

MHupgrade x Agent Portal

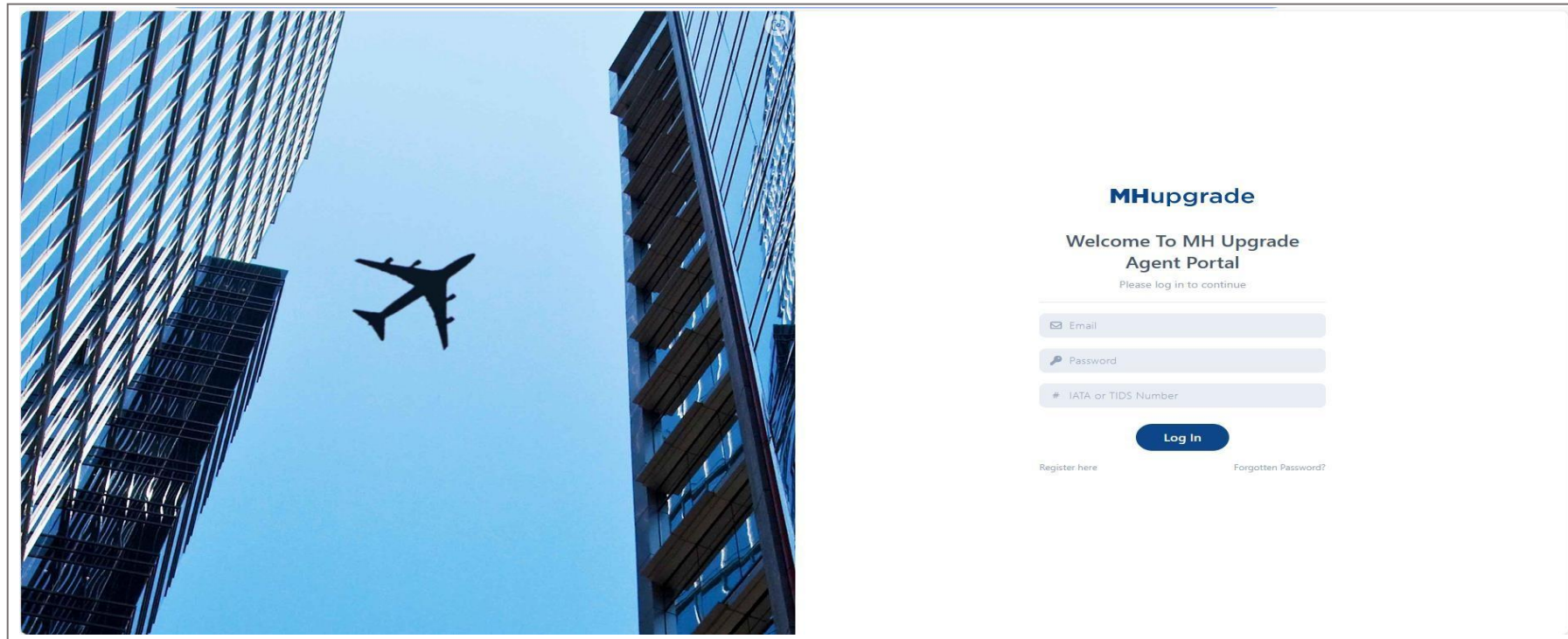
By Revenue Management Department (RMD)

CONTENT

1. Agency Admin
2. MH Sales Admin
3. Agency Executive

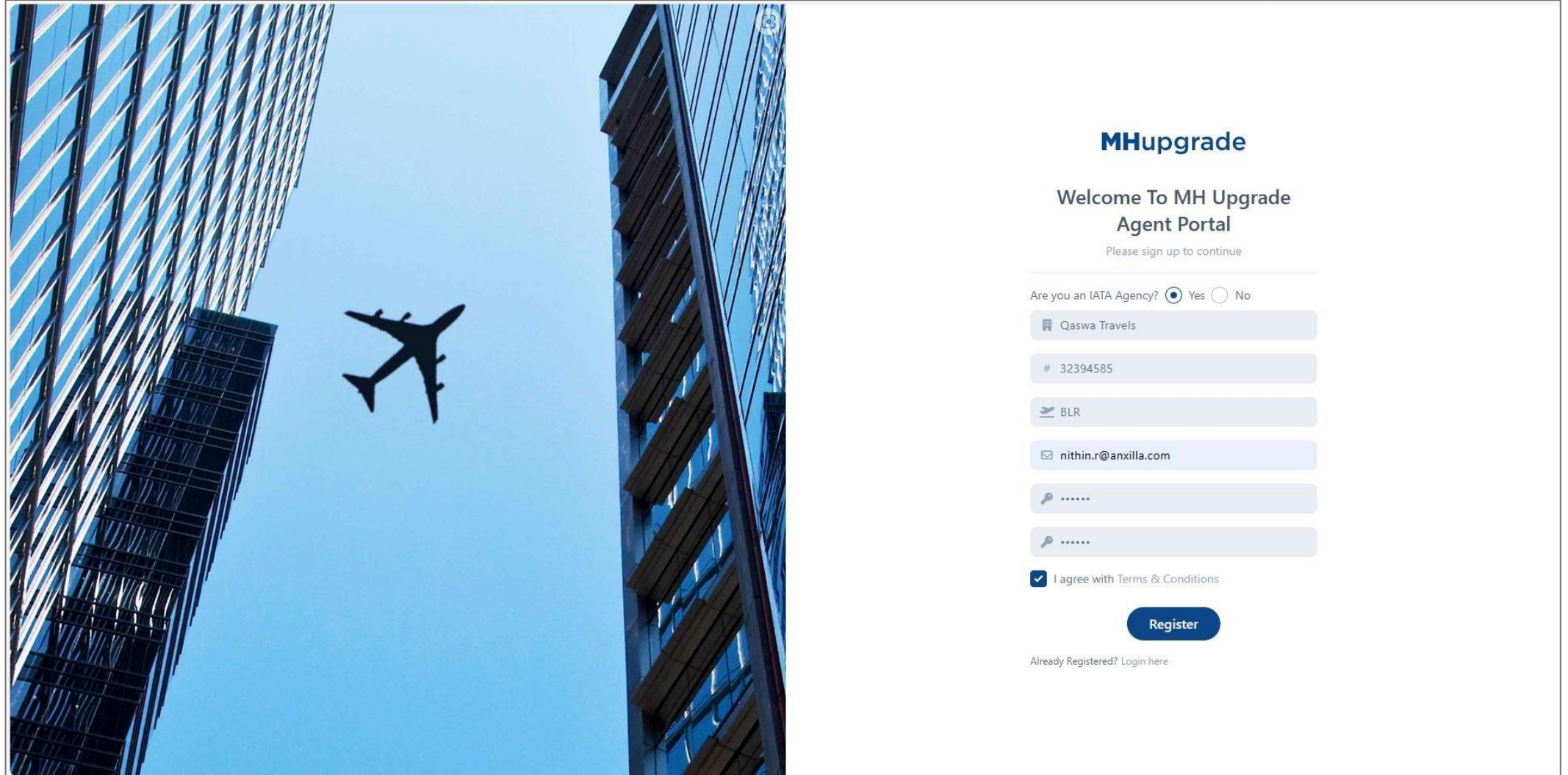
Agency Admin – Agency Self Registration

- Agency Admin opens the Agent Portal login page
- Agency Admin clicks on **Register here** link to initiate the registration process
<https://upgrade.malaysiaairlines.com/agency/login>



Agency Admin – Agency Self Registration Details

- Agency Admin enters the required details and clicks **Register** button



MHUpgrade

Welcome To MH Upgrade
Agent Portal

Please sign up to continue

Are you an IATA Agency? Yes No

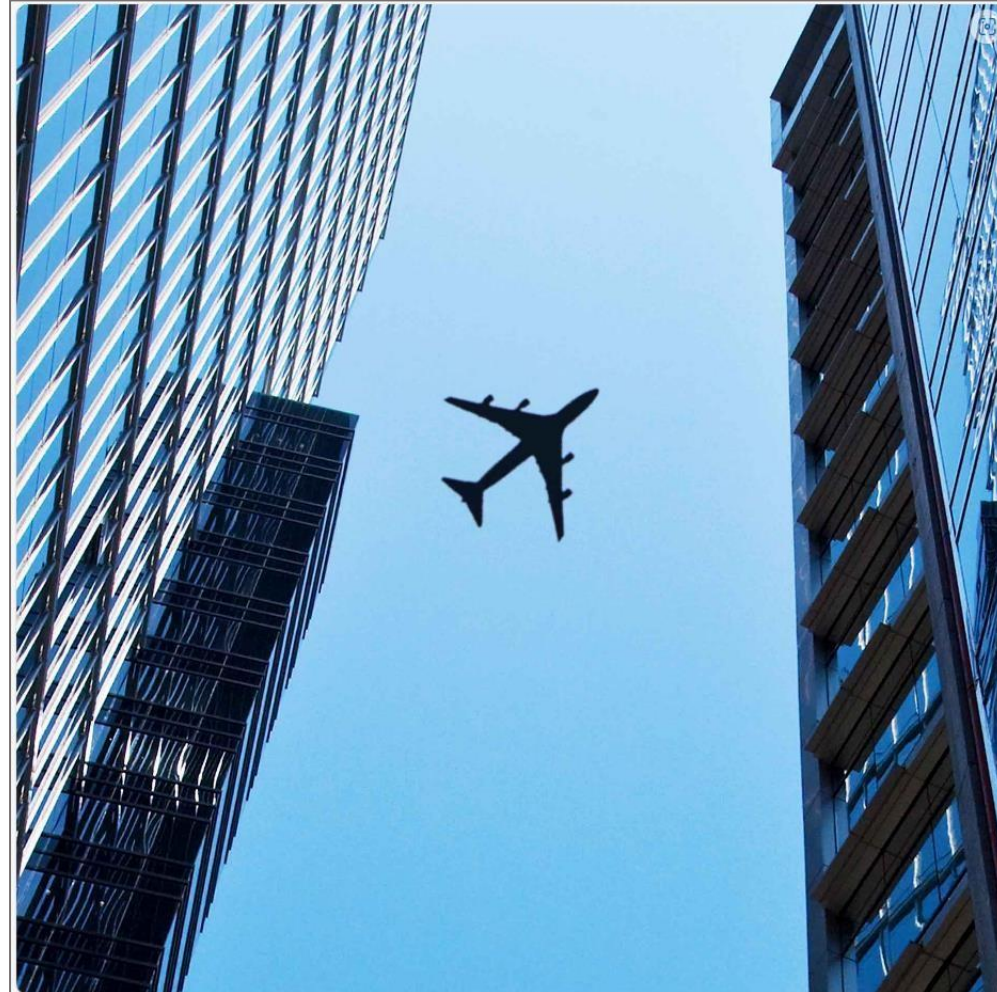
I agree with Terms & Conditions

Register

Already Registered? [Login here](#)

Agency Admin – Agency Sign Up Confirmation

- Sign up confirmation message appears on screen
- Email is triggered to the Agency to verify the email ID entered during the self-registration process
- Agency Admin clicks on **Go to login** button



MHupgrade

Welcome To MH Upgrade Agent Portal

Thank you for Signing up with us.

We have sent you a verification link on your email.
Please verify your email address to login.

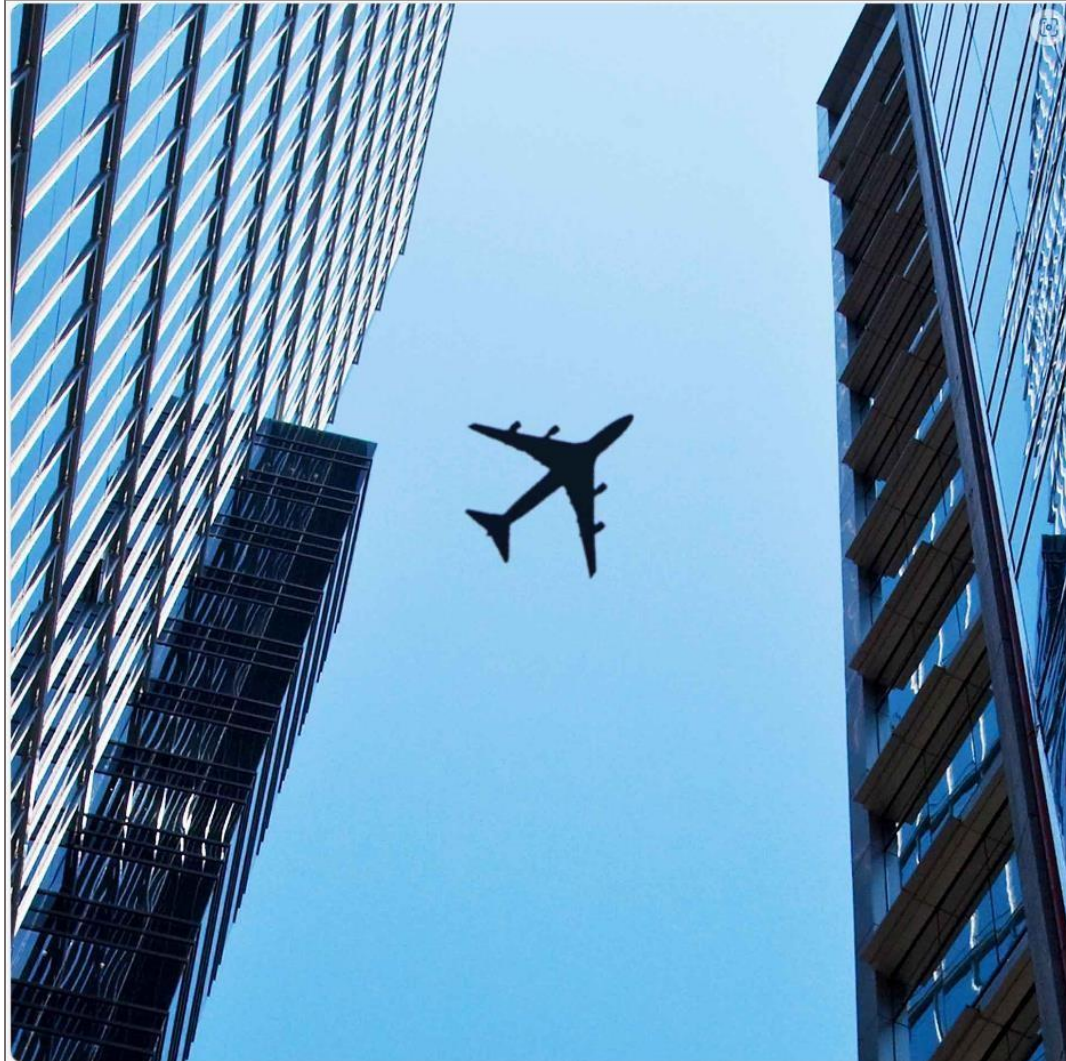
[Go to login](#)

Didn't receive verification link?

[Resend Verification Link](#)

Agency Admin – Login Attempt Prior to Email Verification

- Agency Admin enters email ID, password, IATA / TIDS code
- Agency Admin clicks on **Log In** button prior to the email ID being verified



MHupgrade

Welcome To MH Upgrade
Agent Portal

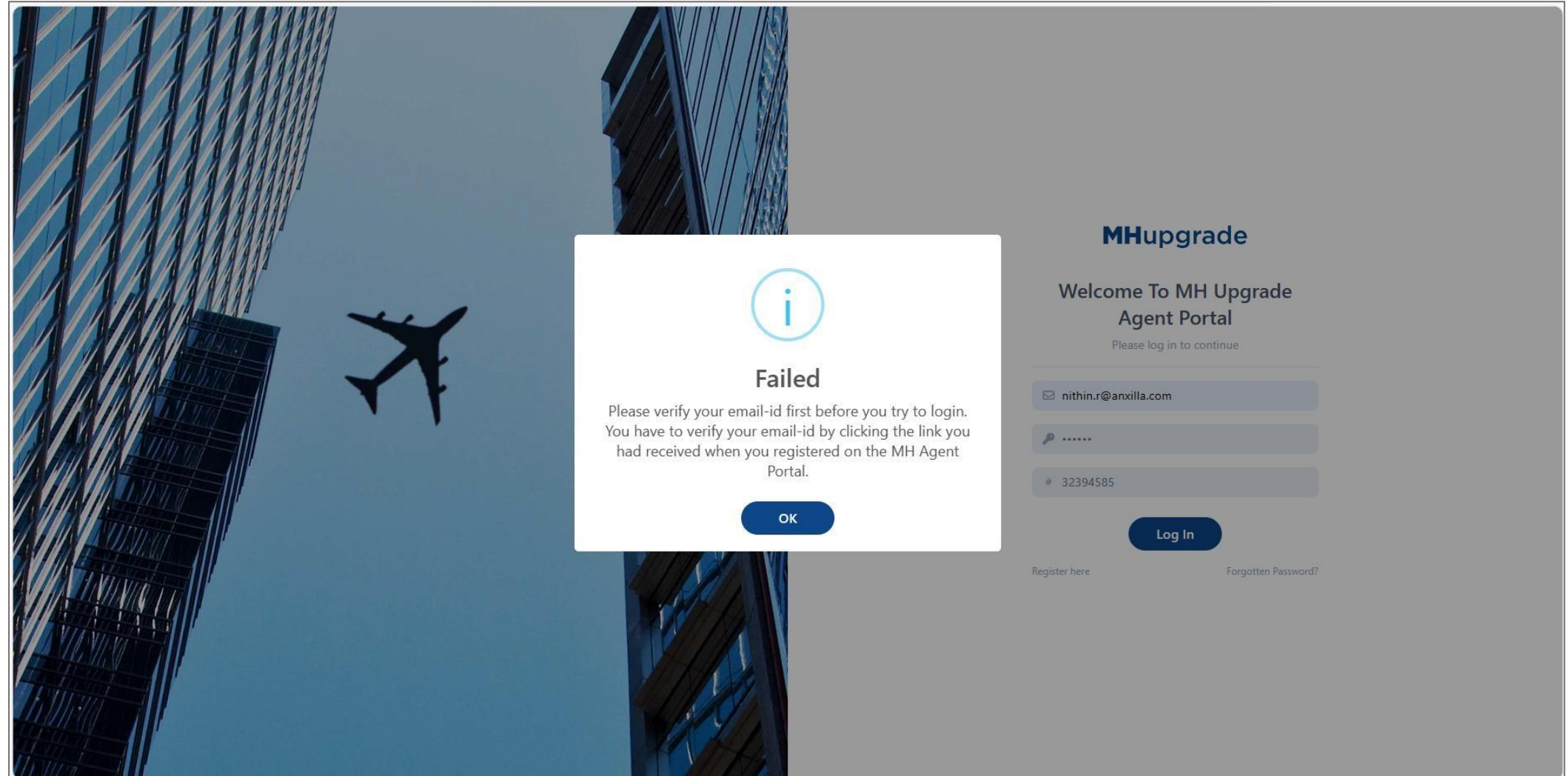
Please log in to continue

Log In

[Register here](#) [Forgotten Password?](#)

Agency Admin – Login Failure for Non-Verified Email ID

- Failure message will be displayed on screen requesting to get the Agency email ID verified first
- Agency will not be able to login unless the email ID is verified



Agency Admin – Email ID Verification Email

- Email ID verification email would have triggered upon sign up confirmation (Slide 5)
- Agency Admin logs into the email account to verify the Agency email ID
- Agency Admin verifies the email ID by clicking on **Verify Your Email** button

MHupgrade

Email Verification

Hello Qaswa Travels,

You are almost set to get started on [MHupgrade Agent Portal](#). Simply click the link below to verify your email address and get started.

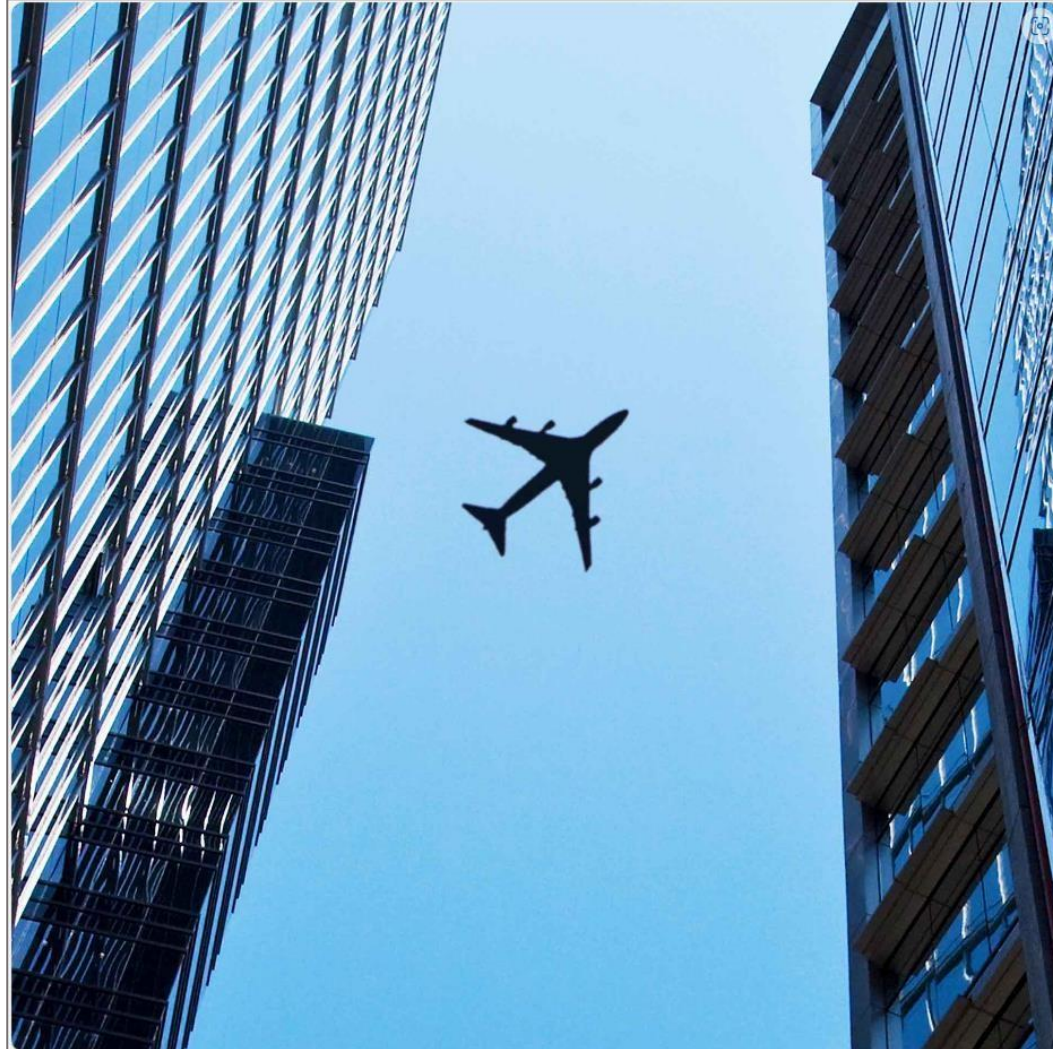
Verify Your Email

Best Regards,
Malaysia Airlines



Agency Admin – Email ID Verification Confirmation

- Agency email ID successfully verified message is displayed
- Agency Admin clicks on **Go To Login** button



MHUpgrade

MHUpgrade Agent Portal Email
Verification

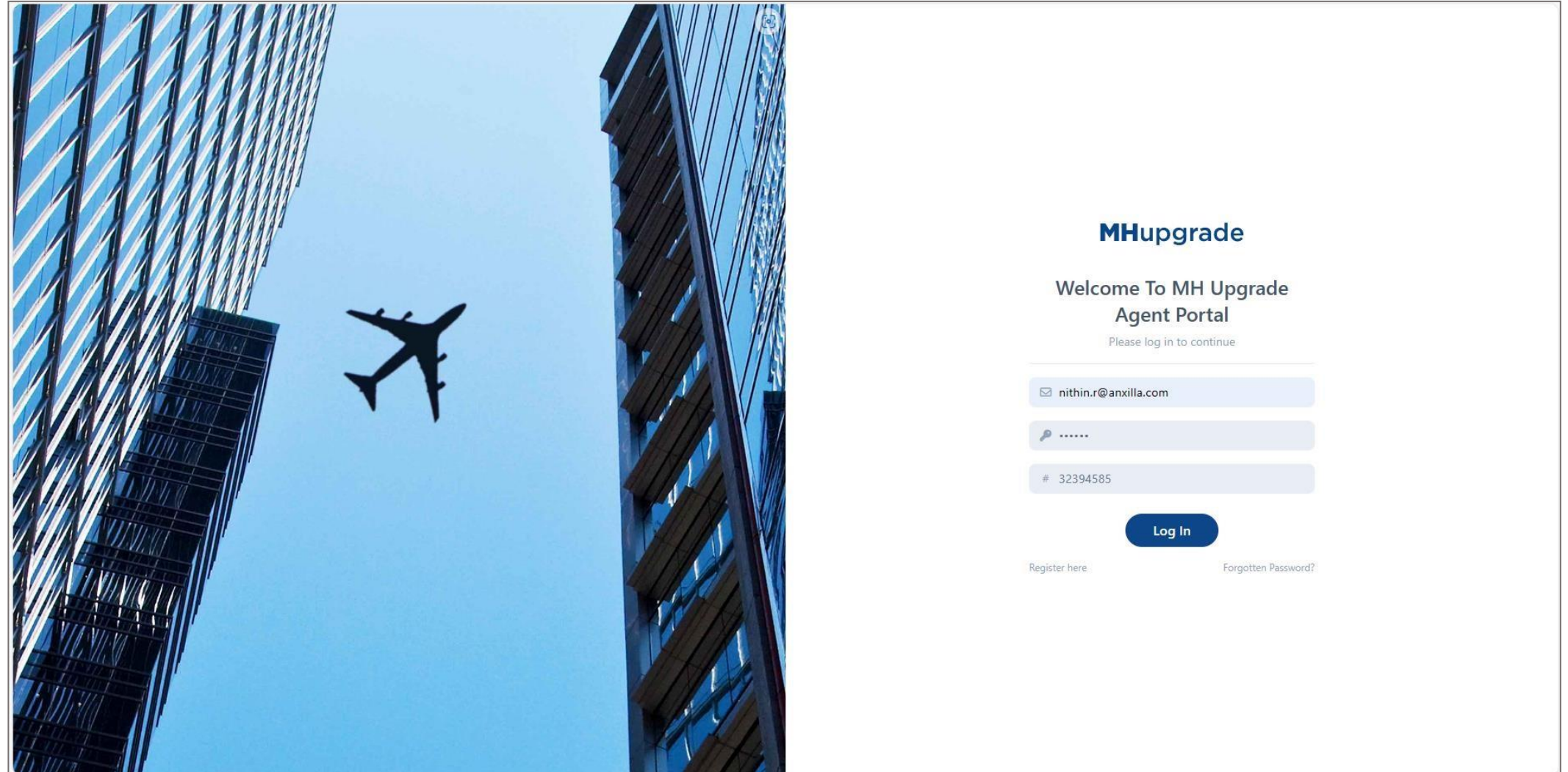
Successfully Verified!

Agency Email-id verified successfully! Please wait for
the MH team to approve for you to access MH Agent
Portal

[Go To Login](#)

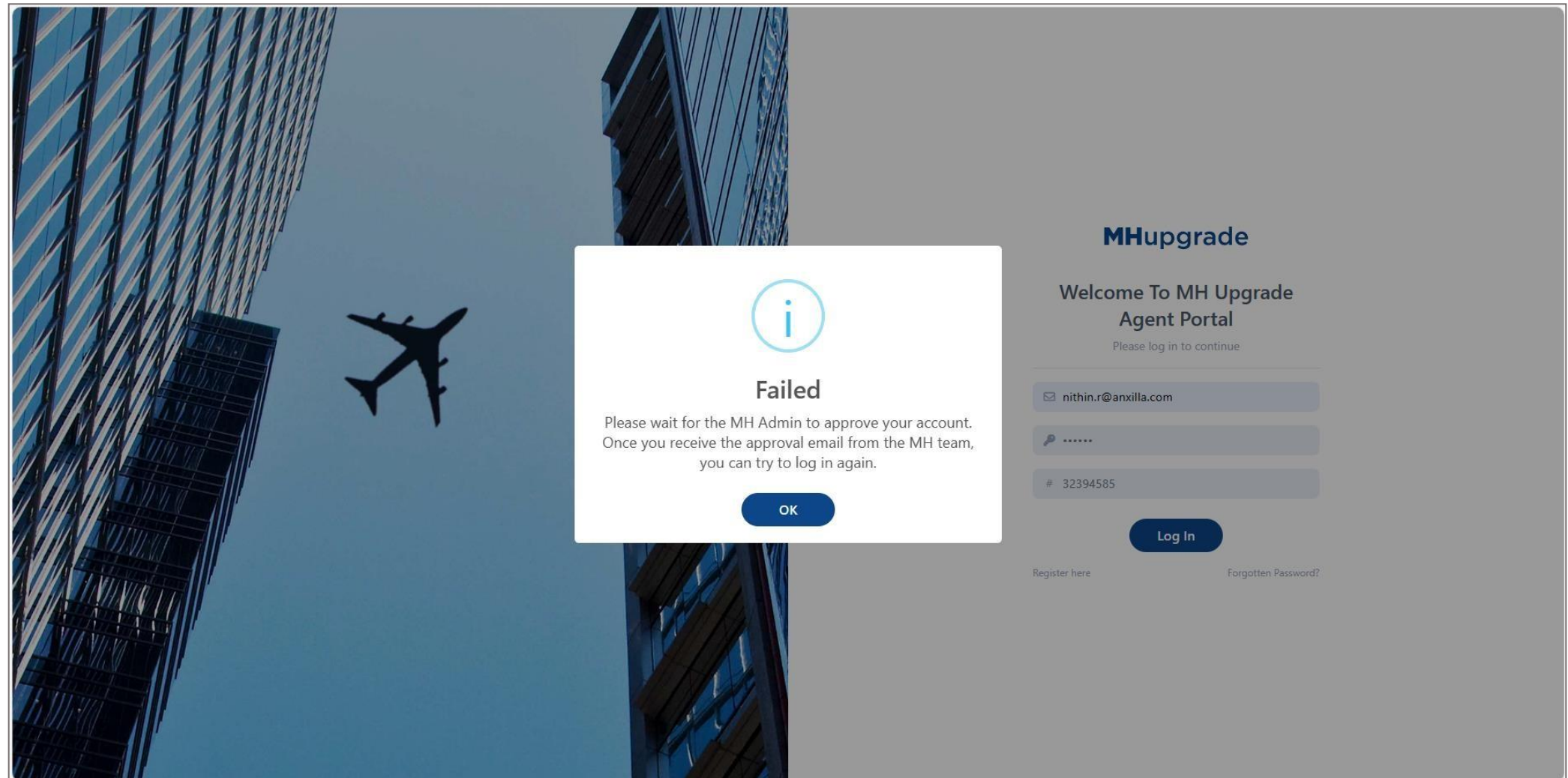
Agency Admin – Login Prior to MH Sales Admin Approval

- Agency Admin enters email ID, password, IATA / TIDS code
- Agency Admin clicks on **Log In** button prior to MH Sales Admin approving the Agency registration request



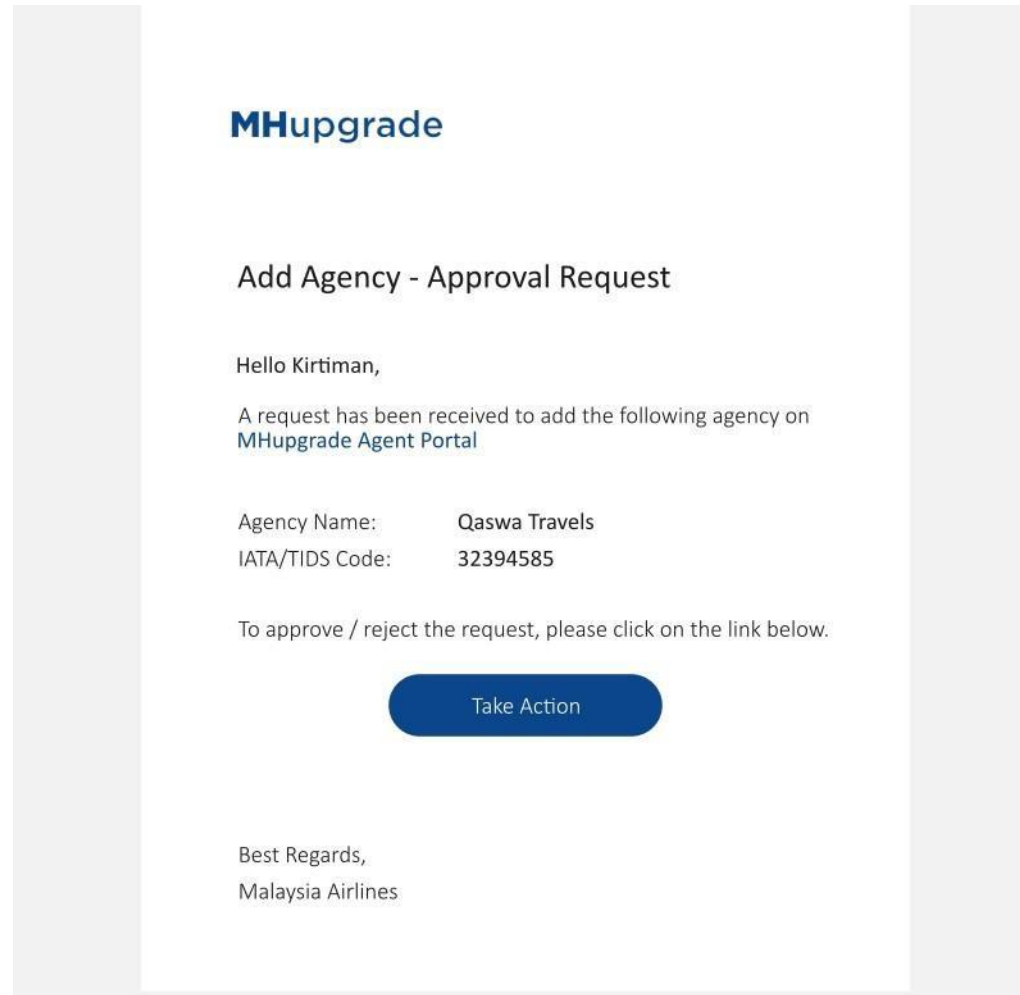
Agency Admin – Login Failure for Unregistered Agency

- Failure message will be displayed on screen requesting the Agency Admin to wait for MH Sales Admin approval
- Agency Admin will not be able to login unless the Agency is approved by MH Sales Admin



MH Sales Admin – Agency Approval Request Email

- MH Sales Admin receives an email requesting to approve the Agency on MHupgrade Agent Portal
- MH Sales Admin clicks on **Take Action** button to be redirected to the Agency Details page



MH Sales Admin – Agency Approval

- MH Sales Admin reviews the Agency details on the Agency Details page
- MH Sales Admin clicks on **Approve** button once the Agency details have been verified

MHUpgrade Hello Kirtiman! K

Agency Details

General Information

Banking Information

Agents List

Agency Details

Approve **Reject**

Agency Name	is It IATA Agency?	IATA Number
Qaswa Travels	Yes	32394585
TIDS Number	Contact Number	Primary Email ID
		nithin.r@anxilla.com
Is this Parent Agency?	Does this have child agencies?	Status
Yes	No	Pending Approval

Subsidiary agencies

NAME	IATA NUMABER	TIDS NUMBER	STATUS	ACTION
No Data Found				

Show 10 entries 0 -> 0 of 0 entries

MH Sales Admin – Agency Approved & Listed as Active

- Agency is approved and is listed as an Active Agency on the Agency List page

The screenshot displays the 'Agency | List' page in the MH Sales Admin system. The page features a sidebar with navigation icons and a main content area. The main content area includes a search and filter section with a search input, a status dropdown, and an 'Add Agency' button. Below this is a table listing agencies with columns for Agency Name, Email, Country, POS, IATA Code, TIDS Code, Status, and Action. The status of agencies is either 'Active' or 'InActive'. The interface also includes a pagination control at the bottom showing '1' of 7 entries.

AGENCY NAME	EMAIL	COUNTRY	POS	IATA CODE	TIDS CODE	STATUS	ACTION
BRAVO LNT	norfarani89@gmail.com	SG	SIN	32394423		Active	
Anxilla_test	harshnandan.n@anxilla.com	IN	BLR	20393030		Active	
Delta K	eriswong15@gmail.com	AU	SYD	13395384		Active	
Test	bhanu.p@anxilla.com	IN	BLR	12345678		InActive	
Riya Travels	kirti.p@anxilla.com	AU	ADL	20395480		Active	
Charlie PDT	wongchinpau@yahoo.com	AU	ADL	02091670		InActive	
Qaswa Travels	nithin.r@anxilla.com	IN	BLR	32394585		Active	

Agency Admin – Agency Approved Email Notification

- Agency Admin receives an email notification stating that the Agency has been approved along with the login credentials
- Agency Admin clicks on **Get Started** button to login to Agent Portal

MHupgrade

Agency - Approved

Hello Qaswa Travels,

Congratulations! You have been added on MHupgrade Agent Portal.

Please use the below credentials to log in to your account.

User Name: **nithin.r@anxilla.com**

To get started, click on the link below.

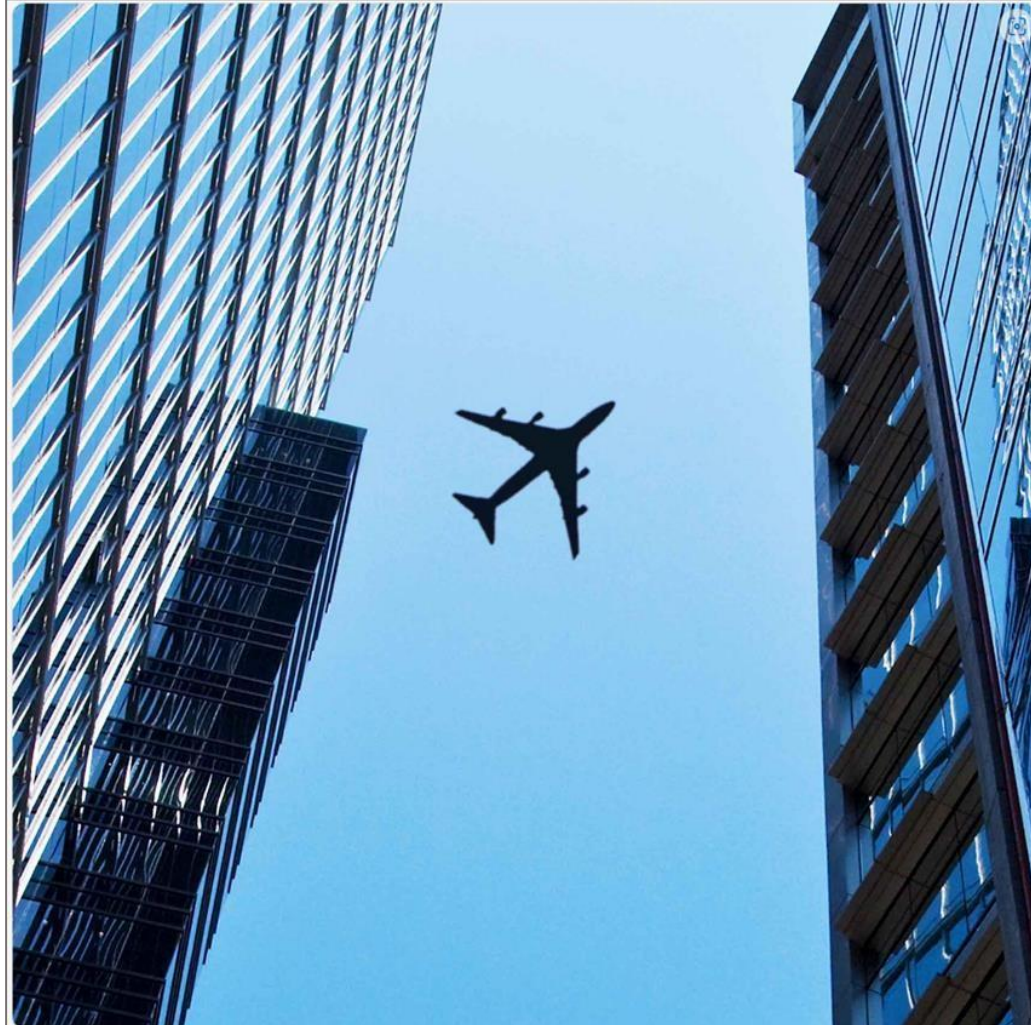
Get Started

Best Regards,
Malaysia Airlines



Agency Admin – Agent Portal Login

- Agency Admin enters Email, Password & IATA Code to login to Agent Portal
- Agency Admin clicks on **Log In** button
- Email containing the 6-digit verification code is triggered to the Agency Email ID



MHupgrade

Welcome To MH Upgrade
Agent Portal

Please log in to continue

Log In

[Register here](#)

[Forgotten Password?](#)

Agency Admin – 6 Digit Verification Code Email

- Agency Admin receives the 6-digit verification code required to log into Agent Portal

MHupgrade

Verification Code

Hello Admin-Qaswa Travels,

Here is your verification code to login to [MHupgrade Agent Portal](#).

338130

The code is valid for 120 seconds.

Please enter this code to verify your identity and sign in.

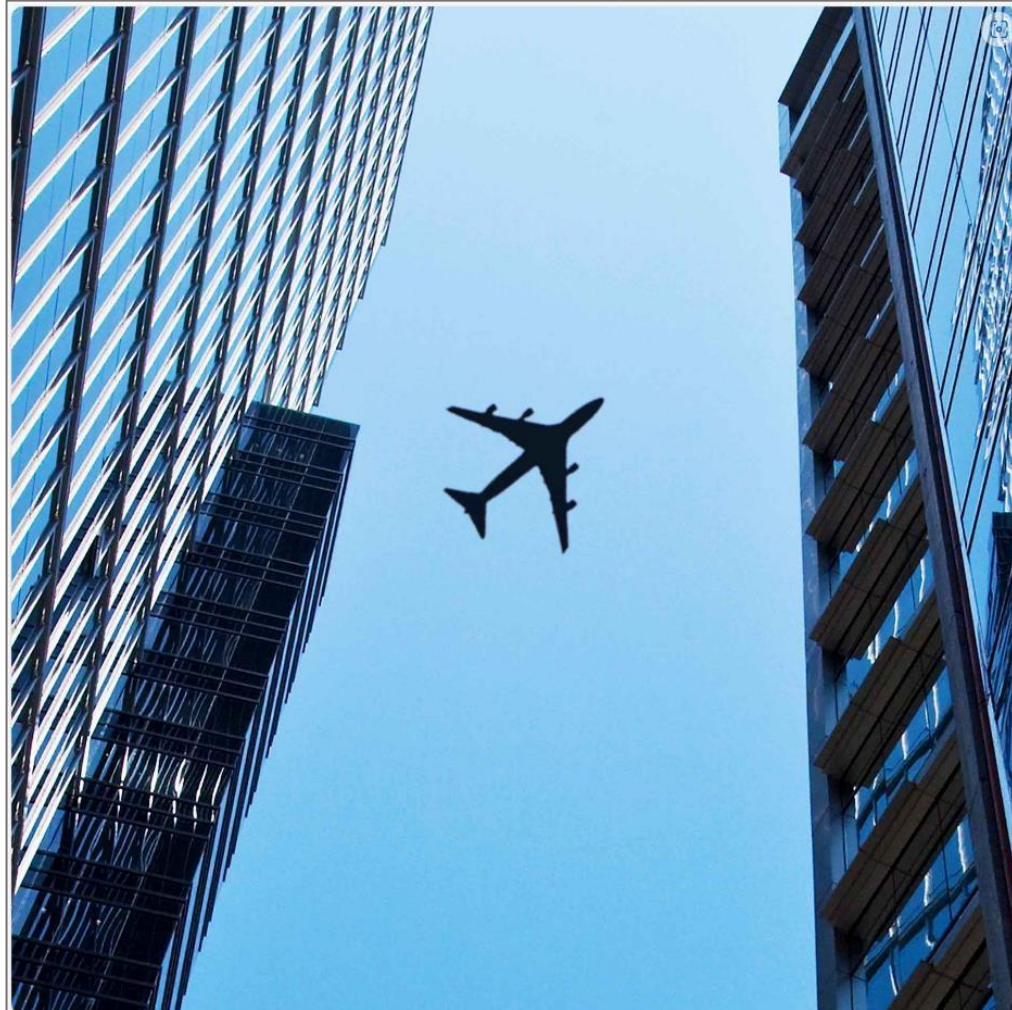
Best Regards,

Malaysia Airlines



Agency Admin – 6 Digit Login Code Verification

- Agency Admin enters the 6-digit verification code
- Agency Admin clicks on **Verify** button



MHupgrade

Welcome To MH Upgrade
Agent Portal

Two Factor Authentication

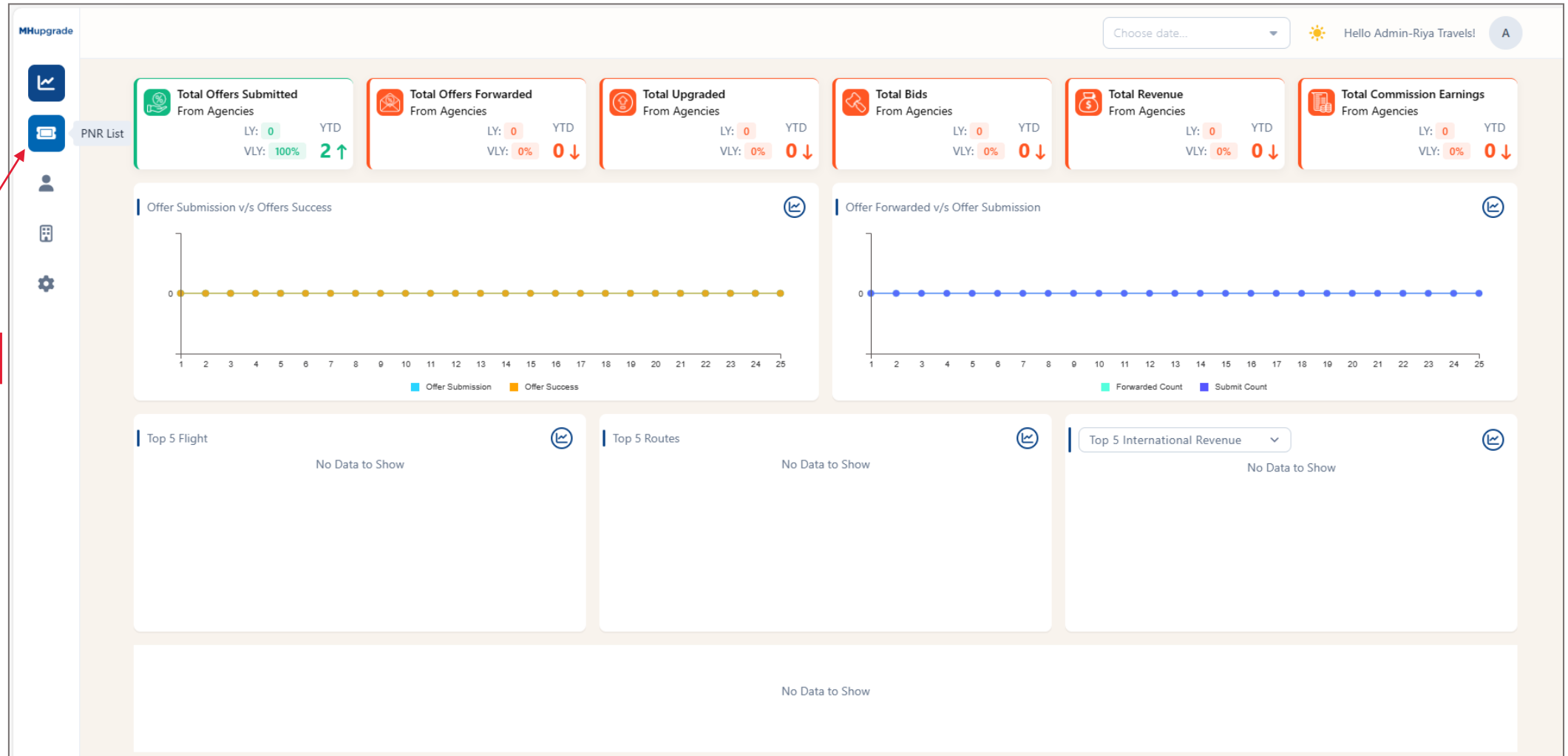
Valid Till 1:40 seconds.
Rerequest After Time Expires.

3 3 8 1 3 0

Verify

Agency Admin – Agency Dashboard

- Agency Dashboard is displayed
- Agency Admin makes note of the numbers displayed in the statistics cards (ex: Total Offers Submitted, Total Offers Forwarded, etc.)
- Agency Admin navigates to PNR List page by clicking on **PNR List** icon from the side menu



Click PNR List



Agency Admin – Eligible PNR List

- Eligible PNR List page is displayed
- Agency Admin looks for PNRs with offer status “Agent to take action” and clicks **Submit Offer** button

Eligible PNR | List

Instructions

Search | Filter

search pnr [Q] Every Offer Status [v] Every Segment [v] Choose date [calendar] [X] Apply Filter

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
6RNQGR	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5DAX74	Riya Travels	20395480		Agent to take action	Submit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Agent to take action	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼

Show 10 entries

1 2

1 -> 10 of 13 entries



Agency Admin – MHUpgrade Offer Submission

- Agency Admin is redirected to the MHUpgrade Offer Submission page
- Agency Admin sets the offer amount and clicks on **Add to Cart** button

MHUpgrade MYR Go To Booking Reference Close

1 Select Upgrade **2 Review and Submit** **3 Payment Information**

- MHUpgrade offers will be applied for all passenger in the same booking.
If you wish to make an offer for specific passengers only, please contact our call centre at **1 300 88 3000** if you are calling from within Malaysia or **+603 7843 3000** if you are overseas to split the booking.
- Currency selection can only be done once. Upon selecting an eligible currency and proceed to payment, you will not be able to modify your selection.
- We are currently unable to accept payment with United Kingdom card issuers. Should you wish to proceed with submitting your offer, please use a different card.

Upgrade Travel Option

Passenger Name : **FIRDAUS ABDULLAH**

7 days remaining to submit your offer

Upgrade Type	Price	Offer Strength
Business Class	MYR 630	MEDIUM

11 days remaining to submit your offer

Upgrade Type	Price	Offer Strength
Business Class	MYR 660	MEDIUM

Selected Service Items:

Service Items	Amount
KUL - BKI	MYR 630.00
BKI - KUL	MYR 660.00
Tax & Charges	Amount
D8	MYR 103.20
Total Payable Amount:	MYR 1,393.20

Add to Cart

Agency Admin – Review and Submit Offer

- Agency Admin reviews the offer information and clicks on **Proceed** button

The screenshot displays the 'MHupgrade' interface in the 'Review and Submit' stage. It features a progress bar at the top with three steps: 'Select Upgrade', 'Review and Submit' (current), and 'Payment Information'. The main content area is divided into 'Review Service Items' and 'Cart Summary'.

Review Service Items:

- Upgrade Travel Options:** Includes a 'Back to Upgrade Option' link.
- Flight 1:** Passenger: FIRDAUS ABDULLAH (Passenger 1). Route: KUL (KUL) to BKI (BKI) on 5th Apr 2024, 2hr 40min. Upgrade to: Business Class, Price: MYR 630.0, Offer Strength: MEDIUM.
- Flight 2:** Passenger: FIRDAUS ABDULLAH (Passenger 1). Route: BKI (BKI) to KUL (KUL) on 9th Apr 2024, 2hr 30min. Upgrade to: Business Class, Price: MYR 660.0, Offer Strength: MEDIUM.

Cart Summary:

Service Items	Amount
KUL - BKI 1x MYR 630.00	MYR 630.00
BKI - KUL 1x MYR 660.00	MYR 660.00
Tax & Charges	Amount
D8	MYR 103.20
Total Payable Amount:	MYR 1,393.20

A prominent blue 'PROCEED' button is located below the cart summary.

Footer: malaysia airlines logo, Privacy Policy, Terms & Conditions, © Malaysia Airlines Berhad Reg. No. 201401040794 (1116944-X)



Agency Admin – Payment Information

- Agency Admin enters the payment information and clicks on **Pay** button


The screenshot shows the 'MHUpgrade' payment interface. At the top, there are three progress steps: 'Select Upgrade' (checked), 'Review and Submit' (checked), and 'Payment Information' (active). A 'Go to Booking reference' link is in the top right. The main heading is 'Select The Payment Method' with logos for Mastercard, VISA, and JCB. Below this, it states 'All transactions are secured and encrypted.' The 'Payment Card' option is selected. The form fields include: Card number (4000 0000 0000 1000), Expiry date (01/27), Security code (123), Cardholder name (John), Phone (09845012345), and E-mail (john@gmail.com). A 'PAY' button is at the bottom. A security notice at the bottom left says 'This is a secure PCI compliant payment' and a 'Verified by VISA' logo is at the bottom right. The footer contains the Malaysia Airlines logo, 'Privacy Policy', 'Terms & Conditions', and a copyright notice: '© Malaysia Airlines Berhad Reg. No. 201401040794 (116944-X)'.



Agency Admin – Offer Submission Confirmation

- Agency Admin successfully submits the offer on behalf of the customer

MHUpgrade



FLY IN COMFORT
with MHUpgrade

Dear ABDULLAH,

Thank you for using the upgrade travel option.
Please note that the upgrade price will only be charged only if you are successfully upgraded to your selected class option.

Regards,
Malaysia Airlines

[Go Home](#)

Here are the benefits you will enjoy:

- Priority check-in
- Priority boarding
- Priority baggage
- Lounge access
- Extra 10kg baggage allowance
- Spacious seat
- Tantalising meals (based on route)
- Frequent flyers are eligible to collect Enrich points for upgrade purchase

Enrich

Agency Admin – Status Verification of Submitted PNR

- Agency Admin revisits the PNR List page to verify the status of the submitted PNR
- Status of the submitted PNR will reflect as “Offer submitted”

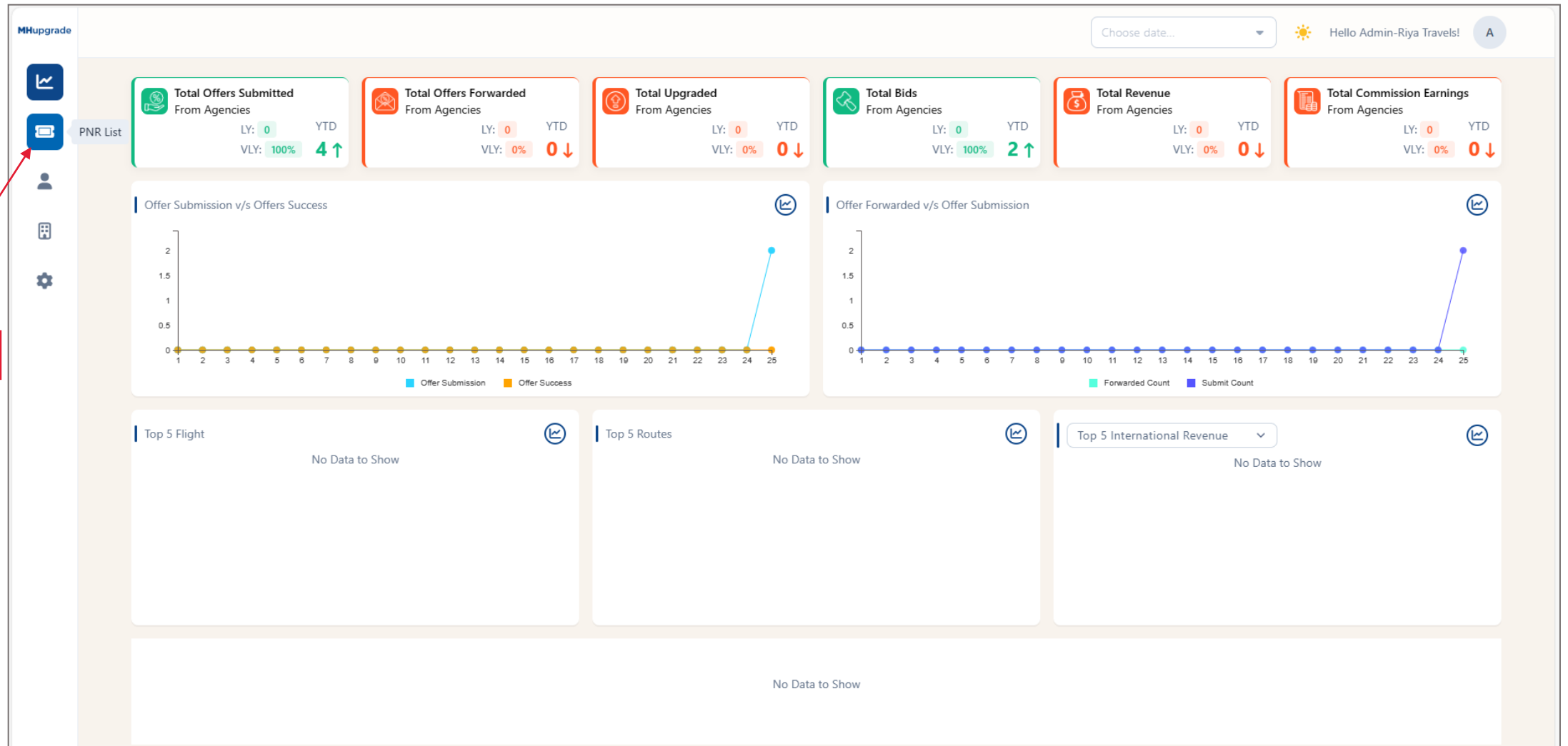
The screenshot displays the 'Eligible PNR | List' page in the Agency Admin interface. The page includes a search and filter section at the top, followed by a table of PNRs. The table columns are PNR, AGENCY NAME, AGENCY IATA, AGENCY TIDS, OFFER STATUS, SUBMIT OFFER, FORWARD TO CUSTOMER, and VIEW MORE. The 'OFFER STATUS' column shows various statuses: 'Offer submitted' (highlighted in orange), 'Rejected' (in blue), and 'Successfully upgraded' (in green). A yellow arrow points to the 'Offer submitted' status for PNR 66DL80. The page also features a sidebar with navigation icons, a top navigation bar with the user's name 'Hello Admin-Riya Travels!', and a footer with pagination controls.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼



Agency Admin – Verify Statistics on Agency Dashboard

- Agency Admin revisits the Agency Dashboard to verify if the statistics have been incremented and are reflecting correctly
- Agency Admin then clicks **PNR List** icon from the side menu



Click PNR List



Agency Admin – Forward to Customer

- Agency Admin selects a PNR and clicks on **Forward to Customer** button

The screenshot displays the 'Eligible PNR | List' interface. At the top, there is a search and filter section with fields for 'search pnr', 'Every Offer Status', 'Every Segment', and 'Choose date', along with an 'Apply Filter' button. Below this is a table with the following columns: PNR, AGENCY NAME, AGENCY IATA, AGENCY TIDS, OFFER STATUS, SUBMIT OFFER, FORWARD TO CUSTOMER, and VIEW MORE. The table contains 13 rows of data. A red arrow points from a text box at the bottom to the 'Forward to Customer' button in the 8th row (PNR 6HMY28).

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Agent to take action	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼

Click Forward to Customer



Agency Admin – Enter Customer Email ID

- Agency Admin enters the customer's email ID and clicks on **Submit** button

The screenshot displays the 'Eligible PNR | List' interface. A modal window titled 'Forward to Customer' is open, prompting the user to 'Enter customer Email ID'. The input field contains the email address 'zubair2811@gmail.com'. Below the input field are two buttons: 'Submit' (green) and 'Cancel' (orange). The background table lists various PNRs with columns for Agency Name, Agency IATA, Agency TIDS, Offer Status, Submit Offer, Forward to Customer, and View More. The 'Offer Status' column shows various states like 'Offer submitted', 'Rejected', and 'Successfully upgraded'.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼

Agency Admin – Offer Forwarded Confirmation

- Offer Forwarded confirmation message is displayed
- Agency Admin clicks on **OK** button

The screenshot displays the 'Eligible PNR | List' interface. A modal window is centered on the screen, indicating a successful action. The modal contains a green checkmark icon, the title 'Offer Forwarded', and the message 'Thank you, the offer has been forwarded to the customer.' Below the message is an 'OK' button. The background interface shows a table with columns for PNR, AGENCY NAME, AGENCY IATA, AGENCY TYPE, OFFER STATUS, SUBMIT OFFER, FORWARD TO CUSTOMER, and VIEW MORE. The table lists 13 entries, with the last entry (PNR 5TZYT4) having a 'Successfully upgraded' status. The interface also includes a search filter section and a sidebar with navigation icons.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TYPE	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼

Agency Admin – Adding an Agent

- Agency Admin navigates to the Users List screen by clicking on **Users** icon in the left side menu
- Agency Admin clicks on **Add User** button

The screenshot displays the 'Users | List' interface. On the left sidebar, the 'Users List' button is highlighted. The main content area features a search and filter section with a search input, a filter dropdown set to 'All', and an 'Add User' button. Below this is a table with the following data:

NAME	EMAIL ID	AGENCY	ROLE	STATUS	ACTION
Admin-BRAVO LNT	norfarani89@gmail.com	BRAVO LNT	Admin	Active	...
Anxilla_test	harshnandan.n@anxilla.com	Anxilla_test	Executive	Active	...
Admin-Delta K	eriswong15@gmail.com	Delta K	Admin	Active	...
Admin-Test	bhanu.p@anxilla.com	Test	Admin	InActive	...
Admin-Riya Travels	zubair.i@anxilla.com	Riya Travels	Admin	Active	...
Admin-Charlie PDT	wongchinpau@yahoo.com	Charlie PDT	Admin	InActive	...
Admin-Qaswa Travels	nithin.r@anxilla.com	Qaswa Travels	Admin	Active	...

At the bottom of the table, there is a pagination control showing 'Show 10 entries' and a page indicator '1' with navigation arrows. The total number of entries is '1 -> 7 of 7 entries'.



Agency Admin – Adding Agent Details

- Agency Admin enters the Agent Email ID, Agent Full Name, Agent Phone No, Agency & Role details
- Agency Admin clicks on **Save** button

The screenshot shows a web application interface for managing users. On the left is a sidebar with icons for a dashboard, user profile, a grid, and settings. The main header includes the text 'MHUpgrade' and a user profile 'Hello Kirtiman!' with a 'K' in a circle. The main content area is titled 'Users | Configuration' and contains a 'User - Add Update' button. To the right is a form titled 'Add | Update' with 'Cancel' and 'Save' buttons. The form fields are: 'Agent Email ID' (text input with placeholder 'Enter Email ID'), 'Agent Full Name' (text input with placeholder 'Enter name'), 'Agent Phone No' (text input with placeholder 'Enter phone number'), 'Agency' (dropdown menu with 'BRAVO LNT' selected), and 'Role' (dropdown menu with 'Admin' selected).

MHUpgrade Hello Kirtiman! K

Users | Configuration

User - Add Update

Add | Update

Cancel Save

Agent Email ID

Agent Full Name

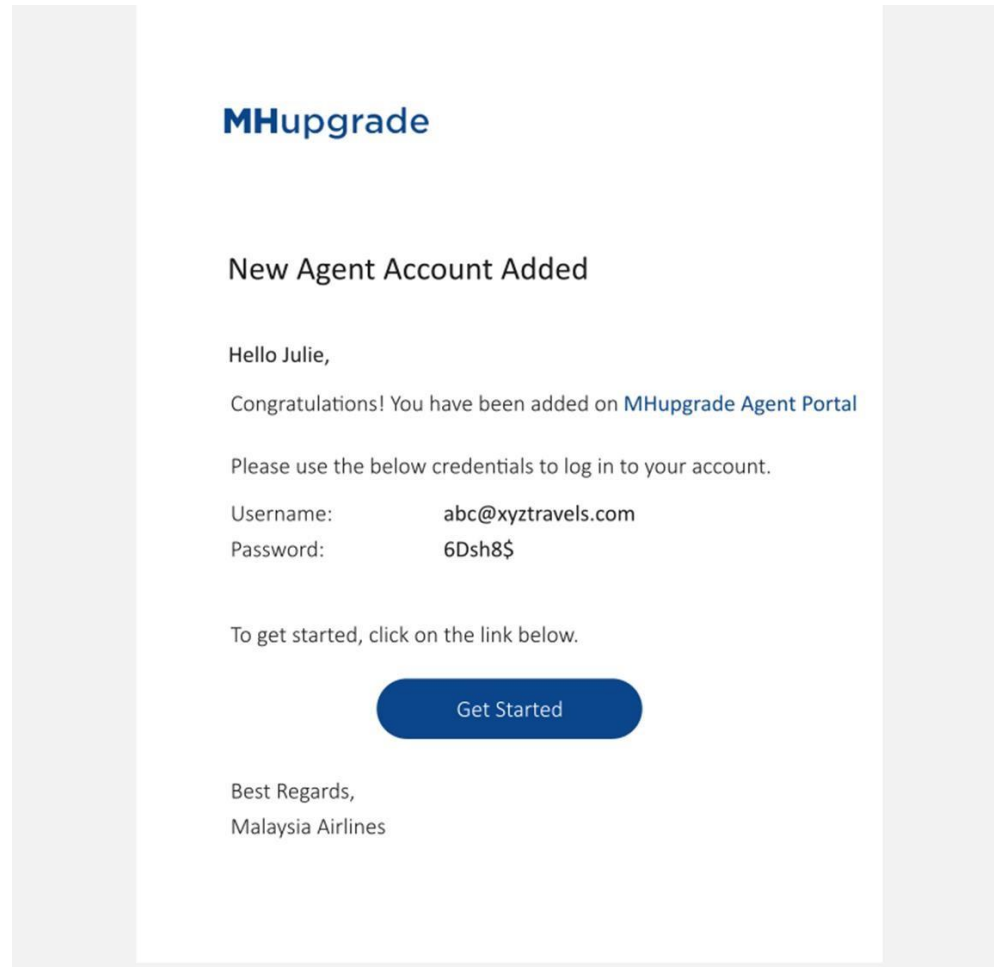
Agent Phone No

Agency BRAVO LNT

Role Admin

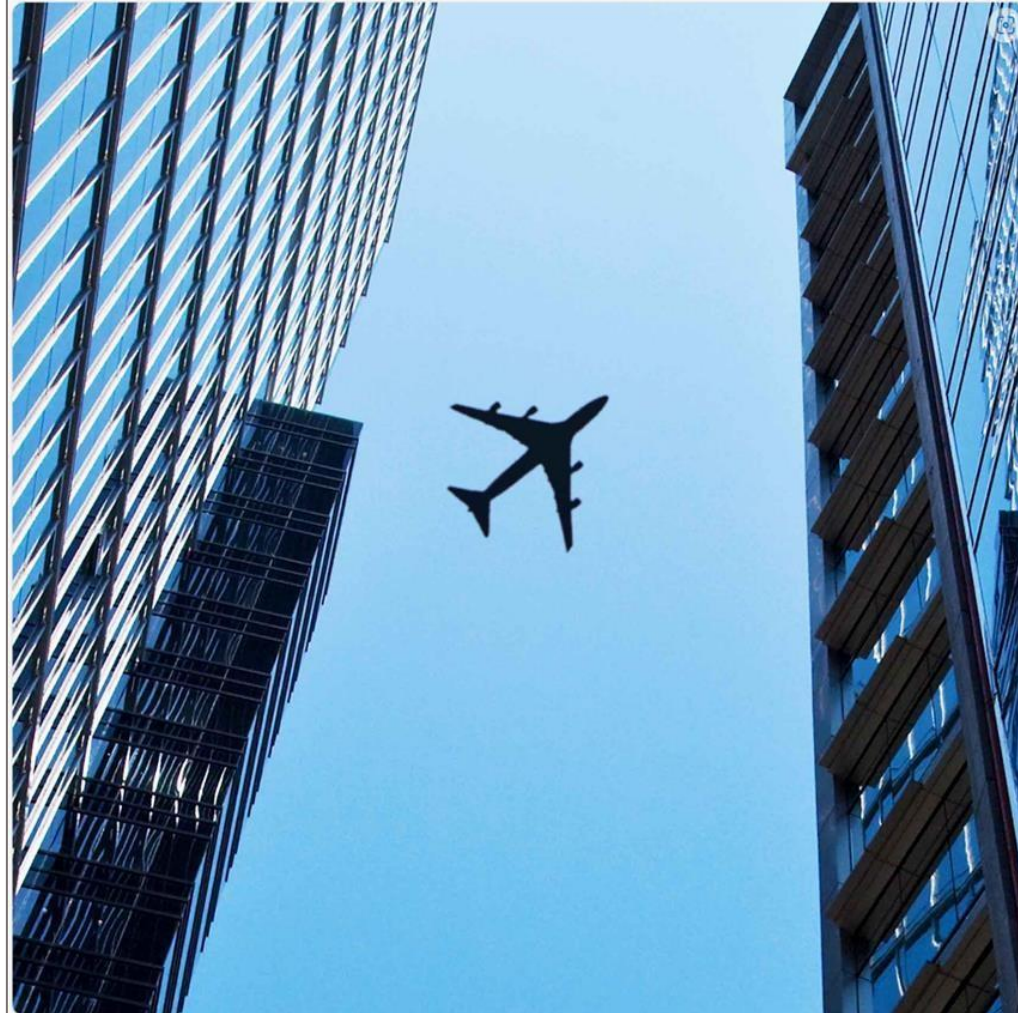
Agency Executive – Agent Added Email Notification

- Agency Executive receives an email notification stating that he/she has been added on MHupgrade Agent Portal along with the login credentials
- Agency Executive clicks on **Get Started** button to login to Agent Portal



Agency Executive – Agent Portal Login

- Agency Executive enters Email, Password & IATA Code to login to Agent Portal
- Agency Executive clicks on **Log In** button
- Email containing the 6-digit verification code is triggered to the Agency Executive's Email ID



MHupgrade

Welcome To MH Upgrade
Agent Portal

Please log in to continue

✉ nithin.r@anxilla.com

🔒

32394585

Log In

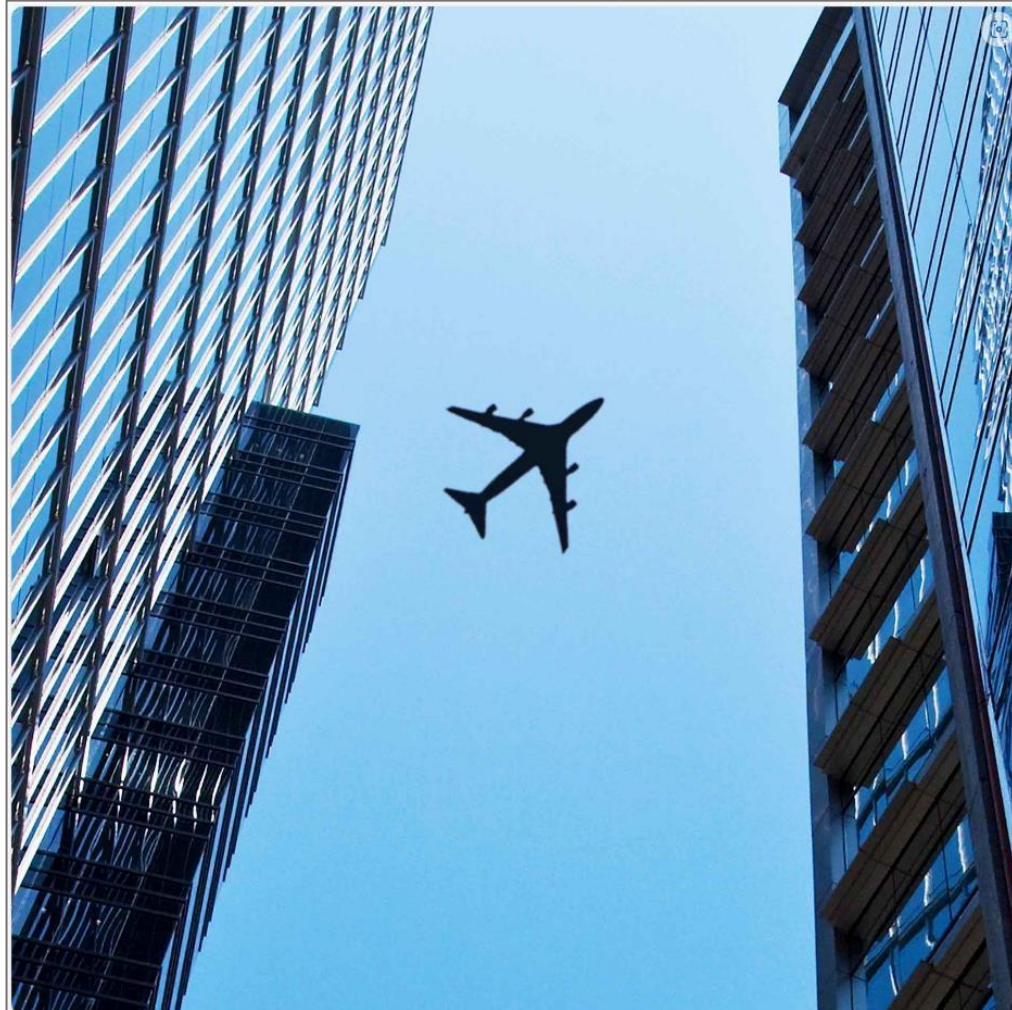
[Register here](#)

[Forgotten Password?](#)



Agency Executive – 6 Digit Login Code Verification

- Agency Executive enters the 6-digit verification code
- Agency Executive clicks on **Verify** button



MHupgrade

Welcome To MH Upgrade
Agent Portal

Two Factor Authentication

Valid Till 1:40 seconds.

Rerequest After Time Expires.

3 3 8 1 3 0

Verify

Agency Executive – Agency Dashboard

- Agency Dashboard is displayed
- Agency Executive makes note of the numbers displayed in the statistics cards (ex: Total Offers Submitted, Total Offers Forwarded, etc.)
- Agency Executive navigates to PNR List page by clicking on **PNR List** icon from the side menu

Click **PNR List**

Agency Executive – Eligible PNR List

- Eligible PNR List page is displayed
- Agency Executive looks for PNRs with offer status “Agent to take action” and clicks **Submit Offer** button

The screenshot displays the 'Eligible PNR | List' page. At the top, there is a search bar with 'search pnr' and a magnifying glass icon. To the right of the search bar are filters: 'Every Offer Status' (dropdown), 'Every Segment' (dropdown), 'Choose date' (input), and an 'Apply Filter' button. Below the search bar is a table with the following columns: PNR, AGENCY NAME, AGENCY IATA, AGENCY TIDS, OFFER STATUS, SUBMIT OFFER, FORWARD TO CUSTOMER, and VIEW MORE. The table contains 10 rows of data. The 'OFFER STATUS' column shows various statuses: 'Rejected', 'Offer submitted', and 'Successfully upgraded'. The 'SUBMIT OFFER' column contains buttons like 'Submit Offer' and 'Resubmit Offer'. The 'FORWARD TO CUSTOMER' column contains 'Forward to Customer' buttons. The 'VIEW MORE' column contains dropdown arrows. At the bottom of the table, there is a pagination control showing 'Show 10 entries' and a page indicator '1' of 2. The bottom right corner shows '1 -> 10 of 12 entries'.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
6CY6RS	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼
5GGAXA	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼

Agency Executive – MHupgrade Offer Submission

- Agency Executive is redirected to the MHupgrade Offer Submission page
- Agency Executive sets the offer amount and clicks on **Add to Cart** button

MHupgrade MYR Go To Booking Reference Close

1 Select Upgrade 2 Review and Submit 3 Payment Information

- MHupgrade offers will be applied for all passenger in the same booking.
- If you wish to make an offer for specific passengers only, please contact our call centre at **1 300 88 3000** if you are calling from within Malaysia or **+603 7843 3000** if you are overseas to split the booking.
- Currency selection can only be done once. Upon selecting an eligible currency and proceed to payment, you will not be able to modify your selection.
- We are currently unable to accept payment with United Kingdom card issuers. Should you wish to proceed with submitting your offer, please use a different card.

Upgrade Travel Option

Passenger Name : **FIRDAUS ABDULLAH**

7 days remaining to submit your offer

(KUL) **2hr 40min** 5th Apr 2024 (BKI) Airline: **Malaysia Airlines** Flight Name: **Flight MH2612** Cabin: **Economy Class**

Select Upgrade Type: **Business Class** MYR 380 **MYR 630** MYR 880 **Check Highest Offer** Offer Strength: **MEDIUM**

11 days remaining to submit your offer

(BKI) **2hr 30min** 9th Apr 2024 (KUL) Airline: **Malaysia Airlines** Flight Name: **Flight MH2613** Cabin: **Economy Class**

Select Upgrade Type: **Business Class** MYR 395 **MYR 660** MYR 925 **Check Highest Offer** Offer Strength: **MEDIUM**

Selected Service Items:

Service Items	Amount
KUL - BKI	
1x MYR 630.00	MYR 630.00
BKI - KUL	
1x MYR 660.00	MYR 660.00
Tax & Charges	Amount
D8	MYR 103.20
Total Payable Amount:	MYR 1,393.20

Add to Cart



Agency Executive – Payment Information

- Agency Executive enters the payment information and clicks on **Pay** button


The screenshot displays the 'MHupgrade' payment interface. At the top, there are three progress steps: 'Select Upgrade', 'Review and Submit', and 'Payment Information' (which is the active step). The main heading is 'Select The Payment Method' with a note that 'All transactions are secured and encrypted.' and logos for Mastercard, VISA, and JCB. The 'Payment Card' option is selected. The form includes the following fields: Card number (4000 0000 0000 1000), Expiry date (01/27), Security code (123), Cardholder name (John), Phone (09845012345), and E-mail (john@gmail.com). A 'PAY' button is located at the bottom of the form. A security notice at the bottom left states 'This is a secure PCI compliant payment' and a 'Verified by VISA' logo is on the right. The footer contains the Malaysia Airlines logo, 'Privacy Policy', 'Terms & Conditions', and a copyright notice: '© Malaysia Airlines Berhad Reg. No. 201401040794 (116944-X)'.



Agency Executive – Offer Submission Confirmation

- Agency Executive successfully submits the offer on behalf of the customer

MHUpgrade



FLY IN COMFORT
with **MHUpgrade**

Dear **ABDULLAH**,

Thank you for using the upgrade travel option.
Please note that the upgrade price will only be charged only if you are successfully upgraded to your selected class option.

Regards,
Malaysia Airlines

[Go Home](#)

Here are the benefits you will enjoy:

- Priority check-in
- Priority boarding
- Priority baggage
- Lounge access
- Extra 10kg baggage allowance
- Spacious seat
- Tantalising meals (based on route)
- Frequent flyers are eligible to collect Enrich points for upgrade purchase

Enrich

Agency Executive – Status Verification of Submitted PNR

- Agency Executive revisits the PNR List page to verify the status of the submitted PNR
- Status of the submitted PNR will reflect as “Offer submitted”

The screenshot displays the 'Eligible PNR | List' interface. At the top, there is a search and filter section with a search bar for 'search pnr', dropdown menus for 'Every Offer Status' and 'Every Segment', a date picker for 'Choose date', and an 'Apply Filter' button. Below this is a table with the following columns: PNR, AGENCY NAME, AGENCY IATA, AGENCY TIDS, OFFER STATUS, SUBMIT OFFER, FORWARD TO CUSTOMER, and VIEW MORE. The table contains 10 rows of data. The status 'Offer submitted' is highlighted in orange in the first and fourth rows, with a yellow arrow pointing to the fourth row. The status 'Successfully upgraded' is highlighted in green in the tenth row. Other statuses include 'Rejected'. Each row has corresponding action buttons: 'Resubmit Offer' for 'Offer submitted', 'Submit Offer' for 'Rejected', and 'Forward to Customer' for all. The bottom of the interface shows a pagination control with 'Show 10 entries' and a page indicator '1 -> 10 of 13 entries'.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼

Agency Executive – Verify Statistics on Agency Dashboard

- Agency Executive revisits the Agency Dashboard to verify if the statistics have been incremented and are reflecting correctly
- Agency Executive then clicks **PNR List** icon from the side menu

Click PNR List



Agency Executive – Forward to Customer

- Agency Executive selects a PNR and clicks on **Forward to Customer** button

The screenshot displays the MHUpgrade interface. At the top left, there is a logo and a navigation sidebar. The main header area includes the text 'Eligible PNR | List' and an 'Instructions' dropdown. Below this is a search and filter section with a search bar, dropdown menus for 'Every Offer Status' and 'Every Segment', a date picker, and an 'Apply Filter' button. The central part of the interface is a table with the following columns: PNR, AGENCY NAME, AGENCY IATA, AGENCY TIDS, OFFER STATUS, SUBMIT OFFER, FORWARD TO CUSTOMER, and VIEW MORE. The table contains 12 rows of data. A red arrow points to the 'Forward to Customer' button in the 10th row (PNR 57OYB6). At the bottom of the table, there is a pagination control showing 'Show 10 entries' and a page indicator '1 -> 10 of 12 entries'.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
6CY6RS	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼
5GGAXA	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼

Click Forward to Customer



Agency Executive – Enter Customer Email ID

- Agency Executive enters the customer's email ID and clicks on **Submit** button

The screenshot displays the MHUpgrade web application interface. At the top, the user is logged in as 'Admin-Riya Travels!'. The main section is titled 'Eligible PNR | List'. Below this, there are search and filter options, including a search bar for PNR, dropdowns for 'Every Offer Status' and 'Every Segment', and a date picker. A table lists various PNRs with columns for Agency Name, Agency IATA, Agency TIDS, Offer Status, Submit Offer, Forward to Customer, and View More. A modal dialog titled 'Forward to Customer' is overlaid on the table, prompting the user to 'Enter customer Email ID'. The email address 'zubair2811@gmail.com' is entered in the input field. The modal has 'Submit' and 'Cancel' buttons. The table shows various offer statuses such as 'Offer submitted', 'Rejected', and 'Successfully upgraded'.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TIDS	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480			Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Offer submitted	Resubmit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼

Agency Executive – Offer Forwarded Confirmation

- Offer Forwarded confirmation message is displayed
- Agency Executive clicks on **OK** button

The screenshot displays a web interface for managing flight offers. A modal window is centered on the screen, indicating a successful action. The background shows a table of 'Eligible PNR | List' with columns for PNR, Agency Name, Agency IATA, Agency Type, Offer Status, Submit Offer, Forward to Customer, and View More. The table contains 13 rows of data. The 'Offer Status' column shows various statuses: 'Submitted', 'Rejected', and 'Successfully upgraded'. The 'Submit Offer' and 'Forward to Customer' buttons are visible for each row. The modal window has a green checkmark icon and the text 'Offer Forwarded' followed by 'Thank you, the offer has been forwarded to the customer.' and an 'OK' button.

PNR	AGENCY NAME	AGENCY IATA	AGENCY TYPE	OFFER STATUS	SUBMIT OFFER	FORWARD TO CUSTOMER	VIEW MORE
5DAX74	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
6RNQGR	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
6CY6RS	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
5NNBK2	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
5JZ8AK	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
66DL80	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
6HMY28	Riya Travels	20395480		Submitted	Submit Offer	Forward to Customer	▼
67DQ2H	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
57OYB6	Riya Travels	20395480		Rejected	Submit Offer	Forward to Customer	▼
5TZYT4	Riya Travels	20395480		Successfully upgraded	Submit Offer	Forward to Customer	▼



AGENT PORTAL – USER ROLES

Agent Portal - Roles

Module	Sub Module	Action	MH Sales Admin	Agency Admin	Agency Executive
Dashboard	Dashboard	View MH Sales Admin Dashboard	Y	-	-
		View Agency Dashboard	-	Y	Y
User Management	Users List	View List of Active / Inactive Users of All Agencies	Y	-	-
		View List of Active / Inactive Users of a Particular Agency	Y	Y	Y
		Add User (Agent Admin / Agent Executive)	Y	Y	-
		Suspend User (Agent Admin / Agent Executive)	Y	Y	-
		Edit Agent Admin / Agent Executive Details	Y	Y	-
Agency List	Agency List	View List of Agencies / Sub Agencies	Y	-	Y
		Add Agencies & Sub Agencies	Y	-	-
		Add Sub Agencies of a Particular Agency	Y	Y	-
	Agency Details	Approve Request to Add Agencies / Sub Agencies	Y	-	-
		View General Information of an Agency / Sub Agency	Y	Y	-
		View Banking Information of an Agency / Sub Agency	Y	Y	-
		Add User (Agent Admin / Agent Executive)	Y	Y	-



Agent Portal - Roles

Module	Sub Module	Action	MH Sales Admin	Agency Admin	Agency Executive
Agency Settings	Rules – Global Settings	Set Commission / Discount at a Global Level	Y	-	-
	Rules – Custom Settings	Add / Edit Custom Rules for Commission & Discount	Y	-	-
		Suspend Custom Rules for Commission & Discount	Y	-	-
		View List of Custom Rules	Y	-	-
PNR List	Eligible PNR List	Submit / Resubmit Offer	-	Y	Y
		Forward to Customer	-	Y	Y
Settings	Agency Configuration	Add Agency Bank Details	-	Y	-
		Edit Agency Bank Details	-	Y	-
		Edit Contact Number of Agency / Sub Agency	-	Y	-

