

Scoot GDS Guide

v 3.0.0.12



Disclaimer:

This guide is to facilitate your booking experience. Please refer to our Conditions of Carriage for more information.

Contents

GDS Participation	2
Fare Structure	2
Connecting Flights	3
Passenger details	5
Contact Details	6
Email Itinerary Request	6
Holds (Ticket Time Limits)	7
Electronic Ticketing	8
Credit Cards	9
Currency	9
Special Service Requests	10
Fees and Taxes	10
Ancillary Products and Services (Optional Extras)	10
Seats	11
Flight Changes	11
Name Changes	12
Void	12
Cancellations	12
Refunds	13

Scoot GDS Guide

v 3.0.0.12



GDS Participation

Scoot (TR) is available in the following GDS:

- Amadeus (1A)
- Sabre (1S)
- Abacus (1B)
- INFINI (1F)
- Galileo (1G)
- Apollo (1V)
- Worldspan (1P)
- TravelSky (1E)

Fare Structure

ScootPlus		
Fare Type	Regular	Private
Fare Classes	Z C J D	I
Included Baggage	30kg	
Cabin Baggage	Limited to 2 pieces including a laptop or handbag with combined weight not exceeding 15kg.	
Eligibility	All Agents	Selected Partners

Economy (FlyBag) applies to Global Routes		
Fare Type	Regular	Private
Fare Classes	R P F A S Y B M H W N X O	Q E T V L K G
Included Baggage	20kg	
Cabin Baggage	Limited to 2 pieces including a laptop or handbag with combined weight not exceeding 10kg.	
Eligibility	All Agents	Selected Partners

Economy (FlyBag) applies to China, Hong Kong and Macau Routes*		
Fare Type	Regular	Private
Fare Classes	S Y B M H W N X O	R P F A Q E T V L K G
Included Baggage	20kg	
Cabin Baggage	Limited to 2 pieces including a laptop or handbag with combined weight not exceeding 10kg.	
Eligibility	All Agents	Selected Partners

* Booking has to be made at least 3 days prior to departure

Refer to the Scoot website or GDS fare rules for fare inclusions, change fees and refund rules.

- Fly & FlyBagEat fares are not available through the GDS.
- FlyBagEat fares for GDS are available on Singapore (SIN) – Jeddah (JED) vv only. Scoot does not accept Group booking ('G' fare class) via GDS – Refer Scoot's [Group Bookings Guide](#).
- Agents can get more advantageous fares by signing up with Scoot. To sign-up, please go to [link](#).

Scoot GDS Guide

v 3.0.0.12



Connecting Flights

- Through check-in is available only for connecting flights. Flights must be booked as Origin and Destination in **one command** to be tagged as a connecting flight.
- TR SOLD IN CNX WITH MUST BE CXL TOGETHER will be returned to indicate the flight as a connection.
E.g:
 - TR 659 SOLD IN CNX WITH 288 MUST BE CXL TOGETHER
 - TR 288 SOLD IN CNX WITH 659 MUST BE CXL TOGETHER
- Connecting flights **must** be cancelled together. If there is a change on one segment, the entire connecting flight must be cancelled and rebooked.
- Scoot does not allow mix cabin class for connecting flights.
E.g.: SYD-SIN (ScootPlus), SIN-HKT (Economy).

GDS	Steps to book Connecting Flights
Amadeus	<p>Availability Display</p> <pre>AN12JUNHKTSYD/ATR (1A) ** AMADEUS AVAILABILITY - AN ** SYD SYDNEY.AUNS 104 TU 12JUN 0000 1 TR 653 B4 P4 H4 W4 N4 X4 O4 HKT I SIN 2 1735 2030 E0.320 T4 L4 SUBJECT TO GOVERNMENT APPROVAL TR 002 Z4 B4 X4 T4 L4 Q4 G4 SIN 2 SYD 1 0145+1 1130+1E0.789 14:55 SUBJECT TO GOVERNMENT APPROVAL 2 TR 659 R4 P4 K4 HKT I SIN 2 0920 1220 E0.320 SUBJECT TO GOVERNMENT APPROVAL TR 002 Z4 R4 X4 T4 L4 Q4 G4 SIN 2 SYD 1 0145+1 1130+1E0.789 23:10 SUBJECT TO GOVERNMENT APPROVAL ></pre>
	<p>Book 1 seat on O-class and X-class for Line 1 (TR653 and TR2)</p> <pre>>SS1OX1 RP/SIN1A0980/ 1 TR 653 O 12JUN 2 HKTSIN DK1 1735 2030 12JUN E 0 320 TR 653 SOLD IN CNX WITH 2 MUST BE CXL TOGETHER SEE RTSVC 2 TR 002 X 13JUN 3 SINSYD DK1 0145 1130 13JUN E 0 789 TR 2 SOLD IN CNX WITH 653 MUST BE CXL TOGETHER SEE RTSVC</pre>
Sabre/ Abacus	<pre>126AUGHKTSYDYTR. 26AUG MON HKT/ZY7 SYD/Y3 1TR 653 ZC CC JC DC IC R7 HKTSIN 1950 2245 320 0 X23 DCA /E P7 F7 A7 S7 Y7 B7 M7 H7 W7 N7 X7 O7 T7 L7 QC EC V7 KC 2TR 12 Z7 C7 J7 D5 I3 R7 SYD 1Y1000 1945 789 0 124 DCA /E P7 F7 A7 S7 Y7 B7 M7 H7 W7 N7 X7 O7 T7 L7 QC EC V6 KC NO MORE - 1* FOR 3SEG CONX. 0101* 1 TR 653O 26AUG 1 HKTSIN SS1 1950 2245 /DCTR /E 2 TR 12O 27AUG 2 SINSYD SS1 1000 1945 /DCTR /E. *A NO NAMES 1 TR 653O 26AUG 1 HKTSIN SS1 1950 2245 /DCTR /E TR 653 SOLD IN CNX WITH 12 MUST BE CXL TOGETHER 2 TR 12O 27AUG 2 SINSYD SS1 1000 1945 /DCTR /E TR 12 SOLD IN CNX WITH 653 MUST BE CXL TOGETHER 1197.FSG*H-W 0830/14JAN19</pre>

Scoot GDS Guide

v 3.0.0.12



Galileo	<p>A30MARSYDBKK/TR – note that TR3 & 868 combination is returned as line 11&12</p> <pre>11 SYD SIN 1330 1905 TR 3 ZA CA JA DC IC RA PA FA AA SA 789 B E YA BA MA HA WA NA XC OC TC KA LA QA EA VC 12 DMK 2220 2345 TR 868 ZA CA JA DC IC RA PA FA AA SA 788 B E YA BA MA HA WA NC XC OC TC KA LA QA EA VA</pre>
	<p>Here is the sell response when selecting Y class for both flights – the message highlighted in yellow is sent by TR as part of the sell response:</p> <pre>1. TR 3 Y 30MAR SYDSIN HS1 1330 1905 0 E FR DEPARTS SYD TERMINAL 1 - ARRIVES SIN TERMINAL 2 SUBJECT TO GOVERNMENT APPROVAL *TR 3 SOLD IN CNX WITH 868 MUST BE CXL TOGETHER* 2. TR 868 Y 30MAR SINDMK HS1 2220 2345 0 E FR DEPARTS SIN TERMINAL 2 - ARRIVES DMK TERMINAL 1 SUBJECT TO GOVERNMENT APPROVAL *TR 868 SOLD IN CNX WITH 3 MUST BE CXL TOGETHER* ADD ADVANCE PASSENGER INFORMATION SSRS DOCA/DOCO/DOCS PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES</pre>

Passenger details

Adult

- Please ensure that all passengers' names have a title.
- Passenger titles accepted are: MR / MRS / MS / MDM / MISS / MSTR.
- Adult titles are MR (male), MRS and MS (female).
- Date of birth for pax is mandatory.
- Passport details are mandatory for flights inbound and outbound to U.S.
- If a party has two passengers with the same name, differentiate them (e.g. adding different title or middle initial), as booking will be rejected if this occurs.
- For a passenger with compound names, remove the spaces if the name is listed as first name in the passport.
 - E.g.: James Robert Bryce-Buchanan should be listed as 1BRYCEBUCHANAN/JAMESROBERT MR
 - If the name Robert is listed as a middle name in the passport, it should be listed as 1BRYCEBUCHANAN/JAMES ROBERT MR
- For passenger with single name, enter same last/ first name
 - E.g.: Aminah
 - 1Aminah/Aminah MS
- For passenger with single initial as first name
 - E.g.: Jacob/A
 - 1Jacob/AJacob MR
- Scoot supports maximum 32 characters in each name field (first name & last name). If passenger's name exceeds this limit, agent must split the names up between the available fields accordingly.

Child

- Child titles are MSTR (male) and MISS (female).
- Child can be booked up to twelve (12) years of age.
- **SSR CHLD must be included for the pax to qualify as a child passenger.**
- Unaccompanied Minors (UNMR) below 18 years old are subjected to Scoot's [Conditions of Carriage](#).

Infant

- INFT titles are MSTR (male) and MISS (female).
- Infants can be booked up to two (2) years of age as at date of flight departure.
- Infants can be booked using the SSR INFT entry.
 - INFT should also be ticketed.
- INFS (Infant with Seat) is **not** supported, agent must contact Call Center to request for seat.
- If the Infant SSR cap is reached, request will be rejected. Agent must wait for confirmed ('HK') status returned for INFT before ticket issuance.

Scoot GDS Guide

v 3.0.0.12



Contact Details

Scoot requires contact details to be included, at point of booking, to allow the airline a means to contact passenger/agent in the event of a disruption or delay. To add mobile number and email address, use OSI CTCM and OSI CTCE format respectively.

Refer to table below for GDS key entry formats.

GDS	OSI format	SSR Format
Amadeus	OS TR CTCM SIN 6592291111 OS TR CTCE EMAIL..ADDRESS//AGENT.COM	SR CTCM-6592291111 SR CTCE-EMAIL..ADDRESS//AGENT.COM
Sabre / Abacus / Infini	3OSI TR CTCE EMAIL..ADDRESS//AGENT.COM 3OSI TR CTCM SIN 6592291111	3CTCE/EMAIL..ADDRESS//AGENT.COM-1.1 3CTCM/61412999999-1.1
Galileo	>SI.TR*CTCM SIN 6592291111 >SI.TR*CTCE EMAIL..ADDRESS//AGENT.COM	>SI.P1/SSRCTCMTRHK1/6592291111 >SI.P1/SSRCTCETRHK1/EMAIL..ADDRESS//AGENT.COM
Apollo	3OSI YY CTCM SIN 514 890-3638/J SMITH	>[:3SSRCTCMTRHK1/N1/6592291111 >[:3SSRCTCETRHK1/N1/EMAIL..ADDRESS//AGENT.COM
Worldspan		>3SSRCTCMTRHK1/6592291111-1.1 >3SSRCTCETRHK1/EMAIL..ADDRESS//AGENT.COM-1.1
Travelsky	OSI TR CTCM SIN 1234567890/P1 OSI TR CTCE EMAIL..ADDRESS//AGENT.COM /P1	SSR CTCM TR HK1 61412999999/P1 SSR CTCE TR HK1 EMAIL..ADDRESS//AGENT.COM/P1

- Enter phone format as country dialling code first, then mobile/ cell number with leading zero removed. E.g.: If mobile number is 92291111 with Singapore country code +65, enter as 6592291111.
- Always include city code, where applicable, when indicating phone number.
- When entering an email address use // in place of @, and .. in place of _
E.g.: EMAIL..ADDRESS//AGENT.COM = EMAIL_ADDRESS@AGENT.COM
- Use the applicable carrier code in the key entry, i.e. TR.
- Entries can be passenger-associated (e.g. P1, N1, -1.1).
- SSR CTCM and SSR CTCE formats are also supported.
- Should passenger wish to opt out from being contacted, kindly send SSR CTCR with agent contact details in OSI CTCM format.
- Recommended:
 - Agent who initially booked the flight should be the only one updating the PNR. Changing IATA organization could cause a possible reprice. Agent should check with airline to verify no reprice has occurred.

Email Itinerary Request

Scoot does not support the sending of itineraries for bookings created via GDS. Itineraries can be retrieved from [ManageMyBooking](#) online.

Scoot GDS Guide

v 3.0.0.12



Hold (Ticket Time Limits)

Scoot will return the actual Holds (time limit) in an SSR after the booking has been committed.

Class of service	Routes	XX Days prior to departure	Hold Period
R, P, F, A	China, Hong Kong and Macau		No Hold
S, Y, B, M, H, W, N, X, O		> 3 days	24Hrs
		< 3 days	No hold
R, P, F, A, S, Y, B, M, H, W, N, X, O	Others	> 2 days	24Hrs
		< 2 days	No hold

- Agents must refer to CAT 5 restrictions filed in ATPCO for the rules on hold period.
- Bookings can be made up until 4 hours prior to departure (subject to markets).
- The hold applicable to the first sector governs the entire booking.
- If a hold expires, flights need to be re-booked in a **new PNR**
- **All passenger and segments must be ticketed** for the booking to be confirmed. Otherwise, itinerary will be cancelled due to payment due.

Sample response from TR wherein xx is the GDS system code:

SSR ADTK xx TO TR ON/BEFORE 08OCT 1338Z OTHERWISE WILL BE XLD
SSR OTHS xx MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24 HRS
SSR OTHS xx ITIN CONFIRMED - MUST PROVIDE PAYMENT
SSR OTHS xx SUBJ CXL ON/BEFORE 08OCT 1338Z WITHOUT PAYMENT

Please contact your GDS helpdesk for more information.

Scoot GDS Guide

v 3.0.0.12



Electronic Ticketing

Scoot **does not** support ticketless bookings for GDS channels.
Scoot issues on TR-668 stock in BSP markets.

BSP Markets	
Australia	S. Korea
China	Malaysia
Cyprus	Philippines
Germany	Saudi Arabia
Greece	Singapore
Hong Kong	Taiwan
India	Thailand
Indonesia	Vietnam
Japan	

- Travel agent must sign up with Scoot for Skyagent and BSP authority.
- To register:
 - For Skyagent, visit [here](#)
 - For BSP authority, visit [here](#) and return completed BSP application form with supporting documents to sales@flyscoot.com
- Prior to ticketing, agents must ensure that any unwanted segments are deleted from the PNR.
- Tickets are non-refundable. Ticket for cancelled pax will not be refunded.
- TR does not support ticket revalidation, only ticket reissuance.
- Scoot supports SSR TKNE format only.
- Scoot supports Cash and Credit Card form of payment via BSP.
For more information, please refer to Credit Cards section below.

Scoot's partnership with Hahn Air (HR) enables Travel Agents to book TR flights using HR's ticket stock (169). For more info, please visit Hahn Air's website by clicking [here](#).

For Scoot's non-BSP countries, please ensure fare quotes have HR as the validating carrier. Settlement of Scoot fares on Hahn Air tickets will be between the ticketing agent and Hahn Air through the ticketing agent's local BSP/ ARC.

The amount charged will be the fare on the ticket. Fares auto-quoted and issued on Hahn Air tickets are guaranteed. Ensure that you commit the booking and receive a confirmation back from Scoot before you issue the ticket. The segment will be in confirmed ('HK') status and you will receive the Scoot record locator with an SSR comment stating the booking is confirmed, along with the Holds (time limit) that you need to ticket the booking before cancellation.

Scoot cannot issue or reissue tickets on agent's behalf. All ticket handling needs to be performed by the ticketing agent or your consolidator. Ticketing questions should be directed to your GDS helpdesk or Hahn Air support desk (service@hahnair.com).

Scoot GDS Guide

v 3.0.0.12



Credit Cards

Credit cards (Amex/ Mastercard/ Visa) are supported as a form of payment in the following markets:

Market	Amadeus	Abacus	Sabre	Galileo	Worldspan	Travelsky	Infini	Apollo
Australia	Yes	NA	Yes	Yes	Yes	NA	NA	NA
China	NA	NA	NA	NA	NA	NA	NA	NA
Cyprus	Yes	NA	Yes	Yes	NA	NA	NA	NA
Germany	Yes	NA	Yes	Yes	Yes	NA	NA	NA
Greece	Yes	NA	Yes	Yes	Yes	NA	NA	NA
Hong Kong	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
India	NA	NA	NA	NA	NA	NA	NA	NA
Indonesia	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
Japan	Yes	NA	NA	NA	NA	NA	Yes	NA
S. Korea	NA	NA	NA	NA	NA	NA	NA	NA
Malaysia	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
Philippines	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
Saudi Arabia	Yes	NA	Yes	Yes	Yes	NA	NA	NA
Singapore	Yes	Yes	Yes	Yes	NA	NA	NA	NA
Taiwan	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
Thailand	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
Vietnam	NA	NA	NA	NA	NA	NA	NA	NA

Currency

- Scoot bookings won't always be charged in the same currency as your GDS PNR.
- If you're a registered agent of Scoot and based in a country Scoot operates to, Scoot will generally use the currency where your registered office is located.
- If you're not a registered agent of Scoot, Scoot will generally use the currency of the departure point of the first Scoot sector in your itinerary.

Scoot GDS Guide

v 3.0.0.12



Special Service Requests

The following special services can be requested on Scoot through the GDS with an SSR entry:

SSR	Description
INFT	Adding an infant under 2 years of age to a booking.
CHLD	Adding a child passenger to a booking. Refer to Passenger details section for more information
DOCS	Adding passenger passport data to the booking. (E.g.: Approved non-standard identity documents used for travel, Identity Card, Passport Card, Passenger Passport)
DOCA	Passenger Address information (ex: Residence address, Destination address)
DOCO	Passenger Other travel related information (ex: Visa Number, Redress Number, Known Traveller Number)
OTHS	Other Requests
TKNE	Ticket Electronic

Note: SSR FQTV (Frequent Flyer) is not supported.

Fees and Taxes

All government authorities impose taxes on air transportation. These taxes are charged at the discretion of each country's government authority and may be adjusted from time to time to account for inflation and/or currency fluctuation. Some types of government taxes may not be included in your all-in fare and must be paid separately from your booking.

Any change in the booking can incur fees. To know what fees are applied, please visit our [website](#).

Ancillary Products and Services (Optional Extras)

Ancillaries can be booked and/or purchased through ManageMyBooking or Scoot's Call Centre. Special Assistance is strictly via Call Centre:

- Additional baggage allowance
 - EY/ScootPlus is bundled with 20KG/30KG baggage respectively. This will be reflected in TR system 14 days before departure
- Meals
 - Pre-purchased meal(s) is/ are available up to 4 hours before flight departure.
 - ScootPlus meal(s) will be reflected in TR system 14 days before departure.
 - Meals are subject to availability.
- First On Board
- Early Check-in
- Scoot In Style
- Wi-fi
- Snooze Kit
- Special Assistance
 - E.g.: Supplementary Oxygen, Wheelchair, Guest with Disabilities, Guest with Health Issues (**please provide necessary specification for equipment-related assistance and degree of such assistance required*)

Scoot GDS Guide

v 3.0.0.12



To access PNR from [ManageMyBooking](#), kindly indicate the following details:

- TR booking reference number (six alphanumeric record locator)
- Passenger first name
- Passenger last name
- Origin city
- Destination city

For our call centre contact information, please refer to [our website](#).

Seats

- All Scoot flights have allocated seating. Seat preferences for FlyBag fares can be requested through ManageMyBooking or our Call Centre for a fee.
- Seat preferences for ScootPlus fares are free-of-charge and can be assigned via ManageMyBooking or requested via our Call Centre.
- Call Centre will only execute Special Service Request (SSR) made by travel agent for all GDS bookings.

Flight Changes

Flight, date and time changes should be made through the GDS.

- Change in origin and destination is **strictly not allowed**. Only flight date change is allowed.
- Flight change with ticket reissuance is allowed up to four hours before departure date.
- For changes made to bookings on hold and not yet ticketed, no fees will be charged. Only bookings that have been confirmed and ticketed are subject to change fees and fare differences.
- For involuntary schedule change, kindly contact sales@flyscoot.com for rebooking enquiries
 - If agent changes the flight due to involuntary change, ticket re-issuance is **required**.

To change a flight:

- Delete the old and add the new flight in the **same transaction** in order to be charged correctly. After end record, a confirmation response ('HK' status) should be received against the new flight.
- **Note that every end record will result in a fee charged. This includes but is not limited to cancelling a segment that was previously added but not ticketed.**
- If flight has negative status (UC/NO), check the response. Airline responses contain the reason. If the class sold is not available, kindly select a different class.
- Ticket reissuance is required for any changes made to current booking.
- Fare and tax differences apply. Agent must include fare and tax differences on the new ticket.
- Fees will be charged and collected via **OC** tax code.
- If you encounter any issues with the booking changes, contact your GDS Helpdesk first before reaching out to sales@flyscoot.com.

For multiple party PNR:

- If one of the passengers wants to fly on a different flight/ date, divide the passenger out first before performing date/ flight changes.
- After dividing out passenger, **indicate contact details** of pax in child PNR.

Scoot GDS Guide

v 3.0.0.12



For more information on fees, kindly refer [here](#).

Name Changes

Name changes can be made through the GDS. Should the agent be unable to make the changes, they must request their GDS Helpdesk to assist in making the change for them.

GDS	Support Name Change?
Amadeus	Yes
Sabre/ Abacus	Yes
Infini	Yes
Galileo/ Worldspan/ Apollo	Yes
Travelsky	Yes

Rules:

- Name change is allowed up to four hours before departure date.
- If the name change is done via sales@flyscoot.com, travel agent must check to ensure a sync message from the airline with correct name has been received.
- For changes made to bookings on hold, name change fee **will be charged**. Ticket must contain the fee as well. Fee will be collected via tax code.
- Fare and tax differences apply. Agent must include fare and tax differences on the new ticket.
- Ticket reissuance is required if name change is done after ticketing.
- Name change fee will be charged and collected via **QA** tax code.
- If you encounter any issues with the booking changes, contact your GDS helpdesk first before reaching out to sales@flyscoot.com.

For more information on fees, kindly refer [here](#).

Any changes made by sales@flyscoot.com will transfer ownership of the PNR to Scoot. System synchronization errors may occur if you make subsequent changes to the parent or child PNR through the GDS. Scoot will not accept any responsibility for errors made through the GDS after the booking has been changed (and owned) by Scoot.

Void

- Void action is permitted up to 23:59 of the **same day** as ticket issuance.
- Once a ticket has been voided, agent **must** cancel the segment/ PNR. Failure to do so will incur a penalty.

Cancellations

- Scoot does not allow cancellation of bookings once confirmed and ticketed.
- If the TR segments in a GDS PNR are all cancelled, TR considers the booking cancelled completely and agent will have to create a new PNR.
- If TR does not reply with an 'HK' status on the segment(s), PNR must be cancelled immediately before agent attempts to book the same TR segment(s) in a different channel or GDS platform.

Scoot GDS Guide

v 3.0.0.12



Refunds

- Scoot fares are not refundable. Cancellations, refunds and credits are not permitted at any time – should you require assistance, please write to sales@flyscoot.com.
- Please do not cancel the booking as that would nullify the transaction and refund cannot be processed. Please contact our Call Centre or write to:
Scoot Tigerair PTE LTD
Changi Airport Post Office, PO Box 89
Singapore 918143