



Service Request Form (SRF) submission offers Agents greater convenience and flexibility, facilitated through a user-friendly interface - AGENT 360.

As of 1 July 2023, all waiver and favour requests are to be channelled through Agent360 Service Request Form (SRF).

Benefits of SRF at Glance

SELF
SERVICE

IATA & TIDS
AGENTS

EFFICIENT
HANDLING

STATUS
TRACKING

A360
DASHBOARD

Service Requests are split into 4 main categories

WAIVER REQUEST

- Name Error
- Correction Fee
- Reissuance Fee
- Refund Admin Fee

SERVICE REQUEST

- Extend Ticketing Time Limit (TTL)

DISPUTE REQUEST

- Agency debit Memo (ADM)

GENERAL FORM

- Raise other requests

We offer seamless registration for A360 !

Register here



Scan QR code

Reach out to your Account Manager or [IN Agent360@singaporeair.com.sg](mailto:IN_Agent360@singaporeair.com.sg) for more information.

