

New Prepaid Top Up Process (Effective March 1st, 2025)

As part of our initiatives to enhance efficiency, we from 1 March 2025 Jetstar will no longer require agents to email remittance slip and Top up form for top up to their accounts. Agents will be able to make a remittance to Jetstar, without submitting the above documents.

It is **critical** however that agents include the following phrase in the Remittance Reference/Payment Details field for all Jetstar remittances to the Bank.

- 'TopUp Organisation ID' (e.g. TopUp 32XXXX32)

Jetstar will process top-ups to Agency accounts based on the description/phrase shown in the bank statement. If you do not include the above Remittance Reference/Payment Details in the transaction description when making a remittance, Jetstar will be unable to identify your funds in order to top up your account.

Top up cut-off time remains the same (see schedule below). Should Jetstar receive your funds beyond the request cut-off time, Jetstar will process the request in next available Top Up

Top Up Batch	Request cut-off Time	Top Up time SGT (UTC +8)
Morning	4:01pm (previous day) to 9am	10:30am
Afternoon	9:01am to 4pm	4:45pm

For any clarification to your top up request, kindly email to Agent.TopUp@jetstar.com.

(This information can be found in Jetstar's [Travel Agent Information Centre](#) under the Travel Agents Tools section)