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User Account Management:

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Enable/Disable User & Change Booking Ownership

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Login

Access the Virgin Atlantic Flightstore booking site vaflightstore.com using the User Name and Log-In provided:



Log in

Username
avg02

Password

Log in

Notifications

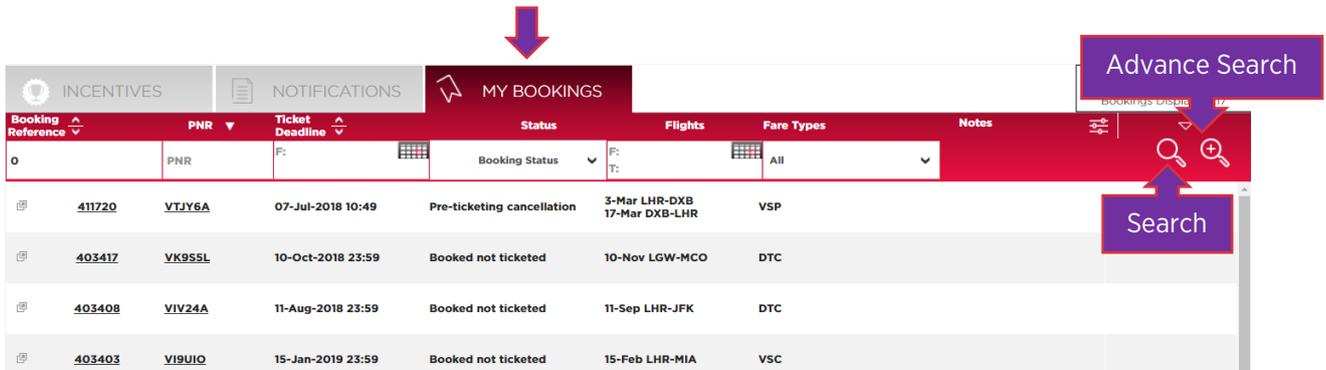
Updates and announcements will be displayed on the **Notifications** tab on the homepage.

Hint: You can open a notification in a popup using the icon to the right of each notification title.



My Bookings

All your bookings can be found, sorted and accessed under **the My Bookings Tab**



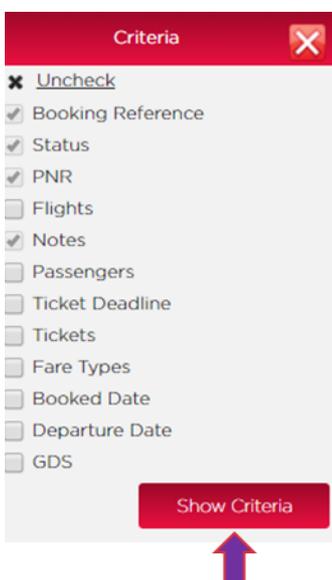
The screenshot shows the 'MY BOOKINGS' tab selected in a navigation bar. Below the navigation bar is a search and filter interface with a red header. The search bar includes fields for 'Booking Reference', 'PNR', 'Ticket Deadline', 'Status', 'Flights', and 'Fare Types'. There are also 'Advance Search' and 'Search' buttons. Below the search bar is a table of bookings with columns for Booking Reference, PNR, Ticket Deadline, Status, Flights, and Fare Types.

Booking Reference	PNR	Ticket Deadline	Status	Flights	Fare Types	Notes
411720	VTJY6A	07-Jul-2018 10:49	Pre-ticketing cancellation	3-Mar LHR-DXB 17-Mar DXB-LHR	VSP	
403417	VK9SSL	10-Oct-2018 23:59	Booked not ticketed	10-Nov LGW-MCO	DTC	
403408	VIV24A	11-Aug-2018 23:59	Booked not ticketed	11-Sep LHR-JFK	DTC	
403403	V19UIO	15-Jan-2019 23:59	Booked not ticketed	15-Feb LHR-MIA	VSC	

Hint: You can open a booking in a new tab using the icon to the left of the booking reference.

Searching My Bookings – Clicking the down arrow gives the option to search by Booking Reference, PNR, Ticket Deadline, Status, Flights and Revenue Stream. Advance search options are also available by Booked date, Ticket Numbers or Passenger name.

Customizing your search – The My Bookings Tab can show a maximum of 7 columns which can be customized depending on the information you want to see. When clicking Customize the filters Booking Reference, Status, PNR and Notes are mandatory fields but the remaining filters are optional.



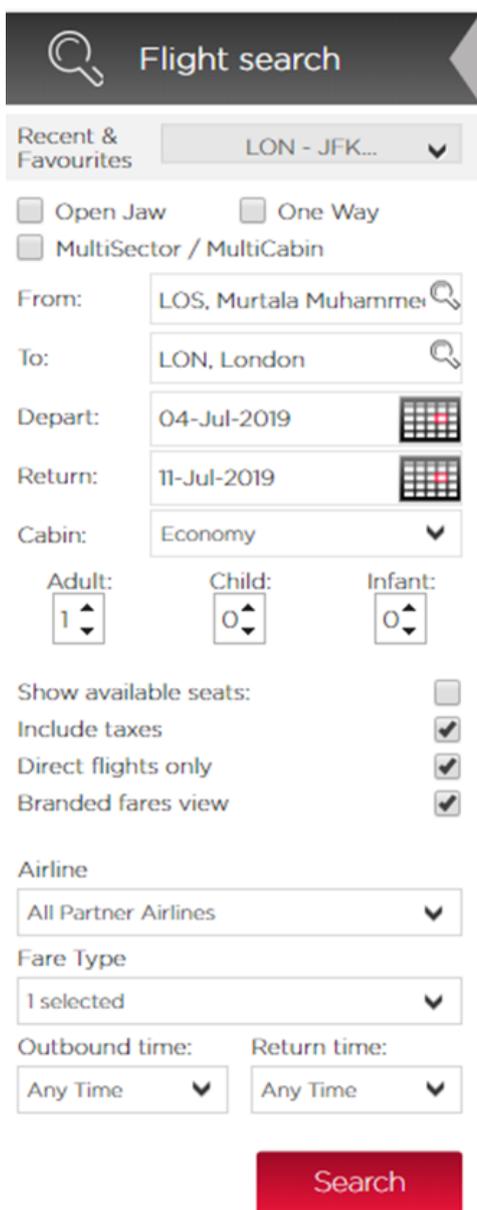
The 'Criteria' dialog box shows a list of search filters with checkboxes. The 'Uncheck' option is selected. The filters are: Booking Reference (checked), Status (checked), PNR (checked), Flights (unchecked), Notes (checked), Passengers (unchecked), Ticket Deadline (unchecked), Tickets (unchecked), Fare Types (unchecked), Booked Date (unchecked), Departure Date (unchecked), and GDS (unchecked). A 'Show Criteria' button is at the bottom.

Criteria	Selected
Uncheck	Selected
Booking Reference	Selected
Status	Selected
PNR	Selected
Flights	Not Selected
Notes	Selected
Passengers	Not Selected
Ticket Deadline	Not Selected
Tickets	Not Selected
Fare Types	Not Selected
Booked Date	Not Selected
Departure Date	Not Selected
GDS	Not Selected

Creating your booking

Availability Search

Search for flights using the search box located on the homepage.



The screenshot shows a flight search interface with the following elements:

- Flight search** header with a magnifying glass icon.
- Recent & Favourites** section with a dropdown menu showing "LON - JFK...".
- Checkboxes for **Open Jaw**, **One Way**, and **MultiSector / MultiCabin**.
- From:** LOS, Murtala Muhamme (with a search icon).
- To:** LON, London (with a search icon).
- Depart:** 04-Jul-2019 (with a calendar icon).
- Return:** 11-Jul-2019 (with a calendar icon).
- Cabin:** Economy (with a dropdown arrow).
- Adult:** 1 (with up/down arrows).
- Child:** 0 (with up/down arrows).
- Infant:** 0 (with up/down arrows).
- Checkboxes for **Show available seats:**, **Include taxes**, **Direct flights only**, and **Branded fares view**.
- Airline:** All Partner Airlines (with a dropdown arrow).
- Fare Type:** 1 selected (with a dropdown arrow).
- Outbound time:** Any Time (with a dropdown arrow).
- Return time:** Any Time (with a dropdown arrow).
- Search** button.

Your recent searches will be saved here for speedy re-booking.

The default journey type is **return**. Other journey types can be selected.

For journeys from Nigeria onto USA please select the Multi Sector / Multi Cabin option, with the exception of LOS>JFK which has a same day connection.

Enter your flight routing in the FROM and TO boxes. You can type either the city/airport code or name.

Enter Flight Depart and Return dates by typing a date, or using the pop-up calendar.

Choose a cabin from the drop down list, or select **Show All** to see all cabin prices.

Enter the number of seats required for each passenger type - Adults, Children (2-11) or Infants (under 2)

VFR - Nigeria will be the only Fare Type option available.

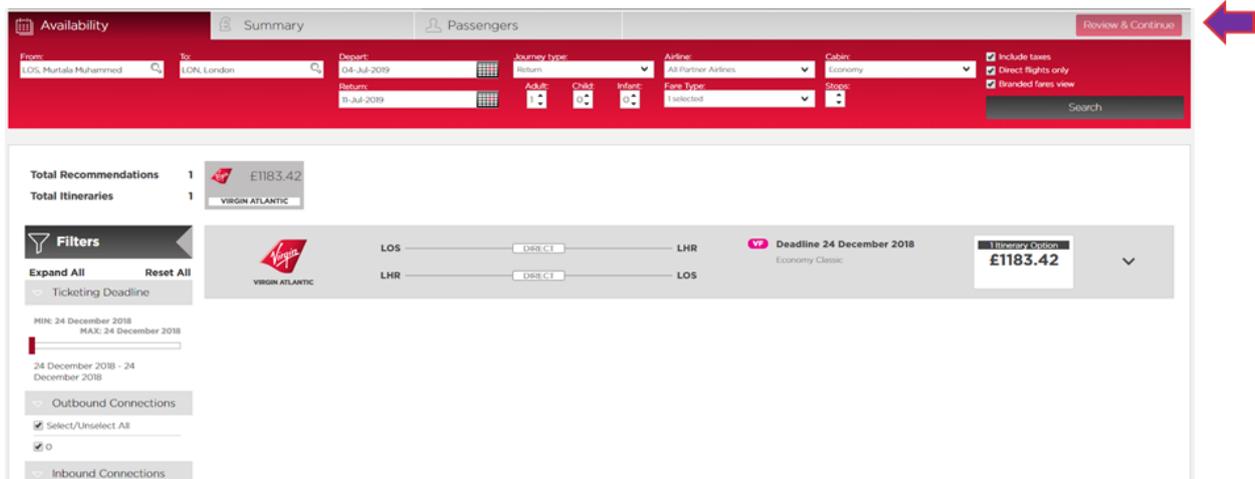
Click Search to start your booking.

Hint: Unsure of an airport? Click  to search by country

Availability Response

When searching your itinerary through the system, **Branded fares view** will be the default but you can untick this box if you prefer to use the alternative view.

Amend your Search – Your search can be amended from the availability response for ease when checking different dates/routes.



The screenshot displays the 'Availability' section of a travel booking system. At the top, there are tabs for 'Availability', 'Summary', and 'Passengers', with a 'Review & Continue' button on the right. Below the tabs is a search bar with the following details: From: LOS, Murtala Muhammed; To: LON, London; Depart: 04-Jul-2019; Return: 11-Jul-2019; Journey type: Return; Airline: All Partner Airlines; Cabin: Economy; and a 'Search' button. To the right of the search bar are checkboxes for 'Include taxes', 'Direct flights only', and 'Branded fares view' (which is checked). Below the search bar, the results show 'Total Recommendations: 1' with a price of '£1183.42' and 'Total Itineraries: 1' with 'VIRGIN ATLANTIC'. A 'Filters' section on the left includes 'Expand All', 'Reset All', 'Ticketing Deadline' (MIN: 24 December 2018, MAX: 24 December 2018), 'Outbound Connections' (checked), and 'Inbound Connections'. The main recommendation shows a Virgin Atlantic flight from LOS to LHR and LHR to LOS, with a 'Deadline 24 December 2018' and a price of '£1183.42'. A blue arrow points to the 'Review & Continue' button.

When the recommendations appear, you will need to select the downwards arrow to show the different route options.

The screenshot shows an airline booking interface. At the top, there are tabs for 'Availability', 'Summary', 'Passengers', and 'Review & Continue'. Below these are search filters: From (LOS, Murtala Muhammad), To (LON, London), Depart (04-Jul-2019), Return (11-Jul-2019), Journey type (Return), Airline (All Partner Airlines), Cabin (Economy), and a 'Search' button. There are also checkboxes for 'Include taxes', 'Direct flights only', and 'Branded fares view'. Below the search filters, there are 'Total Recommendations' (1) and 'Total Itineraries' (1) for 'VIRGIN ATLANTIC' with a price of '£1183.42'. A 'Filters' section on the left includes 'Expand All', 'Reset All', 'Ticketing Deadline' (MIR: 24 December 2018, MAX: 24 December 2018), and 'Outbound Connections' (Select/Unselect All, 0). The main area displays 'Itinerary Option 1' for 'VIRGIN ATLANTIC' with a 'Deadline 24 December 2018' and 'Economy Classic' fare. It shows two flight options: 'VSO412' (LOS to LHR, 04 Jul 2019, 10:05, Economy (X)) and 'VSO411' (LHR to LOS, 11 Jul 2019, 22:30, Economy (G)). Each flight option has icons for 'Baggage', 'Meals', and 'Seating'. A red circle highlights these icons for the first flight, and a blue arrow points to a 'Clipboard' icon. To the right, there is a 'Ticketing Deadline 24 December 2018' and a 'Select' button.

This displays the different routes available with costs and via point if applicable and further information on this fare including Rules, Fare Type and Ticketing Deadline.

You can view the fare rules by clicking the clipboard icon. If you hover over the flight number more flight details will appear.

The 3 main indicators will show as a quick view for each option (Baggage, Meals, Seating) then clicking the 3 dots will display additional details of what fare families are offered. If the airline does not return this information these indicators will be greyed out with a hover over showing **Not Returned**.

This will display a list of attributes for this **Economy Classic** fare. (At a charge, included or not offered) default will show what is included but if the package did have things not offered you can view these by clicking the red button.

The screenshot shows the 'Economy Classic' fare details. At the top, there is a red 'X' icon. Below it, there is a red button labeled 'Included' and a radio button labeled 'Included in this Fare Family'. The main area displays a grid of icons representing fare attributes: 'STANDARD SEAT', 'SEAT SELECTION AT ANY TIME', 'HAND BAGGAGE', 'CHECKED BAGGAGE', 'MEALS AND DRINKS', 'WIFI', 'REFUNDS', and 'REBOOKING AND UPGRADES'. The 'WIFI', 'REFUNDS', and 'REBOOKING AND UPGRADES' attributes are marked as 'At Charge' in red text.

Filters

The filters can be applied from the availability response. When selected these will remove flight options from the response which no longer apply. The filters are displayed as sliders or lists, which can all be reset with **Reset All** displaying the original availability again.

Filters: Fare Types, Price, Operating Airline, Ticketing Airline, Ticketing Deadline, Outbound Flight Duration, Inbound Flight Duration, Cabins, Route, Branded Fares, Aircraft Type, Departure Points, Outbound Connections, Inbound Connections, Outbound Departure Time, Inbound Departure Time and Arrival Points & Stops.

From this page you can also upsell by clicking the **Upsell** button, a list of FF upsell options will appear next to your route option as below, you can flick through these and choose which Fare Family suits you.

The screenshot shows the 'Availability' page with search criteria: From LOS, Murtala Muhammed; To LON, London; Depart 04-Jul-2019; Return 19-Jul-2019; Journey Type Return; Airline All Partner Airlines; Cabin Economy; Fare Type 1 selected. The total price is £1183.42. A list of itinerary options is shown, with 'Upsell 4 - £1179.22' highlighted. A red arrow points to the 'Upsell' button next to the VS0412 flight option.

At this stage once you are happy with the fare and attributes, select your flight, click on the **Review & Continue** button, a tab will show to display your selected flights, fare and ticket deadline details. If you **Continue** from here, this will progress to the pricing stage with those selected flights.

The 'Review & Continue' page displays the selected flights and their details:

Flight	Departure	Arrival	Fare Basis	Stops	Class	Baggage	Duration
VS0412	LOS 04-Jul-2019 10:05	LHR 04-Jul-2019 16:50	XKAF03CX	0	V	2 piece	06:45
VS0411	LHR 11-Jul-2019 22:30	LOS 12-Jul-2019 05:35	XKAF03CX	0	V	2 piece	07:05

The total price is £1179.22. A 'Continue' button is visible at the bottom right.

Air Passenger Duty Tax

Passengers aged 2-15 are exempt from paying Air Passenger Duty tax. When pricing, the system needs to know the age of these passengers in order to apply the correct pricing entry.

After the availability response page when the flights have been selected a pop up appears for you to specify the passenger ages.

Please confirm ages

We require the ages of any passengers aged 12-15 in this request as the fare rules, prices, and taxes can vary according to age. Please note this is mandatory as per government legislation. For any passengers aged 16 and over please leave the boxes blank and click Confirm to continue.

Passenger type	Age	
Adult 1	<input type="text" value="1"/>	(12 - 15)

Note: If an adult passenger is over 15 you can confirm past this stage without an age specified.

If there is a booking created with youths only, the booking will automatically change to Awaiting Manual Pricing status and will need to be looked at by Virgin Atlantic Flightstore.

Quote Summary

From the Summary page you can review the details of the flights you have selected, and view alternative fares if available, some flights may give you the option to **upsell** into the next cabin.

Abandon Booking will take you back to the homepage, alternatively you can email yourself the quote or print a copy if needed.

Hit **Continue** to proceed to add passenger details and complete you're booking

Availability Summary Passengers **£1,194.22** Continue

Please check your chosen flight itinerary Ticketing Deadline: 24-Dec-2018 23:59

Virgin Nigeria Seat Only

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges	Service Fees	Total (per passenger)	Total (all passengers)
1 Adult	£734.00	£445.22	£15.00	£1194.22	£1194.22
Total	£734.00	£445.22	£15.00	£1194.22	£1194.22

Please note: Fare and Fuel tax are guaranteed as per booking date, or last voluntary amendment date. Other Taxes, Fees & Surcharges are not guaranteed and will be recalculated at the time of ticket issuance.

Selected Fare		Alternative Fare (click to select - Classes/Cabins may be different)	
Virgin Nigeria Seat Only		Upsell Fare into Next Cabin	
Ticketing Deadline: 24-Dec-2018 23:59		Ticketing Deadline: 24-Dec-2018 23:59	
Quote Totals		Quote Totals	
Total Net Fare(s)	£734.00	Total Net Fare(s)	£1368.00
Taxes, Fees & Carrier Charges	£445.22	Taxes, Fees & Carrier Charges	£595.92
Service Fees	£15.00	Service Fees	£25.00
Total	£1194.22	Total	£1788.92

⚠️ 'Aviate Service Fees' are non-refundable after ticket issue.

Abandon Booking Email this Quote Print

Note: Pricing policies appear on the quote page, passenger name page and display booking page.

Book

This page allows you to insert your passenger details, add a personal reference if you desire & amend emergency contact details.

We will pass special requests on to the airline, but cannot guarantee their provision.

You now have the option to **Pay & Ticket** immediately, or to **Book No Deposit** with the option to return to the site to Ticket any time before the Ticket Deadline.

At this stage, please read and accept the Terms and Conditions before continuing.

Note: Date of Birth (DOB) and Gender are always required to be entered together. DOB and Gender are mandatory for Children, Youths and Infant passengers.

Availability Summary Passengers I accept the [Terms and Conditions](#) updated as at Feb 2018 [Pay & Ticket](#) [Book - no deposit](#)

Please check your chosen flight itinerary Ticketing Deadline: 24-Dec-2018 23:59

Virgin Nigeria Seat Only

LOS Murtala Muhammed	to	LHR London Heathrow	04-Jul-2019 10:05	04-Jul-2019 16:50	V50412	Steps (0)	Economy [V]	2 piece	Rules
LHR London Heathrow	to	LOS Murtala Muhammed	10-Jul-2019 22:30	10-Jul-2019 05:35	V50411	Steps (0)	Economy [V]	2 piece	Rules

Reference: Main contact: MISS Rachel Iest Email: Rachel.Greenough@virginflights.com

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges	Service Fees	Total (per passenger)	Total (all passengers)
1 Adult	£734.00	£445.22	£75.00	£194.22	£194.22
Total	£734.00	£445.22	£75.00	£194.22	£194.22

Please note: Fare and Fuel tax are guaranteed as per booking date, or last voluntary amendment date. Other taxes, Fees & Surcharges are not guaranteed and will be recalculated at the time of ticket issuance.

Title	Given Name(s)	Surname	Date of Birth	Gender	Age	Frequent Flyer	Meal	Special Requests
Adult	MISS	JESSICA	JONES	09-Jan-1979	Female	Frequent Flyer no.	Standard	None

Virgin Flight Store are not responsible for the provision of any service request made and cannot guarantee availability or confirmation.

Emergency Contact Details: Email: Phone: Nigeria +234

[Abandon Booking](#)

Note: The booking can be abandoned at this stage, your quote details will be lost and you will be returned to the home page.

Display Booking Page

On the pre-ticketing booking screen you can:

1. View the Airline Locator
2. Add a new booking reference
3. View emails that have been sent for the booking
4. Cancel booking
5. **Pay & Ticket**
6. View the fare rules
7. Amend emergency contact details
8. Split passengers from the PNR
9. Add/amend APIS details
10. Add/view notes
11. View/set reminders
12. Pre-ticket Amendments

Virgin Atlantic
Virgin Nigeria Seat Only
454876
WLK7H4
Amadeus
VS-FDMBSW

Contact: **MISS Rachel Test** (Rachel.Greenough@vaflightstore.com)
Company Name: **AV1000 Aviate Travel**
Created On: **21-Dec-2018**
Pricing Date: **21-Dec-2018**

PNR: WLK7H4

BOOKED NOT TICKETED

3 View Emails 4 Cancel PNR 5 Pay & Ticket

Please check your chosen flight itinerary

12

From	To	Class	Carrier	Flight	Start	End	Stops	Fare Basis	Quantity
LOS	LHR	Y	VS	441	04 Jul 2019 10:05	04 Jul 2019 16:50	VS041Z	Economy [V]	2 piece
LHR	LOS	Y	VS	441	11 Jul 2019 22:30	12 Jul 2019 06:35	VS041H	Economy [V]	2 piece

6 Rules

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Ticket Cost Costs shown are for most recent ticket(s)

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges	Service Fees	Total (per passenger)	Total (all passengers)
1 Adult	£751.00	£445.22	£75.00	£1271.22	£1271.22
Total	£751.00	£445.22	£75.00	£1271.22	£1271.22

7

Emergency Contact Details: Email: systems@vaflightstore.com Phone: +23402014687977

Title	Given Name(s)	Surname	Date of Birth	Gender	Age	Frequent Flyer	Meal	Special Requests	
Adult	MRS	IPSSICA	JONES	01/01/1979	Female	40	Frequent Flyer no.	Standard	None

8 9

10

Notes for PNR WLK7H4

Reminders

Once you have created a PNR through Virgin Atlantic Flightstore, a ticket deadline reminder will have automatically been generated to send the day prior to the ticket deadline. You can view this, and create additional reminders for the booking by clicking **Reminders**.

REMINDERS ✕

 Reminders for PNR WLK7H4

Reminder Type	Send Date	Send To	Notes
Ticket Deadline Reminder	25-Dec-2018	Rachel.Greenough@vaflightstore.com	View



[Add Reminder](#) [Cancel](#)

Pre-ticket Amendments

After creating a booking, you are able to make a pre-ticket amendment through the system. Select (by ticking the box) which flights you would like to amend then click **Amend selected flight(s)**. A pop up will appear giving you the option to amend the date, airport, cabin & connection point. Once you have chosen your changes click **Check Availability**. As per screenshot below we have selected to change the inbound flight departure date.

Hint: Married sectors are highlighted, and can only be changed together. The website will automatically select any married flights together.

Ticketing Airline: **Virgin Atlantic**
Fare Type: **Virgin Nigeria Seat Only**
Booking Ref: **464876**
GDS PNR: **WLK7H4**
GDS: **Amadeus**
Airline Locator: **VS-FDMB3W**
Ref:

Contact: **MISS Rachel Test (Rachel.Greenough@vaflightstore.com)**
Company Name: **AVI000 Aviate Travel**
Created On: **21-Dec-2018**
Pricing Date: **21-Dec-2018**

Please check your chosen flight itinerary

Flight	From	To	Class	Time
<input type="checkbox"/> LOS	Murtala Muhammed	LHR	Economy	04-Jul-2019 10:05
<input checked="" type="checkbox"/> LHR	London Heathrow	LOS	Economy	11-Jul-2019 22:30

Amend Flight(s)

Departure Date: 15-Jul-2019
Departure Airport: LHR, London Heathrow
Arrival Airport: LOS, Murtala Muhammed
Add return flight?
Cabins: Economy
Connection Point:
Branded fares view:

Check Availability **Cancel**

Ticket Cost Costs shown are for most recent ticket(s)

Passenger	Total Net Fare(s)
1 Adult	£734.00
Total	£734.00

Please note: Fare and Fuel Tax are guaranteed as per booking date, or last voluntary amendment date. Other Taxes, Fees & Surcharges apply.

The results are displayed similar to an availability search by showing each flight available on that date and also alternative routes. Select the flight you would like then click **Review & Continue**, this will then give you a summary. From here you can **Abandon changes** or **Update booking**. The amendment will then be made and the flights will update on the display booking page.

Availability Summary Ticketing Deadline: 24 December 2018 **£1109.92** Review & Continue

Total Recommendations: 1
Total Itineraries: 1

Filters
Expand All Reset All
Ticketing Deadline: 24 December 2018
Outbound Connections: Select/Unselect All
Inbound Connections:

Itinerary Options 1

Flight	From	To	Class	Time	Status
V50412	LOS	LHR	Economy	04 Jul 2019, 10:05	Available
V50411	LHR	LOS	Economy	11 Jul 2019, 22:30	Selected

Pay & Ticket

Retrieve your booking

To retrieve your booking at a later date, enter the PNR / booking reference or passenger name into the search box in the top left corner, select which search item this is from the dropdown and click **Display**.

The screenshot shows a search interface with a dropdown menu open. The dropdown options are: PNR/Booking reference, PNR Reference, Booking Reference, Passenger Name, and MultiSector. Below the dropdown are input fields for 'From:' and 'To:'. To the right, there is a 'Display' button and a section titled 'INCENTIVES' with three items: '[Posted: 28/06/2018] - Shanghai IT', '[Posted: 28/06/2018] - Hong Kong', and '[Posted: 28/06/2018] - Havana IT S'.

You will then be re-directed to the confirmation screen, where you can **Pay & Ticket**.

Pay & Ticket

Selecting **Pay & Ticket** from the display booking page will re-direct you to a secure payment screen.

Select your payment method from the **Payment Method** drop down.

The screenshot shows a flight itinerary and booking summary page. The header reads 'Please check your chosen flight itinerary' and includes a 'Ticketing Deadline: 24-Dec-2018 23:59'. The itinerary table shows two flights: LHR to LHR and LHR to LHR, both on 04-Jul-2019. The booking total is £194.22, and the quote totals are: Total Net Fare(x) £734.00, Taxes, Fees & Carrier Charges £445.22, and Service Fees £15.00. A 'Payment Method' dropdown is visible, and a 'Booking Summary' button is at the bottom.

Booking Total		Quote Totals	
Total Net Fare(x)	£734.00		
Taxes, Fees & Carrier Charges	£445.22		
Service Fees	£15.00		
Total	£194.22		

Card Payment

Select Credit Card from the **Payment Method** drop down.

Card payments can be made securely online, including by Nigerian issued USD / GBP cards.

This must be a corporate card from your agency. We cannot accept customer or third party cards.

Select the card type from the next drop down box.

Check the box to confirm the amount that will be taken from the payment card.

Enter the card details as instructed on the screen, and click **Confirm Order**.

When the payment has been authorised you will be redirected to a confirmation screen that will display your itinerary, fare and e-ticket numbers.

An email will also be sent containing these details and other travel information.

Please enter card payment details You agree to the payment [Terms and Conditions](#)

Name of Cardholder*	<input type="text"/>
Card Type*	Via <input type="text"/>
Card Number*	<input type="text"/>
Expiry Date (MM/YY)*	<input type="text"/>
Issue No.	<input type="text"/>
CV2 (security code)*	<input type="text"/>
Start Date (MM/YY)	<input type="text"/>
Amount	1193.40 GBP

Address Details

Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
City*	<input type="text"/>
Country/State	<input type="text"/>
Country*	<input type="text"/>
Post Code*	<input type="text"/>

Please do not press Pay & Tickets more than once. **PAY & TICKETS**

Bank Transfer

Select Bank Transfer from the **Payment Method** drop down.

Check the box to confirm the amount that will be transferred to Flightstore.

The status of your booking will now change to **Ticket Request Awaiting Authorization** and an email will be sent to confirm the request.

Transfer the value of tickets from your bank account into ours. You must allow sufficient time for the funds to clear into our bank in advance of the Ticket Deadline.

The transfer must come from your agency account and not from the customer or any third party.

Once Flightstore accounts receive the Bank Transfer made by yourselves, Flightstore will issue your booking and email an Itinerary Receipt with ticket numbers.

Pre-paid Allowance

Select Credit Allowance from the **Payment Method** drop down.

Create a credit allowance by transferring funds into your Flightstore account. You can then issue tickets against this 24/7, and then top up as needed.

When the payment has been authorised you will be redirected to a confirmation screen that will display your itinerary, fare and e-ticket numbers. An email will also be sent containing these details and other travel information.

Please check your chosen flight itinerary

Ticketing Deadline: 01-Jul-2017 23:59

LHR London Heathrow	to	JFK John F Kennedy	01-Aug-2017 16:05	01-Aug-2017 19:00	VS0009	Economy [O]	1 piece	Rules
JFK John F Kennedy	to	LHR London Heathrow	08-Aug-2017 20:01	09-Aug-2017 08:00	VS0138	Economy [O]	1 piece	Rules

Booking Total		Payment Method		Credit Allowance
Total Net Fare(s)	£398.00	Credit Limit	£11,000.00	
Taxes, Fees & Carrier Charges	£739.14	Current Balance	£11,000.00	
Service Fees	£30.00	To Pay	£1,167.14	
Total	£1,167.14	Remaining Balance	£9,832.86	

Please confirm payment details

£1,167.14 to Aviate Management Ltd to be debited from your Credit Allowance

You agree to the payment [Terms and Conditions](#)

TICKET

Booking Summary

Post-ticket Amendments

After issuing a booking, you are able to make a post-ticket amendment through the system. Select (by ticking the box) which flights you would like to amend then click **Amend selected flight(s)**. A pop up will appear giving you the option to amend the date, airport, cabin & connection point. Once you have chosen your changes click **Check Availability**.

This is used similar to Pre-ticket Amendments. As per screenshot below we have selected to change the inbound flight departure date.

Hint: Married sectors are highlighted, and can only be changed together. The website will automatically select any married flights together.

The screenshot shows the Virgin Atlantic flightstore interface. At the top, there's a navigation bar with 'Home', 'Resources', 'NextGen Test 01', 'Chat', 'Emergency', 'My Account', and 'Log out'. Below this is a search bar and a 'Display' button. The main content area shows flight details for a Virgin Atlantic booking. A modal window titled 'Amend Flight(s)' is open, allowing the user to change the departure date to 10-Sep-2017, the departure airport to JFK, and the arrival airport to LHR. The 'Amend selected Flight(s)' button is highlighted with a red arrow. The 'Ticket Cost' section shows the total net fare for 1 adult as £485.00. The 'TICKETED' status is also visible.

The results are displayed similar to an availability search by showing each flight available on that date and also alternative routes. Select the flight you would like, the additional collection is shown at this point so if you are happy click **Review & Continue**, this will then give you a summary. From here you can **Abandon changes** or **Pay & Ticket**.

If you select to pay and ticket the booking, make a payment then the amendment will be made and the flights will update on the display booking page with new ticket numbers.

You will receive an email with your new updated itinerary and ticket numbers straight away. An invoice will be sent the following day.



Availability Summary Review & Continue

Total Recommendations: 4
Total Itineraries: 7

Filters
Expand All Reset All
Price
Ticketing Airlines
Operating Airlines
Fare Types
Ticketing Deadline
Connections
Outbound Duration
Departure Points
Arrival Points
Via Points
Aircraft Types

Itinerary Option 1 **Deadline 13 July 2018**
Economy Class
£1987.52

Itinerary Option 2 **Deadline 13 July 2018**
Economy Class
£3212.48

Itinerary Option 3 **Deadline 13 July 2018**
Economy Class
£3212.48
2 x Adult fare, £1908.24
UPSELL HELP
Ticketing Deadline 13 July 2018

VS0043 LGW 1 Aug 2018, 10:35 DIRECT LAS 1 Aug 2018, 13:20 Economy (M)

VS0086 LAS 12 Aug 2018, 10:35 DIRECT MAN 13 Aug 2018, 10:10 Economy (U)

VS8464 MAN 13 Aug 2018, 11:20 2 STOPS NQY 13 Aug 2018, 12:30 Economy (0)

VS8201 NQY 14 Aug 2018, 07:25 2 STOPS LGW 14 Aug 2018, 08:35 Economy (U)

Select

Updated flights & ticket numbers shown below:

Ticketing Airline: Virgin Atlantic
Fare Type: Virgin Atlantic Inclusive Tour
Booking Ref: 73297497
CDS PNR: RSBWVK
Airline Locator: VS-EZ395Y
Ref: [icon]

Contact: MR NextGen Test 01 (track_development@calrom.com)
Company Name: AV1000 Aviate Travel
Created On: 13-Jul-2017
Pricing Date: 13-Jul-2017
Creator Office Id: MANU126IT
Ticketing Office Id: MANU126IT

PNR: RSBWVK
TICKETED
View Emails

Please check your chosen flight itinerary
Ticketing Deadline: 01-Aug-2017 23:59

LHR London Heathrow to JFK John F Kennedy 01-Sep-2017 09:05
JFK John F Kennedy to LHR London Heathrow 10-Sep-2017 09:15
V50003 Stops (0) Economy [X] 1 piece
V50026 Stops (0) Economy [X]

Add Connection(s) Amend selected Flight(s) Delete selected Flight(s)

Ticket Cost Costs shown are for most recent ticket(s)

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges	Other Fees	Airline Fees	Total (per passenger)	Total (all passengers)
1 Adult	€0	€0	€35.00	€150.00	€185.00	€185.00
Total	€0	€0	€35.00	€150.00	€185.00	€185.00

Emergency Contact Details: TRACK_DEVELOPMENT@CALROM.COM No code required, already in the nu... +4401244687977

Title	Given Name(s)	Surname	Date of Birth	Gender	Age	Frequent Flyer	Meal	Special Requests	Tickets	
Adult	MR	ROWAN	CARR	18/06/1990	Male	27	Frequent Flyer no.	Standard	None	4834255555, 4834255553

To Do List

The To Do List Quick-link Tab is an easy way to manage your online bookings. The categories with the list are:

Ticketing Deadline – Lists your bookings with deadlines from today’s date to 14 days’ time

Requires Cancellation – Lists your bookings which have passed the ticket deadline so can no longer be issued and need to be cancelled down

Awaiting Ticket Deadline – Un-priced bookings will not have a ticket deadline stored and will show here. Contact Virgin Atlantic Flightstore to price manually if required

Ticket Request Awaiting Authorization – Lists your bookings for which you have requested tickets from Virgin Atlantic Flightstore through the system via Direct Debit or Bank Transfer

To do list		
Last updated: 09:17:06		
Ticketing Deadline	<u>200</u>	Items to action
Requires Cancellation	<u>250</u>	Items to action
Awaiting Ticketing Deadline	<u>163</u>	Items to action
Ticket Request Awaiting Authorization	<u>2</u>	Items to action

Note: The To Do List will display all your agency bookings if your user account privileges are set to **My Operator**, and will display only user bookings if your user account privileges are set to **My Bookings**. See User Account Management section for more details.

Hint: Click the arrow to refresh the list

User Account Management

Account management options can be found under the **My Account** drop down list located at the top right of the screen.



Change Password

To change your password, click on **Change Password** and follow the instructions on screen.

Change your password

Old Password :

New Password :

Confirm New Password :

Passwords must contain at least six characters, including uppercase, lowercase letters, special characters, numbers and no repeating character.

Note: Password must be equal to or greater than 8 characters and must include 1 capital and 1 number.

Manage Users

Click on **Manage Users** and a list of all user accounts for your agency will be displayed.

You can search for a specific user by clicking on the chosen operator and then on the header bar labelled **Search For Users** which will display additional search fields.

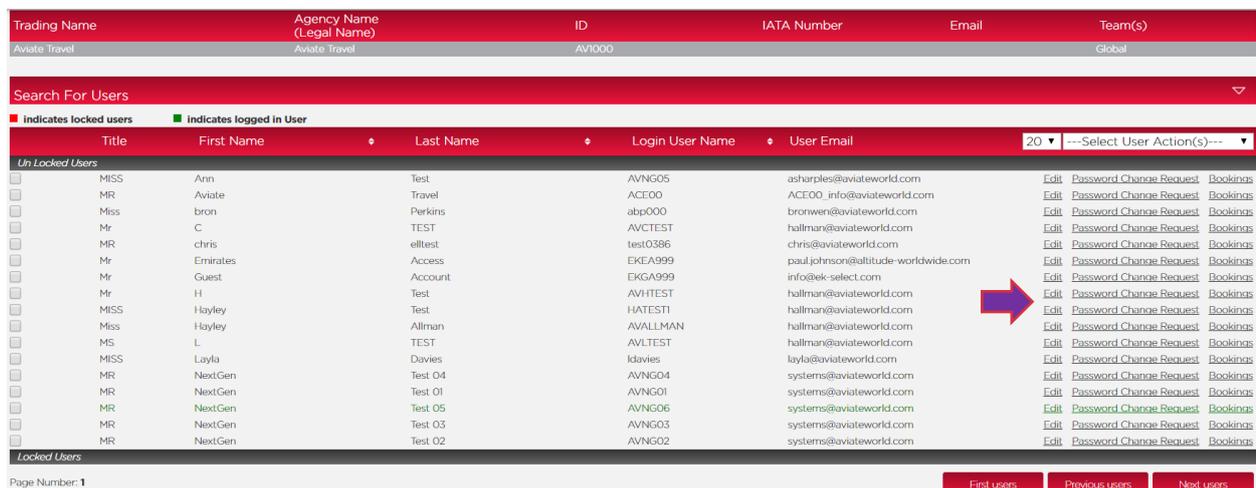


A range of quick management options are available next to each user account

Edit: update contact details and system access

Password Change Request: send a password reset email to the user email

Bookings: display all bookings created by the user



Further management options are available from the **Select User Action(s)** drop down list -

Enable User(s)

Disable User(s)

Change Booking Ownership

Add User

Title	First Name	Last Name	User Name	User Email	20	---Select User Action(s)---
<input type="checkbox"/>	Book and	Ticket	AVBTVO2	ticketing@vflightstore.com	Edit	---Select User Action(s)---
<input checked="" type="checkbox"/>	Bookings	Only	AVBKV03	bookings@vflightstore.com	Edit	---Select User Action(s)---
<input type="checkbox"/>	test	Account	AVVSV01	test@vflightstore.com	Edit	---Select User Action(s)---



Enable/Disable User and change booking ownership

To disable a user account for example if an employee has left the company select the user account and choose **Disable User(s)** from the dropdown.

Search For Users						
<input type="checkbox"/> indicates locked users <input checked="" type="checkbox"/> indicates logged in User						
Title	First Name	Last Name	User Name	User Email	20	---Select User Action(s)---
<input type="checkbox"/>	Book and	Ticket	AVBTVO2	ticketing@vflightstore.com	Edit	---Select User Action(s)---
<input checked="" type="checkbox"/>	Bookings	Only	AVBKV03	bookings@vflightstore.com	Edit	---Select User Action(s)---
<input type="checkbox"/>	test	Account	AVVSV01	test@vflightstore.com	Edit	---Select User Action(s)---

A pop-up box will appear to ask you which user account you would like the bookings created by that user to be assigned to. Select the user from the dropdown and click **Lock User(s)**

Disable User(s)
✕

Selecting the new user to whom the bookings need to assigned from the below list.

List of User(s) :

Lock User(s)

Locked users are hidden when you access Manage users to make it easier to see which users are live and which are locked.

Click on the Grey bar titled **Locked Users** to view a list of locked users within that agency.

Search For Users						
<input checked="" type="checkbox"/> indicates locked users <input type="checkbox"/> indicates logged in User						
Title	First Name	Last Name	Login User Name	User Email	20	---Select User Action(s)---
Un Locked Users						
<input type="checkbox"/>	Mr	Daniel	Williams	WHENW02Z28	test@test.com	Edit Password Change Request Bookings
Locked Users						
<input type="checkbox"/>	test	Contact	WHFC02Z28	test@test.com	Edit Password Change Request Bookings	

Page Number: 1

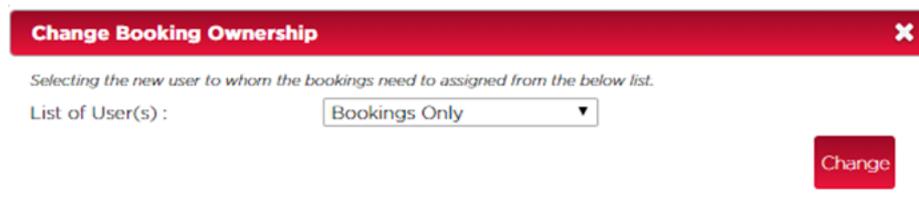
First users
Previous users
Next users

To enable a user account select the user account you wish to enable and choose **Enable User(s)** from the dropdown. A popup will appear to confirm this action.

Search For Users						
<input checked="" type="checkbox"/> indicates locked users <input type="checkbox"/> indicates logged in User						
Title	First Name	Last Name	User Name	User Email	20	---Select User Action(s)---
<input checked="" type="checkbox"/>	Book and	Ticket	AVBTVO2	ticketing@vflightstore.com	Edit	---Select User Action(s)---
Booking Reference						
		PNR	Booking Status			
		80956	3J9DZO		Booked	
Page Number: 1						
<input type="checkbox"/>	Bookings	Only	AVBKV03	bookings@vflightstore.com	Edit	---Select User Action(s)---
<input type="checkbox"/>	test	Account	AVVSV01	test@vflightstore.com	Edit	---Select User Action(s)---

To **Change the booking ownership** from one user account to another, select the user and then choose **Change Booking Ownership** from the dropdown.

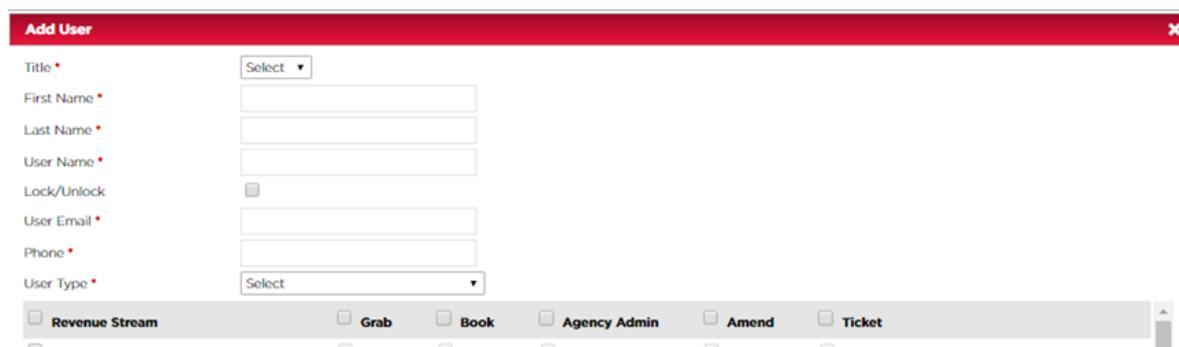
A pop-up will appear asking you to select which user you would like the bookings to be assigned to. Select the user from the dropdown and click **Change**.



The screenshot shows a red header bar with the text "Change Booking Ownership" and a close button (X). Below the header, there is a sub-header: "Selecting the new user to whom the bookings need to assigned from the below list." Underneath, the text "List of User(s) :" is followed by a dropdown menu currently showing "Bookings Only". To the right of the dropdown is a red button labeled "Change".

Add User

To add a new user select **Add User** from the Select User Actions dropdown. The below Add User pop-up will display.



The screenshot shows a red header bar with the text "Add User" and a close button (X). Below the header, there are several input fields: "Title" (dropdown menu with "Select"), "First Name", "Last Name", "User Name", "Lock/Unlock" (checkbox), "User Email", "Phone", and "User Type" (dropdown menu with "Select"). At the bottom, there is a horizontal list of permissions with checkboxes: "Revenue Stream", "Grab", "Book", "Agency Admin", "Amend", and "Ticket".

Add all the required contact information.

Check the box next to each required airline to enable access.

User Type – Select the option from the dropdown list.

My Booking: allows the user to see only their own bookings

My Operator: allows the user to see all bookings made by the agency

Permissions – check the boxes next to the required permission settings.

Agency Administrator: allows the user to manage other user accounts

Book: allows the user create bookings

Amend: allows the user to amend bookings

Ticket: allows the user to ticket bookings

Click **Add User**

An email will be sent to the user for them to set up a password and complete the process.

Contact Us

Chat with us using the Chat icon located on the homepage  Chat

Email us at: vsflights@vaflightstore.com



System User Guide

Virgin Atlantic Flightstore
