



# GROUP ONLINE BOOKING SYSTEM

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## USER GUIDE

05 NOV 2024



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RESIZING OF GROUP

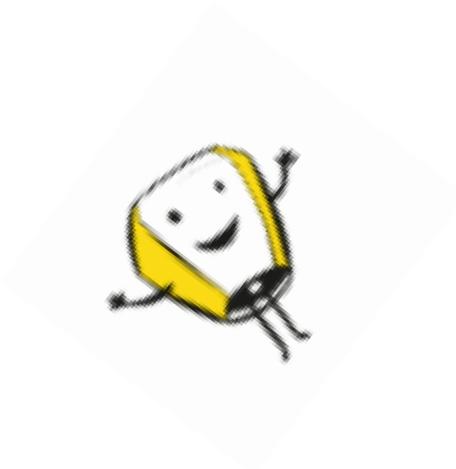
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ADD ANCILLARIES (MEALS/BAGGAGE/INFANT/SEATS)

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ADD SUB-AGENTS

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# ONLINE REGISTRATION

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Please login to <https://groups.flyscoot.com/>

### 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.

### Note:

- Email address used for registration must match with Skyagent account.
- All Travel agents must sign-up for Skyagent account prior to registering. <http://www.flyscoot.com/en/agent-register>

**\*An email confirmation will be sent once sign-up is completed.**



# REQUEST FOR QUOTATION

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## Select:

- Adhoc group request: For one booking
- Series group request: For a block of bookings with multiple travel dates
- Instant quote: Obtain an instant quote

The screenshot shows the Scoot dashboard with a yellow header containing the Scoot logo and navigation links: New booking, Request info, Modify request, User details, Top up, and Support. Below the header, there is a breadcrumb trail: Home / Dashboard. A dropdown menu is open over the 'Adhoc group request' tile, showing three options: 'Adhoc group request', 'Series group request', and 'Instant quote'. The dashboard features several tiles with icons, labels, and numerical values:

- Adhoc group request:** Icon of a ticket with an upward arrow. Value: 233. Label: Waiting airline response.
- View request:** Icon of a checklist and an hourglass. Value: 0. Label: Pending action.
- Make payment:** Icon of a credit card. Value: 10. Label: Payment pending.
- Name list:** Icon of three people. Value: 10. Label: Name list update pending.
- View bookings:** Icon of a document with a person silhouette.
- SSR:** Value: 0. Label: SSR update pending.
- AG Balance:** A dropdown menu with the text 'Select' and a downward arrow.



The screenshot shows the 'Adhoc group request' form on the Scoot website. The form includes several sections:

- Navigation:** 'New booking', 'Request info', 'Modify request', 'User details', 'Top up', 'Support'.
- Menu:** 'Adhoc group request' (selected), 'Series group request', 'Instant quote'.
- Journey Type:** 'One-way', 'Round-trip' (selected), 'Multi-city'. An annotation 'Select journey type' points to this section.
- Origin & Destination:** 'Enter origin city' and 'Enter destination city' fields.
- Dates:** 'Departure date' and 'Return date' fields with calendar icons.
- Passengers:** 'No of passengers' field with a person icon and 'Number of passengers' text.
- Currency:** 'Expected fare / pax (Taxes included)' field with a dropdown menu showing 'THB', 'SGD', and 'THB' (selected). An annotation 'Select currency' points to this dropdown.
- Cabin:** 'Cabin' dropdown menu showing 'Economy', 'Economy', and 'Scoot plus' (selected). An annotation 'Select Cabin type' points to this dropdown.
- Remarks:** A large text area for additional information. An annotation 'Group size, including adults, children (>24 months old) and infant who wish to occupy a seat' points to this area.
- Submit:** A large black 'SUBMIT' button at the bottom.

**Note:** (i) Infant who do not occupy a seat, will be charged an infant fee at a later stage of the booking  
*I.e. Input no of guests as 20 if your group has 15 adults and 4 children, and you would like a seat for infant*  
(ii) An error will be prompted if no Scootplus seats on the selected flight



Specify the preferred flight(s) for each direction if more than 1 flight option

Select flight

Please Note : Certain flight may be subject to regulatory approval

Singapore (SIN)  
Hong Kong (HKG)  
01-Aug-2018

Hong Kong (HKG)  
Singapore (SIN)  
05-Aug-2018

Flight number	Departure time	Arrival time	Duration		Flight number	Departure time	Arrival time	Duration	
TR-978	06:05 SIN	→ 09:55 HKG	03:50	<input checked="" type="checkbox"/>	TR-979	10:55 HKG	→ 14:55 SIN	04:00	<input type="checkbox"/>
TR-980	14:10 SIN	→ 18:05 HKG	03:55	<input type="checkbox"/>	TR-981	18:55 HKG	→ 22:55 SIN	04:00	<input type="checkbox"/>
TR-974	16:05 SIN	→ 20:05 HKG	04:00	<input type="checkbox"/>	TR-975	21:50 HKG	→ 01:50 (+1 day) SIN	04:00	<input checked="" type="checkbox"/>

Remarks

Remarks

**SUBMIT**

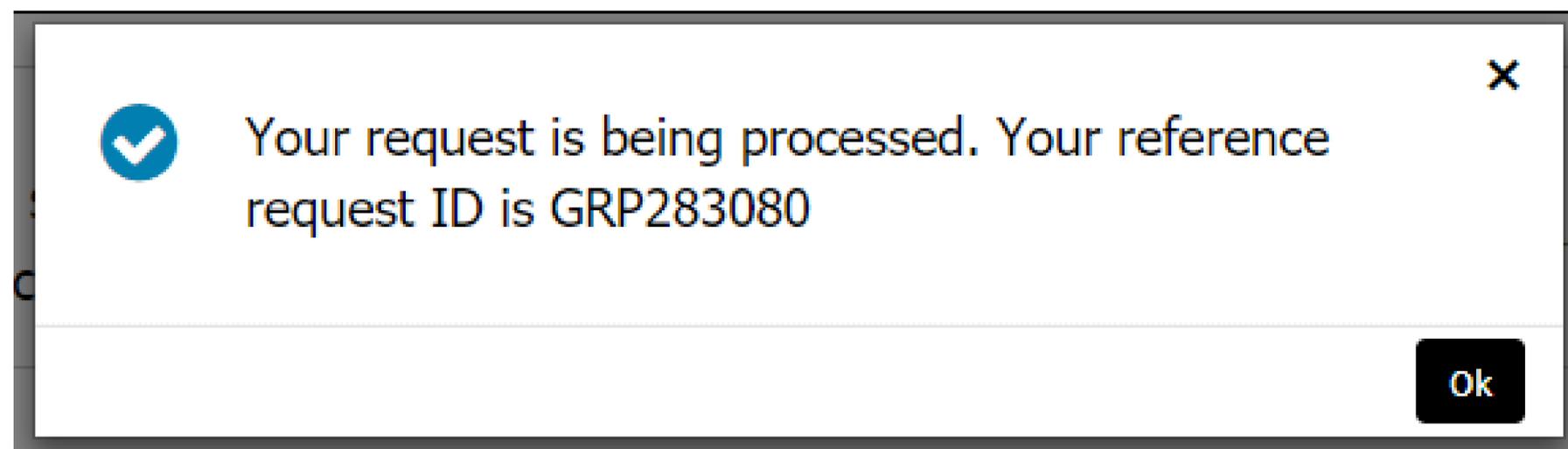
Click **Submit** once your request is completed



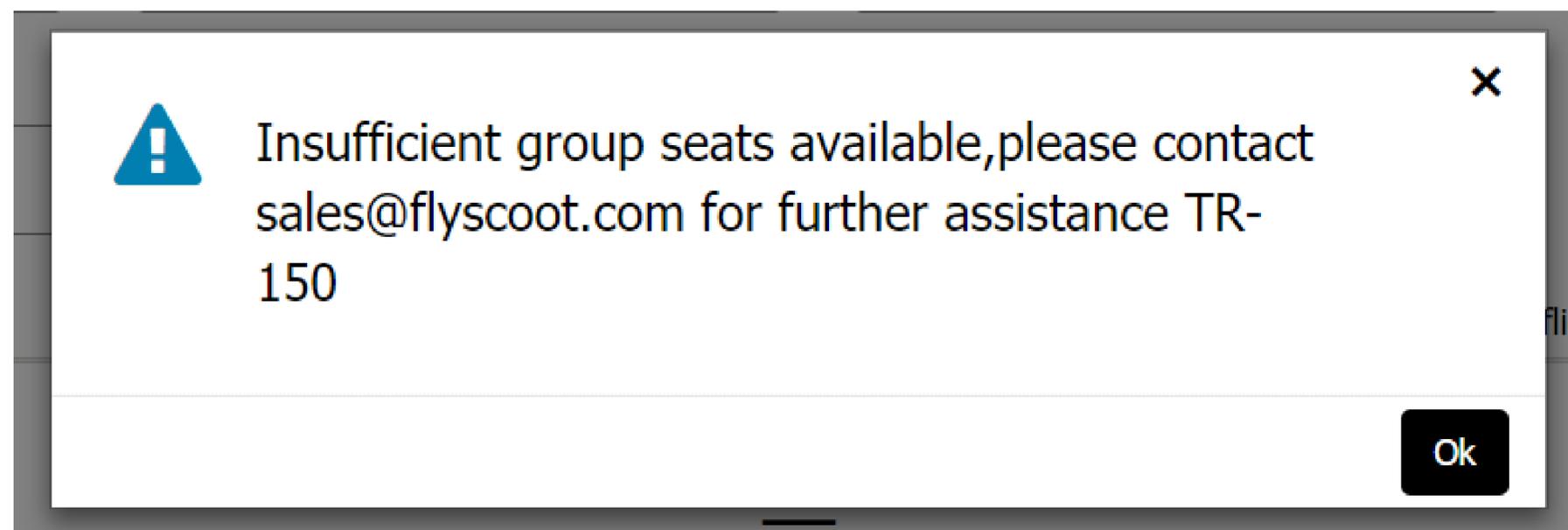
**Note:** You will receive the quotation in your designated email within 30mins



**Note:** For a successful request, a GR ID reference will be generated.



**Note:** In the unfortunate event where we run out of seats for the flight(s) selected, a message will be prompted. You may email to [sales@flyscoot.com](mailto:sales@flyscoot.com) for assistance or consider others travel dates.






[New booking](#) ▾ [Request info](#) ▾ [Modify request](#) ▾ [User details](#) ▾ [Top up](#) [Support](#) ▾

Home / Series group request

Series group request

- Adhoc group request
- Series group request**
- Instant quote

1 Sector selection      2 Departure date selection      3 Flight selection      4 Series list

1. Sector selection

*Add group details and select journey for the booking.*

One-way   
  Round-trip   
  Multi-city

Select journey type

Origin \*      Destination \*

No of passengers \*

Cabin

- Economy
- Economy**
- Scoot plus

Select Cabin type

Expected fare / pax (Taxes included)

- THB
- SGD
- THB**

Select currency

Select your travel requirements for onward/return sector

Group size, including adults, children (>24 months old) and infant who wish to occupy a seat

**Note:** (i) Infant who do not occupy a seat, will be charged an infant fee at a later stage of the booking  
*I.e. Input no of guests as 20 if your group has 15 adults and 4 children, and you would like a seat for infant*

(ii) An error will be prompted if no Scootplus seats on the selected flight



Home / Series group request  
**Series group request**



**1. Selected sector** SIN → BKK / BKK → SIN  [View and edit](#)

**2. Departure date selection**

 Select the specific travel date(s) or series of date range for the group.

SIN → BKK

Date Range  Specific date

Start date \*

 Select start date

End date \*

 Select end date

Day preference

 All days

**PROCEED**

- Tips:
- Number of groups in this series is equal to number of date selected between start date and end date.
  - Start date refers to the first group's travel date.
  - End date refers to the last group's travel date.
  - Day preference can be useful if your series travel falls on any specific day(s) of the week.

Select your day of week preference (if any), otherwise select all for a complete search



Series group request



1. Selected sector SIN → HKG / HKG → SIN  [View and edit](#)

2. Departure date selection

**i** Select the travel date for each group by selecting individual travel date or provide length of stay days to auto fill the travel date for all groups. Length of stay days refers to the number of days after which the next journey begins in each group.

SIN → HKG    HKG → SIN

Enter length of stay days  → Enter days of journey, system will automatic calculate on the return flight dates.

	SIN → HKG	HKG → SIN		
<input type="checkbox"/> Group 1	01-Nov-2018	04-Nov-2018	Remove	Remove Selected
<input type="checkbox"/> Group 2	02-Nov-2018	05-Nov-2018	Remove	
<input type="checkbox"/> Group 3	03-Nov-2018	06-Nov-2018	Remove	
<input type="checkbox"/> Group 4	04-Nov-2018	07-Nov-2018	Remove	
<b>PROCEED</b>				



Select the preferred flights for onward and return journey

Select flight

Please Note : Certain flight may be subject to regulatory approval

Singapore (SIN)  
Hong Kong (HKG)  
01-Aug-2018

Hong Kong (HKG)  
Singapore (SIN)  
06-Aug-2018

Flight number	Departure time	Arrival time	Duration
TR-978	06:05 SIN	09:55 HKG	03:50
TR-980	14:10 SIN	18:05 HKG	03:55
TR-974	16:05 SIN	20:05 HKG	04:00

Flight number	Departure time	Arrival time	Duration
TR-979	10:55 HKG	14:55 SIN	04:00
TR-981	18:55 HKG	22:55 SIN	04:00
TR-975	21:50 HKG	01:50 (+1 day) SIN	04:00

CREATE LIST

Click on **Create list** to verify the groups list



# NEW BOOKING REQUEST - SERIES



**1. Selected sector** SIN → HKG / HKG → SIN [View and edit](#)

**2. Departure date selection** (01-Aug-2018 to 04-Aug-2018) | (06-Aug-2018 to 09-Aug-2018) [View and edit](#)

**3. Flight selection** TR-974 | TR-979 [View and edit](#)

## 4. Series list

**i** Confirm the groups list and submit the series request to receive quote from airline. You can modify preferences for individual groups using edit option or can remove any group before submitting the request.

Series group	SIN → HKG	HKG → SIN	No of guests	
Group 1	01-Aug-2018 / TR-974	06-Aug-2018 / TR-979	10A	<a href="#">edit</a>   <a href="#">delete</a>
Group 2	02-Aug-2018 / TR-974	07-Aug-2018 / TR-979	10A	<a href="#">edit</a>   <a href="#">delete</a>
Group 3	03-Aug-2018 / TR-974	08-Aug-2018 / TR-979	10A	<a href="#">edit</a>   <a href="#">delete</a>
Group 4	04-Aug-2018 / TR-974	09-Aug-2018 / TR-979	10A	<a href="#">edit</a>   <a href="#">delete</a>

Remarks

**SUBMIT**

Click **Submit** once your request is completed. A GR ID will be generated.

Click to **edit** or **delete** the group.





## VIEW & ACCEPT QUOTATION

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1. Click on **Request info** , then **View request**



Navigation bar: scoot | New booking ▾ | Request info ▾ | Modify request ▾ | User details ▾ | Top up | Support ▾

Breadcrumbs: Home / View bookings / Request

## View bookings

Request id	PNR
<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>

**View request** (dropdown menu)  
Make payment  
Name list  
View bookings ▾

**SEARCH**  
[Advanced search](#) [Clear](#)

## Search group request

Request id	Status	Requested start date	Requested end date
<input type="text" value="Enter request id"/>	All ▾	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>

**SEARCH**  
[Advanced search](#) [Clear](#)



2. Click on **Clear** , then **Search**



## Search group request

Request id:

Status:

Requested start date:

Requested end date:

**SEARCH**

[Advanced search](#) [Clear](#)

## View request

**Group details** | **Flight details** | **Request details** | **Status**

Last updated on : 23-Dec-2020 10:23

GRP512627 Adhoc      SIN → IPH 10-Jan-2021 , TR-486      10 pax (10A)  
Fare requested : SGD 0  
( Requested date : 23-Dec-2020 10:23 )

New Request

Cancel request | View details

Select **Cancel Request** if you would like to cancel the request

Click **View details** to check on the request details

Request Status: New Request





Home / Search group request / View request

## Search group request

Request id	Status	Requested start date	Requested end date	<b>SEARCH</b>
<input type="text" value="Enter request id"/>	All ▾	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<a href="#">Advanced search</a> <a href="#">Clear</a>

1. Request Status: Fare Quoted

## View request

Group details	Flight details	Request details	Status
Last updated on : 04-Jan-2022 00:38			
GRP515153 Series	SIN → BKK 09-Mar-2022, TR-606	50 pax (50A) Quoted fare : SGD 135.76 ( Requested date : 04-Jan-2022 00:22 )	Fare Quoted ( Valid till : 07-Jan-2022 00:38 ) <a href="#">View details</a>

2. Select **View details** to respond and check on fare quoted



 Fares quoted are generated at time of request and are subject to changes. Upon clicking 'Accept', itineraries that have fare differences will be re-quoted. Booking will only be created upon your acknowledgement of the re-quoted fares.

**Ok**

**Agent request**

**Adhoc**  
One way  
**CAN → SIN**  
02-Sep-2018

Request id : GRP283045  
Requested by : [redacted]@hotmail.com  
No of guests : 10 (10A)  
Requested fare : CNY 0  
Requested date : 11-Jul-2018 12:31  
Remarks : --

[View request details](#)

**Note:** expiry date for the quotation

**Airline response**

Total fare ( Base fare+Tax ) : CNY 900.00

Adult fare/pax : CNY 900.00  
Last responded on : 11-Jul-2018 12:33  
Airline remarks : --

**TIME LIMIT**

Fare expires : 14-Jul-2018 12:33  
Payment : 16-Jul-2018 04:33 (20%)  
                  : 03-Aug-2018 00:00 (80%)  
Guest : 26-Aug-2018 00:00  
Materialization : 80%

Fare re-quote will take place when original quoted fare is no longer valid. Booking will only be created upon acceptance of the requoted fares

Timelines for deposit and balance payment.

Materialization rate of the group

( Fares available on first-come-first serve basis or it will expire. Seats are not guaranteed until booked. Taxes are subject to change.)

**Airline suggested flights**

**CAN-SIN**

Special fare - Normal Policy

Flight number	Departure date	Arrival date	No of guests	Stops	Fare
TR-107	02-Sep-2018 03:55	02-Sep-2018 07:50	10 (10A)	0	CNY 900.00 <a href="#">Fare breakdown</a>

Special fare: (if applicable)

1. Normal Policy
2. Non-Cancellation
3. Non-refundable



### Terms and conditions

#### 1. General

- 1.1 Group travel is subject to Scoot Tigerair Terms and Conditions of Carriage. In the event that the Terms and Conditions of Carriage and these terms are inconsistent, these terms shall prevail.
- 1.2 A "Group" is defined as 10 (ten) or more passengers who are travelling together on the same flight with the same itinerary. Parties of less than 10 (ten) are not eligible for group fares and conditions, and will be referred to the Scoot Guest Call Centre or [www.flyscoot.com](http://www.flyscoot.com)
- 1.3 Operating hours for Scoot office is from Mondays to Fridays (excluding public holidays) from 0830 to 1730 (Singapore local time)
- 1.4 Selected flights are subject to government and regulatory approval.

#### 2. Group Quotations

- 2.1 All quotation(s) are subject to seat availability, and seats are not guaranteed at the time of quotation.
- 2.2 Scoot will not hold any fare/seats until received acceptance of the quotation(s).
- 2.3 If the quoted fare is no longer available at the time of acceptance, then Scoot will provide a revised quote based on current availability.
- 2.4 Quoted fares are inclusive of taxes, 20kg check-in baggage allowance and standard seat assignment. Standard seat assignments are auto generated by system.

#### 3. Payment

- 3.1 Upon fare acceptance, an email indicating the deadline and payment amount for the booking will be sent to you. Booking will be automatically cancelled if deposit payment is not received on time to secure the seats.
- 3.2 Once deposit has been paid for a booking, agent/user MUST inform Scoot to cancel the booking before balance payment deadline if the group is no longer required. Otherwise, Scoot reserves the right to ask for full payment of the booking.
- 3.3 Scoot reserves the right to release held seats if balance payment is not received by the payment dateline.

#### 4. Form of payment

- 4.1 The preferred method of payment is by Travel Agency account (AG), bank transfer, cheque, or credit card (VISA or MASTERCARD) only. Credit card processing fee applies and an admin fee of S\$30 will be imposed for each declined transaction. Please ensure that you have sufficient credit, and correct card details before submitting for payment.
- 4.2 Kindly note that Cheque payment will take about 3-5 workings days to clear (excluding weekends and public holidays).
- 4.3 Please take into consideration the required processing time and ensure funds reach Scoot before payment due date.
- 4.4 Bank charges (if any) will be borne by the payee. Final amount received should be equivalent to final amount due.

#### 5. Changes

- 5.1 Name change is allowed up to 48 hours before departure. However, once name list has been submitted, no further changes can be done by the agent/user in the system.
- 5.2 Please contact [sales@flyscot.com](mailto:sales@flyscot.com) for any name change. Name change fees and fare difference will apply.
- 5.3 Origin/Destination changes are not allowed.
- 5.4 Any flight amendments (date/flight changes) to the booking will be subjected to change fees and fare difference.

#### 6. Cancellation

- 6.1 Wastage allowance is based on individual booking's given conditions, and notification must be given prior to balance payment deadline as stated in the booking.
- 6.2 NO cancellation/refund is allowed once full payment has been paid.

For more details, please click here.

I agree to terms and conditions

**ACCEPT** **DECLINE**

Read through our Group Policy.  
Click **Accept** to proceed or **Decline** to cancel



Travel summary

Request details

Group details	Details	Fare
GRP283049 Adhoc	No of guests: 10 (10 A) Accepted fare(per pax): CNY 1531.16 (A)	Total fare: CNY 15311.60 PNR: J2VJGI ← PNR is created.

Flight details

City pair	No of guests	Depart	Arrival	SSR	Fare
CAN → SIN, TR-107	10 (10 A)	08-Sep-2018 03:55	08-Sep-2018 07:50	---	CNY 790.00 <a href="#">Fare breakdown</a>
SIN → CAN, TR-100	10 (10 A)	15-Sep-2018 05:15	15-Sep-2018 09:25	---	CNY 741.16 <a href="#">Fare breakdown</a>

Payment details

S/N	Payment percentage	Amount	Receipt number	Payment validity date	Status
1	20%	CNY 3062.32	----	16-Jul-2018 08:27	Advance Requested



# ACCEPT QUOTATION - SERIES

**Agent request**

Series Round-trip CAN → SIN SIN → CAN  
01-Sep-2018

Request id : GRP28305

Requested by : hihilo@hotmail.com

No of guests : 10 (10A)

Requested fare : CNY 0

Requested date : 11-Jul-2018

Remarks : --

**Airline response**

Fares quoted are generated at time of request and are subject to changes. Upon clicking 'Submit', itineraries that have fare differences will be re-quoted. Booking will only be created upon your acknowledgement of the re-quoted fares.

**Ok**

Fare re-quote will take place when original quoted fare is no longer valid. Booking will only be created upon acceptance of the re-quoted fares

Click here to modify the pairing(s) system have created

## Airline suggested flights

[Modify flight mapping](#) [Reset selected flight](#)

**Clear Filter**

Group Name

Enter group name

Departure date

Start date

End date

Fare range

From

To

Accept  Decline

Group 1	CAN → SIN   TR-107 SIN → CAN   TR-100	01-Sep-2018 03:55 03-Sep-2018 05:15	10(10A) MR : 80%	Sold out	<input type="radio"/> Accept <input checked="" type="radio"/> Decline
Group 2 <a href="#">More info</a>	CAN → SIN   TR-107 SIN → CAN   TR-100	02-Sep-2018 03:55 04-Sep-2018 05:15	10(10A) MR : 80%	CNY 1841.16 Normal Policy	<input type="radio"/> Accept <input type="radio"/> Decline
Group 3 <a href="#">More info</a>	CAN → SIN   TR-107 SIN → CAN   TR-100	03-Sep-2018 03:55 05-Sep-2018 05:15	10(10A) MR : 80%	CNY 1631.16 Normal Policy	<input type="radio"/> Accept <input type="radio"/> Decline

Insufficient group seats

Click **Accept** to proceed or **Decline** to cancel



# ACCEPT QUOTATION – SERIES (MODIFY FLIGHT MAPPING)

(Fares available on first-come-first serve basis or it will expire. Seats are not guaranteed until booked. Taxes are subject to change.)

**i** Add group details and select journey for the booking.

[← Mapped flight details](#)

Fare Range	Date range filter	Fare Range	Date range filter
CAN → SIN		SIN → CAN	
<input checked="" type="radio"/> ✈️ TR-107 01-Sep-2018 01-Sep-2018 03:55 07:50 0 stop   10 (10A) CNY 890.00	Sold out ✈️ TR-100 03-Sep-2018 03-Sep-2018 05:15 09:25 0 stop   10 (10A)		
<input type="radio"/> ✈️ TR-107 02-Sep-2018 02-Sep-2018 03:55 07:50 0 stop   10 (10A) CNY 900.00	<input checked="" type="radio"/> ✈️ TR-100 04-Sep-2018 04-Sep-2018 05:15 09:25 0 stop   10 (10A) CNY 941.16		
<input type="radio"/> ✈️ TR-107 03-Sep-2018 03-Sep-2018 03:55 07:50 0 stop   10 (10A) CNY 790.00	<input type="radio"/> ✈️ TR-100 05-Sep-2018 05-Sep-2018 05:15 09:25 0 stop   10 (10A) CNY 841.16		

Total no of groups : 3 | Created groups : 0

Select flight summary [Reset all](#)

Current mapping flights

✈️ TR-107 CAN → SIN  
01-Sep-2018 03:55 0 Stops 01-Sep-2018 07:50  
10 (10A)  
Total amount : CNY 890.00

✈️ TR-100 SIN → CAN  
04-Sep-2018 05:15 0 Stops 04-Sep-2018 09:25  
10 (10A)  
Total amount : CNY 941.16

**MAP**

1. Select the preferred flights and click **Map**

Total no of groups : 3 | Created groups : 2

Select flight summary [Reset all](#)

Group 1  ✖  
01-Sep-2018 | 10 (10A)  
Total Group Amount : CNY 1831.16

Group 2  ✖  
02-Sep-2018 | 10 (10A)  
Total Group Amount : CNY 1741.16

**PROCEED**

2. Pairings will be created based on the selected flights. Click **Proceed**



Airline suggested flights

[Modify flight mapping](#) | [Reset selected flight](#)

Accept  Decline

Group	Route	Start Date	End Date	Fare Range	Total Fare	Policy	Action																													
Group 1	CAN → SIN   TR-107 SIN → CAN   TR-100	01-Sep-2018 03:55	04-Sep-2018 05:15	10(10A) MR : 80%	CNY 1831.16	Normal Policy	<input checked="" type="radio"/> Accept <input type="radio"/> Decline																													
<div style="border: 1px solid #ccc; padding: 5px;"> <p><b>More info</b></p> <table border="1"> <thead> <tr> <th>Flight number</th> <th>Origin</th> <th>Destination</th> <th>Departure date</th> <th>Arrival date</th> <th>Stops</th> <th>Fare</th> </tr> </thead> <tbody> <tr> <td>TR-107</td> <td>CAN</td> <td>SIN</td> <td>01-Sep-2018 03:55</td> <td>01-Sep-2018 07:50</td> <td>0</td> <td>CNY 890.00</td> </tr> <tr> <td>TR-100</td> <td>SIN</td> <td>CAN</td> <td>04-Sep-2018 05:15</td> <td>04-Sep-2018 09:25</td> <td>0</td> <td>CNY 941.16</td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Payment validity (20%) : 16-Jul-2018 06:54</p> <p>Payment validity (80%) : 02-Aug-2018 12:00</p> <p>Passenger validity : 25-Aug-2018 12:00</p> <p>Materialization : <b>80%</b></p> </div> <div style="margin-top: 10px; border: 1px solid #ccc; padding: 5px;"> <p><b>Fare breakdown (All fares in CNY)</b></p> <table border="1"> <thead> <tr> <th></th> <th>Base fare</th> <th>Tax</th> <th>Overall fare</th> </tr> </thead> <tbody> <tr> <td>Adult (10)</td> <td>1515</td> <td>316.15999999999997</td> <td><b>1831.16</b></td> </tr> </tbody> </table> </div> <div style="margin-top: 10px; border: 1px dashed orange; padding: 5px;"> <p>Special fare - <b>Normal Policy</b></p> </div> </div>								Flight number	Origin	Destination	Departure date	Arrival date	Stops	Fare	TR-107	CAN	SIN	01-Sep-2018 03:55	01-Sep-2018 07:50	0	CNY 890.00	TR-100	SIN	CAN	04-Sep-2018 05:15	04-Sep-2018 09:25	0	CNY 941.16		Base fare	Tax	Overall fare	Adult (10)	1515	316.15999999999997	<b>1831.16</b>
Flight number	Origin	Destination	Departure date	Arrival date	Stops	Fare																														
TR-107	CAN	SIN	01-Sep-2018 03:55	01-Sep-2018 07:50	0	CNY 890.00																														
TR-100	SIN	CAN	04-Sep-2018 05:15	04-Sep-2018 09:25	0	CNY 941.16																														
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Click **More info** on group details (payment dateline, materialization rate, etc)



Terms and conditions

1. General

- 1.1 Group travel is subject to Scoot Tigerair Terms and Conditions of Carriage. In the event that the Terms and Conditions of Carriage and these terms are inconsistent, these terms shall prevail.
- 1.2 A "Group" is defined as 10 (ten) or more passengers who are travelling together on the same flight with the same itinerary. Parties of less than 10 (ten) are not eligible for group fares and conditions, and will be referred to the Scoot Guest Call Centre or www.flyscoot.com
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2. Group Quotations

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- 2.2 Scoot will not hold any fare/seats until received acceptance of the quotation(s).
- 2.3 If the quoted fare is no longer available at the time of acceptance, then Scoot will provide a revised quote based on current availability.
- 2.4 Quoted fares are inclusive of taxes, 20kg check-in baggage allowance and standard seat assignment. Standard seat assignments are auto generated by system.

3. Payment

- 3.1 Upon fare acceptance, an email indicating the deadline and payment amount for the booking will be sent to you. Booking will be automatically cancelled if deposit payment is not received on time to secure the seats.
- 3.2 Once deposit has been paid for a booking, agent/user MUST inform Scoot to cancel the booking before balance payment deadline if the group is no longer required. Otherwise, Scoot reserves the right to ask for full payment of the booking.
- 3.3 Scoot reserves the right to release held seats if balance payment is not received by the payment dateline.

4. Form of payment

- 4.1 The preferred method of payment is by Travel Agency account (AG), bank transfer, cheque, or credit card (VISA or MASTERCARD) only. Credit card processing fee applies and an admin fee of S\$30 will be imposed for each declined transaction. Please ensure that you have sufficient credit, and correct card details before submitting for payment.
- 4.2 Kindly note that Cheque payment will take about 3-5 workings days to clear (excluding weekends and public holidays).
- 4.3 Please take into consideration the required processing time and ensure funds reach Scoot before payment due date.
- 4.4 Bank charges (if any) will be borne by the payee. Final amount received should be equivalent to final amount due.

5. Changes

- 5.1 Name change is allowed up to 48 hours before departure. However, once name list has been submitted, no further changes can be done by the agent/user in the system.
- 5.2 Please contact sales@flyscot.com for any name change. Name change fees and fare difference will apply.
- 5.3 Origin/Destination changes are not allowed.
- 5.4 Any flight amendments (date/flight changes) to the booking will be subjected to change fees and fare difference.

6. Cancellation

- 6.1 Wastage allowance is based on individual booking's given conditions, and notification must be given prior to balance payment deadline as stated in the booking.
- 6.2 NO cancellation/refund is allowed once full payment has been paid.

For more details, please click here.

I agree to terms and conditions

**ACCEPT** **DECLINE**

Read through our Group Policy.  
Click **Accept** to proceed or **Decline** to cancel





## CANCEL BOOKING

---

1. Click on **Request info** , then **View bookings**

Navigation bar: scoot | New booking ▾ | Request info ▾ | Modify request ▾ | User details ▾ | Top up | Support ▾

Dropdown menu for Request info:  
View request  
Make payment  
Name list  
**View bookings**

Search area:  
Request id:   
PNR:   
**SEARCH**  
[Advanced search](#) [Clear](#)

## Request

Group details	City pair	Guest details	Payment details	PNR	Status
Last updated on : 23-Dec-2020 11:09					
GRP512626 adhoc	SIN → IPH 14-Feb-2021 , TR-486	Requested guest : 10 (10A) Submitted guest : 0 (0A)	Percentage paid : 0 Amount paid : 0	I49DSI	Payment Pending <a href="#">View details</a>

2. Click **View details** to check the booking details.



# CANCEL BOOKING

**Payment information**

Total amount SGD 1143 Paid amount 0

Payment not done yet

**Guest details**

No of guests 10 No of guests name to update 0

First name	Last name	Date of birth	Gender
TBAA	PAX1	23-Dec-1995	Male
TBAA	PAX2	23-Dec-1995	Male
TBAA	PAX3	23-Dec-1995	Male
TBAA	PAX4	23-Dec-1995	Male
TBAA	PAX5	23-Dec-1995	Male
TBAA	PAX6	23-Dec-1995	Male
TBAA	PAX7	23-Dec-1995	Male
TBAA	PAX8	23-Dec-1995	Male
TBAA	PAX9	23-Dec-1995	Male
TBAA	PAX10	23-Dec-1995	Male

Refresh PNR Cancel PNR

Click **Cancel PNR** to release seats/cancel booking.



Close PNR ×

Do you want to cancel this booking? Please note that reinstatement of bookings is subject to seat availability, additional fee and fare difference.

**SUBMIT**

23 Dec 2020

Click **Submit** to confirm the booking cancellation.

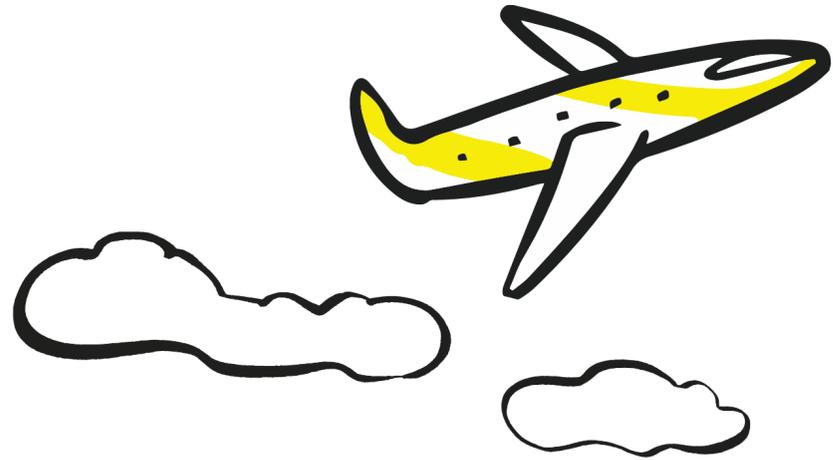


Advanced search Clear ×

**Success**

PNR cancelled successfully

**OK**



**Note:** Reinstatement of booking is subject to seat availability, additional charge and fare difference.





# PAYMENT

---

 [New booking](#) ▾ [Request info](#) ▾ [Modify request](#) ▾ [User details](#) ▾ [Top up](#) [Support](#) ▾

Home / Dashboard

 Adhoc group request	<b>253</b> Waiting airline response	 View request	<b>0</b> Pending action	 Make payment	<b>10</b> Payment pending	 Name list	<b>10</b> Name list update pending
 View bookings	SSR	<b>0</b> SSR update pending	<b>AG Balance</b> <input type="text" value="TST1400008"/> Current balance SGD 12030.02				

Agency account balance will display on the dashboard, select the agent ID to check the balance



# MAKE PAYMENT

1. Click on **Request info** , then **Make payment**



Home / Make payment / Request

**Make payment**

Request id: Enter request id

Status: Payment Pending

Requested end date: Select date

**SEARCH**

[Advanced search](#) [Clear](#)

**Make payment**

Request id: Enter request id

Status: Payment Pending

Requested start date: Select date

Requested end date: Select date

**SEARCH**

[Advanced search](#) [Clear](#)

2. Click on **Clear** , then **Search**





New booking ▾ Request info ▾ Modify request ▾ User details ▾ Top up Support ▾

## Make payment

Request id:  Status:  Requested end date:

[Advanced search](#) [Clear](#)

- View request
- Make payment**
- Name list
- View bookings

## Request

Group details	City pair	Request details	PNR	Status
---------------	-----------	-----------------	-----	--------

Last updated on : 23-Dec-2020 11:09				
GRP512626 Adhoc	SIN → IPH 14-Feb-2021 , TR-486	10 pax (10A) Fare requested : SGD 0 ( Requested date : 23-Dec-2020 10:17 )	I49DSI	Payment Pending SGD 114.3

Click on **Make Payment** to proceed the payment

Click **View details** to check the booking payment details.



# MAKE PAYMENT (TRAVEL AGENCY)

- Note:**
- 1. **ONLY** Travel agent can choose to settle the payment by using Agency payment
  - 2. Ensure there is sufficient balance in Agency account

2. **Select** Agency payment

1. **Select** the PNR that would like to pay for.

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount
GRP513026	A9MENT	28 Feb, 2021 09:40	Confirmed	MYR 0	MYR 0	MYR 0	MYR 3608	MYR 3608

Agency payment     Voucher     Bank transfer/Cash/Cheque

Total Package Price	3,608.00 MYR
Total paid	0 MYR
Total amount due later	0 MYR
<b>Total amount due</b>	<b>3,608.00 MYR</b>

Agent id \*

Current balance SGD 12876.46

Click here to topup

3. **Select** your Agent ID. Account balance will be displayed.

Total payment amounts need to be paid.

**SUBMIT**

4. Click **Submit**



# MAKE PAYMENT (TRAVEL AGENCY) – DIRECT PAYMENT

## Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP513026	A9MENT	28 Feb, 2021 09:40	Confirmed	MYR 0	MYR 0	MYR 0	MYR 3608	MYR 3608	<input checked="" type="checkbox"/>

1. **Select** the PNR that would like to pay for.

Agency payment  Voucher  Bank transfer/Cash/Cheque

2. **Select** Bank transfer/Cash/Cheque

Total Package Price	3,608.00 MYR
Total paid	0 MYR
Total amount due later	0 MYR
Total amount due	3,608.00 MYR

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

Agent id \*

Current balance SGD 12

3. **Select** Agent ID. Account balance will be displayed.

**SUBMIT**

4. Click **Submit**, and you will be directed to Top-Up portal.



# MAKE PAYMENT (TRAVEL AGENCY) – DIRECT PAYMENT – TOP UP PORTAL

1. **Select** Agent ID to be top-up.

2. **Select** Payment mode.

Home Top up Transaction history Support EN

## Group reconciliation

Sky agent id\* TST1300001

Payment mode\* Select

- 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.

Current balance CNY 0

Total PNR amount 9240

Currency type\* CNY

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

Remarks

3. **Check** the Top Up Details.

Generate reference id

Reset

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

Reference id generated successfully and reference id is A000875. An e-mail notification with the payment and bank details has been sent

Ok

4. **Click** Generate reference id to submit the request.

5. Reference id will be provided after submit successfully.



# MAKE PAYMENT (NON-TRAVEL AGENCY)

1. **Select** the PNR that would like to pay for.

## Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	
GRP513028	Y9LCXZ	28 Feb, 2021 11:10	Confirmed	SGD 0	SGD 0	SGD 0	SGD 1485.60	SGD 1485.60	<input checked="" type="checkbox"/>

 Voucher

 **Bank transfer/Cash/Cheque**

2. **Select** Bank transfer/Cash/Cheque

Total Package Price	1,485.60 SGD
Total paid	0 SGD
Total amount due later	0 SGD
Total amount due	1,485.60 SGD

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

**SUBMIT**

3. Click **Submit**, and you will be directed to Top-Up portal.



# MAKE PAYMENT (NON-TRAVEL AGENCY) – DIRECT PAYMENT – TOP UP PORTAL

1. **Select** Payment mode.



## Group reconciliation

Payment mode\*  Currency type\*  Total PNR amount

PNR	PNR amount	Converted amount	Payment Validity
VDPN7X	SGD 1928.96	SGD 1928.96	11-Feb-2021 01:15 AM

- 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

2. **Check** the Top Up Details.

**Generate reference id**

Reset

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

Reference id generated successfully and reference id is A000879. An e-mail notification with the payment and bank details has been sent

**Ok**

3. **Click** Generate reference id to submit the request.

4. Reference id will be provided after submit successfully.



**Note:**

- 1. An e-mail notification will be sent which contains a proforma invoice, top-up details, and bank account to remit funds to.**
- 2. Kindly mention the reference id in the bank/cheque/cash payment details to prevent delays in the top up. Bank transfer is encouraged.**
- 3. Once payment received and topped up, you will receive an e-mail to notify you that the top-up has been done and the funds will be posted to the PNR/s directly.**
- 4. Please refer to the [User guide](#) for more about the top-up portal.**



# PAYMENT METHODS

## **By Bank Transfer**

Bank transfer will take approximately 2-3 working days (excluding weekends and public holiday).

Payment must reach SCOOT before the due date.

Bank charges (if any) will be borne by the payer. Final amount received must be equivalent to final amount due.

Send an email to [receivable\\_ag@flyscoot.com](mailto:receivable_ag@flyscoot.com) and CC [sales@flyscoot.com](mailto:sales@flyscoot.com) with a PDF image of bank transfer as proof of payment.

\*Note: Please write to [sales@flyscoot.com](mailto:sales@flyscoot.com) if you preferred payment in another currency. Currency exchange rate as upon actual payment in Scoot reservation system and any refund terms and conditions applied.

## **By Cheque Payment**

Cheque payment will take about 3-5 workings days (excluding weekends and public holiday).

Payment must reach SCOOT before due date.

Please issue the cheque to: **Scoot Pte. Ltd.**

Send an email to [receivable\\_ag@flyscoot.com](mailto:receivable_ag@flyscoot.com) and CC [sales@flyscoot.com](mailto:sales@flyscoot.com) with the 2 PDF files (cheque image + bank-in slip image) as proof of payment.

## **By Credit Card payment**

Please email the following details to [sales@flyscoot.com](mailto:sales@flyscoot.com):

- Booking request ID
- PNR
- Amount to pay
- Email Address (where to send the payment link)

You will receive an email in your inbox or junk mail containing a link which will redirect you to a payment request page.

Please input your credit card details to complete the payment process.

Please note that payment link is only valid for 24 hours. Once payment is successful, you will receive an automated response from our Groups portal within 2 working days regarding your booking.

Failure to do so within the given timeframe may result in booking cancellation, with no reinstatement allowed.

**\*DO NOT INCLUDE ANY CREDIT CARD INFORMATION WHEN EMAILING SALES OPERATION TEAM. EMAILS CONTAINING CREDIT CARD INFORMATION WILL BE BLOCKED BY OUR SYSTEM.\***

# BANK ACCOUNT

Currency	SGD	USD #	AUD #	JPY #	EUR #
Beneficiary Bank	Citibank N.A., Singapore				
Beneficiary Name	Scoot 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.**



# BANK ACCOUNT

Currency	PHP	MYR	IDR	THB
Beneficiary Bank	Standard Chartered Bank (PHILIPPINES)	Standard Chartered Bank		Standard Chartered Bank (Thai) Public Company Ltd
Beneficiary Name	Scoot Pte. Ltd.		Scoot Pte. Ltd.	Scoot Pte. Ltd.
SWIFT Code	SCBLPHMMXXX	SCBLMYKXXX	SCBLIDJXXX	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 <sup>nd</sup> Floor, Building 3, Silom, Bangrak, Bangkok 10500
Account Number	0146-5925278-13	312194653224	306-1009143-0	00100836429

# BANK ACCOUNT

Currency	INR
Beneficiary Bank	Citibank N.A
Branch Name	Fort, Mumbai
Beneficiary Name	Scoot 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	新加坡酷航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

# BANK ACCOUNT

Currency	KRW
Beneficiary Bank	Citibank Korea Inc
Beneficiary Name	Scot Pte Ltd – Seoul Branch
Swift Code	CITIKRSX
Bank Code	027
Bank Address	24 Cheonggyecheon-ro, jung-gu, Seoul 04521 Korea
Account Number	0-045450-007





# NAME LIST SUBMISSION

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1. Click on **Request info** , then **Name list**

The screenshot shows the Scoot website's navigation bar with the 'Request info' dropdown menu open. The 'Name list' option is highlighted. Below the navigation bar, there are search filters for 'Request id', 'Status', and 'Requested end date'. A 'SEARCH' button is visible, along with links for 'Advanced search' and 'Clear'.

## Name list

The screenshot shows the search filters for the 'Name list' page. The 'Request id' field is empty. The 'Status' dropdown is set to 'All'. The 'Requested start date' and 'Requested end date' are both set to '10-Apr-2019'. A 'SEARCH' button is highlighted, and a red arrow points to the 'Clear' link below it.

2. Click on **Clear** , then **Search**



## Name list

Request id:  Status:  Requested end date:   [Advanced search](#) [Clear](#)

- View request
- Make payment
- Name list**
- View bookings

## Request

Group details	City pair	Request details	PNR	Submitted guests	Status
Last updated on : 23-Dec-2020 11:09					
GRP512626 Adhoc	SIN → IPH 14-Feb-2021 , TR-486	10 pax (10A) Fare requested : SGD 0 ( Requested date : 23-Dec-2020 10:17 )	I49DSI	0 ( 0A )	Payment Pending SGD 114.3 <a href="#">Guest details</a>

Click on **Guest details**



PNR details ✕

**Request details**

<u>Group details</u>	<u>Requested date</u>	<u>Request status</u>	<u>Requested by</u>
<b>GRP512626</b> ad hoc	<b>23-Dec-2020</b> 02:17	<b>Advance Requested</b>	KP Lim TestTTT

**Booking details**

<u>Flight details</u>	<u>No of guests</u>	<u>Submitted guests</u>	<u>PNR</u>	
<b>SIN → IPH</b> 14-Feb-2021, 15:35, TR-486	10	0 (0A)	I49DSI	 <a href="#">Update name list</a>

Click on **Update name list**



# NAME LIST SUBMISSION

- 1. Download template. Complete necessary information.
- 2. Save and Upload the file or Drag & drop into the page  
*Infants to be added in same order sequence of passenger list*

## Guest details

1

Verify Booking and PNR details

2

Add guest details by uploading the guest information file in **XLS / XLSX** format in the below upload area (or) click "**I wish to enter guest details**" link to enter guest informations manually. Note: You can download sample name list format below.

3

Confirm the updated guest details and click "**Save**" to update PNR.

📎 Sample name list format

📄  
Drag & drop your file here  
Supported format .xls , .xlsx  
or  
[Select file](#)

(Or)

[I wish to enter guest details](#)

Alternatively click **Enter Guest Details** for manual keying of passengers details

**Note:** Please verify all passengers details.



# NAME LIST SUBMISSION

**Guest details**

1 Verify Booking and PNR details

2 Add guest details by uploading the guest information file in **XLS / XLSX** format in the below upload area (or) click "**I wish to enter guest details**" link to enter guest informations manually. Note: You can download sample name list format below.

3 Confirm the updated guest details and click "**Save**" to update PNR.

📎 Sample name list format



Drag & drop your file here  
Supported format .xls , .xlsx  
Or  
[Select file](#)

(Or) [I wish to enter guest details](#)

**Submit guest details**

S.no	Guest type *	Title *	First name *	Last name *	Date of birth *	Gender *	Citizenship *
1	Adult ▼	Mr ▼			📅 Select date	M ▼	Select ▼
8	Adult ▼	Mr ▼	Joe	Ramah	📅 29-Oct-1989	M ▼	India ▼
9	Child ▼	Master ▼	Joe	Hyan	📅 05-Jul-2014	M ▼	India ▼
10	Child ▼	Miss ▼	Joe	Yumay	📅 01-Jan-2015	F ▼	India ▼



Click **Save** if names are subject to changes. *Changes are allowed up to 48 hours before departure*

**SAVE**   **SAVE & SUBMIT**

Only click **Save and Submit** if names are confirmed. *No changes allowed once submitted*





## RESIZING OF GROUP

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# RESIZING OF GROUP - DOWNSIZE

1. Click on **Modify Request** , then **Downsize**

Home / Downsize / Request

Request id: Enter request id  
PNR: Enter the PNR  
Status: All

**SEARCH**

[Advanced search](#) [Clear](#)

2. Indicate the booking request ID or PNR, click **Search**

## Request

Group details	City pair	Number of passengers	Status	Group change request
Last updated on : 03-Jul-2022 15:13				
GRP286147 Adhoc	SIN → SGN 09-Sep-2022, TR-304	5 pax (5A)	Payment Pending	- Downsize

3. Click **Downsize** to reduce the group size



# RESIZING OF GROUP - DOWNSIZE

Departure date : 09-Sep-2022

PNR : K4DIRI

Current passengers

No of adult: 5

New passengers

No of adult: 4

Select pax to be removed then click **Send request**

Click the given link to resize the request based on count of the passenger [Click Here](#)

S.no	First name	Last name	Passenger type	
1	AA	TEST	Adult	<input type="checkbox"/>
2	BB	TEST	Adult	<input checked="" type="checkbox"/>
3	DD	TEST	Adult	<input type="checkbox"/>
4	EE	TEST	Adult	<input type="checkbox"/>
5	FF	TEST	Adult	<input type="checkbox"/>

Remarks \*:

**Send request**



 Request approved successfully

**Ok**

**Note: Request will be approved immediately within Group policy.  
An email will be sent to you once downsize request is approved.**



# RESIZING OF GROUP - DOWNSIZE

Request group resize

Request id: GRP285597      Request type: Adhoc      City pair : SIN-BKK  
Requested by : Ying Liu      Trip type: One-way  
Current status: Payment Pending

Departure date : 13-Mar-2022

PNR : Q3F

Current passengers

No of adult: 18

New passengers

No of adult: 10

Remarks \*: -8

Send request

⚠ Downsize maximum allowed for 2 passenger

Ok

**Note:** Error will be prompted if the downsize request was beyond the materialization of the group policy.



# RESIZING OF GROUP - UPSIZE

1. Click on **Modify Request**, then **Upsize**

The screenshot shows the Scoot website's navigation bar with the following items: New booking, Request info, **Modify request** (highlighted with a red arrow), User details, Top up, and Support. Below the navigation bar is a search form with the following fields: Request id (containing 512626), PNR (containing 'Enter the PNR'), and Status (containing 'All'). A dropdown menu is open under 'Modify request', showing options: Downsize, **Upsize** (highlighted), and Add ancillaries. A large black **SEARCH** button is visible, along with links for 'Advanced search' and 'Clear'.

Request

2. Indicate the booking request ID or PNR, click **Search**

Group details	City pair	Number of guests	Status	Group change request
Last updated on : 23-Dec-2020 11:09				
GRP512626 adhoc	SIN → IPH 14-Feb-2021, TR-486	10 pax (10A)	Payment Pending	<b>Upsize</b>

3. Click **Upsize** to increase the group size



Raise New Group Request

**Request id:** GRP512626

**City pair:** SIN - IPH

**Travel date:** 14 Feb, 2021

**Flight number:** TR-486

**Number of guests:** 10 (10A)

**No of additional adults \*:**

**Expected fare / pax (SGD) :**

**Remarks :**

**Raise New Request**

Indicate the number of passengers to upsize and click **Raise New Request**

**Note:**

- (a) Upsize (<10): A new quotation/request ID of the additional pax will be sent.
- (b) Deposit payment **required** for the parent booking before you can accept the new upsize request.
- (c) Make a new request if additional pax >10



# RESIZING OF GROUP – UPSIZE – VIEW/ACCEPT BOOKING

1. Click on **Request info** , then **View request**

The screenshot shows the Scoot website's navigation bar with options: New booking, Request info, Modify request, User details, Top up, and Support. A red arrow points to 'Request info', which has a dropdown menu open with options: View request, Make payment, Name list, and View bookings. Below the navigation bar is a search form titled 'Search group request' with fields for Request id (512626), Status (All), and Requested end date (Select date). A 'SEARCH' button is present, along with links for 'Advanced search' and 'Clear'.

3. Indicate the Parent group request ID, click **Search**

2. Click on **Clear** , then **Search**

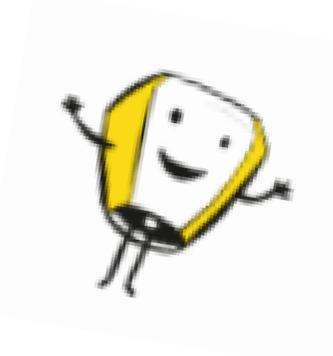
## View request

Group details Flight details Request details Status

Group details		Flight details		Request details		Status	
Last updated on : 23-Dec-2020 11:09							
GRP512626	Adhoc	SIN → IPH	14-Feb-2021 , TR-486	10 pax (10A)	Fare requested : SGD 0 ( Requested date : 23-Dec-2020 10:17 )	Payment Pending	SGD 114.30 ( Valid till : 26-Dec-2020 10:20 )
Last updated on : 23-Dec-2020 12:30							
GRP512629	Adhoc	SIN → IPH	14-Feb-2021 , TR-486	1 pax (1A)	Fare requested : SGD 0 ( Requested date : 23-Dec-2020 12:29 )	Fare Quoted	SGD 112.00 ( Valid till : 26-Dec-2020 12:30 )

4. Expand the dropdown in order to view the Child request

5. Select **View details** to respond and check on fare quoted.



# UPSIZE GROUP – MAKE PAYMENT

1. Click on **Request info** , then **Make Payment**

Navigation: New booking, **Request info**, Modify request, User details, Top up, Support

Request info dropdown: View request, **Make payment**, Name list, View bookings

Search form: Request id: 418495, Status: All, Requested end date: Select date, **SEARCH**, Advanced search, Clear

3. Indicate the Parent group/Child request ID, click **Search**

2. Click on **Clear** , then **Search**

Group details	City pair	Request details	PNR	Status	
Last updated on : 24-Sep-2018 14:56					
GRP418494 Adhoc	SIN → PLM 04-Nov-2018 , TR-250	10 pax (10A) Fare requested : SGD 0 ( Requested date : 24-Sep-2018 14:53 )	G51U9P	Payment Pending SGD 117.3	<ul style="list-style-type: none"> <li>Make payment</li> <li>View details</li> <li>View child request</li> </ul>
Last updated on : 24-Sep-2018 15:14					
GRP418495 Adhoc	SIN → PLM 04-Nov-2018 , TR-250	5 pax (5A) Fare requested : SGD 0 ( Requested date : 24-Sep-2018 14:57 )	I7TKPJ	Payment Pending SGD 131.3	<ul style="list-style-type: none"> <li>Make payment</li> <li>View details</li> </ul>

4. Expand the dropdown in order to view the Child request

Select **Make Payment** or **View Details** to proceed.

**Note:** Same for Name list submission or Add Ancillaries. Once the add-on request has already been accepted, only then can search by using both the parent and child (add-on) request ID.





## ADD ANCILLARIES (MEALS/BAGGAGE/INFANT/SEATS)

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1. Click on **Modify Request** , then **Add Ancillaries**

Home / Add SSR / Request

## Add SSR

Request id: Enter request id    PNR: Enter the PNR    Status: Pnr Submitted    **SEARCH**

[Advanced search](#)   [Clear](#)

### Request

Group details	City pair	No of passengers	Status	PNR
GRP515143 Adhoc	SIN → SYD 01-Mar-2022, TR-12 SYD → SIN 07-Mar-2022, TR-13	5 pax (5A)	Payment Pending ( Valid till : 13-Jan-2022 22:35:21 )	M6BJ9P

2. Indicate either request ID, or PNR then click **Search**

Click **View ancillaries** to  
(i) Add meals / baggage / infant  
(ii) Seat selection

**Note:** All SSRs must be added at least 72 hours before first flight departure



PNR details

Request details

<u>Group details</u>	<u>Requested date</u>	<u>Request status</u>	<u>Requested by</u>
GRP282998 adhoc	06-Jul-2018 04:50	Pnr Submitted	KP Lim Kasindes Travel

Booking details

Click **Add Ancillary** to add meals/baggage/infant

<u>Flight details</u>	<u>No of guests</u>	<u>PNR</u>	
SIN → DPS 01-Sep-2018, 07:15, TR-280	10 (10A)	C8M9NT	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;">  Add Ancillary         </div> <hr/> <div style="text-align: center;">  Select seat         </div>
CAN → SIN 08-Sep-2018, 03:55, TR-107			



# ADD MEALS

Select an ancillary :  Meals  Baggage  Others

Reset

Singapore (SIN) → Denpasar (Bali) (DPS) / TR-280 / 01-Sep-2018 15:15

Kindly select meals of your preference to be added for corresponding sector

Select preferred meals

- Lacto Ovo Vegetarian Meal | SGD 17.00
- Oriental Vegetarian Meal | SGD 17.00
- Indian Vegetarian Meal | SGD 17.00
- Roasted Chicken Thigh with Honey Garlic | SGD 17.00
- Singapore Signature Chicken Rice | SGD 21.99
- Signature Nasi Goreng with Chicken Satay | SGD 21.99
- Signature Mee Goreng with Beef Cubes | SGD 21.99
- Signature Nasi Lemak | SGD 17.00
- Stew Chicken with Rice | SGD 17.00
- Chicken Tikka Masala | SGD 17.00
- Tom Yam Fried Rice | SGD 17.00
- Chicken Ham and Cheese Croissants | SGD 15.00
- Teriyaki Chicken Wrap | SGD 15.00
- Greek Salad Wrap | SGD 15.00

Guangzhou (CAN) → Singapore (SIN) / TR-107 / 08-Sep-2018 11:55

Click here to apply selected option to all passengers

- Select all passengers
- SHE SHE
- HE HE
- ME ME
- IT IT
- THEY THEY
- WE WE
- YOU YOU
- THEM THEM
- OUR OUR
- ITS ITS

APPLY ANCILLARIES



# ADD BAGGAGE/INFANT

Select an ancillary:  Meals  Baggage  Others Reset

Singapore (SIN) → Denpasar (Bali) (DPS) / TR-280 / 01-Sep-2018 15:15

<input type="radio"/> 20 kg	SGD 0	<input type="radio"/> 25 kg	SGD 13.00	<input type="radio"/> 30 kg	SGD 22.00	<input type="radio"/> 35 kg	SGD 32.00
<input type="radio"/> 40 kg	SGD 42.00						

Guangzhou (CAN) → Singapore (SIN) / TR-107 / 08-Sep-2018 11:55

Select all passengers

<input checked="" type="checkbox"/> SHE SHE	<input checked="" type="checkbox"/> HE HE	<input checked="" type="checkbox"/> ME ME	<input checked="" type="checkbox"/> IT IT
<input checked="" type="checkbox"/> THEY THEY	<input checked="" type="checkbox"/> WE WE	<input checked="" type="checkbox"/> YOU YOU	<input checked="" type="checkbox"/> THEM THEM
<input checked="" type="checkbox"/> OUR OUR	<input checked="" type="checkbox"/> ITS ITS		

APPLY ANCILLARIES

Select an ancillary:  Meals  Baggage  Others Reset

Singapore (SIN) → Denpasar (Bali) (DPS) / TR-280 / 01-Sep-2018 15:15

<input type="checkbox"/> Snooze Kit	SGD 18.00	<input type="checkbox"/> Board me first	SGD 6.00	<input type="checkbox"/> Infant	SGD 45.00	<input type="checkbox"/> Lounge Access	SGD 39.00
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Guangzhou (CAN) → Singapore (SIN) / TR-107 / 08-Sep-2018 11:55

Select all passengers

<input checked="" type="checkbox"/> SHE SHE	<input checked="" type="checkbox"/> HE HE	<input checked="" type="checkbox"/> ME ME	<input checked="" type="checkbox"/> IT IT
<input checked="" type="checkbox"/> THEY THEY	<input checked="" type="checkbox"/> WE WE	<input checked="" type="checkbox"/> YOU YOU	<input checked="" type="checkbox"/> THEM THEM
<input checked="" type="checkbox"/> OUR OUR	<input checked="" type="checkbox"/> ITS ITS		

APPLY ANCILLARIES

Add check-in baggage allowance

Add infant/others SSR *Infant details to be uploaded at name list submission*

Click here to apply selected option to all passengers



# ADD SSR

TBAA PAXF	▲ 17.00	🛒	📅	Total amount : 17.00	▼
TBAA PAXG	▲	🛒	📅	Total amount : 0	▼
TBAA PAXH	▲	🛒	📅	Total amount : 0	▼
TBAA PAXI	▲	🛒	📅	Total amount : 0	▼
TBAA PAXJ	▲	🛒	📅	Total amount : 0	▼
TBAA PAXK	▲ 17.00	🛒 25.00	📅	Total amount : 42.00	▼
TBAA PAXL	▲ 17.00	🛒 25.00	📅	Total amount : 42.00	▼
TBAA PAXM	▲	🛒	📅	Total amount : 0	▼
TBAA PAXN	▲ 17.00	🛒	📅	Total amount : 17.00	▼
TBAA PAXO	▲ 17.00	🛒	📅	Total amount : 17.00	▼
TBAA PAXP	▲	🛒	📅	Total amount : 0	▼
TBAA PAXQ	▲	🛒	📅	Total amount : 0	▼
TBAA PAXR	▲	🛒	📅	Total amount : 0	▼

Fee breakdown shown for each passengers

Total SSRs amount to be paid

Grand total : 135.00

SUBMIT

**Note:** All SSRs added are Non-refundable/Ex-changeable



PNR: Q3FSGL

1	22.22%	SGD 1,757.92	1757.92	01-Jan-2022 10:08	22-Dec-2021 10:08		
2	77.78%	SGD 6,152.72	0	11-Feb-2022 09:30	22-Dec-2021 10:09		
3	100.00%	SGD 135.00	0	23-Dec-2021 11:05	22-Dec-2021 11:05		

**Make payment**

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Generic fee	Total amount	Requested amount	Currency conversion	<input type="checkbox"/>
GRP285597	Q3FSGL	11 Feb, 2022 09:30	Approved	SGD 1,757.92	SGD 135.00	SGD 0	SGD 7,910.64	SGD 6,152.72	0	<input type="checkbox"/>
GRP285597	Q3FSGL	23 Dec, 2021 03:05	ssrPayment		SGD 0		SGD 135.00	SGD 135.00		<input checked="" type="checkbox"/>

Agency payment
  Voucher
  Bank transfer/Cash/Cheque

Total Package Price	7,910.64
Total paid	1,757.92
Total amount due later	6,017.72
Total amount due	135.00

SkyAgent id \*

**Click here to topup**

**SUBMIT**

SSR payment need to be paid within **48 hours**

**Note:** Please reach out [sales@flyscoot.com](mailto:sales@flyscoot.com) if payment validity was expired.

Choose SSR payment

Total SSRs amount to be paid

**Note:** All SSRs added are Non-refundable/Ex-changeable



PNR details ✕

**Request details**

Group details	Requested date	Request status	Requested by
GRP285612 Adhoc	30-Dec-2021 06:51	<b>Payment Pending</b>	KP Lim KasIndes Travel

**Booking details**

Flight details	No of passengers	PNR	
BKK → SIN 12-Feb-2022, 11:55, TR-607	15 (0A)	ZESQNX	<b>Add Ancillary</b> <b>Select seat</b>
SIN → BKK 14-Feb-2022, 17:15, TR-610			

Click **Select seat** to pre-select seats (Additional Fees applicable)

**Note:**

- Seat selection option is **ONLY** available for **Travel Agents**.
- Immediate payment is required via Agency account.
- Retail users need to email [sales@flyscoot.com](mailto:sales@flyscoot.com) for seat selection.
- All seats are chargeable.



# SEAT SELECTION

## 1. Select the specific flights for seat selection

Singapore (SIN) → Guangzhou (CAN) 2018-09-06

**Melbourne (MEL) → Singapore (SIN) 2018-09-09**

Total seat fee to be paid

MEL → SIN / (TR-19)

Select all passengers

Any	Joe Kumar	Select seat	Any	Joe Surya	Select seat
Any	Joe Sri	Select seat	Any	Joe Kili	Select seat
Any	Joe Lima	Select seat	Any	Joe Liru	Select seat
<b>4B</b> CenterSeat	Joe Ruma Selected	Seat	Any	Joe Ramah	Select seat
Any	Joe Irayi	Select seat	Any	Joe Hiyan	Select seat

Selected seat : 0 ScootBiz, 1 Stretch Scoot-in-Silence, 0 Standard Scoot-in-Silence, 0 Stretch, 0 Standard, 0 Windows seat, 0 Asile seat, 1 Balance seat : 9

Total Amount of Seat Selection : **SGD 79**

Occupied Selected Stretch Scoot-in-Silence SGD 79 Standard Scoot-in-Silence SGD 19 Stretch SGD 79 Standard SGD 12

Economy

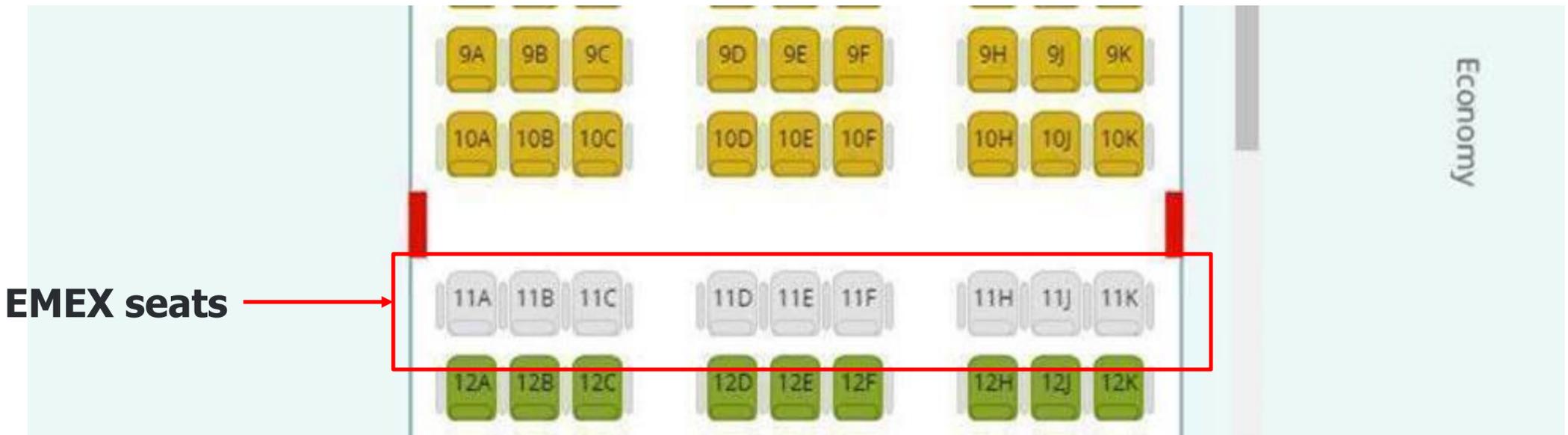
## 2. Select the preferred seats for passenger



**Note:** Alert message will be prompted when select Silent Zone seats for a Child/Infant.



**Note:** EMEX row seats is restricted and unable to select in Group Portal. Please direct purchase upon check-in at airport counter or on-board.



# SEAT SELECTION

CAIN → SIN TR-TR-107 2018-09-02		Total Amount
Joe Kumar	Select seat	---
Joe Surya	Select seat	---
Joe Sri	Select seat	---
Joe Kili	12J CenterSeat	CNY 35
Joe Lima	11D Aisle	CNY 135
Joe Liru	12K Window/Aisle	CNY 35
Joe Ruma	Select seat	---
Joe Ramah	Select seat	---
Joe Hyan	Select seat	---
Joe Yumay	Select seat	---
Grand Total :		CNY 205

Fee breakdown shown for each passengers

Amount need to be paid

**i** Add group details and select journey for the booking.

**SAVE AND SUBMIT**

- Note:**
- (a) Immediate payment required once seats selected/confirmed
  - (b) Payment is non-refundable and cannot be exchanged for other products
  - (c) Seats will release back after 15 minutes if payment not completed





## ADD SUB-AGENTS

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# ADD SUB-AGENTS

Home / Add user  
Add user

User ▾ View users  
Add user

1. Click User details , then **Add user**

User details | Email settings

User type \*

Travel Admin ▾  
Travel Admin  
Travel Manager  
Travel Employee

Mr ▾ Enter first name

Enter last name

Email id \* Enter email id

Phone number \* +49 Enter phone number

Password \* Enter password

Confirm password \* Enter confirm password

Address\* Enter address

Country \* Germany

Time zone \* Select Time zone ▾

Activation status  Email verification status

### Tips

This window allows you to create users under three different categories. Travel admin is the one who can view and edit all activities in the tool. Travel manager will be able to view and edit the user under his authority. He will also be able to generate reports under his control. And also he can make payments for the accepted requests. Travel employee is the one who can raise a new request.

This window also allows to keep the employee or the manager to be inactive by changing the status. This can be done by clicking on the 'Activation status' button.

2. Complete the user details and refer to next slide for agent roles

CREATE Clear

Agent Roles

Travel Admin	Travel Manager	Travel Agent/Employee
Raising request	Raising request	Raising request
View Request	View Request	View Request
Make Payment	Make Payment	Update Name List
Update Name List	Update Name List	Request Resize
Request Resize	Request Resize	Add SSR
User Details (Add, View and Edit User)	Add SSR	
Add SSR		
Report		



**Note:**

- 1. ONLY** the user who requested for quotation will receive the emails from the system. Travel Admin will not get the email copies.
- 2. ONE Skyagent ID can only have ONE main Travel Admin account**, the rest of sub agents have to register under Travel Manager or Travel Agent/Employee.





# THANK YOU

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Contact Us ([sales@flyscoot.com](mailto:sales@flyscoot.com)) for more information.