



Dear Valued Agency Partners,

Please be advised that effective 14 March 2026, a process change was implemented 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

IATA / ARC / TIDS Code

1. Enter Passenger

First Name	Last Name	Etickets
THOMAS	JONES	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)
DLPJAI [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	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

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. Should processing fail, 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.
2. Upon approval, for bookings settled via ARC, please adhere to prevailing SQ standard operating procedures for your market and email Sales Ops with the waiver code for further handling.

SINGAPORE AIRLINES

Dear KrisConnect NDC Partner,

Please be advised that we were unable to process the request below successfully.

PNR/ET	DLPJAI
Service Reference Number	SGRP25060388
Service request type	Refund with penalty fee waiver
Status	Approved; Processing Failed
Waiver Code	1670754
Number of Tickets in PNR	1

E-Ticket Number	Processing Status	Error
6182468097716	Failed	Failed to process due to no applicable FOP in the ticket

Please reach out to your local SQ Sales Operations team with the PNR/ET, Case Reference Number and Waiver Code for further advice.

Thank you.

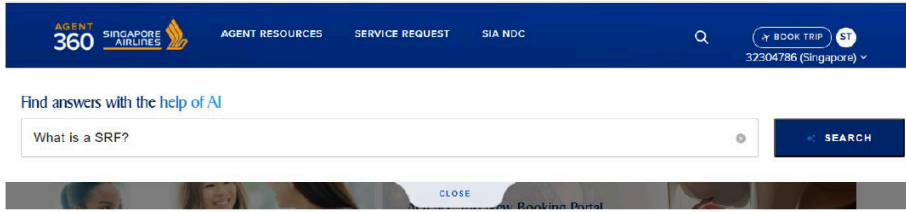
Best regards,
KrisConnect NDC

Sample email update for the processing of Refund with Fee Waiver

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

This e-mail address is only used to send newsletters and not for inquiries. If you need support, kindly contact your account manager.

Sincerely,

SQ USA AGENCY SALES TEAM
Singapore Airlines Ltd.



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