



# AGENT 360 Credits



**OVERVIEW OF  
AGENT 360 CREDITS**

A man with glasses is sitting in an airplane cabin, working on a laptop. The cabin interior is visible, including the overhead storage bins and the seat. The lighting is dim, suggesting it might be nighttime or the cabin lights are low.

## AGENT 360 Credits

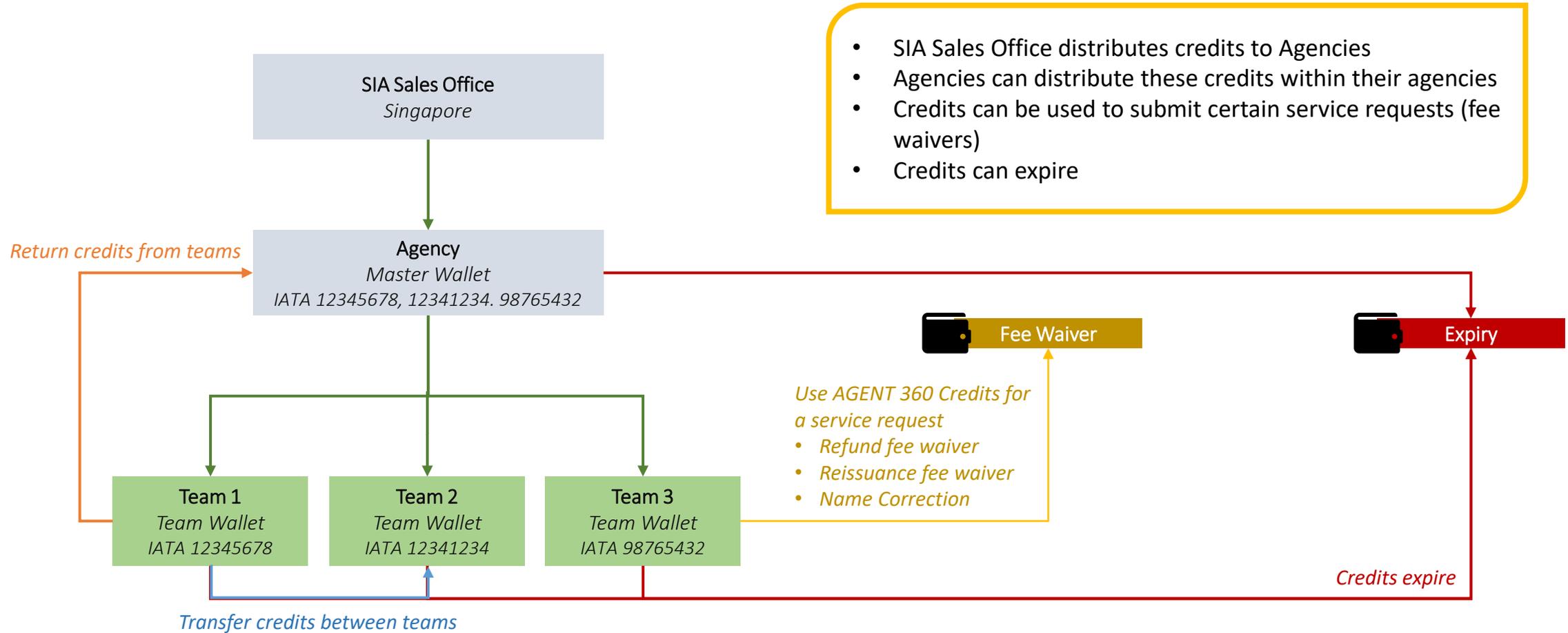
1. Credit system for agents applicable for both IATA and TIDS agents
2. Can be used to offset waiver & Favour penalty fees
3. Selected service requests with usage of AGENT 360 Credits are automatically resolved by the system and has immediate turnaround time
4. Credits are distributed from SIA Sales Offices to Agents

A man with glasses is sitting at a desk in a dimly lit office, working on a laptop. The scene is dark, with the primary light source being the laptop screen and some ambient light from the office. The man is wearing a dark sweater and is focused on his work. The word "Glossary" is overlaid in white text on the left side of the image.

# Glossary

1. **Wallets:** Accounts or buckets used to store credits
2. **Agent Account / Wallet:** Wallet opened for agencies (based on primary IATA), for agents to utilize credits
  - Master Wallet, Team wallet
3. **Fee Waiver Wallet:** Common wallet in the blockchain where all credits used for fee waivers are stored
4. **Expiry Wallet:** Common wallet in the blockchain where all expired credits are stored

# AGENT 360 CREDIT FLOW



- SIA Sales Office distributes credits to Agencies
- Agencies can distribute these credits within their agencies
- Credits can be used to submit certain service requests (fee waivers)
- Credits can expire



S R F

# DEFINITIONS

# SRF Reason Definitions

Agents will need to select a reason for every SRF submission. In some scenarios, Credits can be used to offset waiver and favour penalty fees / request for the waiver. Here is a full list of reasons:

<b>Legal name change</b>	Passenger had made a legal change to his/her name
<b>Medical</b>	Passenger that is unfit to travel, or immediate family members' / passenger within the travelling party / require passenger's assistance / presence due to their medical condition.
<b>Compassionate</b>	Demise or critical condition of passenger within the travelling party/ immediate family members.
<b>Situations beyond passenger's control</b>	The passenger is stuck in an unforeseen situation that he or she cannot control.  This could be due to unexpected airport or flight restrictions, changes in government policy, visa rejections or refusals.
<b>Involuntary Schedule / Aircraft Changes / Downgrade</b>	<ol style="list-style-type: none"> <li>1. Schedule Change: Flight schedule has been changed due to unforeseen circumstances.</li> <li>2. Flight Disruptions / Aircraft Changes: Flight has been cancelled or postponed due to unforeseen circumstances.</li> <li>3. Visa Rejection: Passenger is unable to enter the country due to invalid or missing visa.</li> <li>4. Downgrade: Passenger has been downgraded to a lower cabin class due to unforeseen circumstances.</li> <li>5. Natural Disaster: Situations such as tsunامي, volcanic eruption</li> <li>6. Political situation/ crisis: Situations such as riot, civil unrest, crisis that are happening in the country.</li> </ol>
<b>System Limitation / Error</b>	Unable to process due to the system issue or mistakenly process due to system error.
<b>Genuine error</b>	Mistake made on the booking (e.g. misspelled name, missing corporate code, typos in fare basis and wavier codes, calculation error)
<b>Others</b>	Any other reason not covered above.

The image shows the interior of an airplane cabin, viewed from the front of the plane looking back. The seats are arranged in rows, with a central aisle. The seats are dark-colored with patterned headrest covers. The overhead storage bins are visible above the seats. The lighting is dim, and the overall tone is dark and professional.

**DISTRIBUTING CREDITS**  
**WITHIN THE AGENCY**

# AGENT 360 CREDITS DASHBOARD

SERVICE REQUEST    SIA NDC    [BOOK A FLIGHT](#)    BP

View All ×

**OPERATIONAL UPDATES**    [VIEW ALL](#)

15 Dec 2020

Singapore Airlines and SilkAir Flight Schedules - November 2020 to

[VIEW DETAILS](#)

**POLICY AND PROCEDURE**    [VIEW ALL](#)

**Benekiss Pollos**  
beneki@travels.com  
323    3 (Singapore) (P) ▾

Total available credit    **1743**  
Expires on 15 Dec 2021

My Account

Manage Agency

**LOG OUT**

## Accessing AGENT 360 Credits Dashboard

- Master can hover over username to see total credit balance for agency (Master wallet + Team wallets)
- Click “Manage Agency” to access the AGENT 360 Credit dashboard

# AGENT 360 CREDITS DASHBOARD



AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

BOOK A FLIGHT

BP

## Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

### Your credit overview

01 Apr 2021 - 31 Mar 2022

Manage your agency's credits and transfer them to teams.

### Credit Overview

View overview of agency credits for this time period

Agency's Credit balance  
Expires on 2021-12-15

1,743

Credit used:  
Since 01 Apr 2021

1,771

TRANSFER CREDITS

Available balance within entire agency (across all wallets)

Credits utilized for fee waivers within entire agency (across all wallets)

Search Wallets

[View all transactions](#)

WALLET	CREDIT BALANCE ⓘ	CREDIT SPENT ⓘ
<a href="#">Master</a> All AGENT 360 Credits your agency receives from Singapore Airlines will be deposited here.	564	1769
<a href="#">Team Thanos</a>	220	1
<a href="#">New Team_VC acces</a>	200	1

# AGENT 360 CREDITS DASHBOARD



AGENT RESOURCES

SERVICE REQUEST

SIA NDC

[BOOK A FLIGHT](#)

AH

## 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](#)

#### AGENT 360 Super Team 4 MEMBERS

Team access: Booking Portal

Booking Portal

Agent 360 Credits

UPDATE 

#### SWP Training Team 1 MEMBERS

Team access: Booking Portal

Booking Portal

Agent 360 Credits

UPDATE

#### 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

#### How to transfer credits within the Agency?

- Master can enable AGENT 360 Credits for Teams
- After enabling AGENT 360 Credits, the team will have a Team Wallet to start receiving credits from the Master

# AGENT 360 CREDITS DASHBOARD



AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

BOOK A FLIGHT

BP

## Manage agency

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AGENT 360 CREDITS

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TRANSFER CREDITS

Search Wallets



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<a href="#">Team Thanos</a>	220	1
<a href="#">New Team_VC acces</a>	200	1

How to transfer credits within the Agency?

Click "Transfer Credits"

# TRANSFERRING CREDITS WITHIN THE AGENCY



Agency's Credit balance  
Expires on 2021-12-15

1,743

Credit used:  
Since 01 Apr 2021

1,771

↔ TRANSFER CREDITS

## Transferring Credits

Master can transfer credits to their teams in the following ways:

1. From **Master Wallet to Teams**
  - When SIA sales office distribute credits to an agency, they appear in the Master Wallet
  - Master can then distribute credits to teams under the agency
2. From **Teams to Master Wallet**: Master can return credits distributed to Teams back to Master Wallet
3. Between **Teams**: From one team to another

### Transfer credits

- From Master Wallet to teams
- From teams to Master Wallet
- Between teams

NEXT

It is up to the Master's discretion how to distribute credits within the agency

Credits transferred to the team can be used by everyone in the team (subject to admin/master approval)

# TRANSFER CREDITS FROM MASTER WALLET TO TEAMS



< Back

## Select team recipients

Which teams are you transferring Credits to? Select all that apply.

Select all

- Team Thanos
- New Team\_VC acces
- Beneki\_SR
- SR Reg\_Team
- Team benill

NEXT

< Back

## Enter transfer amount

FROM

**Master wallet**  
Available: 564 Credits

RECIPIENT	CREDITS TO TRANSFER
Team Thanos	<input type="text" value="250"/>

NEXT

### Transferring Credits from Master Wallet to Teams

1. Select Team Recipients
  - You may select one or multiple teams
2. Enter amount of credits to distribute
  - Master can transfer up to available balance

# TRANSFER CREDITS FROM MASTER WALLET TO TEAMS



[< Back](#)

## Confirm transfer details

FROM

**Master wallet**  
Available: 564 Credits

RECIPIENT	CREDITS TO TRANSFER
Team Thanos	250

**TRANSFER**

✔ Credits transferred

FROM

**Master wallet**

RECIPIENT	CREDITS TO TRANSFER
Team Thanos	250

**OK**

## Transferring Credits from Master Wallet to Teams

3. Confirm transfer

# TRANSFER CREDITS FROM MASTER WALLET TO TEAMS



## Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

### Your credit overview

01 Apr 2021 - 31 Mar 2022

Manage your agency's credits and transfer them to teams.

Agency's Credit balance  
Expires on 2021-12-15

1,743

Credit used:  
Since 01 Apr 2021

Search Wallets



[View all transactions](#)

#### WALLET

##### Master

All AGENT 360 Credits your agency receives from Singapore Airlines will be deposited here.

##### Team Thanos

##### New Team\_VC acces

#### CREDIT BALANCE

#### CREDIT SPENT

314

1769

470

1

200

1

### Transferring Credits from Master Wallet to Teams

- In the AGENT 360 Credits Dashboard, credits have now been removed from the Master Wallet and added to the Team Wallet
- This is also reflected in the transaction history page

# TRANSFER CREDITS FROM TEAM TO MASTER WALLET



<Back

## Enter transfer amount

FROM

Select a team  
Team Thanos (470 credits) ▾

RECIPIENT	CREDITS TO TRANSFER
Master wallet	470

NEXT

<Back

## Confirm transfer details

FROM

Team Thanos  
Available: 470 Credits

RECIPIENT	CREDITS TO TRANSFER
Master wallet	470

TRANSFER

314

### Transferring Credits from Team to Master Wallet

1. Select Team to transfer credits from
2. Enter amount of credits to transfer
3. Confirm transfer

# TRANSFER CREDITS FROM TEAM TO MASTER WALLET



Your credit overview  
01 Apr 2021 - 31 Mar 2022  
Manage your agency's

Agency's Credit  
Expires on 2021-12-15

Search Wallets

WALLET

Master	314	
All AGENT 360 Credits your agency receives from Singapore Airlines will be deposited here.		
Team Thanos	470	1
New Team_VC acces	200	1

1

TRANSFER CREDITS

✔ Credits transferred

FROM  
Team Thanos

RECIPIENT	CREDITS TO TRANSFER
Master wallet	470

OK

Transferring Credits from Team to Master Wallet

Master will receive confirmation once credits are transferred

# TRANSFER CREDITS FROM TEAM TO MASTER WALLET



## Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

### Your credit overview

01 Apr 2021 - 31 Mar 2022

Manage your agency's credits and transfer them to teams.

Agency's Credit balance

1,743

Expires on 2021-12-15

Credit used:

Since 01 Apr 2021

1,

### Transferring Credits from Team to Master Wallet

- In the AGENT 360 Credits Dashboard, credits have now been removed from the Team wallet and added to the Master wallet
- This is also reflected in the transaction history page

Search Wallets



[View all transactions](#)

WALLET

CREDIT BALANCE ⓘ

CREDIT SPENT ⓘ

Master

784

1769

All AGENT 360 Credits your agency receives from Singapore Airlines will be deposited here.

Team Thanos

0

0

[New Team\\_VC acces](#)

200

1

# TRANSFERRING CREDITS BETWEEN TEAMS



Agency's Credit balance  
Expires on 2021-12-15

1,743

Credit used:  
Since 01 Apr 2021

1,771

↔ TRANSFER CREDITS

## Transferring Credits

Master can transfer credits to their teams in the following ways:

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3. Between **Teams**: From one team to another

### Transfer credits

- From Master Wallet to teams
- From teams to Master Wallet
- Between teams

NEXT

Search Wallets

WALLET

Master

All AGENT 360 Credits  
from Singapore Air

Team Thanos

New Team\_VC account

Beneki\_SR

9

SR Reg\_Team

750

0

Team beniii

0

0

# TRANSFERRING CREDITS BETWEEN TEAMS



The image displays two sequential screenshots of a mobile application interface for transferring credits between teams.

**Left Screenshot: Enter transfer amount**

- Header: <Back
- Title: Enter transfer amount
- FROM: Select a team, New Team\_VC acces (200 cred)
- RECIPIENT: Select a team, Team Thanos
- CREDITS TO TRANSFER: 200
- Button: NEXT

**Right Screenshot: Confirm transfer details**

- Header: <Back
- Title: Confirm transfer details
- FROM: New Team\_VC acces, Available: 200 Credits
- RECIPIENT: Team Thanos
- CREDITS TO TRANSFER: 200
- Button: TRANSFER

## Transferring Credits Between Teams

1. Select Team A to transfer credit from
2. Select recipient Team B
3. Enter amount to transfer from Team A to recipient Team B
  - Master cannot transfer above Team A's balance
4. Confirm Transfer

# TRANSFER CREDITS FROM TEAM TO MASTER WALLET



Agency's Credit balance  
Expires on 2021-12-15

1,743

Credit used:  
Since 01 Apr 2021

1,771

↔ TRANSFER CREDITS

## Transfer credits

- From Master Wallet to teams
- From teams to Master Wallet
- Between teams

NEXT

## Transferring Credits

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1. From **Master Wallet to Teams**
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# TRANSFERRING CREDITS BETWEEN TEAMS



Your credit overview  
01 Apr 2021 - 31 Mar 2022  
Manage your agency's

Agency's Credit  
Expires on 2021-12-15

Search Wallets

WALLET

Master		
All AGENT 360 Cre from Singapore Air		1769
Team Thanos	0	0
New Team_VC acces	200	1
Beneki_SR	9	0
SR Reg_Team	750	0

TRANSFER CREDITS

< Back

✔ Credits transferred

FROM  
New Team\_VC acces

RECIPIENT	CREDITS TO TRANSFER
Team Thanos	200

OK

## Transferring Credits Between Teams

Master will receive confirmation once credits are transferred

# TRANSFERRING CREDITS BETWEEN TEAMS



## Manage agency

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

### Your credit overview

01 Apr 2021 - 31 Mar 2022

Manage your agency's credits and transfer them to teams.

Agency's Credit balance

Expires on 2021-12-15

1,743

Credit used:

Since 01 Apr 2021

1,771

TRANSFER CREDITS

## Transferring Credits Between Teams

- In the AGENT 360 Credits Dashboard, credits have now been removed from Team A's wallet and added to Team B's wallet
- This is also reflected in the transaction history page

Search Wallets



[View all transactions](#)

WALLET	CREDIT BALANCE ⓘ	CREDIT SPENT ⓘ
<a href="#">Master</a> All AGENT 360 Credits your agency receives from Singapore Airlines will be deposited here.	784	1769
<a href="#">Team Thanos</a>	200	0
<a href="#">New Team_VC acces</a>	0	1



**TRANSACTION HISTORY**

# TRANSACTION HISTORY

## Manage agency

 AGENCY DETAILS

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 AGENT 360 CREDITS

### Your credit overview

01 Apr 2021 - 31 Mar 2022

Manage your agency's credits and transfer them to teams.

Agency's Credit balance  
Expires on 2021-12-15

1,743

Credit used:  
Since 01 Apr 2021

1,770

 TRANSFER CREDITS

Search Wallets 

[View all transactions](#)

### Transaction History

- To view reports for transaction history, navigate to the AGENT 360 Credits Dashboard
- Click View All Transactions

WALLET

CREDIT SPENT 

[Master](#)

All AGENT 360 Credits your agency has from Singapore Airlines will be

1769

[Team Thanos](#)

200

1

[New Team\\_VC acces](#)

0

0

# TRANSACTION HISTORY

 AGENCY DETAILS

 TEAMS

 AGENT 360 CREDITS

[< Back](#)

Transaction history for **All** 

Current balance refers to  
**total balance**  
(Master Wallet + Team Wallets)

Current balance Expires 15 Dec 2021 **1,743**

Transaction type: All 

Transaction period: Last 30 Days 

 Download

DATE ↓	DESCRIPTION	REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-14 10:07	Credit transfer from Primary to Team Thanos	-	-	-	+200
2021-09-14 10:07	Deposit transfer from New Team_VC acces to Primary	-	-	-	-200
2021-09-14 10:02	Deposit transfer from Team Thanos to Primary	-	-	-	-470

Here you can view all transactions made with AGENT 360 Credits made under your agency

- Credit transfer into a wallet (+)
- Deposit transfer from a wallet (-)

# TRANSACTION HISTORY

AGENCY DETAILS

TEAMS

AGENT 360 CREDITS

[< Back](#)

Transaction history for **All** ^

Filter by Teams to view transactions by Team

Current balance **1,743**  
Expires 15 Dec 2021

Transaction type: A

Filter: Last 30 Days v

[Download](#)

DATE ↓		REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-14 10:07	Primary to Team Thanos	-	-	-	+200
2021-09-14 10:07	Deposit transfer to Primary from New Team_VC acces	-	-	-	-200
2021-09-14 10:02	Deposit transfer to Primary from Team Thanos	-	-	-	-470
2021-09-14 09:48	Credit transfer from Primary to Team Thanos	-	-	-	+250

- All ✓
- Team Thanos
- New Team\_VC acces
- Beneki\_SR
- SR Reg\_Team

# TRANSACTION HISTORY

Transaction type: All ^ Transaction period: Last 30 Days v

Transaction type	DESCRIPTION
All	
Credit	Credit transfer from Primary to Team Thanos
Deposit	
Fee Waiver	Deposit transfer to Primary from New Team_VC acces

You can filter by Transaction Type...

Transaction type: All v Transaction period: Last 30 Days v

DATE ↓	DESC	Transaction period
2021-09-14 10:07	Credi	Last 7 Days
		<b>Last 30 Days</b> v
		Last 3 Months
2021-09-14 10:07	Depo	Last 6 Months
		Select custom date range

...or by Transaction Period



# Let's look at the transactions we made earlier!

## TRANSFER FROM MASTER WALLET TO TEAMS

DATE ↓	DESCRIPTION	REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-14 09:48	Credit transfer from Primary to Team Thanos <b>From Master Wallet to Team</b>	-	-	-	+250
2021-09-14 03:31	Credit transfer from Primary to Team Thanos <b>From Master Wallet to Team</b>	-	-	-	+200

### Transferring Credits

Master can transfer credits to their teams in the following ways:

1. From **Master Wallet to Teams**
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3. Between **Teams**: From one team to another

# Let's look at the transactions we made earlier!

## TRANSFER FROM TEAM WALLET TO MASTER



DATE ↓	DESCRIPTION	REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-14 10:02	Deposit transfer from Team Thanos to Primary <b>From Team to Master Wallet</b>	-	-	-	-470
2021-09-14 09:48	Credit transfer from Primary to Team Thanos				
2021-09-14 03:31	Credit transfer from Primary to Team Thanos				

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# Let's look at the transactions we made earlier!

## TRANSFER BETWEEN TEAMS



DATE ↓	DESCRIPTION	REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-14 10:07	Credit transfer from Primary to Team Thanos <b>From Master Wallet to Team</b>	-	-	-	+200
2021-09-14 10:07	Deposit transfer from New Team_VC acces to Primary <b>From Team to Master Wallet</b>	-	-	-	-200
2021-09-14 10:02	Deposit transfer from Team Thanos to Primary	-	-	-	-470
2021-09-14 09:48	Credit transfer from Primary to Team Thanos	-	-	-	-
2021-09-14 03:31	Credit transfer from Primary to Team Thanos	-	-	-	-

**Between Teams**

**Transaction History - Transfer between Teams**

Transfers will be reflected as 2 transactions

- Debit transfer from Team A wallet (-) back to Master wallet
- Credit transfer from Master wallet to Team B wallet (+)

# Let's look at the transactions we made earlier!

## TRANSFER BETWEEN TEAMS



DATE ↓	DESCRIPTION	REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-16 03:51	<a href="#">AURE21005080</a> Reissuance - Ticket Change <b>Fee Waiver</b>	anu A	AGENT360	Primary	-70
2021-09-14 10:07	Credit transfer from Primary to Team Thanos	-	-	-	+200
2021-09-14 10:07	Deposit transfer to Primary from New Team_VC acces	-	-	-	-200
2021-09-14 10:02	Deposit transfer to Primary from Team Thanos	-	-	-	-470
2021-09-14 09:48	Credit transfer from Primary to Team Thanos	-	-	-	-
2021-09-14 03:31	Credit transfer from Primary to Team Thanos	-	-	-	-

**Transaction History – Fee Waiver**  
Credits used for fee waivers are also reflected here

# DOWNLOAD FULL CREDIT REPORT



## Transaction History - Transfer between Teams

You can download full credit report here

- Master can view all transactions in agency
- Admin can view all transactions within team
- User can view individual transactions

Current balance **784**  
Expires 15 Dec 2021

[Download](#)

Transaction history for

Transaction type: A

DATE ↓	DESCRIPTION	REQUESTOR	APPROVER	TEAM	CREDITS
2021-09-14 10:07	Credit transfer from Primary to Team Thanos	-	-	-	+200
2021-09-14 10:07	Deposit transfer to Primary from New Team_VC acces	-	-	-	-200
2021-09-14 10:02	Deposit transfer to Primary from Team Thanos	-	-	-	-470
2021-09-14 09:48	Credit transfer from Primary to Team Thanos	-	-	-	+250
2021-09-14 03:31	Credit transfer from Primary to Team Thanos	-	-	-	+200
2021-09-14 03:31	Credit transfer from Primary to New Team_VC acces	-	-	-	+200
2021-09-14 03:14	Credit transfer from SIN to Primary	-	-	-	+500

A	B	C	D	E
S/N	Date	From account	To account	Amount
1	2021-09-14T10:07:27.361Z	Primary	Team Thanos	+200
2	2021-09-14T09:48:24.491Z	Primary	Team Thanos	+250
3	2021-09-14T03:31:45.310Z	Primary	Team Thanos	+200
4	2021-09-14T03:31:43.962Z	Primary	New Team_VC acces	+200
5	2021-09-14T03:14:12.144Z	SIN	Primary	+500
6	2021-09-10T09:28:55.795Z	SIN	Primary	+5
7	2021-09-10T09:27:29.672Z	SIN	Primary	+5
8	2021-09-10T03:19:54.016Z	SIN	Primary	+12
9	2021-09-08T09:28:49.104Z	SIN	Primary	+100
10	2021-09-08T09:23:43.249Z	SIN	Primary	+10
11	2021-09-08T09:22:48.758Z	SIN	Primary	+5
12	2021-09-07T04:08:21.581Z	SIN	Primary	+1
13	2021-09-06T09:15:32.707Z	SIN	Primary	+1
14	2021-09-06T09:13:36.312Z	SIN	Primary	+1
15	2021-09-06T09:06:15.279Z	SIN	Primary	+1
16	2021-09-06T09:04:00.804Z	SIN	Primary	+1
17	2021-09-06T08:59:30.320Z	SIN	Primary	+1
18	2021-09-06T08:56:09.245Z	SIN	Primary	+1
19	2021-09-06T08:55:05.281Z	SIN	Primary	+1
20	2021-09-06T08:51:51.337Z	Primary	Team Thanos	+10
21	2021-09-06T08:50:54.427Z	SIN	Primary	+1
22	2021-09-06T08:10:40.686Z	SIN	Primary	+1
23	2021-09-06T08:10:12.641Z	SIN	Primary	+1
24	2021-09-03T03:31:28.083Z	SIN	Primary	+1
25	2021-09-02T03:43:41.366Z	Primary	SR Reg_Team	+250
26	2021-09-02T03:42:12.295Z	SIN	Primary	+500
27	2021-09-01T09:10:27.102Z	Primary	SR Reg_Team	+500
28	2021-09-01T09:08:43.592Z	SIN	Primary	+500
29	2021-09-01T05:50:26.535Z	Primary	New Team_VC acces	+1
30	2021-09-01T05:49:59.491Z	Primary	Beneki_SR	+10
31	2021-09-01T05:22:02.692Z	SIN	Primary	+500



**APPROVING OR REJECTING  
USE OF CREDITS**



Let's recap:  
How to submit service  
request forms

# ACCESSING SERVICE REQUESTS



AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

MB

SUBMIT NEW SERVICE REQUEST

DASHBOARD



Quick Links

SQ Direct



< Covid-19 Information Centre >

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

[FIND OUT MORE](#)

15 Dec 2020

Singapore Airlines and SilkAir Flight Schedules - November 2020 to

< >

[VIEW DETAILS](#)



POLICY AND PROCEDURE

[VIEW ALL](#)

## How do Travel Agents access service requests?

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



Let's recap:  
How to submit service  
request forms

# ACCESSING SERVICE REQUESTS



**Submit a new request**

**WAIVER REQUEST**

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

<b>Waive fees for itinerary changes</b> Request for a waiver code to reissue the ticket without additional fees.	<b>Waive fees for ticket refunds</b> Request for a waiver code to refund a ticket without penalties. Depending on the ticket, Singapore Airlines may process the refund for you.
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**SERVICE REQUEST**

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

<b>Extend ticket time limit</b> Not allowed for the following booking classes or Reservation Booking Designators (RBD): K, V, N, Q, R, D.	<b>Appeal for waitlist confirmation (DAPO)</b> Appeal for a waitlist confirmation subject to availability.
<b>Name correction</b> Fill out this form to request for a waiver code that will allow you to correct a passenger's name and reissue the ticket through your GDS without fare difference. A service fee of USD 50 will be charged.	

**DISPUTE REQUEST**

<b>Dispute Agency Debit Memo (ADM)</b> Raise a dispute against an ADM sent by Singapore Airlines within X days of receipt.
---



Service Requests are split into 4 main categories:

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

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

# WHICH SERVICE REQUESTS CAN AGENT 360 CREDITS BE USED FOR?

SRF	Can AGENT 360 Credits be used?	Reasons that AGENT 360 Credits can be used for
Reissuance	Yes Ineligible RBDs: VK	Genuine error Others
Refund	Yes Ineligible RBDs: VK, R, D	Genuine error Others
Name error correction	Yes	All reasons
TTL Extension	No	-
DAPO	No	-
ADM	No	-
General Form	No	-

- Agents can submit the following forms using AGENT 360 Credits:
  - Reissuance fee waiver
  - Refund fee waiver
  - Name error correction
- For reissuance and refund SRF, Credits can only be used when the reasons Genuine Error / Others are selected
- For name correction SRF, Credits can be used for all reasons

# WHAT HAPPENS AFTER USING CREDITS?

SRF	Credits used	Insufficient Credits
Reissuance	Auto-approved	Unable to submit SRF Reissue with change fee
Refund	Auto-approved	Unable to submit SRF Refund with cancellation fee
Name error correction	Approved and pay name correction service fee with Credits	Approved and pay name correction service fee offline

### If Credits are used:

- If credits are used for a reissuance / refund fee waiver, the service request is auto-approved and a waiver code is generated
- If credits are used for a name correction, SQ will assist with name correction
- AGENT 360 Credits are only deducted after SRF is approved

### If you have insufficient Credits:

- You must have sufficient amount of Credits to submit SRF with Credits
- SQ is unable to grant the refund / reissuance fee waiver
- Name Correction can still be submitted but service fee will be paid offline

# APPROVING OR REJECTING USE OF CREDITS



User

## 4. Use your AGENT 360 Credits for this request?

If you use Credits, your request will be approved as long as it is legitimate.

 Yes, use **50 Credits**.  
*Available: 404 Credits*



 No, do not use Credits.

NAME (AS IN PASSPORT)

Service Request submitted successfully!

Service request submitted successfully and is pending for master or admin approval.

LEAVE

AGENT 360 Credits for this request?

**Approval of AGENT 360 Credits for Users**

- Option to use credits will appear when submitting the service request form
- Amount of credits needed for the service request is displayed on the form
- You can decide if you want to use Credits for the service request
- **User needs to wait for Admin / Master to approve use of credits**

# APPROVING OR REJECTING USE OF CREDITS



Master / Admin

## 4. Use your AGENT 360 Credits for this request?

If you use Credits, your request will automatically be approved.

 Yes, use **150 Credits**.  
*Available: 564 Credits*

 No, do not use Credits.

NAME (AS IN PASSPORT)



 **Service Request submitted successfully!**

Service request submitted successfully and is pending for SIA approval. (Credits used will be deducted, if approved)

**LEAVE**

### Approval of AGENT 360 Credits for Users

- Option to use credits will appear when submitting the service request form
- Amount of credits needed for the service request is displayed on the form
- You can decide if you want to use credits for the service request
- **Admin / Master can directly use credits**

If you choose not to use credits / have insufficient credits, you will only be able to select “ No, do not use Credits”

# APPROVING OR REJECTING USE OF CREDITS



Master / Admin

## 4. Use your AGENT 360 Credits for this request?

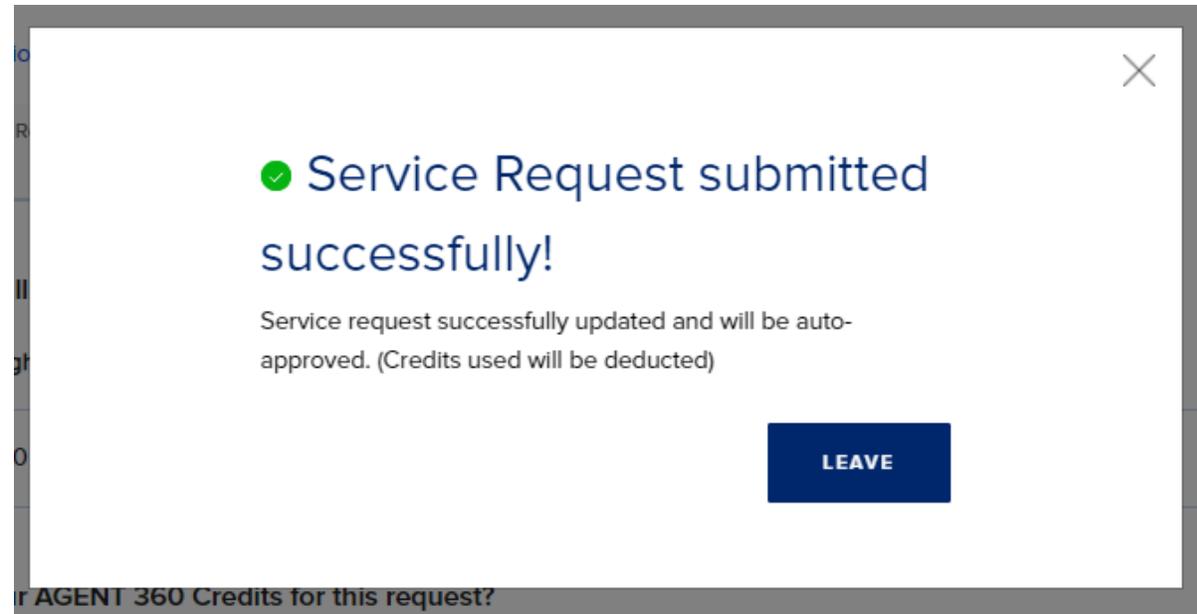
If you use Credits, your request will automatically be approved.

 Yes, use **150 Credits**.  
*Available: 564 Credits*

 No, do not use Credits.

*(This message below is displayed for reissuance and refund service request forms)*

Note: If you choose to use **AGENT 360 Credits**, this service request will be auto-approved by AGENT 360 and a waiver code will be generated. For **NDC Bookings**, please contact your local Sales Ops team with the waiver code for further servicing.



### Auto-approval of Reissuance and Refund forms using AGENT 360 Credits

- For **reissuance and refund** service requests forms using **AGENT 360 Credits**, they are **auto-approved** and a **waiver code** will be generated
- For **NDC Bookings**, you can contact your local SIA sales office with the waiver code to help process the waiver code

# APPROVING OR REJECTING USE OF CREDITS



Master / Admin



AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

AA

Service requests [↻](#)

Search by PNR, ADM number, SR number



+ NEW SERVICE REQUEST

● For your action 4

- **For your action** – Service requests from users that require **Admin / Master approval** to use AGENT 360 Credits

✓ Approved / Processed 7

✗ Rejected 1

🕒 Pending 89

★ Starred 0

📁 Archived 0

🗑️ Withdrawn 2

## Approval of AGENT 360 Credits for Users

- Under the Service Request Dashboard, Master / Admin can review service requests users have made involving AGENT 360 Credits
- These service requests are parked under “For your action”



Let's recap:  
Service request  
dashboard

# APPROVING OR REJECTING USE OF CREDITS



Master / Admin



AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

AA

Service requests [↻](#)

Search by PNR, ADM number, SR number



+ NEW SERVICE REQUEST

● For your action

4

Request type ▾

Teams and people ▾

Sort by date: Newest first ▾

SUBMITTED BY

LAST UPDATED

- ✓ Approved / Processed 7
- ✗ Rejected 1
- ⌚ Pending 89
- ★ Starred 0
- 📁 Archived 0
- 🗑️ Withdrawn 2

**AURE21005054** Relssuance - Ticket Change

62C4RX

MR. Test Test - 6182433895235  
SIN - BKK . 712 . 22 Oct 2021 1600

**SGRE21005048** Relssuance - Ticket Change

62BPTU

MR. Classw Classw - 6182433895223  
SIN - KUL . 114 . 13 Oct 2021 1245

**SGNC21005009** Relssuance - Name Correction

6LRNSU

Corrected Name : Miss. Rony Test  
SIN - KUL . 126 . 30 Sep 2021 1845

anu user  
ANU\_TEAM

03 Sep 2021

## Approval of AGENT 360 Credits for Users

- Master / Admin can click into the service request to view details of the service request and to see how much AGENT 360 Credits is being used

# APPROVING OR REJECTING USE OF CREDITS



Master / Admin

The screenshot shows the AGENT 360 interface. On the left is a sidebar with navigation options: Service requests, For your action, Approved / Processed, Rejected, Pending, Starred, Archived, and Withdrawn. The main content area displays a service request for 'SGNC21005009 Fee waiver: name correction' with a 'PENDING' status. A progress bar shows 'Pending Internal approval to use 50 Credits for this request' and 'ANU\_TEAM' s available balance: 354 Credits. Below the progress bar are 'APPROVE' and 'REJECT' buttons, with a red arrow pointing to the 'APPROVE' button. A 'Withdraw request' link is also visible. The background shows a list of service requests with a '+ NEW SERVICE REQUEST' button and a 'Sort by date: Newest first' dropdown.

## Approval of AGENT 360 Credits for Users

- Master / Admin should review credits used for the service request and Team's available balance
- Click "Approve" to approve use of credits
  - **Refund and reissuance** SRF will be **auto-approved**
  - **Name correction and TTL extension** SRF will still be **pending** and is sent to SIA for approval
- Click "Reject" to reject use of credits
  - Service request will now have **rejected** status
  - You will need to re-submit SRF without Credits

# APPROVING OR REJECTING USE OF CREDITS



Master / Admin

AGENT  
360

## SGNC21005009 Fee waiver: name correction

PENDING

Withdraw request

● Pending Internal approval to use 50 Credits for this request

ANU\_TEAM ' s available balance: 354 Credits

Confirm approval?

CANCEL

APPROVE

● Pending SIA approval

### Approval of AGENT 360 Credits for Users

- Click "Approve" again to confirm

AGENT  
360 SINGAPORE  
AIRLINES

AGENT RESOURCES - GL

SERVICE REQUEST

SIA NDC

Service requests

Search by PNR, ADM number, SR number

Service request AUNC21005081 approved.



+ NEW SERVICE REQUEST

# APPROVED SERVICE REQUESTS WITH CREDITS



AGENT 360

Service requests

SGRP21000170 Fee waiver: ticket refund

APPROVED

Archive request

WAIVER CODE **BqHJ8Z1w**

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

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

✔ You used 150 AGENT 360 Credits for this request, and they have been deducted from your account.

BOOK A FLIGHT AH

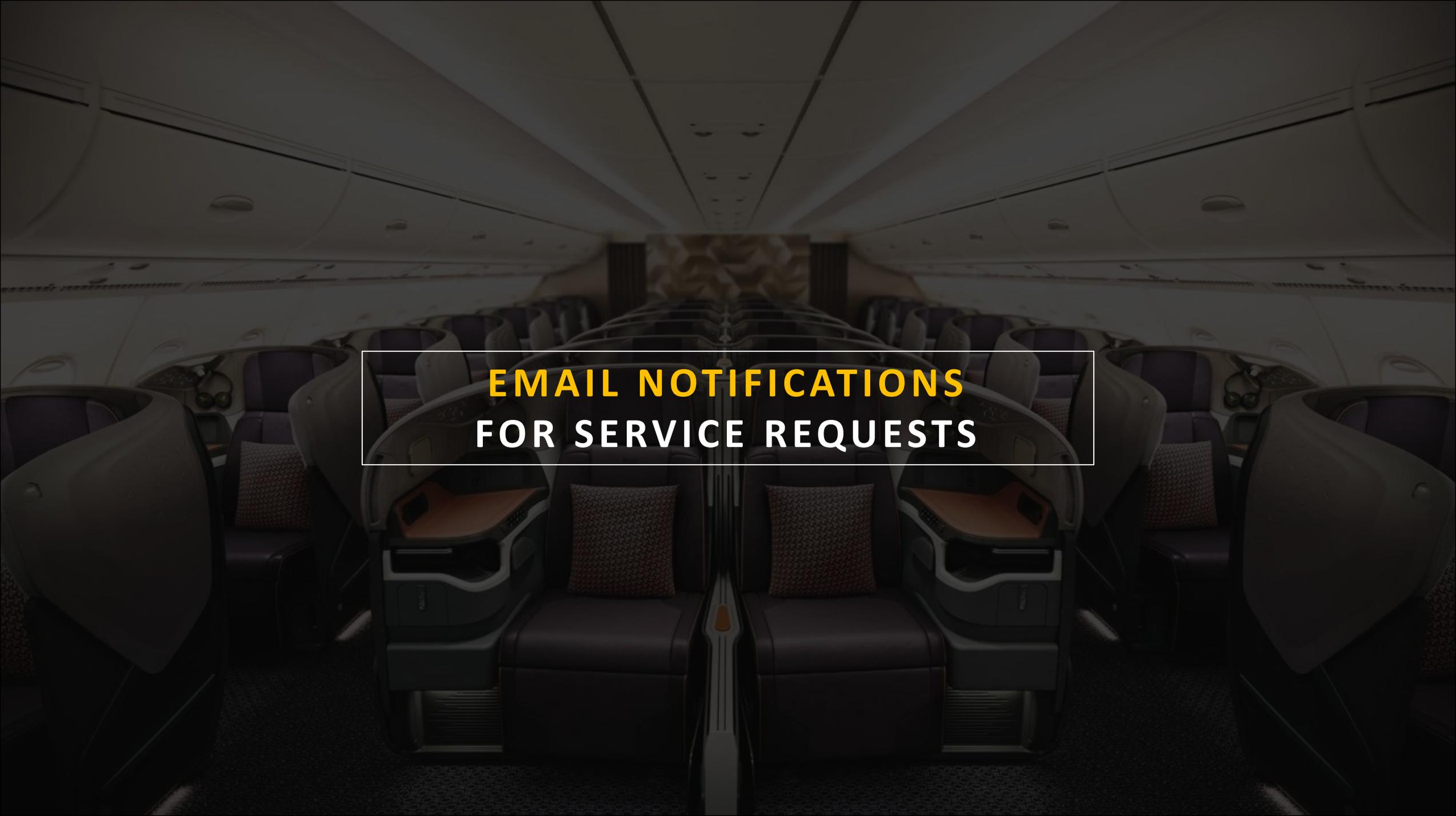
+ NEW SERVICE REQUEST

Sort by date: Newest first

MITTED BY LAST UPDATED

## Approved Service Request

- You can click on the approved service request to show more details
- Waiver code will be displayed on top
- Indicator of amount of credits used



**EMAIL NOTIFICATIONS  
FOR SERVICE REQUESTS**

# NOTIFICATION AFTER SERVICE REQUEST SUBMISSION

AGENT 360 - Service request SGRT23002587



**A3** AGENT 360 <agent\_360@singaporeair.com.sg>      
To:  ashrina.hoondal@singaporeair.c... **+1 other** Thu 5/4/2023 6:40 AM



Dear Agent X,

SR Reference Number: **SGRT23002587**

Your service request: SGRT23002587 is submitted successfully. To view, please log on to [AGENT 360](#).

© 2022 Singapore Airlines. All Rights Reserved. Singapore Co. Reg. No. 197200078R. This is a computer-generated message. Please do not reply to this email.

A STAR ALLIANCE MEMBER 

## Notification of Submission

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

# NOTIFICATION TO **ADMIN/MASTER** FOR AGENT 360 CREDITS

AGENT 360 - Service request SGRT21000047



AGENT 360  
Thu 9/9/2021 11:51 AM  
To:



Dear Agent ,

SR Reference Number: **SGRT21000047**

Your team member has raised a service request using AGENT 360 credits and is pending for your approval. Take action by logging on to [AGENT 360](#)

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A STAR ALLIANCE MEMBER

## Notification for AGENT 360 Credits Approval (Admin / Master)

- If AGENT 360 Credits are used, **Admin/Master** receives email notification that user has submitted SR that requires approval
- Admin/Master can log on to AGENT 360 to approve use of credits

Reply | Reply all | Forward

# NOTIFICATION AFTER SERVICE REQUEST HAS BEEN APPROVED / REJECTED

Approval of Service Request SGRT23002587



AGENT 360 <agent\_360@singaporeair.com.sg>



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

Thu 5/4/2023 6:40 AM



Dear Agent X,

SR Reference Number: **SGRT23002587**

Your service request has been approved. To view, please log on to [AGENT 360](#).

Approval Code: 311128

Comments:

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A STAR ALLIANCE MEMBER



## Notification of Service Request Approval / Rejection

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



**AGENT 360 CREDITS  
EXCLUSIONS AND SUMMARY**

## SUMMARY OF EXCLUSIONS



Service Request Form	Ineligible RBDs for SRF <i>(cannot submit SRF)</i>	Can AGENT 360 Credits be used?	Remarks
Reissuance	-	Yes Ineligible RBDs: VK	SRF is auto-approved if Credits are used
Refund	-	Yes Ineligible RBDs: VK, R, D	SRF is auto-approved if Credits are used
Name error correction	-	Yes	
TTL Extension	QNVK, R,D	No	
DAPO	If reason is "Others": All RBDs except F,Z,S,Y	No	
ADM	-	No	
General Form	-	No	

## AGENT 360 CREDITS REDEMPTION TABLE



Service Request Form	Cabin	AGENT 360 Credits
Reissuance Fee Waiver (per eTicket)	YCL	100
	SCL	100
	JCL	250
	FCL	0
Refund Fee Waiver (per eTicket)	YCL	210
	SCL	210
	JCL	210
	FCL	140
Name Error Correction (per name correction)	YCL	70
	SCL	70
	JCL	70
	FCL	70

## AGENT 360 Credits Redemption Table

- For agents who have access to AGENT 360 Credits, this table is also available for reference in the service request form submission page

## Submit a new request

## WAIVER REQUEST

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

## Waive fees for name correction

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

## Waive fees for itinerary changes

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

## Waive fees for ticket refunds

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

## SERVICE REQUEST

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

## Extend ticket time limit

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

## Appeal for waitlist confirmation (DAPO)

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

## DISPUTE REQUEST

## Dispute Agency Debit Memo (ADM)

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

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

Click [here](#) to view the AGENT 360 Credits Redemption Table.

A man in a white shirt is seated in a modern airplane cabin, working on a laptop. The cabin features large windows, a tray table with a cup of coffee, and a sleek, futuristic design. The text "THANK YOU!" is overlaid in the center of the image.

**THANK YOU!**

*Please reach out to us for questions or clarifications*