MH Group Booking Portal

PROUDLY MALAYSIAN

FLY MALAYSIA

MALAYSIA AVIATION GROUP

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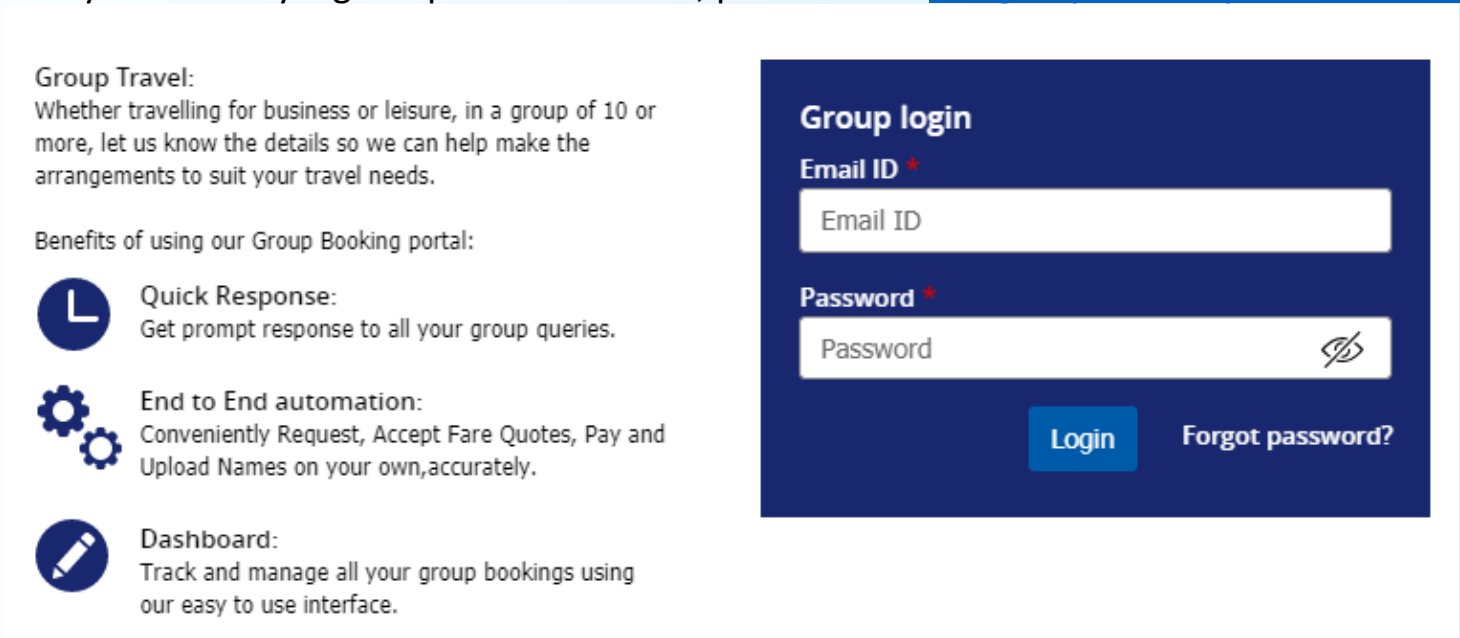
Introduction

MH Group Booking Portal (GroupRM) is an innovative solution that helps the agencies to raise bulk (Group) bookings You can enjoy the benefits of a group booking with:

- Timely and prompt responses to your queries
- End to end automation from requesting fare quotes through entering passengers' names, you can now do everything
- A dashboard to view and manage your group bookings
- The roles and responsibilities are clearly defined based on the functions the travel agency users perform

Registration & Login

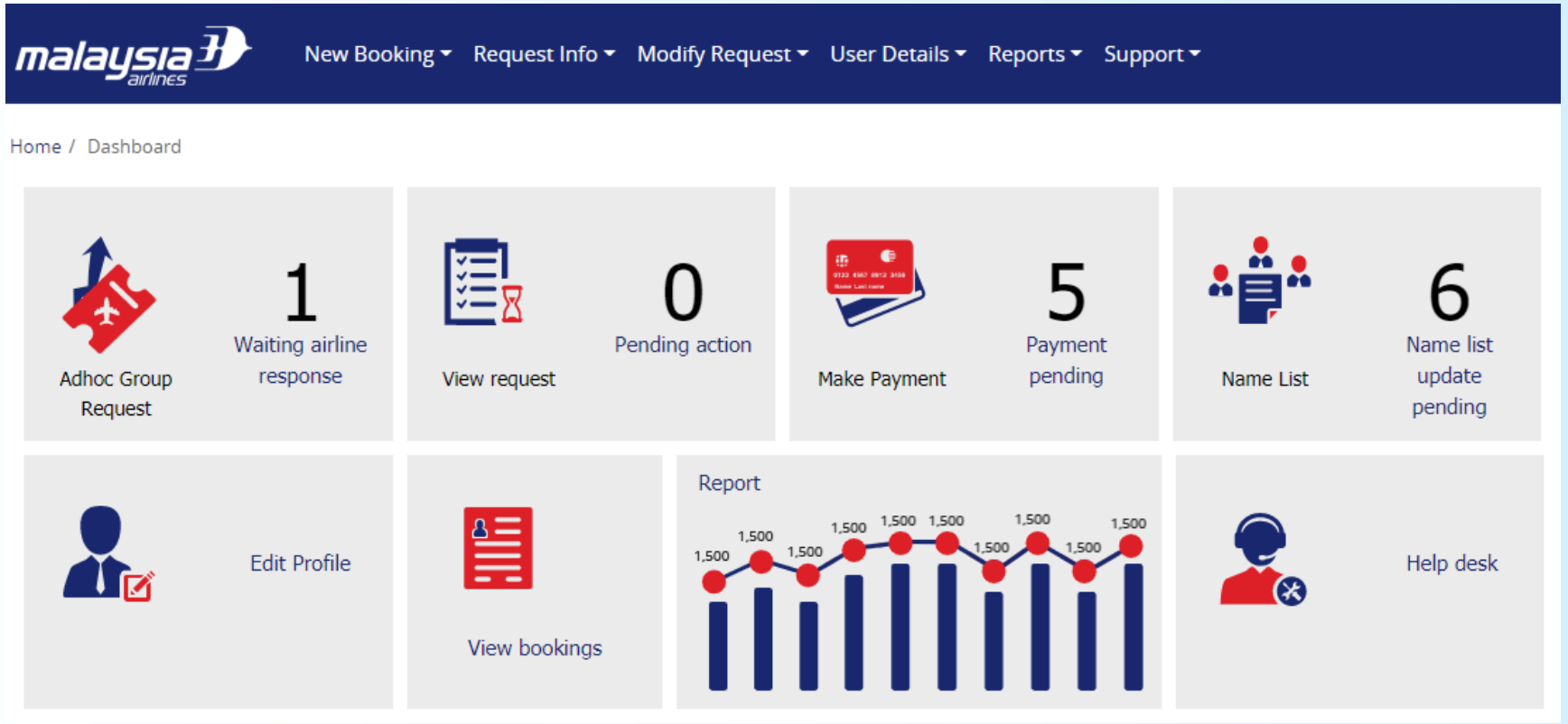
- Access MH Group Portal (GroupRM) via the URL https: www.groups.malaysiaairlines.com
- For IATA Agent – Please contact us at anz.groups@malaysiaairlines.com for registration
- For Non-IATA Agent – Please register through the portal via the above URL
- Once the registration is successful, the login page will appear as below – Enter the registered email address and password
- If you have any login & password issues, please email anz.groups@malaysiaairlines.com and we will assist you



Dashboard & Home Page

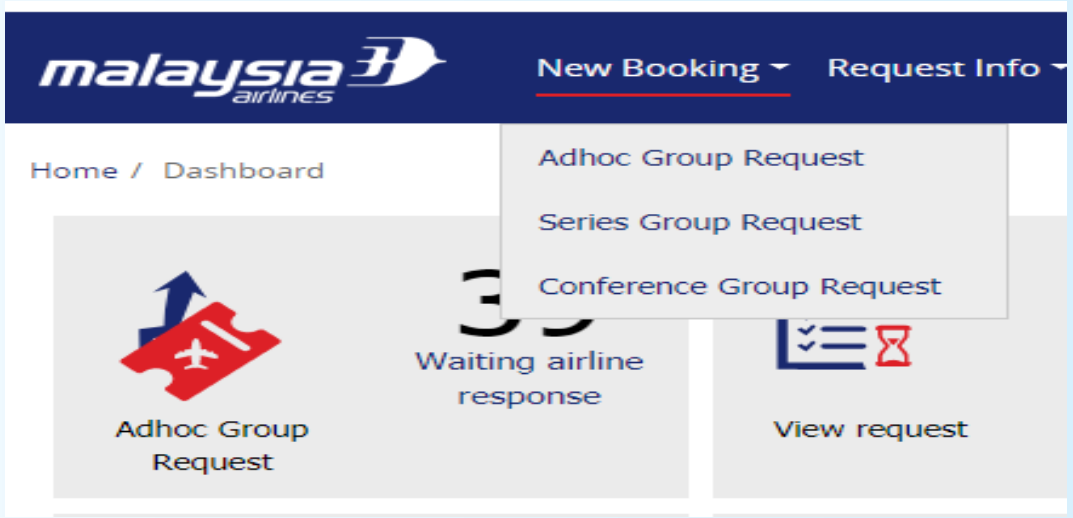
Once you have logged in to the portal, on the home page you will be able to view the dashboard as below , which allows users to:

- Navigate through the range of menu and sub menu items
- View all group bookings from the list with advanced search options
- Action the groups with various icons for each of the functions



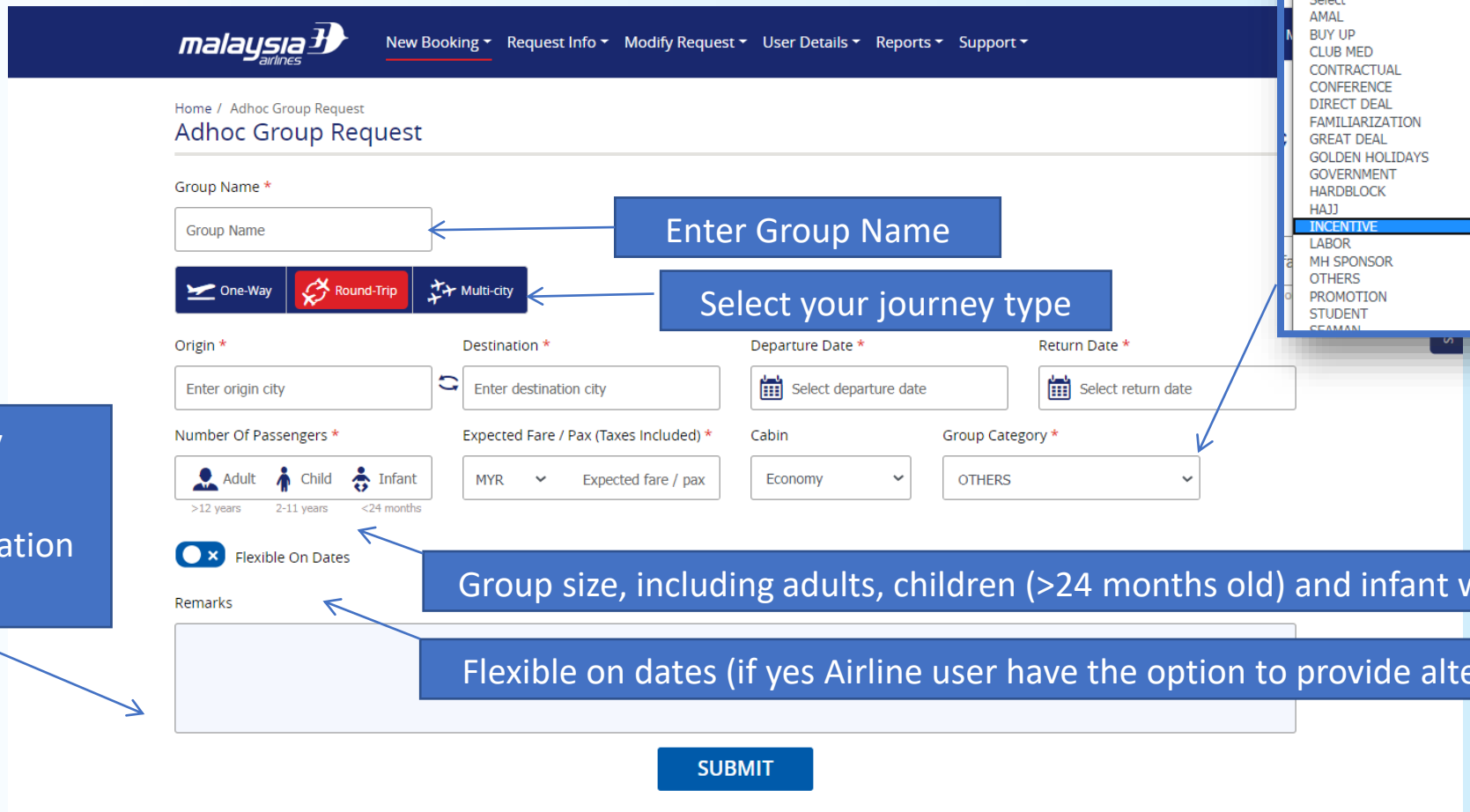
Request For Quotation

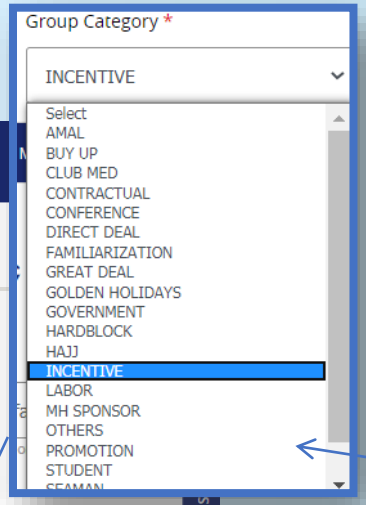
For Australia and New Zealand Groups, please select ADHOC group request.



Note: *Series Group and Conference Requests are not applicable*

New Booking Request - ADHOC





Enter Group Name

Select your journey type

Select Group type accordingly

Remarks to notify Airline user any additional information (free text)

Group size, including adults, children (>24 months old) and infant who wish to occupy a seat

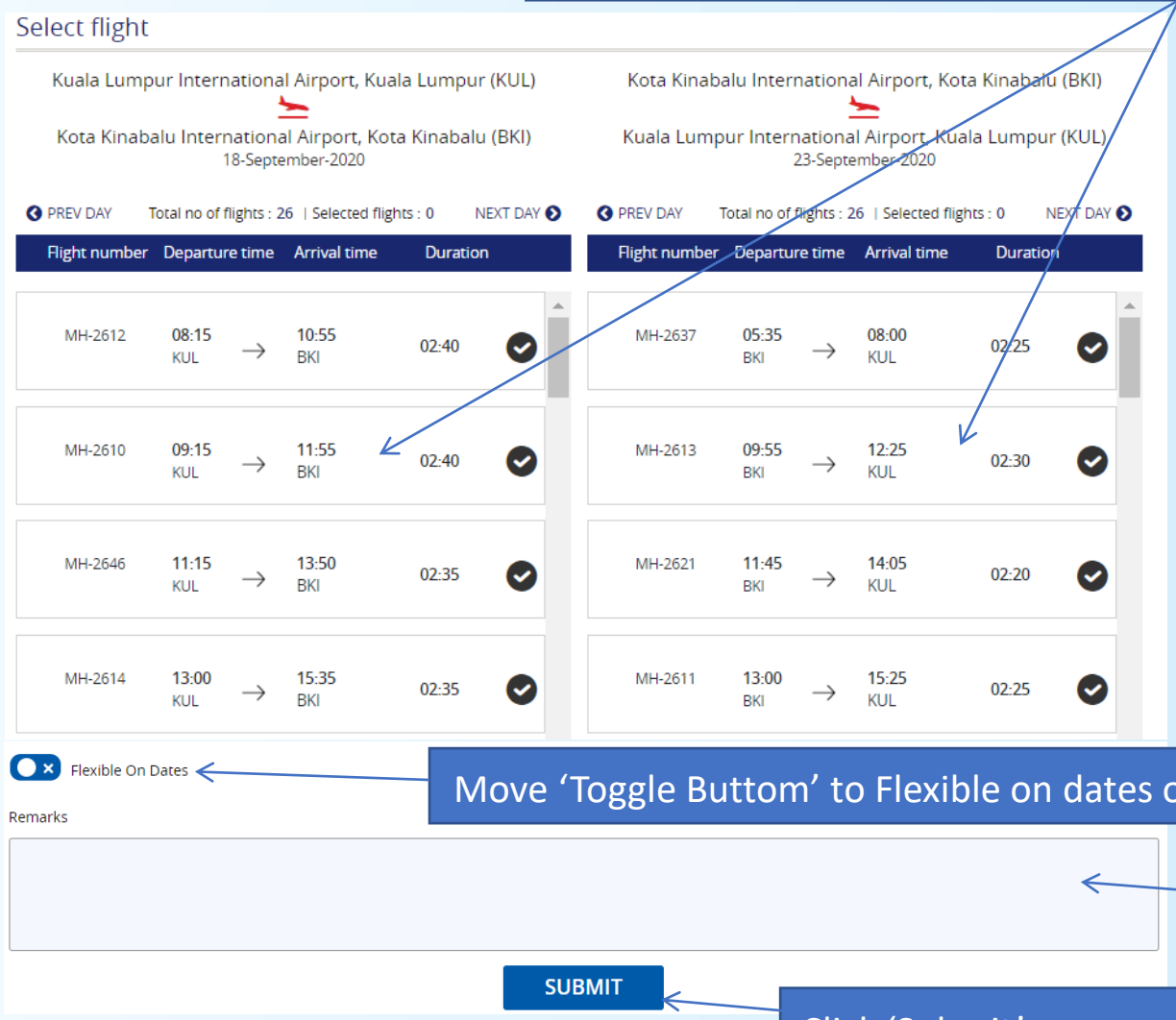
Flexible on dates (if yes Airline user have the option to provide alternate dates)

Note: *Infants who do not occupy a seat, will be charged an infant fee at a later stage of booking*

Eg. Input 20 if your group has 15 adults and 4 children, and you would like a seat for infant

New Booking Request - ADHOC

Specify the preferred flight(s) for each direction if more than 1 flight option



Move ‘Toggle Buttom’ to Flexible on dates or firm

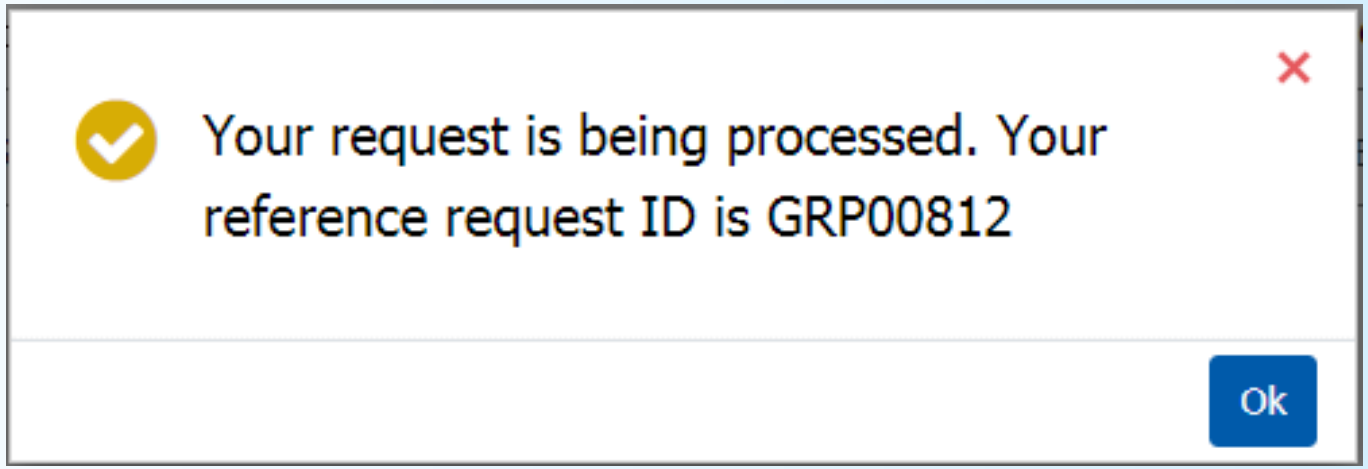
Enter Remarks (Free text)

Click ‘Submit’ once your request is completed

** You will receive a response to your designated email between 24 to 48 hours*

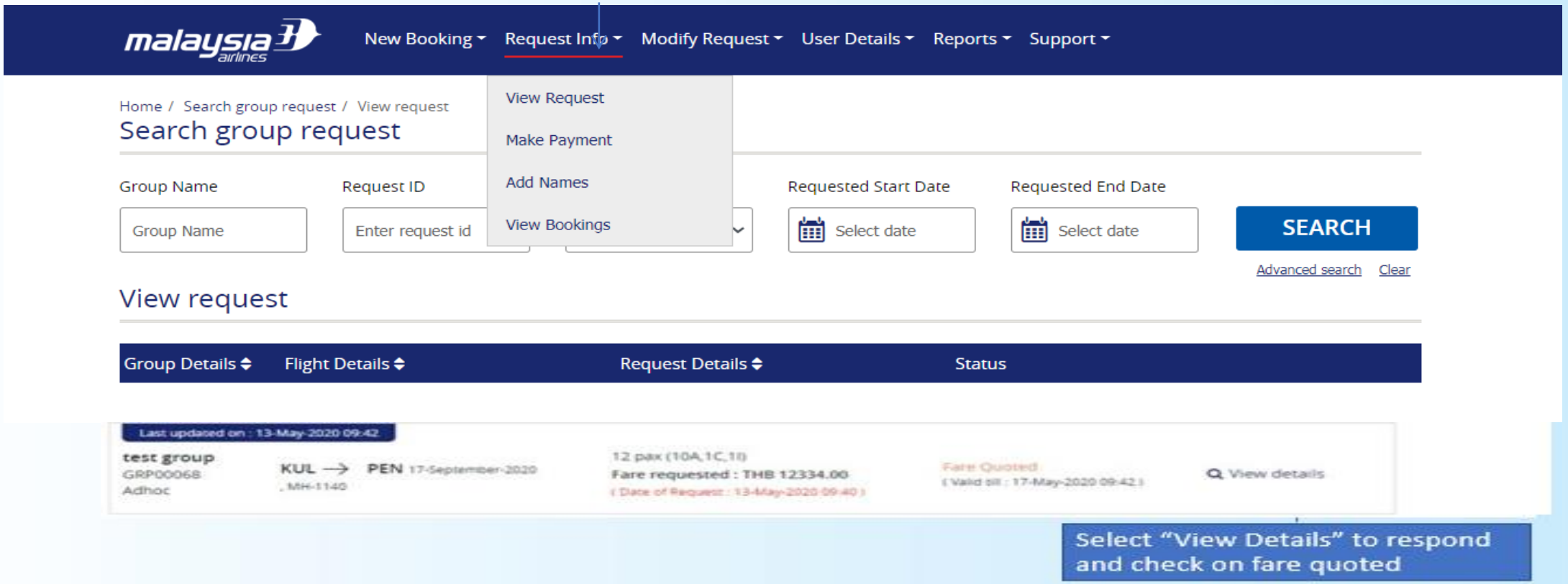
New Booking Request - ADHOC

Note: For a successful request, a GRP ID reference will be generated



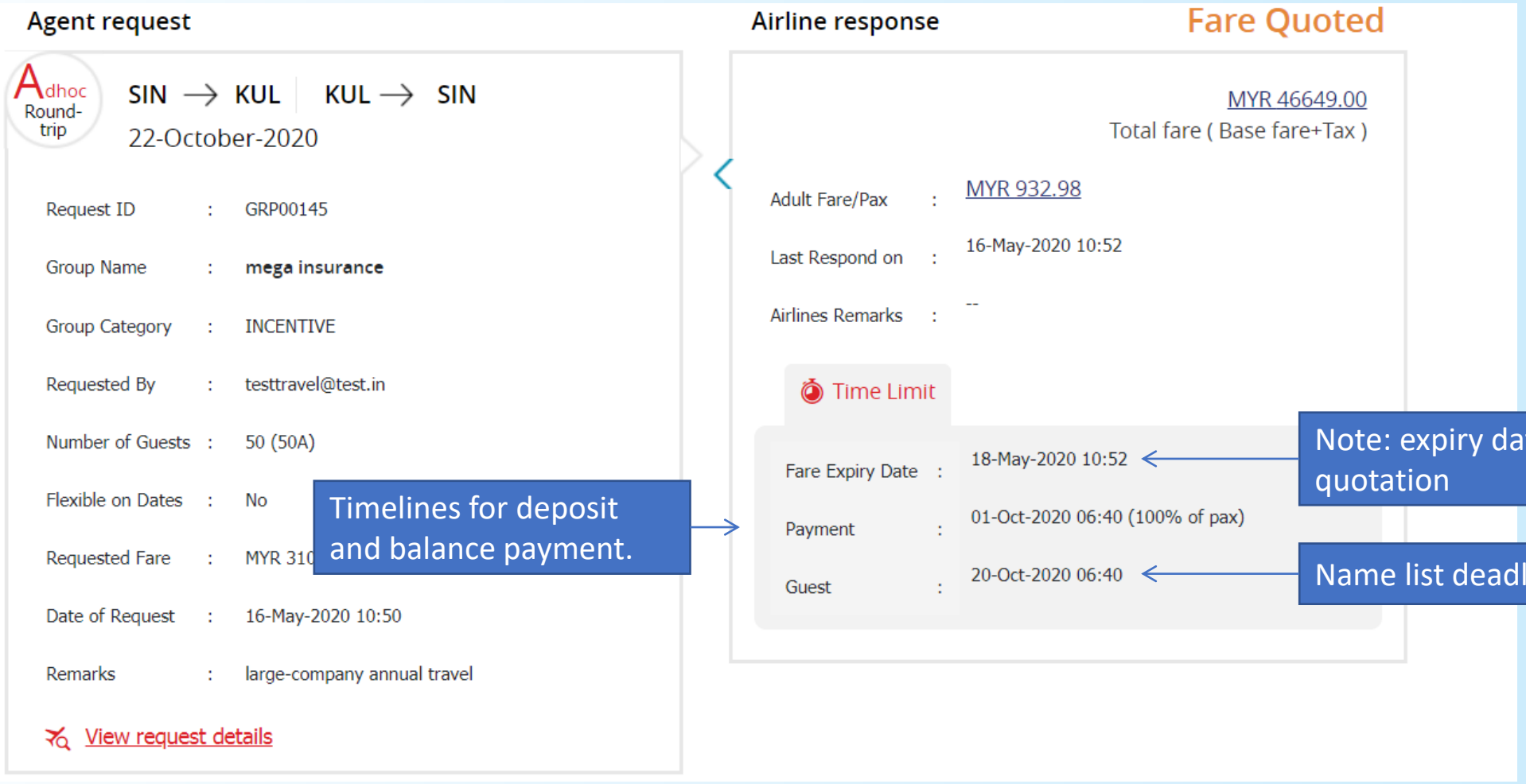
View Request

Click on “Request Info”, then “View request”



Note: *Please enter search by Requested Start Date , Requested End Date and Request ID*

Accept Quotation



Accept Quotation

Terms and conditions

Group 1

Others

Group Size
- Minimum group size is 10 passengers on Economy Class.

Time Limits – ADHOC

Group Fares Quotes Validity period 48hrs.

Deposit Collection
- Nil deposit collection for BSP agents.
- For non BSP agents, 48 hours after confirmation.

Full Payment Collection
- 21 days prior to departure or 48 hours after confirmation.

Name & Ticketing time limit
- 14 days prior to departure or 24 hours after confirmation

Materialization Rate
- 70 % Lean & 80% Peak Materialization Rate
- 100% Materialization Rate Effective after Payment Collected.

All Time Limits to apply the same for Incentive Group Bookings - subject to GP Product proposal - Conference Group

Deposit Amount
- Nil deposit upfront for BSP Agents. Non BSP Agents will pay a deposit of 10% of the Group Size of the all in group fare.

Materialization Rate/Cancellations
- All Group bookings must materialize as per applicable materialization (MR) Rate above mentioned from the total Group Size prior any Payment made.
- Cancellation of PNR at 90 days or less before departure for all group bookings with zero deposit policy will be penalized the base fare and surcharges at the applicable MR rate.
- Agent must pay at applicable MR, otherwise when agent issues ticket less than that the MR rate, they will be penalized for MR violation.
- Example:
- Seat requested: 50
- MR for ADHOC Lean: 70% = 35 seats
- Agent later said they only require 30 seats
- Agent is required to pay at 35 seats to enable them to issue ticket. Agent can issue ticket at 30 seats
- The remaining 5 seats is the penalty of MR violation.
- Deposits and Full Payment will be forfeited for cancellation after payment paid.
- All payment are strictly non-refundable.

Flight Changes
- Outbound change is restricted except for Add-Ons with applicable Fare Differences.
- Inbound Flight /Date changes are allowed with applicable Fare Differences.
- Any Flight Changes are subject to Re-Evaluation / Re-Quote Fare for the entire Group.
- **Before Ticketing:**
- Per passenger, no fee + applicable fare difference and surcharges.
- **After Ticketing:**
- (Domestic) Per passenger, MYR50 reissuance fee + applicable fare difference and surcharges.
- (International) Per passenger, MYR100 reissuance fee + applicable fare difference and surcharges

Name Changes
- Before Ticketing.
- Allowed.
- After Ticketing
- Per passenger, MYR 100 change fee + refund/reissue fee of MYR 100 for the original ticket + new ticket will be charged at available RBD and applicable surcharges (Manual refund through RAA)
- Note:
- FOC for change of salutation/title with MYR100 of reissuance fee.
- Exception to Tour Leader. No fare differential. To submit Tour Leader/Guide ID as supporting document.
- Original ticket to be refunded with refund admin fee of MYR200 with manual refund through RAA.

No Show (Handled outside Group Portal due Ticketed)
- If group passenger(s) No-Shows on the outbound journey, the entire onward and return journey will be cancelled.
- Cancellation within 24 hours to flight departure is considered a No-Show
- In the event of a No-Show and a date change is requested, a fee of MYR 150 for domestic flights and MYR 350 for international flights will be charged, plus applicable fare difference and surcharges.
- Agent is allowed to reassess to higher RBD on FIT subject to the new fare being higher than original fare and reissue the ticket if No-Show occurred during the weekend. No-show fee of MYR150 for domestic flight and MYR350 for international must be collected upon reissuance.

Child Travel
- No restriction on child group size. Child Fare will be at prevailing fare rules.

Other Condition
- The terms and conditions in this document are general rules. More restrictive rules may apply depending on nature of the group request and flight demand.
- Kindly note that fare and taxes shown may be subject to changes due to fluctuation in exchange rates, airport taxes and fuel surcharges.

Ticket Condition
- Group tickets are non-refundable.

Seat Selection

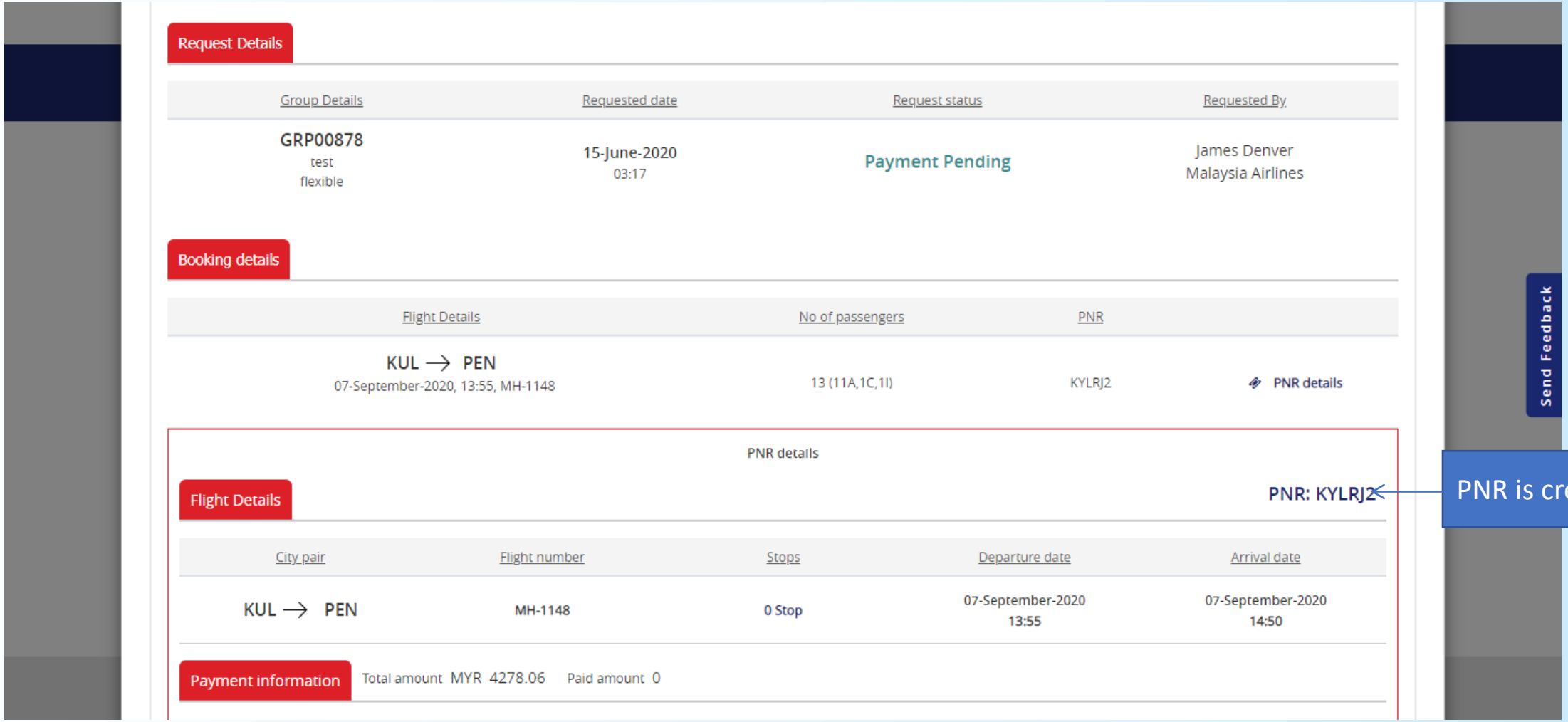
1. Agents are allowed to block the seats as per the following steps:
- Agent must assign seats from the last seating zone/row in the aircraft.
- If approval is not obtained before the deadline, agent must re-do the seating assignment.

☐ I agree to terms and conditions

ACCEPT | NEGOTIATE | DECLINE

Read through our Group Policy. Click “Accept” to proceed, “Negotiate” or “Decline” to cancel

Accept Quotation



Request Details

Group Details	Requested date	Request status	Requested By
GRP00878 test flexible	15-June-2020 03:17	Payment Pending	James Denver Malaysia Airlines

Booking details

Flight Details	No of passengers	PNR	
KUL → PEN 07-September-2020, 13:55, MH-1148	13 (11A,1C,1I)	KYLRJ2	PNR details

Send Feedback

PNR details

Flight Details

PNR: KYLRJ2

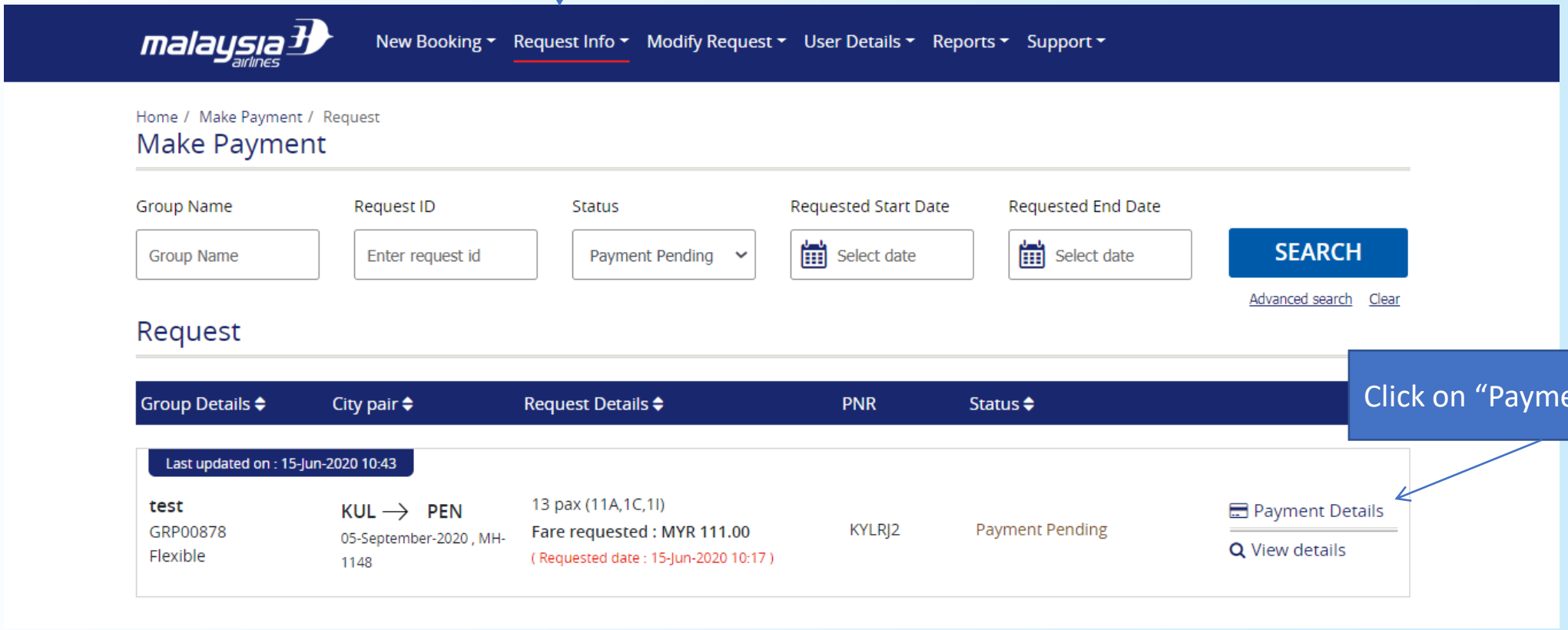
PNR is created

City pair	Flight number	Stops	Departure date	Arrival date
KUL → PEN	MH-1148	0 Stop	07-September-2020 13:55	07-September-2020 14:50

Payment information Total amount MYR 4278.06 Paid amount 0

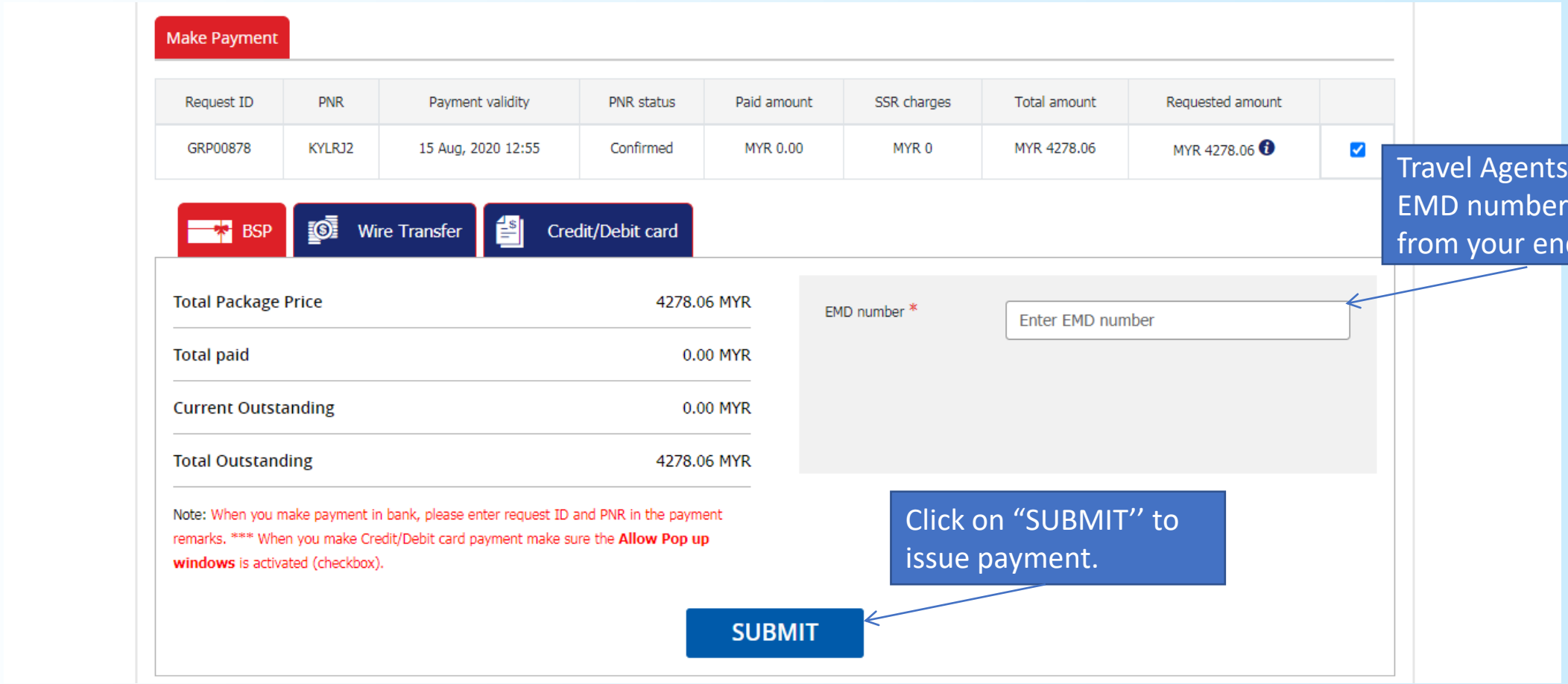
Make Payment

Click on “Request info’’ , then “Make payment’’



Click on “Payment Details’’

Make Payment (IATA Agent)



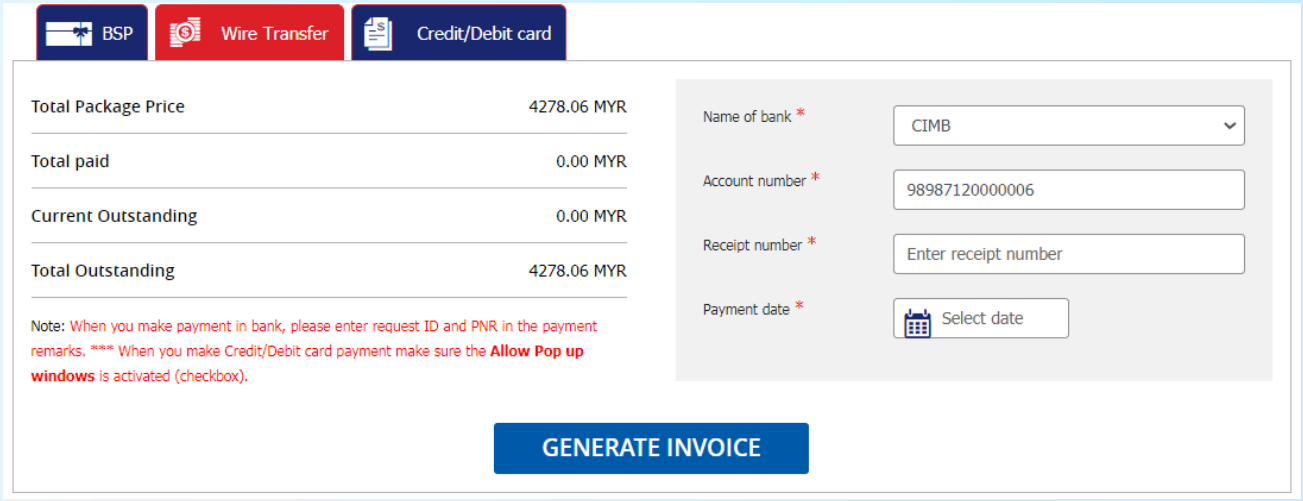
Travel Agents: Key in EMD number created from your end.

Click on “SUBMIT’’ to issue payment.

Make Payment - Payment Methods

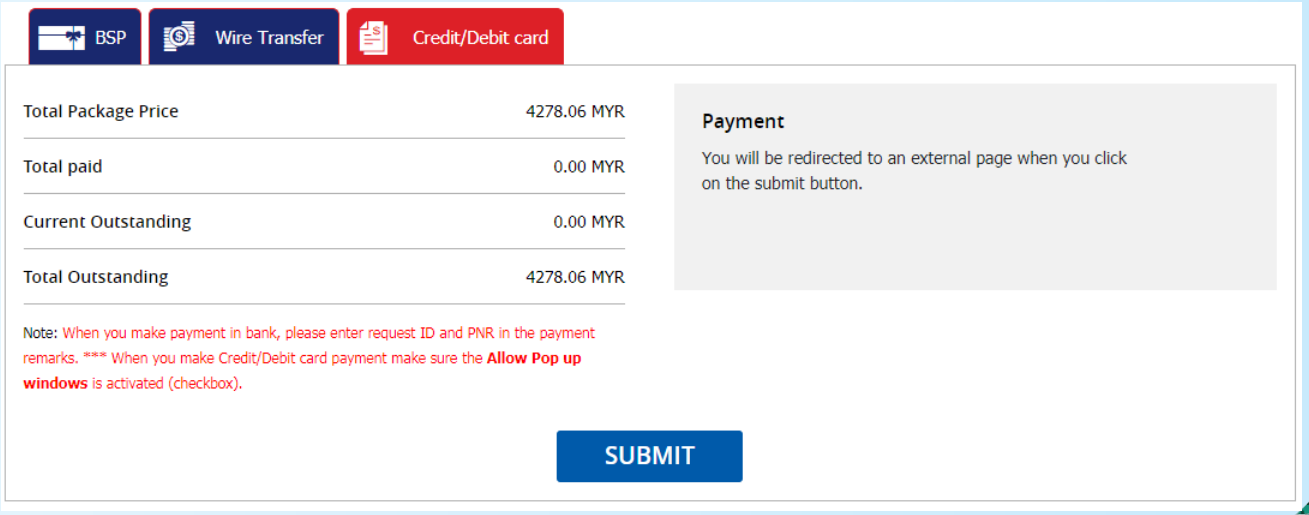
By Wire Transfer

- Bank transfer will take approximately 2-3 working days (excluding weekends and public holiday).
- Payment must be made before the specified deadline.
- Please update the portal and email proof of payment to: anz.groups@malaysiaairlines.com



By Credit Card payment

Please ensure credit card details are correct before submitting payment.



Note:

✓ *Please make payment before payment deadline to avoid cancellation of booking.*

Make Payment – Bank Accounts

Australia Bank Details

JP Morgan Chase Bank NA
Level 18, 85 Castlereagh Street
Sydney, NSW 2000 Australia
Account Name: Malaysia Airlines Berhad
Account No: 016042678
BSB: 212-200
Swift Code: CHASAU2X

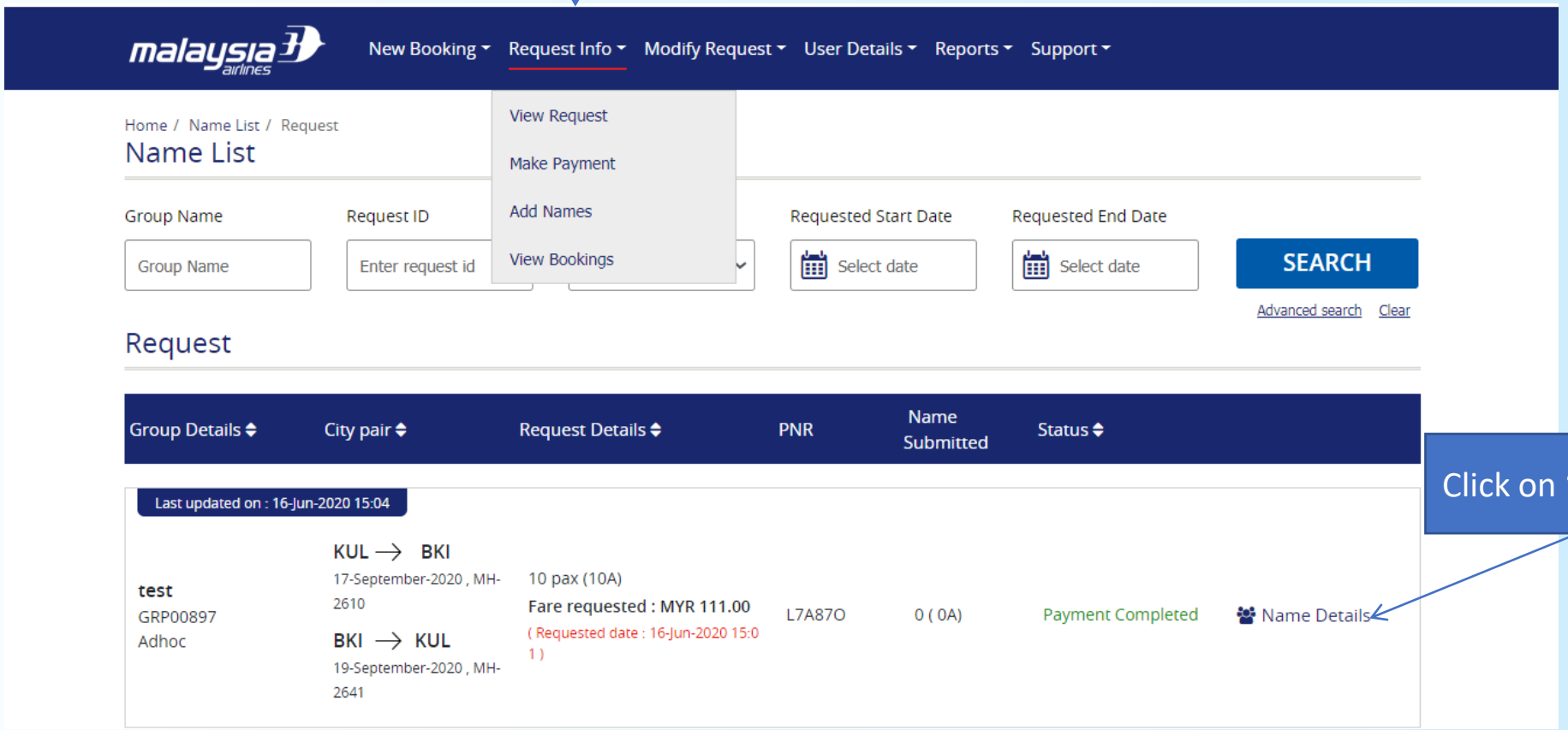
New Zealand Bank Details

JP Morgan Chase Bank NA
Level 13, 2 Hunter Street
Wellington, New Zealand
Account name: Malaysia Airlines Berhad
Account No: 0005746 000
BSB: 01 1836
Swift Code:CHASNZ2A

Note: *Kindly note that we only accept payment in Australian & New Zealand Dollar/Currency*

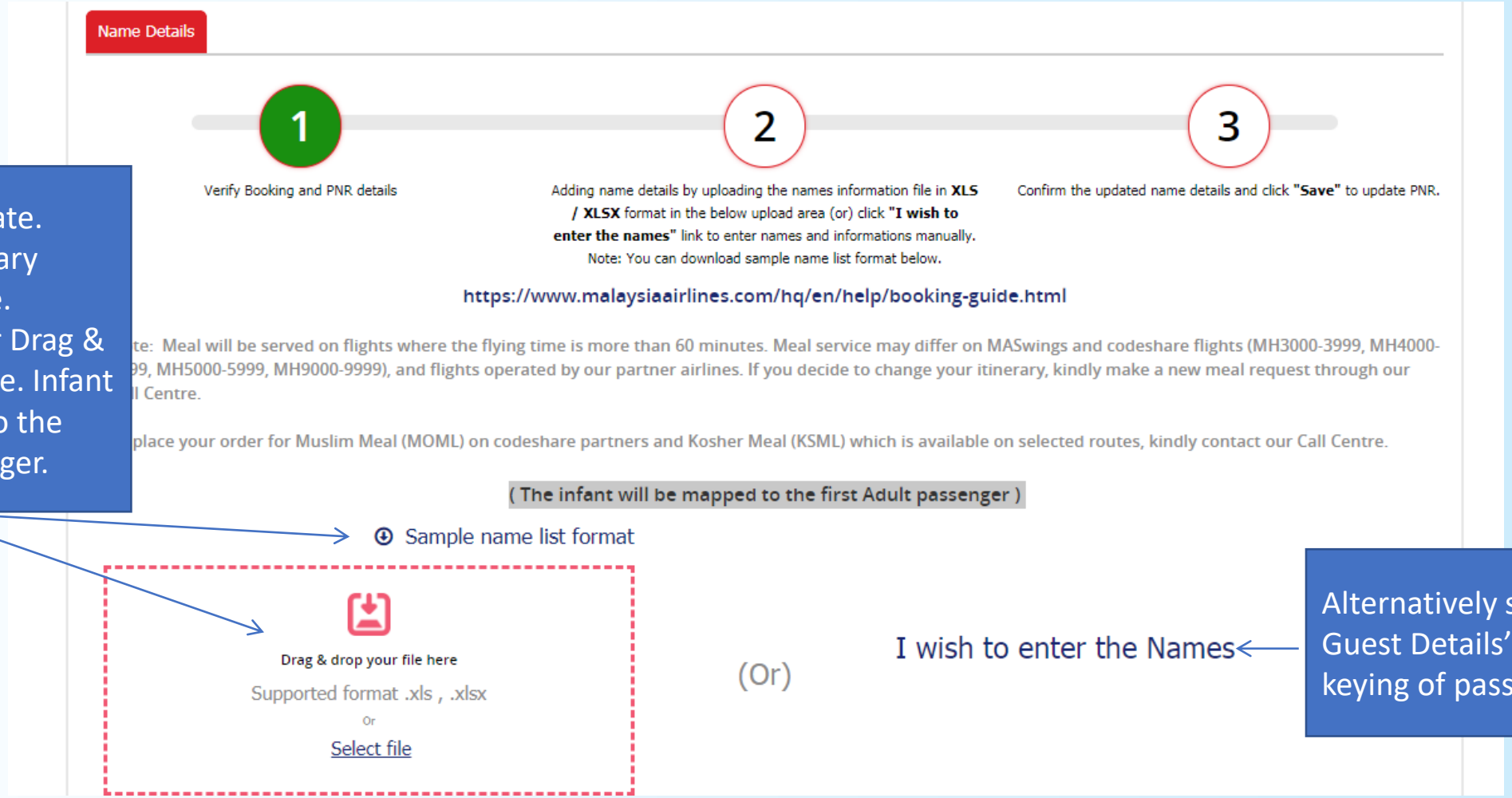
Name List Submission

Click on “Request info’’ , then “Add names”



Click on “Names Details’’

Name List Submission

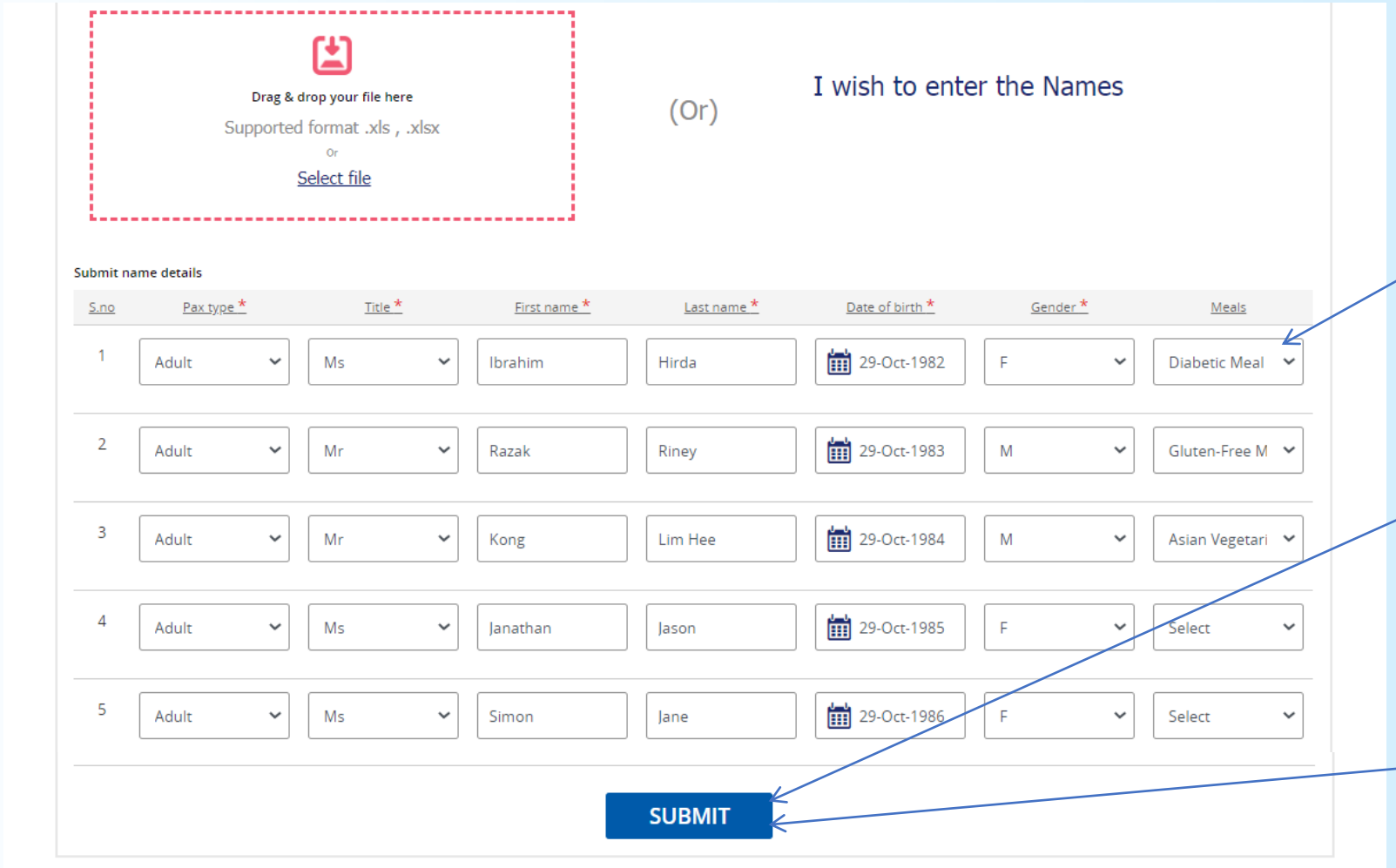


Download template. Complete necessary information. Save. Upload the file or Drag & drop into the page. Infant will be mapped to the first Adult passenger.

Alternatively select “Enter Guest Details’’ for manual keying of passengers details

Note : *Please verify all passengers details*

Name List Submission



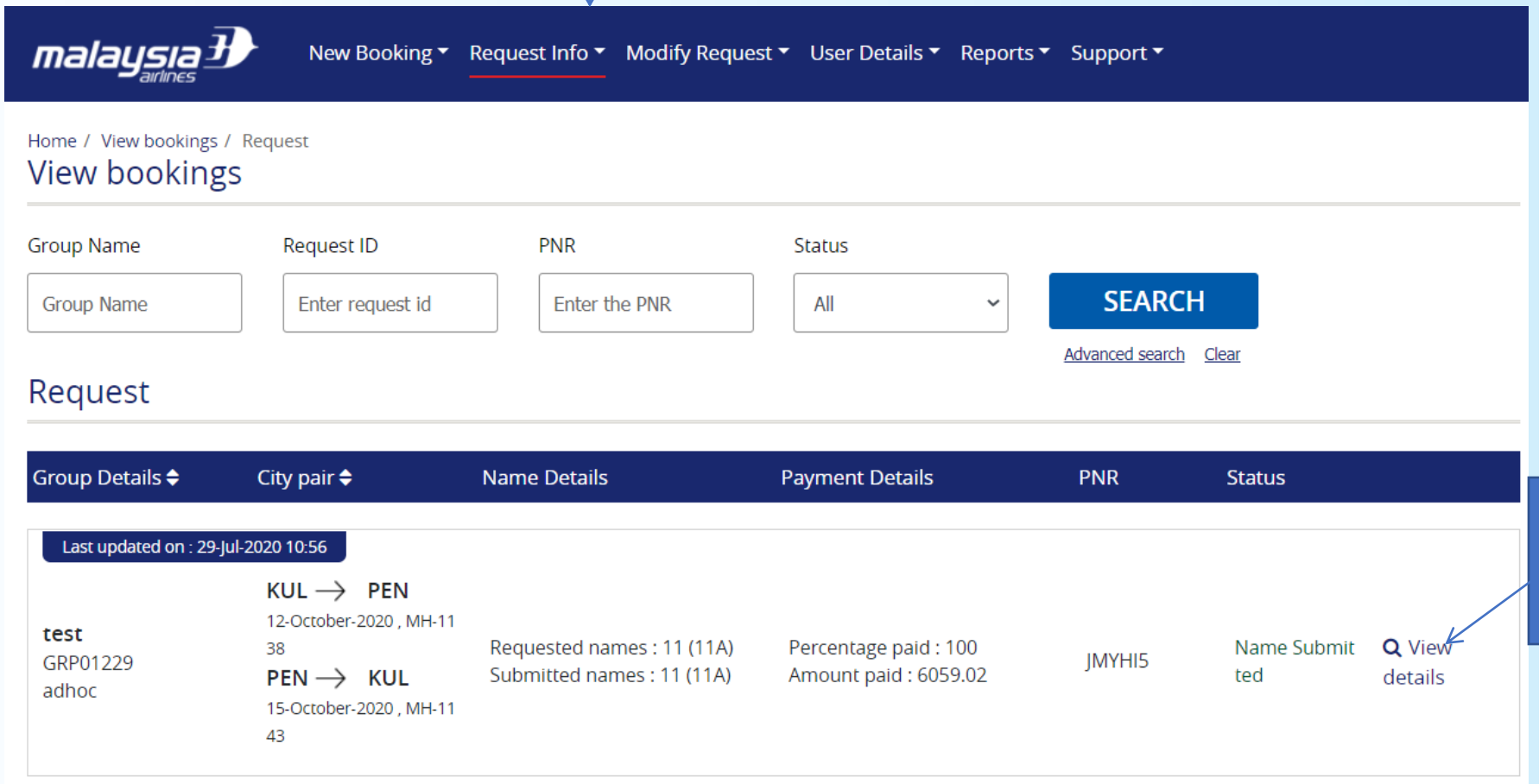
Special Meals can be added here.

Click “Submit” if names are subject to changes. Changes are allowed up to 48 hours before departure

Click “Submit” if names are confirmed No changes allowed once submitted

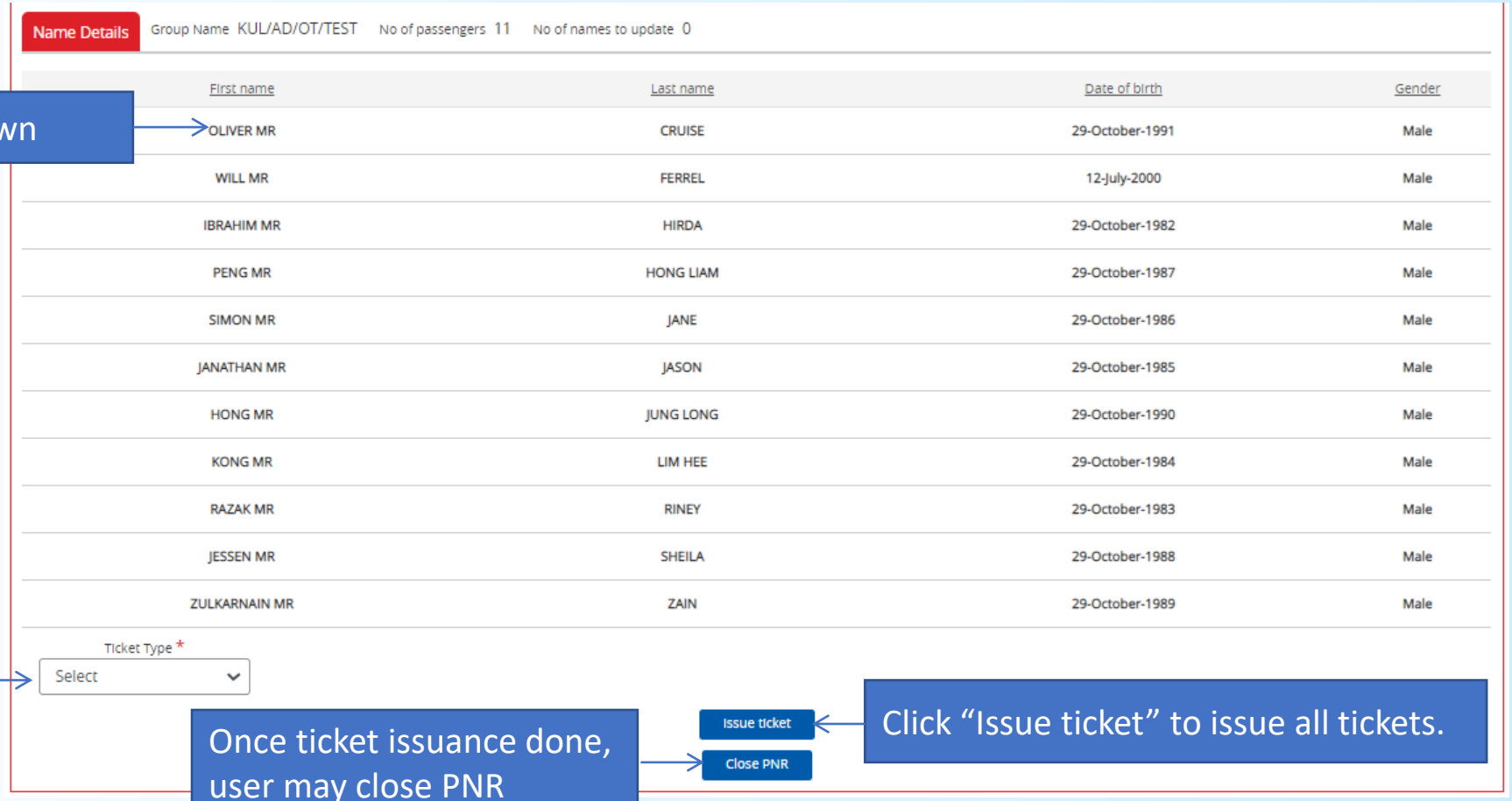
Ticket Issuance

Click on “Request info’’ , then “View Booking”



Click on “View Details’’and then on PNR details

Ticketing Issuance



PNR details is shown

User may select ticket type of IT, BT, or NON-IT/BT

Once ticket issuance done, user may close PNR

Click “Issue ticket” to issue all tickets.

Note:

- ✓ *Un-ticketed seat will be penalize and non-materialized seat will not be refunded*
- ✓ *Please verify all passengers details before issuing tickets.*

Ticketing Issuance

PNR details is shown

Name Details | Group Name KUL/AD/OT/TEST | No of passengers 11 | No of names to update 0

First name	Last name	Date of birth	Gender	View ticket
OLIVER MR	CRUISE	29-October-1991	Male	232-2461537355
				232-2461537356
				232-2461537357
				232-2461537358
				232-2461537359
				232-2461537360
				232-2461537361
KONG MR	LIM HEE	29-October-1984	Male	232-2461537362
RAZAK MR	RINEY	29-October-1983	Male	232-2461537363
JESSEN MR	SHEILA	29-October-1988	Male	232-2461537364
ZULKARNAIN MR	ZAIN	29-October-1989	Male	232-2461546565

E-Ticket

Email Id :

john.doe@xyztravel.com

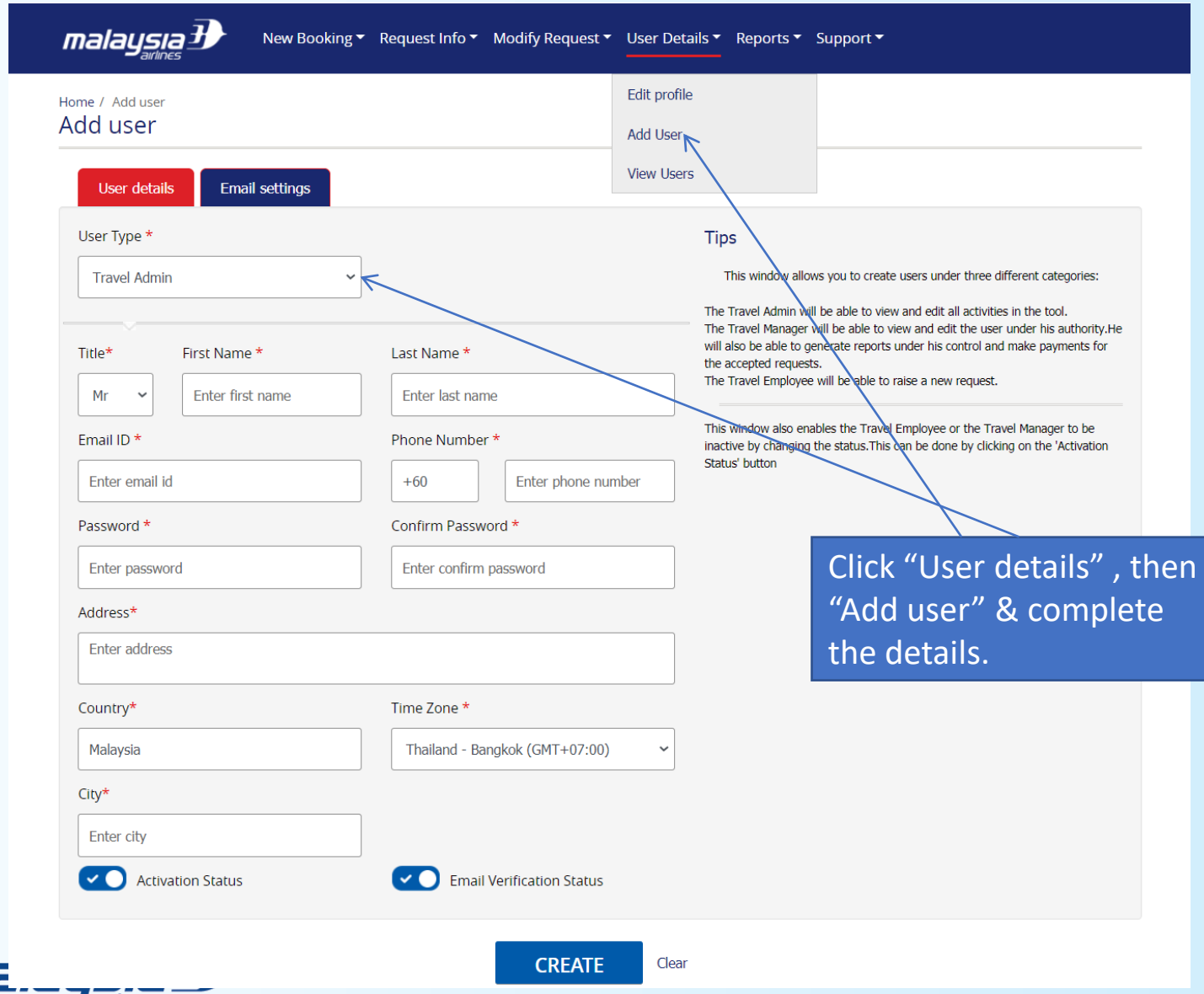
(To send multiple email use comma separator)

SEND E-TICKET

Click the ticket number to sent to agency members or the customer

Note: *An email will be sent for ticket details.*

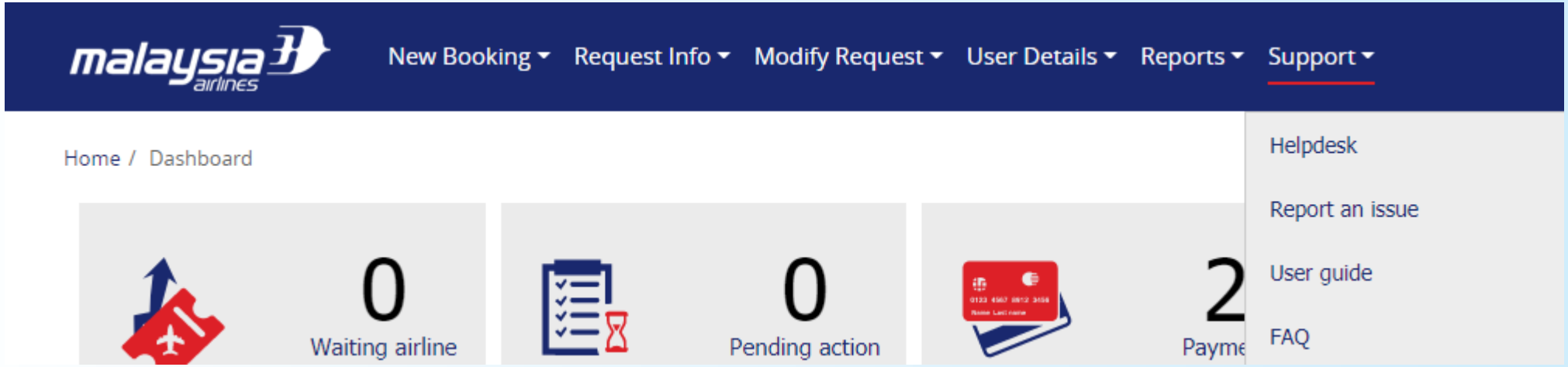
Add Users


malaysia airlines
New Booking
Request Info
Modify Request
User Details
Reports
Support
Edit profile
Add User
View Users
Home / Add user
Add user
User details
Email settings
User Type *
Travel Admin
Tips
This window allows you to create users under three different categories:
The Travel Admin will be able to view and edit all activities in the tool.
The Travel Manager will be able to view and edit the user under his authority.He will also be able to generate reports under his control and make payments for the accepted requests.
The Travel Employee will be able to raise a new request.
This window also enables the Travel Employee or the Travel Manager to be inactive by changing the status.This can be done by clicking on the 'Activation Status' button
Title*
Mr
First Name *
Enter first name
Last Name *
Enter last name
Email ID *
Enter email id
Phone Number *
+60
Enter phone number
Password *
Enter password
Confirm Password *
Enter confirm password
Address*
Enter address
Country*
Malaysia
Time Zone *
Thailand - Bangkok (GMT+07:00)
City*
Enter city
Activation Status
Email Verification Status
CREATE
Clear
Click “User details” , then “Add user” & complete the details.

Reporting & User Guide

For creation of custom reports, please contact anz.groups@malaysiaairlines.com for detailed information.

The Travel agent User Guide can be found on the Dashboard under the Support Tab.



Thank you
谢谢
terima kasih
நன்றி