

GOM PORTAL REFUND PROCESS



PROUDLY MALAYSIAN
FLY MALAYSIA

MALAYSIA AVIATION GROUP



- Go to Manage Bookings
- Select Upcoming or Completed.
Pls ensure Filters Time Period is up to date
- Click View

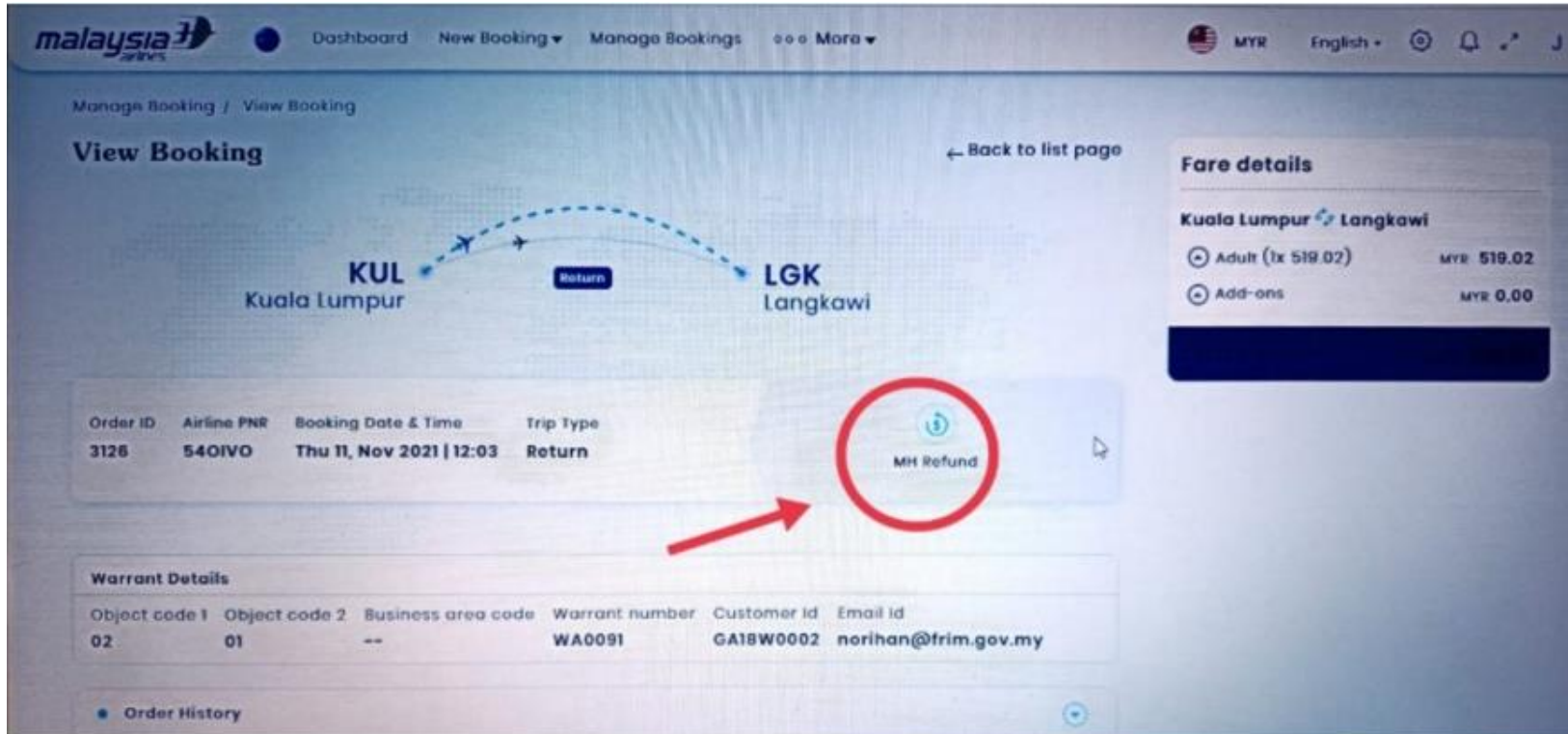
The screenshot displays the 'Manage Bookings' interface for Malaysia Airlines. The top navigation bar includes 'Dashboard', 'New Booking', and 'Manage Bookings' (which is highlighted). The user's profile shows 'MYR' and 'English'. The main content area is titled 'Manage Booking' and features tabs for 'Pending', 'Upcoming', 'Cancelled', 'MHRrefund', 'Completed' (selected), and 'Expired'. Below the tabs is a table of completed bookings with columns for Order ID, PNR, Trip Type, No. of Passenger, Booking Date & Time, and Total Fare. A 'Filters' sidebar on the right allows filtering by 'Time Period' (Jun 2021 - 27 Nov 2021), 'Updated Bookings' (checked), 'Trip Mode' (All), 'Status' (All), and 'Booking Type' (All). An 'Apply' button is at the bottom of the filters.

Order ID	PNR	Trip Type	No. of Passenger	Booking Date & Time	Total Fare	view
3126	54OIVO	Return	Passenger(1)	Thu 11, Nov 2021 12:03	MYR 519.02	view
3084	5FEDXC	Return	Passenger(1)	Mon 01, Nov 2021 16:18	MYR 1,779.36	view
2935	5KAE49	Return	Passenger(1)	Tue 05, Oct 2021 11:21	MYR 519.02	view
2859	6Y2A9X	Return	Passenger(1)	Mon 27, Sep 2021 15:55	MYR 2,569.06	view
2839	6K6P45	Return	Passenger(1)	Thu 23, Sep 2021 11:40	MYR 2,279.68	view

Go to **Manage Booking**, click on **Upcoming** or **Completed**, then click on **View**



- View booking
- Click MH Refund button



Click on MH Refund



- Select Passenger
- Click Proceed to MH Refund

The screenshot shows the Malaysia Airlines website interface. At the top, there is a navigation bar with the Malaysia Airlines logo, a globe icon, and links for 'Dashboard', 'New Booking', 'Manage Bookings', and 'More'. The user's profile is displayed as 'Mr. Sathiya Veloo', an adult, with contact information: sathia.veloo@yopmail.com, 232-2462190513, and +60 145678978. A 'Frequent Flyer Details' button is visible. The main content area shows two flight segments: 'Kuala Lumpur to Langkawi' (Departure) and 'Langkawi to Kuala Lumpur' (Return). Each segment lists 'Regular Add-Ons' and 'Add-ons (Post Ticketing)'. The departure flight is KUL - LGK with seat number 8C, and the return flight is LGK - KUL with seat number 8D. On the right side, a 'Fare details' box shows the route 'Kuala Lumpur to Langkawi' with a total amount of MYR 519.02, broken down into 'Adult (1x 519.02)' and 'Add-ons (MYR 0.00)'. At the bottom of the page, a blue button labeled 'Proceed to MHRefund' is present.

Select **Passenger's Name** then click on **Proceed to MHRefund**



- Insert Supporting Document – warrant or e-ticket
- Insert :
 - Cheque Payee Name
 - Payee Address
- Submit

malaysia airlines

Dashboard New Booking Manage Bookings More

MYR English

Kuala Lumpur Langkawi Round Trip Fri 26, Nov 2021 - Sun 28, Nov 2021

Order ID	Warrant Number	Airline PNR	Supporting Document*
3126	WA0091	54OIVO	<input type="text"/> (Or) Drag and drop

.JPG, .PDF & .PNG, upto 5MB

Selected Passenger Information

Mr Sathiya Veloo | 232-2462190513 Selected

Contact Information

Mobile Number : +60 1978911577 | Email ID : jadonrudie@gmail.com

Customer ID : GA18W0002

Pukul Type : 2

Cheque Payee Name* : KETUA JABATAN

Payee Address* :

← Back Submit →

Attach **Supporting Document** - copy of e-ticket and warrant. Name the **Cheque Payee Name** and **Payee Address** then **Submit**

Thank
you

谢谢
terima
kasih
நன்றி

