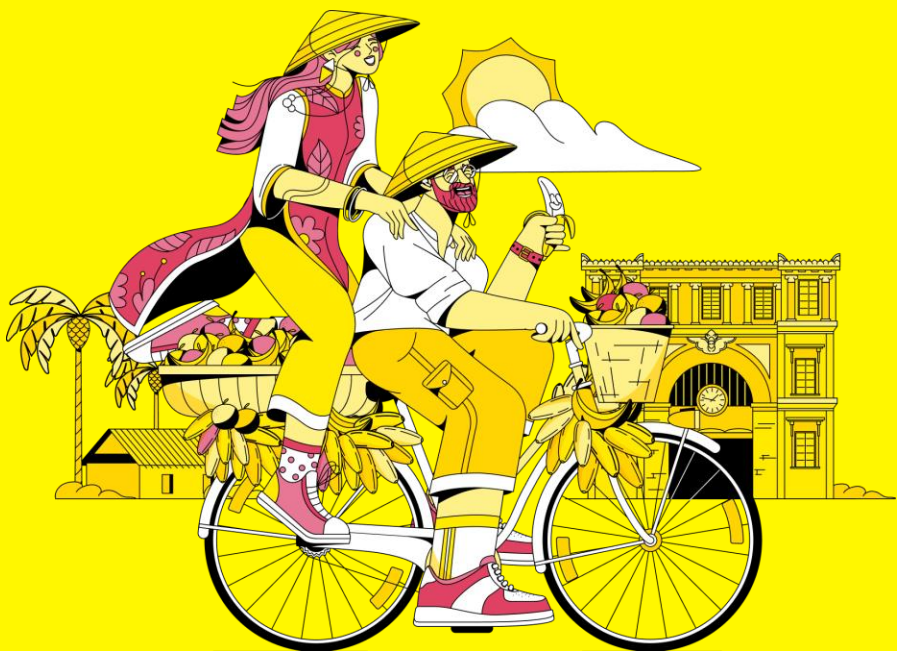


Scoot Agency Hub – Booking Portal

(Version update: 16 December 2024)





Contents

- **3 : Key Notes**
- **4: Login**
- **5-15 : Booking Creation**
- **16 : Booking Summary – Hold Bookings**
- **17 : Booking Summary – Paid Bookings**
- **18: Booking Summary – Split Bookings**
- **19 : Booking Summary – Past/Cancelled Bookings**
- **20 : Manage Agents – Create**
- **21 : Manage Agents – Manage/Edit**
- **22 : Edit Profile – My Account**
- **23 : Reports**

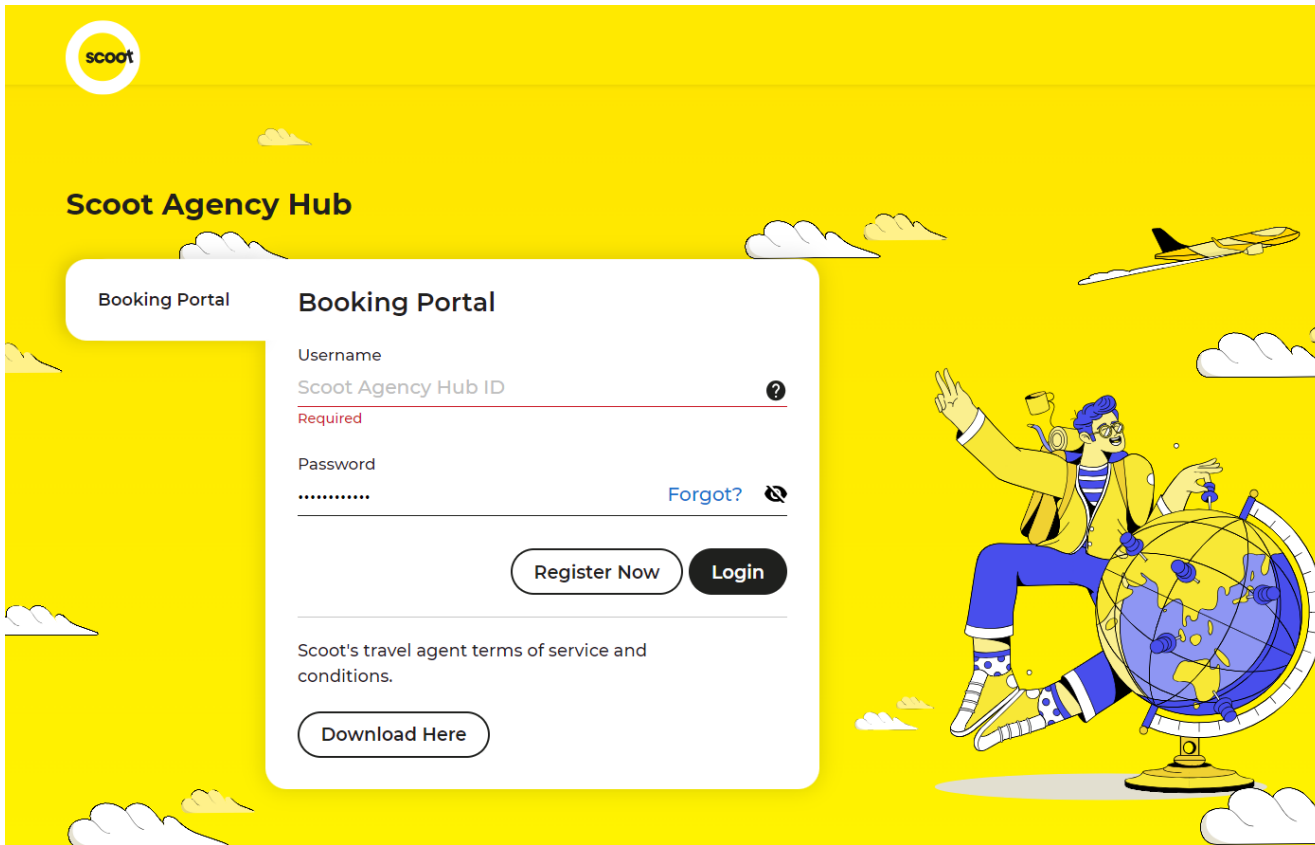
Key Notes

1. Only for appointed TR agents
2. Preferred Browser – Google Chrome, Microsoft Edge
3. Users on iPad or Mobile, please use Desktop view
4. Available features:
 - a) Create and hold bookings
 - b) Ancillaries – Meals, Baggage, Seat Selection, Board me first, Snooze kit, Wifi
 - c) Modes of payment – Agency Credit, Credit Card, Hold, Vouchers, BSP Cash
 - d) Hold bookings – Adding of meals/baggage, cancellations
 - e) Promo code
 - f) KrisFlyer accrual
 - g) Forget Password
 - h) Bookings Summary
 - i) Sub-agent creation, management of sub-agent profile by main agent
 - j) Reports
 - k) Manage own Profile
 - l) Manage My Booking (MMB)
 - m) Multicurrency
 - n) JED Bundle
 - o) Split Booking
 - p) Price Estimator
5. Unavailable features:
 - a) Multi Cities Selection
 - b) Add-ons – Scootsurance, Flex



Login

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




Scoot Agency Hub

Booking Portal

Booking Portal

Username
Scoot Agency Hub ID ?
Required

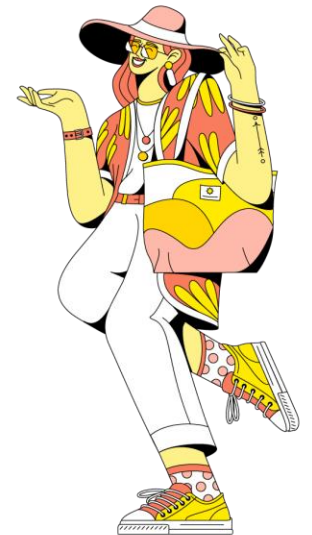
Password
.....
[Forgot?](#) 

[Register Now](#) [Login](#)

[Download Here](#)

Scoot's travel agent terms of service and conditions.

Note: If you wish to sign up for an account, please use the current SkyAgent portal ([Click here](#)).



Booking Creation – Destination and Dates

The screenshot shows the Scoot booking interface. At the top, the AG balance is SGD 9,987.70 and the user is logged in as KT. The 'Type of Trip' is set to 'Return'. The 'From' location is Singapore (SIN) and the 'To' location is Miri (MY). The 'Passenger(s)' are 2 Adults. The 'Depart Date' is 29 October 2023 and the 'Return Date' is 03 November 2023. Below this, there are two calendar views for October 2023 and November 2023. The 'Cheapest Flight' is highlighted in orange. At the bottom, there is a 'Promo Code' field with the code 'TESTPROD' and a 'Search Flight' button. A message box at the bottom indicates '5 day return trip has been selected'.

Search Flight

- Select Trip Type, Origin and Destination. Select Departure and Return dates by clicking on the Calendar. (Tip: Lowest fares are in orange.)

Note:

- AG balance can be seen at the top right of the booking page
- Apply your promo code to unlock savings
- Shows return trip duration.

Booking Creation – Flight and Fare selection

Select departure flight and return flight

Please select the flight that is available on date that you selected above

Sun, 29 October 2023

Singapore SIN → Miri MYY

Select your departing flight

SUN, 29 OCTOBER

16:00 → 18:05

Singapore Changi Airport → Miri Miri

ECONOMY ⓘ

SGD 158.40

Select

Operated by

Subjected to regulatory approval

Fri, 03 November 2023

Miri MYY → Singapore SIN

Select your return flight

FRI, 03 NOVEMBER

18:50 → 20:50

Miri Miri → Singapore Changi Airport

ECONOMY ⓘ

SGD 58.79

SGD 57.94

TESTPROD

Select

Operated by

Subjected to regulatory approval

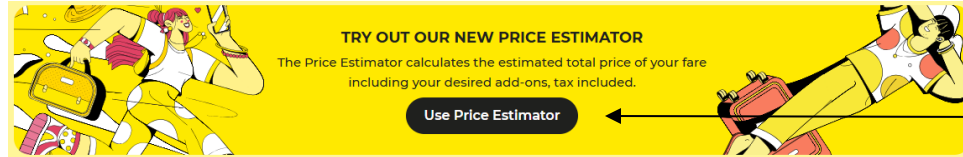
Select Flight

- Select your preferred flight and Fare product (Economy/ScootPlus).

Note:

- (i) The price you see (e.g S\$158.40) is for all passengers, including taxes (except for infants). So, each person pays S\$79.20. Just remember, check-in baggage and meals cost extra!
- (ii) Apply a promo code to see discounted fares (original price crossed out).

Booking Creation – Price Estimator



Price Estimator

1 Adult

Base Fare: SGD 323.99 x 1 (with tax)

DEPART

Singapore Bangkok (Suvarnabhumi)

Wed, 18 Dec → Wed, 18 Dec

RETURN

Bangkok (Suvarnabhumi) Singapore

Mon, 06 Jan → Mon, 06 Jan

⚠ Disclaimer

Prices calculated by the Price Estimator are **only an estimate** and are **NOT** to be taken as the final fare price.

Check-in Baggage

Depart Flight

(SIN → BKK)

20 KG SGD 28.00

25 KG SGD 35.50

30 KG SGD 42.00

35 KG SGD 46.00

40 KG SGD 51.00

Total

SGD 351.99 SGD 351.99 per person

Ok

- After selecting your preferred flight & fare product, click here to estimate the total price of your fare, including desired add-ons & taxes.
- Select your desired add-ons (Baggage, Seats Upgrade & Meals) to estimate the total price!

Note:

- *The price calculated by the Price Estimator are only **an estimate** & not to be taken as the final fare price.*
- *You will need to reselect your desired add-ons upon making your booking*

Booking Creation – Passenger Details

The screenshot shows the 'Passengers on the flight' section with a yellow header. On the left, a sidebar lists 'Testing Booking' (marked with a red exclamation mark) and 'Adult 02'. The main area is titled 'Passenger Details' and includes a note: 'Note: Ensure that the name in your booking matches your passport name.' The form fields are as follows:

Title*	First Name*	Last Name (Surname)*
Ms	Testing	Booking
Date of Birth*	Nationality/Territory*	
03 Mar 1987	Singapore	
Krisflyer Number (Optional) ⓘ	Place of Residence*	
Provide membership number ⓘ	China	
Residency*		
<input type="radio"/> I AM residing in the EU or Switzerland <input type="radio"/> I AM NOT residing in the EU or Switzerland		

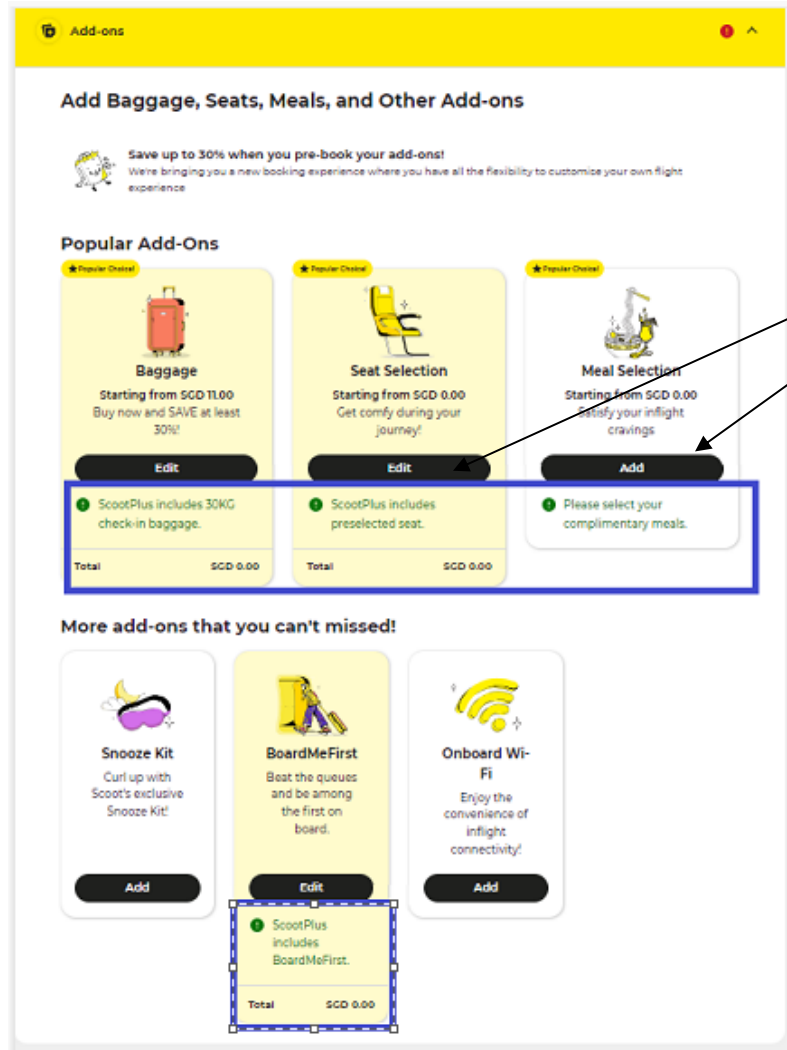
At the bottom right, there is a 'Save Passenger Details' button. A red exclamation mark icon is visible in the top right corner of the main form area.

Passengers on the Flight

- "!" means you're missing some info.
- For multiple passengers, click on the left to edit their details.
- KrisFlyer number must be key in at this point, an icon appears when KF number is verified. *
- Don't forget to save each passenger's details.

** Important: Bookings that are linked to a KrisFlyer number cannot be modified to change the name..*




Booking Creation – Add-ons



Add-ons

- ScootPlus includes perks, remember to pick your meal(s) and select your seat(s).
- Customize your flight to suit your requirements! Enhance your travel experience by adding extras such as meals, baggage, and other amenities to make your journey more comfortable (additional charges may apply).

Booking Creation – Contact Details

 **Contact Details**  

Flight Itinerary will be emailed to contact below. Flight cost will not be included in itinerary.

☒ Contact details is the same as organization




Title*	First Name*	Last Name (Surname)*
Mr	Jay	Colins
Mobile Number*	Email*	Confirm Email*
+ 81 32423879	test@test.test	test@test.test
Residency*		
<input type="radio"/> I AM residing in the EU or Switzerland <input type="radio"/> I AM NOT residing in the EU or Switzerland		

Required to select Residency

Contact Details

- A copy of the itinerary (excluding the invoice) will be dispatched to the provided contact
- Recommended for agencies who wants to send itinerary to their passenger.
- Can only be sent to 1 passenger.
- Please input your Agency Details if you are not sending it to passenger.

Booking Creation – Billing Details

 **Billing Details**  

Street Address*

Changi Airport Terminal 123

Country / Region*

Singapore ▼

Town / City*

Singapore



Zip / Postal Code*

123456

Billing Details

- By default, the billing details are set to the Agency's Company information.
- For customers opting to use a Credit Card as their mode of payment, we highly recommend updating the billing details to match the address associated with the Credit Card information.

Booking Creation – Vouchers

 Voucher 

Each voucher can only be redeemed once and any unused value will be forfeited. Multiple Scoot vouchers can be redeemed, however, you are only allowed to redeem one discount voucher.

Key in your voucher

Voucher Code

Apply Voucher

Payment by Vouchers

- Important! Each voucher may have unique terms and conditions. Please carefully review the specific T&Cs on our [website](#) or on the voucher itself.
- Vouchers cannot be applied to Hold Bookings.

Booking Creation – Payment

Payment

- Select mode of payment
- Click the 2 checkboxes to agree to our Terms & Conditions and Privacy Policies to proceed.
- Click on “Proceed” to Payment success page.

Note: Mode of Payment available currently:

- (i) Agency Credit,
- (ii) Credit Card and
- (iii) Hold
- (iv) BSP Cash (Eligible agents only)-
See next slide for BSP handling**

Booking Creation – BSP Payment

Payment Method

BSP Cash

BSP Cash Details

Please check the final amount and click "Purchase" to confirm your reservation.

How BSP works?

1. All BSP transaction which includes sales and refunds are to be reported by you through [BSPLink](#).
2. The BSP Data processing Centre (DPC) processes relevant data to produce an "Agents Billing Analysis" for you. A statement of sales made by you will be forwarded to all BSP related Airlines.
3. You will then make just one net remittance covering all BSP transactions for all BSP Airlines.

Our Terms & Conditions

Please confirm that you are aged 18 and have read and accept the terms and conditions stated below.

- [Independent Traveler Requirements](#)
- [Conditions of Carriage](#)
- [Privacy Policy](#)
- [Dangerous Good Restrictions](#)

☒ I have read and accept the airline's [Fare Rules](#). I also agree that schedules are subject to change and do not form part of my contract with Scoot. I accept that the booking cannot be cancelled and payment made is not refundable.

☒ By submitting my information, I acknowledge and accept all terms and conditions; including Scoots [Privacy Policy](#) as described above.

Back

Proceed

BSP Cash

English

FORM OF PAYMENT

PAYMENT INFO

CONFIRMATION

BUYER NAME

BUYER CODE

HONG THAI TRAVEL SERVICES (S) PTE LTD

3230631

Please choose from your available forms of payment

BSP Cash

BSP Cash

English

FORM OF PAYMENT

PAYMENT INFO

CONFIRMATION

BUYER NAME

BUYER CODE

HONG THAI TRAVEL SERVICES (S) PTE LTD

3230631

SELECTED FORM OF PAYMENT

BSP CASH

PAYMENT DETAILS

FARE AMOUNT

355.70 SGD

L7

10.80 SGD

OP

8.00 SGD

SG

46.40 SGD

LTPE

47.55 SGD

OI

6.20 SGD

SW

27.72 SGD

TK

11.27 SGD

TOTAL

513.64 SGD

Confirm

Cancel

Payment

Step 1

- Select BSP Cash
- Click the 2 checkboxes to agree to our Terms & Conditions and Privacy Policies.
- Click on "Proceed"

Step 2

- Pop-up appears, Select BSP Cash

Step 3

- Pop-up appears, Click on "Confirm"

Booking Creation



**You've done it,
you're on your way to beautiful Bangkok (Suvarnabhumi)!**

 [Print This Page](#)

Your Scoot booking reference number

H3TUVY

Booking date

19 Jul 2023

Payment method

Agency Credit

Amount paid

\$797.04

Payment Summary Page

- You can choose to click on “Print this Page” to print the itinerary.
- Otherwise, a copy of the complete itinerary and invoice will be sent to your email (For bookings with complete payment)



Booking Summary – Hold Bookings

The screenshot shows the SkyAgent interface. At the top, there's a yellow header with the 'scoot' logo and a user profile icon labeled 'KT'. Below this is the 'SkyAgent' title and a navigation bar with 'Book A Flight', 'My Bookings' (selected), 'Manage Agents', and 'Reports'. The 'My Bookings' section has a search bar with 'Select Search Type' set to 'Booking Reference (PNR)' and a search input field containing 'Booking Reference (PNR)'. Below the search bar are tabs for 'On Hold', 'Bookings Paid', 'Past Bookings', and 'Cancelled Bookings'. The 'On Hold' tab is active, showing a table with columns: 'Booking Ref. Flight Detail', 'Passenger', 'Amount', 'Payment Due', and 'Action'. A single booking is listed with reference 'R62YKV', flight 'Departing Flight', passenger '1. Siyumi Rey', amount 'MYR 596.29', and payment due 'Thursday, 7 December 2023, 13:38'. The flight details show a route from Kuala Lumpur to Singapore on Thu, 22 Aug 2024. The 'Action' column has two buttons: 'Modify / Pay' and 'Cancel Flight'.

Manage Hold Bookings

Find your bookings quickly, use any of these options:

- a) PNR
- b) Departure Station
- c) Return Station
- d) Passenger Last Name

User can add/edit add-ons before payment.

Agents can cancel hold bookings

Important:

(1) Upon receiving a declined transaction for a "Hold" booking, please make payment within 10 minutes using a valid mode of payment, or the booking will be cancelled.

(2) Mode of payment for Hold bookings : Agency Credit and Credit Card only.

Booking Summary – Paid Bookings

The screenshot shows the 'My Bookings' section of the Scoot website. At the top, there's a search bar with 'Select Search Type' set to 'Booking Reference (PNR)' and a search input field containing 'Booking Reference (PNR)'. Below the search bar are tabs for 'On Hold', 'Bookings Paid', 'Past Bookings', and 'Cancelled Bookings'. The 'Bookings Paid' tab is active. Below the tabs is a table with columns: 'Booking Ref.', 'Flight Detail', 'Passenger', 'Amount', and 'Action'. The table contains one entry for a one-way flight from Miri to Singapore. The flight details show a departure from Miri at 18:40 on Wed, 28 Aug 2024, and an arrival in Singapore at 20:35 on Wed, 28 Aug 2024. The passenger is listed as '1. FORTYONE TEST' and the amount is 'MYR 181.86'. The 'Action' column has three buttons: 'Change Flight', 'Edit Passenger & Add-Ons', and 'Resend Itinerary'.

Booking Ref.	Flight Detail	Passenger	Amount	Action
	<p>One-way Flight</p> <p>Miri Wed, 28 Aug 2024 18:40</p> <p>Singapore Wed, 28 Aug 2024 20:35 Singapore - Changi Airport</p>	1. FORTYONE TEST	MYR 181.86	<p>Change Flight</p> <p>Edit Passenger & Add-Ons</p> <p>Resend Itinerary</p>

Bookings Paid refers to bookings that have been fully paid for but have not yet been flown.

Manage Paid Bookings

- Find your bookings quickly, use any of these options:
 - PNR
 - Departure Station
 - Return Station
 - Passenger Last Name
- Change dates here, but origin/destination cannot be modified. *(Fees Applies)*
- Name Change and purchase more add-ons here. *(Fees Applies)*

Important: Bookings that are linked to a KrisFlyer number cannot be modified to change the name.

Booking Summary – Split Booking

Split Booking ⓘ

Reset

Search

Passenger	Group 1	Group 2	Action
1. John Doe Baby Doe 🍼	<input checked="" type="radio"/>	<input type="radio"/>	<div>Change Flight</div> <div>Edit Passenger & Add-Ons</div> <div>Resend Itinerary</div> <div>Split Booking</div>
2. Kate Moss Infant Doe 🍼	<input type="radio"/>	<input checked="" type="radio"/>	
3. Jane Doe	<input checked="" type="radio"/>	<input type="radio"/>	
4. Child Doe 👤	<input type="radio"/>	<input checked="" type="radio"/>	
5. Sister Doe 👤	<input type="radio"/>	<input checked="" type="radio"/>	
6. Young Doe 👤	<input checked="" type="radio"/>	<input type="radio"/>	

Cancel

Save

Bangkok - Suvarnabhumi Intl

2024

Doe
6. Child

The **Split Booking** feature allows you to divide a single booking into two bookings.

Split Booking may not be applied to the following:

- Flights already flown
- Depart flights less than 4 hours away from Scheduled Time of Departure
- If a KrisFlyer number has been entered
- If the split results in a booking that consists of **only children**

A new booking reference will be generated for the new group.

Booking Summary – Past/Cancelled Bookings

SkyAgent

Book A Flight | **My Bookings** | Manage Agents | Reports

My Bookings

Select Search Type: Booking Reference (PNR) | Search Booking Reference (PNR) | Reset | Search

Past Bookings | Cancelled Bookings

Booking Ref.	Flight Detail	Passenger	Amount	Booking status	Action
DH3JWB	-	1. Test Ing lam	SGD 0	Cancelled	
QETB2H	-	1. Thuan Vo	SGD 0	Cancelled	
B5WUHS	-	1. Thuan Vo	INR 0	Cancelled	
WDZHHQ	-	1. Thuan Vo	INR 0	Cancelled	
Z3J8YR	-	1. Thuan Vo	INR 0	Cancelled	

Page 1 of 64

Past Bookings refers to fully paid bookings with all flights flown.

Cancelled Bookings refers to either:
 (a) On Hold bookings cancelled by YOU
 (b) Bookings dropped off due to no payments

Manage Past/Cancelled Bookings

- Find your bookings quickly, use any of these options:
 - PNR
 - Departure Station
 - Return Station
 - Passenger Last Name

Manage Agents – Create

The screenshot displays the Scoot web application interface. At the top, there's a yellow header with the Scoot logo and a user profile icon labeled 'KT'. Below the header, a navigation bar contains links for 'Book A Flight', 'My Bookings', 'Manage Agents' (which is highlighted), and 'Reports'.

The 'Manage Agents' section features a search bar with a dropdown menu set to 'Agent ID' and a search input field with the placeholder text 'Enter your agent ID'. A 'Search' button is located to the right of the input field. Above the search bar is a 'Create New Agent' button. Below the search bar is a table with the following data:

Agent ID	First name (given)	Last name (given)	Status
TST2200000-001	Chau	Nguyen	Active
TST2200000-ttt	Cume	Rey	Active

Below the table is the 'Register New Agent' form. It includes a section for 'Agent ID' with a label 'Agent Login ID' and a text input field containing 'TST2200000 - XXX'. Below this is a checkbox labeled 'Allow agent to hold booking only'.

Create Sub-Agents

- Main Agent can search the account of their sub-agents using:
 - Agent ID
 - Agent First Name
 - Agent Last Name
- Main Agent create a new sub-agent
 - Key in 3 alphanumeric for your sub-agent
 - If the sub-agent is not allowed to make payment, please tick this box
 - Fill in all the details and click proceed.

Manage Agents – Manage/Edit

Manage Agents

Search By
Agent ID

Search
Q Enter your agent ID

Reset Search

Create New Agent

Agent ID	First name (given)	Last name (given)	Status	Actions
TST2	Jenifer	Nguyen	Active	Edit
TST2	Karen	Tan	Active	Edit
TST2	Siyumi	Rey	Active	Edit

Manage Sub-Agents

Main Agent can search the account of their sub-agents using:

- a) Agent ID
- b) Agent First Name
- c) Agent Last Name

Main Agent can edit profiles of sub-agent

- a) Status : Active or Terminated
- b) Unlocked Account (*Locked due to multiple failed password*)
- c) Email and Name
- d) Contact and Address
- e) Password

Edit Profile – My Account

My Account

- Profile
- My Organization

Personal Details

Email (For account login) *	Title *
@flyscoot.com	Ms
First Name *	Last Name (Surname) *
Mell	Tan
Office Number *	Mobile Number *
+65	+65

Edit

View/Edit Personal/Company Profile

- Main Agent can now edit their profile for their Personal Details, as well as Organization Details.
 - a) Email and Name,
 - b) Contact and Address
 - c) Change Password
- Click edit to make necessary amendments and save.

Reports

scoot

MA

Booking Portal

[Book A Flight](#) [My Bookings](#) [Manage Agents](#) [Reports](#)

Reports

! Your report is being processed and will be available for download in 15-20 minutes.

Select type of report to export

☒ Agency Account Running Balance Report ☐ Sales Report

Select transaction details

Start date
📅 Select start date

End date
📅 Select end date

Currency Code
Select currency code ▼

Generate Report

Reports

- Choose a maximum of 31 days of data for each report
- Access data for the past 18 months.
- Reports will be ready in 15-20 minutes.
- Reports will be saved in the account for 7 days.
- Reports will be deleted once downloaded.

Thank you!

