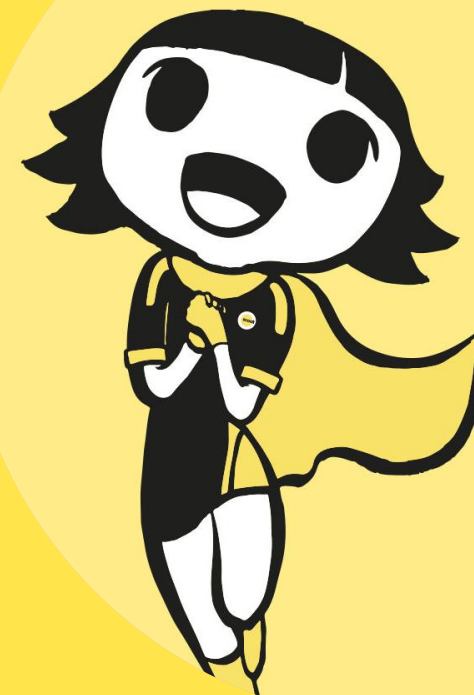


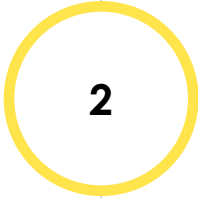
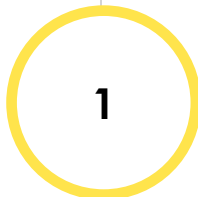
Top Up Portal User Guide



Updated on
11 May 2021

Login

Slides 3-8 will show you how to access the Top Up Portal



Requests

Slides 11-101 will show you the main function of this portal which is the automatic Top Up and Group Booking Payment. The access available to you may be different depending on whether you are an API Agent, IATA Agent, Groups Agent or Retail User . Please refer to this section for more information



Dashboard

Slides 9-10 will show you what you can see at a glance

Top Up Statuses

Slides 102-104 will show you how to find out if your Top Up or Group Payments were successful

Report

Slides 105-114 will show you how you can export the transactions in the Top Up Portal if you need to reconcile with your own system



Bank Accounts & Other Matters

Slides 115-122 will contain our bank account numbers and how you can reach us for any queries

Login



scot



Login Methods



Groups Portal

<https://groups.flyscoot.com/>



Top Up Portal

<https://topupgroups.flyscoot.com/>

Slides 5-8 is from the point of view of an agent who wants to access the Top Up Portal to submit a Top Up Request. Steps for payment of Group Bookings will be shown from Slides 46-101

Login via Groups Portal



Step 1

Access <https://groups.flyscoot.com/> on your browser and login using your Email id and Password

Enjoy the benefits of group bookings with Flyscoot.

- Quick Response:** Get prompt response to all your group queries.
- End to End automation:** Conveniently Request, Accept Fare Quotes, Pay and Upload Names on your own.
- Dashboard:** Track and manage all your group bookings using our easy to use interface.

Login form

Email id *

Password *

[Login](#) [Forgot password?](#)

Not yet registered?

- If you are a IATA travel agent, please [Click here](#) for registration.
- If you are a NON IATA travel agent, please [Click here](#) for registration.
- If you are a retail customer or others, please [Click here](#) for registration.

Login via Groups Portal



Step 2a

Access the Top Up Portal by clicking on the “Top up” link on the menu bar

The screenshot shows the Scoot Groups Portal interface. At the top right, there is a user greeting: "Welcome traveller | 29-Jan-2021 9:50:38 AM (GMT+01:00) | English | Logout". Below this is a yellow navigation bar with the Scoot logo on the left and several menu items: "New booking", "Request info", "Modify request", "User details", "Reports", "Top up" (highlighted with a red box), and "Support". Below the navigation bar is a dashboard with four cards:

Icon	Count	Status
Adhoc group request	0	Waiting airline response
View request	0	Pending action
Make payment	21	Payment pending
Name list	32	Name list update pending

Login via Groups Portal



Step 2b

You can also access the Top Up Portal by going to the Agency payment tab in the Make Payment Screen. Select the SkyAgent id, wait for the Current balance to populate. Once populated, click on the link "Click here to topup"

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285191	EBZG5N	08 Feb, 2021 10:05	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment

Voucher

Credit file

Bank transfer/Cash/Cheque

Total Package Price	46,200.00 CNY
Total paid	0 CNY
Total amount due later	36,960.00 CNY
Total amount due	9,240.00 CNY

SkyAgent id *

Current balance CNY 0

Click here to topup

SUBMIT

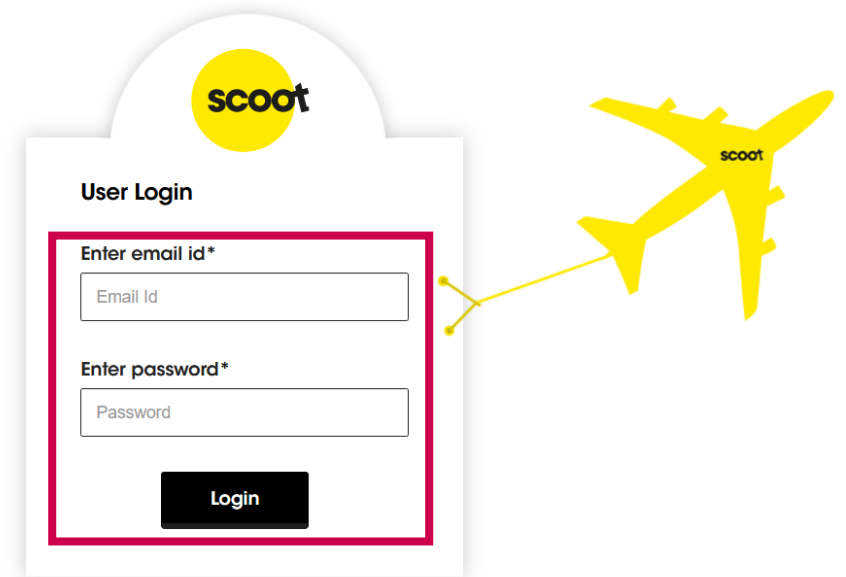
Login via Top Up Portal



Step 1

Access <https://topupgroups.flyscoot.com/> on your browser and login using your Email id and Password.

If you have forgotten your password, you can go to <https://groups.flyscoot.com/> to reset your password



Dashboard



“Home” button

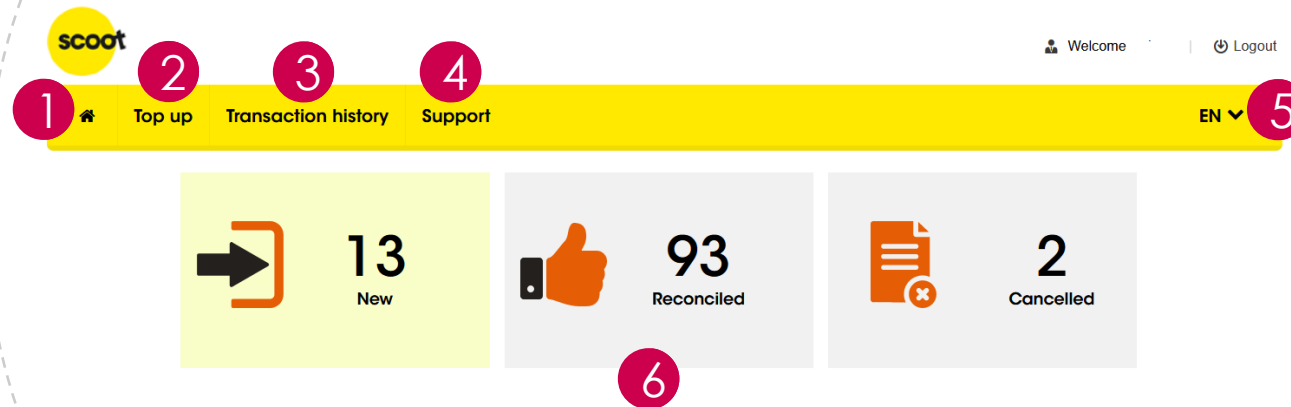
Clicking this will return you to this dashboard page

“Top up” button

Clicking this will allow you to submit your top up request

“Transaction history” button

Clicking this will allow you to view all your top up requests, i.e. new, topped up, cancelled, pending, etc.



Summary

This section shows the statuses of all requests at a glance. Clicking on the “Cancelled” tile will bring you to the Transaction history page showing the “Cancelled” requests only. Same applies to “New” and “Reconciled” tiles. For the list of statuses and their interpretation, please refer to Slide

“Language” button

Clicking this will allow you to switch between English language and Chinese language

“Support” button

Clicking this will allow you to download this User Guide and/or view the FAQs

Requests





Types of Requests

How can an Agent pay for Group Bookings?

1. Agents with Group Bookings can choose to submit a Top Up Request first. Once funds have been remitted and Agency Account topped up, Agent can login to the Groups Portal to apply payment to the Group PNRs

OR

2. Alternatively, Agents with Group Bookings can submit a Group Booking Payment Request. Once funds have been remitted, payment to the Group PNRs will be automatically applied removing the need for an Agent to login to Groups Portal to apply payment



Top Up Request (Slides 13-45)

Applicable to:

- Agents with an Agency Account who want to top up into their Agency Account for future usage

Group Booking Payment Request (Slides 46-101)

Applicable to:

- Agents with an Agency Account who wants to directly pay for Group PNRs created via Groups Portal (Slides 47-81)
 - **Currently this new function is only applicable for payment of PNR/s where the PNR currency and the Skyagent id currency is the same.**
 - **For PNR/s where PNR currency and Skyagent id currency are different, please pay via other payment methods i.e. perform a Top Up Request and use Agency Payment to pay for the PNR after top up has been done**
- Retail Users without an Agency Account (Slides 82-101)



Edit
(Slides **35-40**)

New
(Slides **15-34**)

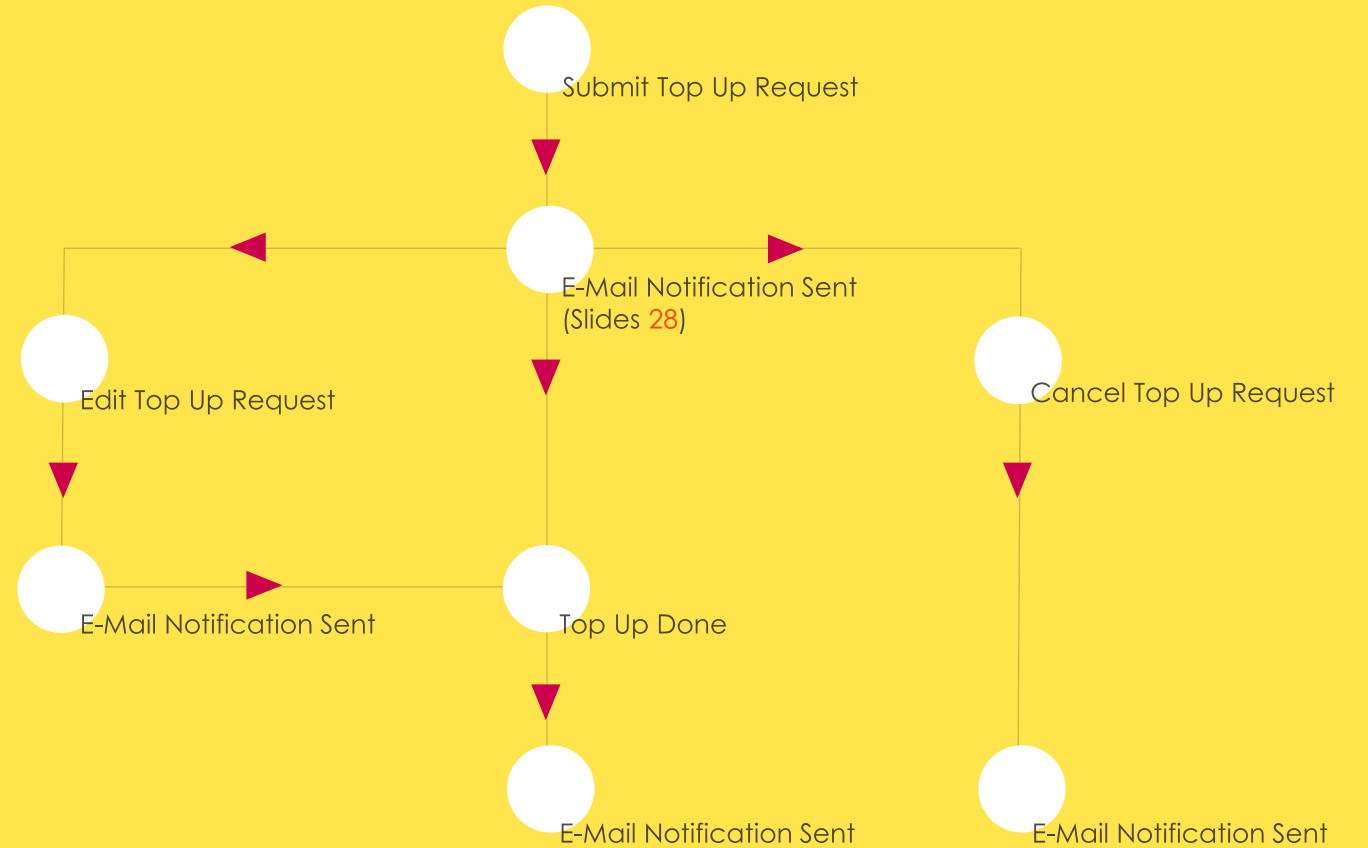
Cancel
(Slides **41-45**)



Top Up Request — Process

You can submit a New Top Up Request. If the amount in the request is wrong, you can choose to Edit or Cancel it. Once funds have been remitted to Scoot, top up will be done.

Top Up will be done timely if the steps in Slide **33** are followed. If not, there may be delay in topping up



Top Up Request – E-Mail Notification



An Agency may have more than one contact person. E-Mail Notifications will only be sent to the person who submitted the Request.

You can view the contact persons under the User details → View users option in the menu bar

The screenshot shows the scoot user management interface. At the top, there is a navigation bar with the scoot logo and menu items: New booking, Request info, Modify request, User details, Reports, Top up, and Support. The 'User details' menu is open, showing options: Edit profile, Add user, User, and View users. The 'View users' option is highlighted with a red box. Below the menu, there are input fields for 'Email id' (with a placeholder 'Please enter the email id') and 'Country' (with a dropdown menu showing 'Select').

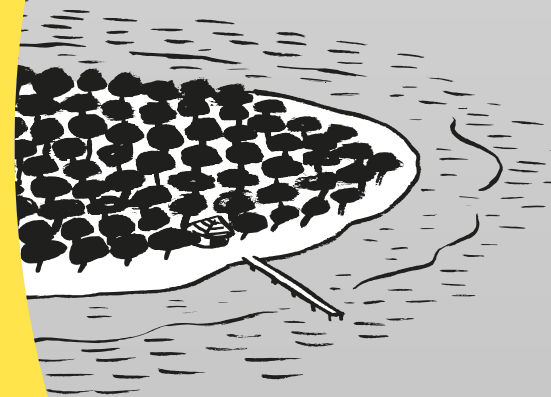
Below the input fields, there is a table titled 'Users' with the following columns: Contact person, Agency details, Email verification, and Status. The table contains one row of data:

Contact person	Agency details	Email verification	Status
Mr traveller singapore Travel Admin travellersc@scoot.com	test travel Singapore	Active	Active (Registered date : 03-Apr-2019 12:39:25)

An 'Edit' button is visible at the end of the row.

scout

Top Up Request — New Request



Top Up Request – New Request

1

“Top up” button: Clicking on the “Top up” button will bring you to this page

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Remarks

Generate reference id

[Reset](#)

An e-mail notification with the payment and bank details will be sent upon submission

Top Up Request – New Request



Welcome traveller | Logout

[Home](#)
[Top up](#)
[Transaction history](#)
[Support](#)
EN ▼

2

Sky agent id: Select the Sky agent id to top up

2

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

Remarks

Enter the remarks

Generate reference id

[Reset](#)

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Top Up Request – New Request

3

Current balance: This field will be auto populated. It will show the current balance of the agency account. No edits allowed or required.

The screenshot shows the 'Agent account top up' form in the Scoot interface. At the top left is the Scoot logo. On the right, there are links for 'Welcome traveller' and 'Logout'. Below this is a yellow navigation bar with 'Top up', 'Transaction history', and 'Support' links, and a language dropdown set to 'EN'. The main heading is 'Agent account top up'. The form contains the following fields:

- Sky agent id***: A dropdown menu with 'Select' and a downward arrow.
- Current balance**: A greyed-out text field containing the number '3', which is circled in red.
- Payment mode***: A dropdown menu with 'Select' and a downward arrow.
- Currency type***: A dropdown menu with 'Select' and a downward arrow.
- Top up amount ***: An empty text input field.
- Remarks**: A large text area with the placeholder text 'Enter the remarks'.

At the bottom of the form, there is a black button labeled 'Generate reference id' and a 'Reset' button with a circular arrow icon. To the right of the form, there are three informational messages:

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Top Up Request – New Request

3

Current balance: If this is your first top up, the current balance will reflect as SGD0 even though you may be remitting in a different currency. Please proceed to remit in the currency of your choice. After the first top up has been done, the current balance will reflect your remitted currency

Agent account top up

Sky agent id* ▼

Current balance **3**

Payment mode* ▼

Currency type* ▼

Top up amount *

Remarks
Enter the remarks

Generate reference id [Reset](#)

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Top Up Request – New Request

Payment mode*

- Select
- Bank transfer
- Cash
- Cheque

4

Payment mode: Select the payment mode for your transfer. Bank transfer is encouraged

Welcome traveller | Logout

Home | Top up | Transaction history | Support
EN ▼

Agent account top up

Sky agent id*	Current balance	Payment mode*
<input type="text" value="Select"/>	<input type="text" value=""/>	<input type="text" value="Select"/>
Currency type*	Top up amount *	
<input type="text" value="Select"/>	<input type="text" value=""/>	

4

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Remarks

Enter the remarks

Generate reference id
↻ Reset

An e-mail notification with the payment and bank details will be sent upon submission

Top Up Request – New Request



Agent account top up

Sky agent id*

Current balance

Payment mode*

Currency type*

Top up amount *

Remarks

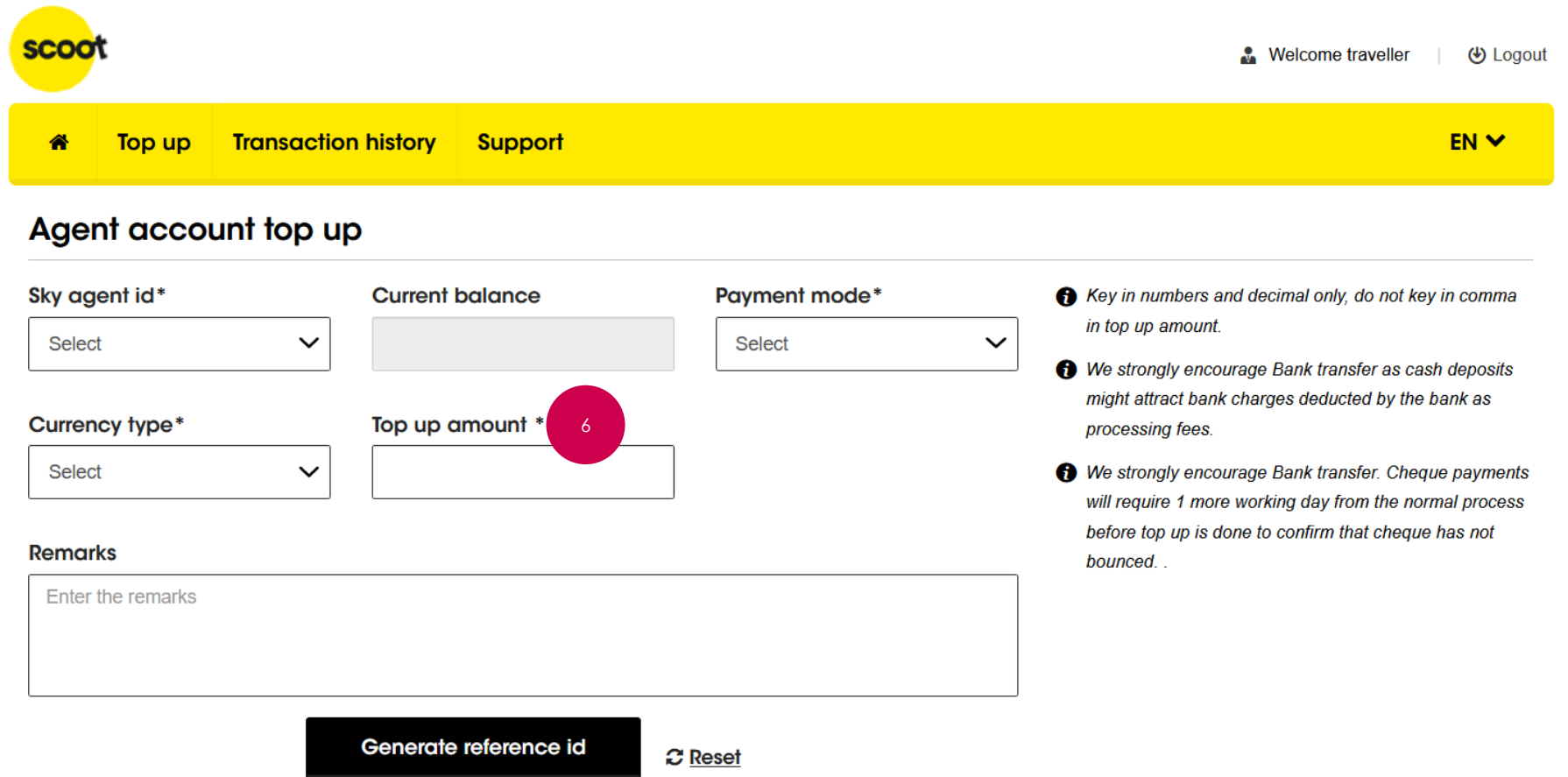
Generate reference id

[Reset](#)

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Currency type: Select the currency for your transfer. You should select the same currency in the Current balance field. If different currency is selected, amount topped up will be converted using Navitaire's exchange rate

Top Up Request – New Request



scoot

Welcome traveller | Logout

Home Top up Transaction history Support EN

Agent account top up

Sky agent id* ▼

Current balance

Payment mode* ▼

Currency type* ▼

Top up amount *

Remarks

Generate reference id [Reset](#)

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Top up amount: Key in the amount you wish to pay and top up into your agency account. Key in numbers and decimal only, do not key in commas or currency

Top Up Request – New Request

7

Remarks: Key in any remarks for your own future reference or internal use

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Remarks

Enter the remarks 7

Generate reference id

[Reset](#)

An e-mail notification with the payment and bank details will be sent upon submission

Top Up Request – New Request

The screenshot shows the Scoot website header. On the left is the Scoot logo. On the right, there is a user profile icon with the text "Welcome traveller" and a "Logout" button. Below this is a yellow navigation bar with a home icon, "Top up", "Transaction history", and "Support" links. On the far right of the navigation bar is a language selector "EN" with a dropdown arrow.

8

Information: Shows rules and best practices you show follow to get your top up done timely

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Remarks

Generate reference id

[Reset](#)

8

Top Up Request – New Request


Welcome traveller | Logout

[Home](#)
[Top up](#)
[Transaction history](#)
[Support](#)
EN ▼

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Remarks

Generate reference id

 **Reset** 

Reset: Clicking this will clear all fields that you had typed and selected

Top Up Request – New Request

10

Generate reference id:
Once you confirm that all the details are correct, clicking this will send a notification to your e-mail. The notification will contain a proforma invoice, top up details and the bank account to remit funds to

The screenshot shows the 'Agent account top up' form in the Scoot interface. At the top right, there is a user profile icon with 'Welcome traveller' and a 'Logout' button. Below this is a yellow navigation bar with 'Top up', 'Transaction history', and 'Support' links, and a language dropdown set to 'EN'. The main heading is 'Agent account top up'. The form contains the following fields:

- Sky agent id***: A dropdown menu with 'Select' and a downward arrow.
- Current balance**: A greyed-out text input field.
- Payment mode***: A dropdown menu with 'Select' and a downward arrow.
- Currency type***: A dropdown menu with 'Select' and a downward arrow.
- Top up amount ***: A text input field.
- Remarks**: A large text area with the placeholder 'Enter the remarks'.

At the bottom of the form, there is a black button labeled 'Generate reference id' with a pink circle containing the number '10' to its left, and a 'Reset' button with a circular arrow icon.

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Top Up Request – New Request

11

Generate reference id:
Once “Generate reference id” button is clicked, a dialog box will appear showing the reference id

The screenshot shows the 'Agent account top up' page on the scoot website. The page includes a navigation bar with 'Top up', 'Transaction history', and 'Support' links. The main form contains fields for 'Sky agent id*', 'Current balance', and 'Payment mode*', along with a 'Generate reference id' button. A dialog box is overlaid on the form, displaying the message: 'Reference id generated successfully and reference id is A000872. An e-mail notification with the payment and bank details has been sent'. The dialog box has an 'Ok' button. At the bottom of the page, there is a footer note: 'An e-mail notification with the payment and bank details will be sent upon submission'.

11

Reference id generated successfully and reference id is A000872. An e-mail notification with the payment and bank details has been sent

Ok

Generate reference id

Reset

An e-mail notification with the payment and bank details will be sent upon submission

Top Up Request – New Request

12

12

E-Mail Notification will be sent

Attachment Tools Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 r...

File Message Help Attachments Tell me what you want to do

Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 ref: A000872

receivable_ag@flyscoot.com
To: travellers@scoot.com

Reply Reply All Forward

Fri 29/1/2021 7:47 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

A000872.pdf
22 KB

scoot Agency Top Up

Hi traveller singapore,

We have received your top up request with a reference ID **A000872**. Please quote **A000872** in your payment details.

You have selected to pay via Bank transfer of the amount **SGD 100** to be topped up into your Agency ID **TST1400008**.

This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information		SGD
Beneficiary bank	Beneficiary name	SWIFT code
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG
Bank address	Account number	Intermediate bank
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable

Top Up Request – New Request

13

13

13

E-Mail Notification will contain:

- Proforma invoice

Attachment Tools Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 r...

File Message Help Attachments Tell me what you want to do

Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 ref: A000872

receivable_ag@flyscoot.com
To: travellersc@scoot.com

Reply Reply All Forward

Fri 29/1/2021 7:47 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

A000872.pdf
22 KB

scoot Agency Top Up

Hi traveller singapore,

We have received your top up request with a reference ID **A000872**. Please quote **A000872** in your payment details.

You have selected to pay via Bank transfer of the amount **SGD 100** to be topped up into your Agency ID **TST1400008**.

This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:


Bank Information			SGD
Beneficiary bank	Beneficiary name	SWIFT code	
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG	
Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable	

A000872.pdf - Adobe Acrobat Reader DC

File Edit View Sign Window Help

Home Tools A000872.pdf

1 / 1 100%



Scoot Tigerair Pte. Ltd
65 Airport Boulevard
Changi Airport Terminal 3 #B1-17
Singapore 819663
UEN Registration No. 200312665W
GST Registration No. M90361390R

Billed to:
test travel
test

Sno	Description	Amount
1	Payment Made For Air Ticket	100
Total		100
GST		-
Amount Due		100

Kindly specify the proforma invoice number **A000872** in your payment details for top up to be done.
For Cash deposits, please request the bank staff to input proforma invoice number **A000872** as the payment details.
Please note that bank charges might be deducted from your remittance as this should be borne by the Agent.
Please note that exchange charges will arise if remittance currency and bank currency differs.

Proforma Invoice

Proforma Invoice number : A000872
Invoice date : 29-Jan-2021
Currency : SGD

Bank Information SGD

Beneficiary bank	Beneficiary name	SWIFT code
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG
Bank address	Account number	Intermediate bank
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable

Top Up Request – New Request

14

E-Mail Notification will contain:

- Proforma invoice
- Top Up Details

Attachment Tools Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 r...

File Message Help Attachments Tell me what you want to do

Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 ref: A000872

receivable_ag@flyscoot.com
To: travellers@scoot.com
Fri 29/1/2021 7:47 PM

Reply Reply All Forward

A000872.pdf 22 KB

scoot Agency Top Up

Hi traveller singapore,

We have received your top up request with a reference ID **A000872**. Please quote **A000872** in your payment details.

You have selected to pay via Bank transfer of the amount **SGD 100** to be topped up into your Agency ID **TST1400008**.

This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			SGD
Beneficiary bank	Beneficiary name	SWIFT code	
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG	
Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable	

A000872.pdf - Adobe Acrobat Reader DC

File Edit View Sign Window Help

Home Tools A000872.pdf

1 / 1 100%

scoot

Proforma Invoice number: A000872
Invoice date: 29-Jan-2021
Currency: SGD

Scoot Tigerair Pte. Ltd
65 Airport Boulevard
Changi Airport Terminal 3 #B1-17
Singapore 819663
UEN Registration No. 200312665W
GST Registration No. M90361390R

Billed to:
test travel
test

Sno	Description	Amount
1	Payment Made For Air Ticket	100
Total		100
GST		-
Amount Due		100

Kindly specify the proforma invoice number **A000872** in your payment details for top up to be done.
For Cash deposits, please request the bank staff to input proforma invoice number **A000872** as the payment details.
Please note that bank charges might be deducted from your remittance as this should be borne by the Agent.
Please note that exchange charges will arise if remittance currency and bank currency differs.

Bank Information			SGD
Beneficiary bank	Beneficiary name	SWIFT code	
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG	
Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable	

Top Up Request – New Request

15

E-Mail Notification will contain:

- Proforma invoice
- Top Up Details
- Bank Account

Attachment Tools Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 r...

File Message Help Attachments Tell me what you want to do

Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 ref: A000872

receivable_ag@flyscoot.com
To: travellers@scoot.com
Fri 29/1/2021 7:47 PM

Reply Reply All Forward

A000872.pdf 22 KB

Agency Top Up

Hi traveller singapore,

We have received your top up request with a reference ID **A000872**. Please quote **A000872** in your payment details.

You have selected to pay via Bank transfer of the amount **SGD 100** to be topped up into your Agency ID **TST1400008**.

This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information		SGD
Beneficiary bank	Beneficiary name	SWIFT code
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG
Bank address	Account number	Intermediate bank
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable

A000872.pdf - Adobe Acrobat Reader DC

File Edit View Sign Window Help

Home Tools A000872.pdf

1 / 1 100%

Proforma Invoice number : A000872
Invoice date : 29-Jan-2021
Currency : SGD

Scoot Tigerair Pte. Ltd
65 Airport Boulevard
Changi Airport Terminal 3 #B1-17
Singapore 819663
UEN Registration No. 200312665W
GST Registration No. M90361390R

Billed to:
test travel
test

Sno	Description	Amount
1	Payment Made For Air Ticket	100
Total		100
GST		-
Amount Due		100

Kindly specify the proforma invoice number **A000872** in your payment details for top up to be done.
For Cash deposits, please request the bank staff to input proforma invoice number **A000872** as the payment details.
Please note that bank charges might be deducted from your remittance as this should be borne by the Agent.
Please note that exchange charges will arise if remittance currency and bank currency differs.

Bank Information		SGD
Beneficiary bank	Beneficiary name	SWIFT code
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG
Bank address	Account number	Intermediate bank
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable

Top Up Request – New Request

16

E-Mail Notification will contain:

- Proforma invoice
- Top Up Details
- Bank Account
- Reference id

Attachment Tools Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 r...

File Message Help Attachments Tell me what you want to do

Scoot Agency Top Up TST1400008 SGD 100 29-Jan-2021 **ref: A000872**

receivable_ag@flyscoot.com
To: travellers@scoot.com
Fri 29/1/2021 7:47 PM

A000872.pdf 22 KB

scoot Agency Top Up

Hi traveller singapore,

We have received your top up request with a reference ID **A000872**. Please quote **A000872** in your payment details.

You have selected to pay via Bank transfer of the amount **SGD 100** to be topped up into your Agency ID **TST1400008**.

This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			SGD
Beneficiary bank	Beneficiary name	SWIFT code	
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG	
Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable	

A000872.pdf - Adobe Acrobat Reader DC

File Edit View Sign Window Help

Home Tools A000872.pdf

Proforma Invoice

Proforma Invoice number: **A000872**
Currency: SGD

Scoot Tigerair Pte. Ltd
65 Airport Boulevard
Changi Airport Terminal 3 #B1-17
Singapore 819663
UEN Registration No. 200312665W
GST Registration No. M90361390R

Billed to:
test travel
test

Sno	Description	Amount
1	Payment Made For Air Ticket	100
Total		100
GST		-
Amount Due		100

Kindly specify the proforma invoice number **A000872** in your payment details for top up to be done.
For Cash deposits, please request the bank staff to input proforma invoice number **A000872** as the payment details.
Please note that bank charges might be deducted from your remittance as this should be borne by the Agent.
Please note that exchange charges will arise if remittance currency and bank currency differs.

Bank Information			SGD
Beneficiary bank	Beneficiary name	SWIFT code	
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG	
Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable	

Top Up Request – New Request

17

Kindly mention the reference id in your bank/cheque/cash payment details to prevent delays in the top up. Bank transfer is encouraged


Kindly specify the proforma invoice number **A000872** in your payment details for top up to be done.
 For Cash deposits, please request the bank staff to input proforma invoice number **A000872** as the payment details.
 Please note that bank charges might be deducted from your remittance as this should be borne by the Agent.
 Please note that exchange charges will arise if remittance currency and bank currency differs.

A000872.pdf - Adobe Acrobat Reader DC

File Edit View Sign Window Help

Home Tools A000872.pdf x

100%



Scoot Tigerair Pte. Ltd
 65 Airport Boulevard
 Changi Airport Terminal 3 #B1-17
 Singapore 819663
 UEN Registration No. 200312665W
 GST Registration No. M90361390R

Proforma Invoice
 Proforma Invoice number : A000872
 Invoice date : 29-Jan-2021
 Currency : SGD

Billed to:
 test travel
 test

Sno	Description	Amount
1	Payment Made For Air Ticket	100
Total		100
GST		-
Amount Due		100

Kindly specify the proforma invoice number **A000872** in your payment details for top up to be done.
 For Cash deposits, please request the bank staff to input proforma invoice number **A000872** as the payment details.
 Please note that bank charges might be deducted from your remittance as this should be borne by the Agent.
 Please note that exchange charges will arise if remittance currency and bank currency differs.

Bank Information SGD

Beneficiary bank	Beneficiary name	SWIFT code
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG
Bank address	Account number	Intermediate bank
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable

18

Top Up Request – New Request

Once topped up by Scoot, you will receive an e-mail to notify you that top up has been done. Accompanying the e-mail will be a receipt

Attachment Tools Scoot Agency Top Up TST1400008SGD 100 29-Jan-2021 re...

File Message Help Attachments Tell me what you want to do

Scoot Agency Top Up TST1400008SGD 100 29-Jan-2021 ref: A000872 - Status: Topped Up

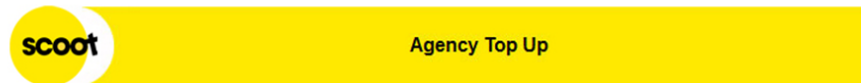
receivable_ag@flyscoot.com
To: traveller@scoot.com

Reply Reply All Forward

Fri 29/1/2021 8:21 PM

if there are problems with how this message is displayed, click here to view it in a web browser.

R_A000872.pdf 15 KB



Hi traveller singapore,

We have received SGD 100 in Scoot Tigerair's Bank for A000872.

The amount SGD 100 has been topped up into your Agency ID TST1400008.

Please refer to the attached for the receipt for A000872.

The Scoot Team

Help?
For invoice, receipt, bank details matters, please contact: receivable_ag@flyscoot.com
For agency and group bookings matters, please contact: sales@flyscoot.com

VALUE ALLIANCE

Copyright Scoot Tigerair Pte. Ltd. (BRN 200312665W) .. All rights reserved.

R_A000872.pdf - Adobe Acrobat Reader DC

File Edit View Sign Window Help

Home Tools R_A000872.pdf x

1 / 1 81.3%

Receipt number: RA000872
Receipt date: 29-Jan-2021
Currency: SGD

Scoot Tigerair Pte. Ltd
65 Airport Boulevard
Changi Airport Terminal 3 #B1-17
Singapore 819663
UEN Registration No. 200312665W
GST Registration No. M90361390R

Received from:
test travel
test

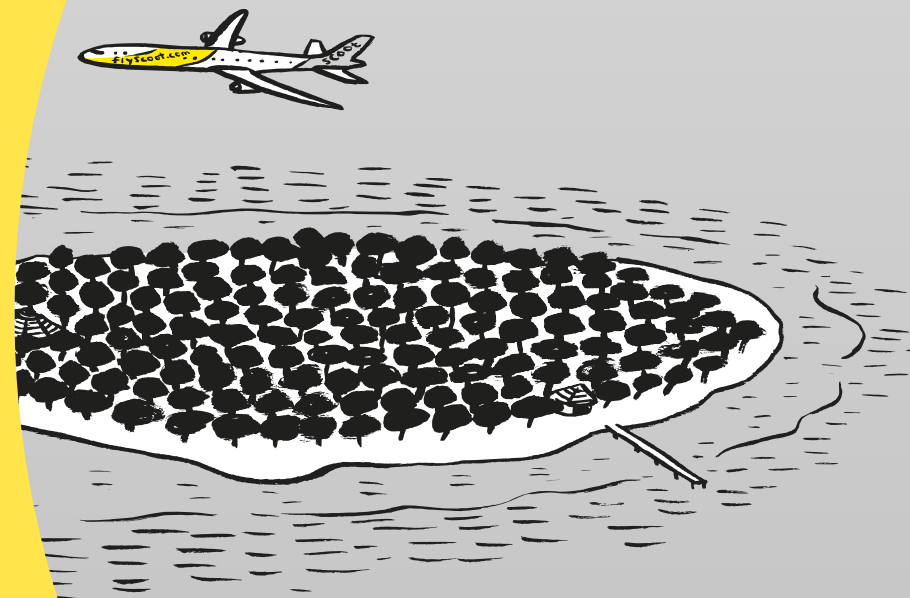
Sno	Description	Amount
1	Receipt for A000872	100

Please note that this is a system generated document, no signature is required.
Please print this electronic receipt as no hardcopy will be sent to you.

18

scot

Top Up Request — Edit Request



Top Up Request – Edit Request

1

“Transaction history” button: To edit a submitted request, click on the “Transaction history” button.

Only requests that have not been topped up can be edited

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

Remarks

Generate reference id

[Reset](#)

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Top Up Request – Edit Request

2

Search for the transaction you wish to edit and click on the “Edit” icon

scoot Welcome traveller | Logout

[Home](#)
[Top up](#)
[Transaction history](#)
[Support](#)
EN ▾

Search transaction

Reference number Status Select ▾

[Advance search](#)

Search [Reset](#)

- i** Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
- i** Export the list of transaction and related information by clicking the Export link.
- i** For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon..To view more information for a transaction, click on the view icon.

View transaction

Show 10 ▾ entries Search:

Sno ▾	Reference number ▾	Currency type ▾	Topup amount ▾	Payment mode ▾	Status ▾	Edit	View
1	A000873	SGD	200.00	Bank transfer	📄	✎	🔍
2	A000872	SGD	100.00	Bank transfer	⚖️	✎	🔍

Showing 1 to 2 of 2 entries
Previous
1
Next

Top Up Request – Edit Request

3

You will be able to change the Currency, Top up amount, Payment Mode and Remarks. Once edited, click the “Update” button

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reference number	A000873	Sky agent id	TST1400008	Status	New
Travel agent name	traveller singapore	Initiated by	traveller singapore	Initiated date	29-Jan-2021 03:44 PM

Currency* (SGD) **Topup amount*** (200) **Payment mode*** (Bank transfer)

Remarks

Remarks

Update **Cancel**

3

Top Up Request – Edit Request

4

If you do not want to edit, click the “Cross” at the top right corner. Do not click on the “Cancel” button as the “Cancel” button will void your Top Up Request

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reference number	A000873	Sky agent id	TST1400008	Status	New
Travel agent name	traveller singapore	Initiated by	traveller singapore	Initiated date	29-Jan-2021 03:44 PM
Currency*	SGD	Topup amount*	200	Payment mode*	Bank transfer

Remarks

Remarks

Update **Cancel**

4

4

5

Top Up Request – Edit Request

You will receive an e-mail notification with the revised amount with a revised proforma invoice.

Once topped up by Scoot, you will receive an e-mail to notify you along with the receipt

Scoot Top Up TST1400008 SGD 250 29-Jan-2021 ref: A000873 - Status: Edited...

receivable_ag@flyscoot.com
To: travellersco@scoot.com

A000873.pdf
22 KB

scoot Agency Top Up

Hi traveller singapore,

We have received your revised top up request with a reference ID **A000873** quote **A000873** in your payment details.

You have selected to pay via Bank transfer of the amount **SGD 250** to be topped up into your Agency ID **TST1400008**.

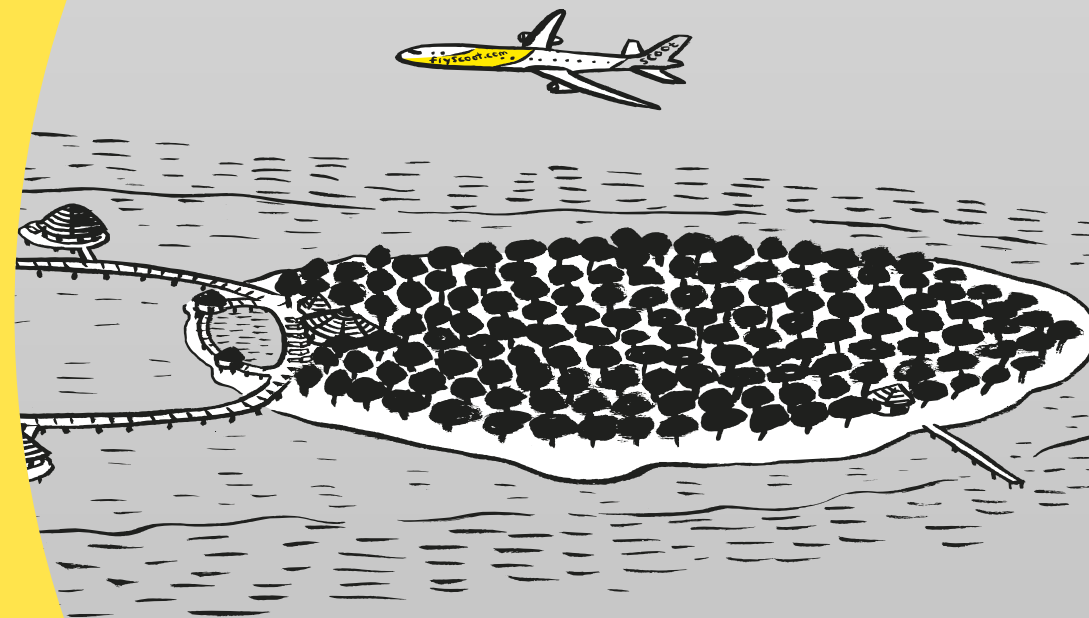
This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information		SGD
Beneficiary bank	Beneficiary name	SWIFT code
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG
Bank address	Account number	Intermediate bank
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable

scot

Top Up Request — Cancel Request



Top Up Request – Cancel Request



1

“Transaction history” button: To cancel a submitted request, click on the “Transaction history” button.

Only requests that have not been topped up can be cancelled

Agent account top up

Sky agent id* <input type="text" value="Select"/>	Current balance <input type="text" value=""/>	Payment mode* <input type="text" value="Select"/>
Currency type* <input type="text" value="Select"/>	Top up amount * <input type="text" value=""/>	

Remarks

Generate reference id

[Reset](#)

- i** Key in numbers and decimal only, do not key in comma in top up amount.
- i** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- i** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

2

Top Up Request – Cancel Request

scoot Welcome traveller | Logout

Home Top up Transaction history Support EN

Search for the transaction you wish to cancel and click on the "Edit" icon

Search transaction

Reference number:

Status:

[Advance search](#)

- i** Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
- i** Export the list of transaction and related information by clicking the Export link.
- i** For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon..To view more information for a transaction, click on the view icon.

View transaction

Show entries Search:

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000873	SGD	200.00	Bank transfer		<input type="button" value="Edit"/>	<input type="button" value="View"/>
2	A000872	SGD	100.00	Bank transfer		<input type="button" value="Edit"/>	<input type="button" value="View"/>

Showing 1 to 2 of 2 entries Previous **1** Next

Top Up Request – Cancel Request

3

Click on “Cancel” button and key in your reason for cancellation.

You will receive an e-mail notification on the cancellation.

Reference id cannot be used anymore

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reference number A000873	Sky agent id TST1400008	Status New
Travel agent name traveller singapore	Initiated by traveller singapore	Initiated date 29-Jan-2021 03:44 PM
Currency* SGD	Topup amount* 200	Payment mode* Bank transfer

Remarks

Remarks

Update **Cancel**

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reason for cancellation

Enter your reason for cancellation in less than 100 characters

Submit ← Back

3

Top Up Request – Cancel Request

4

If you do not want to cancel, click the “Cross” at the top right corner. Do not click on the “Cancel” button as the “Cancel” button will void your Top Up Request

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reference number A000873	Sky agent id TST1400008	Status New
Travel agent name traveller singapore	Initiated by traveller singapore	Initiated date 29-Jan-2021 03:44 PM
Currency* SGD	Topup amount* 200	Payment mode* Bank transfer

Remarks

Remarks

Update **Cancel**



Edit
(Slides **70-77**)

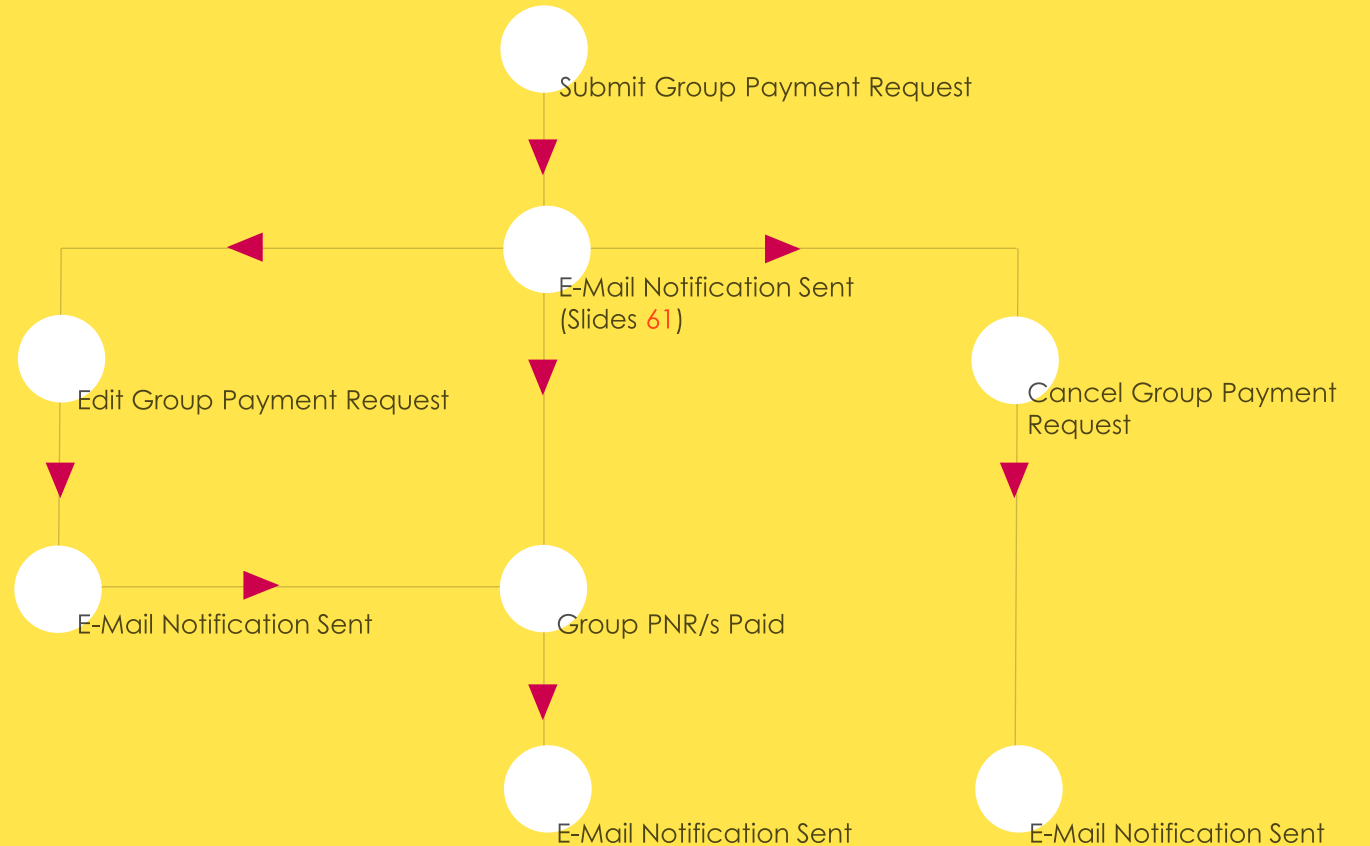
New
(Slides **47-69**)

Cancel
(Slides **79-81**)

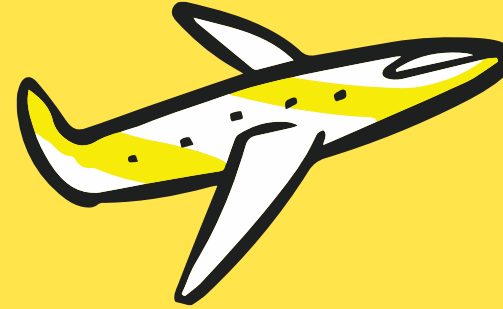
Group Payment Request — Process

This section is only applicable to Agents and Retail Users with Group Bookings made through Groups Portal. Please ignore Slides **46-101** if it is not applicable to you.

For Retail Users, you can skip to Slides **82-101**. The "Edit" and "Cancel" Process shown here does not apply to Retail Users. The "New" Process is relevant to Retail Users. For more information about the "Edit" and "Cancel" Process for Retail Users, please refer to Slide **101**



Group Payment Request – New Function



Currently this new function is only applicable for payment of PNR/s where the PNR currency and the Skyagent id currency is the same.

For PNR/s where PNR currency and Skyagent id currency are different, please pay via other payment methods i.e. perform a Top Up Request and use Agency Payment to pay for the PNR after top up has been done



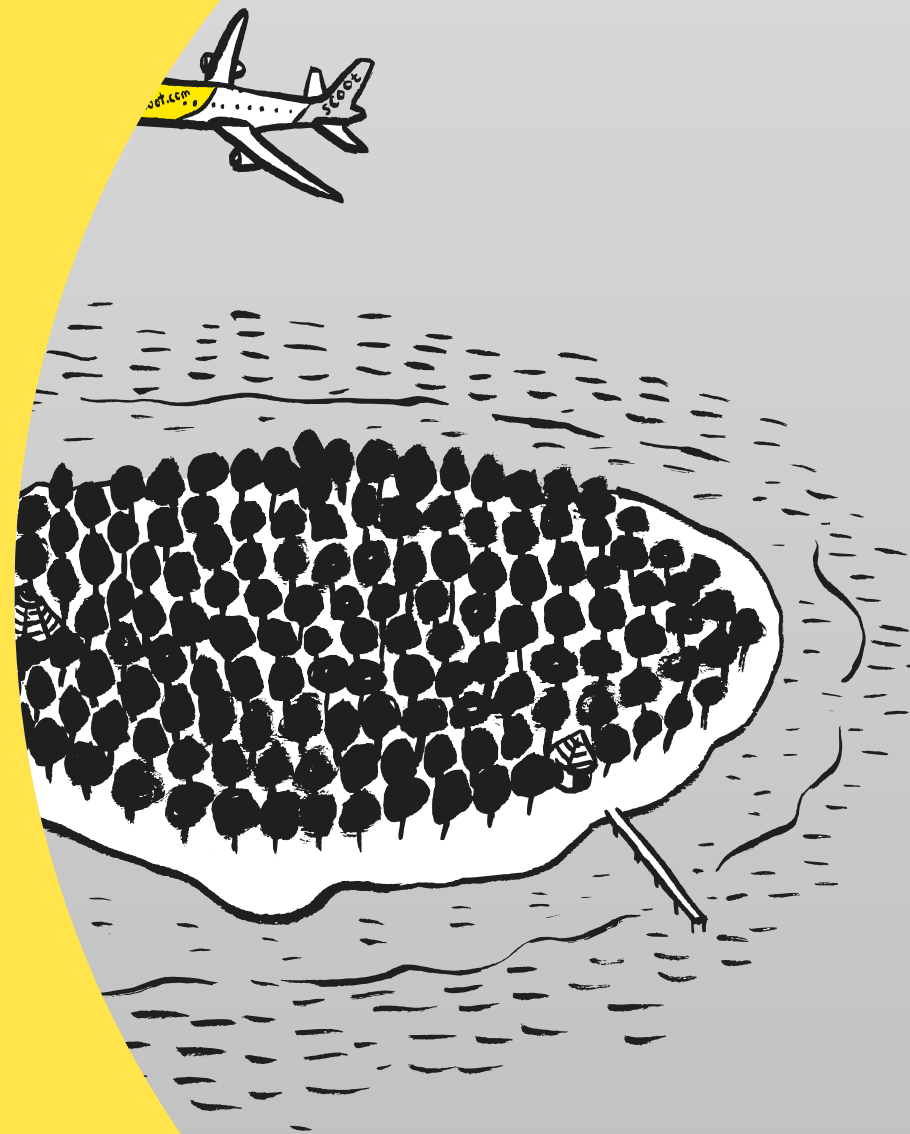


Group Booking Payment Request

– New Request

This section is only applicable to Agents with Group Bookings made through Groups Portal. Please ignore Slides [46-101](#) if it is not applicable to you.

For Retail Users, you can skip to Slides [82-101](#)



Group Payment – New Request

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, to submit a Group Booking Payment Request, click on Make payment

The screenshot displays the 'Make payment' section of the scoot website. At the top, there is a navigation bar with the scoot logo and menu items: New booking, Request info, Modify request, User details, Reports, Top up, and Support. Below this, the 'Make payment' header is visible. A search bar contains filters for Request id (with an input field 'Enter request id'), Status (set to 'All'), Name list, and Requested end date (set to '31-Jan-2021'). A 'SEARCH' button is present, along with links for 'Advanced search' and 'Clear'. A dropdown menu is open over the 'Make payment' button, showing options: 'View request', 'Make payment', 'Name list', and 'View bookings'. Below the search bar, a table titled 'Request' lists group bookings. The table has columns for Group details, City pair, Request details, PNR, and Status. Two requests are shown:

Group details	City pair	Request details	PNR	Status
GRP285192 Series Last updated on : 31-Jan-2021 02:47	NKG → SIN 16-Apr-2021 , TR-183	33 pax (33A) Fare requested : CNY 1,200.00 (Requested date : 31-Jan-2021 02:26)	UCBVNA, W2MRUB, Z6L8NS	Payment Pending CNY 4200
GRP285191 Adhoc Last updated on : 29-Jan-2021 11:49	NKG → SIN 16-Apr-2021 , TR-183	11 pax (11A) Fare requested : CNY 1,200.00 (Requested date : 29-Jan-2021 10:03)	EBZG5N	Payment Pending CNY 4200

Group Payment – New Request

Adhoc

1. At the Make Payment page, for you to continue, the one and only PNR needs to be selected

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285191	EBZG5N	08 Feb, 2021 10:05	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price 46,200.00 CNY
Total paid 0 CNY
Total amount due later 36,960.00 CNY
Total amount due 9,240.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Series

1. At the Make Payment page, select the PNRs you would like to pay for

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285192	UCBVNA	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	W2MRUB	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	Z6L8NS	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price 138,600.00 CNY
Total paid 0 CNY
Total amount due later 110,880.00 CNY
Total amount due 27,720.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Group Payment – New Request

Adhoc

2. Select Bank transfer/Cash/Cheque.

If Agency payment is selected, payment will be applied from the balance you have in your Agency Account

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285191	EBZG5N	08 Feb, 2021 10:05	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price	46,200.00 CNY
Total paid	0 CNY
Total amount due later	36,960.00 CNY
Total amount due	9,240.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Series

2. Select Bank transfer/Cash/Cheque.

If Agency payment is selected, payment will be applied from the balance you have in your Agency Account

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285192	UCBVNA	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	W2MRUB	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	Z6L8NS	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price	138,600.00 CNY
Total paid	0 CNY
Total amount due later	110,880.00 CNY
Total amount due	27,720.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Group Payment – New Request

Adhoc

3. Select your SkyAgent id and wait for the Current balance to be loaded

Series

3. Select your SkyAgent id and wait for the Current balance to be loaded

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285191	EBZG5N	08 Feb, 2021 10:05	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price	46,200.00 CNY
Total paid	0 CNY
Total amount due later	36,960.00 CNY
Total amount due	9,240.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285192	UCBVNA	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	W2MRUB	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	Z6L8NS	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price	138,600.00 CNY
Total paid	0 CNY
Total amount due later	110,880.00 CNY
Total amount due	27,720.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Group Payment – New Request

Adhoc

4. Click Submit

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285191	EBZG5N	08 Feb, 2021 10:05	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price	46,200.00 CNY
Total paid	0 CNY
Total amount due later	36,960.00 CNY
Total amount due	9,240.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Series

4. Click Submit

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285192	UCBVNA	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	W2MRUB	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>
GRP285192	Z6L8NS	10 Feb, 2021 02:45	Confirmed	CNY 0	CNY 0	CNY 0	CNY 46200	CNY 9240	<input checked="" type="checkbox"/>

Agency payment
 Voucher
 Credit file
 Bank transfer/Cash/Cheque

Total Package Price	138,600.00 CNY
Total paid	0 CNY
Total amount due later	110,880.00 CNY
Total amount due	27,720.00 CNY

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SkyAgent id *

Current balance CNY 0

SUBMIT

Group Payment – New Request

Adhoc

5. You will be directed to the Top Up Portal

Group reconciliation

Sky agent id* Current balance Payment mode*

Currency type* Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
EBZG5N	CNY 9240	CNY 9240	08-Feb-2021 10:05 AM

Remarks

[Generate reference id](#) [Reset](#)

An e-mail notification with the payment and bank details will be sent upon submission

Series

5. You will be directed to the Top Up Portal

Group reconciliation

Sky agent id* Current balance Payment mode*

Currency type* Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
UCBVNA	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
W2MRUB	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
Z6L8NS	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM

Remarks

[Generate reference id](#) [Reset](#)

Group Payment – New Request

Adhoc

6. Select your Payment mode. Bank transfer is encouraged

Series

6. Select your Payment mode. Bank transfer is encouraged

Group reconciliation

Sky agent id* Current balance Payment mode*

Currency type* Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
EBZG5N	CNY 9240	CNY 9240	08-Feb-2021 10:05 AM

Remarks

An e-mail notification with the payment and bank details will be sent upon submission

Group reconciliation

Sky agent id* Current balance Payment mode*

Currency type* Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
UCBVNA	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
W2MRUB	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
Z6L8NS	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM

Remarks

Group Payment – New Request

Adhoc

7. Check the Top Up Details. The fields are not editable as Group Bookings Deposit and Balance Payments are fixed

Group reconciliation

Sky agent id* TST1300001 Current balance CNY 0 Payment mode* Select

Currency type* CNY Total PNR amount 9240

PNR	PNR amount	Converted amount	Payment Validity
EBZG5N	CNY 9240	CNY 9240	08-Feb-2021 10:05 AM

Remarks
Enter the remarks

Generate reference id Reset

An e-mail notification with the payment and bank details will be sent upon submission

Series

7. Check the Top Up Details. The fields are not editable as Group Bookings Deposit and Balance Payments are fixed

Group reconciliation

Sky agent id* TST1300001 Current balance CNY 0 Payment mode* Select

Currency type* CNY Total PNR amount 27720

PNR	PNR amount	Converted amount	Payment Validity
UCBVNA	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
W2MRUB	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
Z6L8NS	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM

Remarks
Enter the remarks

Generate reference id Reset

Group Payment – New Request

Adhoc

8. Key in any remarks for your own future reference or internal use

Group reconciliation

Sky agent id* TST1300001

Current balance CNY 0

Payment mode* Select

Currency type* CNY

Total PNR amount 9240

PNR	PNR amount	Converted amount	Payment Validity
EBZG5N	CNY 9240	CNY 9240	08-Feb-2021 10:05 AM

Remarks

Enter the remarks

Generate reference id

Reset

An e-mail notification with the payment and bank details will be sent upon submission

Series

8. Key in any remarks for your own future reference or internal use

Group reconciliation

Sky agent id* TST1300001

Current balance CNY 0

Payment mode* Select

Currency type* CNY

Total PNR amount 27720

PNR	PNR amount	Converted amount	Payment Validity
UCBVNA	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
W2MRUB	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
Z6L8NS	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM

Remarks

Enter the remarks

Generate reference id

Reset

Group Payment – New Request

Adhoc

9. "Reset" button will not clear the PNR. To not follow through with this submission, close this page and go back to the Group Portal Make Payment page

The screenshot shows the 'Group reconciliation' form for an adhoc payment. Callout 6 points to the 'Payment mode*' dropdown. Callout 7 points to the 'Currency type*' dropdown. Callout 8 points to the 'Remarks' text area. Callout 9 points to the 'Reset' button. Callout 10 points to the 'Generate reference id' button. A table of PNRs is visible below the form.

PNR	PNR amount	Converted amount	Payment Validity
EBZG5N	CNY 9240	CNY 9240	08-Feb-2021 10:05 AM

Series

9. "Reset" button will not clear the PNRs. To not follow through with this submission or to reselect the PNRs, close this page and go back to the Group Portal Make Payment page

The screenshot shows the 'Group reconciliation' form for a series payment. Callout 6 points to the 'Payment mode*' dropdown. Callout 7 points to the 'Currency type*' dropdown. Callout 8 points to the 'Remarks' text area. Callout 9 points to the 'Reset' button. Callout 10 points to the 'Generate reference id' button. A table of PNRs is visible below the form.

PNR	PNR amount	Converted amount	Payment Validity
UCBVNA	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
W2MRUB	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
Z6L8NS	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM

Group Payment – New Request

Adhoc

10. "Generate reference id" button will submit your request and send an e-mail notification which contain a proforma invoice, top up details and bank account to remit funds to

Group reconciliation

Sky agent id* TST1300001 Current balance CNY 0 Payment mode* Select

Currency type* CNY Total PNR amount 9240

PNR	PNR amount	Converted amount	Payment Validity
EBZG5N	CNY 9240	CNY 9240	08-Feb-2021 10:05 AM

Remarks

Generate reference id

An e-mail notification with the payment and bank details will be sent upon submission

Series

10. "Generate reference id" button will submit your request And send an e-mail notification which contain a proforma invoice, top up details and bank account to remit funds to

Group reconciliation

Sky agent id* TST1300001 Current balance CNY 0 Payment mode* Select

Currency type* CNY Total PNR amount 27720

PNR	PNR amount	Converted amount	Payment Validity
UCBVNA	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
W2MRUB	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM
Z6L8NS	CNY 9240	CNY 9240	10-Feb-2021 02:45 AM

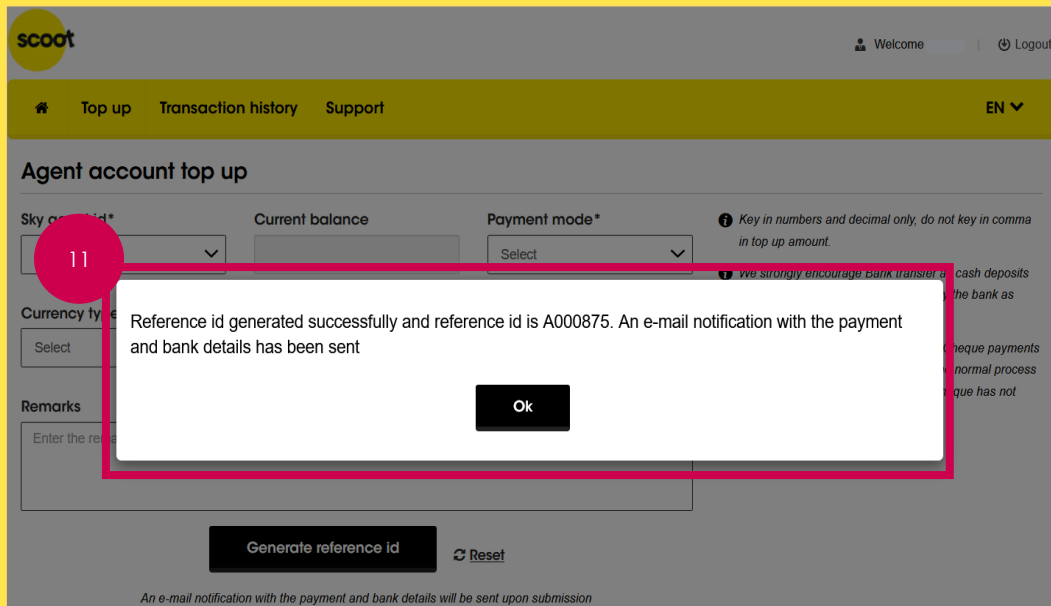
Remarks

Generate reference id

Group Payment – New Request

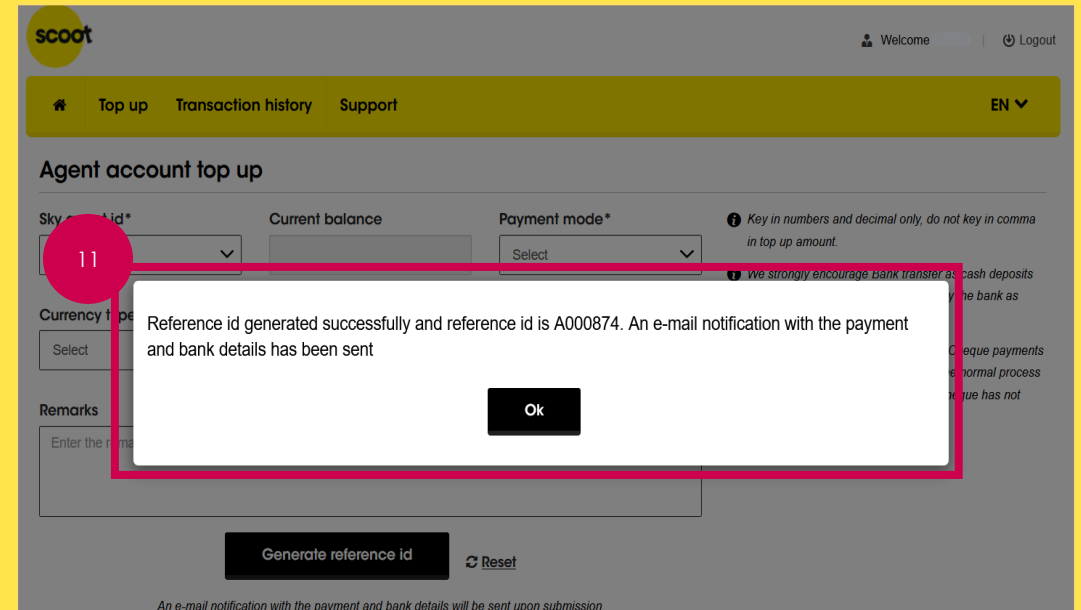
Adhoc

11. Once “Generate reference id” button is clicked, a dialog box will appear showing the reference id



Series

11. Once “Generate reference id” button is clicked, a dialog box will appear showing the reference id



Group Payment – New Request

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, after submission an e-mail notification will be sent.

E-mail Notification will contain:

- Proforma invoice

Attachment Tools Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

File Message Help

Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 11:00 AM

A000875.pdf
21 KB

scoot **Group Bookings**

Hi China Agency,

We have received your top up request with a reference ID **A000875** . Please quote **A000875** in your payment details.

You have selected to pay via Cash of the amount **CNY 9240** for the below PNR/s:

S/N	PNR	Amount
1	EBZG5N	9240
Total		9240

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	

Attachment Tools Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

File Message Help Attachments

Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 10:57 AM

A000874.pdf
21 KB

scoot **Group Bookings**

Hi China Agency,

We have received your top up request with a reference ID **A000874** . Please quote **A000874** in your payment details.

You have selected to pay via Bank transfer of the amount **CNY 27720** for the below PNR/s:

S/N	PNR	Amount
1	UCBVNA	9240
2	W2MRUB	9240
3	Z6L8NS	9240
Total		27720

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	

Group Payment – New Request

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, after submission an e-mail notification will be sent.

E-mail Notification will contain:

- Proforma invoice
- Top Up Details

Attachment Tools Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

File Message Help

Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

receivable_ag@flyscoot.com
To: travelchina@scoot.com
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21 KB

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Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	

Attachment Tools Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

File Message Help Attachments

Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

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S/N	PNR	Amount
1	UCBVNA	9240
2	W2MRUB	9240
3	Z6L8NS	9240
Total		27720

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	

Group Payment – New Request

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, after submission an e-mail notification will be sent.

E-mail Notification will contain:

- Proforma invoice
- Top Up Details
- Bank Account

Attachment Tools Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

File Message Help

Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

receivable_ag@flyscoot.com
To: travelchina@scoot.com
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S/N	PNR	Amount
1	EBZG5N	9240
Total		9240

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	

Attachment Tools Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

File Message Help Attachments

Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 10:57 AM

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21 KB

scoot Group Bookings

Hi China Agency,

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You have selected to pay via Bank transfer of the amount **CNY 27720** for the below PNR/s:

S/N	PNR	Amount
1	UCBVNA	9240
2	W2MRUB	9240
3	Z6L8NS	9240
Total		27720

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	

Group Payment – New Request

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, after submission an e-mail notification will be sent.

E-mail Notification will contain:

- Proforma invoice
- Top Up Details
- Bank Account
- Reference id

Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

receivable_ag@flyscoot.com
To: travelchina@scoot.com

A000875.pdf
21 KB

scoot Group Bookings

Hi China Agency,

We have received your top up request with a reference ID **A000875**. Please quote **A000875** in your payment details.

You have selected to pay via Cash of the amount **CNY 9240** for the below PNR/s:

S/N	PNR	Amount
1	EBZG5N	9240
Total		9240

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	

Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

receivable_ag@flyscoot.com
To: travelchina@scoot.com

A000874.pdf
21 KB

scoot Group Bookings

Hi China Agency,

We have received your top up request with a reference ID **A000874**. Please quote **A000874** in your payment details.

You have selected to pay via Bank transfer of the amount **CNY 27720** for the below PNR/s:

S/N	PNR	Amount
1	UCBVNA	9240
2	W2MRUB	9240
3	Z6L8NS	9240
Total		27720

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	

Group Payment – New Request

Adhoc/Series

Kindly mention the reference id in your bank/cheque/cash payment details to prevent delays in the top up. Bank transfer is encouraged

File Message Help

Scoot Group Bookings TST1300001 CNY 9240 30-Jan-2021 ref: A000875

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 11:00 AM

A000875.pdf
21 KB

scoot **Group Bookings**

Hi China Agency,

We have received your top up request with a reference ID **A000875**. Please quote **A000875** in your payment details.

You have selected to pay via Cash of the amount **CNY 9240** for the below PNR/s:

S/N	PNR	Amount
1	EBZG5N	9240
Total		9240

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	

File Message Help Attachments

Scoot Group Bookings TST1300001 CNY 27720 30-Jan-2021 ref: A000874

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 10:57 AM

A000874.pdf
21 KB

scoot **Group Bookings**

Hi China Agency,

We have received your top up request with a reference ID **A000874**. Please quote **A000874** in your payment details.

You have selected to pay via Bank transfer of the amount **CNY 27720** for the below PNR/s:

S/N	PNR	Amount
1	UCBVNA	9240
2	W2MRUB	9240
3	Z6L8NS	9240
Total		27720

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNEBJGDG	

Group Payment – New Request

Adhoc/Series

Before payment is applied to the Group PNR/s, when viewing the Reference id, the Reconciled status in the Top Up Portal is No ("N")

View transaction details

Reference number	Sky agent id	Status
A000875	TST1300001	New
Travel agent name	Initiated by	Initiated date
China Agency	China Agency	31-Jan-2021 04:00 AM
Currency	Topup amount	Payment mode
CNY	9240	Cash

PNR	PNR amount	Converted amount	Payment validity	Reconciled status
EBZG5N	CNY 9240	CNY 9240	2021-02-08 01:05:12	N

View transaction details

Sky agent id	Status
TST1300001	New
Initiated by	Initiated date
China Agency	31-Jan-2021 03:57 AM
Topup amount	Payment mode
27720	Bank transfer

PNR	PNR amount	Converted amount	Payment validity	Reconciled status
UCBVNA	CNY 9240	CNY 9240	2021-02-09 17:45:03	N
W2MRUB	CNY 9240	CNY 9240	2021-02-09 17:45:03	N
Z6L8NS	CNY 9240	CNY 9240	2021-02-09 17:45:03	N

Group Payment – New Request

Adhoc/Series

Once topped up by Scoot, you will receive an e-mail to notify you that top up has been done. Accompanying the e-mail will be a receipt

Scoot Group Bookings TST1300001CNY 9240 31-Jan-2021 ref: A000875 - Status: Topped Up

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 11:20 AM

R_A000875.pdf
15 KB

scoot Group Bookings

Hi China Agency,

We have received CNY 9240 in Scoot Tigerair's Bank for A000875.

The amount CNY 9240 has been topped up into your Agency ID TST1300001 and paid for the following PNR/s:

S/N	PNR	Amount
1	EBZG5N	9240
Total		9240

Please refer to the attached for the receipt for A000875.

The Scoot Team

Help?
For invoice, receipt, bank details matters, please contact: receivable_ag@flyscoot.com
For agency and group bookings matters, please contact: sales@flyscoot.com

Scoot Group Bookings TST1300001CNY 27720 31-Jan-2021 ref: A000874 - Status: Topped Up

receivable_ag@flyscoot.com
To: travelchina@scoot.com
Sun 31/1/2021 11:20 AM

R_A000874.pdf
15 KB

scoot Group Bookings

Hi China Agency,

We have received CNY 27720 in Scoot Tigerair's Bank for A000874.

The amount CNY 27720 has been topped up into your Agency ID TST1300001 and paid for the following PNR/s:

S/N	PNR	Amount
1	UCBVNA	9240
2	W2MRUB	9240
3	Z6L8NS	9240
Total		27720

Please refer to the attached for the receipt for A000874.

The Scoot Team

Help?
For invoice, receipt, bank details matters, please contact: receivable_ag@flyscoot.com
For agency and group bookings matters, please contact: sales@flyscoot.com

Group Payment – New Request

Adhoc/Series

Also, once topped up, the Reconciled status in the Top Up Portal will change to Yes ("Y")

PNR	PNR amount	Converted amount	Payment validity	Reconciled status
EBZGSN	CNY 9240	CNY 9240	2021-02-08 01:05:12	Y

PNR	PNR amount	Converted amount	Payment validity	Reconciled status
UCBVNA	CNY 9240	CNY 9240	2021-02-09 17:45:03	Y
W2MRUB	CNY 9240	CNY 9240	2021-02-09 17:45:03	Y
Z6L8NS	CNY 9240	CNY 9240	2021-02-09 17:45:03	Y

Group Payment – New Request

Adhoc/Series

Once payment (deposit and balance payments) have been fully paid, the payment status in Groups Portal Make Payment page will be updated to Payment Completed.

If only deposit payment has been paid, payment status will remain as Payment Pending. You will be required to generate a new request for the remaining balance payment. Alternatively, you can pay via Agency Payment instead of Bank transfer/Cash/Cheque

The screenshot shows the 'Make payment' page in the scoot system. At the top, there is a navigation bar with the scoot logo and menu items: New booking, Request info (selected), Modify request, User details, Reports, Top up, and Support. Below the navigation bar, there is a search section for requests with filters for Request id, Status (All), Requested start date (27-Jan-2021), and Requested end date (01-Feb-2021). A 'SEARCH' button is present, along with links for 'Advanced search' and 'Clear'. Below the search section is a table titled 'Request' with columns: Group details, City pair, Request details, PNR, and Status. Two rows are visible in the table:

Group details	City pair	Request details	PNR	Status	
GRP285192 Series <small>Last updated on : 01-Feb-2021 00:47</small>	NKG → SIN <small>16-Apr-2021, TR-183</small>	33 pax (33A) Fare requested : CNY 1,200.00 <small>(Requested date : 31-Jan-2021 02:26)</small>	UCBVNA, W2MRUB, Z6L8NS	Payment Pending CNY 4200	Make payment View details
GRP285191 Adhoc <small>Last updated on : 01-Feb-2021 00:47</small>	NKG → SIN <small>16-Apr-2021, TR-183</small>	11 pax (11A) Fare requested : CNY 1,200.00 <small>(Requested date : 29-Jan-2021 10:03)</small>	EBZG5N	Payment Completed CNY 4200	View details

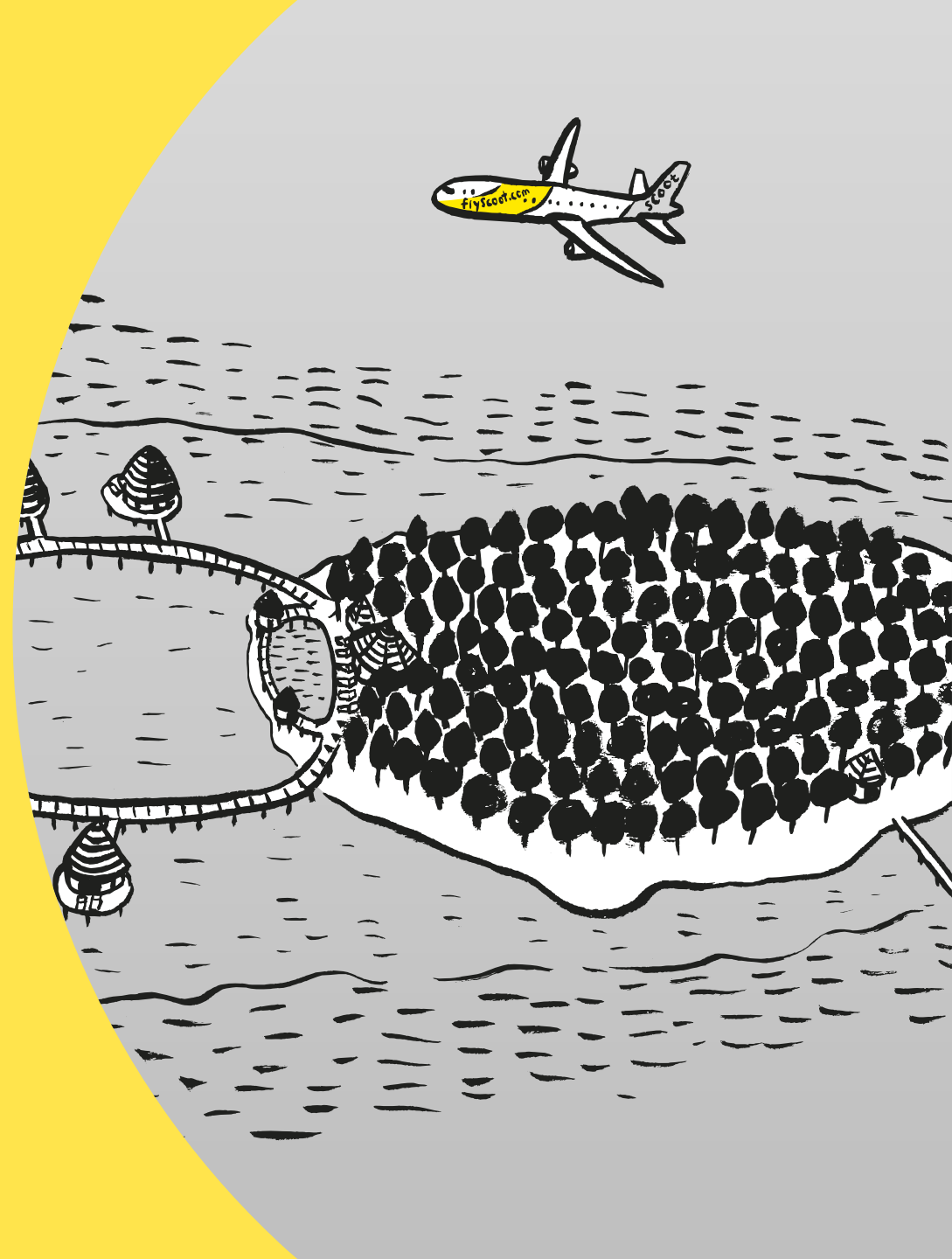


Group Booking Payment Request

– Edit Request

This section is only applicable to Agents with Group Bookings made through Groups Portal. Please ignore Slides **46-101** if it is not applicable to you.

For Retail Users, you can skip to Slides **82-101**



Group Payment – Edit Request

Adhoc/Series

“Transaction history” button: To edit a submitted request, click on “Transaction history” button. Only requests that have not been topped up can be edited.

Search for the transaction you wish to edit and click on the “Edit” icon

The screenshot shows the scoot web application interface. At the top, there is a navigation bar with 'Top up', 'Transaction history' (highlighted with a red box), and 'Support' buttons. Below this is a search section for transactions, including a 'Reference number' input field, a 'Status' dropdown menu, and 'Search' and 'Reset' buttons. To the right of the search section are three informational tips. Below the search section is a table titled 'View transaction' with columns: Sno, Reference number, Currency type, Topup amount, Payment mode, Status, Edit, and View. The 'Edit' column contains edit icons for each row, and this column is highlighted with a red box.

Search transaction

Reference number: Status:

[Advance search](#)

- Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
- Export the list of transaction and related information by clicking the Export link.
- For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon. To view more information for a transaction, click on the view icon.

View transaction

Show entries Search:

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000877	CNY	36960.00	Bank transfer			
2	A000876	CNY	110880.00	Bank transfer			
3	A000875	CNY	9240.00	Cash			
4	A000874	CNY	27720.00	Bank transfer			

Group Payment – Edit Request

Adhoc

1. You will not be able to change the Currency and Top up amount as deposit or balance payment for Group Bookings are fixed

Edit transaction details

Reference number: A000877 | Sky agent id: TST1300001 | Status: New

Travel agent name: China Agency | Initiated by: China Agency | Initiated date: 31-Jan-2021 04:16 PM

Currency*: CNY | Topup amount*: 36960 | Payment mode*: Bank transfer

PNR	PNR amount	Converted amount	Payment validity	Reconciled status	Action
EBZG5N	CNY 36960	CNY 36960	2021-03-16 09:25:00	N	Remove

Remarks: [Text area]

Buttons: Update, Cancel

Series

1. You will not be able to change the Currency and Top up amount as deposit or balance payment for Group Bookings are fixed

Edit transaction details

Reference number: A000876 | Sky agent id: TST1300001 | Status: New

Travel agent name: China Agency | Initiated by: China Agency | Initiated date: 31-Jan-2021 04:15 PM

Currency*: CNY | Topup amount*: 110880 | Payment mode*: Bank transfer

PNR	PNR amount	Converted amount	Payment validity	Reconciled status	Action
UCBVNA	CNY 36960	CNY 36960	2021-03-20 09:25:00	N	Remove
W2MRUB	CNY 36960	CNY 36960	2021-03-20 09:25:00	N	Remove
Z6L8NS	CNY 36960	CNY 36960	2021-03-20 09:25:00	N	Remove

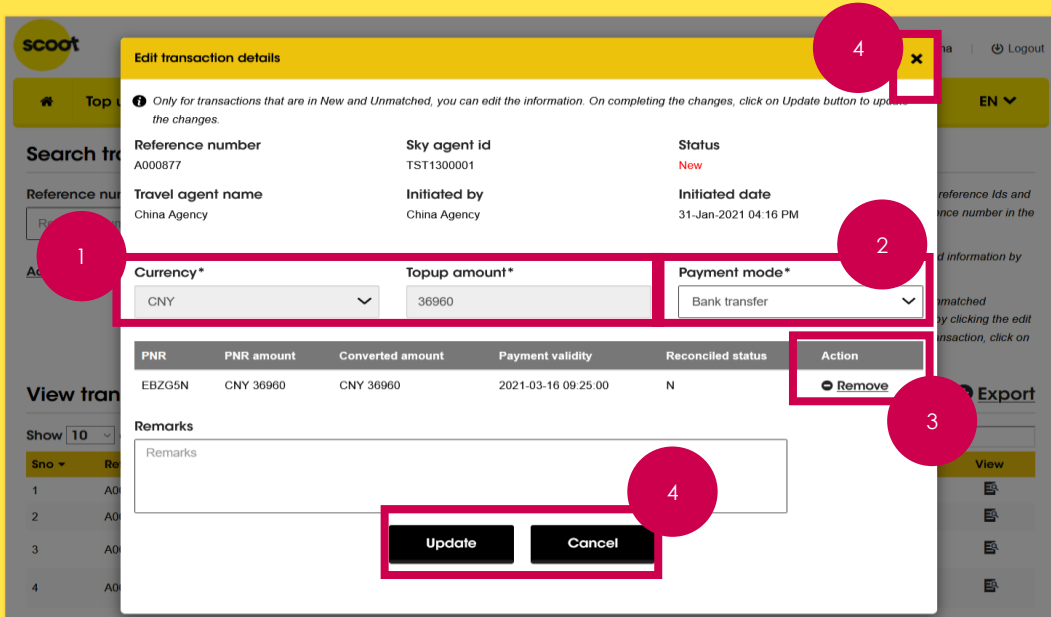
Remarks: [Text area]

Buttons: Update, Cancel

Group Payment – Edit Request

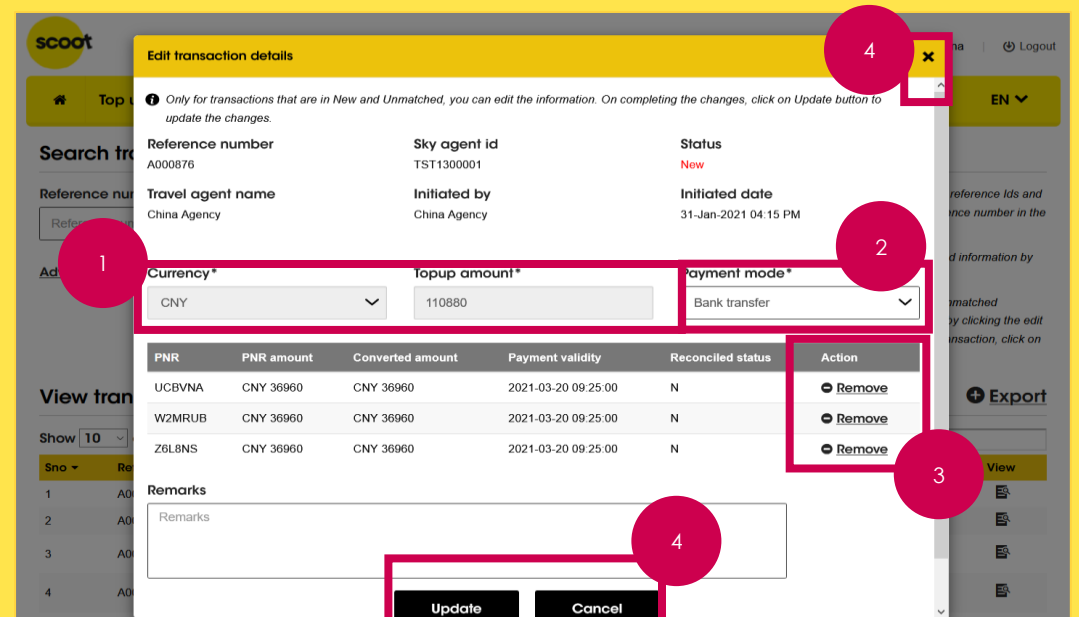
Adhoc

2. You will be able to update Payment mode



Series

2. You will be able to update Payment mode



Group Payment – Edit Request

Adhoc

3. As there is only 1 PNR for Adhoc request, the “Remove” button is disabled for Adhoc requests. To “Remove” this PNR, request will need to be cancelled (Refer to Slides 78-81)

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reference number: A000877 | Sky agent id: TST1300001 | Status: New

Travel agent name: China Agency | Initiated by: China Agency | Initiated date: 31-Jan-2021 04:16 PM

Currency*: CNY | Topup amount*: 36960 | Payment mode*: Bank transfer

PNR	PNR amount	Converted amount	Payment validity	Reconciled status	Action
EBZGSN	CNY 36960	CNY 36960	2021-03-16 09:25:00	N	<input type="button" value="Remove"/>

Remarks: [Text area]

Series

3. You will also be able to deselect the Group PNR/s that you would not want to pay by clicking on the “Remove” button

Edit transaction details

Only for transactions that are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to update the changes.

Reference number: A000876 | Sky agent id: TST1300001 | Status: New

Travel agent name: China Agency | Initiated by: China Agency | Initiated date: 31-Jan-2021 04:15 PM

Currency*: CNY | Topup amount*: 110880 | Payment mode*: Bank transfer

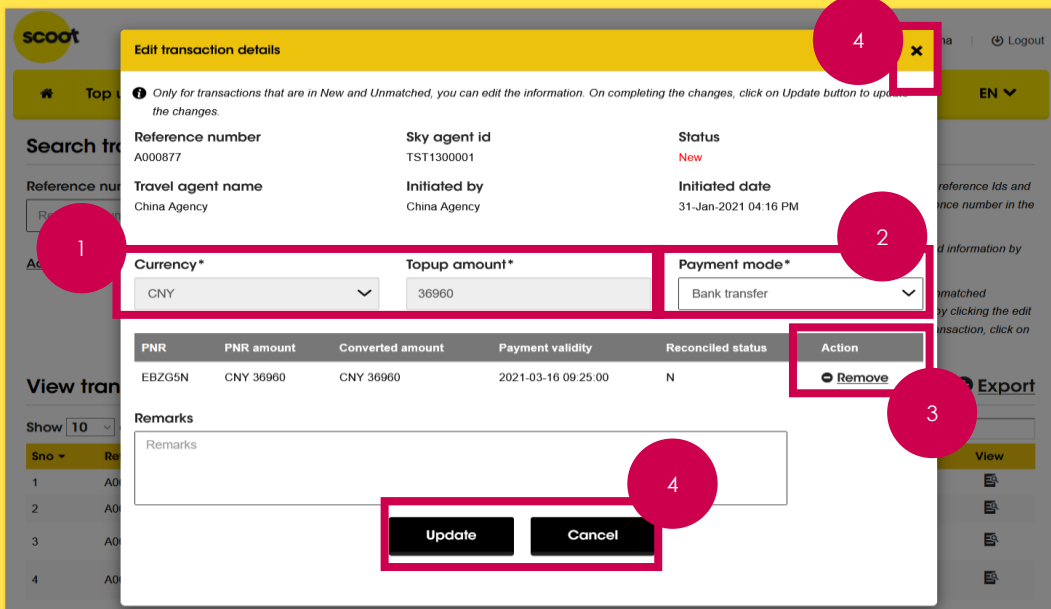
PNR	PNR amount	Converted amount	Payment validity	Reconciled status	Action
UCBVNA	CNY 36960	CNY 36960	2021-03-20 09:25:00	N	<input type="button" value="Remove"/>
W2MRUB	CNY 36960	CNY 36960	2021-03-20 09:25:00	N	<input type="button" value="Remove"/>
Z6L8NS	CNY 36960	CNY 36960	2021-03-20 09:25:00	N	<input type="button" value="Remove"/>

Remarks: [Text area]

Group Payment – Edit Request

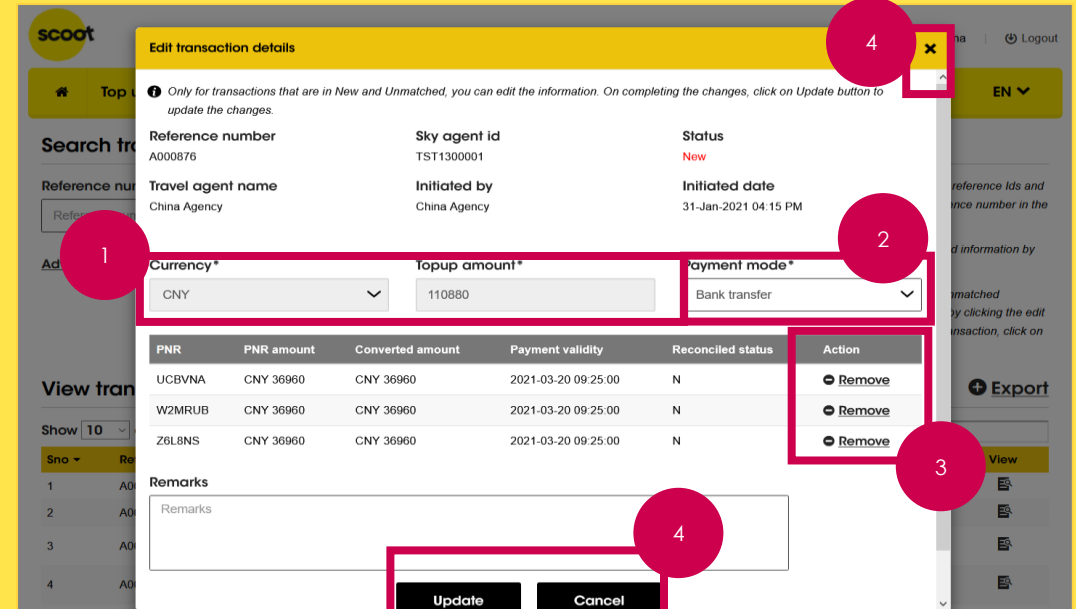
Adhoc

4. Once edited, click the “Update” button. If you do not want to edit, click the “Cross” at the top right. Do not click on the “Cancel” button as it will void your Top Up Request



Series

4. Once edited, click the “Update” button. If you do not want to edit, click the “Cross” at the top right. Do not click on the “Cancel” button as it will void your Top Up Request



Group Payment – Edit Request

Series

You will receive an e-mail notification with the revised amount with a revised proforma invoice.

Once topped up by Scoot, you will receive an e-mail to notify you along with the receipt

Scoot Group Bookings TST1300001 CNY 110880 31-Jan-2021 ref: A000876

receivable_ag@flyscot.com
To: travelchina@scoot.com

Sun 31/1/2021 11:15 PM

A000876.pdf
21 KB

CAUTION ! This email originates from outside the organization.

scoot Group Bookings

Hi China Agency,

We have received your top up request with a reference ID **A000876**. Please quote **A000876** in your payment details.

You have selected to pay via Bank transfer of the amount **CNY 110880** for the below PNR/s:

S/N	PNR	Amount
1	UCBVNA	36960
2	W2MRUB	36960
3	Z6L8NS	36960
Total		110880

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	
Bank code	Branch code	Intermediate bank SWIFT code	
Not applicable	Not applicable	Not applicable	

Scoot Top Up TST1300001 CNY 73920 31-Jan-2021 ref: A000876 - Status: Edited

receivable_ag@flyscot.com
To: travelchina@scoot.com

Sun 31/1/2021 11:33 PM

A000876.pdf
21 KB

scoot Agency Top Up

Hi China Agency,

We have received your revised top up request with a reference ID **A000876**. Please quote **A000876** in your payment details.

You have selected to pay via Bank transfer of the amount **CNY 73920** for the below PNR/s:

S/N	PNR	Amount
1	UCBVNA	36960
2	Z6L8NS	36960
Total		73920

This amount will be topped up upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.

The bank details for the remittance are as follows:

Bank Information			CNY
Beneficiary bank	Beneficiary name	SWIFT code	
中国工商银行股份有限公司广州天河支行	新加坡酷虎航空有限公司广州代表处	ICBKCNBJGDG	
Bank address	Account number	Intermediate bank	
广州市天河区天河东路102号	3602013419201137634	Not applicable	
Bank code	Branch code	Intermediate bank SWIFT code	
Not applicable	Not applicable	Not applicable	

Please refer to the attached for the proforma invoice **A000876**

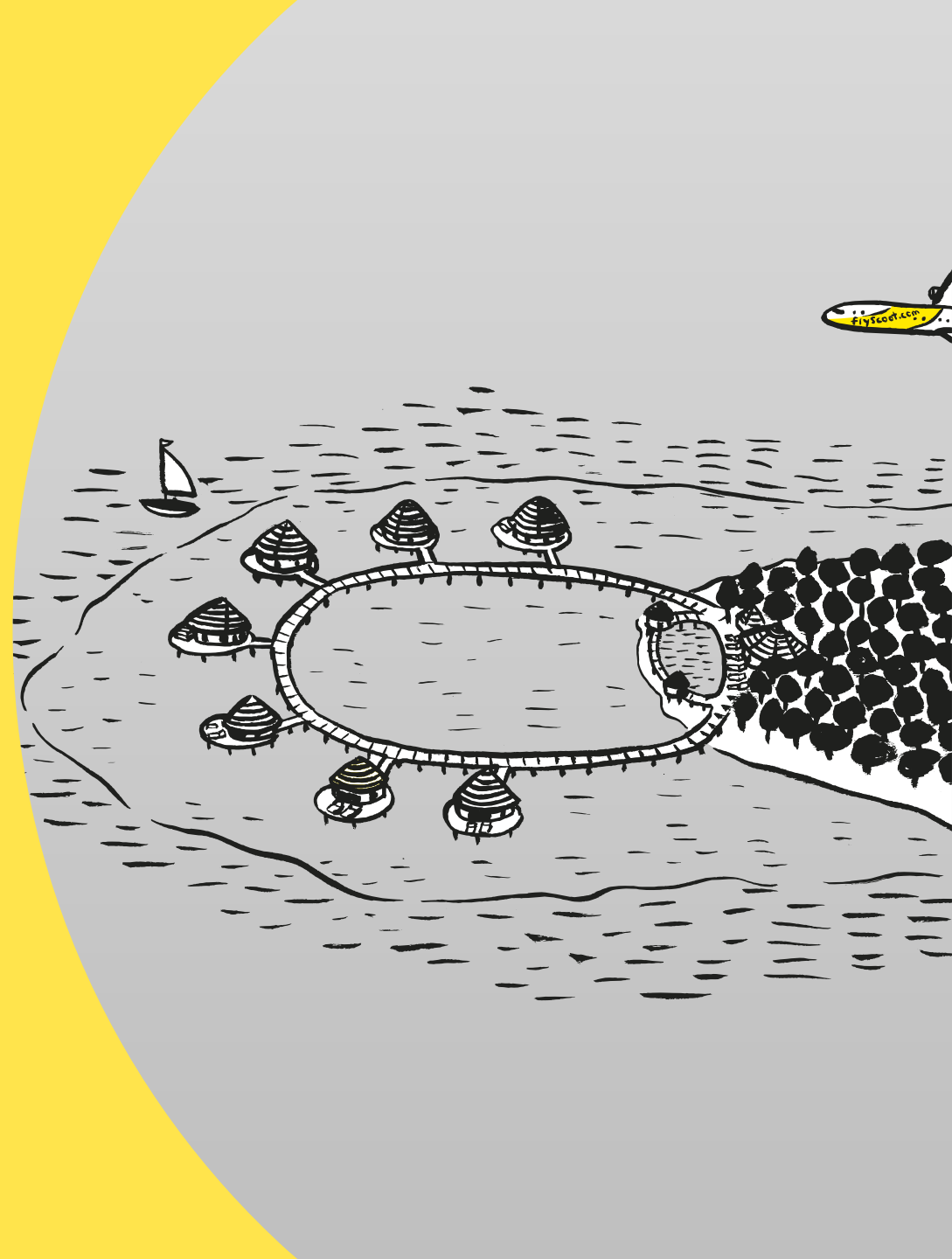
Please quote **A000876** in your payment details. For Cash deposits, please request the bank staff to input

Group Booking Payment Request

– Cancel Request

This section is only applicable to Agents with Group Bookings made through Groups Portal. Please ignore Slides [46-101](#) if it is not applicable to you.

For Retail Users, you can skip to Slides [82-101](#)



Group Payment – Cancel Request

Adhoc/Series

"Transaction history" button: To cancel a submitted request, click on "Transaction history" button. Only requests that have not been topped up can be cancelled.

Search for the transaction you wish to edit and click on the "Edit" icon

The screenshot shows the scoot web application interface. At the top, there is a navigation bar with 'Top up', 'Transaction history' (highlighted with a red box), and 'Support' buttons. Below this is a search section for transactions, including a 'Reference number' input field, a 'Status' dropdown menu, and a 'Search' button. To the right of the search section, there are three informational tips. Below the search section is a 'View transaction' section with a table of transactions. The table has columns for 'Sno', 'Reference number', 'Currency type', 'Topup amount', 'Payment mode', 'Status', 'Edit', and 'View'. The 'Edit' icons in the table are highlighted with red boxes.

Search transaction

Reference number: Status:

[Advance search](#)

View transaction

Show entries Search:

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000877	CNY	36960.00	Bank transfer			
2	A000876	CNY	110880.00	Bank transfer			
3	A000875	CNY	9240.00	Cash			
4	A000874	CNY	27720.00	Bank transfer			

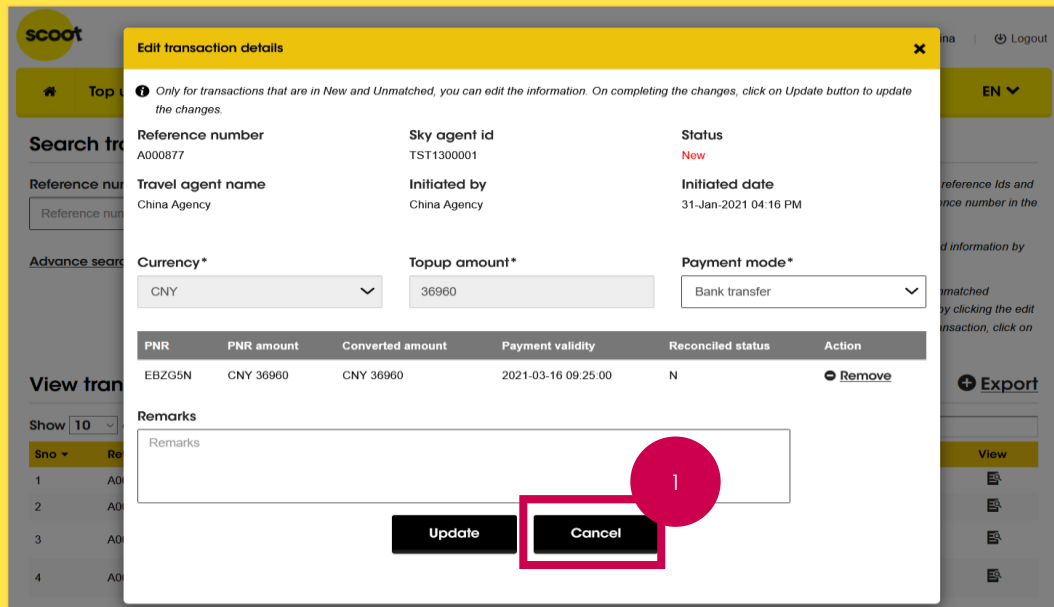
Informational Tips:

- Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
- Export the list of transaction and related information by clicking the Export link.
- For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon. To view more information for a transaction, click on the view icon.

Group Payment – Cancel Request

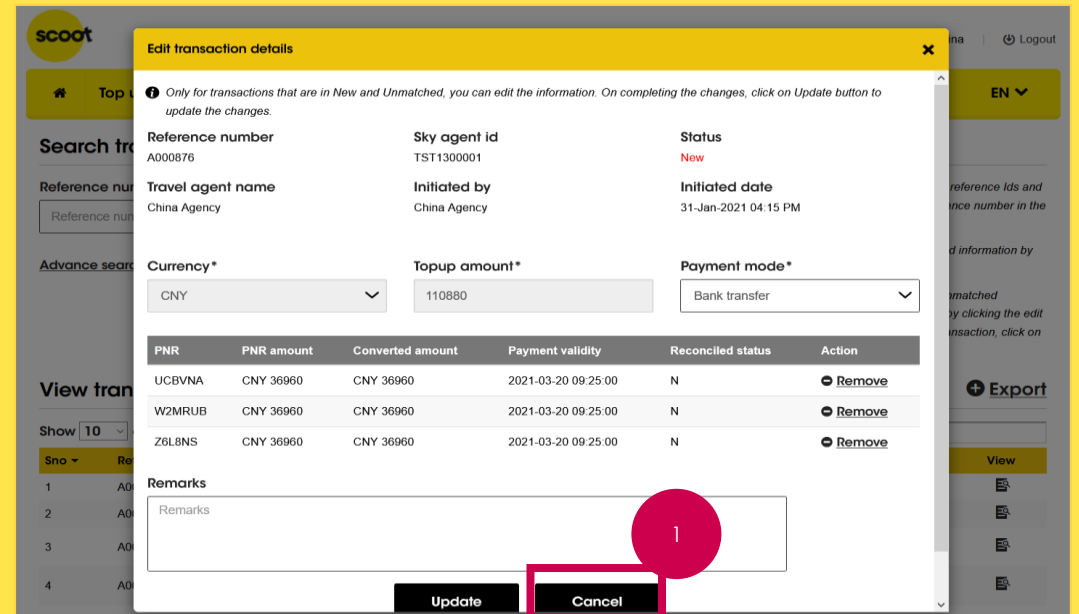
Adhoc

1. Once confirmed that you wish to cancel, click on the “Cancel” button



Series

1. Once confirmed that you wish to cancel, click on the “Cancel” button



Group Payment – Cancel Request

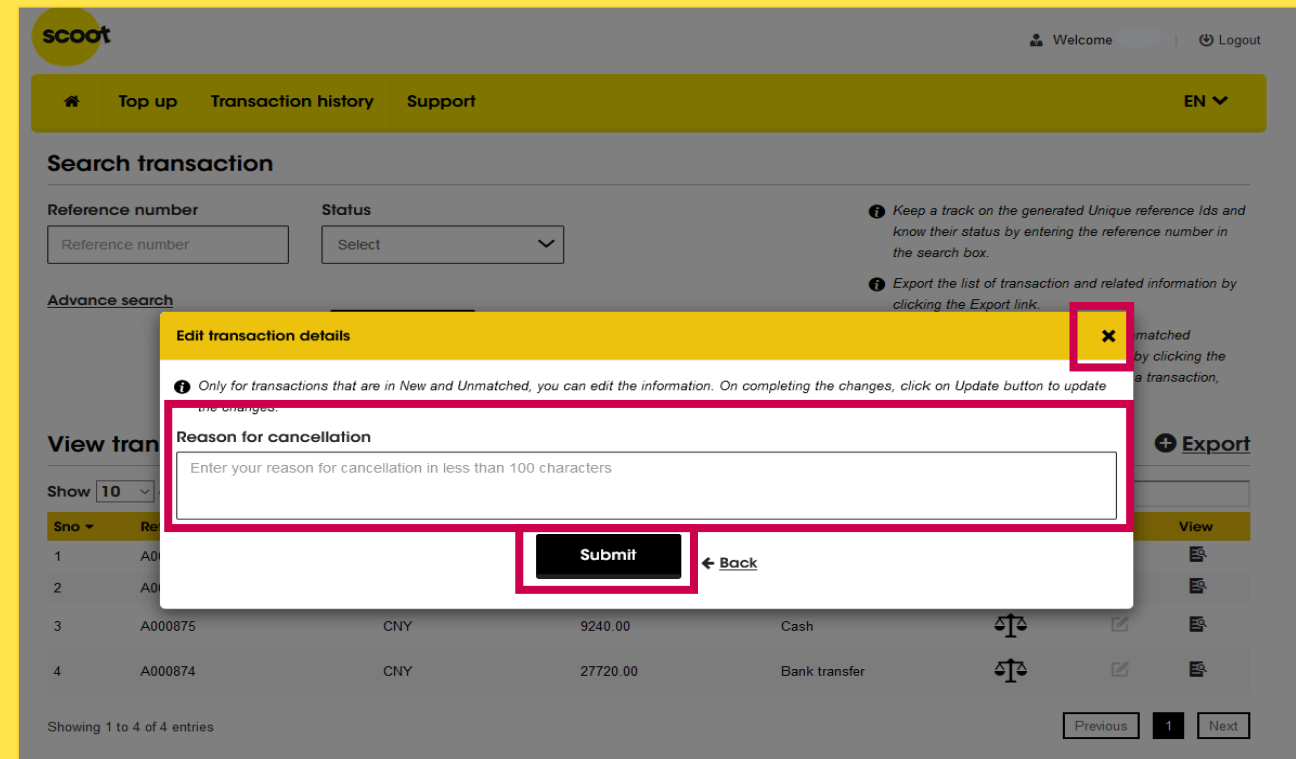
Adhoc/Series

Key in your reason for cancellation.

You will receive an e-mail notification on the cancellation.

Reference id cannot be used anymore.

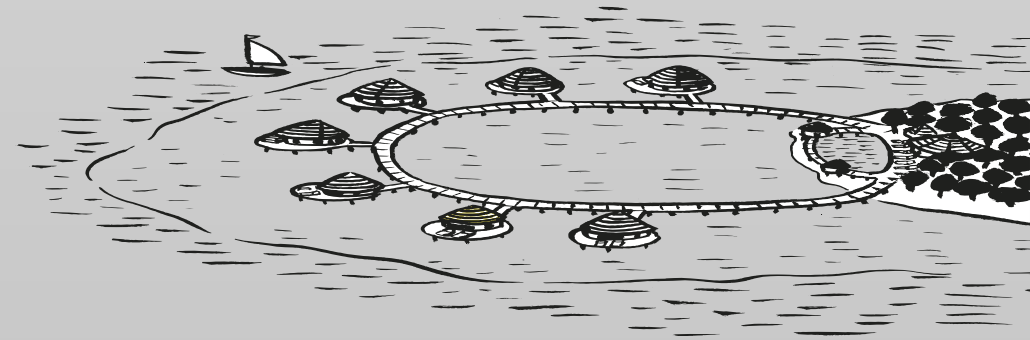
If you do not want to cancel, click the “Cross” at the top right corner. Do not click on the “Cancel” or “Submit button” as they will void your Top Up Request



Group Booking Payment Request

– Retail Users

This section is only applicable to Retail Users.
Please ignore Slides [82-101](#) if it is not applicable to you.



Group Payment – Retail Users

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, to submit a Group Booking Payment Request, click on Make payment

The screenshot shows the Scoot Group Payment interface. At the top, there is a navigation bar with the Scoot logo and menu items: New booking, Request info, Modify request, User details, and Support. Below this is a search section with a 'Make payment' dropdown menu highlighted in red. The dropdown menu contains options: View request, Make payment, Name list, and View bookings. The search section includes input fields for Request id, Status (set to All), and Requested end date (set to 01-Feb-2021), along with a SEARCH button and links for Advanced search and Clear.

Below the search section is a 'Request' table with columns: Group details, City pair, Request details, PNR, and Status. The table contains two rows of data, each with a 'Make payment' button highlighted in red.

Group details	City pair	Request details	PNR	Status
Last updated on : 01-Feb-2021 01:34 GRP285194 Series	SIN → NKG 02-Apr-2021 , TR-180	44 pax (44A) Fare requested : SGD 200.00 (Requested date : 01-Feb-2021 01:15)	H6WU6M, M8D9QZ, W4R3JL, IDVUYX	Payment Pending SGD 876.8 Make payment View details
Last updated on : 01-Feb-2021 01:15 GRP285193 Adhoc	SIN → NKG 01-Apr-2021 , TR-180	11 pax (11A) Fare requested : SGD 250.00 (Requested date : 01-Feb-2021 01:10)	VDPN7X	Payment Pending SGD 876.8 Make payment View details

Group Payment – Retail Users

Adhoc

1. At the Make Payment page, for you to continue, the one and only PNR needs to be selected

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285193	VDPN7X	11 Feb, 2021 01:15	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>

Bank transfer/Cash/Cheque

Total Package Price 9,644.80 SGD
 Total paid 0 SGD
 Total amount due later 7,715.84 SGD
 Total amount due 1,928.96 SGD

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SUBMIT

Series

1. At the Make Payment page, select the PNRs you would like to pay for

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285194	H6WU6M	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	M8D9QZ	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	W4R3JI	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	IDVUYX	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>

Bank transfer/Cash/Cheque

Total Package Price 38,579.20 SGD
 Total paid 0 SGD
 Total amount due later 30,863.36 SGD
 Total amount due 7,715.84 SGD

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SUBMIT

Group Payment – Retail Users

Adhoc

2. As you are a Retail User, you only have one option which is Bank transfer/Cash/Cheque

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285193	VDPN7X	11 Feb, 2021 01:15	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>

Bank transfer/Cash/Cheque

Total Package Price	9,644.80 SGD
Total paid	0 SGD
Total amount due later	7,715.84 SGD
Total amount due	1,928.96 SGD

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SUBMIT

Series

2. As you are a Retail User, you only have one option which is Bank transfer/Cash/Cheque

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285194	H6WU6M	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	M8D9QZ	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	W4R3JI	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	IDVUYX	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>

Bank transfer/Cash/Cheque

Total Package Price	38,579.20 SGD
Total paid	0 SGD
Total amount due later	30,863.36 SGD
Total amount due	1,928.96 SGD

For Cheque / Bank Transfer payment, please refer to our User Guide Payment Details for acceptable options

SUBMIT

Group Payment – Retail Users

Adhoc

3. Click Submit

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285193	VDPN7X	11 Feb, 2021 01:15	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>

Bank transfer/Cash/Cheque

2

Total Package Price 9,644.80 SGD

Total paid 0 SGD

Total amount due later 7,715.84 SGD

Total amount due 1,928.96 SGD

**For Cheque / Bank Transfer payment,
please refer to our User Guide Payment
Details for acceptable options**

3

SUBMIT

Series

3. Click Submit

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP285194	H6WU6M	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	M8D9QZ	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	W4R3JI	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>
GRP285194	IDVUYX	11 Feb, 2021 01:30	Confirmed	SGD 0	SGD 0	SGD 0	SGD 9644.80	SGD 1928.96	<input checked="" type="checkbox"/>

Bank transfer/Cash/Cheque

2

Total Package Price 38,579.20 SGD

Total paid 0 SGD

Total amount due later 30,863.36 SGD

Total amount due 7,715.84 SGD

**For Cheque / Bank Transfer payment,
please refer to our User Guide Payment
Details for acceptable options**

3

SUBMIT

Group Payment – Retail Users

Adhoc

4. You will be directed to the Top Up Portal

4

scoot Welcome Retail Logout

EN

Group reconciliation

Payment mode* Currency type* Total PNR amount

Select SGD 1928.96

PNR	PNR amount	Converted amount	Payment Validity
VDPNTX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:15 AM

Remarks

Enter the remarks

Generate reference id Reset

An e-mail notification with the payment and bank details will be sent upon submission

- Key in numbers and decimal only, do not key in comma in top up amount.
- We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Series

4. You will be directed to the Top Up Portal

4

scoot Welcome Retail Logout

EN

Group reconciliation

Payment mode* Currency type* Total PNR amount

Select SGD 7715.84

PNR	PNR amount	Converted amount	Payment Validity
H6WU6M	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
M8D9QZ	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
W4R3JI	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
IDVUYX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM

Remarks

Enter the remarks

Generate reference id Reset

An e-mail notification with the payment and bank details will be sent upon submission

- Key in numbers and decimal only, do not key in comma in top up amount.
- We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Group Payment – Retail Users

Adhoc

5. Select your Payment mode. Bank transfer is encouraged

Series

5. Select your Payment mode. Bank transfer is encouraged

Group Payment – Retail Users

Adhoc

6. Check the Top Up Details. The fields are not editable as Group Bookings Deposit and Balance Payments are fixed

Series

6. Check the Top Up Details. The fields are not editable as Group Bookings Deposit and Balance Payments are fixed

Group Payment – Retail Users

Adhoc

7. Key in any remarks for your own future reference or internal use

5 Group reconciliation

6 Payment mode* Currency type* Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
VDPNTX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:15 AM

7 Remarks

9 Generate reference id 8 Reset

An e-mail notification with the payment and bank details will be sent upon submission

Series

7. Key in any remarks for your own future reference or internal use

5 Group reconciliation

6 Payment mode* Currency type* Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
H6WU6M	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
M8D9QZ	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
W4R3JI	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
IDVUYX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM

7 Remarks

9 Generate reference id 8 Reset

An e-mail notification with the payment and bank details will be sent upon submission

Group Payment – Retail Users

Adhoc

8. "Reset" button will not clear the PNR. To not follow through with this submission, close this page and go back to the Group Portal Make Payment page

The screenshot shows the 'Group reconciliation' form for an adhoc payment. Callout 5 points to the 'Payment mode*' dropdown menu. Callout 6 points to the table containing PNR details. Callout 7 points to the 'Remarks' text area. Callout 8 points to the 'Reset' button, and callout 9 points to the 'Generate reference id' button. The table data is as follows:

PNR	PNR amount	Converted amount	Payment Validity
VDPNTX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:15 AM

Form fields include: Payment mode* (Select), Currency type* (SGD), Total PNR amount (1928.96), and Remarks (Enter the remarks).

Buttons: Generate reference id, Reset.

Footer: An e-mail notification with the payment and bank details will be sent upon submission

Series

8. "Reset" button will not clear the PNR. To not follow through with this submission, close this page and go back to the Group Portal Make Payment page

The screenshot shows the 'Group reconciliation' form for a series payment. Callout 5 points to the 'Payment mode*' dropdown menu. Callout 6 points to the table containing multiple PNR details. Callout 7 points to the 'Remarks' text area. Callout 8 points to the 'Reset' button, and callout 9 points to the 'Generate reference id' button. The table data is as follows:

PNR	PNR amount	Converted amount	Payment Validity
H6WU6M	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
M8D9QZ	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
W4R3JI	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
IDVUYX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM

Form fields include: Payment mode* (Select), Currency type* (SGD), Total PNR amount (7715.84), and Remarks (Enter the remarks).

Buttons: Generate reference id, Reset.

Footer: An e-mail notification with the payment and bank details will be sent upon submission

Group Payment – Retail Users

Adhoc

9. "Generate reference id" button will submit your request and send an e-mail notification which contain a proforma invoice, top up details and bank account to remit funds to

The screenshot shows the 'Group reconciliation' form for Adhoc users. It includes a header with the Scoot logo, user name 'Welcome Retail', and a 'Logout' button. The form has a yellow navigation bar with a home icon and 'EN' language selector. The main form area contains:

- 5**: 'Group reconciliation' title.
- 6**: 'Payment mode*' dropdown menu.
- 6**: 'Currency type*' dropdown menu with 'SGD' selected.
- 6**: 'Total PNR amount' input field with '1928.96' entered.
- 6**: A table with columns: PNR, PNR amount, Converted amount, and Payment Validity.

PNR	PNR amount	Converted amount	Payment Validity
VDPNTX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:15 AM
- 7**: 'Remarks' text input field with placeholder 'Enter the remarks'.
- 9**: 'Generate reference id' button.
- 8**: 'Reset' button.

Help text on the right side of the form:

- 1** Key in numbers and decimal only, do not key in comma in top up amount.
- 1** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- 1** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Footer: An e-mail notification with the payment and bank details will be sent upon submission

Series

9. "Generate reference id" button will submit your request and send an e-mail notification which contain a proforma invoice, top up details and bank account to remit funds to

The screenshot shows the 'Group reconciliation' form for Series users. It includes a header with the Scoot logo, user name 'Welcome Retail', and a 'Logout' button. The form has a yellow navigation bar with a home icon and 'EN' language selector. The main form area contains:

- 5**: 'Group reconciliation' title.
- 6**: 'Payment mode*' dropdown menu.
- 6**: 'Currency type*' dropdown menu with 'SGD' selected.
- 6**: 'Total PNR amount' input field with '7715.84' entered.
- 6**: A table with columns: PNR, PNR amount, Converted amount, and Payment Validity.

PNR	PNR amount	Converted amount	Payment Validity
H6WU6M	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
M8D9QZ	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
W4R3JI	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
IDVUYX	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:30 AM
- 7**: 'Remarks' text input field with placeholder 'Enter the remarks'.
- 9**: 'Generate reference id' button.
- 8**: 'Reset' button.

Help text on the right side of the form:

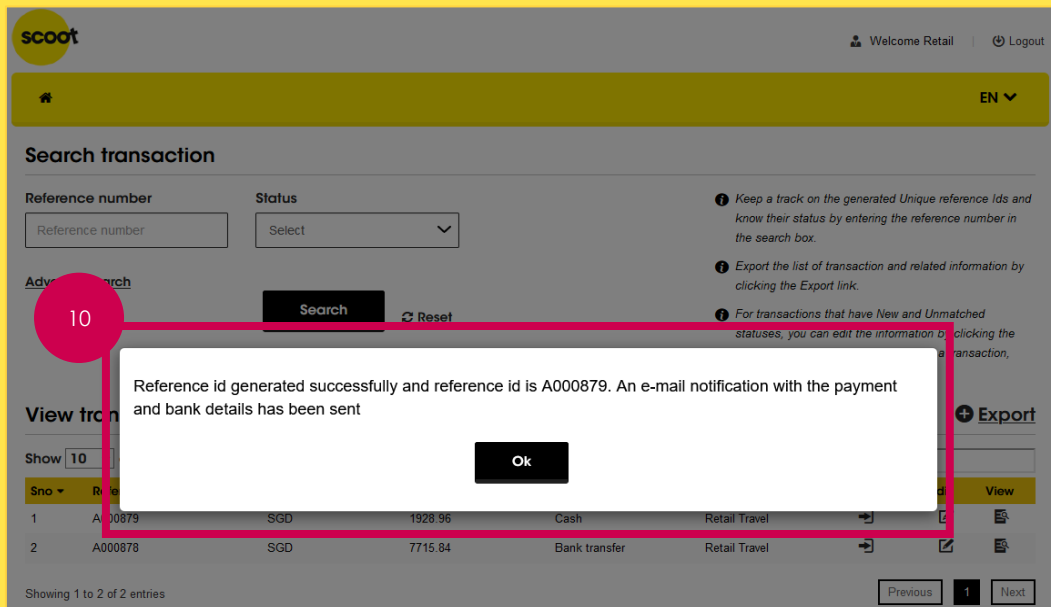
- 1** Key in numbers and decimal only, do not key in comma in top up amount.
- 1** We strongly encourage Bank transfer as cash deposits might attract bank charges deducted by the bank as processing fees.
- 1** We strongly encourage Bank transfer. Cheque payments will require 1 more working day from the normal process before top up is done to confirm that cheque has not bounced. .

Footer: An e-mail notification with the payment and bank details will be sent upon submission

Group Payment – Retail Users

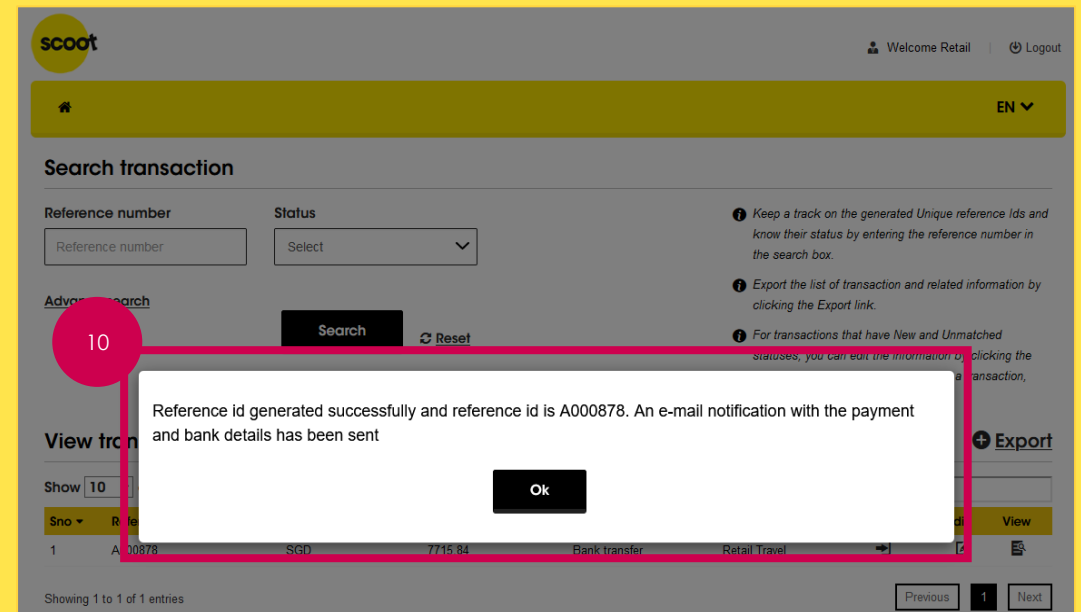
Adhoc

10. Once “Generate reference id” button is clicked, a dialog box will appear showing the reference id



Series

10. Once “Generate reference id” button is clicked, a dialog box will appear showing the reference id



Group Payment – Retail Users

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, after submission an e-mail notification will be sent.

E-mail Notification will contain:

- Proforma invoice

Scoot Group Bookings SGD 1928.96 31-Jan-2021 ref: A000879
 From: receivable_ag@flyscoot.com
 To: retailtravel@gmail.com
 Mon 9:09 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

A000879.pdf
 22 KB

Group Bookings

Hi Retail Travel,
 We have received your top up request with a reference ID **A000879** . Please quote **A000879** in your payment details.
 You have selected to pay via Cash of the amount **SGD 1928.96** for the below PNR/s:

S/N	PNR	Amount
1	MDPNTX	1928.96
Total		1928.96

This amount will be paid against the PNR/s upon your funds being sighted in Scoot Tigerair's Bank Account within 2 working days.
 The bank details for the remittance are as follows:

Bank Information			SGD
Beneficiary bank	Beneficiary name	SWIFT code	
Citibank N.A., Singapore	Scoot Tigerair Pte. Ltd.	CITISGSG	
Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square Tower 1, Singapore 018960	0855079054	Not applicable	

Scoot Group Bookings SGD 7715.84 31-Jan-2021 ref: A000878
 From: receivable_ag@flyscoot.com
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 Mon 9:09 AM

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Group Bookings

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S/N	PNR	Amount
1	H6WU6M	1928.96
2	M8D9QZ	1928.96
3	W4R3JI	1928.96
4	IDVJYX	1928.96
Total		7715.84

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Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square	0855079054	Not applicable	

Group Payment – Retail Users

Adhoc/Series

Regardless of whether it is a Adhoc or Series Group Booking, after submission an e-mail notification will be sent.

E-mail Notification will contain:

- Proforma invoice
- Top Up Details

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 receivable_ag@flyscoot.com
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scoot **Group Bookings**

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Group Payment – Retail Users

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E-mail Notification will contain:

- Proforma invoice
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Group Payment – Retail Users

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Bank address	Account number	Intermediate bank	
8 Marina View, #16-01 Asia Square	0855079054	Not applicable	

Group Payment – Retail Users

Adhoc/Series

Kindly mention the reference id in your bank/cheque/cash payment details to prevent delays in the top up. Bank transfer is encouraged

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receivable_ag@flyscoot.com
To retailtravel@gmail.com
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A000879.pdf 22 KB

scout Group Bookings

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scout Group Bookings

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Bank address	Account number	Intermediate bank	
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Group Payment – Retail Users

Adhoc/Series

Once topped up by Scoot, you will receive an e-mail to notify you that top up has been done. Accompanying the e-mail will be a receipt

Scoot Group Bookings SGD 1928.96 01-Feb-2021 ref: A000879 **Status: Topped Up**
 From:  receivable_ag@flyscoot.com
 To: retailtravel@gmail.com
 10:32 AM
 If there are problems with how this message is displayed, click here to view it in a web browser.
 R_A000879.pdf 15 KB


 **Group Bookings**

Hi Retail Travel,
 We have received SGD 1928.96 in Scoot Tigerair's Bank for A000879.
 The amount SGD 1928.96 has been paid for the following PNR/s:


S/N	PNR	Amount
1	MDPNTX	1928.96
Total		1928.96


Please refer to the attached for the receipt for A000879.


The Scoot Team



Help?
 For invoice, receipt, bank details matters, please contact: receivable_ag@flyscoot.com
 For agency and group bookings matters, please contact: sales@flyscoot.com



Scoot Group Bookings SGD 7715.84 01-Feb-2021 ref: A000878 **Status: Topped Up**
 From:  receivable_ag@flyscoot.com
 To: retailtravel@gmail.com
 10:32 AM
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 R_A000878.pdf 15 KB


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4	IDVUYX	1928.96
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Please refer to the attached for the receipt for A000878.

The Scoot Team



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Group Payment – Retail Users

Adhoc/Series

Once payment (deposit and balance payments) have been fully paid, the payment status in Groups Portal Make Payment page will be updated to Payment Completed.

If only deposit payment has been paid, payment status will remain as Payment Pending. You will be required to generate a new request for the remaining balance payment

The screenshot shows the Scoot Group Payment interface. At the top, there is a navigation bar with the Scoot logo and menu items: New booking, Request info (selected), Modify request, User details, and Support. The page title is "Make payment". Below this, there are search filters for Request id, Status, Requested start date, and Requested end date, along with a SEARCH button and links for Advanced search and Clear. The main content area is titled "Request" and contains a table with columns for Group details, City pair, Request details, PNR, and Status. Two rows of data are visible, each with a "Last updated on" timestamp.

Group details	City pair	Request details	PNR	Status
GRP285194 Series	SIN → NKG 02-Apr-2021, TR-180	44 pax (44A) Fare requested : SGD 200.00 (Requested date : 01-Feb-2021 01:15)	H6WU6M, M8D9QZ, W4R3JI, IDVUYX	Payment Completed SGD 876.8
GRP285193 Adhoc	SIN → NKG 01-Apr-2021, TR-180	11 pax (11A) Fare requested : SGD 250.00 (Requested date : 01-Feb-2021 01:10)	VDPN7X	Payment Pending SGD 876.8

Group Payment – Retail Users

Adhoc/Series

For editing/cancellation of Group Payment Requests, please reply to the e-mail notification to receivable_ag@flyscoot.com and Cc sales@flyscoot.com

Top Up Statuses




Top Up Statuses



To see your requests' statuses, go to Transaction History.

You will be able to see the status by hovering your mouse over the icon


Welcome traveller | Logout

Home
Top up
Transaction history
Support
EN

Search transaction

Reference number

Status

Advance search

Start date

End date

Payment mode

Search
Reset

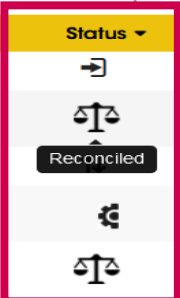
View transaction

+ [Export](#)

Show entries

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000873	SGD	250.00	Bank transfer			
2	A000872	SGD	100.00	Bank transfer			
3	A000729	SGD	27497.36	Cash	Reconciled		
4	A000671	SGD	5492.26	Bank transfer			
5	A000670	SGD	1373.06	Cash			

- i Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
- i Export the list of transaction and related information by clicking the Export link.
- i For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon.. To view more information for a transaction, click on the view icon.



Top Up Statuses

Icon	Status	Interpretation
	New	Request that was recently submitted
	Reconciled	Request has been topped up successfully/Group PNR/s has been paid successfully
	Mismatch	Request's reference id is present in the bank payment details. However, amount or currency remitted does not tally with request. Airline will perform the top up manually after clarification/checking
	Unmatched	Request's that has not been updated from New to another status will change to Unmatched after 3 days. An e-mail will be sent to the agent to remind them that they have an open request and the follow up actions required for this open request
	Cancelled	Request has been cancelled
	Partially Reconciled	For Top Ups, it means amount received but not topped up. This usually happens for agents remitting for the first time. Airline will perform the top up manually after clarification/checking. Subsequent top ups will not have this issue. For Group Booking Payments, it means amount received and topped up into Agency Account but Group PNR/s are not paid. Agent will need to login to Groups Portal to apply the payments

Statuses apply to both Top Ups and Group Booking Payments

Report



Report

1

“Transaction history” button: To access your report, click on the “Transaction history” button.

By default, it will list all transactions for the recent month in descending order of the Reference number

🏠 [Top up](#) **Transaction history** [Support](#) EN ▾

👤 Welcome traveller | 🔌 Logout

Search transaction

Reference number

Status
 ▾

[Advance search](#)

[Reset](#)

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View transaction ⊕ Export

Show entries Search:

Sno ▾	Reference number ▾	Currency type ▾	Topup amount ▾	Payment mode ▾	Status ▾	Edit	View
1	A000873	SGD	200.00	Bank transfer	📄	✎	🔍
2	A000872	SGD	100.00	Bank transfer	⚖️	✎	🔍

Showing 1 to 2 of 2 entries

Report

2

To specify your search, you can:

- Filter

scoot

Welcome traveller | Logout

Home Top up Transaction history Support EN

Search transaction

Reference number:

Status:

Advance search

- i** Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
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View transaction

Show 10 entries Search:

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000873	SGD	200.00	Bank transfer			
2	A000872	SGD	100.00	Bank transfer			

Showing 1 to 2 of 2 entries

Previous 1 Next

Report

3

To specify your search, you can:

- Filter
- Sort

scoot Welcome traveller | Logout

Home Top up **Transaction history** Support EN

Search transaction

Reference number: Status:

[Advance search](#) [Reset](#)

- i** Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
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View transaction

Show **10** entries Search:

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000873	SGD	200.00	Bank transfer			
2	A000872	SGD	100.00	Bank transfer			

Showing 1 to 2 of 2 entries **1**

Report - Sort

3

You can sort the columns in ascending or descending order:

- Sno
- Reference number
- Topup amount

The screenshot shows the Scoot application interface. At the top, there is a navigation bar with the Scoot logo, a user profile icon labeled 'Welcome traveller', and a 'Logout' button. Below this is a secondary navigation bar with a home icon, 'Top up', 'Transaction history' (highlighted), and 'Support' buttons, along with a language dropdown 'EN'. The main content area is titled 'Search transaction' and contains a search form with a 'Reference number' input field and a 'Status' dropdown menu. Below the search form are links for 'Advance search', a 'Search' button, and a 'Reset' button. To the right of the search form are three informational icons with text: 'Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.', 'Export the list of transaction and related information by clicking the Export link.', and 'For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon.. To view more information for a transaction, click on the view icon.' Below the search section is a 'View transaction' section with a '+ Export' button. It features a 'Show 10 entries' dropdown and a 'Search:' input field. A table with 8 columns is displayed: 'Sno', 'Reference number', 'Currency type', 'Topup amount', 'Payment mode', 'Status', 'Edit', and 'View'. The table contains two rows of data. A red box highlights the table header and the first two rows. At the bottom, there is a pagination bar showing 'Showing 1 to 2 of 2 entries', 'Previous', '1', and 'Next' buttons.

Search transaction

Reference number:

Status:

[Advance search](#)

View transaction [+ Export](#)

Show entries Search:

Sno	Reference number	Currency type	Topup amount	Payment mode	Status	Edit	View
1	A000873	SGD	200.00	Bank transfer			
2	A000872	SGD	100.00	Bank transfer			

Showing 1 to 2 of 2 entries

Report - Filter

4

You can filter for:

- Specific Reference number
- Status
- Advanced search – Start date to End date: These dates are the dates when the request was first submitted and not the top up dates
- Advanced search – Payment mode

Search transaction

Reference number

Status

Advance search

Start date

End date

Payment mode

Search [Reset](#)

4

- i** Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
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- i** For transactions that have New and Unmatched statuses, you can edit the information by clicking the edit icon..To view more information for a transaction, click on the view icon.

[View transaction](#)

[+ Export](#)

Report - Filter

5



[Home](#)
[Top up](#)
[Transaction history](#)
[Support](#)
EN ▼

Search transaction

Reference number
Status

Advance search

Start date
End date
Payment mode

Search

[Reset](#)

5

Reset: Clicking this will clear all search fields

- i** Keep a track on the generated Unique reference Ids and know their status by entering the reference number in the search box.
- i** Export the list of transaction and related information by clicking the Export link.
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View transaction

+ Export

Report - Download



[Home](#)
[Top up](#)
[Transaction history](#)
[Support](#)
EN ▼

Search transaction

Reference number
Status

Advance search

Start date
End date
Payment mode

Search

[Reset](#)

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View transaction

Export

6

Once filter and/or sort, to download the transactions into Excel, click on "Export"

6

Report - Download

7

Downloaded report shows the following columns:

- Bank Name of funds deposited into
- Currency
- Top Up Amount
- Initiated Date which is the date the request was submitted

SNO	SKY AGENT ID	REFERENCE NUMBER	BANK NAME	CURRENCY TYPE	TOPUP AMOUNT	PAYMENT MODE	INITIATED DATE	LAST MODIFIED DATE	STATUS
1	TST1300001	A000852	中国工商银行股份有限公司广州天河支行	CNY	4079	Bank transfer	16-Oct-2020 09:41 AM	16-Oct-2020 10:37 AM	Reconciled
2	TST1300001	A000851	中国工商银行股份有限公司广州天河支行	CNY	53086	Bank transfer	16-Oct-2020 09:22 AM	16-Oct-2020 10:32 AM	Reconciled
3	TST1300001	A000850	中国工商银行股份有限公司广州天河支行	CNY	23712	Bank transfer	16-Oct-2020 09:19 AM	16-Oct-2020 10:28 AM	Reconciled
4	TST1300001	A000849	中国工商银行股份有限公司广州天河支行	CNY	10000	Bank transfer	16-Oct-2020 09:14 AM	16-Oct-2020 09:43 AM	Reconciled
5	TST1300001	A000848	中国工商银行股份有限公司广州天河支行	CNY	4079	Cash	16-Oct-2020 09:12 AM	16-Oct-2020 10:25 AM	Reconciled
6	TST1300001	A000836	-	CNY	8158	Bank transfer	16-Oct-2020 04:50 AM	16-Oct-2020 08:11 AM	Cancelled
7	TST1300001	A000835	中国工商银行股份有限公司广州天河支行	CNY	17974	Bank transfer	16-Oct-2020 04:48 AM	16-Oct-2020 08:04 AM	Reconciled
8	TST1300001	A000834	中国工商银行股份有限公司广州天河支行	CNY	18496	Bank transfer	16-Oct-2020 04:43 AM	16-Oct-2020 07:50 AM	Partially reconciled
9	TST1300001	A000833	-	CNY	4079	Cash	16-Oct-2020 04:41 AM	16-Oct-2020 07:43 AM	Cancelled

Report - Download

7

Downloaded report shows the following columns:

- Last Modified Date is the date when the Status is updated. That means, if Status is Reconciled, the Last Modified Date is the date Top Up was done. If the Status is Cancelled, the Last Modified Date is the date when request was cancelled

SNO	SKY AGENT ID	REFERENCE NUMBER	BANK NAME	CURRENCY TYPE	TOPUP AMOUNT	PAYMENT MODE	INITIATED DATE	LAST MODIFIED DATE	STATUS
1	TST1300001	A000852	中国工商银行股份有限公司广州天河支行	CNY	4079	Bank transfer	16-Oct-2020 09:41 AM	16-Oct-2020 10:37 AM	Reconciled
2	TST1300001	A000851	中国工商银行股份有限公司广州天河支行	CNY	53086	Bank transfer	16-Oct-2020 09:22 AM	16-Oct-2020 10:32 AM	Reconciled
3	TST1300001	A000850	中国工商银行股份有限公司广州天河支行	CNY	23712	Bank transfer	16-Oct-2020 09:19 AM	16-Oct-2020 10:28 AM	Reconciled
4	TST1300001	A000849	中国工商银行股份有限公司广州天河支行	CNY	10000	Bank transfer	16-Oct-2020 09:14 AM	16-Oct-2020 09:43 AM	Reconciled
5	TST1300001	A000848	中国工商银行股份有限公司广州天河支行	CNY	4079	Cash	16-Oct-2020 09:12 AM	16-Oct-2020 10:25 AM	Reconciled
6	TST1300001	A000836	-	CNY	8158	Bank transfer	16-Oct-2020 04:50 AM	16-Oct-2020 08:11 AM	Cancelled
7	TST1300001	A000835	中国工商银行股份有限公司广州天河支行	CNY	17974	Bank transfer	16-Oct-2020 04:48 AM	16-Oct-2020 08:04 AM	Reconciled
8	TST1300001	A000834	中国工商银行股份有限公司广州天河支行	CNY	18496	Bank transfer	16-Oct-2020 04:43 AM	16-Oct-2020 07:50 AM	Partially reconciled
9	TST1300001	A000833	-	CNY	4079	Cash	16-Oct-2020 04:41 AM	16-Oct-2020 07:43 AM	Cancelled

Bank Accounts & Other Matters



Bank Accounts

Bank Accounts

Please remit to the bank accounts in this document for requests submitted via the Top Up Portal

Bank Details

The bank accounts and its details i.e. account number will appear on the payment details in the e-mail notification when you submit a request

Currency	SGD	USD #	AUD #	JPY #	EUR #
Beneficiary Bank	Citibank N.A., Singapore				
Beneficiary Name	Scoot Tigerair Pte. Ltd.				
Swift Code	CITISGSG				
Bank Code	7214				
Branch Code	001				
Account Number	0855079054	0855079089	0855079119	0855079135	0855079178
Correspondent Bank	NA	Citibank N.A. New York	NA	NA	Citibank Europe Plc - Dublin
Correspondent Bank Swift Code	NA	CITIUS33	NA	NA	CITIE2X
Correspondent Bank ABA Routing No.	NA	021000089	NA	NA	NA

Please note, as the accounts (USD, AUD, JPY, EUR) are opened in Singapore, only telegraphic transfer is accepted

Currency	PHP	MYR	IDR	THB
Beneficiary Bank	Standard Chartered Bank (PHILIPPINES)	Standard Chartered Bank		Standard Chartered Bank (Thai) Public Company Ltd
Beneficiary Name	Scoot Tigerair Pte. Ltd.			
SWIFT Code	SCBLPHMMXXX	SCBLMYKXXXX	SCBLIDJXXXX	SCBLTHBX
Bank Code	NA	NA	50	020
Branch Code	NA	NA	0306	101
Bank Address	7/F 6788 Sky Plaza Building Ayala Avenue Makati City	No. 36 Jalan Sultan Ismail, Ground Floor, 50250 Kuala Lumpur, Malaysia	Menara Standard Chartered, Jln Prof.Dr.Satrio Kav 164, Jakarta 12930, Indonesia	90 North Sathorn 2 nd Floor, Building 3, Silom, Bangrak, Bangkok 10500
Account Number	0146-5925278-13	312194653224	306-1009143-0	00100836429

Currency

INR

Beneficiary Bank	Citibank N.A
Branch Name	Fort, Mumbai
Beneficiary Name	Scoot Tigerair Pte. Ltd.
Swift Code	CITIINBX
IFSC Code	CITI0100000
MICR Code	400037002
Bank Address	224, D.N. Road, Fort, Mumbai – 400 001, India
Account Number	0521973005

Currency

CNY

Beneficiary Bank	中国工商银行股份有限公司广州天河支行
Beneficiary Name	新加坡酷虎航空有限公司广州代表处
Swift Code	ICBKCNBJGDG
Bank Address	广州市天河区天河东路102号
Account Number	3602013419201137634

Other Matters — Contact

 **receivable_ag@flyscoot.com**

For invoice, receipt and bank details
matter, please contact
receivable_ag@flyscoot.com

 **sales@flyscoot.com**

For agency and group booking
matters, please contact
sales@flyscoot.com

Other Matters

— Error Messages

Error Messages/Unable to Proceed

If you receive an error message prompt, please take a screenshot of the webpage, quote your Skyagent id/Group Request/PNRs/Reference id and e-mail receivable_ag@flyscoot.com and sales@flyscoot.com

Other Matters



Top Up Reminders



Reference id

Please quote the reference id in your payment details



Top Up

Top up will be done within 2 days or earlier once funds are sighted in our bank account



Bank Charges

Bank charges might be deducted from your remittance as this should be borne by the agent



Forex

Forex charges may arise if remittance currency and bank currency differs



scoot

