



SkyAgent User Guide

23 OCTOBER 2020



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ONLINE REGISTRATION



Please click [here](#) to get to the webpage

· SkyAgent Register & Access

SkyAgent login



[Download the SkyAgent User Guide](#)

How to sign up

For IATA agents



For non-IATA agents*



Select accordingly if you are an IATA agent or Non-IATA agent



ONLINE REGISTRATION

- For IATA agents: Register via [online form](#)



Organization Details

Organization Name	IATA Number
<input type="text"/>	<input type="text"/>
Address 1	Address 2
<input type="text"/>	<input type="text"/>
Language	Currency
Language <input type="text"/>	UAE Dirham <input type="text"/>
Country	City
Country <input type="text"/>	<input type="text"/>

Passwords must be:

- at least 8 characters long
- both capital and lower case letters
- at least one number
- at least one special character

EG: Flyscoot123!

- For Non-IATA agents:

Complete the [form](#), attached with a valid business registration certificate and submit to Sales@flyscoot.com.

Processing time is approximately 2 working days



· SkyAgent Register & Access

SkyAgent login

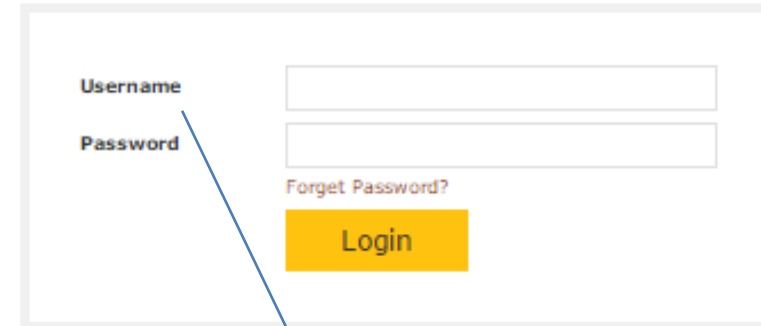


[Download the SkyAgent User Guide](#)



Download the user guide for easy reference

Scot SkyAgent Login



Username refers to your IATA code / Agency ID given during sign-up



FORGOT YOUR PASSWORD?

Login

SkyAgent ID

Password [forgot?](#)

Login

Login

Forgot Password!

SkyAgent ID

Send

- Just enter your info and we will email the details to reset your password.
- Passwords must be at least 8 characters long, contain both capital and lower case letters, at least one number, & at least one special character



BOOKING CREATION



MAKE A BOOKING



Make a Booking

Want to escape from the ordinary?

Return One way Multi City

From (Country/Region) To (Country/Region) Depart Return 1 traveler **Let's go!**

Use promo code

↓
Insert your flight details

↓
Click **“use promo code”** to insert code and apply

A dialog box with a close button (x) in the top right corner. It contains a text input field with the value 'SGSKYAGT' and an 'Apply' button to its right.

DIFFERENTIATE AGENT DISCOUNT

Sort by **Fare (lowest to highest)**

SIN 06:45
Singapore
May 03 (Wed)
787 DREAMLINER

✈️
2h 40m
Direct Flight

DMK 08:25
Bangkok (Don Mueang)
May 03 (Wed)

SIN 22:20
Singapore
May 03 (Wed)
787 DREAMLINER


✈️
2h 25m
Direct Flight

DMK 23:45
Bangkok (Don Mueang)
May 03 (Wed)

SIN 16:00
Singapore
Mar 07 (Tue)

✈️
2h 35m
Direct Flight

BKK 17:35
Bangkok (Suvarnabhumi)
Mar 07 (Tue)

Economy 

ScootBiz

SGD58.51

SGD151.01 LIMITED SEATS


3 seats left at this fare

SGD67.51

SGD151.01 LIMITED SEATS

1 seats left at this fare

SkyAgent exclusive promo

SGD55.01 SALE 

Network Sale



FLIGHT SEARCH

Modify your search details

Select Flights

Welcome Test Account: [Home](#) | [Logout](#)

1 FLIGHTS → 2 ABOUT YOU → 3 SEAT → 4 ADD-ONS → 5 PAY

1. Depart - Singapore To Sydney

[See whole month](#)

Mon, Dec 21 SGD186.21	Tue, Dec 22 SGD186.21	Wed, Dec 23 SGD236.21	Thu, Dec 24 SGD236.21	Fri, Dec 25 SGD276.21	Sat, Dec 26 SGD186.21	Sun, Dec 27 SGD186.21
--------------------------	--------------------------	--------------------------	--------------------------	----------------------------------	--------------------------	--------------------------

Select your flight date

Displayed fares are current lowest available and may not apply if you do not satisfy the booking conditions.

Sort by: [Fare \(lowest to highest\)](#)

Economy ScootPlus

SIN 02:00 Singapore Dec 25 (Fri)
8h 0m Direct Flight
SYD 13:00 Sydney Dec 25 (Fri)

SGD276.21

SGD493.21 LIMITED SEATS

Select fare product

Subject to regulatory approval Operated by: Scoot (B787-9)

 Fly Economy seat	 FlyBag Economy seat 20kg check-in baggage (Sum of the length, width and height should not exceed 158cm (62 inches))	 FlyBagEat Economy seat 20kg check-in baggage (Sum of the length, width and height should not exceed 158cm (62 inches)) Meal, drink and snack	 ScootPlus Wide premium leather seats with double legroom 30kg check-in baggage (Sum of the length, width and height should not exceed 158cm (62 inches)) 15kg cabin baggage Choice of meals + (alcoholic) beverage Priority check-in & boarding 30MB Wi-Fi Connectivity (where available) In-seat power
<input type="radio"/> SGD197.01 (flight only)	<input type="radio"/> +SGD46	<input type="radio"/> +SGD63	<input type="radio"/> +SGD307

Select your product class and click 'Continue'



Passengers on this flight

Adult 1

Note: Ensure that the name in your booking matches your passport name.

Title First Name (Given) * Last Name (Surname) *

Title First name in passport Last name in passport

Date of Birth * Nationality/Territory

DD MM YYYY Please select

KrisFlyer number ?

KrisFlyer number

Residency

I am residing in the EU or Switzerland

I am not residing in the EU or Switzerland

Insert Pax details

Note: Name in the booking must match name on the passport

Indicate your KF number to earn and redeem miles

For more information about KrisFlyer, please click [here](#)




Meal Selection





Adult 1

Get stuffed on board

Order now and enjoy greater savings! You may change your meal selection online up to 72 hours before your flight.


Singapore - Sydney
1:35am - 11:20am







Hot    
Nasi Lemak with Chicken Rendang
SGD17
 Select








Hot
Soya Chicken Rice with Pak Chye
SGD17
 Select




Hot   
Vegan Lasagne Delight 
SGD17
 Select




Hot    
Vegetable Briyani 
SGD17
 Select



Misc
Celebration Cake combo with non-Alcoholic drinks 
SGD29
 Select



Misc
Celebration Cake combo with Alcoholic Drinks 
SGD36
 Select

All meals on the menu are not Halal Certified, unless otherwise indicated. *Meals served on Scoot's flights may contain traces of nuts or other allergens. If your booking is made less than 72 hours before the flight, you may be served with an alternative meal. Consumption of outside food & beverages is not allowed on board Scoot flights.


 Halal  Vegetarian  Spicy



Vegan Lasagne Delight

A rich and creamy tomato based vegan lasagne with layers of pasta and enticing garden vegetable topped with mushrooms.

A drink and snack is included. (Items are subjected to changes based on availability)

Click  to view more information

Tick to select your favorite meal
Note: Meal to be purchased **at least 72 hours prior to flight departure.**



Baggage

Upsize your bags

Buy now and SAVE up to 30%. Don't get caught with excess baggage fees!

Depart
Singapore to Sydney



FlyBag / FlyBagEat

20kg allowance



ScotPlus

30kg allowance



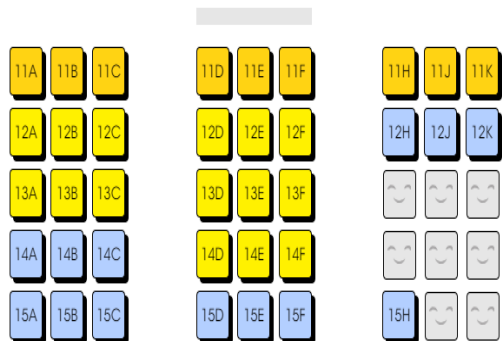
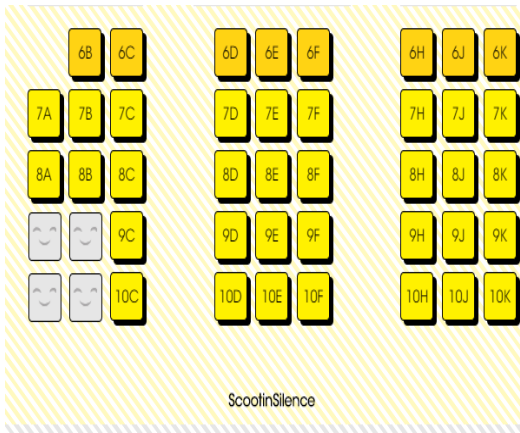
¹For each checked baggage, the sum of the length, width and height should not exceed 158cm (62 inches).

Select baggage allowance if you have any bag to check in

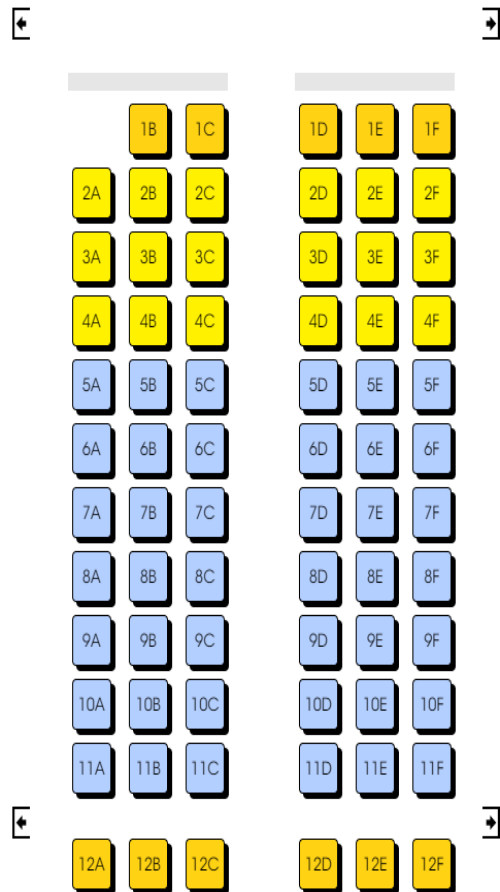
Note: Baggage to be purchased **at least 4 hours prior to flight departure.**

SEAT SELECTION

787 Aircraft



A320 Aircraft



Max Your Space

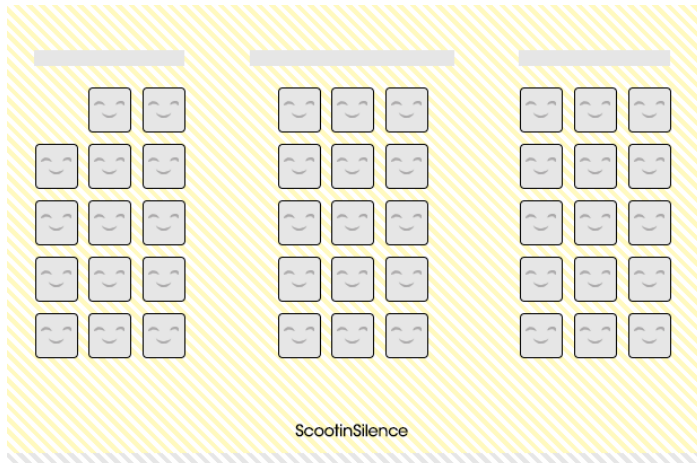
Purchase up to 2 empty seats

-  **Mine. All mine.** → Purchase up to 2 empty seats
-  **Taken.**
-  **Stretch**
50% more legroom
No seat in front
-  **Super**
30% more legroom
Adjustable headrest
-  **Standard**
Choose window or aisle Sit next to friends
-  **ScootinSilence**
Travel in peace in our quiet zone. First to exit the aircraft upon arrival.

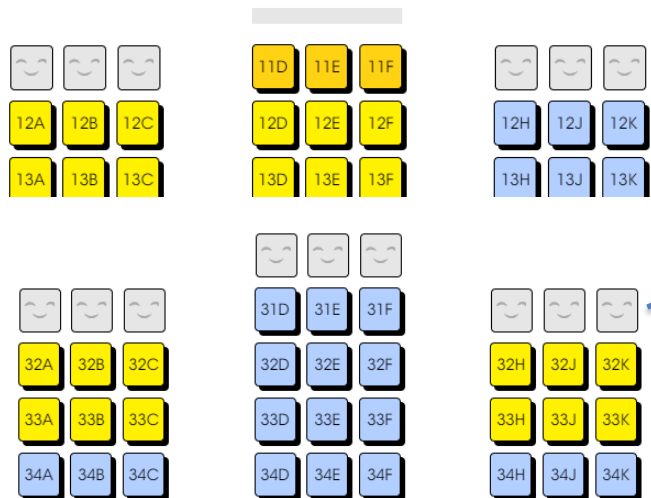
Seat selection not available on partner flights.



SEAT SELECTION



Note: Children and infants (below **12 years**) not allowed in **Scoot in Silent**.



Note: Children and infants (below **15 years**) not allowed in **Emergency Exit**.

Refer to [T&C](#)



ADD-ONS

Create your flight of fancy



Snooze Kit

SGD18 each

Curl up and get some ZZZs on cloud 9 with our exclusive Snooze Kit comprising:

- ✓ A warm woven fleece blanket
- ✓ Dream-inducing terry cloth-lined eye mask
- ✓ Comfortable inflatable neck pillow

+ Add for all



BoardMeFirst

SGD6 each

Save time by using priority check-in and be among the first on board.

+ Add for all



Wi-Fi

From SGD7 each

Stay connected in the skies with on-board Wi-Fi. You're charged for a fixed data plan of use, not for running data or time consumed.

- ✓ Your session starts from your first login till your data plan reaches your data limit.
- ✓ Unconsumed data can be used on your onward flight if your flight is operated by a Scoot B787 aircraft.
- ✓ Enjoy up to 20% savings if you pre-purchase now!
- ✓ Read up more on Wi-Fi [here](#)

+ Add for all



Scoot-in-Style

SGD39 each

Relax in style in the departure lounge while waiting for your flight when departing or transiting in Singapore and enjoy priority check-in & boarding! More info on lounges [here](#).

+ Add for all

Select your add-on services
and click "continue"



Continue



> Skip selection, continue to add-ons



You have purchased...



Singapore Sydney

Baggage 1 x
aa 20kg (SIN - SYD)

Seat 1 x
aa 6C (SIN - SYD)

Snooze Kit 1 x
aa Snooze Kit (SIN - SYD)

Meal 1 x
aa Soya Chicken Ri... (SIN - SYD)

Wifi 1 x
aa 80MB (SIN - SYD)

Board Me First 1 x
aa BoardMeFirst (SIN - SYD)

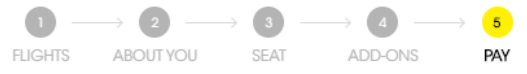


Add on breakdown



You're almost done

Welcome Test Account: [Home](#) | [Logout](#)



Note: If making a booking for another, please confirm that you have their permission to process their data in accordance with our [Privacy Policy](#).

Contact Details

Title *	<input type="text" value="Mr"/>	Contact number *	<input type="text" value="+65"/>	<input type="text" value="99887766"/>
First name *	<input type="text" value="AA"/>	Additional contact number (Optional)	<input type="text" value="+65"/>	<input type="text" value="88776655"/>
Last name *	<input type="text" value="BB"/>	Email *	<input type="text" value="abc@gmail.com"/>	
		Confirm Email *	<input type="text" value="abc@gmail.com"/>	

Mandatory to indicate passenger's **mobile number** for any flight notifications to be sent to them

Add in passenger's contact email for a **masked** copy of the itinerary without displaying pricing and any flight notifications to be sent to them



PAYMENT METHODS



AGENCY CREDIT

The screenshot displays the Agency Credit interface. At the top, there is a navigation bar with tabs: "My Bookings", "My Agents", "My Profile", "My Organization", "Make a Booking", and "Reports". Below the navigation bar, the account summary shows "Total Booking Made: 3", "Currency: SGD", and "Account Balance: 10,958.92". A blue arrow points from the account balance to the text "Your Agency Credit Balance". Below the summary, there is a search section with four radio buttons: "Booking Reference" (selected), "Flight Destination", "Departure Date", and "Agent Name". A search input field contains the text "Booking Reference", followed by a "Search" button and a "Reset" link.

Groups Online Portal account sign up is required to access the Agency Top Up Portal Sign-up Page.

- Groups Online Portal sign up link [here](#)
- Agency Top Up Portal User Guide [here](#)

For agencies already using the **Groups Online Portal**, you can access the Agency Top Up Portal with your existing Groups Online Portal **Travel Admin** username and password



OTHER PAYMENT METHODS

- PayNow
- Credit Card
- Google Pay
- AXS
- Voucher
- Hold
- BSP Weblink

No processing fees

Select payment method ?

PayNow

To complete your booking, click on "Purchase" button. You will be redirected to another page with the payment instruction on how to complete the payment.

*Please complete the full payment process within **15 minutes**. Your booking will be automatically cancelled if payment is not made within the stated timeframe.

*A processing fee of SGD 0 will apply for this payment mode.

RECOMMENDED

PAY NOW

'Hold' function

Payment accepted via Credit Card or Agency Credit only within 24-hours for 'on-hold' booking.



• BSP Weblink

Fare details

Fare	
1 x Adult Base Fare	SGD420.05
Your add-ons	
Seat Selection Fee	SGD18 ✓
Scoot-in-Style	SGD39 per pax +
BoardMeFirst	SGD6 per pax +
Total Package Price	SGD438.05
Total Paid	SGD0
Processing fee applies (SGD0 per guest) ?	SGD0
Total Amount Due Later	SGD0
Total Amount Due	SGD438.05
<hr/>	
Outstanding balance	SGD438.05

Select payment method

Credit card **Voucher** **HOLD** **BSP**

Card type *
VISA
Mastercard
American Express
JCB

Card number *

Expiration date *
Select... ▼ Select... ▼

Card holder name *

CCV2/CVC2 *
 ?

Strictly applicable to Scoot's
Authorised BSP agents only. To apply,
please submit application [here](#).



MANAGE YOUR BOOKINGS



SUMMARY OF YOUR BOOKINGS

My Bookings | My Agents | My Profile | My Organization | Make a Booking | Reports

Total Booking Made: 3 | Currency: SGD | Account Balance: 10,958.92

Booking Reference Flight Destination Departure Date Agent Name

Booking Reference [Reset](#)

Bookings paid | On Hold | Past Bookings

Booking Ref	Flights	Departure Date	Booking Status	Actions
<< 1 >>				

View your bookings:

- Paid
- On hold
- Past

For a snapshot of all paid bookings, select 'Bookings Paid' List can be extracted out to Excel by copying and pasting the selected data in an Excel file.



BOOKINGS ON HOLD

To make payment or edit your flight details



- My Bookings
- My Agents**
- My Profile
- My Organization
- Make a Booking
- Reports

Total Booking Made: 3 | Currency: SGD | Account Balance: 10,958.92

Booking Reference Flight Destination Departure Date Agent Name





[Reset](#)

Bookings paid | **On Hold** | Past Bookings

Booking Ref	Flights	Departure Date	Booking Status	Expiry Date	Actions
LF3Q6R	SIN - SYD	17 Apr 2020	Hold	30 Mar 2020 18:15	 

Select payment method


Credit card Google Pay Voucher

Card type *    

Card number *

Expiration date *

Card holder name *

CCV2/CVC2 * 

*A processing fee of SGD 0 will apply for this payment mode.

Booking Reference: LF3Q6R

Booking Date: Sun 29 Mar 2020

-  View Itinerary
-  Resend Itinerary
-  Edit Passenger Details
-  Change Flight



Click Past Bookings to view, print or edit your bookings




My Bookings | My Agents | My Profile | My Organization | Make a Booking | Reports

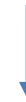
Total Booking Made: 3 | Currency: SGD | Account Balance: 10,958.92

Booking Reference Flight Destination Departure Date Agent Name

[Reset](#)

Bookings paid | On Hold | **Past Bookings**

Booking Ref	Flights	Departure Date	Booking Status	Actions
K5FCHS	SIN - DPS	06 Mar 2020	Confirmed	  



Select 'Edit' to manage your booking



Singapore to Sydney

Booking Reference: K8UEFW Booking Date: Tue 5 May 2020

[View Itinerary](#) [Resend Itinerary](#) [Edit Passenger Details](#) [Change Flight](#)

1. Depart: Singapore to Sydney [Fly](#)

TR2 - 8h 0min

SIN 02:00
Singapore
Dec 25 (Fri), Changi Airport Terminal 1

SYD 13:00
Sydney
Dec 25 (Fri), Kingsford Smith Airport Terminal 1

Passenger Details

[Edit Passenger Details](#)

Singapore → Sydney

Checked baggage Buy now & SAVE up to 30%!	20kg + Add baggage
Extra Cabin Bag Buy now and SAVE up to 30%!	Add Now
Seats Sit with your loved ones, or add more legroom!	6C Change Seat
Meals Pre-order to enjoy combo savings! Comes with drink & snack	Purchased Change Meal
Wi-Fi Stay connected in the air with on-board Wi-Fi. No data limits!	80MB Purchased
Snooze Kit Everything you need for your beauty sleep!	Purchased

Changes are permitted **up to 4 hours prior to departure.**

Changes allowed include:

- Name*
- Flight*
- Add-on SSR;

Check-in baggage / Seats /Infant to be purchased **at least 4 hours prior to flight departure.**

Meal to be purchased **at least 72 hours prior to flight departure.**

*[Change Fee](#) and fare difference applicable

EDIT BOOKINGS - FINALIZING

Manage your Sydney Trip | 6 Add-Ons SGD 484.21 [Check-out](#)

Depart		Add-Ons		Summary	
TR 2	Economy	Baggage Fee	SGD65	1 x Adult	SGD276.21
SIN		Snooze Kit	SGD18	Add-Ons	SGD208
2:00AM	SYD	BoardMeFirst	SGD6		
Fri, Dec 25	1:00PM	Meals	SGD17		
	Fri, Dec 25	Wi-Fi	SGD21		
		Seat Selection Fee	SGD81		
Total	SGD276.21	Total	SGD208	Total	SGD484.21

[More details](#)

Confirm your changes Click 'Check-out' to finalize

Select 'More details' to view outstanding amount



CANCELLING YOUR BOOKINGS



BOOKING CANCELLATION

Cancellation feature is only available for bookings under 'On Hold' tab, within the hold period




My Bookings | **My Agents** | My Profile | My Organization | Make a Booking | Reports

Total Booking Made: 0 | Currency: | Account Balance: 0

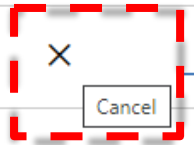
Booking Reference Flight Destination Departure Date Agent Name

[Reset](#)

Bookings paid | **On Hold** | Past Bookings

Booking Ref	Flights	Departure Date	Booking Status	Expiry Date	Actions
V6PP8P	SIN - CRK	02 Nov 2020	Hold	24 Oct 2020 11:20	  

<< 1 >>



Click on 'X' to cancel booking



BOOKING CANCELLATION

My Bookings | My Agents | My Profile | My Organization | Make a Booking | Reports

Total Booking Made: 0 | Currency: | Account Balance: 0

Booking Reference Flight Destination Departure Date Agent Name

Booking Reference: [input] [Reset]

Cancel Booking

Are you sure you would like to cancel this booking?

Booking Ref	Flights	Departure Date	Booking Status	Expiry Date	Actions
V6PP8P	SIN - CRK	02 Nov 2020	Hold	24 Oct 2020 11:20	

<< 1 >>

Pop-up message would be prompted, please select 'Yes' to proceed with cancellation



BOOKING CANCELLATION

Once confirmation has been made to cancel the booking, it would be reflected under 'Past Bookings' Tab

Bookings paid | On Hold | **Past Bookings**

Booking Ref	Flights	Departure Date	Booking Status	Actions
V6PP8P	-	01 Jan 1800	Cancelled	
G7YZJM	SIN - KUL	02 Oct 2020	Confirmed	
E3VCUI	SIN - KUL	02 Oct 2020	Confirmed	

Booking is now reflected as 'Cancelled'



CREATING SUB-AGENTS



The screenshot shows a navigation menu with items: My Bookings, My Agents, My Profile, My Organization, Make a Booking, and Reports. Below the menu, there are statistics: Total Booking Made: 3, Currency: SGD, and Account Balance: 10,958.92. A search section is visible with radio buttons for 'Agent ID' (selected) and 'Agent Name', an input field 'Enter your agent ID', and buttons for 'Search' and 'Reset'. Callout arrows point from the 'My Profile' menu item to 'Update of profile', from the 'My Organization' menu item to 'Update your organization information', and from the search input field to 'View your existing users'.

The screenshot shows a button labeled 'Add new agent' and a table header with columns: Agent ID, First name (given), Last name (surname), Status, and Actions.

Registering New Users

Useful when your agency has >1 ticketing staff
Each User will be accountable for their bookings made



Add new agent



Input all your necessary information



Click "save"

- My Bookings
- My Agents
- My Profile
- My Organization
- Make a Booking
- Reports

← Register New Agent

Agent Login ID
TESTACCSLS-

Contact Details

Title First name * Last name *

Office Number Mobile Phone

Email

Address Address same as organization.

Address 1 Address 2

City Country/Region

Language State & Postal Code

Password

Password Confirm Password

Password must be 8-16 alphanumeric characters with these requirements: A number (0-9), lowercase letter (a-z), uppercase letter (A-Z), special character (!@#%&*'())



CREATING SUB-AGENTS

You will create a subagent account with "Pending" status

Click "Edit" to activate/terminate/suspend the sub account

← Edit

Agent Login ID: TESTACCSLS-bb

Status: **Active** (dropdown menu with options: Active, Terminated, Suspended)

Locked

Save

My Bookings | My Agents | My Profile | My Organization | Make a Booking | Reports

Total Booking Made: 3 | Currency: SGD | Account Balance: 10,958.92

Agent ID Agent Name

Enter your agent ID Search [Reset](#)

Total Agents: 4 [Add new agent](#)

Agent ID	First name (given)	Last name (surname)	Status	Actions
TESTACCSLS-AA1	Subagent	Test	Active	
TESTACCSLS-bb	AA	BB	Terminated	
TESTACCSLS-CC	CC	TEST	Pending	



GENERATING SALES REPORT



GENERATING SALES REPORT

Only the main SkyAgent account holder can access report generation page.

Click “Reports” to access report generation page.

The screenshot displays a navigation bar with six tabs: "My Bookings", "My Agents", "My Profile", "My Organization", "Make a Booking", and "Reports". The "Reports" tab is highlighted in black. Below the navigation bar, summary statistics are shown: "Total Booking Made: 3", "Currency: SGD", and "Account Balance: 10,958.92". A search filter section is located below the statistics, featuring four radio button options: "Booking Reference" (selected), "Flight Destination", "Departure Date", and "Agent Name". Below these options is a text input field containing "Booking Reference", a "Search" button, and a "Reset" link.



GENERATING SALES REPORT

You can select either:

- i. Agency Account Running Balance Report
- ii. Sales Report (All channels)

Select transaction start & end dates, as well as preferred currency to generate your report in.

My Bookings My Agents My Profile My Organization Make a Booking Reports

Agency Account Running Balance Report Sales Report

Transaction Details Period

Start Date:

End Date:

Currency Code:

Export Report

Click “Export Report” after confirming above selection.



GENERATING SALES REPORT

Report takes approximately 15-20 minutes to process. Refresh page to check report generation status.

If wrong information selected, a new report can be re-generated.

The screenshot shows a navigation bar with buttons for 'My Bookings', 'My Agents', 'My Profile', 'My Organization', 'Make a Booking', and 'Reports'. Below the navigation bar, there are two radio buttons: 'Agency Account Running Balance Report' (selected) and 'Sales Report'. Under the heading 'Transaction Details Period', there are three input fields: 'Start Date' with a calendar icon and the value '1 Dec 2019', 'End Date' with a calendar icon and the value '8 Dec 2019', and 'Currency Code' with a dropdown menu showing 'SGD'. Below these fields, a message states: 'Your report is being processed, and will be available for download in 15-20 minutes. Please refresh page to see latest report status.' At the bottom right, there is a 'Request New Report' button. A blue arrow points from the text on the left to the 'Request New Report' button.

Once report is available for download, refreshed page will show download link.

Take note that download link expires after 30 minutes.

The screenshot shows the same navigation bar as the previous image. The radio buttons are the same. Under the heading 'Transaction Details Period', there are three input fields: 'Start Date' with a calendar icon and the value 'Start Date', 'End Date' with a calendar icon and the value 'End Date', and 'Currency Code' with a dropdown menu showing 'SGD'. Below these fields, a message states: 'Your requested Agency Account Running Balance Report is now available for 30 minutes (until 24/4/2020 10:30:07 AM)'. At the bottom, there are two buttons: 'Download Report' and 'Request New Report'. A blue arrow points from the text on the left to the 'Download Report' button.



GENERATING SALES REPORT

To re-generate a new report, repeat the process.

After confirming the new selection, click “Request New Report” to proceed.

My Bookings My Agents My Profile My Organization Make a Booking Reports

Agency Account Running Balance Report Sales Report

Transaction Details Period

Start Date: 1 Jan 2020

End Date: 8 Jan 2020

Currency Code: SGD

Your report is being processed, and will be available for download in 15-20 minutes. Please refresh page to see latest report status.

Request New Report

A new report will replace the previous requested report.

Request New Report

Your current report request will be cancelled if you continue. Do you wish to proceed?

A new report will be requested.

Do you wish to proceed?

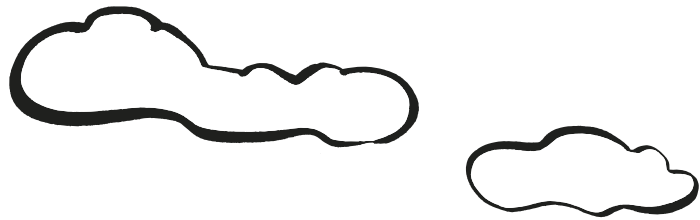
Cancel Yes, I'll continue



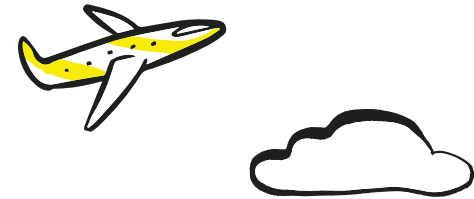
ACCOUNT SUPPORT



- Contact sales@flyscoot.com for sales enquiries.



scoot





THANK YOU

Visit flyscoot.com for more info

