

This serves as a servicing guide for Travel Agents for Mono-TR itineraries on SQ 618 ticket stock 1. If self-servicing option is available, do assist pax via self service link provided 2. Alternatively, please contact the respective teams as stated in column E			
Concerns		Self Service Link	If unable to Self-Service
Adding of Ancillaries	Baggage, Seat, Meals, Wi-Fi, Snooze Kit	https://manage.flyscoot.com/	-
Special Handling Request	Service Animal, Wheelchair/Mobility Aids, Personal Medical Equipment, Visual/Hearing Equipment	https://help.flyscoot.com/	Contact sales@flyscoot.com
	Unaccompanied Minor (with Service)	1. Complete UM with service form in link https://cdn.flyscoot.com/prod/docs/default-source/um/um-service-request-form.pdf 2. Submit it via webform in link - Case Category: "Request" Sub Category 1: "Special assistance" Sub Category 2: "Minor form"	
	Unaccompanied Minor (without Service)	1. Complete UM waiver form in link https://cdn.flyscoot.com/prod/docs/default-source/um/um-service-waiver-form.pdf 2. Submit it via webform in link - Case Category: "Request" Sub Category 1: "Special assistance" Sub Category 2: "Minor form"	
		https://os.flyscoot.com/customerserviceform/	
Booking Changes	Request for infant with seat	Ensure pax is booked as INF. Contact sales@flyscoot.com	-
	Add infant to booking	Not Available	-
	Add/Change passenger's DOB	Through GDS	For any technical issues faced, contact sales@flyscoot.com
	Edit contact information	Through GDS	
	Change of flight date and time	Through GDS	
	Name Correction / Name Change	Submit SRF through SQ's AGENT 360 https://agent360.singaporeair.com/	Contact your local SQ Sales Ops support channels
	Divide booking	Not Available	-
	Settle outstanding payment (except for ancillaries or infant SSR)	Through GDS	-
	Settle outstanding payment (for ancillaries or infant SSR)	https://manage.flyscoot.com/	For any technical issues faced, contact sales@flyscoot.com
Refund/Service Recovery	Refund of booking (except for ancillaries or infant SSR whereby payment is collected by TR)	Submit SRF through SQ's AGENT 360 https://agent360.singaporeair.com/	Contact your local SQ Sales Ops support channels
	Refund of ancillaries or infant SSR (payment collected by TR)	Submit on TR webform - Case Category: "Request" Sub Category 1: "Refund" Sub Category 2: "Other refund request"	Contact sales@flyscoot.com
	Overbooking	For Service Recovery Voucher (SRV), Submit on TR webform - Case Category: "Request" Sub Category 1: "Refund" Sub Category 2: "Other refund request"	
	Involuntary Downgrade (IDG)	Contact TR SOT via email sales@flyscoot.com for refunds. For Service Recovery Voucher (SRV), Submit on TR webform - Case Category: "Request" Sub Category 1: "Refund" Sub Category 2: "Other refund request"	
	Feedback/Complaints on TR segment that are non-ticketing issue	Submit on TR webform - Case Category: "Concern" or "Compliment" Sub Category 1: Select as appropriate Sub Category 2: Select as appropriate	
	Feedback/Complaints on TR segment due to system issue	Not Available	-
		Contact sales@flyscoot.com	
Others	Enquiry on Private fare	Not Available	Contact sales@flyscoot.com
	Request for DAPO	Not Available	-
	Facilitation of VIP travel	Not Available	-
	System issues (e.g. data patch issues for TR sectors, flyscoot website issues)	Not Available	Contact sales@flyscoot.com
	Flight involuntary schedule changes servicing	Through GDS based on SQ's schedule change policy	Contact your local SQ Sales Ops support channels
	Fare and product enquiries	https://www.flyscoot.com/en/scoot-gds-blog/business-rules-and-policies/gds/post/scoot-gds-blog-site/2020/09/11/gds-product-offering	-
	Synchronization of INF and ADT PNR for seat allocation	Not Available, only available upon check-in	
	Offload of passenger	Not Available	TA to contact your local Sales Ops / Sales Teams