

5

Process for Direct Connect

Access to generic sandbox environment

1. Submit completed NDA + Application Form to krisconnect@singaporeair.com.sg
2. Begin integration in generic sandbox environment (**optional**^[1])

Access to partner-specific sandbox environment

1. SIA will prioritise set-up of partner specific sandbox environment based on commercial discussions^[2]
2. Once the partner-specific sandbox environment has been set-up, partner to begin/complete integration
3. Dedicated support will be provided during this integration

Access to SIA's live/production environment

1. Demonstrate evidence of successful integration; SIA to conduct UAT
2. Partner to sign necessary contracts
3. Live environment details to be provided

[1] UAT has to be done in partner-specific environment. Successful integration in Generic Environment does not guarantee the provision of a partner-specific environment

[2] Factors taken into consideration include projected NDC volumes, alignment in commercial model between SIA and partner, proven capability to integrate with NDC, etc