



**Dear Trade Partners,**

1. Effective 2nd March 2026, Singapore Airlines (SIA) is updating the distribution process for E-ticket Receipts and Refund Notices for NDC bookings made via specific Global Distribution Systems (GDS).

2. Current Process: Currently, for most partners, SIA automatically emails the passenger:

- ETKT Receipt: An SIA E-ticket Receipt containing airfare and booking details.
- RFND Notice: A Refund Notice containing the refunded amount and details.

3. New Process for GDS NDC Bookings:

3.1 Based on feedback received from the trade, SIA will deactivate these automated emails for NDC bookings made via the following connections:

- Amadeus (1A)
- Sabre (1S)
- Travelport (1G)

3.2 The new process will see an alignment with the Edifact channel today, where E-ticket Receipt and Refund Notice are not generated and sent to the passenger.

3.3 This change eliminates duplicate emails and potential discrepancies when SIA and the agency both issue E-ticket Receipts/Refund Notices to the booking email. This change ensures your agency's version—containing your fees, policies and contact details—remains the single source of truth.

4. What This Means for You:

4.1 SIA will stop sending automated E-ticket Receipts and Refund Notices directly to passengers for NDC bookings made via the three GDS. Agency partners can continue to generate E-tickets and Refund Notices via your GDS platform.

4.2 Please note that passengers will continue to receive operational notifications from SIA, such as check-in reminders, flight delays, or schedule changes.

5. Implementation Timeline:

5.1 Deactivation will occur progressively starting 2nd March 2026, with expected completion by end-March 2026. During this transition window, some passengers may still receive automated receipts until the system update is fully propagated.

5.2 No action is required from your agency. This change applies only to the GDS connections listed above; there is no change for other NDC partners or direct channels.

Sincerely,

**SQ USA AGENCY SALES TEAM**

Singapore Airlines Ltd.

