

# Economy Pre-order Meal (EYPOML) on Sabah, Sarawak & ASEAN Flight



By Malaysia Airlines Sales Team

PROUDLY MALAYSIAN  
**FLY MALAYSIA**

MALAYSIA AVIATION GROUP



# Product Overview



## Product Overview

Criteria	Details
Applicable class	Economy Class only
Applicable Regions	ASEAN, Sabah & Sarawak ONLY
No. of meals	01 (ONE) meal ONLY
Booking platform	Via internet online booking flow and manage booking system (malaysiaairlines.com)
Implementation date	21st of September 2020
Booking open time	30 days before departure (standard meal)/no open time for special dietary meals



## SSR Code/Menu/Description

SSR Code	Menu Name	Menu Description
YAML	Nasi Lemak with Shrimp Sambal	Malaysia's national dish featuring coconut pandan rice served with sweet spicy shrimp sambal, egg, fried anchovies and crunchy peanuts.
YBML	Classic Beef Lasagna	Classic lasagna made with minced beef and tomato-based sauce layered between sheets of boiled pasta. Topped with melted cheese and served with steamed broccoli.
YCML	Chicken Satay with Fried Rice	'Malaysian-style' wok-fried rice served with MH Signature chicken satay and peanut sauce.
YDML	Fish with Hot Bean Sauce	Chinese-style deep-fried trevally fish coated with hot bean sauce, served with steamed rice and assorted vegetables.
YEML	Chicken Rendang with Nasi Hujan Panas	Traditional Malaysian festive colourful flavoured rice served with MH signature chicken rendang and coconut-based vegetable stew.



# Menu Choices



	PRE-ORDER		IN-FLIGHT	
	LITE, BASIC & FLEX		LITE, BASIC & FLEX	
PREORDER FEE	MYR 0			
SECTORS	OUTBOUND (EXKUL)	INBOUND (EXSTATION)	OUTBOUND (EXKUL)	INBOUND (EXSTATION)
MEAL CHOICES	<b>3 PREORDER CHOICES:</b> 1. NASI LEMAK WITH SHRIMP SAMBAL <YAML>  2. CHICKEN SATAY WITH FRIED RICE <YCML>  3. BEEF LASAGNA <YBML> 	<b>3 PREORDER CHOICES:</b> 1. CHICKEN RENDANG WITH NASI HUJAN PANAS <YEML>  2. FISH WITH HOTBEAN SAUCE <YDML>  3. BEEF LASAGNA <YBML> 	<b>ONBOARD CHOICES:</b> 1. NASI LEMAK WITH SHRIMP SAMBAL <YAML>  2. CHICKEN SATAY WITH FRIED RICE <YCML> 	<b>ONBOARD CHOICES:</b> 1. CHICKEN RENDANG WITH NASI HUJAN PANAS <YEML>  2. FISH WITH HOTBEAN SAUCE <YDML> 
PREORDER FEE	MYR 0			
SECTORS	DOMESTIC (SABAH & SARAWAK ONLY)	ASEAN	OUTBOUND (EXKUL)	INBOUND (EXSTATION)
SPECIAL DIETARY MEAL CHOICES	10 APPLICABLE SSR: DBML, GFML, LCML, NLML, LSML, VGML, AVML, FPML, CHML & BBML	18 APPLICABLE SSR: DBML, GFML, LCML, NLML, LSML, VGML, AVML, FPML, CHML, BBML, HNML, BLML, LFML, VOML, RVML, VJML, VLML & SFML	<b>ONBOARD CHOICES:</b> N/A	<b>ONBOARD CHOICES:</b> N/A

# FAQ



## 1. How many meals can passengers pre-order in advance?

Passengers can pre-order one (1) meal only for each sector.

## 2. What is the cut-off time for passengers to request for Economy Pre-order Meal Service?

Standard meals must be ordered from 30 days up to 24 hours before standard departure time. Special dietary meals must be ordered anytime up to 24 hours before standard departure time.

## 3. What is the process for Economy Pre-Order Meal request from Travel Agents?

Travel Agents are not authorised to make Economy pre-order meal bookings except for special dietary meals. Should they wish to make a standard Economy meal booking, travel agents are required to visit the Malaysia Airlines' website to make a booking via the Manage My Booking platform.

## 4. Is Economy Pre-Order Meal a chargeable service?

Economy Pre-Order Meal is a complimentary service for all fare types.

## 5. Is Economy Pre-order Meal available on code share or interline flights?

Economy Pre-order Meal is only available on code share or interline flights operated by Malaysia Airlines.

## 6. Having already pre-ordered a meal, what if a passenger changes his/her mind and wishes to choose a meal served onboard.

Crew to politely inform the passenger that they will have to accept the pre-ordered meal due to food being catered accordingly for the flight.





## 7. Can passengers request both Special Dietary meals and other economy meals?

No. Passengers are entitled to only one (1) meal per flight and may select either special dietary meal or other economy options. Special dietary meal requests will supersede other meal requests.

## 8. Can passengers change their pre-order meal request during check-in?

No, changes must be made via Manage My Booking platform, 24 hours before the flight. In the event changes are made less than 24 hours, the initial order will be served.

## 9. Which destinations will the change on meal entitlement be applied to?

The new changes apply to journeys originating and terminating at the following Malaysia and ASEAN destinations:

Region	Destination
ASEAN	BKK, BWN, CGK, DPS, HAN, MNL, PNH, RGN, SGN, SOC, SUB
Domestic (Malaysia)	BKI, SDK, TWU, LBU, KCH, MYY, SBW, BTU

## 10. If I did not pre-order my meal, will I still be served a meal when I am on board?

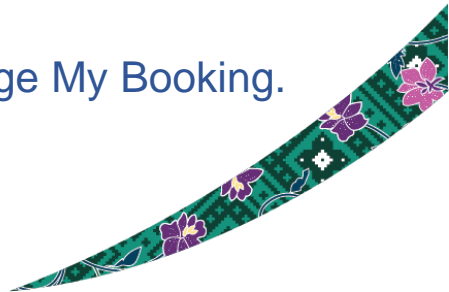
Yes, there will be complimentary hot meals available on board.

## 11. When can I pre-order my meal?

You may pre-order a complimentary meal anytime from 30 days up to 24 hours prior to flight departure.

## 12. What if I want to change my meal?

You can change your meal anytime up until 24 hours prior to your scheduled flight departure time via Manage My Booking.



## TERMS & CONDITIONS



1. You must be travelling on an eligible Malaysia Airlines operated flight.
2. Please note that the list of eligible flights may be updated from time to time, and Malaysia Airlines reserves the right to add or remove eligible flights without notice.
3. The EY Pre-Order Meal service is available via manage booking, and meals must be ordered at least 24 hours (GMT +8) before departure.
4. You may place your order for EYPOML meals via the following methods:
  - a) Online flight booking via [malaysiaairlines.com](http://malaysiaairlines.com)
  - b) Online Manage Booking on [malaysiaairlines.com](http://malaysiaairlines.com)
5. Flight disruptions due to schedule change or operational requirements may affect the availability of the service on your flight.
6. If Malaysia Airlines changes your flight or departure date, there may be a possibility the EYPOML meal of choice may not be delivered on your new flight. However, the airlines will endeavor to fulfil your order.
7. All meals served onboard Malaysia Airlines including Economy Pre-Order Meals are halal.
8. If you have pre-ordered a meal and changed your mind onboard, cabin crew will not be able to fulfil your request to provide an alternative full meal.
9. Meal pictures used are for illustration purposes only and may differ from meals served on board.



Thank  
you

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terima  
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Enrich



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