

ADDING MEALS



Select segment to add Standard Meals

Select Segment



SIN -BKK

BKK -SIN

Select standard meal and Submit

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

Passenger: MR TEST TEST



Meals

SELECT

VEGETARIAN INDIAN MEAL

BABY MEAL

BLAND MEAL

CHILD MEAL

DIABETIC MEAL

FRUIT PLATTER

GLUTEN INTOLERANT MEAL



Coming soon: SQ Meals and In-flight menu

ADDING SPECIAL SERVICE REQUESTS

Select segment to add SSR

Select Segment

SIN -BKK

BKK -SIN

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

Free Services

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

Passenger: MR TEST TEST

BLIND PASSENGER INFORMATION

BLND

Select

DEAF PASSENGER INFORMATION

DEAF

Select

MEET AND ASSIST REQUEST

MAAS

Booking Instruction *

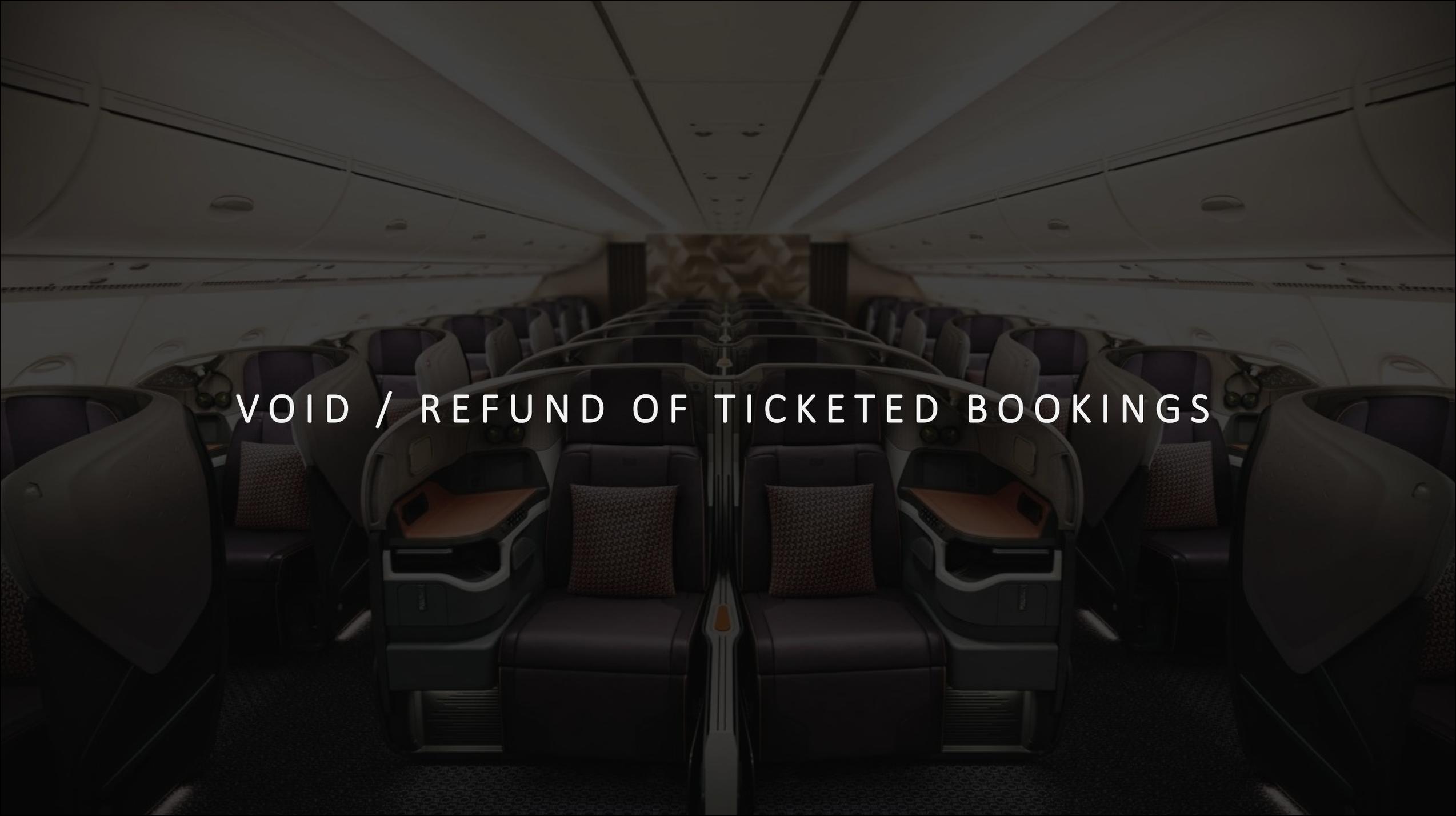
Enter booking instruction

Select

WHEELCHAIR TO AIRCRAFT DOOR REQUEST

WCHR

Select



VOID / REFUND OF TICKETED BOOKINGS

VOID / REFUND OF TICKETS

Void

Are you sure you want to void the booking?

Yes No

Order Details:

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS
1	MR TESTLH TEST	Flight Ticket	6182442002485	Confirm

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	2,066.20 (SGD)	Flight Booking-52GQVX	08-05-2023 21:55

Void Reshop

Void can be done until 2359 of the same BSP Day and no penalty fee is charged.
Void can only be done for the first issuance.

Refund

Refund Details

ORIGINAL TICKET AMOUNT	PENALTY	NET VALUE
SGD 406.80	SGD 135.00	SGD 271.80

Refund Cancel

Order Details:

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION STATUS
1			Confirm
2	MR SQTR TEST	Ancillary: Special Meal Request	Confirm

Airline PNR: 6PUVCK ^

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	406.80 (SGD)	Flight Booking-6PUVCK	28-04-2023 16:39

Reshop Refund

After the BSP Day void button is replaced with Refund.

REFUND OF TICKETS

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

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

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "ORDER MANAGEMENT" is overlaid in the center of the image in a white, sans-serif font.

ORDER MANAGEMENT

VIEW ORDER DASHBOARD



Order ID / Airline PNR



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

My Orders

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

TTL

Click on Orders to view summary of orders

Booked 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.

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.

Sort By:

ORDER ID	AIRLINE PNR	AGENCY	PAX NAME	BOOKED BY	DATE OF BOOKING	TICKETING TIME LIMIT	PAYMENT TYPE	AMOUNT	STATUS	IMPORTED PNR	VIEW
SQ16977D23510S			CHILD	Sarah Soon	10-05-2023	16-06-2023 (23:00)		KRW 419,700.00	<input type="button" value="On Hold"/>	No	Details
SQ16976D23510S			PARENT	Sarah Soon	10-05-2023	16-06-2023 (23:00)		KRW 537,500.00	<input type="button" value="On Hold"/>	No	Details
SQ16975D23510S	6BH4WA	FNMICE CO.,LTD	MR PARENT/TEST	Sarah Soon	10-05-2023	16-06-2023 (23:00)		KRW 537,500.00	<input type="button" value="On Hold"/>	No	Details
SQ16974D23510S	6BGAZH	FNMICE CO.,LTD	MSTR CHILD/TEST	Sarah Soon	10-05-2023	16-06-2023 (23:00)		KRW 419,700.00	<input type="button" value="On Hold"/>	No	Details
SQ16907D2355S	559NXV	FNMICE CO.,LTD	MR NICK/KIM	Sarah Soon	05-05-2023	-	BSP	KRW 1,390,800.00	<input type="button" value="Confirmed"/>	No	Details
SQ16903D2355S	53SW67	FNMICE CO.,LTD	MR NICK/KIM	Sarah Soon	05-05-2023	-	BSP	KRW 1,673,500.00	<input type="button" value="Confirmed"/>	No	Details
SQ16891D2354S	6IRP4F	FNMICE CO.,LTD	MR NICK/KIM	Sarah Soon	04-05-2023	-	BSP	KRW 541,200.00	<input type="button" value="Confirmed"/>	No	Details
SQ16810D23428S	6LBYNZ	GOLDEN TRAVEL SERVICES PTE LTD	MR NICK/FURY	Hi Two	28-04-2023	18-05-2023 (00:00)		SGD 538.20	<input type="button" value="On Hold"/>	No	Details
SQ16809D23428S	6KHRHV	AIRELATED TRAVEL PTE LTD	MR NICK/FURY	Sarah Soon	28-04-2023	-	BSP	SGD 958.40	<input type="button" value="Confirmed"/>	No	Details

Click Order ID to load Order details



VIEW ORDER DETAILS

Unticketed Booking

Booking Details:

Order ID: **SQ16957D23510S**

Imported PNR: **No**

Booking Date: **10 May 2023**

i Price Guarantee Time Limit : **14 May 2023 00:00**

i Ticketing Time Limit: **13 May 2023 23:00**

Agent Email Address: **AGENT@TEST.COM**

Price guarantee time limit: Date to issue ticket by before fare is auto-repriced. This takes into consideration any special sales period.

Ticketing time limit (TTL): Date to issue ticket before inventory expires

Ticketed Booking

Booking Details:

Order ID: **SQ16902D2355S**

Imported PNR: **No**

Booking Date: **05 May 2023**

Agent Email Address: **LUKE_TAN@SINGAAPOREAIR.COM.SG**

Endorsement Text: **NO CHNG FEE /REFUND FEE APPLY /NO SHOW FEE APPLY 32304646 CTCE LUKE..TAN//SINGAAPOREAIR.COM.SG**

Endorsement Text: Any remarks entered in the free text / remarks field during booking creation and issuance

ENDORSEMENT BOX

Free-Text/Remarks

hi

Details entered in endorsement box appears on eTicket

Booking Details:

Order ID: **SQ22381D23531S**

Imported PNR: **No**

Booking Date: **31 May 2023**

Agent Email Address: **TEST@TEST.COM**

Endorsement Text: **CHNG FEE APPLY /REFUND FEE APPLY /NO SHOW FEE APPLY 32304646 CTCE TEST//TEST.COM-SARAH TEST**

ARD

E-Ticket Number	Ticketing	Management	Interlining	Display
618-2442177273 TEST/TEST MR (ADT)	Void Refund Add Original Issue Document Revalidate Verify Credit Card	Change Coupon Status Set / Remove involuntary indicator Exchange to FIM	Get coupon control Push coupon control	Extended E-Ticket Display E-Ticket History Refresh Print Summary of E-Ticket Override(s) Mini Rules

Conjunction	LOC	Comp Loc	Type	CRS Res.Sys	Frequent Flyer Number	IATA Office Number	Origin/Destination	Fare Calc Mode	Issue Place	Issue Date
-	6T8Q7K	-	ETKT	1A	-	32391811	SINBKK	N	SIN	01JUN23

#	Dep. Location	Arr. Location	Stop	Flight	Class	Date	Time	Sector Status	Fare Basis	Fare Owner	Coupon Status	NVB	NVA	Baggage	Involuntary
1	SIN	BKK	-	SQ 712	W	20JUN	1600	OK	W14SGO	SQ	OPEN	20JUN	20JUN	30K	-

Issue Status: F (First Issue)

[Copy to Scratchpad](#)

Fare Information	Currency	Amount
Published Fare	SGD	348.00
Net Fare	SGD	348.00
Base Fare	SGD	348.00
Banker's Rate: -		
Equivalent Fare	-	-
Taxes	SGD	64.20
TOTAL	SGD	412.20

Additional Information	
Tour Code	-
Commission	0.00 (P)
Fare Calculation	SIN SQ BKK261.78NUC261.78END ROE1.329331
Original Issue/In Exchange	-
Endorsement/Restrictions	CHNG FEE APPLY /REFUND FEE APPLY /NO SHOW FEE APPLY 32304646 CTCE TEST//TEST.COM-SARAH TEST

[Copy to Scratchpad](#)

SINGAPORE AIRLINES LIMITED



Electronic Ticket Receipt: 618 2442177273

TEST/TEST MR

SQ Booking Reference: **6T8Q7K**

Date of Issue: **01 Jun 2023**

Place of Issue: **Singapore Airlines**

Agent **360**

Singapore

Flight Details

Ticket Number: 618 2442177273

SQ 712	Operated by Singapore Airlines	Economy Class (W)		
From: Singapore (SIN-Changi)	Terminal: 2	Depart: Tue, 20 Jun 2023 , 16:00	Status: Confirmed	
To: Bangkok (BKK-Suvarnabhumi Intl)	Terminal: 	Arrive: Tue, 20 Jun 2023 , 17:25	Stopovers: 0	
Not Valid Before: 20 Jun 2023		Not Valid After: 20 Jun 2023		Baggage Allowance: 30 Kg

Payment Details

Fare:	348.00	SGD	Form of Payment 1:	CASH 412.20 SGD
Tax:	L7	10.80	Restrictions:	CHNG FEE APPLY /REFUND FEE APPLY /NO SHOW FEE APPLY 32304646 CTCE TEST//TEST.COM-SARAH TEST
	OP	8.00		

VIEW ORDER DETAILS

Unticketed Booking

Fare breakdown and fare rules can be viewed again

Passenger Details:

- Fare Breakdown
- Fare Rules
- Order History
- Refresh
- Share Booking
- Send Itinerary
- Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST ADT	Adult	10-12-1980				  

Send Itinerary: Send itinerary to agent which can be forwarded to pax

Ticketed Booking

Passenger Details:

- Fare Breakdown
- Fare Rules
- Order History
- Refresh
- Share Booking
- Email eTicket
- Seats

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST ADT	Adult	10-12-1980				  

Email eTicket: Resend eTicket to agent

UNTICKETED BOOKINGS - SEND ITINERARY

Booking Details:

Order ID: **SQ50361D231221S**

Imported PNR: **No**

Booking Date: **21 December 2023**

Price Guarantee Time Limit : 25 December 2023 00:00

Ticketing Time Limit: 18 February 2024 23:00

Agent Email Address: **AGENT@TEST.COM**

Passenger Details:

#PAX

1

2

3

For unticketed bookings, you can email a copy of the itinerary which can then be forwarded to pax

- Agent email entered in booking
- Agent's A360 registered email

Option to mask fares regardless of fare type booked

- Taxes will still be displayed

Fare Breakdown

Fare Rules

Order History

Refresh

Share Booking

Send Itinerary

Seats

ASSIST REQUE
NDLY DECK

ASSIST REQUE
ST

Email *

Select...

Send ↗

Mask Fares

ACTIONS



UNTICKETED BOOKINGS - SEND ITINERARY

You will receive an email from agent_360@singaporeair.com.sg

Itinerary attached as .pdf

AGENT 360 Itinerary - 63OEST

 agent_360@singaporeair.com.sg
To Agent_360

[Reply](#) [Reply All](#) [Forward](#)  

Thu 21/12/2023 12:30 pm

 SIA Itinerary - MR ADT ADT.pdf
36 KB

CAUTION ! External Email. Do not click on links or open files if unsure of sender.

SINGAPORE AIRLINES LIMITED



Dear Sir/Madam,

Attached in this email is the voucher details for your booking.
Please verify that your booking is correct.

For enquiries and changes in travel plans, please contact the nearest SIA office. Details are available at singaporeair.com.

To ensure that your flight departs on-time, please check-in early:
With Baggage: 2.5 hours before departure
No Baggage: 1.5 hours before departure

Note that all SIA flights departing from Singapore will stop acceptance of passengers for check-in at 40 minutes to departure time. To access check-in closure times for other countries, please click [here](#).

SINGAPORE AIRLINES LIMITED



ADT / ADT MR

SQ Booking Reference: **63OEST**

Flight Details

SQ 710	Operated by SQ	Economy Flexi (E)		
From :	Singapore (SIN-Changi Intl)	Terminal: 2	Depart: Sun, 31 Mar 2024 , 12:50	Status: Confirmed
To :	Bangkok (BKK-Suvarnabhumi Intl)	Terminal: N/A	Arrive: Sun, 31 Mar 2024 , 14:20	Stopovers: 0

Payment Details

Fare:			
Tax:	L7	10.80	SGD
	OP	8.00	SGD
	SG	43.40	SGD
	E7	1.40	SGD
	G8	0.60	SGD
Total:			

Fares have been masked in this example

TICKETED BOOKINGS - RESEND ETICKET

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	-			+ ☰ + 🗨️ + ☕

Once tickets are issued, SQ will send an e-ticket to the agent and pax emails in the booking. You can resend eTickets on AGENT 360 by clicking “Email eTicket” on Order Details page.

Select between the following emails as the recipient email

1. Agent’s registered AGENT 360 email
2. Agent email entered in booking

In the first eTicket sent out after issuance, only IT fares are masked

In the resent eTicket sent on AGENT 360 you have the option to mask fares regardless of fare type booked

- Taxes will still be displayed

Email *

Select...

Mask E-Ticket Fares

TICKETED BOOKINGS - RESEND ETICKET

You will receive an email from agent_360@singaporeair.com.sg

E-ticket attached as .pdf

AGENT 360 E-ticket - 63OEST

 agent_360@singaporeair.com.sg
To: Agent_360

  Reply  Reply All  Forward  

Thu 12/21/2023 12:38 PM

 If there are problems with how this message is displayed, click here to view it in a web browser.

 SIA E-ticket - 618 2445799396.pdf
38 KB

CAUTION ! External Email. Do not click on links or open files if unsure of sender.

SINGAPORE AIRLINES LIMITED



Dear Sir/Madam,

Attached in this email is the Electronic Ticket Receipt for your booking.
Please verify that your booking is correct.

For enquiries and changes in travel plans, please contact the nearest SIA office. Details are available at singaporeair.com.

To ensure that your flight departs on-time, please check-in early:
With Baggage: 2.5 hours before departure
No Baggage: 1.5 hours before departure

Note that all SIA flights departing from Singapore will stop acceptance of passengers for check-in at 40 minutes to departure time. To access check-in closure times for other countries, please click [here](#).

Check-in online is available from 48 hours to 1.5 hours before departure. To access check-in online feature, please click [here](#).

Print your boarding pass now in the comfort of your own home or office. To learn more, please click [here](#).

Enjoy special privileges and discounts with your boarding pass within 30 days of your travel date.
To know more, please click on this URL:
<http://www.singaporeair.com/boardingpass>

SINGAPORE AIRLINES LIMITED



Electronic Ticket Receipt: 618 2445799396

ADT / ADT MR

SQ Booking Reference: 63OEST

Date of Issue: 21 Dec 2023

Place of Issue: Singapore Airlines

123 GO TRAVEL PTE LTD

Changi, Singapore (SIN-Changi)

Flight Details

Ticket Number: 618 2445799396

SQ 710 Operated by SQ Economy Flexi (E)

From: Singapore (SIN-Changi Intl) Terminal: 2 Depart: Sun, 31 Mar 2024, 12:50 Status: Confirmed

To: Bangkok (BKK-Suvarnabhumi Intl) Terminal: N/A Arrive: Sun, 31 Mar 2024, 14:20 Stopovers: 0

Baggage Allowance: 30 Kg

Payment Details

Fare:	-	Form of Payment:	cash
Tax:	L7 10.80 SGD	Restrictions:	NO CHNG FEE /REFUND FEE APPLY /NO SHOW FEE APPLY 32301242 CTCE AGENT..360//SINGAPOREAIR.COM.SG
	OP 8.00 SGD		
	SG 43.40 SGD		
	E7 1.40 SGD		
	G8 0.60 SGD		
Total:	-		

Fares have been masked in this example

VIEW ORDER DETAILS

Contact Details:

PASSENGER	PHONE	EMAIL
MS LIM CHERRY LIM	(MOBILE/CTCM) 93-1111111	(CTCE) SARAH@TEST.COM

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE	STATUS CODE	FBC
 SQ620	Singapore, Singapore (SIN)	31 Jan 2024 08:25	Osaka, Japan (KIX)	31 Jan 2024 15:40	SQ	Economy Flexi	E	HK	E12SGO

Click **Transaction ID** to view eTicket

Order Details:

Airline PNR: **6A5MX8** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MS LIM CHERRY LIM	Flight Ticket	6182445805569	Confirm	1,205.20 (SGD)

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	1,205.20 (SGD)	Flight Booking-6A5MX8	22-12-2023 16:04

BOOKING TRANSACTION STATUS



Order Details:

Airline PNR: **6A5MX8** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MS LIM CHERRY LIM	Flight Ticket	6182445805569	 Confirm	1,205.20 (SGD)

Transaction Status	What it means
Hold	Tickets have not been issued yet
Cancelled	Unticketed booking is cancelled
Reshop on hold - UNTKT	Unticketed booking with changes made (e.g. change date, itinerary) Tickets have not been issued yet
Confirm	Tickets are issued
Void	Ticketed booking voided within same BSP day
Refunded	Ticketed booking refunded (after 1 BSP day)
Reshop on hold - TKT	Ticketed booking with changes made (e.g. change date, itinerary) Tickets have not been re-issued yet
Void/Cancelled	Booking has been cancelled outside of AGENT 360 <ul style="list-style-type: none"> As AGENT 360 has no visibility on whether it was a cancellation/void/refund, status displays as void/cancelled

SPLIT PNR

Split PNR Passenger Information

#	NAME	TYPE	
1	MR NURUDDIN SELAMAT	ADT	<input checked="" type="checkbox"/>
2	MR ADAM KEET	ADT	<input type="checkbox"/>

Confirm

Order Details:

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
1	BSP
2	BSP

Agents can **Split PNR** for unticketed / ticketed bookings with multiple pax and continue to service bookings as separate PNRs after splitting.

Select the passenger(s) to split into a separate PNR for. Selected names will be in the booking with the same original PNR. This is will be recorded as the Parent order ID.

Reshop Refund Split PNR

SPLIT PNR - PARENT PNR

Child Order ID: **SQ2023D2011185**
Order ID: **SQ2022D2011185**
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

Itinerary Details:

Order Details:

Original PNR is the **PARENT** booking
Associated **CHILD** booking order ID is also displayed



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

SPLIT PNR - CHILD PNR

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:

Order Details:

Child's booking will have a **New PNR**
Associated **PARENT** booking Order ID is also displayed



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](#)

FLIGHT SCHEDULE CHANGES

Recent Schedule Changes

SQ10082D221128S	6JDGGN	Flight Cancelled (Booking Cancelled By Situation)	Order Effected Please Contact Your Local Station For More Details
SQ10082D221128S	6JDGGN	Flight Cancelled (Booking Cancelled By Situation)	Order Effected Please Contact Your Local Station For More Details
SQ10082D221128S	6JDGGN	Flight Cancelled (Booking Cancelled By Situation)	Order Effected Please Contact Your Local Station For More Details
SQ10082D221128S	6JDGGN	Flight Cancelled (Booking Cancelled By Situation)	Order Effected Please Contact Your Local Station For More Details

When there is a schedule change, SQ will send a notification to pax and agent emails in booking.

On AGENT 360, schedule changes are summarised on AGENT 360 Dashboard and affected bookings will show an indicator.

SQ6538D2259S



6MPIH5

WTS TRAVEL & TOURS PTE LTD

MR ONE/TEST

Alex mathew

09-05-2022

10-05-2022 (16:30)

BSP

SGD 5,947.20

Confirmed

No

Details

Itinerary Details:

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

Flight Status

- In most cases, pax will be reaccommodated to a new flight which will be displayed on AGENT 360 with status "HK"
- If flight is cancelled and pax was unable to be reaccommodated to a new flight, original flight status will be displayed on AGENT 360 with status "UN". Please approach your local Station for offline re-booking.



FLIGHT SCHEDULE CHANGES: SELF RE-ACCOMMODATION

New!



ⓘ WARNING: ORDER HAS BEEN CHANGED BY THE AIRLINE. ACCEPT, CANCEL OR CHOOSE ALTERNATIVES BEFORE FURTHER UPDATES

Itinerary Details:

	FROM	LEAVES	TO	ARRIVES	OPERATED BY	CLASS	RBD CODE	STATUS CODE
 SQ126	Singapore, Singapore (SIN)	20 Apr 2024 18:55	Kuala Lumpur, Malaysia (KUL)	20 Apr 2024 19:55	SQ	Economy Standard	W	TK

[Accept](#) [Reshop](#) [Refund](#)

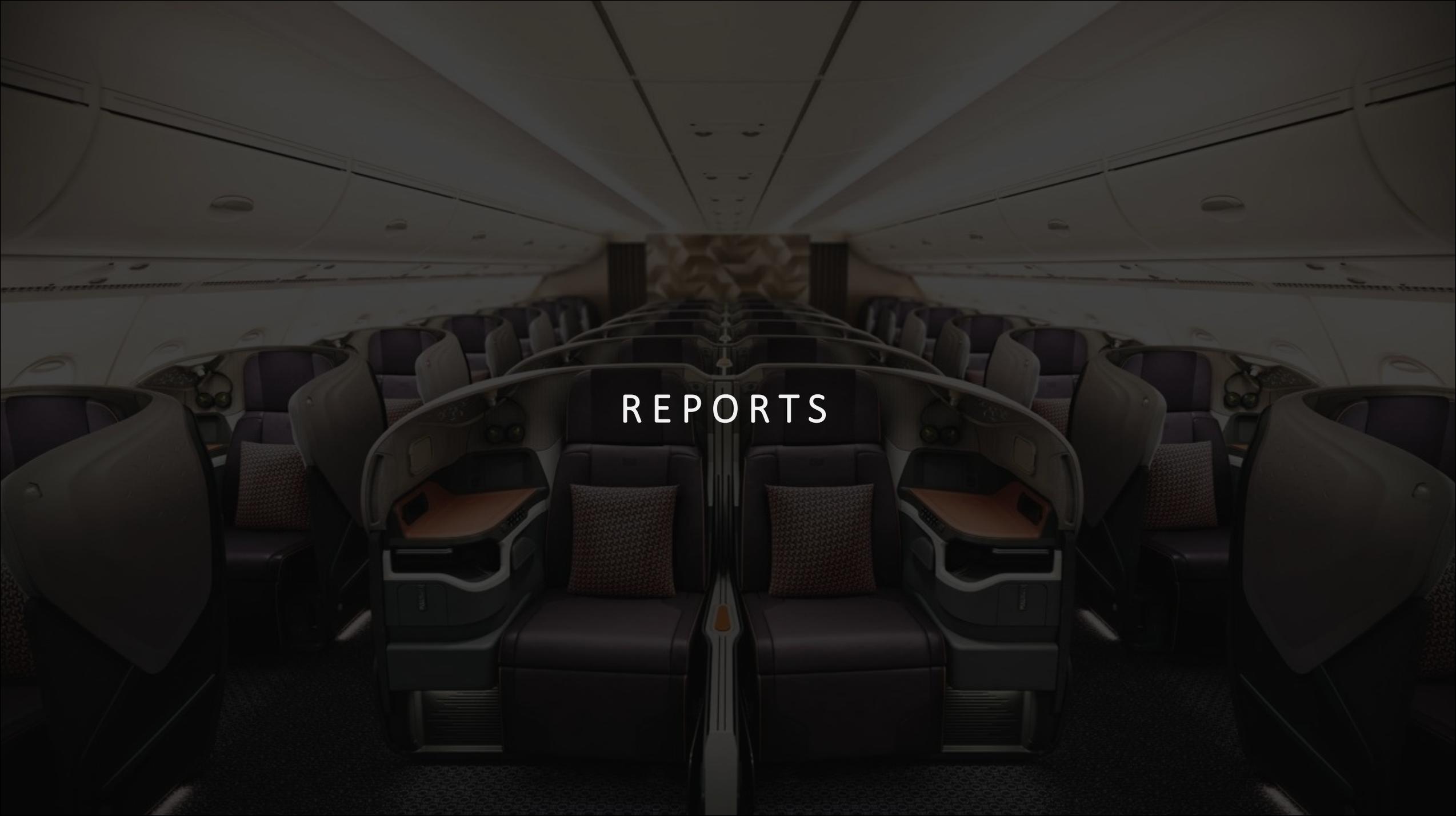


Agents can self re-accommodate flights that have been disrupted instead of seeking assistance from your local SQ office.

When an involuntary schedule change occurs, agents have 3 options:

1. Accept change - Itinerary will be updated to new flights
2. Reissue without penalties
3. Refund without penalties

Booking can continue to be serviced after one of these options are selected.

A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The word "REPORTS" is overlaid in the center of the image in a white, sans-serif font.

REPORTS

Booking Report

Order ID / Airline PNR

Ash

Dashboard

Shopping

Order Management

Orders

Reports

Report

Accounting

Bookings

EMD

Ticket

Booking Report

Search by date

2022-01-01

→

2022-03-31

×

IATA NUMBER

Select...

CORPORATE BOOKING

Download Report

Reset

Search

Filters

- Date
- IATA number
- Corporate booking (if Corp ID was entered in booking)

BOOKED DATE

IMPORTED PNR

CORP BOOKING

CORP ACCESS CODE

CORP ID

TICKET DETAILS

10 January 2022 15:19

NO

NO

20 January 2022 14:36

NO

NO

EMD Report

Shopping

Order Management

Orders

Reports

Report

Accounting

Bookings

EMD

Ticket

EMD Report

Search by date

2021-09-01

→

2021-11-12

×

ORDER REFERENCE

Download Report

Reset

Search

Filters

- Date
- Order ID

CURRENCY

STATUS

USER

ISSUED DATE

PASSENGER NAME

0.10

SGD

Open

ashrina.hoondal@singaporeair.com.sg

08 Sep 2021

YES

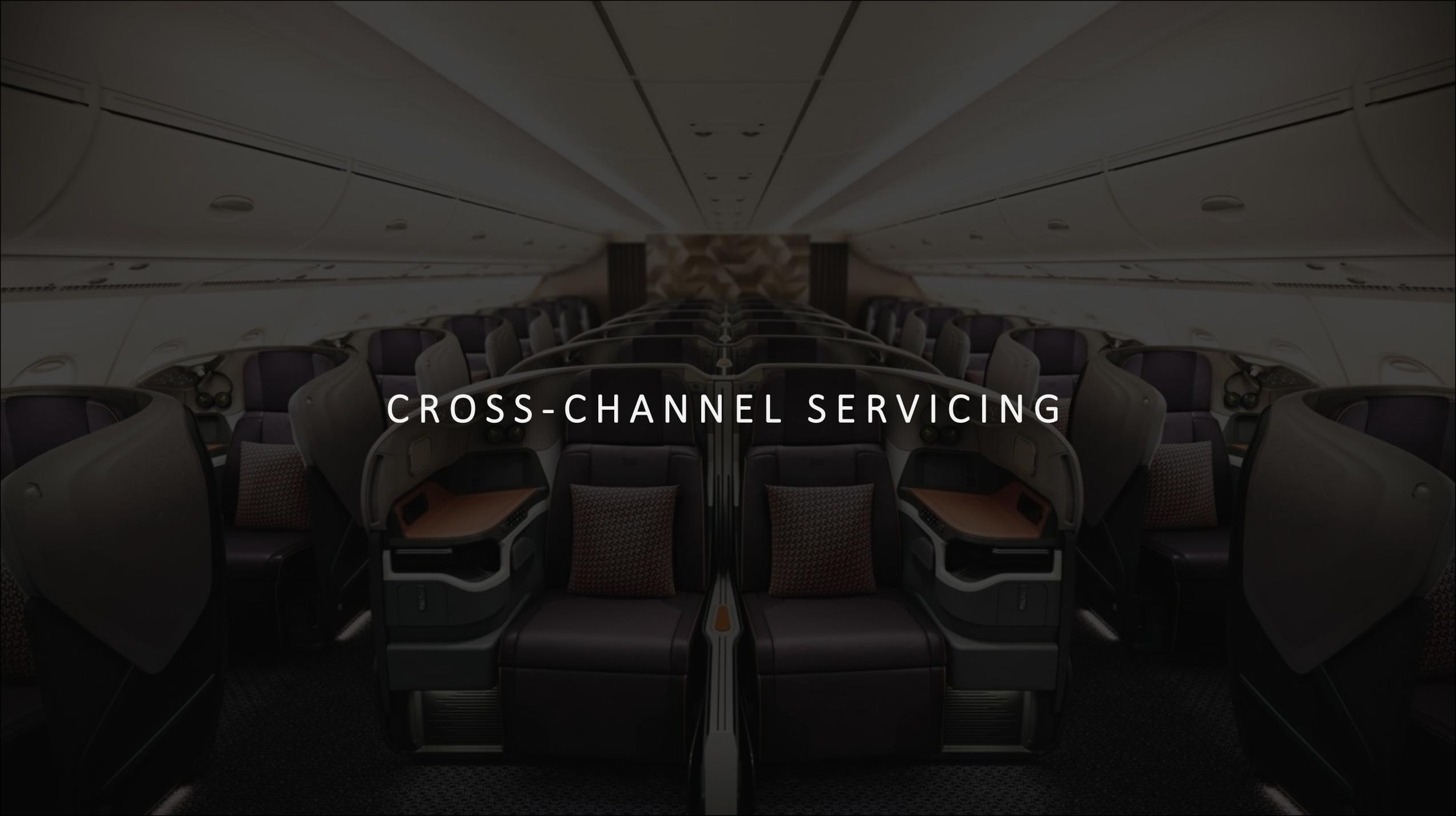
The screenshot shows the 'Ticket Report' interface. On the left is a navigation menu with 'Ticket' selected. The main area has tabs for 'Bookings', 'EMD', and 'Ticket'. Below the tabs are filter fields for 'Ticket Date' (2023-05-01 to 2023-05-10), 'Departure Date' (Start Date to End Date), and 'PNR'. There are also checkboxes for 'CORPORATE BOOKING' and 'FINANCIAL REPORT'. A 'Download Report', 'Reset', and 'Search' button are on the right. A table displays report data with columns: STATUS, BOOKED DATE, PAYMENT TYPE, DEPARTURE DATE, DOMESTIC/INTERNATIONAL, CORP BOOKING, CORP ACCESS CODE, CORP ID, IMPORTED PNR, and SERVICING. A yellow callout box lists filters: Ticket issue date, Departure date, PNR, IATA number, and Corporate booking (if Corp ID was entered in booking). Another yellow callout points to the 'IMPORTED PNR' and 'SERVICING' columns, stating they are indicators for imported PNRs and the type of servicing.

Filters

- Ticket issue date
- Departure date
- PNR
- IATA number
- Corporate booking (if Corp ID was entered in booking)

STATUS	BOOKED DATE	PAYMENT TYPE	DEPARTURE DATE	DOMESTIC/INTERNATIONAL	CORP BOOKING	CORP ACCESS CODE	CORP ID	IMPORTED PNR	SERVICING
Open	06 Apr 2023 16:39:00	BSP Card	02 May 2023	International	YES		NWN	NO	Open
Open	05 May 2023 18:54:43	BSP	08 Jul 2023	Domestic	NO			YES	Open
Open	05 May 2023 18:54:43	BSP	08 Jul 2023	Domestic					Open

 Coming soon:
User and Team information in Reports

A dark, dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "CROSS-CHANNEL SERVICING" is overlaid in the center of the image in a white, sans-serif font.

CROSS-CHANNEL SERVICING

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

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

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

1. Agents can import any **ticketed** NDC PNR into AGENT 360 **issued and settled** (e.g. BSP Cash, BSP Card, IATA EasyPay, or Direct CC)
2. Once PNR is imported it can be serviced based on AGENT 360's servicing capabilities
 - Refund
 - Reissuance / Revalidation
 - Split PNR
 - Add ancillaries

Not supported for Cross-Channel Servicing:

- Unticketed bookings
- Void Booking – Bookings can only be voided in the original platform it was created on

Agents will need to enter the following details

- NDC PNR
- Last name
- IATA number

A360 will validate if these 3 fields match

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

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

Order ID / Airline PNR

My Orders

Order ID

TTL

Change fees for tickets issued on 5 March

Seat selection may be limited or unavailable after you check in.

Ashrina

Dashboard

Shopping

Order Management

Orders

Reports

Report

End Date

Status

one 48 hours before

ory on transiting or er

Import PNR

Sort By:

TTL

Booking Date

LIMIT (UTC)

PAYMENT TYPE

AMOUNT

STATUS

VIEW

(15:00)

BND 547

On Hold

Details

(15:00)

BND 271

On Hold

Details

07-04-2021

10-04-2021 (15:00)

BSP

SGD 207.30

void

Details

07-04-2021

17-04-2021 (15:00)

BSP

SGD 371.50

void

Details



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

SYNC WITH AGENCY ACCOUNTING SYSTEM

SINGAPORE AIRLINES

Order ID / Airline PNR

Accounting System

📘 Tickets issued on AGENT 360 can be linked with your agency back office systems. Interested parties should provide a unique Queue Number.

📘 If you have already received a Queue number, please follow the step-by-step guide below to connect your agency system.

Prerequisites :

1. Java 8 and above is required to run the adapter
2. Seamless Internet connectivity
3. Multiple Connection to the same Queue is not allowed - one connection at a time

How To Connect :

1. Download JAR File

[Accounting System Interface – Download JAR file](#)

2. Open File

ONE Order Accounting

Connect

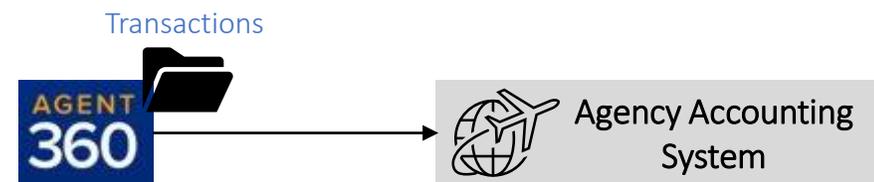
C:\WINDOWS\system32

V 3.8.0

Under Accounting System, agents can link AGENT 360 with their agency accounting systems to automatically download AGENT 360 transaction files

How does the sync work?

- For each transaction that occurs for a PNR (e.g. issue, reissue, pay for ancillaries), transaction information is captured and stored into a file
- Tedious for agencies to download each PNR's transaction file one by one and feed it into their accounting system
- Hence, A360 developed a way for agencies to easily sync transaction files directly to agency accounting systems whenever a transaction happens



How to set-up the sync?

Agents will need to download and complete a file set-up to link AGENT 360 with their accounting system

1 Stations can email agent360_support to help request for a unique **Queue Number**

- Specify IATA(s) that the agent would like to sync
e.g. If 2 IATAs are specified, transactions made under both IATAs will be synced to agency accounting system

2 Download appropriate set-up file based on what programme agency has access to

- If agency has access to **Java** → download **.jar file** setup
- If agency has access to **AdobeAIR** → download **.air file** setup

3 Input Queue number and destination folder for transaction files to download into and Connect.

Transaction files will now auto-download into the destination folder which can be fed into accounting system

Please reach out to Sarah and Emilie for any interested agents who want to test the .JAR and .AIR file

Accounting System Interface – Download JAR file

Accounting System Interface – Download AIR file

ONE Order Accounting

Connect

Queue Number

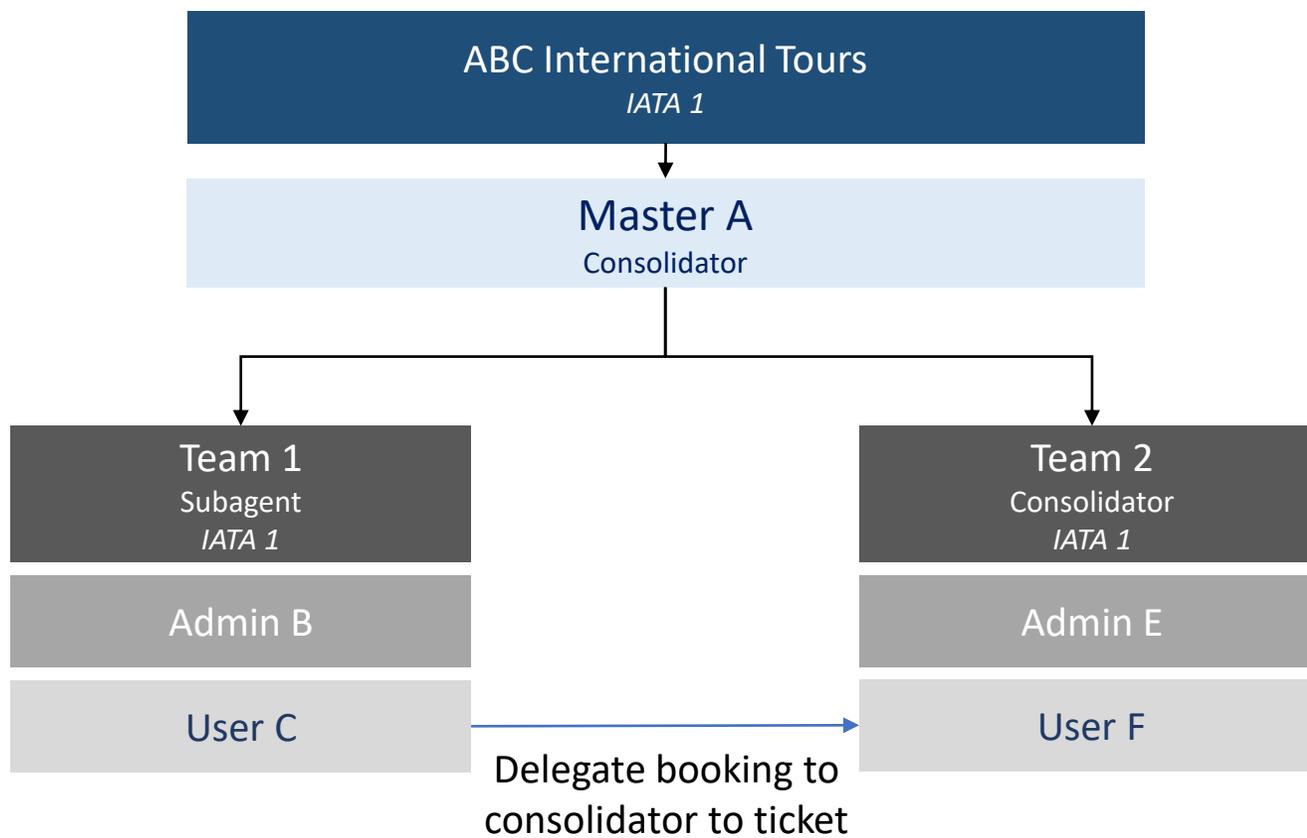
Destination Folder

A dark, perspective view of an airplane cabin aisle. The seats are arranged in rows on both sides of a central aisle. The lighting is dim, and the overall tone is dark. The text is centered over the image.

SUBAGENT-CONSOLIDATOR FLOW
(WITHIN AGENCY)

SUBAGENT-CONSOLIDATOR FLOW (WITHIN AGENCY)

- AGENT 360 supports a subagent-consolidator delegation flow within the agency
- Consolidator can set-up a team to invite subagent users to register under their Master account

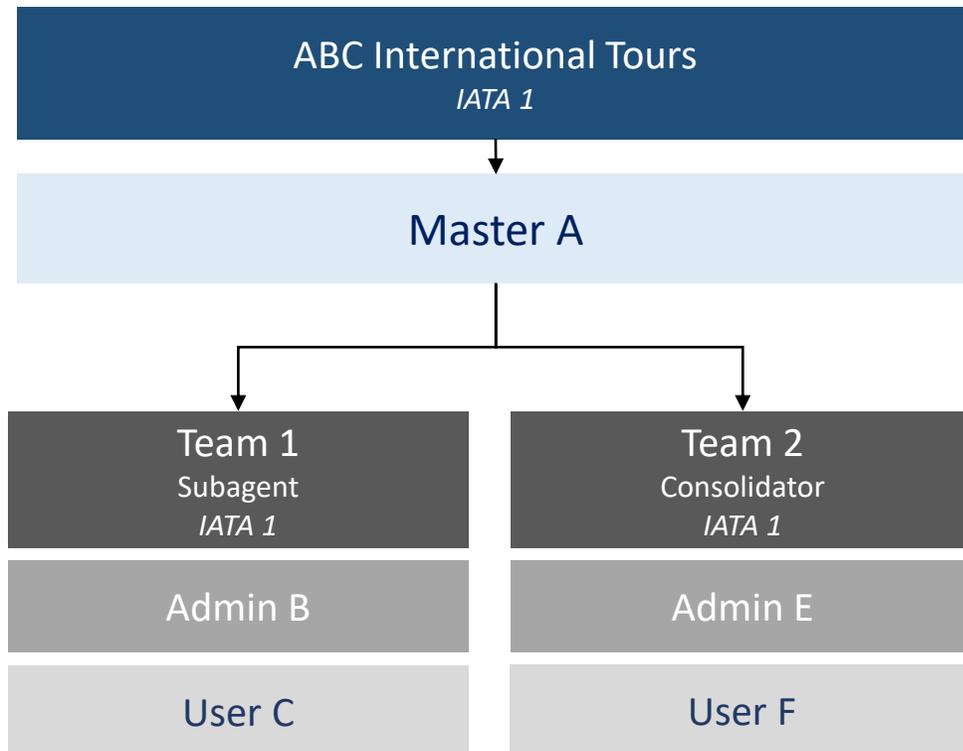


THINGS TO NOTE WHEN ONBOARDING SUBAGENTS

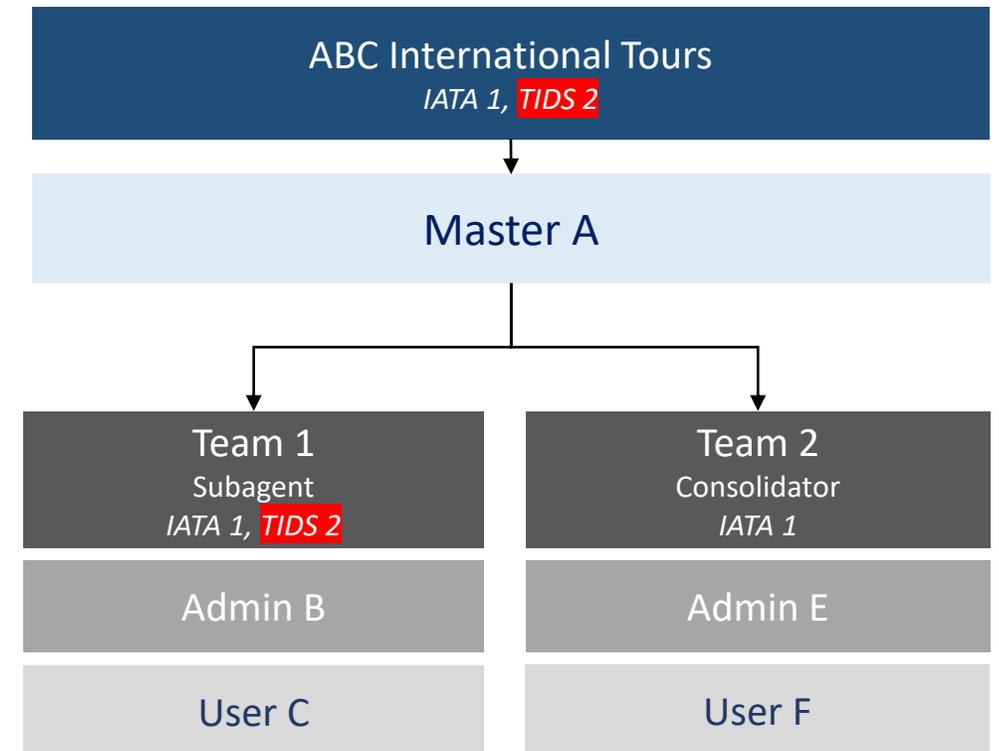
- Consolidator **should not** register subagent's TIDS code as the PSAA should be accepted on an entity level
- Instead, the consolidator should grant the subagent team access to their IATA and set access controls to limit their booking portal functions
- Subagents can only use 1 consolidator as only 1 email address can be used to register on AGENT 360

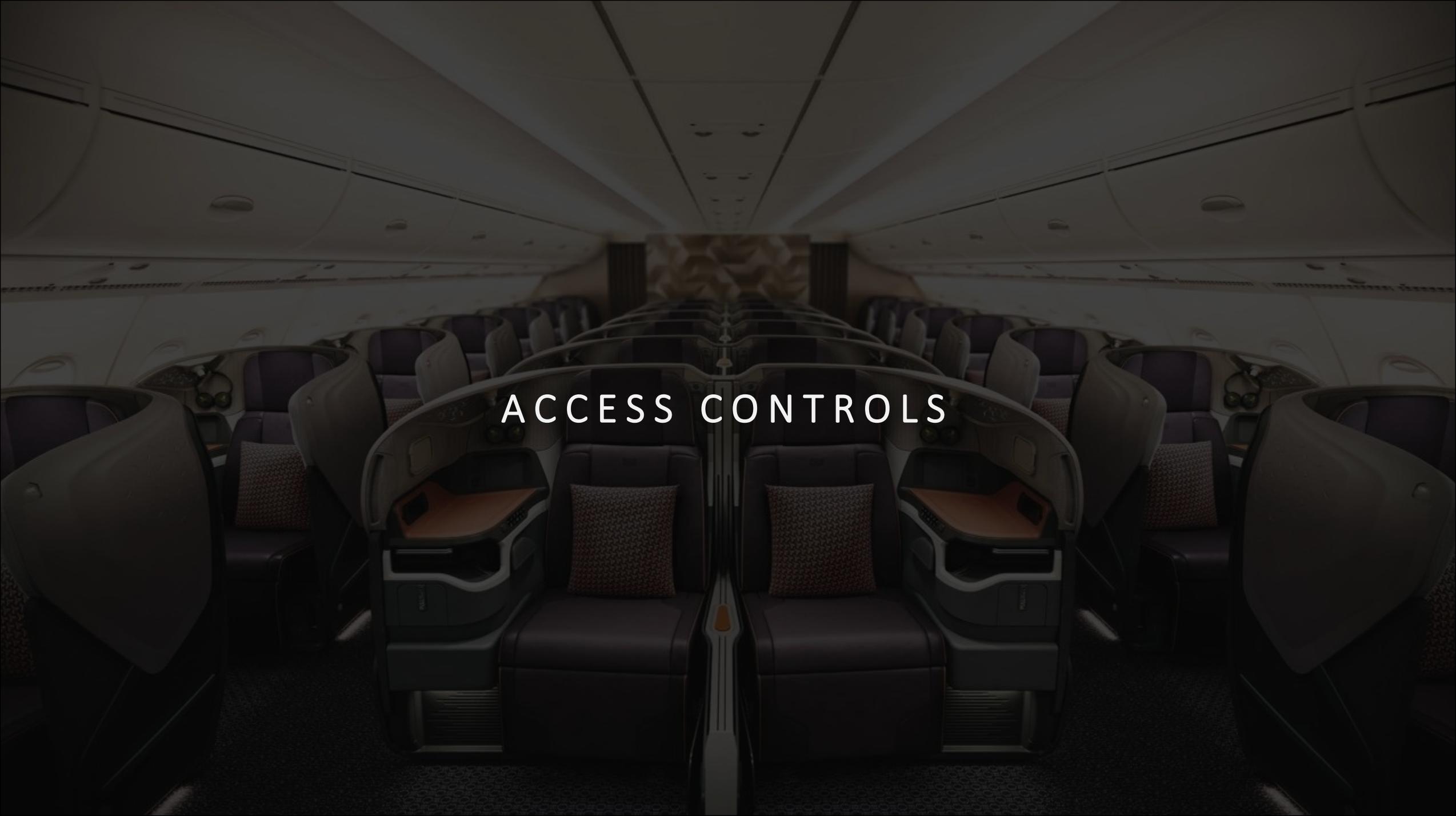


Grant access to consolidator IATA



Do not register Subagent's TIDS code



A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The text "ACCESS CONTROLS" is overlaid in the center of the image in a white, sans-serif font.

ACCESS CONTROLS

SETTING ACCESS CONTROLS

- By default, all users in the agency will get access to all booking portal functionality (e.g. book, issue etc.)
 - Master can see all agency transactions
 - Admin can see team transactions
 - User can see individual transactions only
- Master can set access controls to determine what booking portal functionality to grant a user / admin under **Setup Configuration > Access Controls**
- Click **Add** to create an access control role and decide what functionality the role can do

SINGAPORE AIRLINES

Order ID / Airline PNR

Dashboard

Shopping

Order Management

Accounting

Setup Configuration

Access Controls

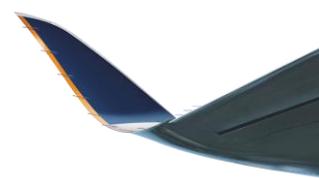
Access control

Role Name

Reset Search

Add

By default, only the Master will see this section



Roles & Permissions

Role name

Step 1: Give the access control role a name

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

Submit

Step 2: Agent should select the functions they want the role to have access to and Submit

- Selecting the function will display the relevant button for that functionality and vice versa

SETTING ACCESS CONTROLS - CREATE BOOKING

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Create and Assign Role | <input checked="" type="checkbox"/> Book and Hold | <input type="checkbox"/> Issue | <input type="checkbox"/> Cancel |
| <input type="checkbox"/> Reshop ticketed bookings | <input type="checkbox"/> Reshop and hold | <input type="checkbox"/> Confirm Reissue for reshop and hold | <input type="checkbox"/> Reshop with immediate payment |
| <input type="checkbox"/> Manual Reprice | <input type="checkbox"/> Void | <input type="checkbox"/> Refund | <input type="checkbox"/> Ancillaries: Seat |
| <input type="checkbox"/> Ancillaries: Bags | <input type="checkbox"/> Ancillaries: Meal | <input type="checkbox"/> SSR | <input type="checkbox"/> Resend E-Ticket |
| <input type="checkbox"/> Split PNR | | | |

If Book and Hold is enabled

- Users can book and hold an unticketed booking

If Book and Hold is disabled

- Book and Hold ticket button is hidden
- Users can only price fares

Contact details

Primary contact *

Mr Agent Friendly

Primary contact number *

Mobile Singapore (+65) 123456

+ 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

Back **Book and Hold ticket**

SETTING ACCESS CONTROLS - ISSUE

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Issue is enabled

- Users can issue an unticketed booking

Order Details: Airline PNR: 5W7H57 ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MS JENNIE KIM	Flight Ticket		<button>Hold</button>	538.20 (SGD)

Payment History:

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

Manual Reprice **Issue** Reshop Cancel

If Issue is disabled

- Issue button is hidden

SETTING ACCESS CONTROLS - CANCEL

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Cancel is enabled

- Users can cancel an unticketed booking – this will release the inventory held

Order Details:

Airline PNR: **5W7H57** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MS JENNIE KIM	Flight Ticket		Hold	538.20 (SGD)

Payment History:

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

Manual Reprice Issue Reshop **Cancel**

If Cancel is disabled

- Cancel button is hidden

SETTING ACCESS CONTROLS - RESHOP

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Reshop is enabled

- Users can reshop / modify a **ticketed** booking

Order Details:

Airline PNR: **62CMXE** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MR TEST TEST	Flight Ticket	6182442469049	Confirm	48,690.00 (JPY)

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	48,690.00 (JPY)	Flight Booking-62CMXE	14-07-2023 10:44

Reshop **Refund**

If Reshop is disabled

- Reshop button is hidden for ticketed bookings

SETTING ACCESS CONTROLS - RESHOP ON HOLD

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Reshop On Hold is enabled

- Users can reshop / modify an **unticketed** booking

Order Details: Airline PNR: 6E7EBU ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MR TEST TEST	Flight Ticket		Hold	339.40 (SGD)

Payment History:

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

Manual Reprice Issue Reshop Cancel

If Reshop On Hold is disabled

- Cannot reshop unticketed booking

SETTING ACCESS CONTROLS - CONFIRM REISSUE FOR RESHOP ON HOLD

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Confirm Reissue for reshop and hold
- Issue
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Confirm Reissue for reshop and hold is enabled

If agent reshops a **ticketed** booking and select “reshop and hold” for deferred payment, they will need to confirm reissuance by making payment

1 Flight Details

2 Flight Price

3 Reshop Details

New Offer Details

DEPART	ARRIVE	Flight	Aircraft	Class/Fare type
SIN 07:10 WEDNESDAY 31 AUG 2022	BKK 08:35 WEDNESDAY 31 AUG 2022	SQ706 Duration 2 hrs 25 mins		Class : Economy Flex Fare Types : E
PENALTY			SGD 0.00	
TOTAL DIFFERENCE			SGD 0.00	

Reshop and Hold
Continue

Order Details: Airline PNR: 5TSSY3 ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MR TEST TEST	Flight Ticket		Reshop On Hold - TKT	184.00 (SGD)
2	MR TEST TEST	Ancillary: Reshop Penalty		Hold	130.00 (SGD)

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	960.00 (SGD)	Flight Booking-5TSSY3	08-05-2023 11:33

Manual Reprice
Confirm Reissue

If Confirm Reissue for reshop and hold is disabled

- Cannot make payment after agent reshop a ticketed booking with deferred payment

SETTING ACCESS CONTROLS - RESHOP WITH IMMEDIATE PAYMENT

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Reshop with immediate payment is enabled

Agent can click **Confirm** to reshop **ticketed** booking and **pay immediately**

1 Flight Details		2 Flight Price		3 Reshop Details	
New Offer Details					
DEPART	ARRIVE	Flight	Aircraft	Class/Fare type	
SIN 16:00 TUESDAY 22 AUG 2023	BKK 17:25 TUESDAY 22 AUG 2023	SQ712 Duration 2 hrs 25 mins		Class : Economy Flexi Fare Types : E	
PENALTY				JPY 3,200.00	
TOTAL DIFFERENCE				JPY 11,300.00	
Free-Text/Remarks					
<input type="text"/>					
				Reshop and Hold	Confirm

If Reshop with immediate payment is disabled

- Cannot reshop with immediate payment

SETTING ACCESS CONTROLS - MANUAL REPRICE

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Book and Hold
- Issue
- Cancel
- Reshop ticketed bookings
- Reshop and hold
- Confirm Reissue for reshop and hold
- Reshop with immediate payment
- Manual Reprice
- Void
- Refund
- Ancillaries: Seat
- Ancillaries: Bags
- Ancillaries: Meal
- SSR
- Resend E-Ticket
- Split PNR

If Manual Reprice is enabled

Agent can manually reprice bookings on hold which will generate a new TST

Order Details: Airline PNR: **6KBWVJ** ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE (SGD)
1	MR TEST TEST	Flight ticket		hold	376.40

Payment History:

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

[Manual Reprice](#) [Issue](#) [Cancel](#)

If Manual Reprice is disabled

- Cannot manual reprice

SETTING ACCESS CONTROLS - VOID / REFUND

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Void is enabled

- Void ticketed bookings within the same BSP day

Order Details: Airline PNR: 546YP6 ^

ORDER ITEM	PASSENGER NAME	SERVICE NAME	TRANSACTION ID	TRANSACTION STATUS	PRICE
1	MR TEST TEST	Flight Ticket	6182442514107	Confirm	412.20 (SGD)

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	412.20 (SGD)	Flight Booking-546YP6	20-07-2023 19:53

Void Reshop

If Refund is enabled

- Refund ticketed bookings

Payment History:

#	PAYMENT TYPE	AMOUNT	TRANSACTION COMMENTS	CREATED
1	BSP	48,690.00 (JPY)	Flight Booking-62CMXE	14-07-2023 10:44

Reshop Refund

If Void / Refund is disabled

- Cannot perform void and refund respectively

SETTING ACCESS CONTROLS - ANCILLARIES

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Seat / XBAG / SSR / Meal is enabled

Passenger Details:

[Fare Breakdown](#)[Fare Rules](#)[Order History](#)[Refresh](#)[Share Booking](#)[Email eTicket](#)[Seats](#)

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST TEST	Adult	12-12-1990	-		SIN-KUL Ancillary: EXCESS BAGGAGE WEIGHT TTL 5KG Ancillary: Reshop penalty	+ + +

XBAG Special Service Requests (e.g. WCHR) Meals

- Respective buttons will show
- Paid ancillaries (Seats, XBAG) cannot be held and need to be paid for immediately

If Seat / XBAG / SSR / Meal is disabled

- Respective buttons are hidden

SETTING ACCESS CONTROLS - RESEND ETICKET & SPLIT PNR

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Reshop ticketed bookings
- Manual Reprice
- Ancillaries: Bags
- Split PNR
- Book and Hold
- Reshop and hold
- Void
- Ancillaries: Meal
- Issue
- Confirm Reissue for reshop and hold
- Refund
- SSR
- Cancel
- Reshop with immediate payment
- Ancillaries: Seat
- Resend E-Ticket

If Split PNR is enabled

- Agent can split unticketed and ticketed PNRs with more than 1 pax

If Resend e-ticket is enabled

- Agent can resend e-ticket to his own or pax email in the booking

Passenger Details:

[Fare Breakdown](#) [Fare Rules](#) [Email eTicket](#) [Seats](#) [Refresh](#)

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR AMY SMITH	Adult	12-12-1990	-			+ 📄 👤 ✉️

If Split PNR / Resend e-ticket is disabled

- Respective buttons are hidden

SUBAGENTS: RECOMMENDED ACCESS CONTROLS

Roles & Permissions

Role name

Subagent

Manage Booking

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> Create and Assign Role | <input checked="" type="checkbox"/> Book and Hold | <input type="checkbox"/> Issue | <input checked="" type="checkbox"/> Cancel |
| <input checked="" type="checkbox"/> Reshop ticketed bookings | <input checked="" type="checkbox"/> Reshop and hold | <input type="checkbox"/> Confirm Reissue for reshop and hold | <input type="checkbox"/> Reshop with immediate payment |
| <input checked="" type="checkbox"/> Manual Reprice | <input type="checkbox"/> Void | <input type="checkbox"/> Refund | <input type="checkbox"/> Ancillaries: Seat |
| <input type="checkbox"/> Ancillaries: Bags | <input checked="" type="checkbox"/> Ancillaries: Meal | <input checked="" type="checkbox"/> SSR | <input checked="" type="checkbox"/> Resend E-Ticket |
| <input checked="" type="checkbox"/> Split PNR | | | |

For subagents, we recommend setting up a role like this where all functionalities involving **payment** are unselected

It is recommended for the Master (consolidator) to create a team for subagents to join as admins/users

Submit

SETTING ACCESS CONTROLS- CREATE AND ASSIGN ROLE

Step 2: Agent should select the functions they want the role to have access to

Manage Booking

- Create and Assign Role
- Book and Hold
- Issue
- Cancel
- Reshop ticketed bookings
- Reshop and hold
- Confirm Reissue for reshop and hold
- Reshop with immediate payment
- Manual Reprice
- Void
- Refund
- Ancillaries: Seat
- Ancillaries: Bags
- Ancillaries: Meal
- SSR
- Resend E-Ticket
- Split PNR

If Create and Assign Role is enabled

Submit

SINGAPORE AIRLINES

Order ID / Airline PNR

Dashboard

Shopping

Order Management

Accounting

Setup Configuration

Access Controls

Access control

Role Name

Reset Search

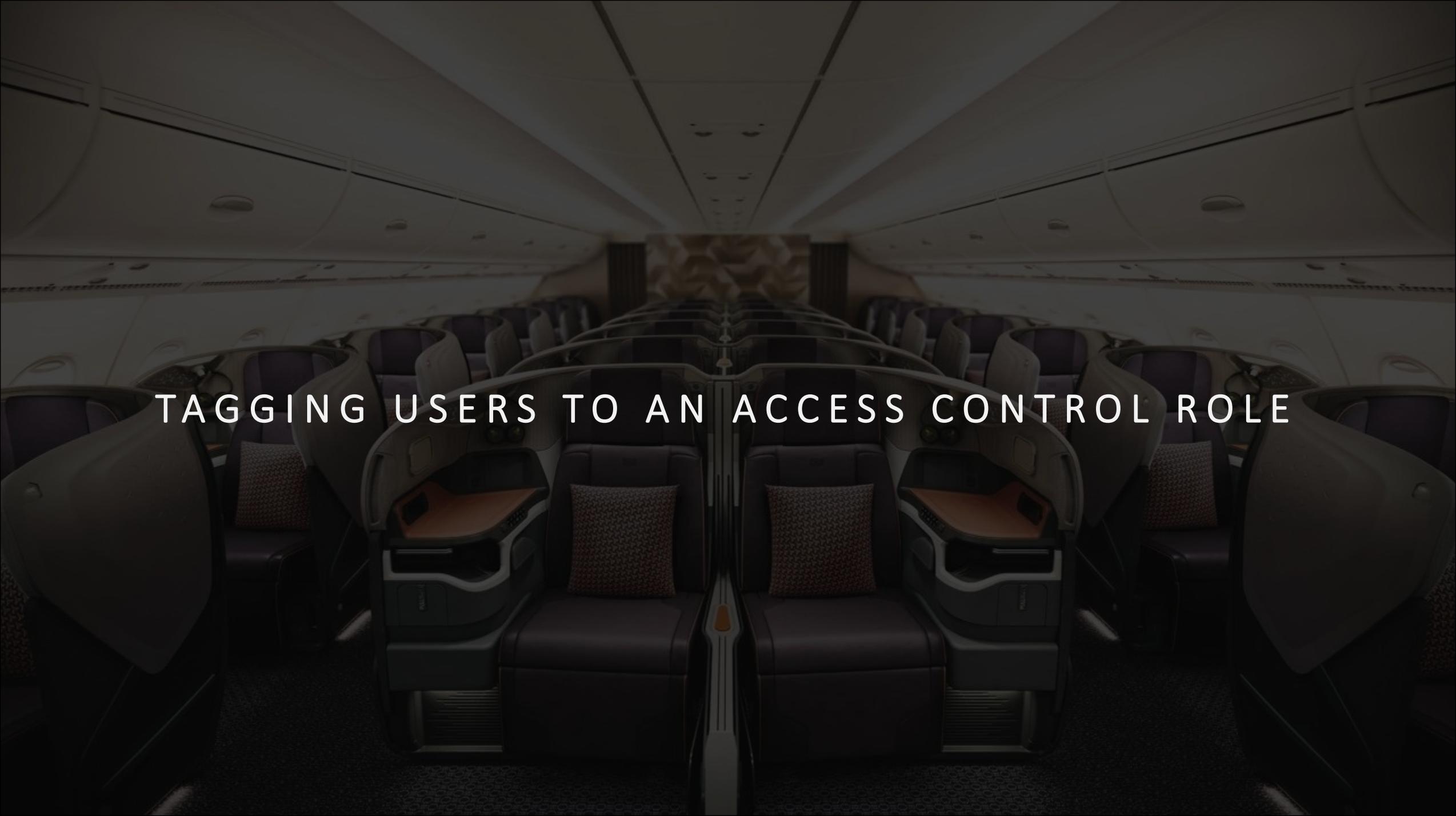
SL.NO	ROLE NAME	ACTIONS
1	Role 2	

Add

- Master can delegate some users to help create and assign roles
- Users tagged to this role can access Setup Configuration > Access Controls and help create / assign roles **within their Team**

If Create and Assign Role is disabled

- Users will not see Setup Configuration > Access Controls

A dark, dimly lit airplane cabin with rows of seats and overhead luggage bins. The perspective is from the aisle looking down the length of the plane. The seats are dark with patterned cushions. The overhead bins are closed. The lighting is low, creating a moody atmosphere.

TAGGING USERS TO AN ACCESS CONTROL ROLE

TAGGING USERS TO AN ACCESS CONTROL ROLE

Step 1: Click Add to create role

Step 2: Agent to select the functions they want the role to have access to and submit

- Once the role has been created, agent will see a success confirmation
- Agent can edit the functions granted to the role after creating the role

SINGAPORE AIRLINES

Order ID / Airline PNR

Successfully Added ✕

Dashboard

Shopping

Order Management

Accounting

Setup Configuration

Access Controls

Access control

Role Name Reset Search

Agent can still edit the functions granted to the role after creation

SL.NO	ROLE NAME	ACTIONS
1	Subagent	 
2	Leon	 

Previous **1** Next

Total: 2, Page 1 of 1, starting on record 1, ending on 2

Add

Step 3: Tag / Assign users to the role

TAGGING USERS TO AN ACCESS CONTROL ROLE

Tag Users to Role

Master

Please note that only admins/users who have already accessed the booking portal will be displayed here.

If you are unable to find an admin/user, please remind the admin/user to access the booking portal before trying again.

SWP Training Team

- Test Again Ash
- test tes

AGENT360 Superb Team

- Sarah Ash
- user b

Who can the Master tag?

- Only users / admins who have **accessed the booking portal before** will appear here. As a best practice, we recommend users/admins to verify they can access the booking portal access once they are invited to the team
- Master will view all users in the agency and can tag anyone in any team to the role
- Master will have access to all functions and cannot be assigned a role

Submit

Tag Users to Role

Delegate granted access to create and assign roles

Please note that only admins/users who have already accessed the booking portal will be displayed here.

If you are unable to find an admin/user, please remind the admin/user to access the booking portal before trying again.

SWP Training Team

- Test Again Ash
- test tes

If a user is granted access to create and assign roles, who can they tag?

- Can only assign roles to others admins/users in the **same team**
- Users will not be able to change their own assigned role

Submit

TAGGING USERS TO AN ACCESS CONTROL ROLE

Subagents can create bookings and share with the consolidator for ticketing

- By default, what bookings an agent can view & service depends on Master / Admin / User role:
 - Master: All agency transactions
 - Admin: All team transactions
 - User: Individual transactions only
- Bookings can be shared within the agency by clicking Share Booking on the order details page

Booking Details:

Order ID: **SQ27278D23730S**

Imported PNR: **No**

Booking Date: **30 July 2023**

i Price Guarantee Time Limit: **02 August 2023 23:30**

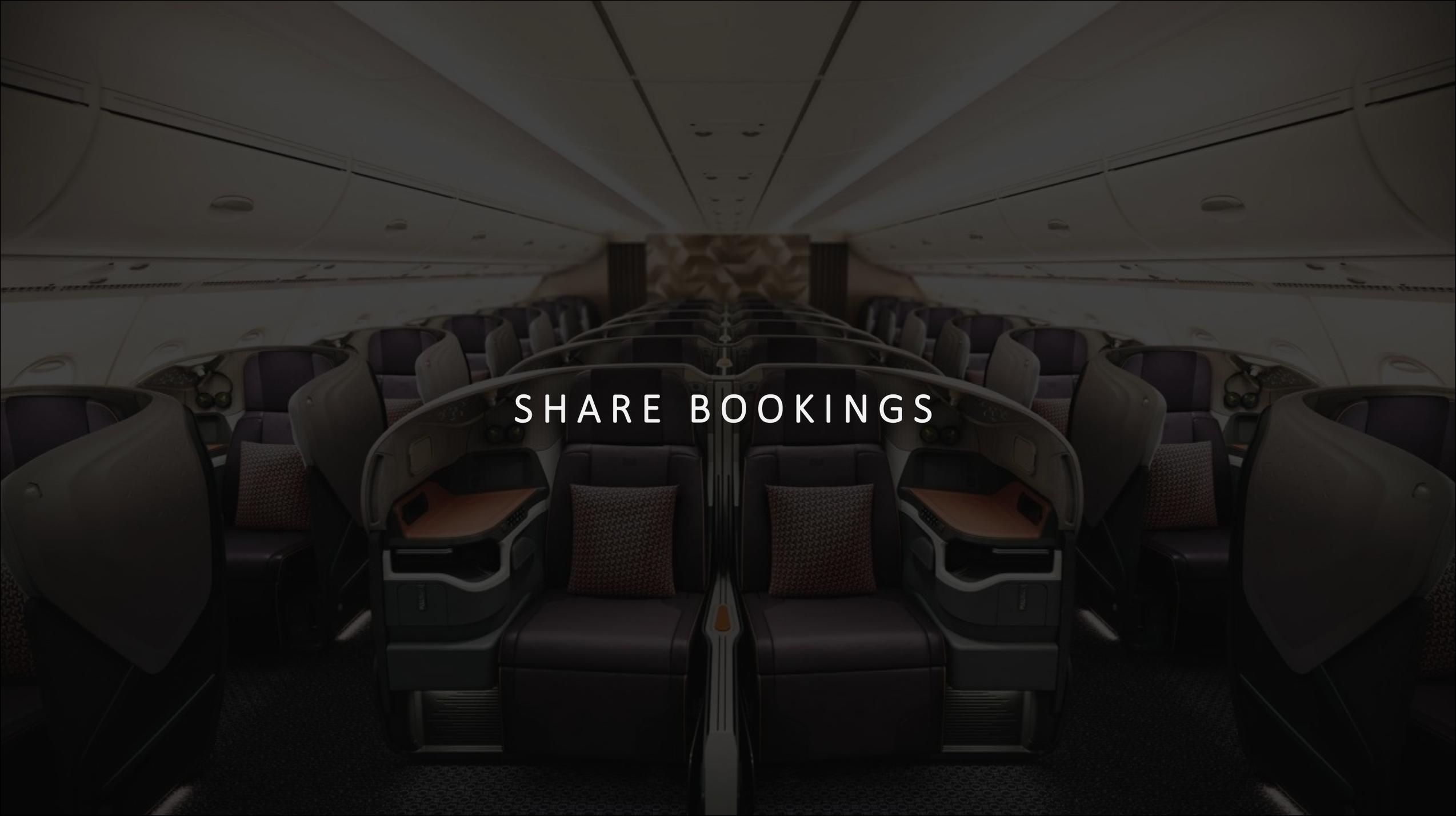
i Ticketing Time Limit: **02 August 2023 22:30**

Agent Email Address: **HARDACCEPT@SQTESTEMAIL.SG**

Passenger Details:

[Fare Breakdown](#)[Fare Rules](#)[Order History](#)[Refresh](#)[Share Booking](#)

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES
1	MR TEST TEST	Adult	12-12-1992	-		

A dark, dimly lit airplane cabin with rows of seats. The text "SHARE BOOKINGS" is overlaid in the center.

SHARE BOOKINGS

SHARE BOOKINGS

Booking Details:

Order ID: **SQ27278D23730S**

Imported PNR: **No**

Booking Date: **30 July 2023**

i Price Guarantee Time Limit : **02 August 2023 23:30**

i Ticketing Time Limit: **02 August 2023 22:30**

Agent Email Address: **HARDACCEPT@SQTESTEMAIL.SG**

- By default, agents can view bookings depending on their Master / Admin / User role:
 - Master can see all agency transactions
 - Admin can see team transactions
 - User can see individual transactions only
- Bookings can be shared within the agency by clicking **Share Booking** on the Order details page

Passenger Details:

i Fare Breakdown

u Fare Rules

h Order History

↺ Refresh

✉ Share Booking

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES
1	MR TEST TEST	Adult	12-12-1992	-		

SHARING BOOKINGS

Who can bookings be shared with?

1. Only users who have **accessed the booking portal before** will appear here
 - As a best practice, we recommend users/admins verify they can access the booking portal access once they join the team
2. Bookings can be shared with other users who have access to a **common IATA** with the requestor
 - Master can share with everyone in the agency
 - We recommend granting the consolidator and subagent teams access to the booking/ticketing IATA and set up access controls to limit the subagent's functions

Select recipients

Who would you like to share the booking with?

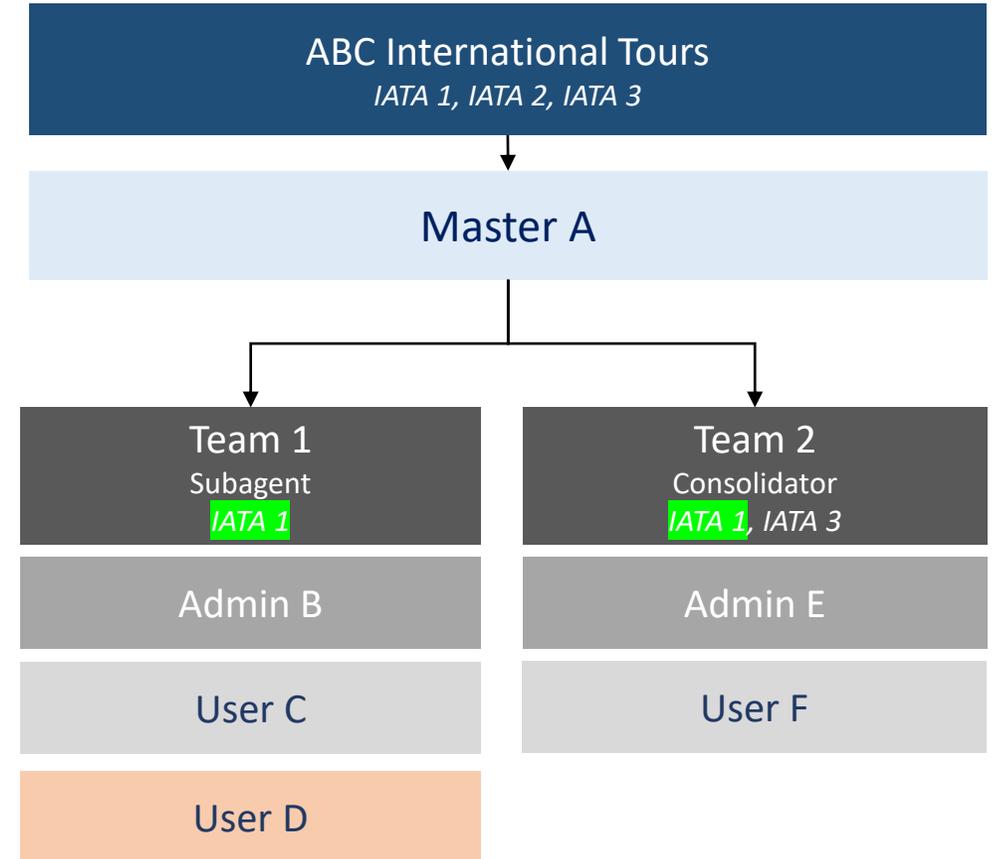
Select the team to share with all users in that team. Please note that you will only be able to share with:

- Users who have accessed the booking portal before
- Users who have access to a common IATA with you

Once shared, users will be able to view and service the booking. You can also uncheck the user to unshare the booking.

Select...

- Team 1
- Admin B
- User C
- Team 2
- Admin E
- User F



Example 1 – All teams have access to IATA 1

User D creates booking (under IATA 1)
Booking can be shared with everyone in the agency

SHARING BOOKINGS

Who can bookings be shared with?

1. Only users who have **accessed the booking portal before** will appear here. As a best practice, we recommend users/admins verify they can access the booking portal access once they join the team
2. Bookings can be shared with other users who have access to a **common IATA** with the requestor
 - Master can share with everyone in the agency
 - We recommend granting the consolidator and subagent teams access to the booking/ticketing IATA and set up access controls to limit the subagent's functions

Select recipients

Who would you like to share the booking with?

Select the team to share with all users in that team. Please note that you will only be able to share with:

- Users who have accessed the booking portal before
- Users who have access to a common IATA with you

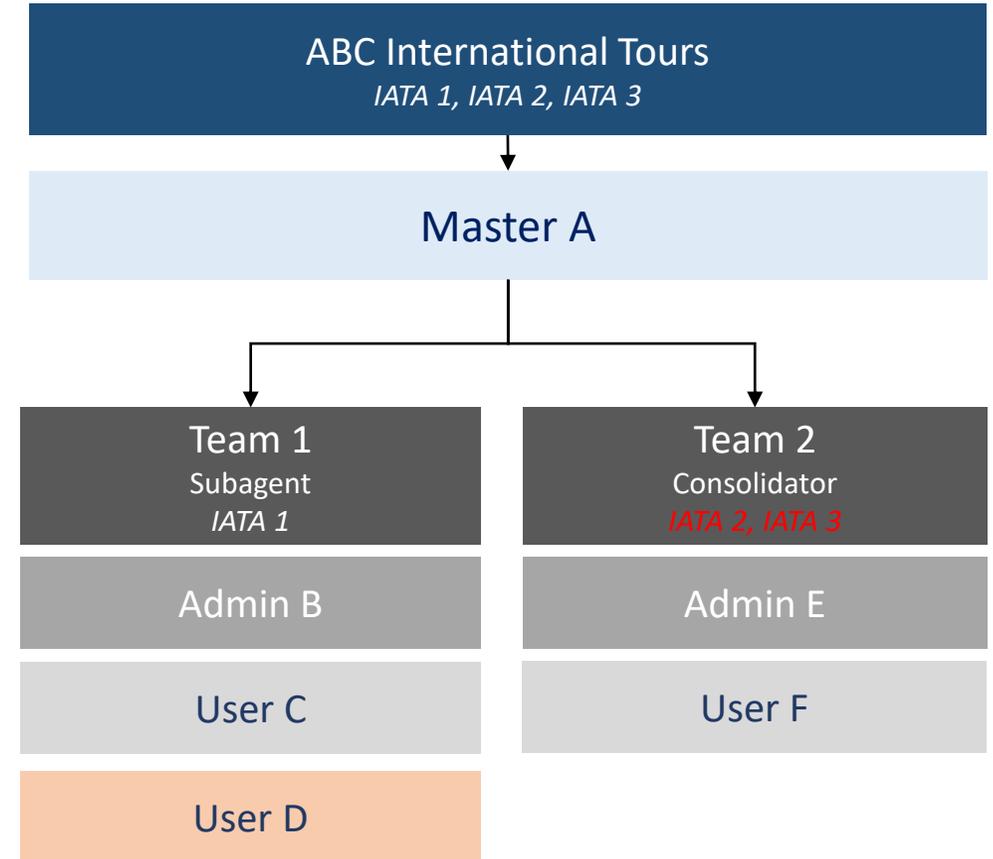
Once shared, users will be able to view and service the booking. You can also uncheck the user to unshare the booking.

Select...

Team 1

Admin B

User C



Example 2 – Teams do not have a common IATA

User D creates booking (under IATA 1)

Booking can only be shared within Team 1 as Team 2 does not have any common IATAs

VIEW SHARED BOOKINGS

Order ID / Airline PNR



Import PNR

TTL

Booking Date

- Shared bookings will appear in the recipient's order management page
- You can see which user created the order by referring to "Booked by"
- Recipients can view and service the booking with the booking function capabilities they have access to

- Dashboard
- Shopping
- Order Management
- Accounting
- Setup Configuration

ORDER ID	AIRLINE PNR	AGENCY	PAX NAME	BOOKED BY	DATE OF BOOKING	TICKETING TIME LIMIT	PAYMENT TYPE	AMOUNT	STATUS	IMPORTED PNR
SQ27278D23730S	6KAA7M	World Travel Design	MR TEST/TEST	User D	30-07-2023	02-08-2023 (20:00)		AUD 458.40	On Hold	No
SQ27275D23728S	6D3KB7	PT METANOIA TRAVELLO XPRESSINDO	MR JAMES/SMITH	Admin B	28-07-2023	19-08-2023 (23:00)		IDR 4,665,400.00	Reshop On Hold - UNTKT	No
SQ27264D23728S	6BQWDU	PT. FLYING VENES PERSADA	MR TEST/TEST	Admin B	28-07-2023	-		IDR 3,714,400.00	Cancelled	No
SQ27261D23728S	6BQ2NC	PT. FLYING VENES PERSADA	MR TESTS/TEST	Admin B	28-07-2023	-	BSP	IDR 3,714,400.00	Void	No
SQ27260D23728S	6BOOU4	PT. FLYING VENES PERSADA	MR TEST/TEST	Admin B	28-07-2023	-	BSP	IDR 3,714,400.00	Confirmed	No

SERVICING SHARED BOOKINGS

- When servicing, recipients must select an IATA from a drop-down list of their AGENT 360 registered IATAs:
 - Issue
 - Reshop
 - Add seats
 - Add XBAG
 - Add special service request
 - Add meals
- For AGENT 360 bookings, any **IATA / TIDS / ARC codes** from the **same country** can be selected as transactions must be done in the same currency as the booking currency
- For imported bookings, only the **booking IATA / TIDS / ARC** can be selected for servicing as AGENT 360 only allows bookings to be imported and hence serviced by users with access to the booking/ticketing code

Regardless of whether agents want to share AGENT 360 or imported booking, we recommend:

- Granting the consolidator and subagent teams access to **consolidator's IATA**
- Set up access controls to limit the subagent's functions

Are you sure you want to issue the document?

Total price : 458.40 (AUD)
Ticket price : 458.40 (AUD)

Free-Text/Remarks

Select IATA* For imported bookings, please select the IATA / TIDS / ARC code that was used to create the booking only

Select Iata Number

15335563
15302372
02341323

Yes No

PAYMENT TYPE	AMOUNT	TRANSACTION COMM
--------------	--------	------------------

ORDER HISTORY

Booking Details:

Order ID: **SQ27279D23730S**

Imported PNR: **No**

Booking Date: **30 July 2023**

Agent Email Address: **HARDACCEPT@SQTESTEMAIL.SG**

Endorsement Text: **SGD200.00 NONREF - CHNG FEE APPLY /REFUND FEE APPLY /NO SHOW FEE APPLY 32304646**

Passenger Details:

[Fare Breakdown](#)[Fare Rules](#)[Order History](#)[Refresh](#)[Share Booking](#)[Email eTicket](#)[Seats](#)

#PAX	NAME	TYPE	DATE OF BIRTH	FREQUENT FLYER	DOCUMENT ID	SERVICES	ACTIONS
1	MR TEST TEST	Adult	12-12-1992	-		SIN-BKK Ancillary: Reshop penalty	+ + +

Order history

USER EMAIL	SERVICE	IATA NUMBER
agent360@test.com	OrderCreate	32304646
ash_admin@test.com	AirDocIssue	32304646
ash_admin@test.com	OrderChange	32304646
ash_admin@test.com	OrderChange	32304646

- An **order history** is now visible on the order details page for all bookings
 - Email
 - Type of servicing done
 - OrderCreate: Booking created
 - AirDocIssue: Ticket issued
 - OrderChange: Reshop / add ancillaries
 - IATA number

- Bookings can be unshared by unselecting the user
- Recipients can also help share the booking with other users who meet the following conditions
 - Users who have **accessed the booking portal before**
 - Users who have access to a **common IATA** with them

Booking Details:

Order ID: **SQ27278D23730S**
 Imported PNR: No
 Booking Date: **30 July 2023**
 Price Guarantee Time Limit : **02 August 2023 23:30**
 Ticketing Time Limit: **02 August 2023 22:30**
 Agent Email Address: **HARDACCEPT@SQTESTEMAIL.SG**

Passenger Details:

#PAX	NAME
1	MR TEST TEST

Contact Details:

PASSENGER
 MR TEST TEST

Select recipients

Who would you like to share the booking with?

Select the team to share with all users in that team. Please note that you will only be able to share with:

- Users who have accessed the booking portal before
- Users who have access to a common IATA with you

Once shared, users will be able to view and service the booking. You can also uncheck the user to unshare the booking.

Select...

- Team 1
 - User C
- Team 2
 - Admin E
 - User F

before departure. You will be able to view your assigned seats after you check in.

Fare Breakdown | Fare Rules | Order History | Refresh | Share Booking

AGENT FLYER | DOCUMENT ID | SERVICES

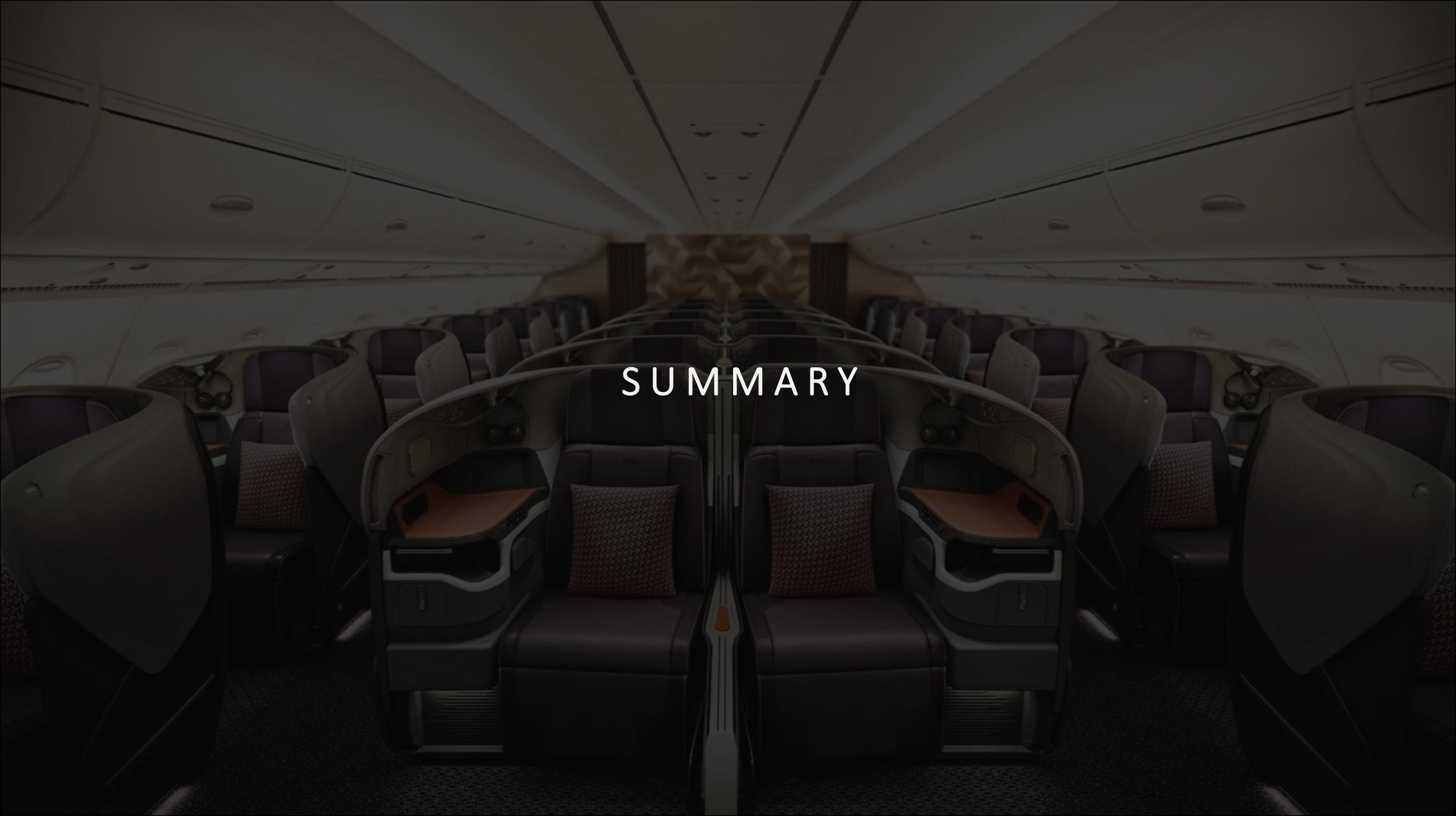
EMAIL
 (CTCE) HARDACCEPT@SQTESTEMAIL.SG



SUMMARY



	Master	Admin	User	Remarks
What bookings can be viewed / serviced?	All bookings in agency	All bookings in team	Individual bookings only	Bookings can also be shared within the agency across teams
Can set Access Controls?	Yes	Only if Master grants admin a role that can create/assign roles	Only if Master grants user a role that can create/assign roles	

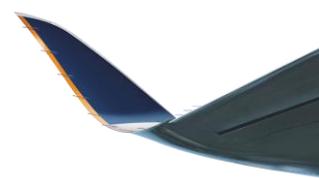
A dimly lit airplane cabin with rows of seats. The seats are arranged in a 2-2 configuration, with a central aisle. The seats have dark upholstery and patterned pillows. The overhead bins are closed. The word "SUMMARY" is overlaid in the center of the image in a white, sans-serif font.

SUMMARY



IN A NUTSHELL

Prime Bookings	<ol style="list-style-type: none"> 1. One-way 2. Round-trip 3. Open-jaw 4. Multi-city (up to 6 bounds)
Carriers	<ol style="list-style-type: none"> 1. SQ 2. Codeshare Partners 3. Interline
Fare Types	<ol style="list-style-type: none"> 1. NDC Fares 2. Public Fares (e.g. SQTR fares) 3. Private/Corporate Fares 4. Promo Fares
Pax Type	<ol style="list-style-type: none"> 1. FIT (1-9 pax) 2. ADT, CHD, INF, SEA, STU 3. PTCs: SEA, STU, B15, OFW, IIT, INN, ITF, ITS, LBR, LNN, LIF, JCB, JNN, JNS, JNF, VFR, NTL, MIL, INE, INS
Payment	<ol style="list-style-type: none"> 1. BSP Cash 2. BSP CC (including UATP) 3. Direct Credit Card 4. EasyPay 5. ARC Cash 6. ARC CC



Servicing	<ol style="list-style-type: none"> 1. Cancel 2. Void / Refund 3. Reshop unticketed and ticketed bookings (single inventory) 4. Reshop ticketed bookings with deferred / immediate payment 5. Manual Reprice 6. Split unticketed / ticketed PNR 7. Cross-Channel Servicing (Import PNR)
Ancillaries	<ol style="list-style-type: none"> 1. Chargeable seats 2. Excess Baggage 3. Meals (Standard meals) 4. Special Service Requests
Subagent-Consolidator Flow	<p>Subagent register under 1 consolidator</p> <ul style="list-style-type: none"> • Consolidator set-up team for each subagent
Offline Servicing via <u>SQ Assistance</u> mailbox	<ol style="list-style-type: none"> 1. Modify Pax information (e.g. FF number) 2. Remove ancillary that has been added on A360 (e.g. selected seat) 3. Open ticket <p>This list is non-exhaustive</p>



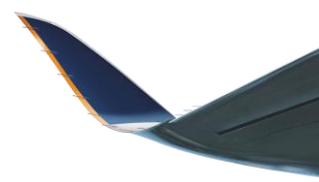
SUMMARY OF AGENT 360 SERVICING CAPABILITIES



Type of Booking		Split PNR	Manual Reprice	Void	Cancel / Refund	Reshop deferred / immediate payment	Add Seats	Add XBAG	Add Meals	Add SSR
AGENT 360 Booking	Unticketed	Y	Y		Y Cancel	Y	Y	Y	Y	Y
	Ticketed	Y		Y Within same BSP day	Y Refund	Y	Y	Y	Y	Y
Imported Booking	Unticketed	Cannot be imported								
	Ticketed	Y	Y For reshopped bookings with deferred payment	Bookings must be voided in original channel	Y	Y	Y	Y	Y	Y



CONTACT SUPPORT



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: <ol style="list-style-type: none">1. Description of issue2. Email address, IATA number used & PNR (if applicable)3. Screenshots where applicable4. 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



A man in a white shirt is seated in a modern airplane cabin, working on a laptop. The cabin features large windows, overhead storage bins, and a coffee cup on a tray table. The scene is dimly lit, suggesting a quiet or evening flight.

THANK YOU!

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