



**WORLD'S BEST  
LOW-COST AIRLINE**  
7 YEARS RUNNING

# AG Auto Top Up via MyClear JomPAY



SELF CHECK IN



OVER 100 DESTINATIONS



AirAsia  
**Asean** PASS





# Objectives



- To allow AG Auto Top Up Automation via MyClear JomPay to support travel agents in Malaysia to top up on real time basis.
- This is to make convenience for agents to be able to top up at any day or time without any barriers on time zone or public holidays.



# AG Top Up Options

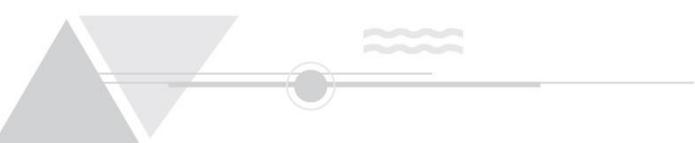


How to pay with MyClear JomPAY (Malaysia) ?

1. Go to your respective bank's internet banking portal
2. Log in and select JomPAY under Fund Transfer / Bill Payment
3. Enter the AirAsia biller code and Reference ID as indicated
4. Enter the amount and proceed with JomPAY payment



# AG Auto Top Up Automation Steps



# 1) Travel Agents log into their Internet Banking of the JomPAY participating bank and select JomPAY as bill payment method



**maybank2u.com**  
Monday, 20 April 2015 10:39:26

Click here to search Log out

You are now in a secured site

Home Accounts & Banking Mobile Banking Investment Insurance Loans Apply Online Buy Online

All Accounts  
All Cards  
Bill Payment  
Transfers  
Fixed Deposits  
Foreign Currency Account  
Rewards

**Payments**  
Make a bill or income tax payment and manage your payment preferences

<b>Make a one-off payment</b> Select from almost 600 payee corporations available	<b>Make a payment to a favourite payee</b> Pay a corporation you've marked as a favourite payee	<b>Make a card payment</b> Pay your Maybankard credit card bill	<b>Make an income tax payment</b> Pay your income tax to LHDN
<b>Make a payment to Agensi Kaunseling Dan Pengurusan Kredit (AKPK)</b> Make DMP Payment and DMP Prepayment	<b>Make a charge card payment</b> Pay your American Express charge card bills	<b>JomPAY</b> Pay your bill via JomPAY Make a one-off payment Make a payment to a favourite biller Manage my favourite biller	<b>Make a payment to MyGST</b>
Review recurring payment history & future recurring	Review payment history & future payments	Manage my favourite payees	Manage non-Maybank credit cards

**Select here**

## 2) Travel Agents to fill in the followings :-

- Top Up Amount :- min MYR 1,000 and max MYR 50,000
- Biller Code :- AirAsia's JomPAY Biller Code is fixed at 9209
- Agency reference ID
- Request TAC

The screenshot shows the maybank2u.com website interface. At the top, there is a search bar and a 'Log out' button. Below the navigation menu, the main content area is titled 'Make a one-off payment - Step 2 of 3' and 'Enter your payment details'. A message states 'This transaction requires a TAC (What is a TAC?)' and provides a link to 'Request a TAC number'. The payment details are as follows:

Amount:	RM1,283.70
From Account:	164017200664 WSA
Biller Code:	9209 - AirAsia Berhad
Ref 1:	77604676
Effective Date:	Today

The 'Ref 1: 77604676' field is circled in red, and a red arrow points from a text box to it. The text box contains the following text:

Agency Ref ID can be found in AirAsia Manage Agency Profile.  
Your Agent ID is the same all the time

At the bottom of the form, there is a 'TAC:' label followed by an empty input field. A 'Confirm' button and a 'Go back' link are located at the bottom right of the page.

3) Travel Agents can continue check their latest available credit balance in the Manage Agency Profile for the successful transfer made. Click 'View Transactions'



The screenshot shows the AirAsia.com website interface. At the top left is the AirAsia.com logo. In the top right corner, it says 'HI, HEMA | MY PROFILE'. Below the logo is a navigation bar with six buttons: 'BOOK MY FLIGHT', 'MANAGE MY BOOKING', 'MANAGE AGENCY PROFILE' (which is highlighted in grey), 'ENROLL AN AGENT', 'AGENT MANAGEMENT', and 'GROUP BOOKING'. Below the navigation bar is the 'MANAGE AGENCY PROFILE' section. It contains a sub-header 'Organization Details' and a table of information. The table has two columns: the first column lists the details, and the second column shows the current values. The 'Credit Balance' row shows '582,735.81 MYR' and a red circle around the text '[View Transactions](#)'. A red arrow points from a box labeled 'Click Here' to the 'View Transactions' link.

Home

BOOK MY FLIGHT    MANAGE MY BOOKING    MANAGE AGENCY PROFILE    ENROLL AN AGENT    AGENT MANAGEMENT    GROUP BOOKING

### MANAGE AGENCY PROFILE

You can change your agency's information here. Remember to click 'Update' after you have made the amendments.

#### Organization Details

Organization Code	CORPORATE
Type of Organization	ThirdParty
Name of Organization	AA DEMO CORP AC
Web Site Address	
Credit Balance:	582,735.81 MYR <a href="#">View Transactions</a>

Click Here



AirAsia | Booking | Book low fares online - Google Chrome

uatskysale.airasia.com/Skysales/AccountTransactionHistory.aspx

Look for the amount topped up

Transaction ID	Date	Type	Amount	Currency	Foreign Amount	Foreign Currency
4436856	Thursday, 31 March 2016	PPAccountCredit	100000.00	MYR	100000.00	MYR
4436883	Thursday, 31 March 2016	StatementDateAndBalance	-100000.00	MYR	-100000.00	MYR
4436910	Friday, 1 April 2016	PPAccountDebitForPayment	-10000.00	MYR	0.00	Prep
4436940	Friday, 1 April 2016	StatementDateAndBalance	-90000.00	MYR	-90000.00	Prep
4437108	Thursday, 7 April 2016	PPAccountCredit	1283.70	MYR	0.00	
4437110	Thursday, 7 April 2016	PPAccountCredit	5738.63	MYR	0.00	
4437113	Thursday, 7 April 2016	PPAccountCredit	1277.50	MYR	0.00	
4437177	Thursday, 7 April 2016	StatementDateAndBalance	-96299.83	MYR	-96299.83	Prep

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Close

# Terms & Conditions



1. Min top up amount is MYR 1,000 per transaction  
Max top up amount is MYR 50,000 per transaction
2. For all JomPAY top up made using a current/savings account, no fee will be imposed
3. For all JomPAY top ups made using a credit card, a fee of 0.50% will apply per transaction and the amount will be deducted from the account balance.

**Note : Credit Card Top Up is only available starting 1 June 2016**

4. Any additional Terms and Conditions of the partnering card company also apply
5. For any other assistance, kindly contact your AirAsia Account Manager

# Frequently Asked Questions



**Q : What is the effective date for this option?**

- 22<sup>nd</sup> April 2016

**Q : What do I do if the system does not top up or show the incorrect top up amount ?**

- Send an email to [maa\\_distsupport@airasia.com](mailto:maa_distsupport@airasia.com)

**Q : What's the min and max amount to top up ?**

- Min MYR 1,000 and Max MYR 50,000

**Q : How many Top Up transactions can I do in a day ?**

- No limit

**Q : Can I withdraw back the money after the Top Up ?**

- No unless it is Account Termination

**Q : How long does it take to reflect the amount in my AG account?**

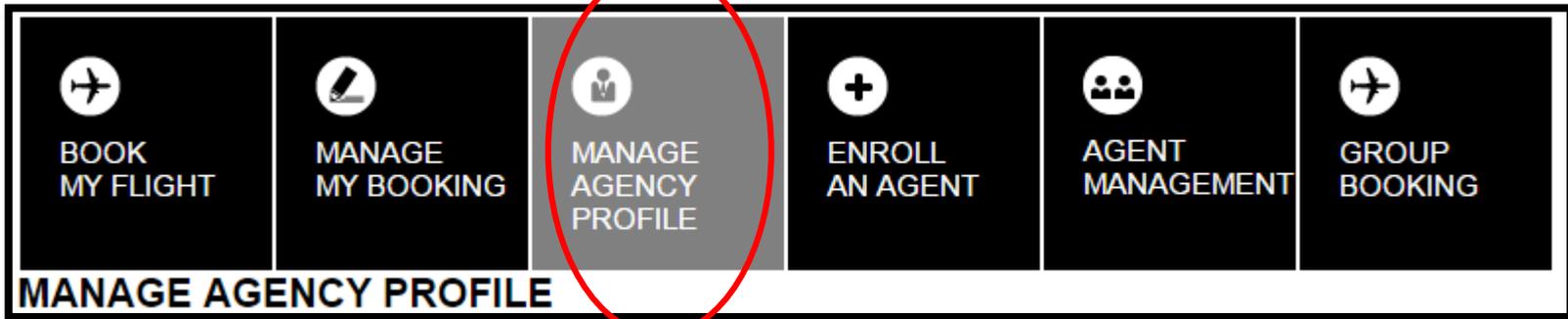
- Immediately upon successful transaction.

Kindly check at Manage Agency Profile and click 'View Transactions'

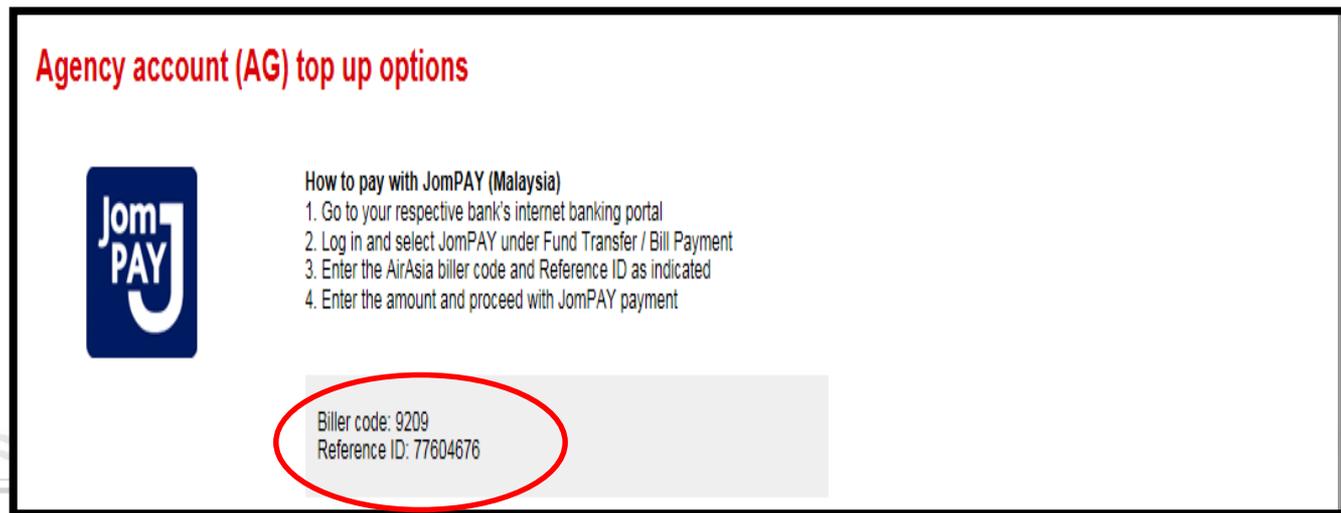


## Q : Where can I find AirAsia biller code and Reference ID?

- Go to Manage Agency Profile



- Scroll down and find for Agency Account (AG) Top Up Options



Agency account (AG) top up options



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Biller code: 9209  
Reference ID: 77604676

# JomPAY participating banks





# The End

