

Frequently Ask Questions (FAQs) - AIRASIA CORPORATE

Version 29 January 2024

What is the AirAsia Corporate Travel Program?

This program is designed for any organisation looking for freedom of flexibility and comfort for employees' business trips. It provides an easy-to-use online booking system and comprehensive reporting to track corporate travel expenses. Benefits include enhanced flexibility, priority service experience, access to corporate fares, and post-sales support. Sign up today to take your corporate travel to the next level.

What are the benefits of the AirAsia Corporate Travel Program?

AirAsia's updated Corporate travel program includes:

1. Exclusive Benefits: Explore 130+ Asian destinations with super-low fares
2. Enhanced Flexibility: Enjoy unlimited flight change, freedom to transfer flight tickets, trip cancellations and refunds
 - 2.1 Name change allowed. Terms and Conditions apply. Passengers can make a one-time name change request for their booking, provided it is submitted more than 72-hours before the flight departure.
 - 2.2. Cancellation and refund are allowed. Guests can cancel and get a refund for their booking, subject to the terms and conditions of the program. Terms and Conditions apply.
3. GoShow: Standby for an earlier flight on the same day without any change. GoShow (Voluntary Move Flight) is available for Corporate Lite and Corporate Full Flex. Guest can voluntarily move to an earlier flight at the airport counter on the same day, free of charge, subject to availability.
4. Priority Services: VIP access to check-in counter, boarding and baggage.
5. Baggage Allowances: Maximise your travel essentials with an extra 7kg cabin baggage, 20kg checked baggage, and 20kg sports equipment.

Terms and Conditions apply. For more information, please refer [here](#) for AirAsia Corporate's fare types.

Registration & Account Creation

Who is eligible to enrol in the AirAsia Corporate Travel Program?

AirAsia Corporate is designed for corporate customers from legally registered organisations(Corporate Direct) and Travel Management Companies (corporate travel agents). Registration terms and conditions apply. Visit [Corporate - New Registration Page](#).

Is there any upfront payment or enrollment fee for the AirAsia Corporate Travel Program?

There is no membership or enrollment fee upon registration.

Registration for “Corporate Direct” account

How do I help my company(Corporate Direct) enrol in the AirAsia Corporate Travel Program?

An Authorised person of the company can register with AirAsia Corporate by filling out a form on the AirAsia Corporate - Online Registration website. Kindly provide the recent company registration business licence and supporting documents for the respective local authority. Please check with the AirAsia local corporate sales team if you need more information. [\[Link\]](#)

I've signed up and used the AirAsia “MyCorporate” previously. Should I re-enrol my company registration for this new program?

No, you don't need to re-register. Your existing corporate account will automatically be enrolled in the new program, which is now called AirAsia Corporate. This change starts on 29 Jan 2024.

I've been inactive for over three months. How do I reactivate my login access?

You log in at [AirAsia Corporate Portal](#) and click "Reset Password".

What happens after my registration is approved?

Once your registration is approved, you'll receive a username and password that you can use to access the benefits. However, kindly ensure activation is done within seven working days, or they will expire.

Who is the authorised person mentioned in the AirAsia Corporate's Registration requirement?

The authorised personnel include the Director, Head of Department, Senior Manager, and Manager, who have the authority to sign documents or make purchases on behalf of the company.

What are the requirements to be eligible for AirAsia Corporate?

An organisation must have a valid business registration licence, correct company details and a valid business website. Their annual travel spend on all airlines and all destinations with a minimum of RM50,000 or equivalent in local currency. Organisations must indicate acceptance of the Terms and Conditions of usage of the site upon registration.

Does AirAsia offer a global or regional corporate travel program?

Yes, AirAsia's global travel program is available for companies with a minimum of 3 POS and minimum travel spending. Kindly [email](#) us for further discussion.

Registration for Corporate Travel Management Company (TMC)

Can a corporate travel agent register an AirAsia Corporate account?

Yes. Please reach out to your respective local account manager.

3rd-party Online Booking Tool

My company uses a 3rd-party online booking tool such as Concur or GetThere. Can we access AirAsia Corporate fares?

Yes. We have a ready API connection with the commonly used online booking tool. Corporate companies need to register with AirAsia to obtain a "Corporate Code" to access the fares, and all transactions are trackable in the spent report.

Ticket Cancellation/Refund

How do Corporate Full Flex passengers request "Ticket Cancellation & Refund"?

Corporate Full Flex passengers can voluntarily cancel their flight and receive a refund. However, a cancellation fee will be applicable in this case. To initiate the cancellation process, passengers must email Client Support at least 14 days before the scheduled departure. Please note that this feature is unavailable for non-Corporate Full Flex passengers and cannot be purchased.

What are the documents needed for Ticket Cancellation and Refund?

Ticket Cancellation and Refund are applicable for Corporate Full Flex tickets only. You may email the supporting documents, such as employee ID or registered company official letter, to prove both new and original passengers are from the same organisation to the Client Support 14 days before flight departure.

Can I request for Ticket Cancellation and Refund for Corporate Lite or Premium Flatbed?

Unfortunately, there's no refund for Corporate Lite and Premium Flatbed tickets. However, you may change flights as per the fare policy.

Name Change**What are the "Name Change" terms and conditions for Corporate Lite & Corporate Full Flex?**

One-time Name Change is a new benefit AirAsia Corporate offers for its Corporate Lite and Corporate Full Flex tickets. It allows passengers to change the ticket name for once, provided the request is made 72 hours before flight departure. Supporting documents such as employee IDs or an official letter from authorised personnel in the company are required to prove that both passengers belong to the same entity or organisation. Please note that a Name Change service fee is applicable upon the acceptance of the request. Name change is strictly limited to one time per ticket.

Can I request a Name Change service for Regular or Premium Flatbed tickets from AirAsia Corporate by paying a fee?

Unfortunately, the Name Change service cannot be purchased with Regular or Premium Flatbed tickets from AirAsia Corporate. It is only available for Corporate Full Flex and Corporate Lite.

If I have purchased Corporate Full Flex or Corporate Lite, what is the process for changing the name on the ticket?

The process for changing the name on the ticket is as follows:

1. The change must be made at least 72 hours before the flight departure and is a one-time change.
2. The client must provide supporting documents for both passengers from the same company, such as employee ID or company letterhead.
3. The client should email Client Support to initiate the name change process.
4. A Name Change fee will apply.

GoShow**What is Voluntary Move Flight (GoShow)?**

GoShow is a standby product exclusively available for Corporate Full Flex and Corporate Lite guests. GoShow allows guests to stand by for an earlier flight on the same day to the same destination without incurring any change fees or fare difference charges. It is subject to seat availability 1-hour before flight departure.

How Do I Use GoShow?

Guests holding Corporate boarding passes must approach the service desk (Premium Flex or standard check-in counters, if no service desk is available) 1 hour before flight departure. If a seat is available on any earlier flights, guests will be offered a seat at no additional cost.

Do I get to keep my Hot Seat if I GoShow on an earlier flight?

Any guest using GoShow waives the right to their pre-booked Hot Seat or any previously held seat number. The check-in staff on duty will do what they can to extend the best available seat on the flight.

Do I get to keep my Meal choice if I GoShow?

Any guest using GoShow waives the right to their pre-booked meal. The cabin crew on board will do everything possible to meet the booked request. If they are unable to offer the same pre-booked meal, they will offer a choice between any available meals on board at no additional cost.

Can I GoShow on a later flight on the same day?

Unfortunately, no. GoShow only applies to earlier flights on the same day to the same destination. However, you can still change your flight via 'My Bookings' up to 2 hours before departure if you wish to change your flight to a later time or date. If you miss your original flight time, you are considered a 'No-Show' in our system and are required to purchase a new flight.

I'm a Corporate Full Flex or Corporate Lite passenger. How do I activate "GoShow"?

This can be done only at the airport service counter.

1. For GCP & GCPL based PNRs. A flight change feature permits the corporate traveller to stand by for an earlier flight for that same day of travel on the same route without any additional charges or penalty with NO fare difference.
2. Once "GoShow" is activated, the passenger must board the flight.
3. "GoShow" can only be done at the Premium Flex check-in counter at the scheduled departing airport on the same day of scheduled departure.
4. The AirAsia counter team can only issue confirmation on the changes one(1) hour before the new flight departure.
5. By activating "GoShow", the passenger will forfeit their existing seat selection and pre-selected meal (whichever applies) once this change applies. Replacement seats and meals are subject to availability.

Priority Services

What are priority services experience?

Priority services experience refers to the exclusive services or benefits provided to passengers who have purchased premium corporate tickets with AirAsia. These services include access to premium flex check-in counters, priority boarding, and priority baggage upon arrival.

How do I recognise the Premium Flex Check-in Counter at the airport?

Complimentary Premium Check-in Airport Counters are accessible for Corporate Lite, Corporate Full Flex and Premium Flatbed. Subject to availability in different stations.



What does the complimentary 20kg Sports Equipment in Corporate Full Flex inclusive of?

Specific sports equipment such as golf sets, bicycles, diving equipment, ski equipment/snowboard, and cricket sets will require an extra-frugal handling procedure, different from the regular checked baggage due to their fragile and sensitive physical nature.

Guests may purchase up to 40kg of sports equipment allowance up to 40kg per way per guest.

Please note that Oversized Sports Equipment is excluded from the complimentary 20kg Sports Equipment allowance. Due to the large size and handling complexities of some sporting equipment which cannot be accommodated through the airport baggage system or within the aircraft cargo hold, we do not accept the following equipment: Hang gliders, Sails, Kayaks, canoes and oars, Pole vaults and Javelins. Kindly refer to [here](#).

What is the exclusion of the complimentary 20kg Sport Equipment allowance for Corporate Full Flex passengers?

The oversized sports equipment is excluded from the complimentary 20kg sports equipment allowance for the Corporate Full Flex ticket. Due to the large size and handling complexities of some sporting equipment, which cannot be accommodated through the airport baggage system or within the aircraft cargo hold, some equipment is not accepted. This includes hang gliders, sails, kayaks, canoes and oars, pole vaults, and javelins. For more information, please visit [here](#)

What is “Extra 7kg carry-on” cabin baggage without additional charges?

This is an additional benefit for Corporate Lite and Corporate Full Flex passengers, which allows them to carry an extra 7kg of carry-on cabin baggage. This benefit works on a first-come-first-serve basis and is limited. If no space is available, the cabin crew reserves the right to check in the luggage without any extra cost or surcharge to the passenger. AirAsia team will identify the passenger's boarding pass with the identifier SSR code “CBWT”.

Fares**Can I purchase Regular Fare and Upgrade to Corporate Full Flex later on?**

Yes, you may upgrade the ticket 48-hours before flight departure. Terms and Conditions apply. Fare difference and change fee apply.

Why can't I purchase Corporate Lite fare for international flights above 2 hours?

Corporate Lite is only available for domestic and international flights with a maximum flight duration of 2 hours.

Payment**What are the payment options available in the AirAsia Corporate Travel Program?**

Guests may book their flights from the AirAsia Corporate online system using Credit and Debit Cards. AG Prepayment is available on request.

Do “AirAsia Corporate” offer Credit Terms to participating organisations?

Unfortunately, we do not offer Credit Term payment. Should an organisation require credit terms, the organisation may work with an appointed travel agent on a tri-party agreement. Reach out to the local sales team to find out more about the tri-party agreement.

What is an AG Prepayment account, and how does it work?

AG Prepayment is a prepayment system designed as an alternative to customary payment methods for flight bookings. It uses a floating balance format to deduct the fare from your AG Prepayment account whenever a booking is made through the “AirAsia Corporate” online system.

AG Prepayment offers extra savings to your corporation as no processing fees are imposed for flight bookings purchased using AG Prepayment. For more info, please contact the AirAsia local sales team.

I am interested in using AG Prepayment. How do I top up additional funds in my account?

Organisations may top up funds into AG Prepayment account via Cash or Cheque Deposit, Online or Interbank GIRO (IBG) transfer and transfer via JomPAY (Malaysian-based organisations only).

A minimum deposit of RM5,000 or equivalent is required for each top-up. Once payment has been made, the organisation must submit a completed AG Top-Up Form with proof of payment for the top-up process.

The amount will be updated and displayed in your AG Prepayment account within three (3) working days. Once reflected, you may book flights and ancillary add-ons on the “AirAsia Corporate” online booking system.

AirAsia Loyalty BIG Points

Can I earn AirAsia BIG points for bookings made with “AirAsia Corporate”?

Yes. “AirAsia Corporate” guests can earn AirAsia BIG points when travelling with flights booked via the “AirAsia Corporate” online booking system. Currently, only travelling guests can earn AirAsia BIG Points, provided their name matches the profile name of the BIG MemberID inserted upon booking or check-in.

Tune Protect - Baggage Delay and 1-Hour OnTime Guarantee

What is Tune Protect Insurance included in “AirAsia Corporate” bookings?

Baggage Delay and 1 Hour On-time Guarantee are included in ‘Corporate Full Flex’ and Premium Flatbed bookings that depart from the point of origin listed below:

No.	Country	Currency
1	Malaysia	MYR
2	Thailand	THB
3	Singapore	SGD
4	Hong Kong	HKD
5	Macau	MOP
6	Indonesia	IDR
7	Myanmar	USD
8	Laos	USD
9	Cambodia	USD
10	Vietnam	USD
11	Japan	JPY
12	China	CNY
13	India	INR
14	Brunei	BND
15	Philippines	PHP
16	Australia	AUD
17	New Zealand	NZD

What does the Tune Protect Baggage Delay and 1 Hour On-time Guarantee insurance offer me?

* 1 Hour On-time Guarantee Compensation will be given to eligible air ticket guests who experience flight delays for more than one (1) hour from the scheduled departure time.

* Baggage Delay Compensation will be given to guests for every six (6) consecutive hours of baggage delay from the scheduled arrival time of guests’ baggage. The insurance policy may vary according to departure points. To find out more, select your country of departure at the top of the website. Please be advised that Baggage Delay and 1-hour On-time Guarantee are not applicable for Fly-Thru, island and city transfers. For more information, please refer to [here](#).

How do I claim for Tune Protect insurance?

To claim TuneProtect insurance compensation for Baggage Delay and 1-hour On-time Guarantee, kindly proceed [here](#) and click ‘Submit Claim’. You may choose to submit an Online Claim or Mail Claim. Kindly refer to the step-by-step guide on how to submit claims on the website.

Does this insurance come at a cost to me or my company?

No. The insurance is complimentary to Corporate Full Flex and Premium Flatbed bookings.

Can I opt out of insurance if I purchase Corporate Full Flex or Premium Flatbed?

No. The insurance is included in 'Corporate Full Flex' and Premium Flatbed bookings, so it does not cost the traveller anything.

Others**Are "AirAsia Corporate" customers able to enjoy post-sales support?**

Yes. AirAsia Corporate's passengers will have a dedicated Client Support team to assist with any post-transaction queries. Client Support team's operational hours are from 8.00 AM to 10.00 PM daily(GMT+8). After logging in, Client Support contact details(Client Helpdesk) can be found on the "AirAsia Corporate" online platform. Client Support is strictly accessible to registered corporate clients for corporate bookings only. After-hours support (Daily, 10.00 p.m to 8 a.m. GMT+8) will be available via "AskBo" live chat on the Corporate Platform.

I've purchased a flight ticket from the "AirAsia.com" public website. Can I contact Client Support to assist with post-sales support?

No, Client Support can only access and support corporate tickets purchased through the AirAsia Corporate portal. Please reach out to AskBo at www.airasia.com for non-corporate bookings.

How do I check Flight Status?

Please visit [Flight Status](#)

Website Troubleshooting**Unable to log in using the given login ID and password.**

Once a corporate account is created, an email notification containing the administrator's login ID and password will be sent to the administrator. The administrator must log in to the [AirAsia Corporate Portal](#) within seven (7) days. Failure will result in the password expiring, which will need resetting. Kindly be advised that the administrator must type in the login ID and password instead of copying and pasting them into the required field.

Unable to login/ Unable to complete booking due to website errors or glitches.

Should users be unable to log in or complete booking on the Corporate online booking system due to any pop-up errors or inactive website, users are required to clear cache from the browser.

Steps to clear cache on the browser:

Google Chrome: Go to Settings > Advanced Settings > Privacy > Clear Browsing Data > check box 'browsing history, download history, cookies, cached, image and files & passwords'. After clearing, exit/quit all browser windows and re-launch the browser.

Mozilla Firefox: Go to History> Clear Recent History > From the Time range to clear: drop-down menu, select Everything > Clear Now. After clearing, exit/quit all browser windows and re-launch the browser.

Internet Explorer: Go to Tools > Safety > Delete Browsing History > Unselect Preserve Favourites website data, and select: Temporary Internet files and website files, Cookies or Cookies and website data & History. After clearing, exit/quit all browser windows and re-open the browser.