

# Manage my booking



Last updated: 7 July 2011



## Step 1

### a) Login to AirAsia.com

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- Login

A rectangular button with a light gray background and a subtle shadow. On the left, there is a small red icon of a person. To the right of the icon, the text "Sign up / Login" is written in a dark gray font.

- Manage my booking

### b) Click on **Manage my booking** at the top navigation bar

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- Check my booking

A rectangular button with a light gray background and a subtle shadow. On the left, there is a small red circular icon containing a white refresh symbol. To the right of the icon, the text "Manage my booking" is written in a dark gray font.

- Refund Status



## Step 2

- Login
- Manage my booking
- Check my booking
- Refund Status

**a** Booking number

Current bookings					
Depart date	Origin	Destination	Booking no.	Guest name	
Friday, 16 March 2012	KUL	LGK	UDD1WU	HOW CHOONG	<b>b</b> <a href="#">View</a> <a href="#">Modify</a> <b>c</b>
Wednesday, 11 April 2012	KUL	BKK	Z16CKZ	HOW CHOONG	<a href="#">View</a> <a href="#">Modify</a>

\*\* Bookings that have flight/s within the cutoff time for making payments online.

Can't find your booking? Click the button below to view other bookings made with your member email address.

- Key in your **booking number** to search for the booking.
- Click on **View** for particular booking.
- To edit your booking click on **Modify**. You can edit the items listed below.



Change/  
Update Flights



Pick  
A Seat



Travel  
add-ons



Baggage, meals,  
comfort kit &  
entertainment



Update  
travellers' details



Retrieve  
your itinerary



## Step 2

- Login
- Manage my booking
- Check my booking
- Refund Status

Booking number  [Search](#) [View All](#)

Current bookings					
Depart date	Origin	Destination	Booking no.	Guest name	
Friday, 16 March 2012	KUL	LGK	UDD1WU	HOW CHOONG	<a href="#">View</a> <a href="#">Modify</a>
Wednesday, 11 April 2012	KUL	BKK	Z16CKZ	HOW CHOONG	<a href="#">View</a> <a href="#">Modify</a>

\*\* Bookings that have flight/s within the cutoff time for making payments online.  
Can't find your booking? Click the button below to view other bookings made with your member email address.

[View bookings](#) **d**

d) Click on the **View Bookings** button to view other bookings made with your email address.

e) A booking list will appear, then click **Link** (on the right side of the table) to link the booking to your account.

**Booking(s) found**

These bookings are made when you are not logged-in and are tied to your member email address. Click "Link" on the right column to link the booking to your member account.

Current booking(s) when not logged-in					
Depart date	Origin	Destination	Booking no.	Guest name	
Wednesday, 9 November 2011	KUL	MES	A2VDRF	HOW CHOONG	<b>e</b> <a href="#">Link</a>   <a href="#">View</a>



## Step 3

- Login
- Manage my booking
- Check my booking
- Refund Status

a) Not sure if your booking went through?  
Select **Check my booking** on the left menu to find out.

- Make a booking
- Manage my booking
- Check my booking**
- My refund status

b) Enter your flight info and click on **Find itinerary** to proceed.

Click on 'Find itinerary' to proceed.

**Check my booking**

Not sure if your booking went through? Check your booking status that was made with your member email here.

**Find booking**

Please ensure that you've entered the earliest departure date of your itinerary even if you've already flown to the destination. (e.g. KUL-DPS, 24 Jan, DPS-KUL, 26 Jan). Then, click on "Find itinerary" to view the itinerary.

\*Departure day

\*Departure month

\*Departure year

\*Origin city

\*Destination city

**Find itinerary** **b**

## Step 3

- Login
- Manage my booking
- Check my booking
- Refund Status

### Booking(s) found

Please note that booking(s) listed here are tied up this account or email address.

#### Current booking(s) when not logged-in

Depart date	Origin	Destination	Booking no.	Guest name	
Wednesday, 9 November 2011	KUL	MES	A2VDRF	HOW CHOONG	<a href="#">Link</a>   <a href="#">Report Duplicate</a>

c

d

c) Click **Link** to merge the booking to your list.

d) Or click **Report Duplicate** to notify us.



## Step 4

- Login
- Manage my booking
- Check my booking
- Refund Status

a) Requested for a refund but not sure what's the status?  
Select **My refund status** on the left menu.

Make a booking  
Manage my booking  
Check my booking  
**My refund status**

b) Type in case number or booking number to check your **Refund Status**.

Click on 'Search' to proceed.

**Refund case information**

Case number  
 Booking No

**b**

E.g: Case no: BAHKUL11B000156  
Booking No: Y4SSBC

**Search**

