



AGENT 360 SRF Changes & Introduction to Smart Search

Dear Trade Partners,

SRF Changes for Name Correction and Refund with Fee Waiver

Effective 14 March 2026, the following process change will take place for Name Correction and Refund with Fee Waiver SRFs for NDC bookings.

All Name Correction and Refund with Fee Waiver requests must continue to be submitted via the respective Service Request Forms (SRF) on AGENT 360. When putting in the request for NDC Bookings, please check the NDC Booking checkbox. By doing so, your request will be assessed and if approved, the name correction/refund will be processed on your behalf.

Waive fees for ticket refunds

Fill out this form to request for a waiver code that will allow you to refund a ticket through your GDS without penalties. For cases that require special handling, Singapore Airlines may process the refund for you.

IATA / ARC / TIDS Code

Select IATA

1. Enter Passsanger

First Name	Last Name	Etickets
<input type="text" value="THOMAS"/>	<input type="text" value="JONES"/>	<input type="text" value="6181029187366"/>

[Add Another Passenger](#)

NDC - Please check this if this is an NDC booking.

Name Correction

Fill out this form to request for a waiver code that will allow you to correct a passenger's name and reissue the ticket through your GDS without fare difference.

Depending on local tax regulations, there could be additional tax charged in addition to the service fee for reissuing the ticket with the correct name (e.g. K3 tax for tickets with first point of departure originating from an Indian state).

For inquiries on name correction, please **do not** use this form and submit a general form instead.

Booking Reference (PNR)
 DLPUAI [View booking details](#)

1. Select a passenger to perform a name correction

Passenger	E-ticket number
<input checked="" type="radio"/> Mr Thomas Jones	6182468097683

NDC - Please check this if this is an NDC booking.

NDC Checkbox available for indication of NDC Bookings on Name Correction and Refund with Fee Waiver SRFs.

Name Correction

Agents will receive processing updates via email on top of the existing SRF status email updates.

1. For requests with "Status: Approved; Processing Success" and "Status: Approved: To be processed by SQ Sales Ops", no further action is required. Please verify that the passenger's name change has been made accurately.
2. For requests with "Status: Approved: Processing Failed", please refer to the guidance in the email or reach out to your respective Sales Ops via email with the email attached for further assistance.



Dear KrisConnect NDC Partner,

Please be advised that we have approved and processed the request below successfully.

PNR	DLPUIA
Service Reference Number	SGNC25596092
Service request type	Name correction
Status	Approved; Processing Success
Waiver Code	0001670743
New Ticket Number	6182468097716
Updated Salutation	MR
Updated Last Name	Jone
Updated First Name	Thomas

Please check to ensure the passenger's name is now reflecting correctly in the NDC order and new E-Ticket. If there are any discrepancies, please reach out to your local SQ Sales Operations team with the PNR, Case Reference Number and Waiver Code for further advice.

Thank you.

Best regards,
KrisConnect NDC



Dear KrisConnect NDC Partner,

Please be advised that we have approved and processed the request below successfully.

PNR	6HOP6Z
Case reference number	S-2025-02-14644358
Service request type	Name correction
Status	Approved; To Be Processed By SQ Sales Ops
Waiver Code	1247397
Comments	

Please check to ensure the passenger's name is now reflecting correctly in the NDC order and new E-Ticket. If there are any discrepancies, please reach out to your local SQ Sales Operations team with the PNR, Case Reference Number and Waiver Code for further advice.

Thank you.

Best regards,
KrisConnect NDC

Refund Fee Waiver (NDC Tickets)

Agents will receive processing updates via email on top of the existing SRF status email updates.

1. Upon approval, for bookings settled via BSP or direct settlement, SQ will process the refund. Please keep a lookout for email updates (Sample 1). Should processing fail, please refer to the guidance in the email (Sample 2).
2. Refunds with waivers for NDC bookings are now automated, eliminating the need for manual RA processing. This enhancement currently applies to fully unutilized NDC tickets.
3. Please note that partially utilized tickets with waivers will continue to undergo manual RA processing for the time being.
4. Both sample email updates for the processing of Refund with Fee Waiver are as below.



SINGAPORE AIRLINES

Dear KrisConnect NDC Partner,

Please be advised that we have approved and processed the request below successfully.

PNR/ET	DZMYK8
Case reference number	S-2026-03-18561044
Service request type	Refund with penalty fee waiver
Status	Approved; Processing Success
Comments	testing

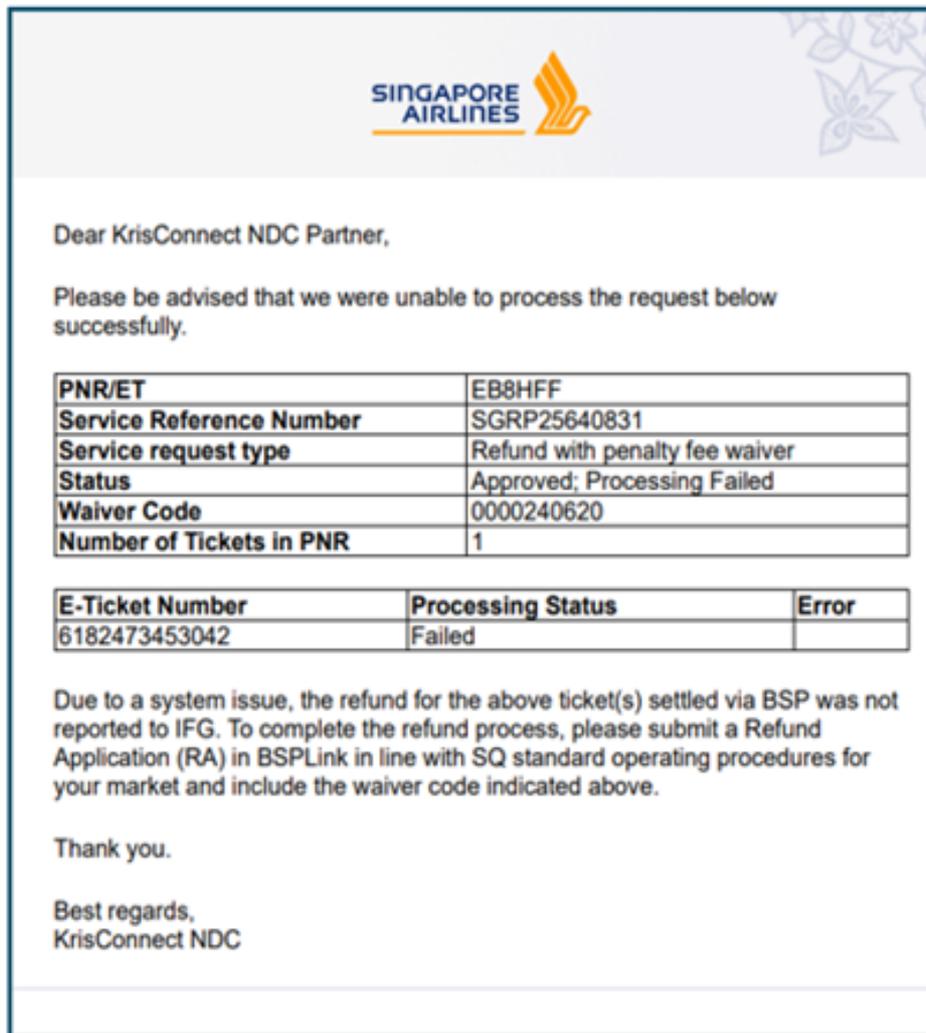
E-Ticket Number	Settlement	FOP	Currency	Refund Amount
6182473438239	BSP	CA	SGD	250.50

The refund for the above ticket(s) settled via BSP has been approved and successfully reported to IFG.

Thank you.

Best regards,
KrisConnect NDC

Sample 1

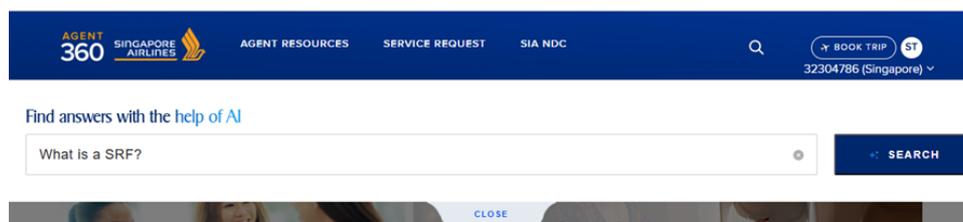


Sample 2

Introduction to AGENT 360 Smart Search

Access the new search feature via the search icon on the top right-hand corner. Powered by Generative AI, the search feature is enabled to give response to questions on AGENT 360 usage and general Singapore Airlines policy. The scope of the feature will expand over time.

Generative AI can occasionally produce inaccuracies. We recommend verifying key information and welcome your feedback to help refine our responses.



Access the AGENT 360 Smart Search feature via the search icon on the header and submit your question

Please contact your local SIA Account Manager if you have any queries.

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