

MyCorporate: Frequently Asked Questions (FAQs)



1. What is MyCorporate?

MyCorporate is AirAsia’s corporate travel programme, exclusively designed for corporate travellers. The programme offers an exclusive set of products that may assist corporate travellers manage their travel costs, as well as provide exclusive benefits to make their travel experience more seamless and flexible. MyCorporate allows an organisation access to a convenient and easy-to-use online booking system, and comprehensive reporting to keep track of your corporate travel expenses.

What are the products offered in MyCorporate?

MyCorporate offers three types of products: Fare Only, Corporate Lite and Corporate Full Flex.

Do refer to this link to find out more on the MyCorporate Fare Type:

<https://www.airasia.com/my/en/our-fares/mycorporate-fare-types.page>

Check out our table of fares!

	Fare Only ¹	Corporate Lite ²	Corporate Full Flex ³	Premium Flatbed
Baggage				
Cabin Baggage	✓	✓	✓	✓
Checked Baggage	\$	\$	20kg allowance ✓	40kg allowance ✓
In-flight products				
Meal	\$	1 complimentary meal ✓	1 complimentary meal ✓	1 complimentary meal ✓
Pillow & blanket	\$	\$	\$	onboard use only ✓
Fare Flexibility				
Change date/time	\$	1st change-fee waived ✓ Subsequent changes penalty and fare difference applies	Unlimited change ✓ Fare difference applies	Unlimited change ✓ Fare difference applies
Change Rule <small>Changes must be made within the indicator hours before departure</small>	48 hours	24 hours	2 hours	2 hours*
Change name	✗	✗	✗	✗
Change destination	✗	✗	✗	✗
Cancel flight/Refund	✗	✗	✗	✗
Travel Insurance by Tune Protect ⁴				
1 Hour On Time Guarantee	✗	✗	✓	✓
Baggage Delay	✗	✗	✓	✓
Others				
Xpress baggage	✗	✗	✓	✓
Dedicated check-in	✗	✓	✓	✓
Xpress boarding	✗	✗	✓	✓
GoShow**	✗	✗	✓	✗
Seat selection	✗	Standard Seat only ✓	Hot Seat & Standard Seat ✓	✓
Premium Red Lounge***	✗	✗	✓	✓
In-flight entertainment	N/A	N/A	N/A	Xcite tablet****
BIG Points				
You must be a BIG Member to earn points.	Earn up to 12 BIG Points for every MYR 1 spent***** Click here for more details			
Client Support				
MyCorporate Client Support	✓	✓	✓	✓

\$ Available at a fee ✓ Complimentary ✗ Not available



1.1 Fare Only (Regular Fare)

'Fare Only' is the lowest available fare with no add-ons. Adding on checked baggage allowance, seat selection and meal will incur additional charges to guest's booking at a higher price than the bundles offered in Corporate Lite and Corporate Full Flex. Change of flight date or time is permitted 48 hours before departure, subject to flight change fee and fare difference.



1.2 Corporate Lite

Corporate Lite is an entry bundle product for MyCorporate guests that includes airfare, standard seat selection and meal. Guests are allowed 1x free flight change up to 24 hours before departure and may check-in at any Dedicated Premium Flex Check-in Counters.



1.3 Corporate Full Flex

Corporate Full Flex is an all-inclusive product consisting airfare, Hot Seat selection, meal and unlimited flight change up to 2 hours before flight departure subject to fare difference.

Guests can enjoy express services which include Dedicated Premium Flex Check-in Counter to check-in and drop baggage, Xpress Baggage, Priority Boarding and complimentary Premium Red Lounge access for International departures from klia2. Corporate Full Flex also includes the exclusive **GoShow**, allowing guests complete flexibility to standby for an earlier flight on the same day to the same destination without incurring any change fees or fare difference charges. Corporate Full Flex also includes Tune Protect Insurance, **Baggage Delay and 1 Hour On-time Guarantee**.

2. What is GoShow?

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

3.1 How Do I Use GoShow?

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

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

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

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

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

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

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

3. Tune Protect Insurance

4.1 Is insurance included in MyCorporate bookings?

Baggage Delay and 1 Hour On-time Guarantee Insurance is included in 'Corporate Full Flex' and Premium Flatbed bookings that depart from the point of origins listed below:

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

4.2 What does the insurance offer me?

The benefits of **Baggage Delay and 1 Hour On-time Guarantee**:

No.	Offering	Benefit
1	1 Hour On-time Guarantee	Compensation will be given to guests that experience flight delays for more than one (1) hour from the scheduled departure time
2	Baggage Delay	Compensation will be given to guests for every six (6) consecutive hours of baggage delay from the scheduled arrival time of guests' baggage

For more information on the **Baggage Delay and 1 hour On-time Guarantee**, please refer to: <https://www.tuneprotect.com/airasia/en/product/baggage-delay-1-hour-on-time-guarantee-insurance/> The insurance policy may defer according to departure points. To find out more, select your country of departure at the top of the website.

Please be advised that **Baggage Delay and 1 hour On-time Guarantee** is not applicable for Fly-Thru, island and city transfers. Please also note that flights between Kuala Lumpur and Auckland / Honolulu / Dhaka and all AirAsia Japan(DJ) flights are not applicable as well.

4.3 How do I claim?

To claim for **Baggage Delay and 1 hour On-time Guarantee**, kindly proceed to <https://www.tuneprotect.com/airasia/en/product/baggage-delay-1-hour-on-time-guarantee-insurance/> and click 'Submit Claim'. You may choose to submit Online Claim or Mail Claim. Kindly refer to the step-by-step guide on how to submit claims on the website.

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

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

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

No. As the insurance is included in 'Corporate Full Flex' and Premium Flatbed bookings, it does not bring any cost to the traveller.

4. Does MyCorporate come with a dedicated Client Support team?

Yes. MyCorporate guests will have a dedicated Client Support team to assist in any post transaction queries. The Client Support team's operational hours are from 6.00 AM to 11.00 PM daily. Details of the Client Support line can be found on MyCorporate page after login.

5. How do I register my business for MyCorporate?

An organisation may register for MyCorporate by completing the MyCorporate registration form at www.airasia.com/mycorporate or by sending in an email to the Corporate Sales team at maa_corpsales@airasia.com. Upon successful registration, the organisation will receive a username and password that expires in seven (7) working days if not used.

6. What are the requirements to be eligible for MyCorporate?

An organisation must have valid company registration details and business website. Their annual travel spend on all airlines and all destinations must be more than RM50,000 or equivalent in local currency. Organisation must indicate acceptance of the Terms and Conditions of usage of the site upon registration.

7. Is there any membership or enrollment fee for MyCorporate?

There is no membership or enrollment fee upon registering with MyCorporate.

8. What are the payment options available in MyCorporate? Do MyCorporate offer Credit Term to participating organizations?

Guests may book their flights from the MyCorporate online system using Credit and Debit Cards and AirAsia BIG PrePaid Card. AG Prepayment is available on request. Unfortunately, we do not offer Credit Term to participating organisations. Should an organisation require Credit Term; the organisation may work with an appointed travel agent on a tri-party agreement. Do reach out to the Corporate Sales team to find out more on the tri-party agreement.

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

AG Prepayment is a prepayment system designed as an alternative to customary payment methods for flight bookings. It uses a floating balance format where the fare will be deducted from your AG Prepayment account every time a booking is made through the MyCorporate online system. AG Prepayment offers extra savings to your corporation as there are no processing fees imposed for flight bookings purchased using AG Prepayment.

Do refer to this link to find out more on the Fees and Charges:
<https://www.airasia.com/my/en/our-fares/fees-and-charges.page>

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

Organisation may top up funds into AG Prepayment account via Cash or Cheque Deposit, Online or Interbank GIRO (IBG) transfer and transfer via JomPAY (Malaysian-based organizations only). A minimum deposit of RM5,000 is required for each top-up. Once payment has been made, the organisation is required to submit a completed AG Top Up Form with proof of payment in order for the top-up process to begin. The amount will be updated and displayed in your AG Prepayment account within three (3) working days. Once reflected, you may book flights and ancillary add-ons on MyCorporate online booking system.

11. Can I earn AirAsia BIG points for bookings made with MyCorporate?

Yes. MyCorporate guests can earn AirAsia BIG points when travelling with flights booked via the MyCorporate online booking system.

As of now, only travelling guest will be able to earn AirAsia BIG Points, provided their name matches the profile name of the BIG MemberID inserted upon booking or check-in.

No.	User Type	Ability to Earn Points
1	MyCorporate guests	Able to earn points when insert BIG Member ID
2	MyCorporate participating organisation	*Coming soon – for selected organisations only

Do refer to this link to find out more on how to earn and claim AirAsia BIG Points:
<https://www.airasiabig.com/my/en/ask-big?topic=12&sub=-1&subsub=-1&article=40>

12. Can I do a name change for flights booked through MyCorporate?

Unfortunately, no. Name change is not permitted for all types of flights.

14. Am I allowed to make a Flight Change for a flight that I have missed?

Unfortunately, no. Once guests have missed a flight, they will need to book a new flight. The fare and fee paid for the previous flight will be forfeited.

15. Can I cancel and refund my tickets booked through MyCorporate?

Unfortunately, no. Once a booking is confirmed, cancellation is not permitted. You may however use the flexibility offered based on the type of corporate bundle booked and change the travelling date or time.

Do refer to this link to find out more on the Types of Refund:

https://support.airasia.com/s/article/How-do-I-submit-my-refund?language=en_GB

The given link serves as a guide only. As flight was booked via MyCorporate online booking system, all requests must be directed to the Client Support team instead of the eForm.

Useful Contacts:

Scopes	Responsible Team	Telephone No.	Email Address
<p>Ticketing Matters:</p> <p>To un-check passengers, name correction, Manage My Booking, Airport tax refund request for No-Show tickets etc.</p> <p>Operating Hours: Daily, 6 a.m. - 11 p.m.</p> <p>For after-hours support, kindly go to airasia.com LIVE CHAT SUPPORT</p>	Client Support	+603 8660 0007	clientsupport@airasia.com
<p>Account-Related Matters:</p> <p>Administrator's contact details update, reset password, error or issue faces on MyCorporate website and booking system etc.</p> <p>Operating Hours: Monday-Friday, 9 a.m. - 6 p.m.</p>	Distribution Support	N/A	maa_distsupport@airasia.com
<p>MyCorporate Queries on Product Offerings and Registration.</p> <p>Operating Hours: Monday-Friday, 9 a.m. - 6 p.m.</p>	Corporate Sales	N/A	maa_corpsales@airasia.com

Summary: MyCorporate

1. What is the benefit of activating MyCorporate programme for an organisation?

- To enjoy exclusive all-in fares that provide great flexibility at a lower cost
- Additional products and services that allow guests to enjoy seamless journeys
- Comprehensive and consolidated reporting to better manage and track expenses
- Full flexibility to fit an organisation’s flight bookings and travel policy; bookings can be done in-house, assigned to an appointed travel agency or combination of multiple booking methods at the same time (hybrid)

2. What is the difference between booking a regular ticket and AirAsia MyCorporate fares?

AirAsia.com Fares vs AirAsia MyCorporate Fares

TERMS & CONDITIONS	AIRASIA.COM LOW FARE	MYCORPORATE	
		CORP. LITE	CORP. FULL FLEX
Fare Structure	Lowest regular fares based on seat availability	Additional fee on top of lowest regular fare: MYR 47.70 (Domestic) MYR 55 (International) MYR 210 (International - AAX)	Additional fee on top of lowest regular fare: MYR 95.40 (Domestic) MYR 110 (International) MYR 280 (International - AAX)
Date / Time Change	Up to 48 hours before departure	Up to 24 hours before departure	Up to 2 hours before departure
	Changes to be made via eForm or Live Chat at AirAsia.com website	Changes to be made via “My Bookings” or Client Support	Changes to be made via “My Bookings” or Client Support
Change Penalty Fee	Changes are chargeable as below: MYR 116.60 (Domestic) MYR 120 (International) MYR 300 (International AAX)	First change is FREE. Subsequent changes are chargeable as below: MYR 116.60 (Domestic) MYR 120 (International) MYR 300 (International AAX)	Unlimited FREE changes
	Fare Difference applies	Fare Difference applies	Fare Difference applies
VALUE ADDED SERVICES			
Meal	Chargeable from MYR 10 - MYR 18 with Limited Menu Selection	Complimentary with Full Menu Selection	Complimentary with Full Menu Selection

Baggage	Chargeable* from: MYR 35 (Domestic) MYR 58 (International) MYR 99 (International AAX)	Chargeable* from: MYR 35 (Domestic) MYR 58 (International) MYR 99 (International AAX)	Complimentary 20kg *Upgradable up to 40kg with a fee
Seat Selection	Chargeable* from MYR 42.40 - MYR 200	Complimentary (Standard Seat only)	Complimentary (up to Hot Seat)
Priority Xpress Services	Not available	Complimentary: Priority Check-in via Premium Flex counter	Complimentary: Xpress Boarding Priority Baggage Arrival Priority Check-in via Premium Flex counter
Corporate Support	Not available	Direct assistance via Client Support	Direct assistance via Client Support
Sales Report	Not available	Comprehensive auto-generated daily sales report	Comprehensive auto-generated daily sales report
Name Change	Not Allowed		
Refund/ Rerouting	Not Allowed		

3. How do I book and pay for the flight bookings?

Booking Methods	Payment	
	Credit/Debit Card	AG Prepayment
Booking by assigned admin/travel bookers	√	√
Self-booking and claim by employees	√	√
Booking managed by appointed travel agency	√	√
Online Booking Tool (OBT) i.e. Concur, GetThere etc.	√	X
Combination of 2 or more booking methods (hybrid)	√	√

4. Additional Information: Troubleshooting

4.1 Unable to log in using the given login ID and password.

Once a corporate account is created, an email notification containing the administrator's login ID and password will be sent to the administrator. The administrator is required to log in to MyCorporate online booking system at www.airasia.com/mycorporate within seven (7) days. Failure of which will result in the password expiring which will need resetting.

Kindly be advised that the administrator will need to type in the login ID and password instead of copy and pasting in the required field.

4.2 Unable to log in or complete booking due to website errors or glitches.

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

Google Chrome

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

Mozilla Firefox

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

Internet Explorer

(Older version): Go to Settings > Internet Options > General > Browsing History > Check box delete browsing history on exit. After clearing, exit/quit all browser windows and re-open the browser.

(Newer version): Go to Tools > Safety > Delete Browsing History > Deselect Preserve Favorites website data, and select: Temporary Internet files or Temporary Internet files and website files, Cookies or Cookies and website data & History. After clearing, exit/quit all browser windows and re-open the browser.