

Dear Trade Partner,

Effective from Friday, **15-April-2022**, all bookings where tickets need to be reissued due to schedule change, will require a waiver code which needs to be inserted in the Endorsement Box of the Reissued Ticket.

Waiver Codes for schedule change can be obtained via

1. [Agent 360](#) : Service Request Forms (SRF)
2. Email: for UK agents SQUK_Salesops@singaporeair.com.sg and for IE agents SQIE_Salesops@singaporeair.com.sg
3. Telephone : UK agents on **+44 (0)844 800 6388** and IE agents on **+353 158 22075** (IE agents new contact effective from 25-April-2022. Prior to this date, please use Agent 360)

Failure to reissue tickets correctly affected by schedule change, maybe subject to an ADM being raised for any difference in Taxes, Fees and Charges applicable for the revised ticketed date.

Please circulate internally to all staff concerned. We encourage you to action all schedule changes in a timely manner.

Thank you for your co-operation and continued support.