

FAQs for Customers

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1. Why are Singapore Airlines and SilkAir changing to a new reservations system on 08 July 2012?

We are replacing our legacy reservations system as part of our IT renewal plan to ensure that our systems continue to meet the evolving travel requirements of our customers.

2. Will there be service disruptions during this system transition?

All online and mobile services, reservations, ticketing and Krisflyer membership services will not be available from 1800 hours on 07 July 2012 (GMT +8). These services are expected to resume progressively from 2200 hours on 08 July 2012 Singapore local time (GMT +8).

Singapore Airlines and SilkAir flights are due to operate as scheduled throughout the system transition period.

3. When will normal service resume?

Normal reservations, ticketing and redemption-related services will resume progressively from 2200 hours on 08 July 2012 (GMT +8). You may wish to follow our status on Singapore Airlines and SilkAir websites, Facebook.com/SingaporeAir or Twitter.com/SingaporeAir during the period when we are transitioning to the new reservations system.

4. What transactions can I perform on Singapore Airlines and SilkAir websites during this transition period?

All online sales and services will not be available on both Singapore Airlines and SilkAir websites from 1800 hours on 07 July 2012 (GMT +8) to 2200 hours on 08 July 2012 (GMT +8). This is to facilitate the system transition during this period.

In place will be a maintenance status page and Frequently Asked Questions (FAQs) for customers.

5. Can I check-in during the system cutover?

If you are travelling on a Singapore Airlines or SilkAir flight that departs on 08 July 2012 Singapore time (GMT +8) or any of the flights listed below on 07 July 2012 (GMT +8), you will not be able to check-in via Internet or Mobile Check-in. Early check-in and Inter-airline through check-in will also not be available.

Flight Number	Departure Station	Scheduled Local Departure Time	Flight Number	Departure Station	Scheduled Local Departure Time
SQ 001	SFO HKG	0120 / 07 Jul 0800 / 08 Jul	SQ 378	SIN MXP	2335 / 07 Jul 0715 / 08 Jul
SQ 026	SIN FRA	2355 / 07 Jul 0830 / 08 Jul	SQ 453	RUH DXB	1600 / 07 Jul 2005 / 07 Jul
SQ 328	SIN MUC	2310 / 07 Jul 0635 / 08 Jul	SQ 493	CAI DXB	1410 / 07 Jul 2100 / 07 Jul

Check-in will only be available at the airport and the counters will open at least three hours before your scheduled time of departure.

To avoid any inconvenience at the airport, please ensure you have a printed copy of your electronic ticket and arrive at the airport three hours before your scheduled time of departure.

6. What do you mean by (GMT +8) and how would I know if my flight is affected by the system transition?

(GMT +8) refers to the Singapore time zone window. Singapore Airlines and SilkAir will transition to a new reservations system on 8 July 2012 Singapore local time. Consequently, the following flights departing within the transition window will not have Internet or Mobile Check-in. Early Check-in and Inter-airline through check-in will also not be available. You can check-in for these flights at the airport. The lists are sorted by country of departure for your easy reference.

- Australia - Hong Kong: <http://singaporeair.com/pdf/media-centre/pbss/a-h-country-list-en.pdf>*
- India – Russia: <http://singaporeair.com/pdf/media-centre/pbss/i-r-country-list-en.pdf>*
- Singapore: <http://singaporeair.com/pdf/media-centre/pbss/singapore-list-en.pdf>*
- South Africa – Vietnam: <http://singaporeair.com/pdf/media-centre/pbss/s-z-country-list-en.pdf>*

If you have any connections to or from another carrier, please approach our airport staff who will advise and assist you accordingly with your flight transfer.

7. It is within 48 hours to flight departure. Why am I unable to do Internet / Mobile check-in for my flight on 09 July?

We will be progressively opening up flights for check-in after the system transition. In some instances, you will be unable to check-in online until the flight is open. Please try again later or check in at the airport three hours before your scheduled time of departure.

8. Can I still book or change my flight bookings?

Reservations and ticketing services will not be available during the system transition window between 1800 hours on 07 July 2012 and 2200 hours on 08 July 2012. Passengers travelling on 08 July are advised to complete any booking, rebooking and ticketing transactions before 1800 hours on 07 July 2012 (GMT +8).

For non-urgent travel, we recommend that you contact our reservation offices or call centres, or access our website, from 09 July 2012 (GMT+8). You may experience a slightly longer than usual call waiting time in the week commencing 09 July when we resume ticket sales activities.

9. How can I get assistance if I need to travel urgently during the system cutover window?

For urgent and compassionate cases, please call the relevant contact centre numbers below for assistance.

- Singapore Airlines and SilkAir Contact Centre: +65 6223 8888
- Singapore Airlines KrisFlyer Contact Centre: +65 6789 8188

10. What should I do if I am travelling on 08 and 09 July and I have special meal and other service request?

Please confirm any special meal or service requirements by 06 July 2012.

11. Will my online personal details/miles be safe? What are Singapore Airlines and SilkAir doing to ensure that my online personal details/miles will be safe?

The safety and privacy of our customers' information and particulars are of the utmost importance to Singapore Airlines and SilkAir. All information will be migrated securely over to the new system.

12. Who can I contact if I have any issues during this system cutover period?

For further assistance, you can call the relevant contact centre number below or approach our duty manager at the airport for assistance.

Singapore Airlines and SilkAir Contact Centre: +65 6223 8888
Singapore Airlines KrisFlyer Contact Centre: +65 6789 8188