

THE CUSTOMER JOURNEY

Malindo Airlines Guest Process

1 FLIGHT BOOKING IS MADE

Guest books their flight tickets at Malindoair.com and receives confirmation



2 CHECK OUT ACTIVITY / ATTRACTIONS

A list of popular attractions is displayed on the confirmation page

3 MALINDO TRIPCARTÉ PAGE

Guest can continue with their purchase at a Malindo page powered by Tripcarte, enjoying special discounts



4 RECEIVE INSTANT CONFIRMATION

Instant confirmation email with QR code is sent to the guest's email.

5 ENJOY THE ACTIVITY

On the day of trip, guest to present the QR code at the attractions and enjoy the trip

