

# CROSS-CHANNEL SERVICING

## SERVICE ANY SIA NDC BOOKINGS VIA AGENT 360

To provide agents with an alternative avenue for servicing NDC PNRs, AGENT 360 has released a cross-channel servicing feature to the NDC Booking Portal.

From 19 Apr 2021, agents who ticket via their respective NDC partner platforms will be able to service these NDC PNRs via the AGENT 360 booking portal.

The servicing features on AGENT 360 includes adding ancillaries, voluntary exchanges, refunding orders and splitting PNRs. For now, only orders fulfilled via BSP settlement can be serviced via AGENT 360.

Please note that retrieval of PNRs on AGENT 360 will only be successful if the IATA agency code of the booking agent matches the IATA code of the agent trying to retrieve the order.

After agents import NDC PNRs to AGENT 360, we recommend that all subsequent servicing activities take place within the AGENT 360 system.

## SERVICING ON AGENT 360

Once an NDC PNR is imported into AGENT 360, travel agents can expect to be able to:

1. Add **ancillaries**
  - Excess Baggage
  - Chargeable Seats
2. **Refund** transactions
3. **Reshop** tickets
  - Reissue tickets
  - Revalidate tickets
4. **Split** PNR

Please note that agents **will not** be able to **Void** transactions that are **imported** into AGENT 360.

### Importing an NDC PNR:

1. Input the six-character booking reference (NDC PNR)
2. Input the passenger Last name
3. Select IATA number used to book the PNR

Then, click **“Claim”** to proceed

### GOT A QUESTION?

For more information on cross-channel servicing, please reach out to your local SQ Representative, or email [agent360\\_feedback@singaporeair.com.sg](mailto:agent360_feedback@singaporeair.com.sg).