

USER GUIDE TOP UP PORTAL

UPDATED 16 NOV 2017

Scoot Tigerair Pte Ltd (BRN 200312665W)



BENEFITS OF TOP UP PORTAL

- Remove the reliance on e-mail requests
- Allow agents to track their top up requests and status
- Automatically send out proforma invoices to agents whose banks require for bank transfers to be made
- Automatically send out receipts to agents once top up has been completed

•



01 LOGIN





Scoot Tigerair Pte Ltd (BRN 200312665W)









LOGIN





- Login Methods:
- 1. Via Groups Portal (<u>http://groups.flyscoot.com/</u>) OR
- 2. Directly via Top Up Portal (<u>http://topupgroups.flyscoot.com/</u>)

LOGIN: GROUPS PORTAL ٠

- 1. Login through Groups Portal
- o 2a. Click the Top up link on the menu bar OR
- o 2b. When making payment for PNR(s), at the Agency Tab, click on the link "Click here to topup"

1				
•	Login form			
	Email Id*			
	Password*			
		Login Clear		
	Forgot password	New travel agent registration		
		New non-travel agent registration		
scoot	Don't be a stranger	Need a helping hand?	Stalk us on	
scoot	Don't be a stranger About us	Need a helping hand? Contact us	Stalk us on Twitter	
scoot	Don't be a stranger About us Join us	Need a helping hand? Contact us Feedback	Stalk us on ✓ Twitter f Facebook	
scoot	Don't be a stranger About us Join us Do business with Scoot	Need a helping hand? Contact us Feedback Fares & fees	Stalk us on ♥ Twitter f Facebook ₪ Instagram	
scoot	Don't be a stranger About us Join us Do business with Scoot	Need a helping hand? Contact us Feedback Fares & fees Special assistance	Stalk us on ✓ Twitter f Facebook ✓ Instagram ✓ Youtube	
scoot	Don't be a stranger About us Join us Do business with Scoot	Need a helping hand? Contact us Feedback Fares & fees Special assistance Conditions of Carriage	Stalk us onImage: Scoot magazine	
	Don't be a stranger About us Join us Do business with Scoot	Need a helping hand? Contact us Feedback Fares & fees Special assistance Conditions of Carriage	Stalk us on♥ Twitterf Facebook№ InstagramP YoutubeScoot magazine	

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LOGIN: TOP UP PORTAL

o 1. Login through Top Up Portal

1.	scoot
	User Login
	Enter email id*
	Email Id
	Enter password*
	Password
	Login





DASHBOARD



• DASHBOARD

Once logged in, the following dashboard will be shown



DASHBOARD

- o 1. "Home" button: Clicking this will return you to this page
- o 2. "Top up" button: Clicking this will allow you to make your top up request
- 3. "Transaction history" button: Clicking this will allow you to view all your top up requests, i.e. new, topped up, cancelled, pending, etc.

DASHBOARD ٠

- view the list of FAQs

o 4. "Support" button: Clicking this will allow you to download this User Guide or

o 5. "Language" button: Clicking this will allow you to switch between languages

DASHBOARD •

- 6. Summary: This shows the statuses of all requests at a glance
- o 6a. "New" Status: Clicking this will bring you to the Transaction history page showing the "New" requests only

o 6b. "Reconciled" Status: Clicking this will bring you to the Transaction history page

DASHBOARD ٠

- showing "Cancelled" requests only
- For list of statuses and their explanation, refer to Page 43

o 6c. "Cancelled" Status: Clicking this will bring you to the Transaction history page

TOP UP REQUEST

TOP UP REQUEST – PROCESS

TOP UP REQUEST – E-MAIL NOTIFICATION

access the Top Up Portal and receive notifications

						2.	<u>C:</u>			🔻 🕛 Logou
New booking Vi	ew request	Make payment	Name list	Booking analytics	Request	Users	Reports	Add SSR	Top up	Support
View users										
Request										
First name			Last name							
Email Id			Country	Select	•	Use	r type Sele	ct	•	
Email verification	Yes N	lo	Status	🔵 Yes 🔵 No						
				Search Reset						
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				Search Reset						
S/N Contact	person	2. Ema	ail Id	Search Reset Country	1. Pos	sition	Agency n	ame l ver	Email	Status

o 1. All positions (i.e. Travel Admin, Travel Manager, Travel Employee) are able to

TOP UP REQUEST – E-MAIL NOTIFICATION

o 2. The e-mail address to receive notifications is the e-mail id under the Users creating new users

coot				Welcome A	ndrew 28-Jul-	2017 11:21:32 AM
			2.			O O O O
New booking View request	Make payment Name list I	Booking analytics	Request Users	Reports Add S	SSR Top up	Support
View users						
Request						
First name	Last name					
Email Id	Country	Select	▼ Use	er type Select	•	
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		Search Reset				
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S/N Contact person	2. Email Id	Country	Position	Agency name	Email verification	Status
1 <u>Mr DrewTest</u>	receivable_ag@scoot-	Singapore	Travel Admin	TZ Finance Test		

section. It is also the e-mail id you used during registration or when you were

TOP UP REQUEST – E-MAIL NOTIFICATION

request even though there are more than one user

coot			2.	Welcome A	ndrew 28-Jul-2017 11:21:32 A
New booking View request	Make payment Name list	Booking analytics	Request Users	Reports Add S	SSR Top up Support
View users					
Request					
First name	Last name				
Email Id	Country	Select	▼ Use	er type Select	▼
Email verification O Yes O I	No Status	🔵 Yes 🔵 No			
		Search Reset			
S/N Contact person	2. Email Id	Country	Position	Agency name	Email Status verification
1 <u>Mr DrewTest</u>	receivable_ag@scoot-	Singapore	Travel Admin	TZ Finance Test	

o 2. E-mail notification will only be sent to the person who submitted the top up

Clicking on the "Top up" button will bring you to this page

Scoot	on history Support		Subscript Welcome Andrew I I Cogout €N ❤
Agent account top u	qr		
Sky agent id*	Current balance	Payment mode*	 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
Currency type* Select	Top up amount *		 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
Enter the remarks			bounced
An e-mail notific	Generate reference id ation with the payment and bank details	<i>C</i> <u>Reset</u> will be sent upon submission	

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

		🔏 Welcome Andrew 🛛 🕑 Logout
		EN 🛩
	2	
Payment mode*	3. ~	 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 7.
eset 8 . sent upon submission		

0 selected. No edits allowed or required. in your remitted currency

scoot						🌡 Welcome Andrew 🛛 🕙 Logou
🖀 Top up	Transactio	n history Support				EN 🗸
Agent acco	ount top u	p				
Sky agent id* Select	1.	Current balance	2.	Payment mode*	3. ~	 Key in numbers and decimal only, do not key in comma in top up amount. We strongly encourage Bank transfer as cash deposits
Currency type*	4.	Top up amount *	5 .			 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
Remarks 6. Enter the remarks						before top up is done to confirm that cheque has not bounced 7 _
	9.	Generate reference id	2	Reset 8.		
•	An e-mail notificat	tion with the payment and bank de	tails will be	sent upon submission		

2. Current balance: This is an auto populated field which shows the current balance in the Sky agent id

If this is your first top up, the current balance will reflect as SGD0 even though you might want to remit in other currency. Please go ahead to remit in the currency you wish to remit in. You Sky agent id will be set up in the remitted currency. Afterwhich, for your second top up onwards, your current balance will reflect

 3. Payment mode: Select the payment mode for your transfer. Bank transfer would be preferred

Payment mode*

amount topped up will be converted using Navitaire's exchange rate

o 4. Currency type: Select the currency type for your transfer. You should select the same currency in the current balance box. If different currency is selected,

🌡 Welcome Andrew 🛛 🕙 Logou
EN 🛩
 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

o 5. Top up amount: Key in the amount you wish to pay and topped up into your account. Key in numbers and decimal only, do not key in commas or currency

	🏖 Welcome Andrew 🛛 🕑 Logout
	EN 🛩
Payment mode* Select	 3. 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
eset 8 . ent upon submission	

- o 6. Remarks: Key in any remarks for your future reference
- 7. Information: Shows additional information for your top up request

	S. Welcome Andrew
	EN 🛩
Payment mode*	 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
ent upon submission	

- o 8. Reset: Clicking this will clear all fields
- 9. Generate reference id: Once you confirm that all the details are correct,

clicking this will send an e-mail notification to your e-mail with a proforma invoice

scoot				🍒 Welcome Andrew 🛛 🕁 Logout
Top up Transactio	on history Support			EN 🗸
Agent account top u	р			
Sky agent id* 1. Select	Current balance 2.	Payment mode* 3. Select ~	0	Key in numbers and decimal only, do not key in comma in top up amount. We strongly encourage Bank transfer as cash deposits
Currency type* 4. Select ~	Top up amount * 5.		0	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
Remarks 6			L	before top up is done to confirm that cheque has not bounced 7 .
9.	Generate reference id	Reset 8.	1	

Once "Generate reference id" button is clicked, below screen will appear showing the reference id

scoot			🎝 Welcome Andrew 🕑 Logout	scoot			🚨 Welcome Andrew
🖀 Top up Tran	saction history Support		EN 🛩	🖀 Top up Transac	tion history Support		
Agent account to	op up			Reference id generated succe	ssfully and reference id is A000141. An	e-mail notification with the payment and	bank details has been sent
Sky agent id*	Current balance	Payment mode*	Rey in numbers and decimal only, do not key in comma	Agent account top	up		
TST1400003	✓ SGD 8857941.76	Bank transfer 🗸 🗸	in top up amount.	Sky agent id*	Current balance	Payment mode*	Key in numbers and decimal only, do not k
Currency type*	Top up amount *		We strongly encourage Bank transfer. For Citibank, only 200 pieces of notes accepted per transactions. Coins and 201st number of notes will be subjected to bank	Select 🗸		Select	in top up amount. We strongly encourage Bank transfer.For (200 pieces of notes accepted per transacti
SGD	✔ 15000		charges. <u>Click here for listing of bank charges</u> . We strongly encourage Bank transfer. Cheque payments	Currency type*	Top up amount *		and 201st number of notes will be subjecte charges. <u>Click here for listing of ban</u>
Remarks			will require 1 more working day from the normal process before top up is done to confirm that cheque has not	Remarks			We strongly encourage Bank transfer. Che will require 1 more working day from the no before top up is done to confirm that chequ
Enter the remarks			bounced	Enter the remarks			bounced
	Generate reference id	Reset			Generate reference id	2 Reset	
An e-mail	notification with the payment and bank details will t	be sent upon submission		An e-mail notifi	cation with the payment and bank details v	vill be sent upon submission	

🕑 Logout EN 🗸

key in comma Citibank,only tions. Coins ed to bank <u>nk charges</u>. eque payments ormal process ie has not

- You will receive an e-mail with:
- o 1. Top Up Details
- o 2. Bank Account
- o 3. Reference id
- o 4. Proforma invoice

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٢	For Cash d Please note	eposits, please request the bank sta e that bank charges might be deduc of that ownedge on argeo for another ormation	of the myour payment details for top to iff to input proforma invoice number A0 ted from your remtitance as this should	of to be done. 00141 as the payment be borne by the Agent , onlore.	a details. t. SGD	
		Beneficiary bank	Beneficiary name	SWIFT	Г code	
	United	Overseas Bank Limited	Scoot Pte Ltd	UOVB	SGSG	
		Bank address	Account number	Intermed	iate bank	
	80 Raff S	iles Place, UOB Plaza 1, Singapore 048624	450-304-062-4			2.
		Bank code	Branch code	Intermediate ba	nk SWIET ood	2
		7375	001			

🔒 ් ර 🏻	Attachment Tools				Scoot Top Up TST140000	03 SGD 15000 31-Mar-2017 ref: A00)141 - Message (HTML)
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Open Quick Ren Print Attac Actions	nove hment As Attachments Save to Computer	Save to Save All to OneDrive * OneDrive * Save to Cloud	Select Copy All Message Selection Message	1			
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A000141.pdf 31 KB	4.						
				scoot		Agency Top Up	
				Hi Andrew, We have received details.	your top up request wi	th a reference D A000141 . F	ase quote A000141 in your payment
			1.	You have selected TST1400003.	I to pay via Bank transf	er of the amount SGD 15000	to be topped up into your Agency ID
				This amount will be	e topped up upon your	funds being sighted in Scoot's	s Bank Account within 2 working days.
				The bank details it	or the remittance are as	s ionows.	
				Bank Information	of the remittance are as	s tonows.	SGD
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IF YOU ARE UNABLE TO VIEW THE SCOOT-TIGERAIR PICTURES AND YOU SEE THE ABOVE MESSAGE, RIGHT CLICK IT AND CLICK "DOWNLOAD PICTURES"

• Be sure to mention the reference id in your payment details to prevent delays in the top up

Open Image: Control of the second	File Edit	141.pdf - A t View	Adobe Read Window	er Help			— C	- ×
Specifies Proforma Invoice number: Proforma Invoice Number: Aurolitation Aurolitation and Aurolitati	0F	pen	 J		1 / 2 98%	- T	ools Fill & Sign Co	omment
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1 Agency Top Up for TST1400003 15000 Total 15000 GST - Amount Due 15000 Kindly specify the proforma invoice number A000141 in your payment details for top up to be done. For Cash deposits, please request the bank staff to input proforma invoice number A000141 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 Bank address Account number 80 Raffles Place, UOB Plaza 1, Singapore 048624 450-304-062-4 Bank code Branch code Intermediate bank SWIFT code Bank code Branch code Intermediate bank SWIFT code		Г	Sno		Description		Amount	1
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Beneficiary bank Beneficiary name SWIFT code United Overseas Bank Limited Scoot Pte Ltd UOVBSGSG Bank address Account number Intermediate bank 80 Raffles Place, UOB Plaza 1, Singapore 048624 450-304-062-4 - Bank code Branch code Intermediate bank SWIFT code 01 001 01		1	Bank Info	rmation			SGD	- 11
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Kindly specify the proforma invoice number A000141 in your payment details for top up to be done. For Cash deposits, please request the bank staff to input proforma invoice number A000141 as the payment details. Please note that bank charges might be deducted from your remtitance as this should be borne by the Agent. Please note that exchange charges will arise if remittance currency and bank currency differs.

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

Agency Top Up

Hi Andrew,

We have received SGD 15000 in Scoot's Bank for A000141

The amount SGD 15000 has been topped up into your Agency ID TST1400003

Please refer to the attached for the receipt for A000141.

The Scoot-Tigerair Team

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	1	Receipt for A000141		15000

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.

TOP UP REQUEST: EDIT REQUEST

• TOP UP REQUEST – EDIT REQUEST

- can be edited):
- I. Transaction history

sco	ot		
ñ	Top up	Transaction history	Support
		I.	
📀 Ref	ference id gen	erated successfully and refer	ence id is A000142. An e-ma

Agent account top up

Sky agent id*		Current balance	
Select	~		
Currency type*		Top up amount *	
Select	~		
Remarks			
Enter the remarks			

Generate reference id

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

To edit a submitted request, go to (only requests that have not been topped up)

	•	Welcome Andrew	🕑 Logout
			EN 🗸
il notification with the payment and bank details has been sent			×

 \sim

Payment mode*

Select

- Hey in numbers and decimal only, do not key in comma in top up amount.
- We strongly encourage Bank transfer. For Citibank, only 200 pieces of notes accepted per transactions. Coins and 201st number of notes will be subjected to bank charges. Click here for listing of bank charges.
- 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 Reset

• TOP UP REQUEST – EDIT REQUEST

o 2. Search for the transaction you wish to edit and click on the "Edit" icon

View transaction

Show 10	entries	
S.No 🝷	Reference number -	Currency type
1	A000142	SGD
2	A000141	SGD
3	A000130	SGD
4	A000129	SGD
5	A000128	SGD
6	A000125	SGD
7	A000124	SGD
8	A000116	SGD
9	A000105	SGD

🔹 Welcome Andrew 🔰 🕑 Logout EN 🗸 Reep 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. Export 2. Search: Topup amount -Status 🔻 Edit View - \mathbf{Z} 15001.00 ٩ţ 15000.00 -1500.00 -**1** 100.00 ٩ţ **-**900.00 × 1.00 ٩ţ <u>=</u> 12.00

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1000.00

123.00

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TOP UP REQUEST – EDIT REQUEST •

- Remarks. Once edited, click "Update"
- void your top up request

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ŵ	Тор ир	Transaction history	Support	
Sear	ch tran	saction		
Referer	nce nur E	dit transaction details		
Refere	ence nun	Only for transactions that are in the changes.	n New and Unma	atched, you
<u>Advanc</u>	<u>e searc</u> R A	eference number 000142		Sky ag TST1400
	T T	ravel agent name ravel Agent B		Initicite Travel Ag
View	tran c	currency*		Торир
Show 1	10 (n	SGD	~	15001
S.No 🕶	R	emarks		
1		Remarks		
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5				
6	AU	00125	3GD	
7	A0	00124	SGD	
8	A0	00116	SGD	
9	A0	00105	SGD	

o 3. You will be able to change the Currency, Top up amount, Payment Mode and

o 4. If you do not want to edit, click the cross and not "Cancel", as "Cancel" will

			🎝 Welcome	Andrew	🕒 Logout
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			4.	×refe	ence lds and
can edit the information	n. On completing th	ne changes, click on	Update builton to up		number in the
entid 003		Status New		d info nmato	ormation by ched
I by ent B		Initiated date 31-Mar-2017 09:42	AM	by clia ansac	cking the edit ction, click on
amount*		Payment Mode Bank transfer)*	~	Export
			7		View
				3.	B
ate C	ancel				E.
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12	23.00		→	Ľ	E

• TOP UP REQUEST – EDIT REQUEST

- 5. You will receive an e-mail notificati proforma invoice
- Once topped up by Scoot, you wil the receipt

o 5. You will receive an e-mail notification on the revised amount with a revised

o 6. Once topped up by Scoot, you will receive an e-mail to notify you along with

				Edited - Message (HTML)	
Scoo	ot Top Up TST1400003 SG	D 20000 31-Mar-2017 09:42 AM re	f: A000142 - Status:		
			C Final		
	Rules *	🔁 🖬 🚩 a	5 Palatada		
Move	Actions - Assign	Mark Categorize Follow Trans	slate	Zoom	
· · ·	Policy - L	Jnread ▼ Up ▼ ▼	, l∂ Select *		
E N	love	Tags 🕞	Editing	Zoom	
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atus: Edited	5				
~*		Ageney Ten	L In		
57		Agency top	Up		
Hi Andre	w,			5	
				Э.	
We have rece	eived your revised top	o up request with a reference	: ID A000142 . <mark>-</mark>	lease quote A000142 in	n your
payment deta	ui3.				
You have sele	ected to pay via Bank	transfer of the amount SGD	20000 to be top	pped up into your Agenc	y ID
You have sele	ected to pay via Bank	transfer of the amount SGD	20000 to be top	pped up into your Agenc	y ID
You have selected TST1400003.	ected to pay via Bank will be topped up upo	transfer of the amount SGD	20000 to be top	pped up into your Agenc	:y ID i davs
You have selected TST1400003 This amount t	ected to pay via Bank will be topped up upo	transfer of the amount SGD n your funds being sighted ir	20000 to be top n Scoot's Bank A	oped up into your Agenc	y ID I days
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You have sele TST1400003 This amount w The bank det Bank Informati Bene United Over Bar 80 Raffles P Singa	ected to pay via Bank will be topped up upo ails for the remittance ion eficiary bank seas Bank Limited hk address Place, UOB Plaza 1, pore 048624	transfer of the amount SGD n your funds being sighted ir are as follows: Beneficiary name Scoot Pte Ltd Account number 450-304-062-4 Branch code	e 20000 to be top	oped up into your Agenco account within 2 working SWIFT code UOVBSGSG Intermediate bank -	y ID I days GD
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TOP UP REQUEST: CANCEL REQUEST

up can be cancelled):

I. Transaction history

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

Generate reference id

To cancel a submitted request, go to (only requests that have not been topped

	Welcome Andrew	I	🕑 Logout
			EN 🗸
il notification with the payment and bank details has been sent			×

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Payment mode*

Select

- Rey in numbers and decimal only, do not key in comma in top up amount.
- We strongly encourage Bank transfer. For Citibank, only 200 pieces of notes accepted per transactions. Coins and 201st number of notes will be subjected to bank charges. Click here for listing of bank charges.
- 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 Reset

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

View transaction

View tr	ransaction					Export
Show 10	entries			Search:	2.	
S.No 🔻	Reference number -	Currency type -	Topup amount 👻	Status 👻	Edit	View
1	A000142	SGD	15001.00	-		E.
2	A000141	SGD	15000.00	٩ţ٩		<u>e</u>
3	A000130	SGD	1500.00	⇒		2
4	A000129	SGD	100.00	→		E ^
5	A000128	SGD	900.00	হাই		<u>e</u>
6	A000125	SGD	1.00	×	Ľ	<u>e</u>
7	A000124	SGD	12.00	হাহ	Ľ	<u>e</u>
8	A000116	SGD	1000.00	হাহ	Ľ	E.
9	A000105	SGD	123.00	⇒	Ľ	R

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- Reep 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.

• TOP UP REQUEST – CANCEL REQUEST

- o 3. Click on "Cancel" and key in your reason for cancellation
- o 4. You will receive an e-mail notification on the cancellation
- o 5. Request cannot be used anymore

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希 Тор	up Transaction history	Support			EN 🗸
Search tr	ansaction				
Reference nu	Edit transaction details				reference lds and
Reference nur	Only for transactions that are in the changes.	New and Unmatched, you can	edit the information. On comple	ting the changes, click on Update butto	nce number in the n to update
Advance sear	Reference number	Sky agent in TST1400003	d	Status New	d information by
	Travel agent name Travel Agent B	Initiated by Travel Agent B		Initiated date 31-Mar-2017 09:42 AM	py clicking the edit ansaction, click on
View tran	Currency*	Topup amo	unt*	Payment Mode*	• Export
Show 10 en	SGD	▶ 15001		Bank transfer	~
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2	Remarks				ß
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7	A000124	SGD	12.00	্রাহ	e e
8	A000116	SGD	1000.00	হাই	Z P
9	A000105	SGD	123.00	-	C B

reason for cancellation on on the cancellation

Only for transactions that	t are in New and Unmatched, you can edit the information. On completing the changes, click on Update button to upda
the changes.	
eason for cancellat	on
Enter your reason for ca	ncellation in less than 100 characters

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

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ŵ	Тор ир	Transactio	n history	Support	
Sear	ch trans	action			
Refere	nce number		Status		
Refer	ence number		Select		~
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View transaction

Show 10	entries	
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1	A000143	SGD
2	A000142	SGD
3	A000141	SGD
4	A000130	SGD
5	A000129	SGD
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7	A000125	SGD
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the view icon.

• TOP UP STATUSES

Statuses	Interpretation
New	Request that wa
Reconciled	Request has be
Mismatched	Request referen amount or curre Airline will perfor
Unmatched	Request that ha
Cancelled	Request has be
Partially Reconciled	Not applicable

as recently submitted en topped up successfully nce id is found in payment details but ency does not tally

rm the top up manually as been outstanding en cancelled

yet

REPORT

- To access your report, go to Transaction history
- the Reference number

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Ä	Тор ир	Transactio	on history	Support	
Sear	ch trans	action			
Refere	nce numbe	r	Status		
Refer	ence number		Select		~
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View transaction

Show 10	entries			Search:		
S.No 🕶	Reference number -	Currency type 👻	Topup amount 👻	Status 🔫	Edit	View
1	A000143	SGD	50.00	×		B
2	A000142	SGD	20000.00	ণ্		<u>s</u>
3	A000141	SGD	15000.00	ণ্		<u>s</u>
4	A000130	SGD	1500.00	٥Į٩		E.
5	A000129	SGD	100.00	→		<u>=9</u> .
6	A000128	SGD	900.00	ণ্		<u>s</u>
7	A000125	SGD	1.00	×		<u>e</u>
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o By default, it will list all transactions for the recent month in descending order of

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- Reep 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.

Export

- To specify your search, you can:
- o 1. Filter
- o 2. Sort

scoo	n				
ñ	Тор ир	Transaction	n history	Support	
Sear	rch trans	action			
Refere	nce numbe	r	Status		
Refer	rence number		Select		~

View transaction

	Show 10 entries Search:							
2.	S.No 🕶	Reference number -	Currency type -	Topup amount 👻	Status 🕶	Edit	View	
	1	A000143	SGD	50.00	×		1	
	2	A000142	SGD	20000.00	শ্বন্থ		R	
	3	A000141	SGD	15000.00	শ্বন্থ		R	
	4	A000130	SGD	1500.00	্যুহ		1Q.	
	5	A000129	SGD	100.00	-		2	
	6	A000128	SGD	900.00	s t ≎		1	
	7	A000125	SGD	1.00	×		1	
					-		_	

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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.

Export

• REPORT – FILTER

- You can filter for:
- o 1. Specific Reference number
- o 2. Status

View transaction

Show 10	entries			Search:		
S.No 🕶	Reference number -	Currency type -	Topup amount 👻	Status 👻	Edit	View
1	A000143	SGD	50.00	×		Ŕ
2	A000142	SGD	20000.00	ণ্		R
3	A000141	SGD	15000.00	৽ৗৢ৽		R
4	A000130	SGD	1500.00	٩ţ٩		R
5	A000129	SGD	100.00			19
6	A000128	SGD	900.00	≏ t ≏		R
7	A000125	SGD	1.00	×		R
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- 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.

Export

REPORT – FILTER •

- You can filter for:
- - request was first submitted and not the top up dates
- A. Reset To clear all search conditions

\circ 3. Advanced search – Start date to End date: These dates are the dates when the

REPORT – SORT

- You can sort the columns:
- o S.No, Reference number and Topup amount
- o It can be sorted in ascending or descending order

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View transaction

Show 10	entries			Socrab:		
S.No 🕶	Reference number -	Currency type -	Topup amount 👻	Status 🕶	Edit	View
1	A000143	SGD	50.00	×		<u>s</u>
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4	A000130	SGD	1500.00	٩Ţ٩		Ŕ
5	A000129	SGD	100.00	→		<u>19</u>
6	A000128	SGD	900.00	≎‡≎		B
7	A000125	SGD	1.00	X		R
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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.

Export

REPORT – DOWNLOAD •

To download the report, click on "Export"

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ñ	Тор ир	Transact	ion history	Support	
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Refere	nce numbe	r	Status		
Refer	ence number		Select		~
Advan	ce search		Se	barch	2 Reset

View tr	ew transaction								
Show 10	entries			Search:					
S.No 👻	Reference number -	Currency type -	Topup amount 👻	Status 👻	Edit	View			
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2	A000142	SGD	20000.00	٩ţ٩		E C			
3	A000141	SGD	15000.00	হাহ		<u>s</u>			
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7	A000125	SGD	1.00	×		<u>19</u>			
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EN 🗸

- Reep 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.

REPORT – DOWNLOAD

- Downloaded report shows columns:
- D: Bank deposited into
- E: Currency
- F: Top up Amount

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t Date	28-Feb-2017							
NO	SKY AGENT ID	REFERENCE NUMBER	BANK NAME	CURRENCY TYPE	TOPUP AMOUNT	INITIATED DATE	LAST MODIFIED DATE	STATUS
1	TST1400003	A000143	-	SGD	50	31-Mar-2017 10:02 AM	31-Mar-2017 10:05 AM	Cancelle
2	TST1400003	A000142	United Overseas Bank Limited	SGD	20000	31-Mar-2017 09:42 AM	31-Mar-2017 09:57 AM	Reconcile
3	TST1400003	A000141	United Overseas Bank Limited	SGD	15000	31-Mar-2017 09:12 AM	31-Mar-2017 09:34 AM	Reconcile
4	TST1400003	A000130	汇丰银行(中国)有限公司 (Control - SGD China)	SGD	1500	29-Mar-2017 02:26 PM	31-Mar-2017 10:13 AM	Reconcile
5	TST1400003	A000129	L	SGD	100	29-Mar-2017 01:42 PM	29-Mar-2017 01:42 PM	New
6	TST1400003	A000128	汇丰银行(中国)有限公司 (Control - SGD China)	SGD	900	28-Mar-2017 05:25 PM	28-Mar-2017 05:26 PM	Reconcile
7	TST1400003	A000125		SGD	1	27-Mar-2017 08:42 PM	27-Mar-2017 08:42 PM	Cancelled
8	TST1400003	A000124	Citibank N.A., Singapore	SGD	12	27-Mar-2017 08:30 PM	27-Mar-2017 08:40 PM	Reconcile
9	TST1400003	A000116	Citibank N.A., Singapore	SGD	1000	22-Mar-2017 10:47 AM	22-Mar-2017 10:48 AM	Reconcile
0	TST1400003	A000105	-	SGD	124	20-Mar-2017 06:55 PM	31-Mar-2017 10:39 AM	New
1	TST1400003	A000091	Citibank N.A., Singapore	SGD	1400	20-Mar-2017 01:54 PM	20-Mar-2017 01:54 PM	Reconcile
2	TST1400003	A000090	汇丰银行(中国)有限公司	SGD	10000	17-Mar-2017 10:49 AM	20-Mar-2017 01:56 PM	Reconcile
3	TST1400003	A000089	汇丰银行(中国)有限公司 (Control - SGD China)	SGD	900	17-Mar-2017 10:05 AM	17-Mar-2017 10:31 AM	Reconcile
4	TST1400003	A000084	汇丰银行(中国)有限公司(Control-SGD China)	SGD	1000	17-Mar-2017 03:17 PM	17-Mar-2017 03:52 PM	Reconcile
5	TST1400003	A000070		SGD	111	13-Mar-2017 02:16 PM	13-Mar-2017 02:16 PM	New
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14	SNO	SKY AGENT ID	REFERENCE NUMBER	BANK NAME	CURRENCY TYPE	TOPUP AMOUNT	INITIATED DATE	LAST MODIFIED DATE	STATUS	
15	1	TST1400003	A000143	-	SGD	50	31-Mar-2017 10:02 AM	31-Mar-2017 10:05 AM	Cancelled	
16	2	TST1400003	A000142	United Overseas Bank Limited	SGD	20000	31-Mar-2017 09:42 AM	31-Mar-2017 09:57 AM	Reconciled	
17	3	TST1400003	A000141	United Overseas Bank Limited	SGD	15000	31-Mar-2017 09:12 AM	31-Mar-2017 09:34 AM	Reconciled	
18	4	TST1400003	A000130	汇丰银行(中国)有限公司 (Control - SGD China)	SGD	1500	29-Mar-2017 02:26 PM	31-Mar-2017 10:13 AM	Reconciled	
19	5	TST1400003	A000129	-	SGD	100	29-Mar-2017 01:42 PM	29-Mar-2017 01:42 PM	New	
20	6	TST1400003	A000128	汇丰银行(中国)有限公司 (Control - SGD China)	SGD	900	28-Mar-2017 05:25 PM	28-Mar-2017 05:26 PM	Reconciled	
21	7	TST1400003	A000125	-	SGD	1	27-Mar-2017 08:42 PM	27-Mar-2017 08:42 PM	Cancelled	
22	8	TST1400003	A000124	Citibank N.A., Singapore	SGD	12	27-Mar-2017 08:30 PM	27-Mar-2017 08:40 PM	Reconciled	
23	9	TST1400003	A000116	Citibank N.A., Singapore	SGD	1000	22-Mar-2017 10:47 AM	22-Mar-2017 10:48 AM	Reconciled	
24	10	TST1400003	A000105	-	SGD	124	20-Mar-2017 06:55 PM	31-Mar-2017 10:39 AM	New	
25	11	TST1400003	A000091	Citibank N.A., Singapore	SGD	1400	20-Mar-2017 01:54 PM	20-Mar-2017 01:54 PM	Reconciled	
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29	15	TST1400003	A000070	-	SGD	111	13-Mar-2017 02:16 PM	13-Mar-2017 02:16 PM	New	
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BANK ACCOUNTS & OTHER MATTERS

BANK ACCOUNTS •

- via the Agency Top Up Portal
- sent when you submit a top up request

Please remit to the bank accounts in this document for top up requests submitted

These bank accounts will appear on the payment details in the e-mail notification

BANK ACCOUNTS

Currency	SGD	USD #	AUD #	JPY#			
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			
Correspondent Bank	NA	Citibank N.A. New York	NA	NA			
Correspondent Bank Swift Code	NA	CITIUS33	NA	NA			
Correspondent Bank ABA Routing No.	NA	021000089	NA	NA			

PLEASE NOTE, AS THE ACCOUNTS (USD, AUD, JPY) ARE OPENING IN SINGAPORE, ONLY TELEGRAPHIC TRANSFER IS ACCEPTABLE

BANK ACCOUNTS

Currency	PHP	MYR	IDR
Beneficiary Bank	Standard Chartered Bank (PHILIPINES)	Standard Chartered Bank	
Beneficiary Name		Scoot Tigerair Pte. Ltd.	
Swift Code	SCBLPHMMXXX	SCBLMYKXXXX	SCBLIDJXXXX
Bank Code	NA	NA	50
Branch Code	NA	NA	0306
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
Account Number	0146-5925278-13	312194653224	306-1009143-0

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BANK ACCOUNTS

Currency	THB	
Beneficiary Bank	Standard Chartered Bank (Thai) Public Company Ltd	
Beneficiary Name	Scoot Tigerair Pte. Ltd.	
Swift Code	SCBLTHBX	
Bank Code	020	
Branch Code	101	
Bank Address	90 North Sathorn 2 nd Floor, Building 3, Silom, Bangrak, Bangkok 10500	
Account Number	00100836429	

Currency	
Beneficiary Bank	中国工
Beneficiary Name	新加
Swift Code	
Bank Address	
Account Number	

CNY

商银行股份有限公司广州天河支行

功酷虎航空有限公司广州代表处

ICBKCNBJGDG

广州市天河区天河东路102号

3602013419201137634

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• OTHER MATTERS – CONTACT

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

For agency and group bookings matters, please contact: <u>sales@flyscoot.com</u>

• OTHER MATTERS – TOP UP REMINDERS

- Please quote the reference id in your payment details
- Top up will be done within 2 days or earlier once funds are sighted in our bank account
- Bank charges might be deducted from your remittance as this should be borne by the agent
- Exchange charges will arise if remittance currency and bank currency differs

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THANK YOU

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