

The background of the image is a solid red color. In the center, there is a large, white, stylized letter 'A' that serves as a backdrop for the text. The 'A' is composed of two thick, curved strokes that meet at the top and bottom, leaving a large white space in the middle.

airasia.com
for everyone

AirAsia MyCorporate User Manual Guide (Malaysia)

Updated in September 2021



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Important Information

Important Information

All About AirAsia MyCorporate

- a) MyCorporate Fare Types: bit.ly/mycorpfaretypes
- b) FAQs: <http://bit.ly/mycorporatefaq01>
- c) MyCorporate 2-min video: bit.ly/mycorporate2min
- d) Youtube Channel for User Manual Guide Videos: <http://bit.ly/mycorporatewatch002>

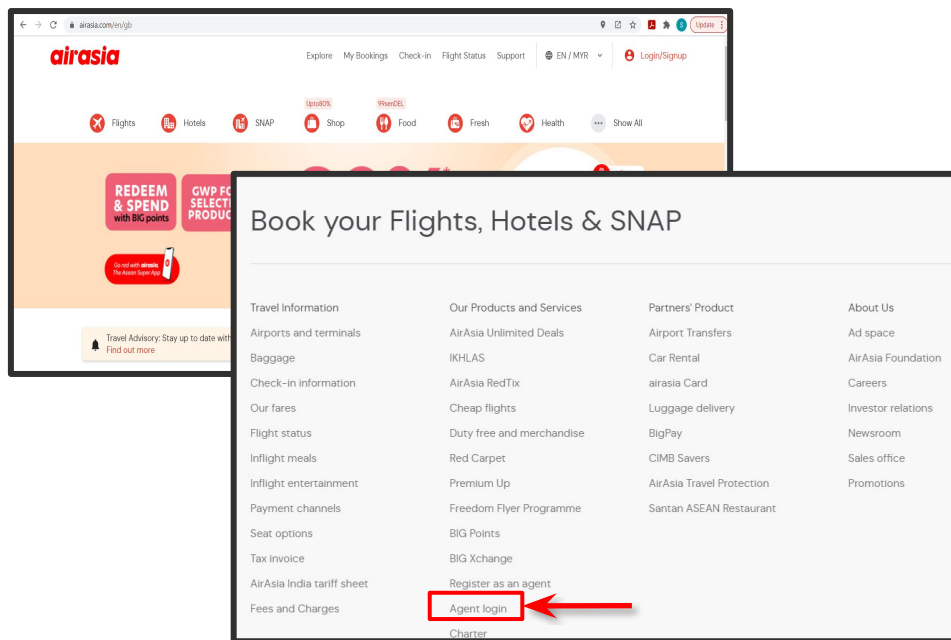
For more details on the Corporate Sales and Support team, please refer to
[Dedicated Support & Chat with AVA](#) (slide 53)

First Time Login & Reset Password

First Time Login

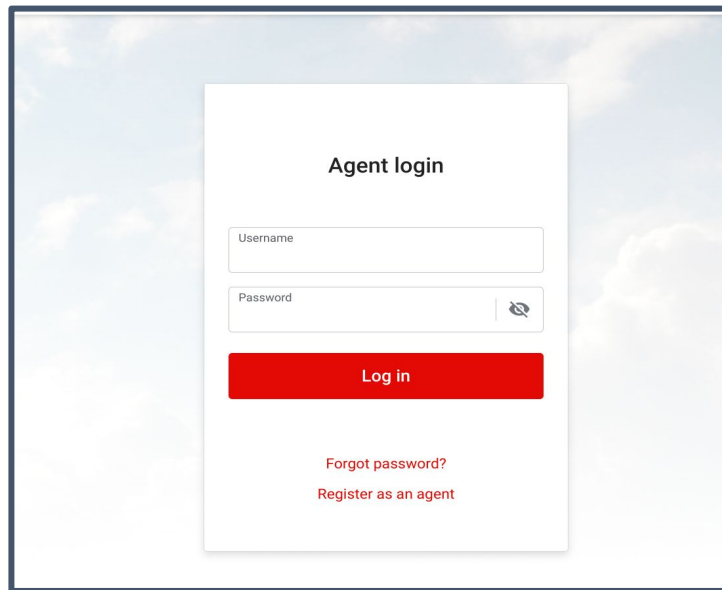
Option 1:

1. Visit AirAsia website at www.airasia.com
2. Scroll to the bottom of the page and select **Agent Login**



Option 2:

1. Log in at:
<https://www.airasia.com/agent/login/en/gb>




First Time Login

1. To login, key in the given **Corporate Login ID** and **Default Password** in the Username and Password box

Agent login

* Required



* Required

Log in

[Forgot password?](#)

[Register as an agent](#)

First Time Login

2. For first time login, key in the given **Default Password** in the 'Old Password' box
3. Key in your **own preferred password** and re-confirm the password in the 'New Password' and 'Confirm New Password' box'

Password Expired

Your Agency/Corporate password has expired,
please reset your password.

Reset Password

First Time Login

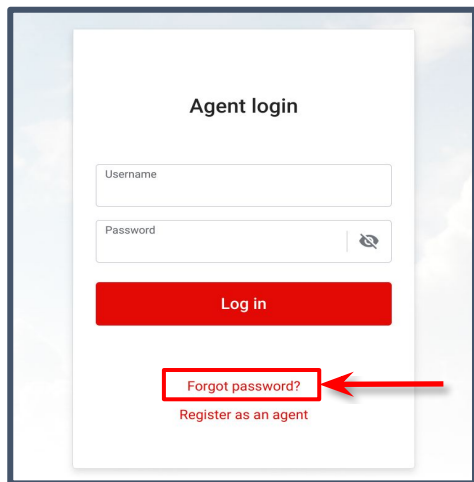
4. Upon successful login, you will be able to see your name display on the right corner and the URL link will be shown as ["airasia.com/agent/en/gb"](https://airasia.com/agent/en/gb)
5. You may choose to perform any of the displayed functions by clicking on the tabs

The screenshot shows the AirAsia agent login page. The browser address bar displays airasia.com/agent/en/gb. The AirAsia logo is on the left, and navigation links for 'Manage my booking', 'Group booking', and 'Support' are on the right. A user profile icon with the name 'LEE' is highlighted with a red box and an arrow. Below the navigation bar is a horizontal menu with icons and labels for 'Flights', 'Health', 'SNAP', 'Activities', 'Hotels', 'Shop', 'Travel Protection', and 'Unlimited Deals'. The main banner features the text 'Fly beyond AirAsia via Other Airlines' and 'More than 700 airlines & 3000 destinations', with a 'Powered by Kiwi.com' button. To the right, it says 'Zero Credit Card Fee' and shows images of AirAsia credit cards. At the bottom, there are links for '*Terms & Conditions apply.' and 'Refer to your account manager for more information.'

Reset Password

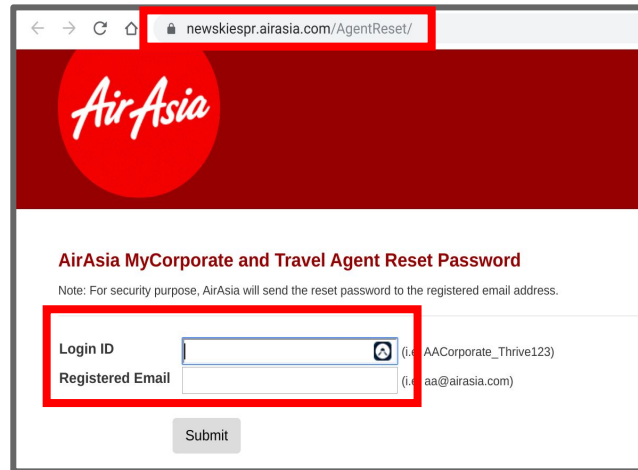
Option 1:

1. Go to the login page:
<https://www.airasia.com/agent/login/en/gb>
2. Select **Forgot Password**



Option 2:

1. Directly visit the reset password page:
<https://newskiespr.airasia.com/AgentReset/>
2. Insert **Login ID** and **Registered Email**, and click **Submit**



3. You will receive an email from donotreply@airasia.com with a temporary password
4. Proceed to the login page and login using the temporary password. The page will prompt **Password Expired** and you will be required to reset your password (please refer to slide 8)



Book My Flights

Flight Search

1. Click **Flights** to search for flights
2. Select Origin & Destination, Travel Dates, Number of passengers (Adult/Child/Infant) and click **Search**

The screenshot shows the AirAsia website's flight search interface. At the top, the AirAsia logo is on the left, and navigation links for 'Manage my booking', 'Group booking', and 'Support' are on the right. A language/currency selector shows 'EN / MYR' and a user profile icon labeled 'Vick'. Below the header is a horizontal menu with several options: 'Flights' (highlighted with a red box and an arrow), 'Health', 'SNAP', 'Activities', 'Hotels', 'Shop', 'Travel Protection', and 'Unlimited Deals'. Each option has a corresponding icon. Below the menu is the main search form. It includes a 'From' field, a swap button, a 'To' field, a 'Depart date' field with the value '16/04/2021', and a red 'Search' button. Below these fields are options for '1 Adult' (with a dropdown arrow), 'Multi-city', and a 'Promo code' field. At the bottom of the form, it says 'Powered by Kiwi.com'. Below the form, there is a footer area with '*Terms & Conditions apply.' and 'Refer to your account manager for more information.'.

Flight Selection

3. Flight listing for the selected date and destination will appear. Select the preferred flights and click **Continue**

Depart Kuala Lumpur to Penang

Search flights | Select flights | Add-ons | Guest details | Payment

Mon, 06 Jul | Tue, 07 Jul | **Wed, 08 Jul** | Thu, 09 Jul | Fri, 10 Jul | Sat, 11 Jul | Sun, 12 Jul

Sort by: Earliest time

07:20 0h 55m	+	08:15 Direct	105.36 MYR	✓
18:20 0h 55m	+	19:15 Direct	105.36 MYR	
20:25 0h 55m	+	21:20 Direct	Fare Only 105.36 MYR	

+1 Flight arrives next day

Return Penang to Kuala Lumpur

Thu, 09 Jul | Fri, 10 Jul | **Sat, 11 Jul** | Sun, 12 Jul | Mon, 13 Jul | Tue, 14 Jul | Wed, 15 Jul

Sort by: Earliest time

08:40 1h 5m	+	09:45 Direct	105.36 MYR	✓
14:05 1h 5m	+	15:10 Direct	Fare Only 105.36 MYR	
19:40 1h 5m	+	20:45 Direct	Fare Only 105.36 MYR	

Add-Ons (Corporate Fares)

4. **Corporate Lite and Corporate Full Flex** is available at **Add On** page.
5. Select fare types for both sectors until **green tick appears**.

Add a bundle for greater savings

Corporate Lite Value for money

- Go Show (subject to seat availability)
- 20 kg baggage allowance
- Standard seat selection
- 1 meal
- Baggage Delay & 1 hour On-time Guarantee Protection by Tune Protect
- 1st change fee waived
- Xpress check-in

Corporate Full Flex Flexibility

- Go Show (subject to seat availability)
- 20 kg baggage allowance
- Hot and standard seat selection
- 1 meal
- Baggage Delay & 1 hour On-time Guarantee Protection by Tune Protect
- Unlimited change of date/time
- Xpress baggage delivery, boarding and check-in

Flights:

- KUL to PEN: 47.70 MYR / ✚
- PEN to KUL: 47.70 MYR / ✚
- KUL to PEN: 98.58 MYR / ✔
- PEN to KUL: 98.58 MYR / ✔

6. Click **Compare Bundles** to find more information on the fare comparisons and benefits

Fare details

	Fare Only	Corporate Lite	Corporate Full Flex	Premium Flatbed
Checked Baggage	\$	\$	20 kg	
Meal ¹	\$	✓	✓	
Pick A Seat	\$	Standard seat	Hot Seat	
Insurance by Tune Protect ³	\$	\$	✓	
Date/time change	\$	✓ ⁴	Unlimited ⁴	Unavailable on this flight
Lounge access ⁵	\$	\$	✓	
Xcite Inflight Entertainment + Sony noise-cancelling headphones ⁶	\$	\$	\$	
Xpress boarding			✓	
Xpress baggage			✓	
Dedicated check-in		✓	✓	
Pillow & duvet ⁷	\$	\$	\$	
Go Show (subject to availability)			✓	

1. Value Pack is not available on Fly-Thru routes to, from or through Thailand, India and Japan.
2. Meals aren't included in Fare Only but are available to pre-book. A complimentary meal is included in Corporate Lite, Corporate Full Flex and Premium Flatbed.
3. Baggage Delay & 1 hour On-time Guarantee Protection by Tune Protect (except AirAsia Japan (DJ) and Fly-Thru flights).
4. Fare Only: Allowed for a fee up to 48 hours before scheduled time of departure. Corporate Lite: 1st change fee waived. Subsequent changes, penalty and fee difference applies. Allowed up to 24 hours before scheduled time of departure. Corporate Full Flex & Premium Flatbed: Unlimited changes. Fare difference applies.
5. Up to 3 hours per access. Only available for international flights departing Kuala Lumpur.
6. Dedicated Immigration counter. Available in klu2, Kota Kinabalu International Airport and Kuching International Airport.
7. Onboard use only.
8. Available on AirAsia X (D7) flights only (except on flights to/from Bali, Saudi Arabia, Singapore and between Taipei and Osaka/Okinawa).

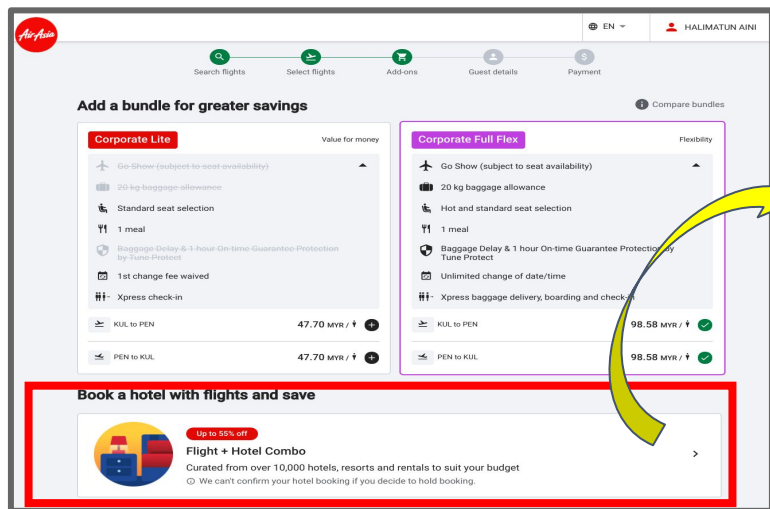
Available for a fee: ☒ Included

* View video at the given link on how to add-on Corporate Lite / Corporate Full Flex: <https://youtu.be/BBdaDK2V-KA>

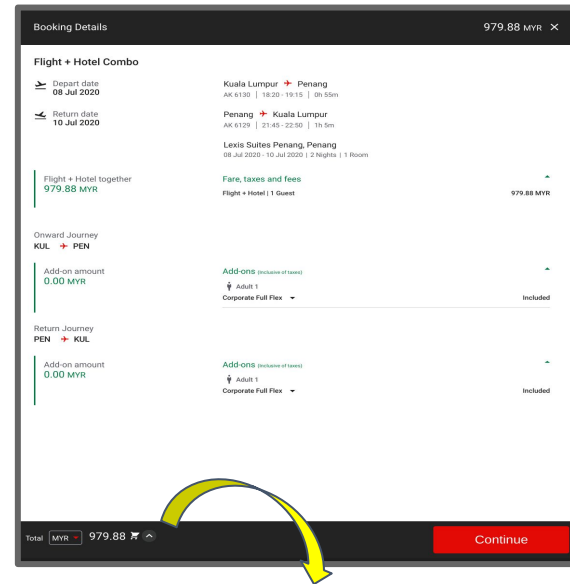
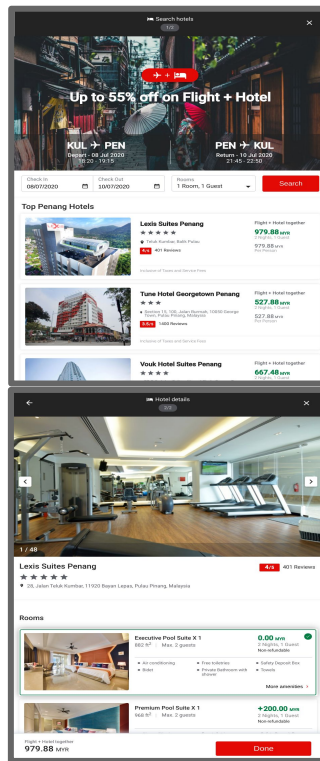
Add-Ons

7. Optional:

- a. Select **Flight + Hotel Combo** to Add-on Hotel (Discount up to 55%)



- b. Select Preferred Hotel and Room Type and click **Done**

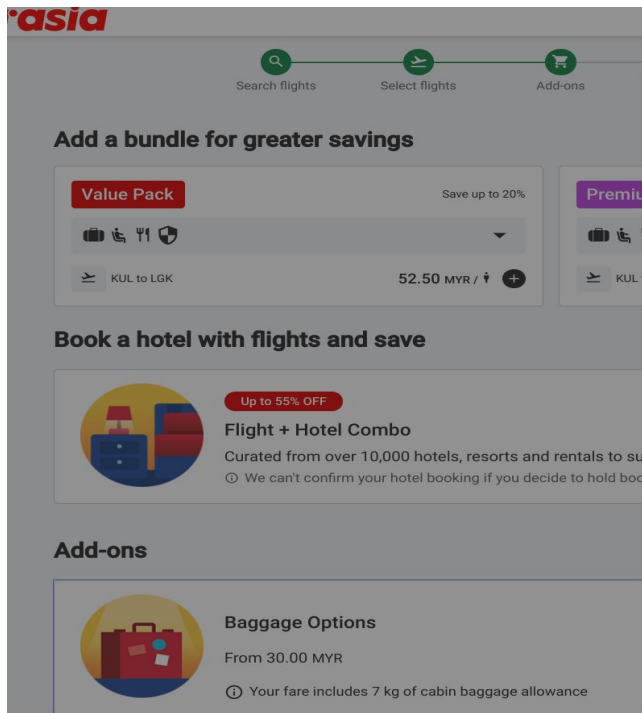


- c. At the bottom of the page, click the upward arrow next to the shopping cart icon to view the Flight + Hotel Combo details

* View video at the given link on how to purchase Flight+Hotel Add-on: <https://youtu.be/2dovDNo9fMO>

Add-Ons

8. To add on the Xtra carry-on baggage or pre-book the checked in baggage.



asia

Search flights Select flights Add-ons

Add a bundle for greater savings

Value Pack Save up to 20%

Premium Save up to 55% OFF

Book a hotel with flights and save

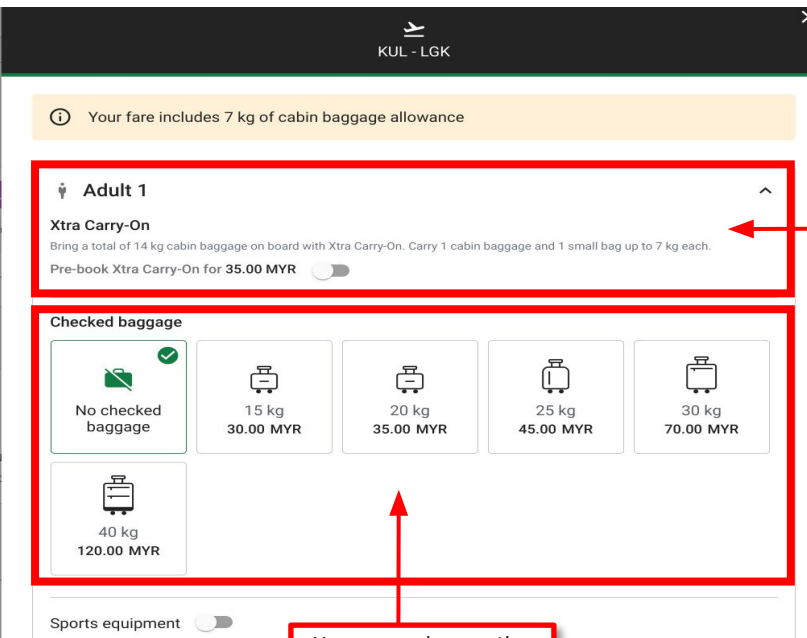
Flight + Hotel Combo Up to 55% OFF

Curated from over 10,000 hotels, resorts and rentals to suit your needs. We can't confirm your hotel booking if you decide to hold back.

Add-ons

Baggage Options From 30.00 MYR

ⓘ Your fare includes 7 kg of cabin baggage allowance



KUL - LGK

ⓘ Your fare includes 7 kg of cabin baggage allowance

Adult 1

Xtra Carry-On

Bring a total of 14 kg cabin baggage on board with Xtra Carry-On. Carry 1 cabin baggage and 1 small bag up to 7 kg each.

Pre-book Xtra Carry-On for 35.00 MYR

Checked baggage

Weight	Price (MYR)
No checked baggage	
15 kg	30.00 MYR
20 kg	35.00 MYR
25 kg	45.00 MYR
30 kg	70.00 MYR
40 kg	120.00 MYR

Sports equipment

*You may purchase **Xtra Carry-On** to bring onboard one more piece of cabin bag weighing not more than 7kgs for a fee.

***Xtra Carry On** is only available for outbound flights from Bangladesh, Cambodia, China, Hong Kong, Laos, Macau, Malaysia, Myanmar, Maldives, Philippines, Singapore, Taiwan, Vietnam, Indonesia, and Japan.

***Xtra Carry On** is limited and only available for selected flights. Only available in fresh booking.

You may choose the checked in baggage allowance that you wish to add on

Add-Ons

9. Select Preferred Seat at **Pick A Seat**

Kuala Lumpur to Penang

Adult 1
1C

★ Seat selection is included in Corporate Full Flex. Select your preferred seat.

Legend:
 ● Your seat
 ○ Other guest's seat
 ✕ Unavailable

Subtotal
0.00 MYR

Next flight

10. Select Preferred Meal at **Santan Value Meal**

Kuala Lumpur to Penang

Adult 1

Get treated to a meal
You can pre-book up to 2 meals per flight

★ 1 meal is included in Corporate Full Flex

Uncle Chin's Chicken Rice
0.00 MYR
Your meal comes with a complimentary drink

Select your complimentary drink (0.00 MYR)
Mineral Water (Cup)

Add another meal to your booking

Bukhara Chicken Biryani
10.60 MYR

Uncle Chin's Chicken Rice
10.60 MYR

Chicken Teriyaki with Rice
10.60 MYR


Subtotal
0.00 MYR

Next flight

- This booking simulation is for Corporate Full Flex hence Checked Baggage Allowance, Pick A Seat and Santal Meal is complimentary
- For Corporate Lite - Checked Baggage Allowance is chargeable upon add-on
- For Fare Only - Checked Baggage Allowance, Pick A Seat and Santal Meal is chargeable upon add-on

Contact Details

11. Complete the required **Contact Details** and **Guest Details**:
- Email Address: Flight itinerary will be sent to this email address. The email address is preset with admin ID holder's email, however it is changeable to a different email address. The email address stated here shall act as the key to manage booking in airasia.com
 - Guest's Mobile Number: AirAsia shall reach passengers at this number for any flight updates i.e. flight retime/delay
 - Fill in the passenger details in the required Guest Details
 - Important: Emergency contact number must be different from the guest's contact number**



EN | HALIMATUN AINI

Search Rights | Select Rights | Add-ons | Guest details | Payment

Contact details

Agency Information

Agency name: AA DEMO CORP AC ✓

Agent first name: HALIMATUN AINI ✓ | Agent family name/surname: CHE ABDUL HALIM ✓

Company Name: AA DEMO CORP AC

Company phone number: 0386604269 | Company fax number: 0387751689

Email address: maa_distupport@airasia.com ✓

We'll send the confirmed itinerary to this email. Please update your email address and ensure that all incoming emails from AirAsia are not identified as spam or junk. If you didn't receive your itinerary within the next few hours, please retrieve it from My Bookings.

Company details for GST tax invoice

Guest contact details

+60 | Mobile phone: 123456666 ✓ | +60 | Alternative phone: 1234555677

Guest contact details

+60 | Mobile phone: 123456666 ✓ | +60 | Alternative phone: 1234555677

Emergency contact

Given name: Ali ✓ | Family name/Surname: Abdullah ✓

+60 | Mobile phone: 172344455 ✓ | Parent

Guest Details

Adult 1

Given name: Fatimah ✓ | Family name/Surname: Ali ✓

Date of birth: 19/07/1989 | Male | Female (selected) | Add wheelchair | Add infant

Baggage Delay & 1 hour On-time Guarantee Protection is included in Corporate Flex

Travel protection

NEW! Special COVID-19 Coverage

0.00 MYR >

KUL - PEN Baggage Delay & 1 hour On-time Guarantee Protection

PEN - KUL Baggage Delay & 1 hour On-time Guarantee Protection

Payments

12. Available Payment Options:

- Agency Prepayment
- Credit/Debit Card
- Online Banking/Direct Debit
- Other payment options available according to point-of-departure countries i.e PayPal for Australia & PayTM for India and etc.

Agency Prepayment / AG Payment

- AG Payment is a prepayment system that uses a floating balance, designed as an alternative to credit/debit cards
- When AG Payment method is selected, the ticket amount will be deducted from the available fund each time booking is created

Credit/Debit Card

- Processing fee may be applicable for payments made by Credit/Debit Card*

Online Banking / Direct Debit

- Processing fee may be applicable for payments made by Direct Debit*

* Processing fee waiver is applicable for flights where the point of origin/destination is Malaysia except for international Fly-Thru flights transiting in Malaysia.

* For more info, please visit:
https://support.airasia.com/s/article/What-is-Processing-Fee-en?language=en_GB
<https://www.airasia.com/my/en/our-fares/fees-and-charges.page>

Booking details

Depart date: 08 Jul 2020 | Return date: 11 Jul 2020

Kuala Lumpur (KUL) → Penang (PEN) | AK 6144 | 07:20 - 08:15 | 0h 55m

Penang (PEN) → Kuala Lumpur (KUL) | AK 6145 | 08:40 - 09:45 | 1h 5m

[Show booking fare details](#)

Payment

Agency pre-payment

Credit/debit card

Online banking

UnionPay

Agency pre-payment

Credit amount available: 5,405.11 MYR

5,405.11 MYR (Estimated converted amount in original sector currency)

Estimated amount to pay

407.88 MYR

407.88 MYR (Estimated converted amount in original sector currency)

Total: 407.88 MYR

No processing fee charged

Subtotal: 407.88 MYR

Processing fee: 0.00 MYR

By clicking "Purchase", you confirm that you understand and accept our [Terms and Conditions of Carriage](#), which address cancellation, refund and rebooking, no-show, baggage allowance and travel documents, and other policies.

Please refer to the Malaysian Aviation Consumer Protection Code 2016 for your consumer rights.

Purchase

Confirmation

13. Once payment is complete, the booking confirmation page will be displayed and booking confirmation email will be sent to the email address stated in the Contact Details form.

Booking Confirmed

Booking number
PPLB8J

A confirmation email has been sent to
maa_distasupport@airasia.com

[Manage booking](#) [Check-in](#) [Itinerary](#)

SNAP FLY & STAY!

YOU CAN'T HAVE ONE WITHOUT THE OTHER.

Payment successful. [View detail](#)

Passengers can **Manage Booking, Download Itinerary** and **Check-in** here as well

Purchase Add-ons

Inflight Meal
Enjoy delicious meals on board

Checked Baggage
Pre-book now and save more

Pick A Seat
Choose your favourite seat

Travel Insurance
Get protected for your trip

[View all add-ons >](#)

Huang Valley Special
8 June - 3 July

NEXT-DAY DELIVERY GUARANTEED OR 5% OFF YOUR NEXT PURCHASE*
*Terms & Conditions apply

Sample of flight booking confirmation sent via email.

Dear athena lemoncorpuatnorm, your booking is confirmed.

[Manage booking](#) [Check in](#) [Print itinerary](#)

Flight 1 Fri, 26 Jun 2020 1 hours 5 minutes

✈ 07:30 Kuala Lumpur (KUL) KLIA2

✈ 08:35 Singapore (SIN)

✈ D7 7702 1 hours 5 minutes

Flight 2 Mon, 29 Jun 2020 1 hours 5 minutes

✈ 07:45 Singapore (SIN) T4

✈ 08:50 Kuala Lumpur (KUL) KLIA2

✈ AK 700 1 hours 5 minutes

All times shown are local time

Guests

✈ D7 7702 Corporate Lite

Ms. athena lemoncorpuatnorm

- Seat 16H
- Mineral Water (350ml)
- Mineral Water (350ml)
- Uncle Chin's Chicken Rice
- Uncle Chin's Chicken Rice
- GCR
- Potato Salad + Kit Kat + Haagen Daz
- Checked baggage 30kg
- Sports equipment 25kg



**Manage
My Booking**

Manage My Booking

1. Click on **Manage My Booking** to view list of upcoming, completed and cancelled bookings

The screenshot shows the AirAsia website interface. The top navigation bar includes the AirAsia logo, a search bar, and links for 'Manage my booking', 'Group booking', 'Support', 'EN / MYR', and 'Vick'. The 'Manage my booking' link is highlighted with a red box. A red arrow points from a text box to this link. The text box contains the instruction: 'Click 'Manage My Booking' to view list of bookings'. Below the navigation bar, there are several promotional banners. The first banner is for 'Fly beyond AirAsia via Other Airlines' with the text 'More than 700 airlines & 3000 destinations' and 'Powered by Kiwi.com'. The second banner is for 'Zero Credit Card Fee' featuring AirAsia credit cards. Below these banners, there is a section titled 'Notices and promotions' with four cards: 'COVID-19 Information', 'Next sale on 1st April', 'Healthier with Every Bite', and 'Chat and connect!'.

airasia

Manage my booking Group booking Support EN / MYR Vick

SALE Flights Health SNAP Activities Hotels Shop Travel Protection Deals

Fly beyond AirAsia via Other Airlines
More than 700 airlines & 3000 destinations
Powered by Kiwi.com

*Terms & Conditions apply.

Zero Credit Card Fee

Refer to your account manager for more information.

Notices and promotions

COVID-19 Information
For latest update & safety information

Next sale on 1st April
Stay tuned!

Healthier with Every Bite
Get expert diet and nutrition advice from registered dietitians.

Naluri Food Journal
airasia super app just got healthier, with AI-assisted meal logs

Chat and connect!
Explore the latest Chat feature and get connected seamlessly. Try it now.

Manage My Booking

2. You may select **My Bookings** or **My Agency Bookings**

Manage bookings

Search booking no, location, name

My Bookings **My Agency Bookings**

Booking Status: All Sort: Depart Date

MR Test TEst Completed Flight details ^

✈ KUL ↔ PEN
Departure: 17 Sep 2020 • Return: 20 Sep 2020
Reference number: **YT6S3L**

Time	From	To	Duration	Stop	Action
07:15	KUL	08:10	55m	Non stop	View flight details
14:10	PEN	15:15	1h 5m	Non stop	View flight details

MR tester adu test Upcoming Flight details ^

✈ KUL → SIN
Departure: 21 May 2021
Reference number: **S99ENX**

Time	From	To	Duration	Stop	Action
11:45	KUL	13:00	1h 15m	Non stop	Manage Add-ons

Check-in >

My Agency Bookings: Select this option to view bookings made by all users within the same corporate account.

Only Admin-All-Access IDs can view all bookings.

My Bookings: Select this option to view your own bookings

Manage My Booking

3. You may search for a booking by inserting booking details in the search box. You may also sort the booking list by selecting **Booking Status** and **Depart Date**

The screenshot displays the 'Manage bookings' interface. At the top, there is a search bar labeled 'Search booking no, location, name'. Below it, there are two tabs: 'My Bookings' and 'My Agency Bookings'. To the right of the tabs, there are two dropdown menus: 'Booking Status: All' and 'Sort: Depart Date'. Below these, there are two booking entries. The first entry is for 'MR Test TEst' with a status of 'Completed' and a reference number 'YF6S3L'. It shows a flight from KUL to PEN on 17 Sep 2020, with a return on 20 Sep 2020. The second entry is for 'MR tester adu test' with a status of 'Upcoming' and a reference number 'S99ENX'. It shows a flight from KUL to SIN on 21 May 2021. Both entries include flight details such as departure and arrival times, duration, and stop status.

You may search the booking by keying in the booking number, location and passenger's name

You may sort by 'Booking Status' or 'Depart Date' to retrieve upcoming/completed or cancelled bookings

Booking status can be viewed here, whether it is 'Completed', 'Upcoming' or 'Cancelled'

Manage My Booking

- Once the list of bookings appear and you have identified the booking that you would like to manage, you may click **Flight Details**
- If the booking is a two-way ticket, you may select which sector you would like to manage and click the arrow sign > to **View Itinerary, Manage Guests, Change Flight** and **Cancel Flight**

The screenshot displays the 'Manage bookings' section of a website. At the top, there is a search bar labeled 'Search booking no, location, name' and a magnifying glass icon. Below the search bar, there are two tabs: 'My Bookings' and 'My Agency Bookings', with 'My Agency Bookings' being the active tab. To the right of the tabs, there are filters for 'Booking Status: Upcoming' and 'Sort: Depart Date'. The main content area shows a booking for 'MR corp test nav rollback' with a status of 'Upcoming'. The flight details are 'KUL → PEN' with a departure date of '18 Aug 2021'. The flight times are '06:25 KUL' and '07:25 PEN', with a duration of '1h 0m' and 'Non stop'. The reference number is 'IV8BNV'. There are buttons for 'Manage Add-ons' and 'Check-in'. A red box highlights the 'Flight details ^' button, and a red arrow points to it. Another red box highlights a menu with options: 'View Itinerary', 'Manage guests', 'Change flight', and 'Cancel flight'. A red arrow points to this menu from a text box on the right.

Manage bookings

Search booking no, location, name

My Bookings My Agency Bookings

Booking Status: Upcoming Sort: Depart Date

MR corp test nav rollback

Upcoming Flight details ^

Reference number
IV8BNV

✈ KUL → PEN
Departure: 18 Aug 2021

06:25 KUL 07:25 PEN 1h 0m Non stop

Manage Add-ons Check-in >

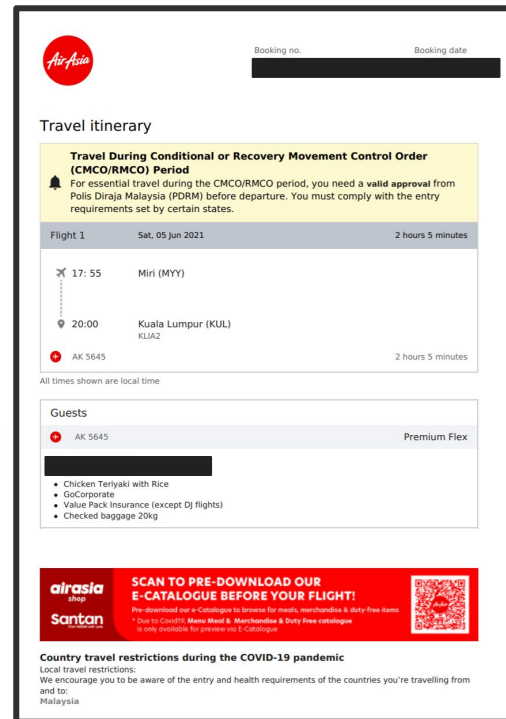
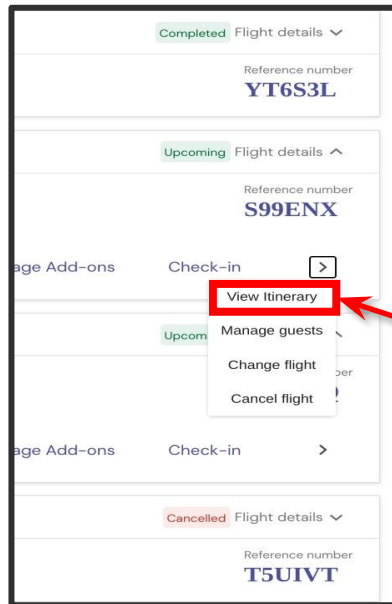
< 1 >

View Itinerary
Manage guests
Change flight
Cancel flight

Click here to manage booking further i.e. View Itinerary, Manage Guests, Change Flight and Cancel Flight

Manage My Booking

6. To view the itinerary of the selected booking
 - a. Select **View Itinerary**
 - b. The itinerary will be downloaded automatically.



Manage My Booking

7. To manage guest's details i.e **Insert BIG ID** and **Update Contact Details**
- Select **Manage Guests**
 - Update the email address that's registered to the passenger's BIG ID
 - Update company details for tax invoice purposed (if necessary)
 - Update emergency contact (if necessary)

Search by location, name

Filter: All Sort: Depart Date

Completed Flight details

Reference number

Upcoming Flight details

Reference number

Page Add-ons

Check-in

View itinerary

Manage guests

Change flight

Cancel flight

Guest Details

Chat with AVA if you want to correct your name or date of birth.

Adult 1

First name: MOHD RAZALIE

Last name: RAFFAE

Date of birth: 26/06/1976

Male

Female

Earn BIG Points with this booking

Enter the email that's registered under the BIG Member account of this guest

Email address

Search

BIG REWARDS

Contact Details

First name: Lee Lee

Last name: Peh

Email address: haltravel.malaysia@bcdtravel.com

Country/Region: +91

Mobile phone: 60

☐ I don't want to receive future communication and newsletter from your company and partners

Add company details for tax invoice purposes

Company

Address

Country/Region

State

City

Postal Code

Add my emergency contact

First name

Last name

Relationship

Other

Country/Region: +60

Mobile phone

Manage My Booking

9. Select the preferred flight on the new date and click **Continue** to proceed

Origin:
Kuala Lumpur (KUL)

Destination:
Jakarta (CGK)

Depart
13/05/2021

Guest
2 Guests

Search

✈️ Depart Flight

✓ Your Current Flight

06 May, 2021 10:40

10:40 KUL	11:35 CGK	1h 55m	Direct	MYR 922.00 For 2 guests
--------------	--------------	--------	--------	----------------------------

Flight QZ203

10:40
KUL

11:35
CGK

1h 55m

Direct

MYR 1002.00
For 2 guests

Selected

MYR 80.00
Paid: 922.00 ^

Continue

Manage My Booking

10. Continue to Add-ons page for any additional purchases of meals/baggage/seats
11. Once done, total additional cost will appear and you may proceed to select **Confirm Changes** which will direct you to payment page

The screenshot displays the 'Add-ons' section of a flight booking interface. At the top, it indicates '2 Guest(s) selected'. A notification banner states: 'Some add-ons like seats and meals are not available on this flight. Kindly check and select your new add-ons.' Below this, four add-on categories are listed, each with an icon, title, description, and flight details (KUL - CGK):

- Checked baggage:** Icon of a suitcase. Description: 'Your fare includes 1 small carry-on bag allowance with a maximum weight of 7 kg'. Flight: KUL - CGK, 30 kg x 2.
- Seat:** Icon of a chair. Description: 'Your fare includes 1 small carry-on bag allowance with a maximum weight of 7 kg'. Flight: KUL - CGK.
- Santan Value Meal:** Icon of a plate with a fork and knife. Description: 'Hot meals are available only if you've pre-booked them at least 24 hours before departure time.' Flight: KUL - CGK, 0 selections made.
- Travel protection:** Icon of a shield with a checkmark. Description: 'Your fare includes 1 small carry-on bag allowance with a maximum weight of 7 kg'. Flight: KUL - CGK.

At the bottom, a 'Total' section shows '64.20' with a currency selector set to 'MYR'. A red button labeled 'Confirm changes' is located at the bottom right.

Total additional cost
that needs payment

Click 'Confirm Changes'
for final confirmation

Manage My Booking

12. To **Manage Add-ons**

- To change of meal, seat selection or increase checked baggage allowance without changing travel date, select **Manage Add-on**
- Once selected, you can manage your add-on. Total additional cost will appear (if any) and you may proceed to Confirm Changes that will direct you to payment page

The screenshot displays the 'Manage My Booking' interface. On the left, a sidebar shows flight details for MR JOHN ANAK JAWI, flight MYY → KUL, departing on 05 Jun 2021. A red arrow points to the 'Manage Add-ons' button. The main area, titled 'Add-ons', lists four categories: Checked baggage, Seat, Santan Value Meal, and Travel protection. Each category has a brief description and a 'Manage' link. A red box highlights the 'Manage Add-ons' button in the sidebar. Another red box highlights the 'Confirm changes' button at the bottom right. A third red box highlights the 'Total' amount of MYR 64.20. A fourth red box highlights the 'Total additional cost that needs payment' section, which is currently empty. A fifth red box highlights the 'Click 'Confirm Changes' for final confirmation' button.

Manage bookings

Search booking no, location, name

My Bookings My Agency Bookings

Booking Status: Upcoming Sort: Depart Date

MR JOHN ANAK JAWI

Upcoming Flight details

✈ MYY → KUL

Departure: 05 Jun 2021

17:55 MYY 20:00 KUL 2h 5m Non stop

Reference number X9HH2U

Manage Add-ons Check-in

Add-ons
2 Guest(s) selected.

Some add-ons like seats and meals are not available on this flight. Kindly check and select your new add-ons.

Checked baggage

Your fare includes 1 small carry-on bag allowance with a maximum weight of 7 kg

KUL - CGK
30 kg x 2

Seat

KUL - CGK

Santan Value Meal

Hot meals are available only if you've pre-booked them at least 24 hours before departure time.

KUL - CGK
0 selections made

Travel protection

Total MYR 64.20

Confirm changes

Click 'Confirm Changes' for final confirmation

Total additional cost that needs payment.

Manage Agency Profile

Manage Agency Profile

1. Go to **Profile Name**
2. Select **Manage Agency Profile**

The screenshot displays the AirAsia website interface. At the top left is the AirAsia logo. The top navigation bar includes links for 'Manage my booking', 'Group booking', and 'Support'. On the right, there is a language selector set to 'EN / MYR' and a user profile dropdown for 'HALIMATUN AINI'. The dropdown menu is open, showing options: 'AG Balance 366.58 MYR', 'Enroll an agent', 'Manage agency profile' (highlighted with a red box), 'Agent Management', 'AG Report', 'Sales Report', and 'Logout'. Below the navigation bar is a horizontal menu with icons and labels for 'SALE Flights', 'Health', 'SALE SNAP', 'Hotels', 'Shop', and 'Travel Protection'. The main banner features the text 'Fly beyond AirAsia via Other Airlines' and 'More than 700 airlines & 3000 destinations', with a 'Powered by Kiwi.com' badge. At the bottom, there is a disclaimer '*Terms & Conditions apply.' and a note 'Refer to your account manager for more information.'

Manage Agency Profile

3. In Manage Agency Profile, you will be able to check the **Available AG Credit Balance**, a **unique SCB Virtual Account Number** and **View Transaction** of the day
4. You will be able to **Update Contact Details** such as office address and contact numbers
5. Once done, you may proceed to click **Update Agency Profile**

airasia

Home > Manage agency profile

Manage agency profile

Organization details

Organization code	CORPORATE
Type of organization	Third Party
Name of organization	AA DEMO CORP AC
Credit balance	376.58 MYR

SCB Virtual account number: [REDACTED]

[View Transactions](#)

How to pay with Jom (Malaysia)

Your latest AG Prepayment account balance is shown here

Contact details

Primary contact

Title: MR

Given name: DISTRIBUTION

Last name: TEAM

Email: maa_distsupport@airasia.com

Address line 1: LCC TERMINAL KLIA

Address line 2:

Address line 3:

Country/Region: Japan

State: Tokyo [Tokyo]

Zip code: 64000

Personal phone number:

Handphone number:

Office phone number: 0328282828

Fax number:

[Update agency profile](#)

You may only update Contact Details i.e. Office Address and Telephone Numbers on this page.

To update Primary Contact Details i.e. Name and Email - an official letter is required from the organization

* Change of Company Name & Primary Contact/Administrator Details can only be done by contacting AirAsia Distribution Support Team maa_distsupport@airasia.com, as official request letter is required from the Company. [Template - Letter - Request Update Info](#)

**Standard Chartered Bank
Virtual Account Number
(SCBVAN)**

Standard Chartered Bank Virtual Account Number (SCBVAN)

SCB VAN is required for AG Prepayment account top up

AG Prepayment Benefits:

- Zero processing fee for all flight ticket purchases
- Prepaid account for easy budget management
- AG prepayment account Report & Transaction Details
- Can be used for group booking, add-ons and flight changes

*Applicable for Malaysia registered corporate accounts only

Standard Chartered Bank Virtual Account Number (SCBVAN)

1. **Standard Chartered Bank Virtual Account Number (SCB VAN)** is a virtual account number assigned to each corporate account
2. The SCB VAN is unique for each corporate account
3. The SCB VAN details can only be viewed by Admin ID holders via **Manage Agency Profile**
4. AG fund top up using the unique SCBVAN will allow automated top up without needing to submit the manual AG top up form to AirAsia Finance team
5. Once SCB VAN's fund transfer is successful, the new AG credit balance will be reflected at Manage Agency Profile
6. **Transfers performed on weekends / Public Holidays will only be reflected in the account on the next working day**

Manage agency profile

Organization details

Organization code	CORPORATE
Type of organization	Third Party
Name of organization	AA DEMO CORP AC
Credit balance	376.58 MYR
SCB Virtual account number	<div>XXXXXXXXXX</div>

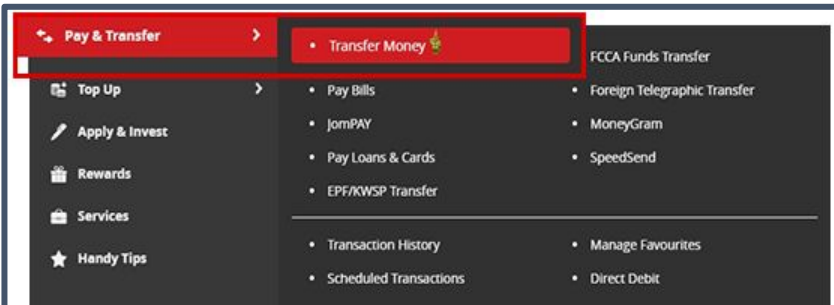
How to pay with JomPAY (Malaysia)

▼

SCB virtual account for top up is shown here

How To Perform AG Top Up Via (SCBVAN)

1. Go to your respective bank's website and perform fund transfer (sample below is using CIMB Clicks)
2. Click **Pay & Transfer** and then **Transfer Money**
3. Kindly select **Normal Transfer**. **Please note that Instant Transfer does not work on SCB VAN at this moment**
4. Wrong selection of transfer mode may caused unnecessary delay in the top-up process



Pay & Transfer

- Top Up
- Apply & Invest
- Rewards
- Services
- Handy Tips

Transfer Money

- Pay Bills
- JomPAY
- Pay Loans & Cards
- EPF/KWSP Transfer
- Transaction History
- Scheduled Transactions
- Foreign Telegraphic Transfer
- MoneyGram
- SpeedSend
- Manage Favourites
- Direct Debit

Transfer Money

With DuitNow, you can send DuitNow to your loved ones using their mobile number! [Learn More](#)

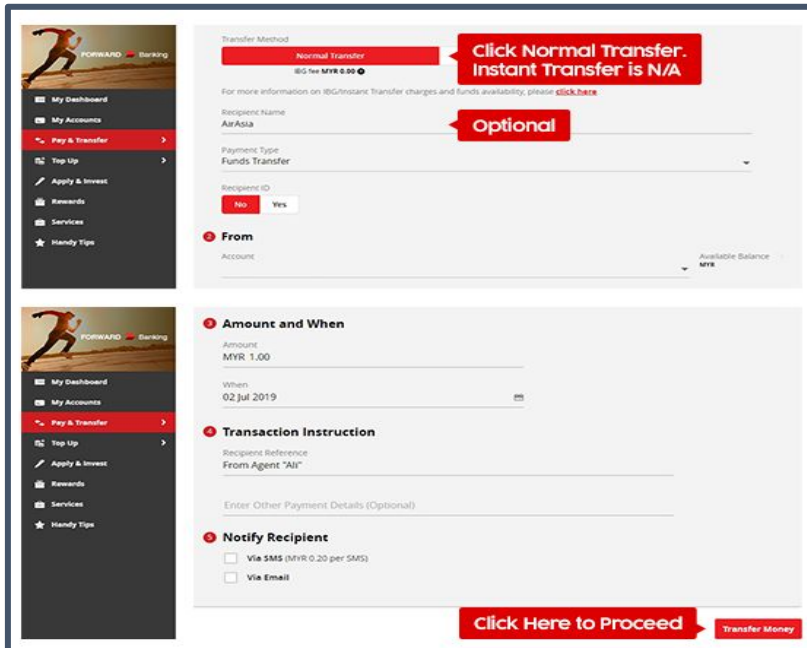
To

Recipient Name, Account No. or DuitNow ID
772340000X

Please select transfer type

WITHIN CIMB BANK **TO OTHER BANKS**

Bank Name
STANDARD CHARTERED BANK MALAYSIA BERHAD



Normal Transfer
BGL Fee MYR 0.00

For more information on iBG/Instant Transfer charges and funds availability, please [click here](#)

Recipient Name
AurAsia

Payment Type
Funds Transfer

Recipient ID
No Yes

From
Account

Available Balance
MYR

Amount and When

Amount
MYR 1.00

When
02 Jul 2019

Transaction Instruction

Recipient Reference
From Agent "All"

Enter Other Payment Details (Optional)

Notify Recipient

☐ Via SMS (MYR 0.20 per SMS)

☐ Via Email

Click Here to Proceed **Transfer Money**

FAQs on SCBVAN

Q: Can I continue to use Manual Top Up?

A: You are required to top up via SCB VAN as we have ceased to process manual AG top up. However, should you are facing any difficulties to perform top up using SCB VAN, do reach out to us for assistance.

Q: Does SCB Van Top Up require TAC?

A: Yes, TAC will be sent to registered mobile number as per the normal fund transfer process.

Q: Can I continue to use JomPay?

A: Yes.

Q: Can I top up via credit card?

A: SCB VAN is not available for top up with credit card until further notice.

Q: Can I top up with any currency?

A: SCB VAN can only be topped up with Malaysian Ringgit (MYR) until further notice.

Q: Which countries can perform SCB VAN?

A: SCB VAN is currently open for registered corporate organizations in Malaysia only.

Q: What is SCB VAN's fund transfer method?

A: SCB VAN uses Normal Transfer (IBG). Instant Transfer is not supported at the moment.

Q: Can I use cheque to bank in at SCB using VAN?

A: Payment using Cheque bank in is not accepted until further notice. Payment via cheque bank-in will need to be processed manually.

Q: What is the minimum and maximum amount to top up?

A: Minimum is MYR 0.10 per transaction, while maximum is MYR1 Mil per transaction.

Kindly contact your respective sales representative for more information.



Enroll An Agent

Enroll An Agent

1. Go to **Profile Name**
2. Select **Enroll an Agent**

The screenshot displays the AirAsia website interface. At the top left is the **airasia** logo. To its right are navigation links: [Manage my booking](#), [Group booking](#), and [Support](#). On the far right of the header is a user profile section containing a globe icon, the text **EN / MYR** with a dropdown arrow, and a red-bordered box around the user's name **HALIMATUN AINI**. Below the user name, the **AG Balance** is shown as **366.58 MYR**. A dropdown menu is open from the user profile, listing several options: **Enroll an agent** (highlighted with a red box), **Manage agency profile**, **Agent Management**, **AG Report**, **Sales Report**, and **Logout**. Below the header, there is a row of service icons: **SALE** **Flights**, **Health**, **SALE** **SNAP**, **Hotels**, **Shop**, and **Travel Protection**. The main banner features the text **Fly beyond AirAsia via Other Airlines** with a subtext **More than 700 airlines & 3000 destinations** and a button **Powered by Kiwi.com**. To the right of the banner, there is a **Zero Credit Card** promotion featuring an AirAsia credit card and a Visa logo. At the bottom, there is a small text ***Terms & Conditions apply.** and a link **Refer to your account manager for more information.**

Enroll An Agent

3. Fill up the required agent details to create a sub-ID and set the password accordingly
4. It is compulsory to select the **Agent Status** and **Agent Role** upon new sub-ID creation.*

The screenshot shows the 'Enroll agent' form. A red box highlights the 'Agent details' section, which includes fields for Organization code (set to 'CORPORATE'), Agent ID, New password, and Confirm password. A red arrow points from a text box 'Fill in the sub-ID details and set the Password' to this section. Below this is the 'Contact details' section, which includes fields for Primary contact (Title, Given name, Last name, Email), Address line 1 (set to 'LCC TERMINAL KLIA'), Address line 2, Address line 3, Country/region (set to 'Japan'), Zip code (set to '64000'), State, Personal phone number, Handphone number, Office phone number, and Fax number. At the bottom, the 'Agent status' section has a dropdown for Agent status (set to 'Active') and a dropdown for Agent role. A red arrow points from a text box 'Agent Role' to the Agent role dropdown. The Agent role dropdown is open, showing three options: 'ADMIN-ALL ACCESS (TAI)', 'NORMAL USER WITH AG (TAIG)', and 'NORMAL USER (TAIL)'. A red 'Submit' button is at the bottom right of the form.

Enroll agent

Agent details

Organization code: CORPORATE

Agent ID

New password

Confirm password

Contact details

Primary contact

Title

Given name

Last name

Email

Address line 1: LCC TERMINAL KLIA

Address line 2

Address line 3

Country/region: Japan

Zip code: 64000

State

Personal phone number

Handphone number

Office phone number

Fax number

Agent status

Agent status: Active

Agent role

ADMIN-ALL ACCESS (TAI)

NORMAL USER WITH AG (TAIG)

NORMAL USER (TAIL)

Submit

Fill in the sub-ID details and set the Password

Agent Role

* Only the Account Administrator or Admin ID holders can create new sub-IDs and set the Agent Roles

* For sub-IDs which have already been created but need to change Agent Role, kindly proceed to **Agent Management**



Agent Management

Agent Management

1. Go to **Profile Name**
2. Select **Agent Management**

The screenshot displays the AirAsia website interface. At the top left is the AirAsia logo. To its right are links for 'Manage my booking', 'Group booking', and 'Support'. Further right is a language/currency selector set to 'EN / MYR'. On the far right of the top navigation bar is a user profile icon with the name 'HALIMATUN AINI' next to it. Below the navigation bar is a horizontal menu with icons and labels for 'Flights' (with a 'SALE' tag), 'Health', 'SNAP' (with a 'SALE' tag), 'Hotels', 'Shop', and 'Travel Protection'. The main banner area has a red background with the text 'Fly beyond AirAsia via Other Airlines' and 'More than 700 airlines & 3000 destinations'. Below this is a 'Powered by Kiwi.com' badge. On the right side of the banner, there is a 'Zero Credit Card' promotion featuring an AirAsia credit card and a Visa card. A dropdown menu is open from the user profile icon, listing several options: 'AG Balance' (366.58 MYR), 'Enroll an agent', 'Manage agency profile', 'Agent Management' (highlighted with a red box), 'AG Report', 'Sales Report', and 'Logout'. At the bottom of the page, there is a small text '*Terms & Conditions apply.' on the left and 'Refer to your account manager for more information.' on the right.

airasia

Manage my booking Group booking Support

EN / MYR

HALIMATUN AINI

AG Balance 366.58 MYR

Enroll an agent

Manage agency profile

Agent Management

AG Report

Sales Report

Logout

SALE

Flights

Health

SALE

SNAP

Hotels

Shop

Travel Protection

Fly beyond AirAsia via Other Airlines

More than 700 airlines & 3000 destinations

Powered by Kiwi.com

*Terms & Conditions apply.

Refer to your account manager for more information.

Agent Management

- You may view the **Agent Name, Agent ID, Role** and **Status** of the agent from the list. Click on the ID that you wish to manage
- You may search for an ID by inserting the ID in the search box. You may also sort the ID list by Agent Status: All, Active, Pending, Suspended and Terminated

Home > Agent management

Agent management
415 agents available

Search by keying in the ID

Search agent name, agent id

Enroll Agent

Agent status

- ☒ All
- ☐ Active
- ☐ Pending
- ☐ Suspended
- ☐ Terminated

To sort IDs via Agent Status:

- Active
- Terminated
- Suspended
- Pending

Agent name	Agent ID	Role	Status
WONG MEI INN	CORPORATE	TA1	Terminated
GBS TEST3	GBS_TEST3	CJP2	Terminated
TEst Testa	Travelagent_O1	GC1	Terminated
a drian	CORPORATE_adrian	COTH	Terminated
DAVID TANG	CORPORATE_DAVID	GCIL	Terminated
Ivan Ku	CORPORATE_IvanKu	GC1	Terminated
wanruedee tuarop	CORPORATE_jib	CTH1	Terminated
IAA CORPORATE	CORPORATE_IAA	GCIG	Terminated
Rayner Teo	CORPORATE_RAYNER	TA1	Terminated
GBS TEST	GBS_TEST1	CTH2	Terminated

Agent Management

5. Once the intended ID has been selected, you may perform changes to the ID's **Agent Status** and **Agent Role**

Home > Agent management > Agent details

WONG MEI INN

Agent details

Organization code CORPORATE

Agent ID CORPORATE

New password Confirm password

Contact details

Primary contact

Title

Given name WONG Last name MEI INN

Email maa_corpgroup@airasia.com Office phone number 0386604273

Agent status

Agent status Terminated

Agent role

Submit

* The system will auto terminate IDs which has been inactive for the past 90 days. For such cases, an Admin ID holder may proceed to reactivate the terminated IDs by following these given steps.

* Should the Admin All Access ID is auto terminated due to inactivity, kindly reach out to AirAsia Distribution Support team at maa_distsupport@airasia.com to reactivate the ID.

Click the drop-down button to manage the Agent Status and Agent Role

Agent Management

Sub-ID Management and Role Access

Functions	Admin-All Access (GC1)	Normal User with AG (GC1G)	Normal User (GC1L)
Manage Agency Profile*	✓	✗	✗
Extracting AG Report	✓	✗	✗
Extracting Sales Report	✓	✗	✗
Payment via AG Payment	✓	✓	✗
Payment via Credit and Debit Card and Direct Debit	✓	✓	✓
View bookings made by all users	✓	✗	✗
Allowed to view own user details	✓	✓	✓

* Change of Company Name & Primary Contact/Administrator Details can only be done by contacting AirAsia Distribution Support Team maa_distsupport@airasia.com, as official request letter is required from the Company. [Template - Letter - Request Update Info](#)



AG & Sales Report

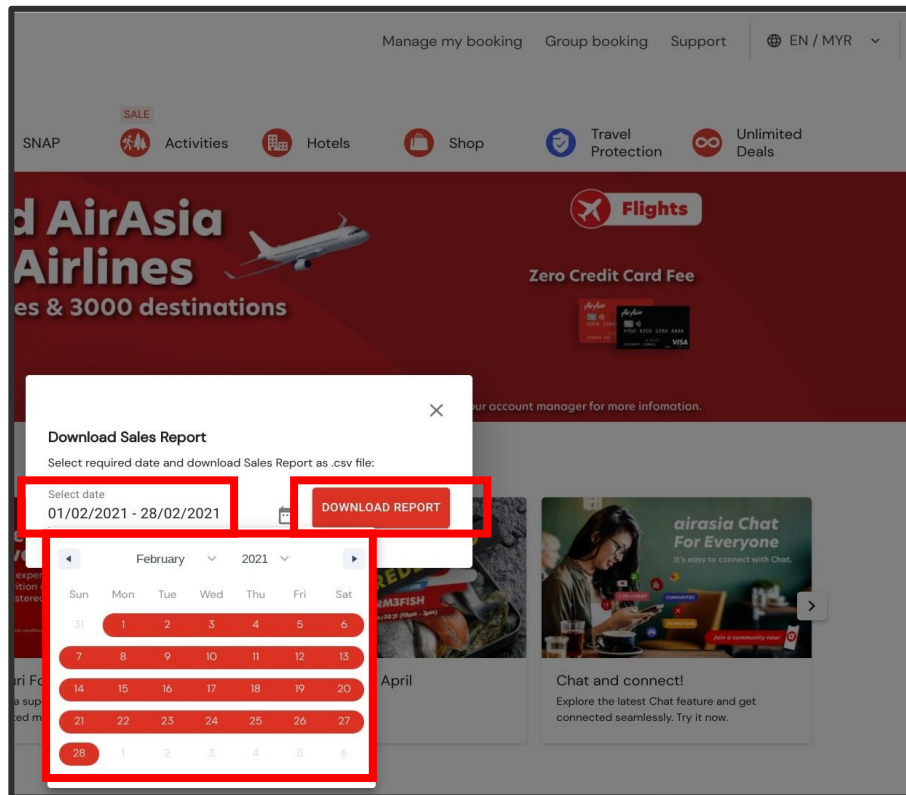
AG & Sales Report

1. The corporate portal allows AG & Sales Report extraction. The reports can be extracted by an Admin All Access (GC1) user IDs only
2. Go to **Profile Name**
3. Select **AG Report or Sales Report**

The screenshot displays the AirAsia corporate portal interface. At the top, the AirAsia logo is on the left, and navigation links for 'Manage my booking', 'Group booking', and 'Support' are on the right. A user profile dropdown menu is open, showing the user's name 'HALIMATUN AINI' and their 'AG Balance' as '366.58 MYR'. The menu options include 'Enroll an agent', 'Manage agency profile', 'Agent Management', 'AG Report', 'Sales Report', and 'Logout'. The 'AG Report' and 'Sales Report' options are highlighted with red boxes. Below the navigation bar, there are promotional banners for 'SALE' on 'Flights', 'Health', 'SNAP', 'Hotels', and 'Shop', along with 'Travel Protection'. A large banner in the center reads 'Fly beyond AirAsia via Other Airlines' with 'More than 700 airlines & 3000 destinations' and 'Powered by Kiwi.com'. At the bottom, there is a note '*Terms & Conditions apply.' and a link to 'Refer to your account manager for more information.'

AG & Sales Report

4. Select the required report date
5. Click **Download Report**
6. The data will be updated on a daily basis (T-1 day) i.e. If the extraction date is on 1 May 2021, the latest available data will be up until 30 April 2021
7. The maximum period of report date would be 31 days. i.e. If you require sales report from 1 March to 30 April 2021, you will need to extract 2 reports:
 - a. 1 to 31 March 2021
 - b. 1 to 30 April 2021
8. You may extract AG and Sales Report for last 3 months from the extraction date. If you require reports more than 3 months prior to the extraction date, please contact AirAsia Sales Representative for assistance
9. View videos at the given link on how to extract:
 - a. Sales Report:
<https://youtu.be/TwVV39YIKXk>
 - b. AG Report:
<https://youtu.be/zbD4Jhnndz0>



AG & Sales Report

Sample of AG and Sales Report

AccountReference	organizationname	CurrencyC	ACAmount	available	AccountTransactionID	TransactionDate	AccountTransactionType	Reference	CurrencyCode	Amount	ForeignCurrencyCode	ForeignAmount	Note	CreatedUserCode
20312611	AIRASIA TRAVEL SB	MYR	50800	50432.4	79794940	2021-05-04 8:00:16	CreditAccountDebitForPayment	Z6DBFD	MYR	-1670.72	MYR	-1670.72	Funds Used: Z6DBFD	20300000_ADMIN
20312611	AIRASIA TRAVEL SB	MYR	50800	50432.4	79798195	2021-05-04 16:04:26	StatementDateAndBalance	Statement Balance	MYR	-50432.4	MYR	-50432.4	Credit Account - Statement Date: 5/4/2021 3:59:59 PM	JobScheduler
20312611	AIRASIA TRAVEL SB	MYR	50800	49501.68	79895663	2021-05-18 3:22:25	CreditAccountDebitForPayment	E86W9H	MYR	-930.72	MYR	-930.72	Funds Used: E86W9H	20312611_ADMIN
20312611	AIRASIA TRAVEL SB	MYR	50800	49501.68	79901769	2021-05-18 16:04:23	StatementDateAndBalance	Statement Balance	MYR	-49501.68	MYR	-49501.68	Credit Account - Statement Date: 5/18/2021 3:59:59 PM	JobScheduler
20312611	AIRASIA TRAVEL SB	MYR	50800	51543.4	79920161	2021-05-21 6:08:52	CreditAccountPayment	20312611	MYR	371	MYR	371	MAA BSP 210502 (03-MAY-2021 to 09-MAY-2021) ADM MARCH2021	1025968
20312611	AIRASIA TRAVEL SB	MYR	50800	51543.4	79920308	2021-05-21 6:16:24	CreditAccountPayment	20312611	MYR	1670.72	MYR	1670.72	MAA BSP 210502 (03-MAY-2021 to 09-MAY-2021)	1025968
20312611	AIRASIA TRAVEL SB	MYR	50800	51543.4	79926122	2021-05-21 16:03:57	StatementDateAndBalance	Statement Balance	MYR	-51543.4	MYR	-51543.4	Credit Account - Statement Date: 5/21/2021 3:59:59 PM	JobScheduler
20312611	AIRASIA TRAVEL SB	MYR	50800	51212.4	79959228	2021-05-26 3:24:09	CreditAccountDebitForPayment	V8CMFK	MYR	-331	MYR	-331	Funds Used: V8CMFK	20300000_ADMIN
20312611	AIRASIA TRAVEL SB	MYR	50800	51212.4	79964421	2021-05-26 16:04:03	StatementDateAndBalance	Statement Balance	MYR	-51212.4	MYR	-51212.4	Credit Account - Statement Date: 5/26/2021 3:59:59 PM	JobScheduler

RecordLocator	AgentName	EmailAddress	BookingDate	Carrier	DepartureDate	JourneySector	PassengerName	BookingStatus	TotalPax	TotalSeat	OrganizationCode	OrganizationName	Currency	TotalAmount	convertedCurrency	Converted Amount
Z6DBFD	20300000_ADMIN	info@cattravel.com.my	2021-05-04 8:00:16	AK	2021-05-22 8:10:00	KULMYY	ALI BIN ABU	Confirmed	1	1	20300000	AIRASIA TRAVEL SB	MYR	1670.72	MYR	1670.72
E86W9H	20300000_ADMIN	info@cattravel.com.my	2021-05-18 3:22:23	AK	2021-05-18 23:15:00	KULLBU	CHONG KOK MIN	Confirmed	1	1	20300000	AIRASIA TRAVEL SB	MYR	930.72	MYR	930.72
V8CMFK	20300000_ADMIN	info@cattravel.com.my	2021-05-26 3:24:09	AK	2021-06-01 5:15:00	MYKCH	SIVA SUNDARAM	Confirmed	1	1	20300000	AIRASIA TRAVEL SB	MYR	331	MYR	331



Log Out

Log Out

1. Kindly ensure to **Log Out** if you do not wish to continue using the corporate portal
2. Go to **Profile Name**
3. Click **Logout**

The screenshot displays the AirAsia corporate portal interface. At the top left is the AirAsia logo. To the right are navigation links: "Manage my booking", "Group booking", and "Support". Further right is a language/currency selector showing "EN / MYR". The user's profile is identified as "HALIMATUN AINI" with a red circular icon. Below the profile name, the "AG Balance" is shown as "366.58 MYR". A dropdown menu is open, listing several options: "Enroll an agent", "Manage agency profile", "Agent Management", "AG Report", "Sales Report", and "Logout". The "Logout" option at the bottom of the menu is highlighted with a red rectangular box. Below the navigation bar, there are promotional banners for "SALE" on "Flights", "Health", "SNAP", "Hotels", and "Shop", along with "Travel Protection". A large red banner in the center reads "Fly beyond AirAsia via Other Airlines" with the subtext "More than 700 airlines & 3000 destinations" and a "Powered by Kiwi.com" badge. On the right side of the banner, there is a "Zero Credit Card" promotion featuring AirAsia and Visa logos. At the bottom, there is a small text: "*Terms & Conditions apply." and a link: "Refer to your account manager for more information."

**Dedicated Support
& Chat with AVA**

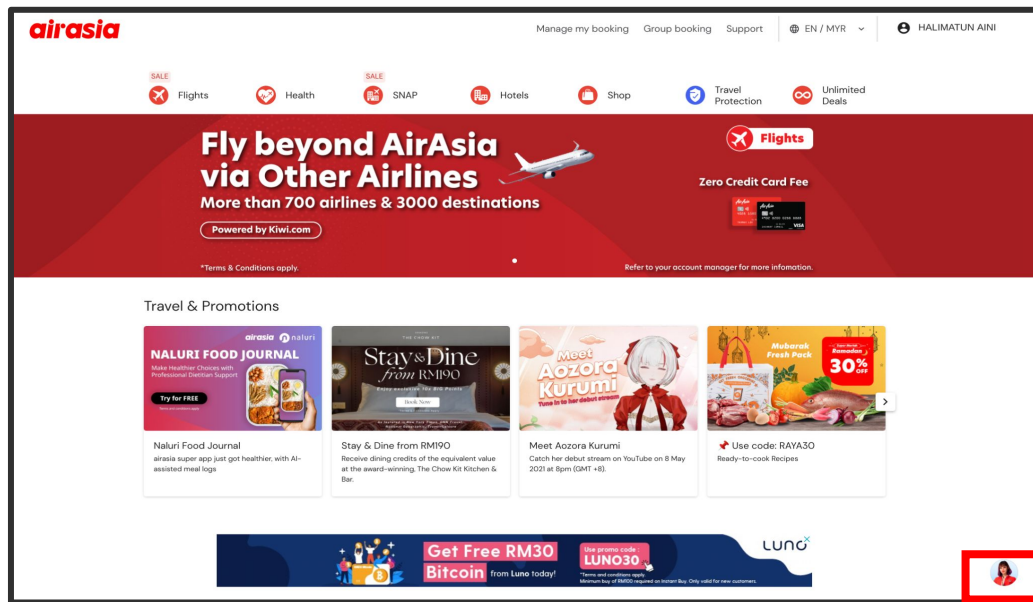
Dedicated Support

Contact	Scopes	Telephone No.	Email Address
Client Support	<p>Ticketing matters: Uncheck-in, Name correction, Manage My booking, Airport tax refund request for No-Show ticket, etc.</p> <p>Operating hours: Everyday, 9 a.m. to 6 p.m.</p> <p>For after-hours support, kindly go to airasia.com (AVA B2B & LIVE CHAT)</p>	603 8660 0010	clientsupport@airasia.com ; CC to maa_corpsales@airasia.com
Distribution Support	<p>Account related matters: Administrator's contact details update, reset password, sub-ID, MyCorporate portal and system.</p> <p>Account Update Request – Template – https://air.asia/JCt8B</p> <p>For Password Reset request – https://newskiespr.airasia.com/AgentReset/</p>	N/A	maa_distsupport@airasia.com ; CC to maa_corpsales@airasia.com
Corporate Sales (Malaysia)	<p>*IMPORTANT*</p> <p>Kindly copy maa_corpsales@airasia.com for all email communication with AirAsia</p>	N/A	maa_corpsales@airasia.com
Finance GSS	For AG Top-Up manual form submission, AG account's SCB Virtual Account Number, AG transaction queries and finance related matters	N/A	gss_finance_topup@airasia.com ; CC to maa_corpsales@airasia.com
Group Booking	<p>Travel bookers are encouraged to use 'Group Booking System @GBS' available in MyCorporate portal. GBS system would be able to generate an automated group booking quotation.</p> <p>However, should the travel bookers need further assistance in regards to group booking request or post-GBS support, kindly contact Group Desk team.</p>	603 8660 0008	maa_groupdesk@airasia.com ; CC to maa_corpsales@airasia.com

Official working hours for Malaysia Sales team is Monday to Friday, 9am – 6pm(+8GMT), except on Federal Territory and Malaysia National public holidays. Thank you.

AVA B2B – AirAsia Virtual Allstar

1. For quicker response*, MyCorporate users may seek for assistance via AVA B2B
2. AVA B2B is available 24 hours daily to assist you with any enquiries, or to direct you to the rightful team to assist you further should the issue is more complex
3. To get access to AVA B2B, login to your corporate account and find for the AVA B2B icon in page

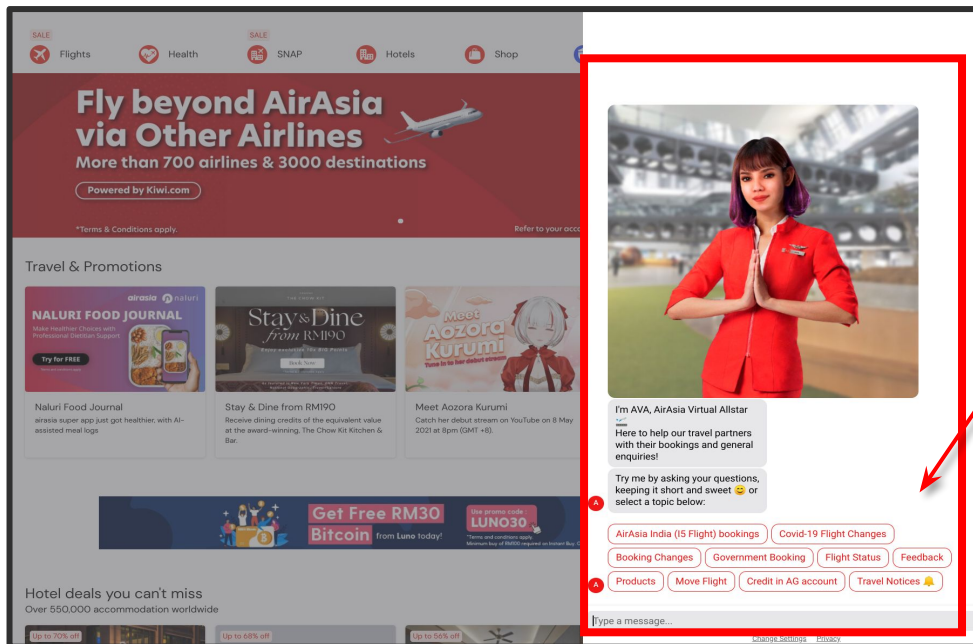


* Effective 1st March 2021, the Client Support team will provide assistance from 9am to 6pm MY time (GMT+8) daily. Outside of the mentioned operational hours, you may reach out to AVA B2B for immediate support.

Click the AVA B2B icon in the page to initiate the chat

AVA B2B – AirAsia Virtual Allstar

- Once you have clicked the AVA B2B icon, you will be directed to a chat box with a list of common keywords that are relatable to AirAsia products and service
- You may click on any keywords or type in your inquiries in a short and simple sentence/keywords when interacting with AVA B2B



Click on the available keywords to prompt a list of relatable topics; or type in the inquiry in short sentence or keyword.

Example: Missing Baggage, Pregnancy Policy, Dangerous Goods etc.

Booking Changes

Just click the AVA B2B widget at the bottom right corner of the page and choose **Booking Changes**

- Add Infant
- Child Ticket
- Change of Guest Details
 - Name Amendment/Change (*ensure all payment is completed*)
 - Given Name, Family/Surname, Swap Given and Family Name/Surname
 - Given Name and Family Name/Surname, Add/Remove part of the name
 - Date of Birth Amendment
 - Gender Amendment
 - Passport details amendment
- Purchase/Change of add-ons (*General FAQ and advice to purchase via Corporate Portal*)
 - Baggage
 - Meals
 - Pick A Seat
 - Sports Equipment
- Flight Change
- Wheelchair service (*General FAQ and advice to purchase via Corporate Portal*)

We appreciate if you can prepare the documents & details needed for your request before chatting with us



Notes on AVA B2B

We appreciate if you can prepare the details needed to make any changes before chatting with us



Example of details:
PNR, Departure city, new preferred date & time, 2nd preferred date & time just in case the initial requested flight is fully booked

1. AVA is a bot and is available 24/7. She validates the information that we provide to her. Please ensure to enter the details as per AVA's request.
2. AVA is **unable to read symbols** in the Last Name & First Name, hence **no symbols (/,@) are allowed**. Please ensure to enter the names as per booking to pass the verification.

Failed Verification		Pass Verification	
Last Name	First Name	Last Name	First Name
FRED/FELLYSIA	FELLYSIA/FRED	FRED	FELLYSIA

3. To provide flight date as **dd-mm-yyyy**. Example: 25th September 2021 is **25-09-2021**.
4. AVA is able to move flight for **1 PNR at a time**. In case you have a connecting flight, we would suggest for you to **check the flight availability** via AirAsia website and perform move flight again on AVA for the 2nd PNR.
5. For Refund requests, please ensure to select the topic according to the flight interruption notification that we have sent to you. For example, if the flight is affected by reschedule, please select Flight Reschedule instead of Flight Cancellation.

Flight Interruption Notice

No special characters eg: -,#_ We will use your mobile number if we need to contact you regarding your booking or flight.

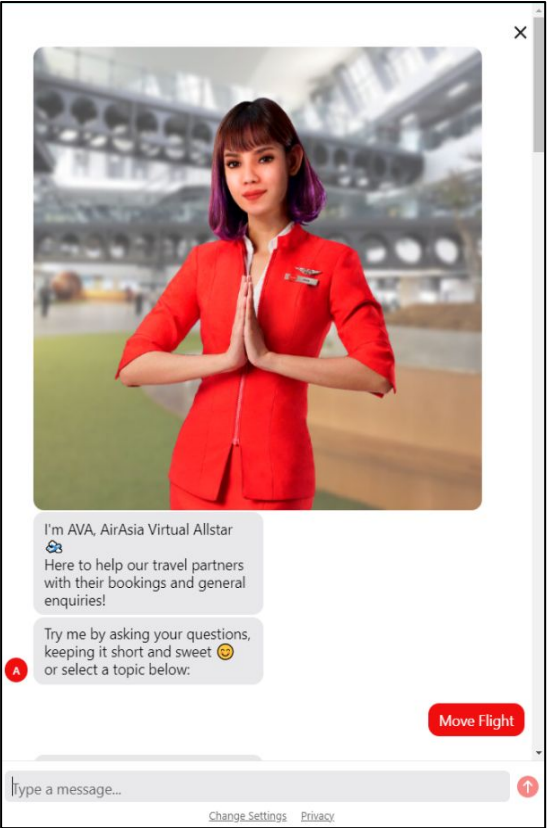
+ 60	▼	Mobile phone 12345123 ✓	+ 60	▼	Alternative phone 198748747
------	---	----------------------------	------	---	--------------------------------

Please ensure to insert the correct contact number following the correct format to avoid any inconvenience in getting SMS notifications for flight interruptions.

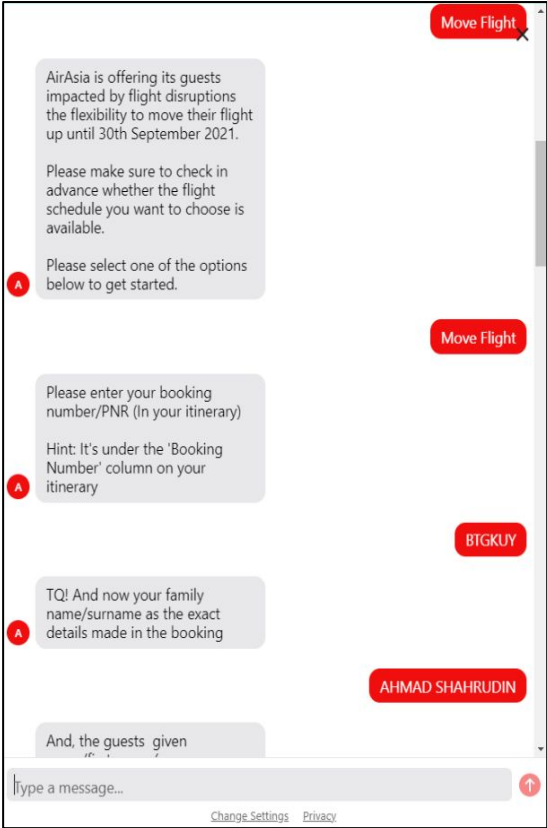
Move Flight via AVA

- **Move Flight for 1 Sector Only**
- **Move Flight for Both Sectors**

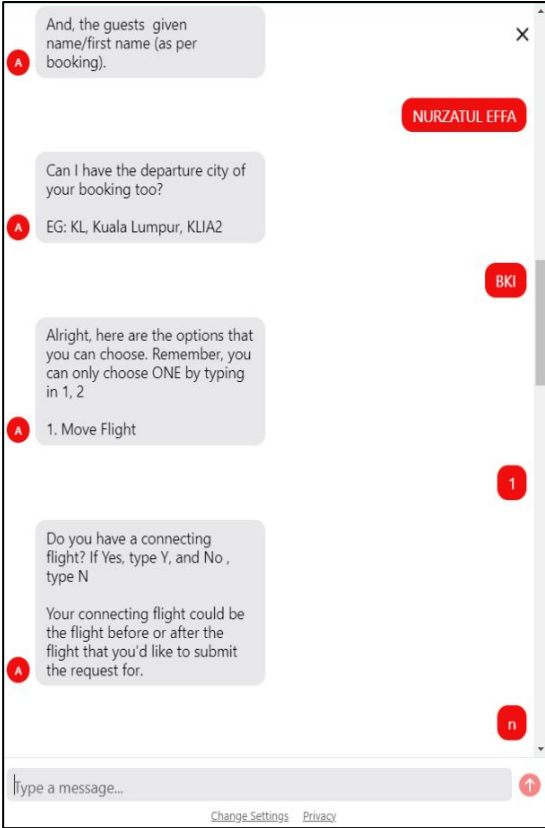
Move Flight for 1 Sector Only



Start with selecting **Move Flight** from the options provided

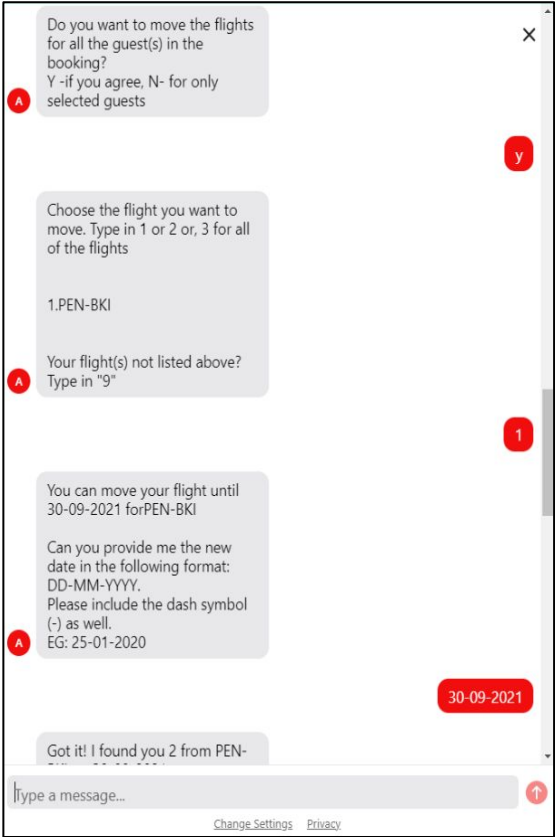


Select **Move Flight** again from the list and provide **PNR**, followed by **Last Name**. Please ensure the names inserted as per booking. **No symbols (!@) allowed.**

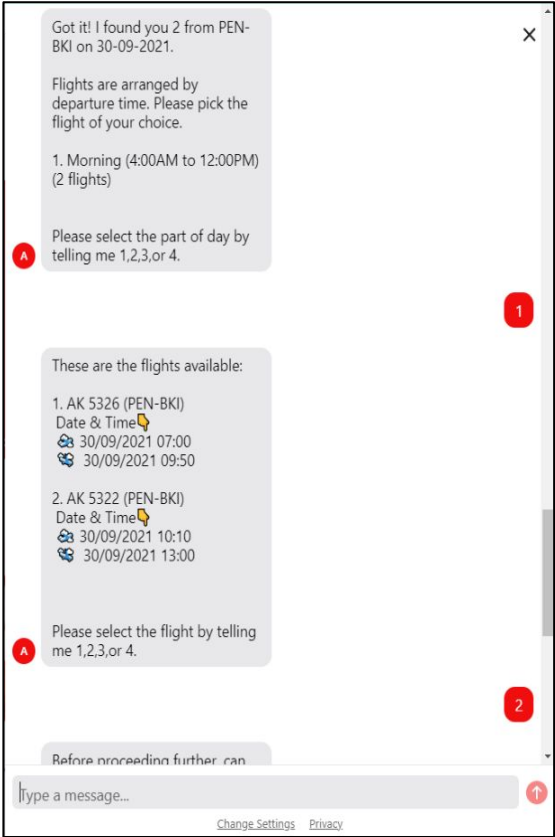


Next, provide **First Name**, **departure city** (airport code is fine eg: PEN,KCH, KUL), enter 1 for Move Flight and type N if you don't have connecting flight.

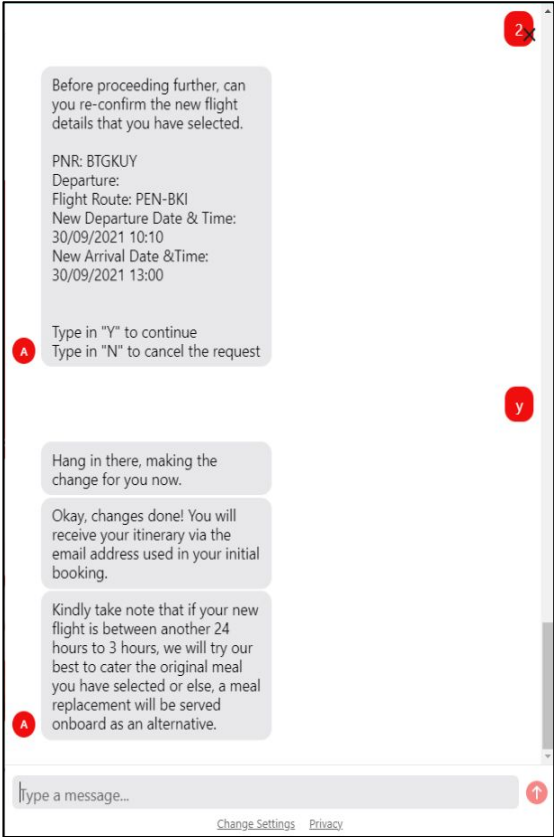
Move Flight for 1 Sector Only



Type Y if you want to move all guests in the booking, **select the sector that you wish to move & provide the date**. Please ensure date format is as indicated by AVA eg: 25-09-2021

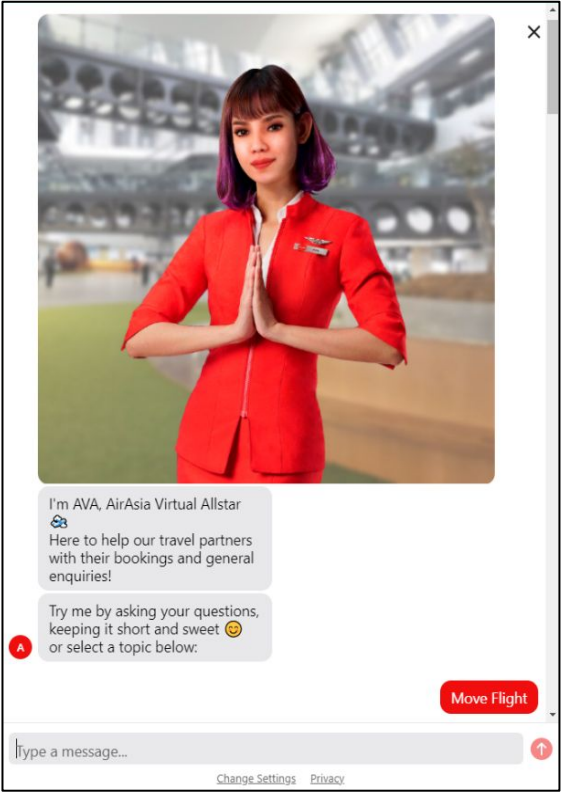


Select your **preferred time of departure** and AVA will provide the available flights.

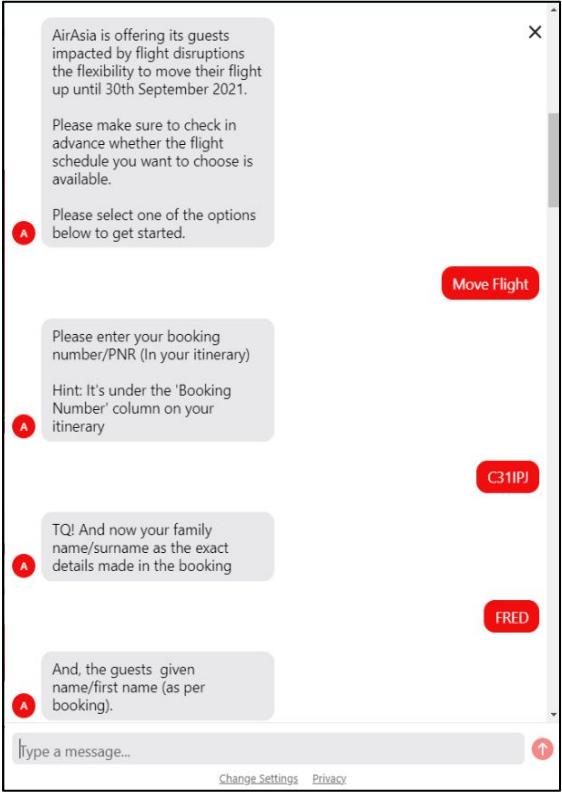


Select your **preferred flight** and AVA will request confirmation for the flight you have selected. Type **Y to continue** and DONE! AVA will send the revised itinerary to you.

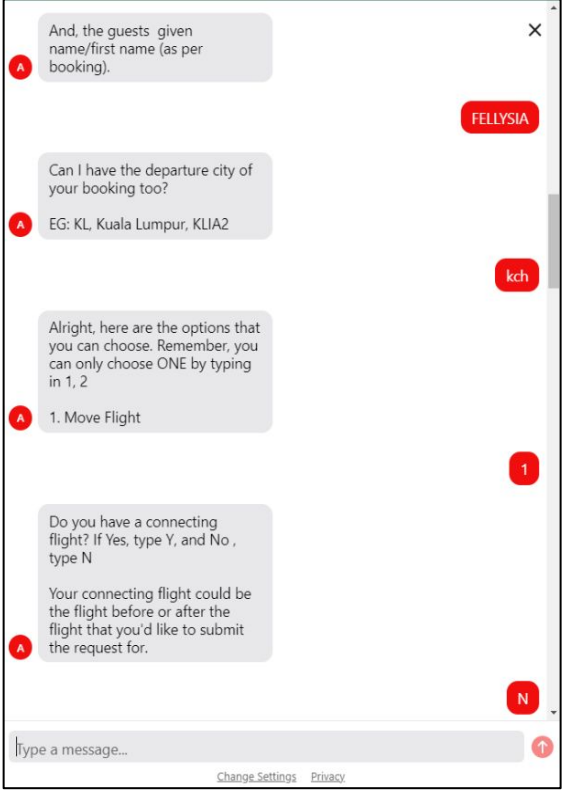
Move Flight for Both Sectors



Start with selecting **Move Flight** from the options provided



Select **Move Flight** again from the list and provide **PNR**, followed by **Last Name**. Please ensure the names inserted as per booking.
No symbols (/@) allowed.



Next, provide **First Name, departure city or airport code** eg: PEN,KCH, KUL), enter 1 for Move Flight and type N if you don't have connecting flight. If Y, you will be directed to a Live Chat Agent. Follow step #1 on page 63.

Move Flight for Both Sectors

Got it! I found you 4from BKL-KCH on 28-09-2021

Flights are arranged by departure time. Please pick the flight of your choice.

1. Morning (4:00AM to 12:00PM) (1 flight)
2. Afternoon (12:00PM to 17:00PM) (1 flight)
3. Evening (17:00PM to 21:00PM) (2 flights)

Please select the part of day by telling me 1,2,3,or 4.

Below are the flights available.

1. AK 6359 (BKL-KCH)
Date & Time
28/09/2021 17:45
28/09/2021 19:10

2. AK 6353 (BKL-KCH)
Date & Time
28/09/2021 20:10
28/09/2021 21:35

Please select the flight by typing in 1,2,3,or 4.

Type a message...

[Change Settings](#) [Privacy](#)

Below are the flights available.

1. AK 6359 (BKL-KCH)
Date & Time
28/09/2021 17:45
28/09/2021 19:10

2. AK 6353 (BKL-KCH)
Date & Time
28/09/2021 20:10
28/09/2021 21:35

Please select the flight by typing in 1,2,3,or 4.

Before proceeding further, can you re-confirm the new flight details that you have selected.

PNR: C31IPJ
Departure:
Flight Route: KCH-BKL
New Departure Date & Time:
17/09/2021 13:45
New Arrival Date &Time:
17/09/2021 15:15

Return:
Flight Route: BKL-KCH
New Departure Date & Time:
28/09/2021 17:45
New Arrival Date &Time:
28/09/2021 19:10

Type a message...

[Change Settings](#) [Privacy](#)

Before proceeding further, can you re-confirm the new flight details that you have selected.

PNR: C31IPJ
Departure:
Flight Route: KCH-BKL
New Departure Date & Time:
17/09/2021 13:45
New Arrival Date &Time:
17/09/2021 15:15

Return:
Flight Route: BKL-KCH
New Departure Date & Time:
28/09/2021 17:45
New Arrival Date &Time:
28/09/2021 19:10

Type in "Y" to continue
Type in "N" to cancel the request

Hang in there, making the change for you now.

Okay, changes done! You will receive your itinerary via the email address used in your initial booking.

Kindly take note that if your new flight is between another 24 hours to 3 hours, we will try our best to cater the original meal you have selected or else, a meal replacement will be served onboard as an alternative.

Type a message...

[Change Settings](#) [Privacy](#)

Select your **preferred timing** for inbound flight.


After that, please select the **preferred flight** for the inbound sector.

AVA will request confirmation for the flights you have selected. Type Y to continue and DONE!
AVA will send the revised itinerary to you.

Refunds

- **QZ Voluntary Refund**
- **Credit to AG for Flight Reschedule**
- **Credit to AG for Flight Cancellation**
- **Multiple Refund Request with Same Refund Reason**

QZ Voluntary Refund



I'm AVA, AirAsia Virtual Allstar
Here to help our travel partners with their bookings and general enquiries!

Try me by asking your questions, keeping it short and sweet 😊 or select a topic below:

Credit in AG account

Type a message...

[Change Settings](#) [Privacy](#)

Start with selecting **Credit in AG account** from the options provided

What would you like to know more about refund? Choose one of the options below to get started.

Below are the types of refund that you can select:

Helpful hint! Please ensure you have your correct booking details with you. Its important to enter the details specifically as asked to ensure I can validate your information.

Looking for more refund-related topics? See below:

New Credit Request

More

Indonesia Domestic Refund

If you are requesting a refund for domestic flights within Indonesia, please note that the total refund amount will vary subject to different refund methods, i.e. refund or credit account.

You may refer to the amount of refund and their conditions based on the respective methods below;

Type a message...

[Change Settings](#) [Privacy](#)

Click **New Credit Request** then click **More** to see the **Indonesia Domestic Refund** menu

Refund Request	% of Ticket Fare	% of Airport Tax
More than 72 hours from departure time	75% of ticket fare	100% of airport tax
More than 48 hours to less or equal to 72 hours before departure time	50% of ticket fare	100% of airport tax
More than 24 hours to less or equal to 48 hours before departure time	40% of ticket fare	100% of airport tax
More than 12 hours to less or equal to 24 hours before departure time	30% of ticket fare	100% of airport tax
More than 4 hours to less or equal to 12 hours before departure time	20% of ticket fare	100% of airport tax
Less than or equal to 4 hours before departure time	10% of ticket fare	100% of airport tax

Credit Account Request	% of Ticket Fare	% of Airport Tax
More than 72 hours from departure time	100% of ticket fare	100% of airport tax
More than 48 hours to less or equal to 72 hours before departure time	85% of ticket fare	100% of airport tax
More than 24 hours to less or equal to 48 hours before departure time	70% of ticket fare	100% of airport tax
More than 12 hours to less or equal to 24 hours before departure time	55% of ticket fare	100% of airport tax
More than 4 hours to less or equal to 12 hours before departure time	40% of ticket fare	100% of airport tax
Less than or equal to 4 hours before departure time	20% of ticket fare	100% of airport tax

Would you like to proceed with your refund request?

Let me help you with that :)

I need your booking number or PNR which consists of 6 characters.

F8SWXH

Type a message...

[Change Settings](#) [Privacy](#)

Click **Yes**, if you wish to proceed with Indonesia Domestic Refund. Then, **provide the booking number**.

QZ Voluntary Refund

A

Please provide your organizational ID.

IDTSUKSCGK

Please select the journey(s) to be refunded by typing in 1,2 or 3, etc.

1. CGK-SUB

If you would like to select multiple journey(s), please type in with the following format: 1,2,3,4. Include the comma (,) symbol to help me see which journey(s) are to be refunded.

Please select the guest(s) to be refunded by typing in 1,2 or 3, etc.

1. Suwito Widyandana Avriawan

If you would like to select multiple guest(s), please type in with the following format. EG: 1,3,5. Include the commas (,) symbols as well to help me understand better which guest(s) to be refunded.

Type a message...

Change Settings Privacy

Next, provide the **Organizational ID**, the sector and passenger you want to refund.

A

If you would like to select multiple guest(s), please type in with the following format. EG: 1,3,5. Include the commas (,) symbols as well to help me understand better which guest(s) to be refunded.

1

Kindly provide the subject of the case. It is a short description of the refund case you'd like to submit.

Note: Limited to 50 characters including spacing.

Airline PNR : AUYPEG / BO J02NCU

Yay! You have successfully completed your refund request.

Here is your case reference number 91581710. We have also sent the case reference number to your email address.

Note : All refund requests are subject to validation.

Was this helpful?

A

Submit another request

Type a message...

Change Settings Privacy

Then, **insert the subject of your request** and a case number will be created. You will be receiving an email for the reference.

A

If you would like to select multiple guest(s), please type in with the following format. EG: 1,3,5. Include the commas (,) symbols as well to help me understand better which guest(s) to be refunded.

1

Kindly provide the subject of the case. It is a short description of the refund case you'd like to submit.

Note: Limited to 50 characters including spacing.

Airline PNR : AUYPEG / BO J02NCU

Yay! You have successfully completed your refund request.

Here is your case reference number 91581710. We have also sent the case reference number to your email address.

Note : All refund requests are subject to validation.

Was this helpful?

A

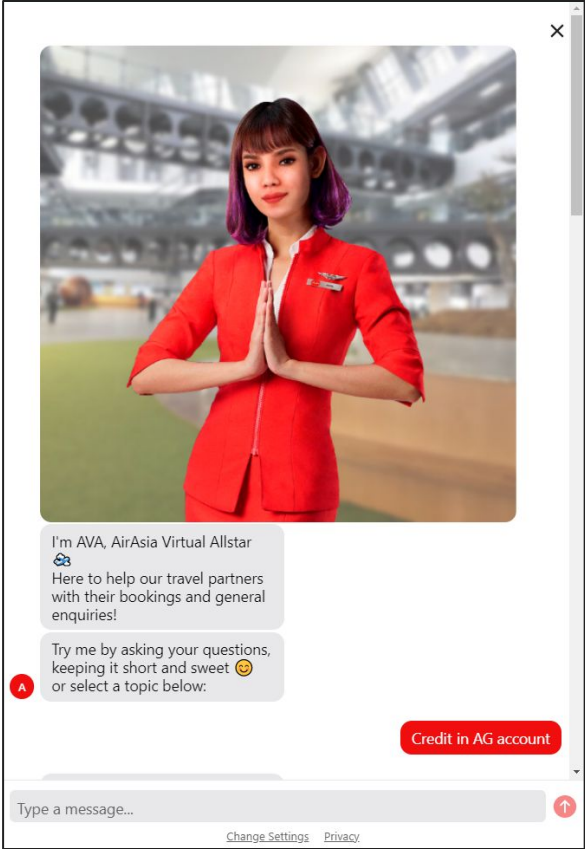
Submit another request

Type a message...

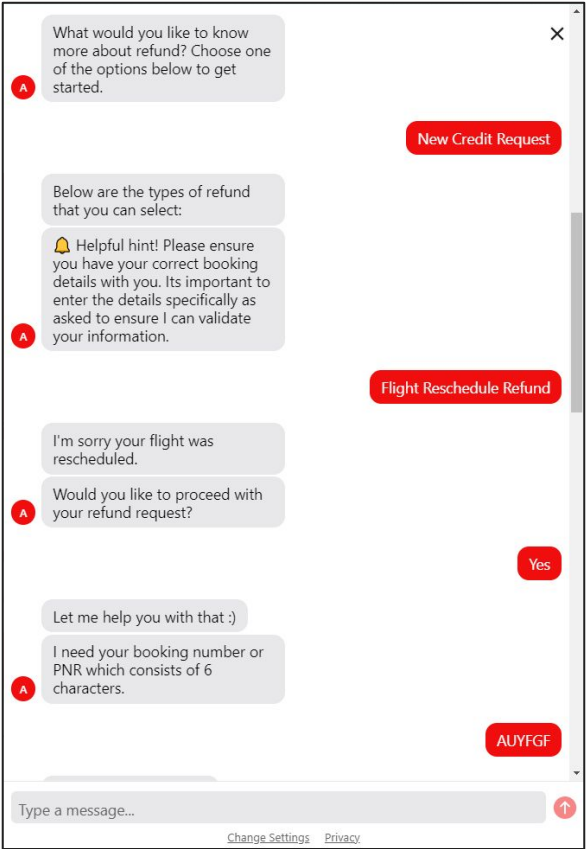
Change Settings Privacy

Should you have another submission for the same refund category, please click **submit another request** and follow the instructions given.

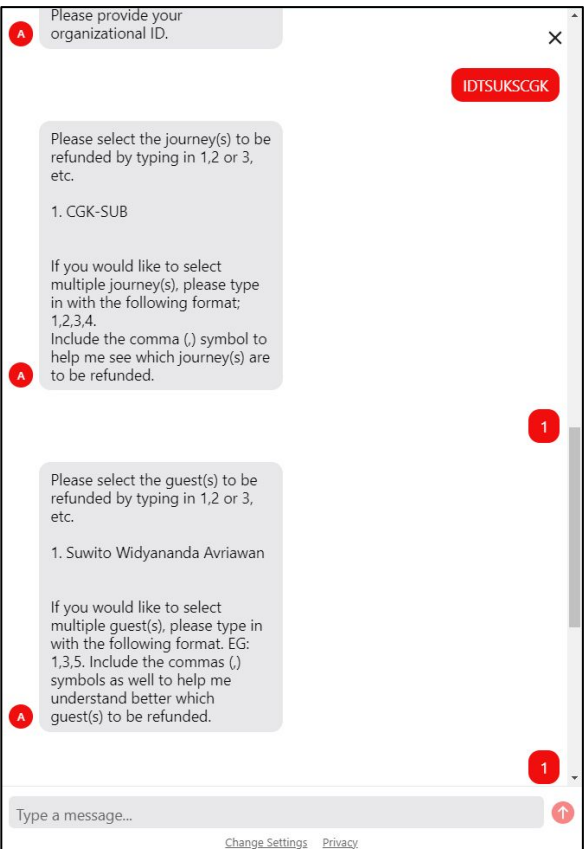
Flight Reschedule Refund



Start by selecting **Credit in AG account**



Select **New Credit Request** and click on **Flight Reschedule Refund**. Then click Yes to proceed and provide the PNR.

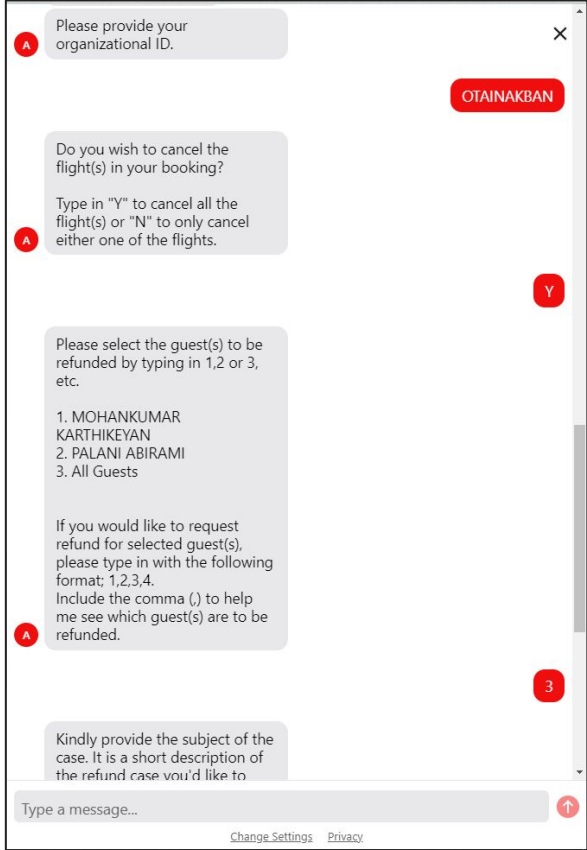
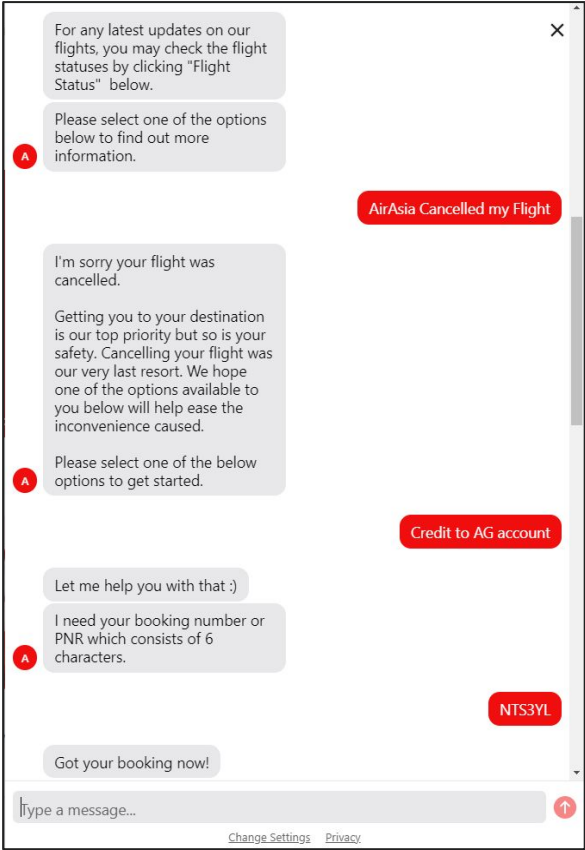
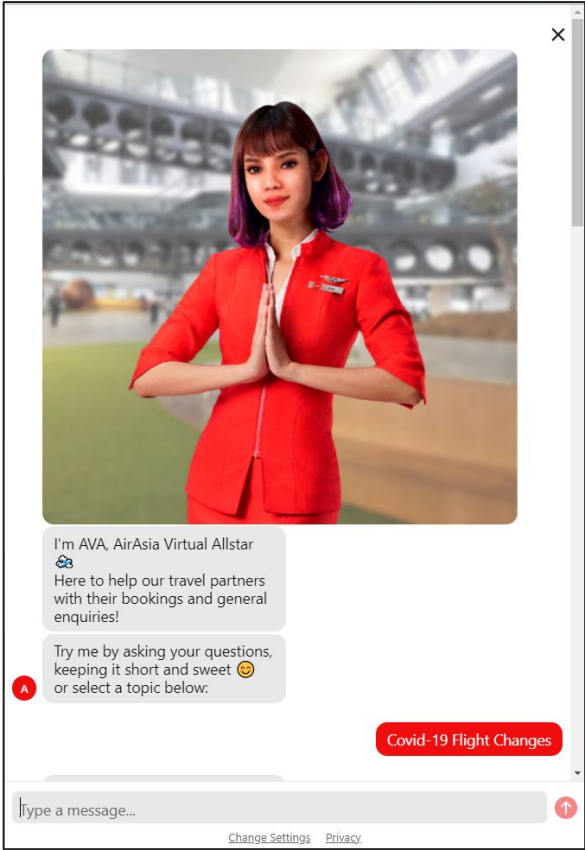


Next, provide the **Organizational ID**, the **sector and passenger** you want to refund.

Then, insert the **subject of your request** and a case number will be created. You will be receiving an email for the reference.

Should you have another submission for the same refund category (for this example is [Flight Reschedule](#)), please click **submit another request** and follow the instructions given.

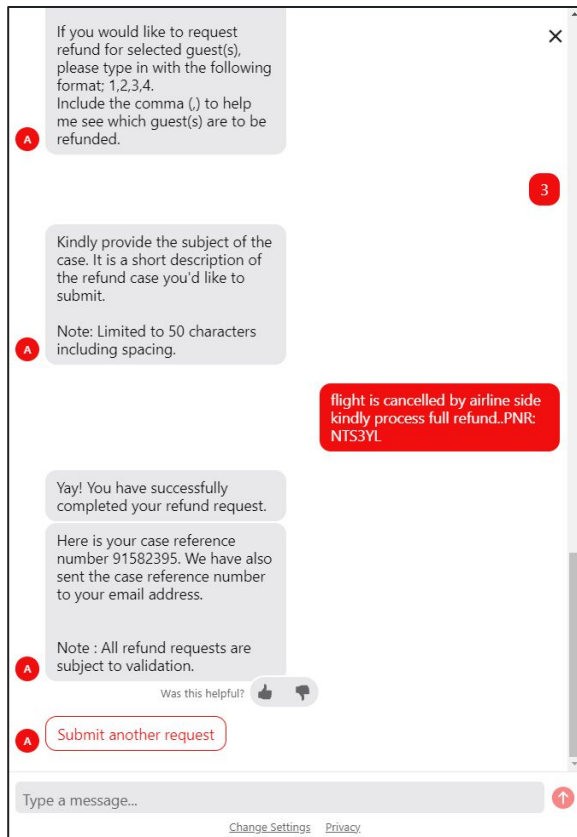
Flight Cancellation Refund



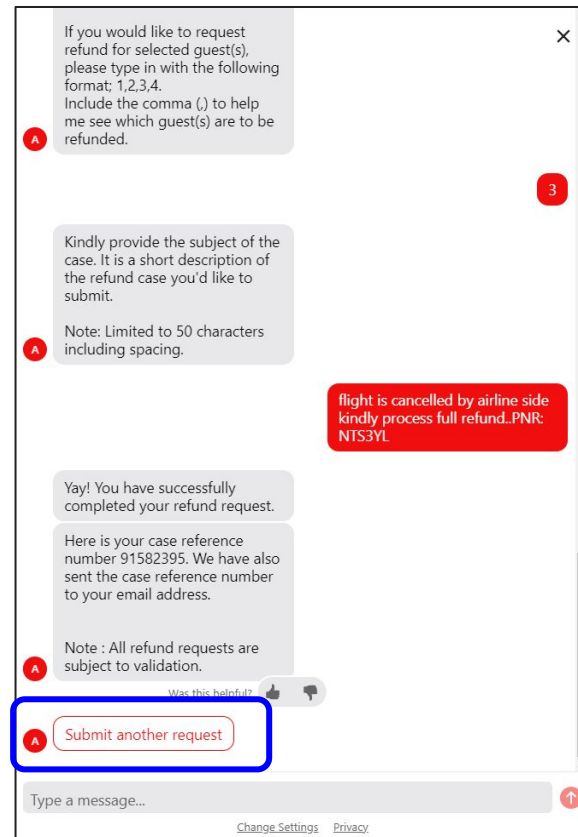
Then, click on **AirAsia Cancelled my Flight**, click **Credit to AG account** and **provide the booking number**

Next, provide the **Organizational ID**, the **sector and passenger** you want to refund.

Start with selecting **Covid-19 Flight Changes**



Then, **insert the subject of your request** and a case number will be created. You will be receiving an email for the reference.

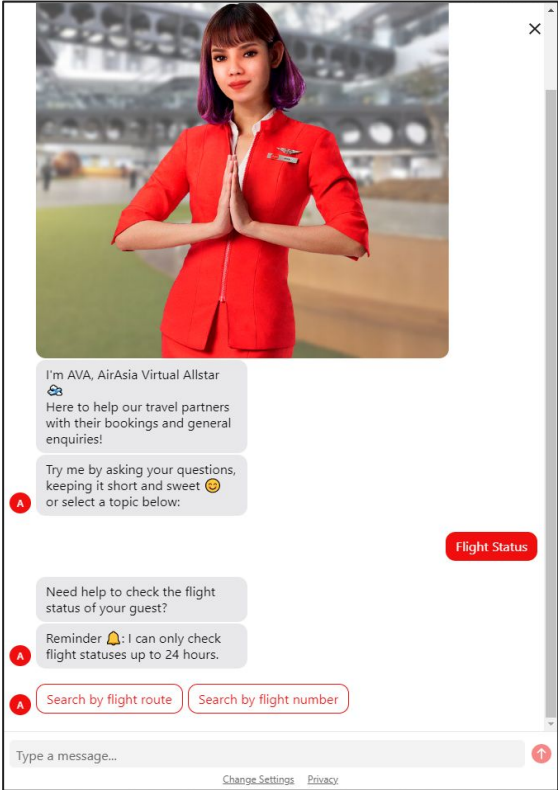


Should you have another submission for the same refund category (for this example is [Flight Cancellation](#)), please click **submit another request** and follow the instructions given.

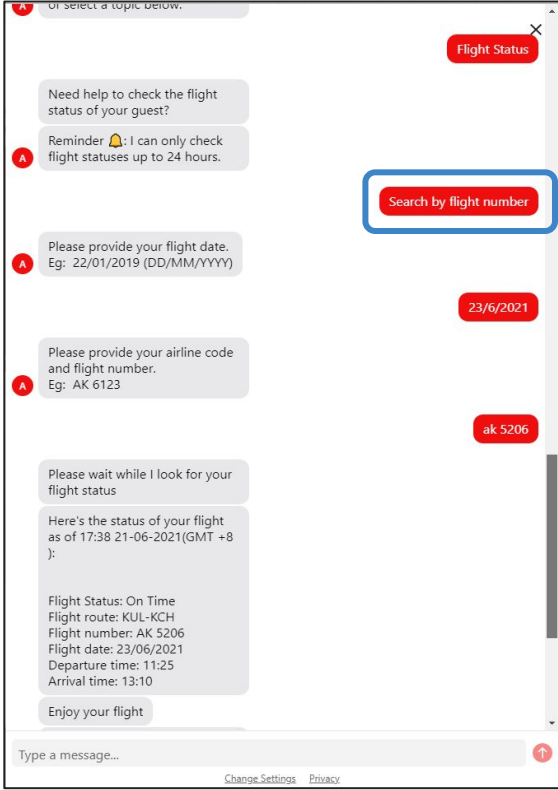


Check Flight Status

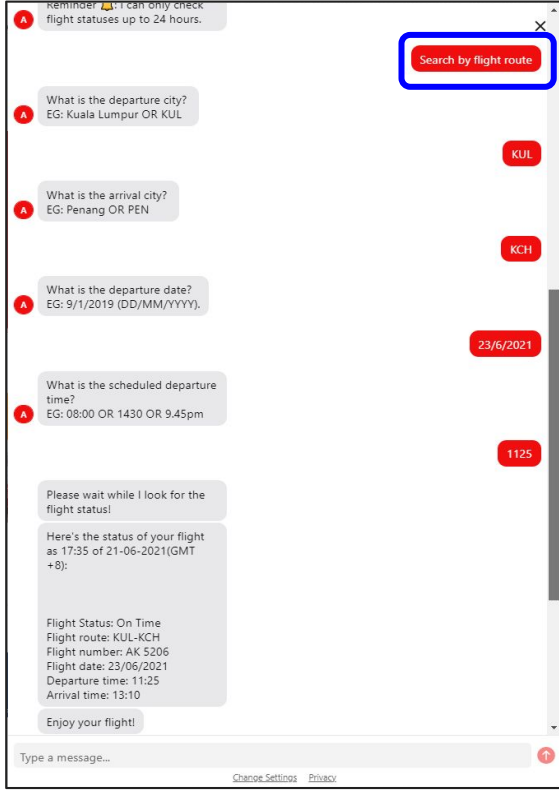
Check Flight Status



Select **Flight Status** from the options provided.
You are able to **search the flight status by flight route or flight number**.



Above is the example for search flight status by flight number. It is more convenient when you have the **flight number**.



AVA is still able to assist you if you have the departure sector, date and time.
Above is the example for search flight status by **flight route**.

* AVA (B2B) will be able to assist with checking Flight Status, similar to the [Flight Status](#) link available on AirAsia website.



Check Case Status

Start with typing **Check Case Status** and click enter

The screenshot shows a chat interface with a light gray background. At the top right, there is a close button (X). The chat history includes:

- A message from the user: "I'm AVA, AirAsia Virtual Allstar" with a small robot icon.
- A response from the assistant: "Here to help our travel partners with their bookings and general enquiries!"
- A user message: "Try me by asking your questions, keeping it short and sweet 😊 or select a topic below:"
- A red button labeled "Check Case Status".
- A user message: "You can now check your case status with me by case number."
- A red button labeled "Case Number".
- A user message: "Let me help you with that :)"
- A user message: "What is your case number?"
- A red button labeled "91700906".
- A user message: "I need the email address that you used to make the booking."
- A red button labeled "corporate@startravel.com.my".
- A user message: "Alright I have found the details, below is the information related to your case for your reference."
- A user message: "Subject : Please help to assist.
Case Number : 91700906
Booking Number : NSV3KQ
Creation Date : 09-06-2021
Case Status : Reply Received"
- A text input field at the bottom with the placeholder "Type a message..." and a send button (arrow icon).

Then, select **Case Number** and provide the **case number** you wish to check. Finally, **provide the email address of the case**. AVA will provide you the case status details.

Case Status	Details
New	Case is waiting in Queue
Assigned	Agent is working on your case
Reply Received	We have received your reply, case is waiting in queue
Closed	Case is Closed

Group Booking System (GBS)

To Start Booking on Group Booking System (GBS)

1. Click on **Group Booking** after logging in to the corporate portal

The screenshot displays the AirAsia corporate portal interface. At the top, the URL is `airasia.com/agent/en/gb`. The navigation bar includes the AirAsia logo, a 'Manage my booking' link, a 'Group booking' link (highlighted with a red box and a red arrow), and a 'Support' link. To the right of these links are language and currency selectors (EN, MYR) and a user profile icon labeled 'HALIMATUN AINI'. Below the navigation bar is a large red banner with the text 'MORE THAN JUST AN AIRLINE' and 'more perks when you book Flights, SNAP (Flight + Hotel) and Activities'. Underneath the banner is a horizontal menu with icons and labels for 'Flights', 'Flight + Hotel', 'Activities', 'Hotels', 'Duty-free', 'Travel Protection', 'Bags, Meals, Seats', and 'Deals'. Below this menu is a search form with fields for 'From' (Kuala Lumpur (KUL)), 'To' (Penang (PEN)), 'Depart date' (08/07/2020), and 'Return date' (10/07/2020). There are also fields for '1 Adult', 'Multi-city', and 'Promo code'. A red 'Search' button is located to the right of the date fields. At the bottom of the page, there is a yellow banner with a travel advisory: 'Travel Advisory: Stay up to date with our COVID-19 Guidelines' and a link to 'Find out more'.

GBS: Home Page

1. Group Booking confirmation list under GBS
2. Group booking reminder for the payment schedules
3. Click **Search for Flight** to start with the group booking quotation

The screenshot shows the AirAsia GBS Home Page. On the left is a dark sidebar with the AirAsia logo, user information (29292929_KANIN, AIR ASIA TEST), and contact details. The main content area has a top navigation bar with a search bar and links for Previous GBS, Home, Manage My Booking, and Search for Flight (annotated with a red box and arrow 3). Below the navigation bar are four colored boxes: BOOKING EXPIRY 30-MAR-2017 (2), PENDING PAYMENT (5, annotated with a red box and arrow 1), PENDING PASSENGER UPLOAD (4), and CANCELLATION (2). The PENDING PAYMENT section is expanded, showing a table of transactions. The Notifications section on the right (annotated with a red box and arrow 2) lists booking reminders and payment schedules.

Search for Transaction / PNR ... **Search for Flight** Hi, 29292929_KANIN

BOOKING EXPIRY 30-MAR-2017 2

PENDING PAYMENT 5

PENDING PASSENGER UPLOAD 4

CANCELLATION 2

Pending Payment **Upload Passenger**

Transaction ID ▾

Choose	Transaction ID	Record Locator	Booking Date	STD	ST
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Transaction ID: 20170313172530 (Booking Date: 13 Mar 2017 17:25, STD: 12 Jul 2017 07:10, DMK - KUL, Total Amc					
	20170313172530	ZID42Z	13 Mar 2017 17:25	19 Jul 2017 16:25	19
	20170313172530	ZID42Z	13 Mar 2017 17:25	12 Jul 2017 07:10	12
Transaction ID: 20170310123904 (Booking Date: 10 Mar 2017 12:39, STD: 26 May 2017 08:30, DMK - KOP, Total Amc					
	20170310123904	ZH2DYS	10 Mar 2017 12:39	31 May 2017 16:45	31
	20170310123904	ZH2DYS	10 Mar 2017 12:39	26 May 2017 08:30	26
Transaction ID: 20170305121514 (Booking Date: 05 Mar 2017 12:15, STD: 20 Sep 2017 08:40, DMK - UTH, Total Amc					
	20170305121514	OKJPPT	05 Mar 2017 12:15	27 Sep 2017 22:00	27
	20170305121514	OKJPPT	05 Mar 2017 12:15	20 Sep 2017 08:40	20

Notifications

Booking [20170313172530] was created and pending for payment [ZID42Z]
3 days ago

Booking [20170310123904] was confirmed [DG4HTC]
6 days ago

Booking [20170310123904] was created and pending for payment [ZH2DYS]
6 days ago

Booking [20170307165746] was pending for passenger upload [RQ3F2B]
9 days ago

Booking [20170307102529] was pending for passenger upload [HH8KFM]
9 days ago

Booking [20170306145932] was pending for passenger upload [YK2QNW]

GBS: Search & Select Flight

1. Insert the **destination, currency, departure date and number of passenger** (min of 10) and click **Search**
2. Select your preferred flight
3. Click **Continue** to proceed with group booking quotation.

The screenshot displays the AirAsia Flight Search interface. On the left is a dark blue sidebar with the AirAsia logo and a 'Flight Search' section. This section includes a message about online booking availability, a 'One Way Only' checkbox, and input fields for origin (Kuala Lumpur(KUL)), destination (Semarang(SRG)), currency (MYR), departure date (22/03/2017), and return date (29/03/2017). It also features input fields for the number of passengers (12 and 3) and a 'Search' button. A red box highlights the entire sidebar search area, with a red arrow pointing to it from callout '1'. The main content area has a search bar at the top and a 'Continue' button in the top right corner, highlighted by a red box and a red arrow from callout '3'. Below the search bar, the 'Depart' section shows the route from Kuala Lumpur(KUL) to Semarang(SRG) for Wednesday, 22 March, with a calendar view where the selected date is highlighted in red. A red arrow points from callout '2' to the flight details bar. The 'Return' section shows the route from Semarang(SRG) to Kuala Lumpur(KUL) for Wednesday, 29 March, also with a calendar view.

Flight Search

Online Booking is now available up to 4hrs before flights

☐ One Way Only

Kuala Lumpur(KUL)

Semarang(SRG)

MYR

22/03/2017

29/03/2017

12 3

Infant **Search**

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight HI, 29292929_D

Flight Search
Booking/Flight Search

Continue

1

Depart Kuala Lumpur(KUL) | Malaysia → Semarang(SRG) | Indonesia

Sun, 19 March Mon, 20 March Tue, 21 March **Wed, 22 March** Thu, 23 March Fri, 24 March Sat, 25 March

AK 328 KUL Wednesday, 22 March 2017 0705 SRG Wednesday, 22 March 2017 0830


2

Return Semarang(SRG) | Indonesia → Kuala Lumpur(KUL) | Malaysia

Sun, 26 March Mon, 27 March Tue, 28 March **Wed, 29 March** Thu, 30 March Fri, 31 March Sat, 01 April

GBS: Fare Review

1. **Total Fare** price for the group and **Average Fare** per passenger will be shown for the selected flight
2. **Breakdown of the Total Fare** including Fare, Airport Tax and Passenger Service Charges
3. Please click **Confirm** within the time frame given to proceed



29292929_DIST
AIR ASIA TEST

→ **DEPART**

AK 328

KUL	SRG
Wed, 22 Mar 2017 07:05	Wed, 22 Mar 2017 08:30

← **RETURN**

AK 329

SRG	KUL
Wed, 29 Mar 2017 08:55	Wed, 29 Mar 2017 12:15

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight

Fare Review
Booking/Fare Review

Time Remaining 49 sec **Confirm**

Total Price: 8,128.50 MYR
Average Fare per Pax: 541.90 MYR

Total Pax: 15

Fare Details

Depart		Return	
Fare per Pax	218.90 MYR	Fare per Pax	232.90 MYR
Airport Tax per Pax	0.00 MYR	Airport Tax per Pax	50.00 MYR
Passenger Service Charge per Pax	35.00 MYR	Passenger Service Charge per Pax	0.00 MYR
Fuel Tax per Pax	0.00 MYR	Fuel Tax per Pax	0.00 MYR
Service Charge per Pax	0.00 MYR	Service Charge per Pax	0.00 MYR
VAT per Pax	0.00 MYR	VAT per Pax	0.00 MYR
Other Charge per Pax	5.10 MYR	Other Charge per Pax	0.00 MYR
Total Amount per Pax	259.00 MYR	Total Amount per Pax	282.90 MYR

GBS: Select Add-on (Baggage)

1. You may add-on checked baggage allowance by clicking the **Baggage** tab
2. **20kg Checked Baggage is defaulted for International Flights** including Fly Thru only. If you would like to upgrade your checked baggage to 25kg, 30kg or 40kg, click **Clear** and select the allowance that you wish to have
3. **Total Price** for checked baggage allowance add-on will be shown. Click **Continue** to proceed

The screenshot displays the AirAsia GBS 'Add-On' interface. On the left, a sidebar shows flight details for two segments: DEPART (AK 328, KUL to SRG, 22 Mar 2017) and RETURN (AK 329, SRG to KUL, 29 Mar 2017). The main content area is titled 'Add-On Booking/Add-On' and includes a search bar, navigation links, and a 'Continue' button. Below this, the 'Total Amount' is displayed as 870.00 MYR. A section for baggage selection shows four options: Baggage (435.00), Meal (0.00), Sport Equipment (0.00), and Comfort Kit (0.00). The 'Baggage' option is selected. Below the baggage selection, a 'Passenger List' table is shown with 15 items. The table has columns for SeqNo, First Name, Last Name, Baggage, Meal, Sport Equipment, Comfort Kit, and Action. The first three rows show passengers with 'Checked Baggage 20kg 29.00 MYR' selected. A red box highlights the 'Baggage' column and the 'Action' column for the first three rows. A red arrow points to the 'Clear' button in the 'Action' column for the first row. A red box highlights the text '20kg Baggage is defaulted for International Flights including Fly Thru' in the 'Baggage' column for the first row. A red box highlights the 'Continue' button in the top right corner.

Passenger List

Page 1 of 2 (15 items) [1] 2 >

SeqNo	First Name	Last Name	Baggage	Meal	Sport Equipment	Comfort Kit	Action
1	TBA	TBA	Checked Baggage 20kg 29.00 MYR				Clear
2	TBA	TBA	Checked Baggage 20kg 29.00 MYR				Clear
3	TBA	TBA	Checked Baggage 20kg 29.00 MYR				Clear

20kg Baggage is defaulted for International Flights including Fly Thru

GBS: Select Add-on (Meal & Seat Selection)

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight HI_29292929_DIST

KUL | SRG SRG | KUL

29292929_DIST AIR ASIA TEST

DEPART

AK 328 KUL SRG

Wed, 22 Mar 2017 07:00 Wed, 27 Mar 2017 08:30

RETURN

AK 329 SRG KUL

Wed, 29 Mar 2017 08:50 Wed, 30 Mar 2017 12:15

Baggage 435.00 Meal 0.00 Sport Equipment 0.00 Comfort Kit 0.00

Continue

Meal

Description Uncle Chin's Chicken Rice Price 10.00 MYR

Meal Sport Equipment Comfort Kit Action

ge 20kg Clear

ge 20kg Clear

ge 20kg Clear

4 TBA TBA Checked Baggage 20kg 29.00 MYR Clear

5 TBA TBA Checked Baggage 20kg 29.00 MYR Clear

1. You may add-on meals by clicking the **Meal** tab and choose for your preferred meal by clicking the dropdown menu
2. You may also add Sports Equipment and Comfort Kit if you would like to
3. Once the meal is added, click **Continue** to proceed

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight HI_29292929_DIST

Pick A Seat

Booking/Pick A Seat

Back Confirm and continue

AirAsia's Pick A Seat gives you greater flexibility to choose your own seats and guarantees that your travel party stays together.

Be the first to get the seats that you "want":

- Window seats for better view
- Aisle seats for better access
- Hot Seats for extra leg room/priority boarding

Disclaimer:

- * All selected seats are subjected to Pick A Seat charges
- * Hot Seats (AK, QZ, & FD flights) with extra legroom are only available on certain rows

Seat summary

KUL-SRG

TBA TBA

Information:

Number: 15E

Status: Open

Group: 1

Fare: 3.00 MYR

Amenities:

Height: 2

Width: 2

5. To select seats at the **Pick-A-Seat** section, first select the **flight sector** that you wish to purchase seats
6. Select the available seats as per shown in the seat map
7. **Standard seat selection is defaulted for International Flights** including Fly Thru only

GBS: Booking Summary – Fare Review with Add-on

1. **Total Fare** price for the group and **Average Fare** per passenger will be shown for the selected flight
2. **Breakdown of the Total Fare** including Fare, Airport Tax and Passenger Service Charges, Checked Baggage Allowance and others add on.
3. Please click **Continue** to proceed for the payment page

The screenshot shows the AirAsia Booking Summary page. On the left is a sidebar with the AirAsia logo, booking reference 29292929_DIST, and flight details for DEPART (AK 328, KUL to SRG, Mar 22, 07:05) and RETURN (AK 329, SRG to KUL, Mar 29, 08:55). The main content area has a search bar and navigation links. The 'Booking Summary' section shows 'Total Average Fare: 9,088.50MYR' and 'Average Fare: 605.90 MYR' (annotated with a red box and arrow 1), and 'Total Pax: 15'. A 'Continue' button is highlighted with a red box and arrow 3. Below is the 'Fare Details' table (annotated with arrow 2), which breaks down the total fare into Depart and Return sections with various charges.

Depart		Return	
Depart Fare	3,283.50 MYR	Return Fare	3,493.50 MYR
Adult Airport Tax	0.00 MYR	Adult Airport Tax	600.00 MYR
3 Child Airport Tax	0.00 MYR	3 Child Airport Tax	150.00 MYR
Passenger Service Charge	525.00 MYR	Passenger Service Charge	0.00 MYR
Fuel Tax	0.00 MYR	Fuel Tax	0.00 MYR
Service Charge	0.00 MYR	Service Charge	0.00 MYR
VAT	0.00 MYR	VAT	0.00 MYR
Baggage Charge	435.00 MYR	Baggage Charge	435.00 MYR

GBS: Schedule & Payment

1. Select the booking (PNR) in order to proceed with payment
2. You may opt to pay the minimum (deposit) or you may proceed to pay for the full amount by ticking the **Full Payment** box
3. **Payment Schedule** with the deadline for deposit / balance payment and the payment amount will be shown in the table. Click **Proceed Payment** to make payment

The screenshot shows the AirAsia GBS Payment interface. On the left is a dark sidebar with the AirAsia logo and flight details for two segments: DEPART (AK 451, KUL to PLM) and RETURN (AK 450, PLM to KUL). The main content area is white and contains the following elements:


- Search bar:** "Search for Transaction / PNR ..."
- Navigation:** "Previous GBS", "Home", "Manage My Booking", "Search for Flight", "HIL ... 9_DIST".
- Payment Section:** "Payment Booking/Payment". A red box highlights the "Proceed Payment" button, with a red arrow pointing to it from annotation 4.
- Amount Due:** "6,478.50 MYR".
- Payment Details Table:**

Booking ID	20170316174001
Total Paid Amount	0.00 MYR
Total All In Fare Amount	6,478.50 MYR
- Payment Schedule Table:**

Payment Expiry Date	Min. Payment	Status
Mar 16, 2017 17:40	1,500.00 MYR	Pending
Mar 18, 2017 07:30	4,978.50 MYR	Pending
- Annotations:**
 - Annotation 1 points to the "Select Booking PNR to Pay" section.
 - Annotation 2 points to the "Amount To Pay" input field, which is currently set to "1,500.00".
 - Annotation 3 points to the "Payment Schedule" table.
 - Annotation 4 points to the "Proceed Payment" button.

GBS: Payment Status

- Once the deposit payment has been made, you will be able to see the payment schedule status of **Paid** and/or **Pending** as per shown below



29292929_DIST
AIR ASIA TEST

✈ DEPART

AK 451

KUL	PLM
Mon, 17 Apr 2017 07:30	Mon, 17 Apr 2017 08:05

✈ RETURN

AK 450

PLM	KUL
Mon, 24 Apr 2017 08:30	Mon, 24 Apr 2017 10:50

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight Hi, 29292929_DIST

Payment
Booking/Payment

Proceed Payment

Amount Due **3,982.80 MYR**

Payment Details

Booking ID	20170317122042
Total Paid Amount	1,200.00 MYR
Total All In Fare Amount	5,182.80 MYR

Payment Schedule

Payment Expiry Date	Min.Payment	Status
Mar 17, 2017 12:20	1,200.00 MYR	Paid
Mar 18, 2017 07:30	3,982.80 MYR	Pending


Select Booking PNR to Pay

☐ PNR:NWSCYH (total passenger:12) Amount Due:3,982.80(MYR) Min. Payment:3,982.80(MYR) Expiry Date: 18 Mar 2017 07:30

Min. Payment: 0.00 Amount To Pay ☐ Full Payment

GBS: Passenger List Upload (Manual or via Excel)

1. Click **Download** for the name list template in Excel format
2. Once the template has been filled, you may upload the file here
3. Alternatively, you may also insert the passengers details manually, starting with **First Name & Last Name**
4. Please click **Confirm** to upload the name list



29292929_DIST
AIR ASIA TEST

DEPART
AK 328
KUL SRG
Wed, 22 Mar 2017 07:05 Wed, 22 Mar 2017 08:30

RETURN
AK 329
SRG KUL
Wed, 29 Mar 2017 08:55 Wed, 29 Mar 2017 12:15

Booking ID
20170316113440

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight Hi, 29292929_DIST

Passenger Upload

Booking/Passenger Upload

Browse...

Allowed file types: .xls Maximum file size: 4Mb

Passenger List

Kindly input the passenger detail correctly.

Issuing Country	Nationality	Title	Gender	First Name	Last Name	DOB	Passport No.	Expiry Date	SRG - KUL	KUL - SRG
PNR: P11MGM										
Malaysia	Malaysia	Mr	Male			01 Jan 1994			15E	15A
Malaysia	Malaysia	Mr	Male			01 Jan 1994			15F	15B
Malaysia	Malaysia	Mr	Male			01 Jan 1994			16D	15E
Malaysia	Malaysia	Mr	Male			01 Jan 1994			16A	15F
Malaysia	Malaysia	Mr	Male			01 Jan 1994			16B	16F
Malaysia	Malaysia	Mr	Male			01 Jan 1994			17A	16E
Malaysia	Malaysia	Mr	Male			01 Jan 1994			17B	16D
Malaysia	Malaysia	Mr	Male			01 Jan 1994			17C	16C
Malaysia	Malaysia	Mr	Male			01 Jan 1994			17D	16B
Malaysia	Malaysia	Chd	Male			01 Jan 2012			17E	17B

GBS: Change Deadline & Name Change Rule

Change Deadline			
Name Submission	Name Change	Flight Change	Ancillary Change e.g. Meals, Seat Select, Baggage etc.
5 Days before Departure Date	24 Hrs before Departure Date	14 Days before Departure Date	4 Hrs before Departure Date

Name Change Rules for Short/Long Haul	Terms & Conditions	Penalty Amount
Short Haul	<ul style="list-style-type: none">The request is made outside of twenty four (24) hours prior to the scheduled flight departure timeOnly 30% of the group size will be entitled for a one-time free name change (Percentage must be rounded down to nearest number)The remaining 70% of the group will be allowed for a one-time name change subject to name change fee per person per bookingName Change is not allowed once the outbound sector has flown irrespective of No Show status	MYR 150 per pax (NCF code)
Long Haul	<ul style="list-style-type: none">Name Change only allowed for 1 time per passenger, complimentary (up to 24 hours prior to departure)Name change fees apply if changes is made within 24 hours up to 6 hours prior to departure.	MYR 200 per pax (NCF code)

GBS: Deposit Payment Schedule for Group Booking

1. For travel date within 1 week from booking date :
 - Full payment to be made on the same date (within 24 hours) of booking
 - Required payments will be immediately cleared/confirmed funds
2. For travel date more than 1 week but less than 1 month from booking date :
 - Full payment to be made 48 hours from date of booking
3. For travel date more than 1 month but less than 3 months from booking date :
 - Service fee upon booking reservation (per person per booking)
 - Deposit payment per passenger to be made 48 hours from date of booking
 - Full payment to be made at least 1 month before departure date
4. For travel date beyond 3 months from booking date :
 - Service fee upon booking reservation (per person per booking)
 - Deposit payment per passenger to be made 7 days from date of booking
 - Full payment to be made at least 1 month before departure date

GBS: FAQs

1) Q: Can I still request for a refund on a successful transaction in New GBS?

A: AirAsia practices "No Refund Policy".

2) Q: What if I had paid the Deposit and yet to make the outstanding payment?

A: As per the normal group booking T&C, failure to make due payment within the given time period will result in the booking being cancelled.

3) Q: What if Full Payment made and Passengers' Name not uploaded?

A: If Passengers' Name not uploaded as per stipulated time frame, system will auto cancel the booking.

4) Q: If I had added the add-ons to the booking, when do I need to make the payment?

A: The add-ons amount will be added into your due payment. If you added the add-ons after you had made full payment to your booking, you are required to make the payment immediately for the add-ons.

5) Q: If I encountered issue in New GBS, who do I look for?

A: You may contact the Group Desk via email at gbg@plexform.zendesk.com should there be any system related issue.

6) Q: What if agent misspelled on passenger's name by few alphabets?

A: You may contact group desk to amend the passenger's name (up to 4 characters)

7) Q: Are we able to add in infant in GBS?

A: Yes, you are able to add infant at the "Add On" page and tag the infant to her/her Parent's name. Infant's detail must be added in as well.

8) Q: Can I change my pre-booked meal after the booking has been done?

A: Yes, you can change your meal to another meal as long as the price is the same. If the meal you have selected is priced higher than what you had paid, you will need to pay the additional amount.

9) Q: Can I clear the defaulted 20kg checked baggage for international flights?

A: No, 20kg checked baggage allowance is already defaulted for international flights and it won't be able to be cleared from the booking.

GBS: Group Desk Support

Scenario 1: Release Seat Before Full Payment

Q: I have booked a group of 30 pax in GBS. However, I would like to cancel 5 seats before full payment.

A: You are able to release the seat by contacting our Group Desk to cancel the unused seats before full payment is being made.

Scenario 2: Divide Booking Before Name Update For Flight Change

Q: I have made a group booking of group 40 pax without names and I would like to change flight for 20 pax.

A: You are allowed to divide the booking with TBA names by contacting our Group Desk for flight change purpose only.

Fare differences (if any) and flight change fees shall apply with immediate payment upon PNR division.

Scenario 3: Resend Itinerary

Q: I have made some changes on my passenger name list and I would like to get the latest itinerary.

A: You may contact our group desk and request to resend the itinerary.

Scenario 4: Tune Insurance Purchase

Q: I would like to purchase tune insurance for my group.

A: You may contact our group desk to purchase the tune insurance via phone call or email.

GBS: Group Desk Support

Scenario 5: Request for Additional Pax

Q: I would like request additional 2 pax for my existing group booking which was booked via GBS.

A: GBS does not have the access for additional pax request at this moment. You may proceed to book additional pax by contacting our group desk by stating your main PNR number.

Scenario 6: Group Booking More Than 50 pax

Q: I would like to check a group fare of 80 pax.

A: GBS can facilitate group fare request up to 50 pax per booking. For group size more than 50 pax, kindly drop an email to our group desk or refer to your sales representative.

Scenario 7: Change Child & Adult Status

Q: I have done a group booking of 10 pax under ADULT status. However, I have notice there is a child passenger within the group. I would like to change the passenger status from adult to child to avoid any web check-in being denied.

A: Kindly send an email to maa_groupdesk@airasia.com for amendment .

Scenario 8: Standard Seat Availability for International Flight

Q: I wish to make a booking of 20 pax but standard seat is insufficient. What should I do?

A: Do call our group desk to proceed booking.

MAA Group desk Email : maa_groupdesk@airasia.com

MAA Hotline : 03-8660 4399

Office Hour : 9am – 6pm every Monday to Friday. Closed on weekend and Public Holiday

* All other scenarios not mentioned above, kindly contact our helpdesk via email to gbs@plexform.zendesk.com

Frequently Asked Questions (FAQs)

Frequently Asked Questions on MyCorporate

1. How do I login?

Go to www.airasia.com scroll down & click on “Agent Login” or directly visit <https://www.airasia.com/agent/login/en/gb>. Key in your Corporate Login ID and Password and click “Log In”

2. What is my Corporate ID Username?

Your Corporate Login ID or Username will be provided by AirAsia upon successful registration.

3. What if I forgot my password?

Go to <https://www.airasia.com/agent/login/en/gb> and select “Forgot Password” or directly visit the reset password page <https://newskiespr.airasia.com/AgentReset/>. Insert the “Login ID” and “Registered Email and click “Submit”

4. I have keyed in the correct Agent Username and password but the login was unsuccessful?

Please check if your CAPS LOCK is on as the password is case sensitive. Please avoid copy-and-paste the login ID and password; type it out instead. If you're still unable to login, please send an email to maa_distsupport@airasia.com for assistance.

Frequently Asked Questions on MyCorporate

5. What can Admin All Access ID Holders authorized to do?

ADMIN ALL ACCESS

- Can create sub-IDs and manage each and every one of the sub-IDs' status and role via Agent Management
- Able to utilize all payment methods to purchase flight tickets and add-ons (AG & Credit/Debit Card)
- Able to view all bookings created by the admin and all users
- Able to manage (flight change, add-on etc) all bookings created by the admin and all users
- Can update primary contact details under Manage Agency Profile except for Company Name, Admin's Name and Email Address (requires official letter to be submitted to maa_distsupport@airasia.com)
- Can update User ID access function (Active / Pending / Terminated /Suspended) through Agency Management
- View AG credit balance on Manage Agency Profile
- Able to extract AG and Sales Report from the corporate portal

6. What can Normal User ID Holders authorized to do?

NORMAL USERS WITH AG / NORMAL USER

- Able to pay for purchase of flight tickets and add-ons using AG Prepayment and Credit Card (Normal User with AG) or Credit Card only (Normal User)
- Able to view own bookings created by only themselves
- Allowed to manage own bookings (flights changes to upgrade added value services) only

Frequently Asked Questions on MyCorporate

7. Why I cannot view my AG Prepayment Account?

Only users holding an Admin-All Access IDs (GC1) are able to view and utilize the AG Prepayment account. Please liaise with your administrator to change your agent role setting to Normal User with AG (GC1L) if you are authorized to access AG Prepayment.

8. Why I can only view my own bookings and not my agency bookings?

For security purposes, you are restricted to view Agency bookings if your role is under Normal User with AG or Normal User. Please check with your administrator (who holds an Admin-All Access ID) on your role setting if you are authorized to view and managed all bookings.

9. How do I search for bookings made previously?

Go to Manage My Booking, select "Record Locator" under Type of Search and key in the PNR number at the "Keyword" column.

10. I have enrolled an agent but why the new agent cannot access the system?

Go to "Agent Management" and change the status from "Pending" or "Terminated" to "Active".
Note: Status can only be change by the Admin-All Access ID holders.

Frequently Asked Questions on MyCorporate

11. Can I update my email address online?

Unfortunately, No. You are required to send an official request letter (complete with company letterhead, authorized signatory and company stamp) via email to maa_distsupport@airasia.com and copy maa_corpsales@airasia.com. Please find the letter template to request account update - [Template - Letter - Request Update Info](#)

12. How do I generate sales report?

Reports can be generated directly from the MyCorporate portal by clicking on the profile name once you have logged in and click "Sales Report". Sales and AG Reports can only be extracted by an Admin All Access (GC1) ID holders only.

Frequently Asked Questions on MyCorporate

13. In what circumstances does AirAsia will allow refunds?

- a. Refund due to unexpected cases such as Flight Cancellation or Flight Rescheduling; In this case, the passenger or the travel Booker must reach out to the respective Sales Representative to verify the request. Once verified, the refund request may be submitted to the Client Support team via email at clientsupport@airasia.com or may submit via AVA as well.
- b. As for Passengers Unfit to Travel, it is compulsory to provide an official document from a certified doctor confirming that the passenger is unfit to travel. The passenger or the travel Booker may submit any other supporting documents that can back up the refund request as well.
- c. In the case of Duplicate Bookings or Double Charge, we will be able to process the refund accordingly.

14. Is Airport Tax refundable?

- a. In line with the industry practice, Airport Tax will only be refunded when the airline is contacted by the passenger or travel Booker. To request for a refund, the guest should write in via email to the Client Support team at clientsupport@airasia.com or may submit via AVA as well.
- b. All Airport Tax refunds shall be subjected to a Processing Fee specified in our Fee Schedule.
- c. The refund can only be given to the person(s) named in the booking and not to a third party, in accordance to the mode of payment for the seat.

15. How long does the refund process will take?

The refund process shall takes between 12 to 16 weeks from date of submission.

THANK YOU
 *everyone*

