SIA Launches Electronic Ticketing

Singapore Airlines (SIA) announced the introduction of electronic ticketing (also known as ticketless travel), initially on services between Singapore and Kuala Lumpur, and between Singapore and Penang.

This service enhancement means greater convenience for passengers when buying tickets. Only a telephone and credit card are required for purchasing a ticket.

The airfare for the required sector is quoted over the telephone and debited to the passenger’s credit card. An ‘electronic ticket’ is created and stored in SIA’s reservations system. The passenger’s receipt and itinerary, together with the conditions of contract, are then sent to the passenger via post or fax.

Upon arrival at the airport check-in counter, passengers simply need to produce their passport and the credit card used to book the electronic ticket. A boarding pass is then issued at the check-in counter. As a safeguard against fraud, a passenger cannot travel on an electronic ticket bought using another person’s credit card, unless the credit card holder is travelling on the same flight.

Electronic ticketing will be especially useful for passengers having to travel at short notice, as passengers can purchase their tickets by telephone upto three hours before flight departure. If passengers need to be transferred between SIA flights because of unforeseen flight disruptions or delays, electronic ticketing will speed up the transfer process, as details of the ticket are stored in the reservations system.

Travel agents are not able to offer this facility at present. Electronic ticketing is available only to passengers with a firm travel itinerary. Passengers who wish to buy open dated tickets will have to buy a normal ticket.