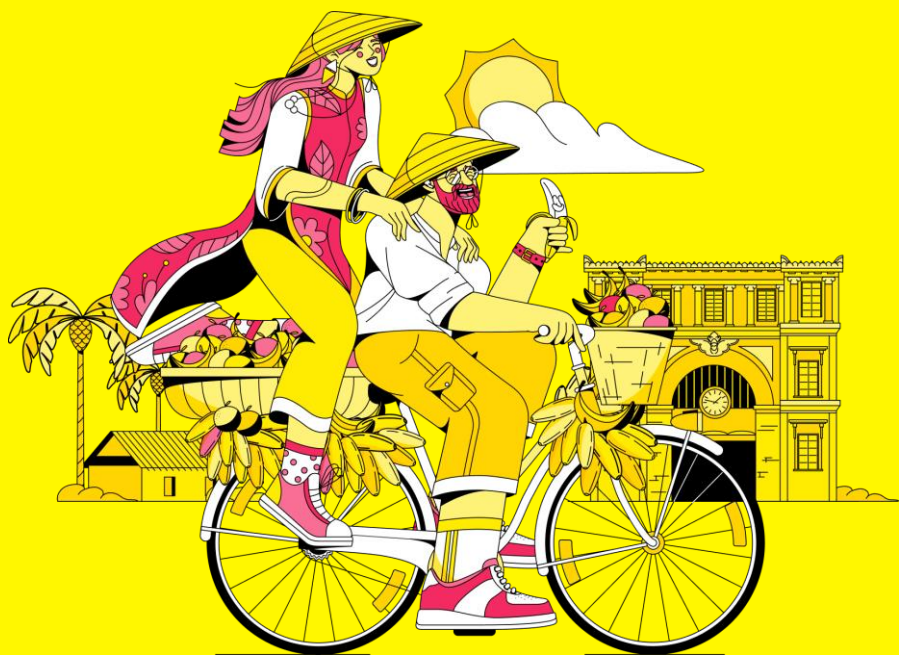


Scoot Agency Hub – Ticketing Management Portal (TMP)

(Version update: 20 February 2025)





Content Page:

3 : Login

4 : Agent Dashboard

5 : Raise an Ad-Hoc Threshold Increase Request

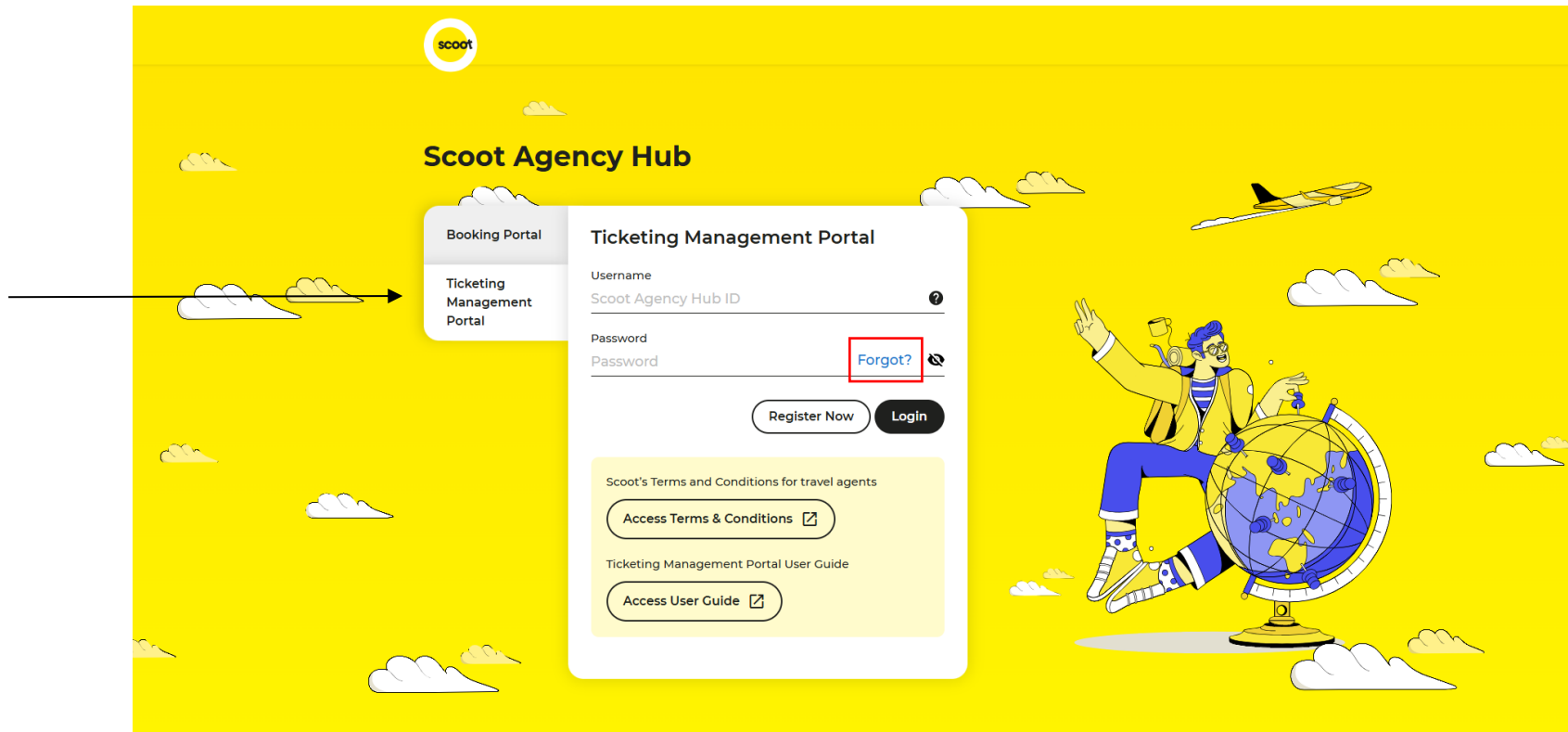
6 : View Pending & Approved Requests

7 : Action Required

8 : Rejected & Expired Requests

Login

- Please login using your Scoot Agency Hub credentials
- If you forget your password, click on “Forgot”



Note: If you wish to sign up for an account, please [sign up here](#).



Agent Dashboard

The dashboard features a yellow header with the Scoot logo, language settings (EN), and a user icon. Below the header, the user profile for Valerie (valerie_agent@gmail.com, ACTIVE) is shown, along with the role 'Scoot Agent' and an IATA number field. A 'Next Refresh Date' of 20 Dec 2023 with a '14 DAYS LEFT' countdown is displayed. The main content area includes a 'Threshold' section with a '+ New Request' button, a 'Pending Requests' table (currently empty), and a 'Completed Requests' table with two entries.

Threshold

Capping Type	Ticketing Authority Cap	Used Revenue / Total Revenue
Revenue	AUD 7000	AUD 500 / AUD 7000

+ New Request

Pending Requests

Index	Description	Requested Amount	Request Date	Updated	Status
No Pending Requests					

Completed Requests

Index	Description	Requested Amount	Request Date	Updated	Status
#02	Threshold Increase 15 Nov 2024 – 23 Dec 2024	AUD 1500	1 Nov 2024	6 Nov 2024	APPROVED
#01	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 1200	3 Oct 2023	15 Oct 2023	APPROVED

The Ticketing Management Portal (TMP) allows you to:

- View your current billing cycle and countdown
- View your revenue threshold cap and current used revenue
- Request for ad-hoc increases in your threshold limit
- View statuses of pending and completed requests (approved, rejected, expired)

Raise an Ad-Hoc Threshold Increase Request

The screenshot shows the Scoot Agent dashboard for Valerie (valerie_agent@gmail.com, ACTIVE). The dashboard includes a 'Threshold' section with 'Capping Type' set to 'Revenue', a 'Pending Requests' table, and a 'Completed Requests' table. A modal titled 'New Ad-hoc Request for Ticket Threshold Change' is open, showing a dropdown for 'Reason for Request' (Set to 'Select one'), an input field for 'Enter amount to increase by' (Set to 'AUD 0'), and a 'Submit' button. Arrows point from the explanatory text to the '+ New Request' button, the dropdown menu, and the 'Submit' button.

Threshold
Capping Type
Revenue

Pending Requests

Index	Description	Status
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Completed Requests

Index	Description	Requested Amount	Request Date	Updated	Status
#02	Threshold Increase 15 Nov 2024 – 23 Dec 2024	AUD 1500	1 Nov 2024	6 Nov 2024	APPROVED
#01	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 1200	3 Oct 2023	15 Oct 2023	APPROVED

To raise a request to increase your threshold for the current billing cycle, click on the “+ New Request” button

Click on the dropdown to indicate your reason for request, such as:

- Anticipate for upcoming surge
- Newly Acquired Clients
- Urgent Tickets to Issue/ Re-issue
- Others

Enter your amount to increase by and click “Submit”

View Pending & Approved Requests

Joanne
joanne_agent@gmail.com
ACTIVE

Scoot Agent
IATA number:

Next Refresh Date: 20 Dec 2023
14 DAYS LEFT

Threshold

Pending Approval

Capping Type

Ticketing Authority Cap

Used Revenue / Total Revenue

Revenue

AUD 7000

AUD 500 / AUD 7000

Pending Requests

Index	Description	Requested Amount	Request Date	Updated	Status
#03	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 2000	29 Jan 2024	29 Jan 2024	PENDING

Completed Requests

Index	Description	Requested Amount	Request Date	Updated	Status
#02	Threshold Increase 15 Nov 2024 – 23 Dec 2024	AUD 1500	1 Nov 2024	6 Nov 2024	APPROVED
#01	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 1200	3 Oct 2023	15 Oct 2023	APPROVED

After successfully submitting your request, you will not be able to raise another request.

While your request is being reviewed by our support staff, it will be under “Pending” status.

You may also view all “Approved” requests.

Action Required

The screenshot shows the Scoot Agent dashboard for Joanne. The top navigation bar includes the Scoot logo, language settings (EN), and a user profile icon. Below the header, the user's name 'Joanne' and email 'joanne_agent@gmail.com' are displayed, along with the status 'ACTIVE'. A 'Next Refresh Date: 20 Dec 2023' with a '14 DAYS LEFT' indicator is shown. The main content area is divided into two sections: 'Threshold' and 'Pending Requests'. The 'Threshold' section shows 'Capping Type: Revenue', 'Ticketing Authority Cap: AUD 7000', and 'Used Revenue / Total Revenue: AUD 500 / AUD 7000'. The 'Pending Requests' section contains a table with the following data:

Index	Description	Requested Amount	Request Date	Updated	Status
#03	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 2000	29 Jan 2024	29 Jan 2024	ACTION REQUIRED

Below the 'Pending Requests' table is a 'Completed Requests' section with a similar table showing two approved requests (#02 and #01).

- If action is required on your request, you will see a status indicating “Action Required”.

This screenshot shows the same dashboard as the previous one, but with a modal window open for request #03. The modal is titled 'New Ad-hoc Request for Ticket Threshold Change' and contains the following elements:

- A warning message: "Action required for Request #03: Please provide a valid Reason for Request."
- A dropdown menu for 'Reason for Request' with 'Other' selected.
- A text input field for 'Specify Reason'.
- A numeric input field for 'Enter amount to increase by' with the value '10' and the unit 'AUD'.
- A 'Resubmit' button.

The background dashboard content is partially visible behind the modal.

- Upon clicking on the request, a pop-up will appear.
- You may resubmit your request after completing the action required.

Rejected & Expired Requests

Completed Requests

Index	Description	Requested Amount	Request Date	Updated	Status
#03	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 2000	29 Jan 2024	29 Jan 2024	REJECTED
#02	Threshold Increase 15 Nov 2024 – 23 Dec 2024	AUD 1500	1 Nov 2024	6 Nov 2024	APPROVED
#01	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 1200	3 Oct 2023	15 Oct 2023	APPROVED

- If your request has been rejected, you will see a “Rejected” status. You may raise a new request or contact sales@flyscoot.com for further assistance.

Index	Description	Requested Amount	Request Date	Updated	Status
#03	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 2000	29 Jan 2024	29 Jan 2024	EXPIRED
#02	Threshold Increase 15 Nov 2024 – 23 Dec 2024	AUD 1500	1 Nov 2024	6 Nov 2024	APPROVED
#01	Threshold Increase 01 Nov 2023 – 01 Jun 2024	AUD 1200	3 Oct 2023	15 Oct 2023	APPROVED

- If your billing cycle has passed, your request will change to an “Expired” status. You may then raise a new request.

Thank you!

