



SkyAgent User Guide

05 OCTOBER 2017

○ Online Registration	3
○ Create New Booking	7
○ Payment Methods	13
○ Manage Your Bookings	16
○ Creating Sub-Agents	22
○ Account Support	24

ONLINE REGISTRATION

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

SkyAgent Register & Access

SkyAgent login

Login

[Download the SkyAgent User Guide](#)

How to sign up

For IATA agents

Apply online now

For non-IATA agents*

Download application form

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

ONLINE REGISTRATION

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



Organization Details

Organization Name

IATA Number

Address 1

Address 2

Language

Currency

Country

City

Passwords must be:

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

- **For Non-IATA agents:** [Download the application form](#) and send the completed form to Sales@flyscoot.com. (Processing time is approximately 2 working days)



SkyAgent Register & Access

SkyAgent login



[Download the SkyAgent User Guide](#)



Download the user guide
for easy reference

Scot SkyAgent Login

A screenshot of the Scot SkyAgent Login form. It features two input fields: "Username" and "Password". Below the "Password" field is a link for "Forgot Password?". A yellow "Login" button is positioned below the "Forgot Password?" link. A blue arrow points from the "Username" label to the explanatory text below.

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



BOOKING CREATION

BOOKING CREATION

My Bookings | **My Agents** | My Profile | **Make a Booking** → Make a Booking

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

Booking Reference Flight Destination Departure Date Agent Name

Booking Reference [Reset](#)

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

Want to escape from the ordinary?

Return One way Multi City

From To 1 traveler

Use promo code

Insert your flight details

If you have a promotion code to use, insert here



FLIGHT SEARCH

Singapore to Tokyo, 09 Feb 2017 x 1 Edit SGD 334

Modify your search details

Select Flights

1 FLIGHTS → 2 ABOUT YOU → 3 SEAT → 4 PAY

1. Depart - Singapore To Tokyo

See whole month

Mon, Feb 06 SGD292 | Tue, Feb 07 SGD272 | Wed, Feb 08 SGD272 | **Thu, Feb 09 SGD292** | Fri, Feb 10 SGD342 | Sat, Feb 11 SGD252 | Sun, Feb 12 SGD274

Select your flight

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

Sort by

Economy

ScootBiz

SIN 00:55
Singapore
Feb 09 (Thu)
787 DREAMLINER

8h 40m
1 stop(s)

NRT 10:35
Tokyo
Feb 09 (Thu)

SGD292

SGD432 LIMITED SEATS

Select fare product

3 seats left at this fare

 Fly Economy seat	 FlyBag Economy seat 20kg check-in baggage	 FlyBagEat Economy seat 20kg check-in baggage Meal, drink and snack	 ScootBiz Wide premium leather seats with double legroom 30kg check-in baggage 15kg cabin baggage Widest choice of meals + (alcoholic) beverage Priority check-in & boarding Streaming inflight entertainment (where available) In-seat power
<input type="radio"/> SGD292 (flight only)	<input checked="" type="radio"/> +SGD42	<input type="radio"/> +SGD72	<input type="radio"/> +SGD140

Select your product class and click 'Continue'



PASSENGER DETAILS

Passengers on this flight

Adult 1

Note: Ensure that the name in your booking matches your passport name (and your KrisFlyer membership name if applicable).

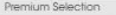



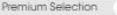




Title First Name (Given) * Last Name (Surname) *

Date of Birth *
DD MM YYYY

Insert Pax details

Get stuffed on board

Order now and enjoy greater savings! All meals come with a drink & snack. You may change your meal selection online up to 72 hours before your flight.

Singapore - Taipei 12:55am - 5:30am	Taipei - Tokyo 6:40am - 10:35am	Tokyo - Bangkok (Don Mueang) 9:35am - 2:55pm	Bangkok (Don Mueang) - Singapore 3:50pm - 8:00pm
  Scoot Exclusive Dry Laksa SGD21.99 <input type="checkbox"/> Select Hot	  Singapore Signature Chicken Rice SGD21.99 <input type="checkbox"/> Select Hot	  Cajun Baked Fish with Potato Wedges SGD21.99 <input type="checkbox"/> Select Hot	
 Nasi Lemak with Chicken and Fish Tofu SGD17 <input type="checkbox"/> Select	 Braised Chicken with Rice SGD17 <input type="checkbox"/> Select	 Beef and Mushroom Lasagna SGD17 <input type="checkbox"/> Select	

Check and add any SSR that you would like (Baggage / Meals)

Upsize your bags


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

Depart Singapore to Tokyo	20 kg Included	25 kg SGD12	30 kg SGD24	35 kg SGD36	40 kg SGD48
Return Tokyo to Singapore	20 kg Included	25 kg SGD12	30 kg SGD24	35 kg SGD36	40 kg SGD48



SEAT SELECTION AND ADD-ONS

Create your flight of fancy



Snooze Kit


SGD18 each


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

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

+ Add for all

Select your add-on services

 **Mine. All mine.**

 **Taken.**

 **Stretch From SGD79**
50% more legroom
No seat in front

 **Super From SGD39**
30% more legroom
No seat in front

 **Standard ScootinSilence From SGD0**
Enjoy peace & quiet near the front of the plane.

 **Standard From SGD12**
Choose window or aisle Sit next to friends

 **ScootinSilence**
Travel in peace in our quiet zone. First to exit the aircraft upon arrival.

Standard
→ *Choose a window/ aisle seat*

→ ScootinSilence
No Kids under 12



PASSENGER CONTACT DETAILS

You're almost done

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

1 → 2 → 3 → 4
FLIGHTS ABOUT YOU SEAT PAY

Contact Details

Title *	<input type="text" value="Mr"/>	Contact number *	<input type="text" value="98877665"/>
First name *	<input type="text" value="ABC"/>	Email *	<input type="text" value="customer@Email.com"/>
Last name *	<input type="text" value="ABC"/>	Confirm Email *	<input type="text" value="customer@Email.com"/>

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

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



PAYMENT METHODS

PAYMENT (AGENCY CREDIT)

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

Total Booking Made: 0 | Currency: SGD | Account Balance: 45,455

Booking Reference Flight Destination Departure Date Agent Name

Booking Reference [Reset](#)

Your Agency Credit Balance

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

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

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



OTHER PAYMENT MODS

- Credit Card --Processing fees (equiv. to S\$10 per flight per pax) applies.
- Voucher
- Agency Credit
- BSP Weblink

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

Fare details

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

Select payment method

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

Card type *
VISA | Mastercard | American Express | JCB

Card number *

Expiration date *
Select... | Select...

Card holder name *

CCV2/CVC2 *

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



MANAGE YOUR BOOKINGS



SUMMARY OF YOUR BOOKINGS

The screenshot shows a user interface for managing bookings. At the top, there are navigation tabs: 'My Bookings' (selected), 'My Agents', 'My Profile', and 'Make a Booking'. Below the tabs, summary statistics are displayed: 'Total Booking Made: 1', 'Currency:', and 'Account Balance: 0'. A search section contains four radio buttons: 'Booking Reference' (selected), 'Flight Destination', 'Departure Date', and 'Agent Name'. Below these is a search input field with the placeholder text 'Booking Reference', a 'Search' button, and a 'Reset' link. Below the search section, there are three filter tabs: 'Bookings paid' (selected), 'On Hold', and 'Past Bookings'. A table displays the following data:

Booking Ref	Flights	Departure Date	Booking Status	Actions
UC8B5X	-	01 Jan 2017	Confirmed	

Two blue arrows point from the 'Booking Reference' search field to the 'UC8B5X' entry in the table, and from the 'Bookings paid' filter tab to the 'Confirmed' status in the table.

View your bookings:



- Paid
- On hold
- Past

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







BOOKINGS ON HOLD

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

Booking Ref	Flights	Departure Date	Booking Status	Expiry Date	Actions
OD3R9U	SIN - PER	13 Apr 2017	Hold	28 Feb 2017 17:25	 

You may choose to **make payment** or **edit the flight details**

Booking Reference: OD3R9U Booking Date: Mon 27 Feb 2017

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



EDIT BOOKINGS




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

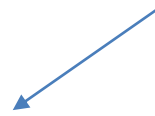
Total Booking Made: **1** | Currency: | Account Balance: **0**

Booking Reference Flight Destination Departure Date Agent Name

[Reset](#)

Bookings paid | On Hold | Past Bookings

Booking Ref	Flights	Departure Date	Booking Status	Actions
UC8B5X	-	01 Jan 2017	Confirmed	  



Edit, View or Print your bookings
Select 'Edit' to manage your booking



EDIT BOOKINGS

Singapore to Sydney

Booking Reference: [redacted] Booking Date: [redacted]

[View Itinerary](#) [Resend Itinerary](#)

1. Depart: Singapore to Sydney ScootBiz

TZ2 - 7h 45min

SIN 01:45 Singapore
May 10 (Wed), Changi Airport
787 787 SIN-SYD

SYD 11:30 Sydney
May 10 (Wed), Kingsford Smith Airport
787 787 SIN-SYD

2. Return: Sydney to Singapore ScootBiz

TZ1 - 8h 35min

SYD 12:30 Sydney
May 27 (Sat), Kingsford Smith Airport
787 787 SYD-SIN

SIN 19:05 Singapore
May 27 (Sat), Changi Airport
787 787 SYD-SIN

Passenger Details

	Singapore → Sydney	Sydney → Singapore
Checked baggage Buy now & SAVE up to 30%!	30kg + Add baggage	30kg + Add baggage
Extra Cabin Bag Buy now and SAVE up to 30%!	Included in ScootBiz	Included in ScootBiz
Seats Sit with your loved ones, or add more legroom!	Change Seat	Change Seat

Changes are permitted up to 4 hours prior to departure.

Changes allowed include:

- Name*
- Flight*
- Add-on SSR
le. Check-in baggage / Seats / Meal purchases (Meal purchase can only be done at least 72 hours before flight)

**Change Fee and fare difference are applicable*



EDIT BOOKINGS - FINALIZING

Manage your Sydney Trip | 1 Add-Ons SGD 198.66 **Check-out**

Depart		Return		Add-Ons		Summary		
TZ 2	ScoofBiz	TZ 11	ScoofBiz	Scoof-in-Style	SGD39	1 x Adult	SGD159.66	
SIN	✈	SYD	✈			Add-Ons	SGD39	
1:45AM Sat, May 13		11:30AM Sat, May 13	8:45PM Thu, May 25					
Total		SGD67.32	Total	SGD92.34	Total	SGD39	Total	SGD198.66

[More details](#)

SIN 01:45
Singapore
May 13 (Sat), Changi Airp
787

2. Return: S
TZ11 - 8h 35min
SYD 20:45
Sydney

Scoof-in-Style SGD39

Total SGD39

Outstanding balance SGD39

Grand total **SGD198.66**

Confirm your changes
Click 'Check-out' to finalize

Select 'More details' to view outstanding amount



CREATING SUB-AGENTS

CREATING SUB-AGENTS

The screenshot shows a user interface with a top navigation bar containing five tabs: 'My Bookings', 'My Agents', 'My Profile', 'My Organization', and 'Make a Booking'. Below the navigation bar, there are three summary items: 'Total Booking Made: 0', 'Currency:', and 'Account Balance: 0'. A search section follows, featuring two radio buttons for 'Agent ID' (selected) and 'Agent Name', a text input field with the placeholder 'Enter your agent ID', a 'Search' button, and a 'Reset' link. Below the search section, there is a table of agents. The table has five columns: 'Agent ID', 'First name (given)', 'Last name (surname)', 'Status', and 'Actions'. The table shows one agent with the ID 'TST1400007-0000', first name 'HIIFANG', last name 'HIANG', and status 'Active'. An 'Add new agent' button is located to the right of the table.

Update your profile

View your existing users

Registering New Users

Useful when your agency has >1 ticketing staff

Each User will be accountable for their bookings made





ACCOUNT SUPPORT



- Contact sales@flyscoot.com for sales enquiries.
- Contact Scoot_NewSkies@flyscoot.com for system issues that requires the tech team to assist with trouble-shooting.



FORGOT YOUR PASSWORD?

Login

 [forgot?](#)

Login

×

Forgot Password!

SkyAgent ID

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





THANK YOU

Visit flyscot.com for more info