



System User Guide

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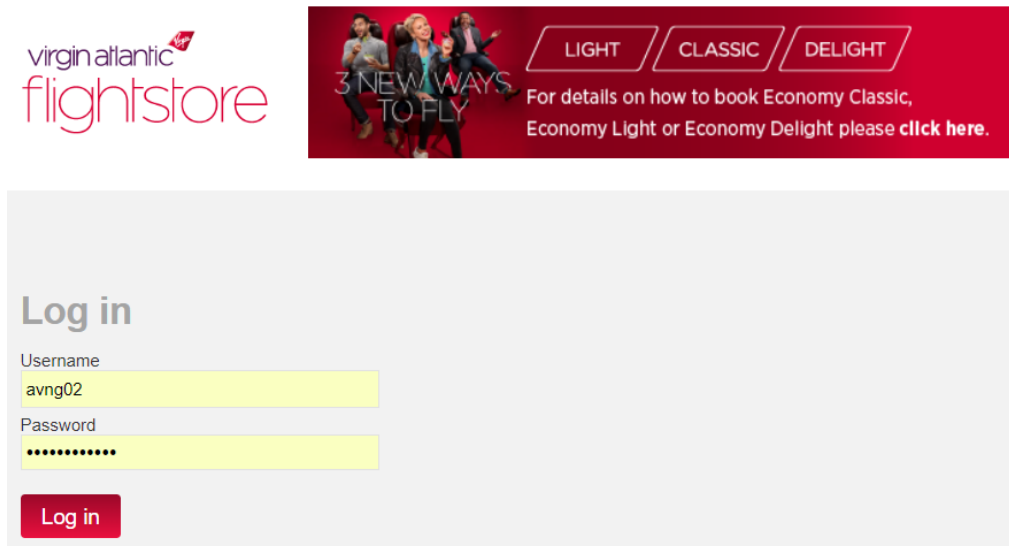
Enable/Disable User & Change Booking Ownership

Add User

Contact Us

Login

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



virgin atlantic
flightstore

3 NEW WAYS TO FLY

LIGHT CLASSIC DELIGHT

For details on how to book Economy Classic, Economy Light or Economy Delight please [click here](#).

Log in

Username
avng02

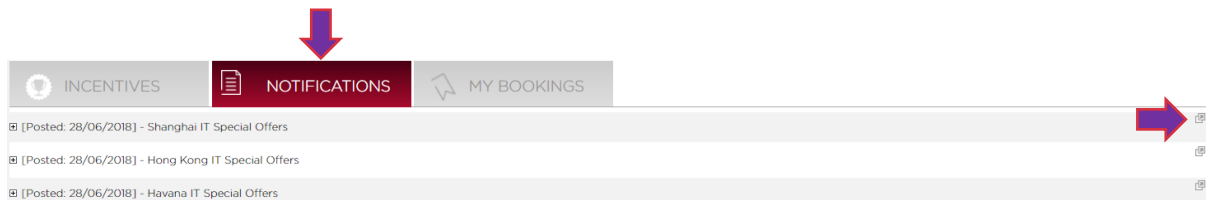
Password
••••••••

Log in

Notifications

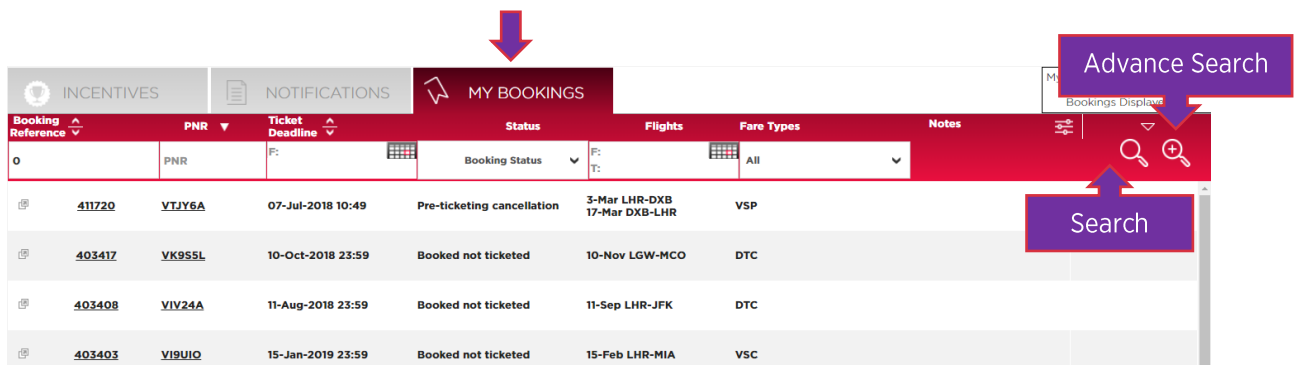
Updates and announcements will be displayed on the **Notifications** tab on the homepage.

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



My Bookings

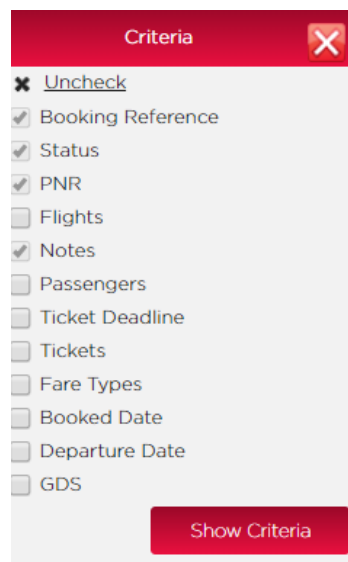
All your bookings can be found, sorted and accessed under the **My Bookings** Tab



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.



Creating your booking

Availability Search

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

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

- Header:** A dark grey bar with a magnifying glass icon and the text "Flight search".
- Recent & Favourites:** A dropdown menu showing "LON - JFK..." with a downward arrow.
- Options:** Three checkboxes: "Open Jaw" (unchecked), "One Way" (unchecked), and "MultiSector / MultiCabin" (unchecked).
- From:** A text input field containing "LOS, Murtala Muhammed" with a magnifying glass icon.
- To:** A text input field containing "LON, London" with a magnifying glass icon.
- Depart:** A date input field containing "04-Jul-2019" with a calendar icon.
- Return:** A date input field containing "11-Jul-2019" with a calendar icon.
- Cabin:** A dropdown menu showing "Economy" with a downward arrow.
- Passenger Count:** Three spinner boxes for "Adult:" (set to 1), "Child:" (set to 0), and "Infant:" (set to 0).
- Checkboxes:** "Show available seats:" (unchecked), "Include taxes" (checked), "Direct flights only" (checked), and "Branded fares view" (checked).
- Airline:** A dropdown menu showing "All Partner Airlines" with a downward arrow.
- Fare Type:** A dropdown menu showing "1 selected" with a downward arrow.
- Outbound time:** A dropdown menu showing "Any Time" with a downward arrow.
- Return time:** A dropdown menu showing "Any Time" with a downward arrow.
- Search Button:** A red button with the text "Search".

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.

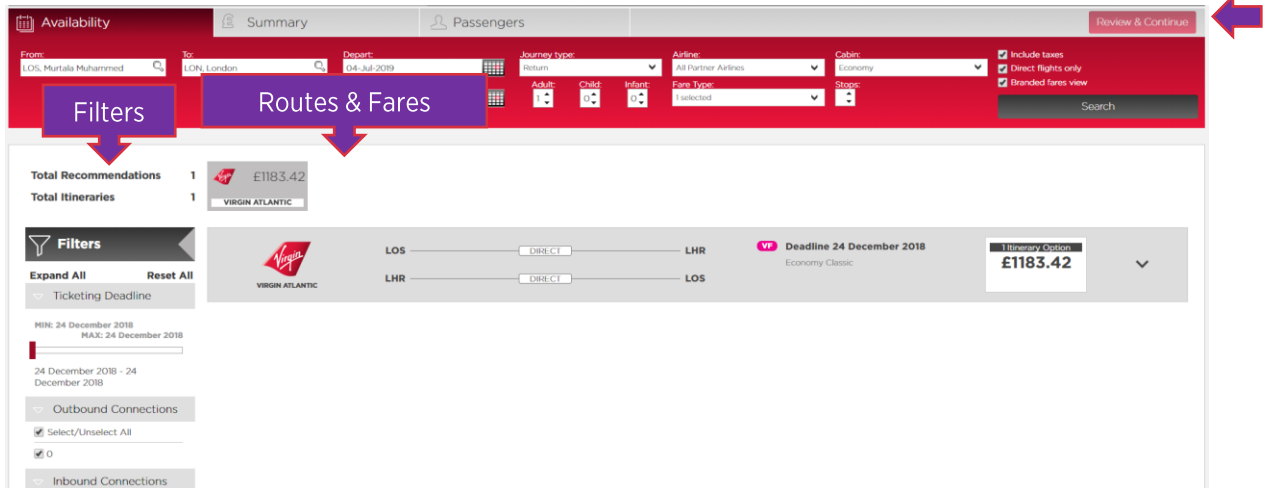
Click **Search** to start your booking.

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

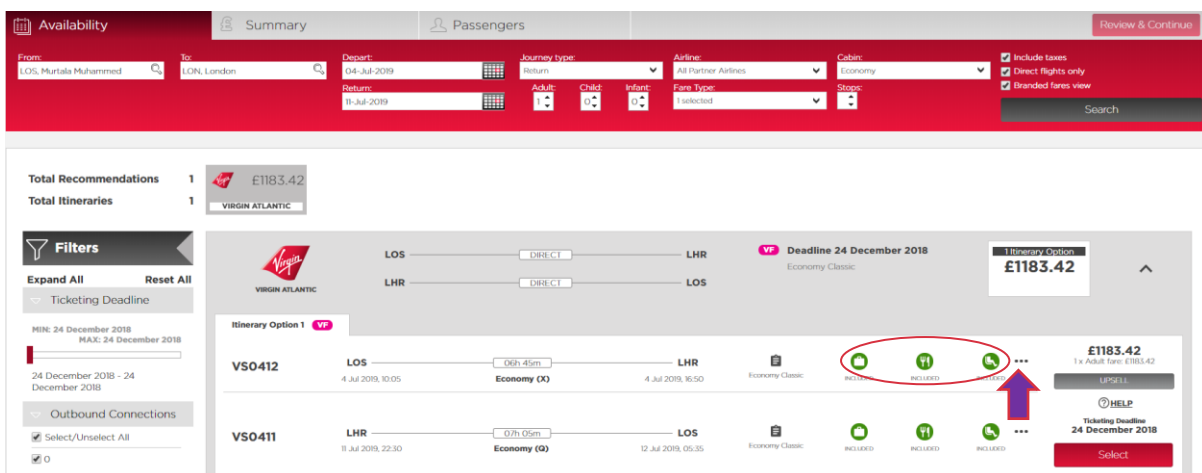
Availability Response

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.



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



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.

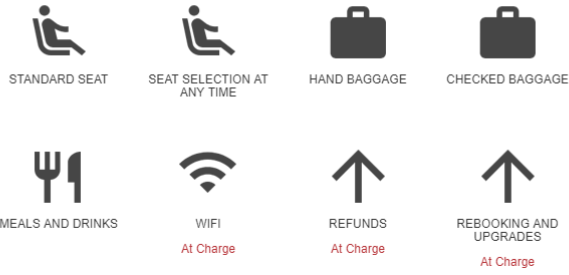
You can view the fare rules by clicking the clipboard icon. If you hover over the flight number more flight details will appear.

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.

Economy Classic

Included Included in this Fare Family



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' tab with search criteria: From: LOS, Mariale Muhammed; To: LON, London; Depart: 04-Jul-2019; Return: 11-Jul-2019; Journey type: Return; Airline: All Partner Airlines; Cabin: Economy; Fare Type: Unselected; Slope: 0. The 'Total Recommendations' is 1 for £1183.42. The 'Filters' section includes Ticketing Deadline (24 December 2018) and Outbound Connections. The 'Itinerary Option 1' is selected, showing a route from LOS to LHR via DIRECT. An upsell menu is open, showing options for VS0412 and VS0411, with VS0412 selected for £1179.22. A 'Review & Continue' button is visible in the top right.

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' screen displays the following details:

- VF Ticketing Deadline:** 24 December 2018
- Fare:** £1179.22
- Review & Continue** button
- Flight 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
- Continue** button

APD

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 (12 - 15)

[Confirm](#) [Cancel](#)

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

LOS Murtala Muhammed	to	LHR London Heathrow	04-Jul-2018 10:05	04-Jul-2018 16:50	V50412	Stops (0)	Economy [V]	2 piece	Rules
LHR London Heathrow	to	LOS Murtala Muhammed	11-Jul-2018 22:30	12-Jul-2018 05:35	V50411	Stops (0)	Economy [V]	2 piece	Rules

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
Total Net Fare(s)	Total Net Fare(s)
Taxes, Fees & Carrier Charges	Taxes, Fees & Carrier Charges
Service Fees	Service Fees
Total	Total

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

From	To	Outbound	Return	Carrier	Stops	Cabin	Class	Rules
LOS Murtala Muhammed	LHR London Heathrow	04-Jul-2019 10:03	04-Jul-2019 16:50	V504D	0	Economy	[V]	2 piece
LHR London Heathrow	LOS Murtala Muhammed	11-Jul-2019 22:30	12-Jul-2019 05:35	V504R	0	Economy	[V]	2 piece

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

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.

Title	Given Name(s)	Surname	Date of Birth	Gender	Age	Frequent Flyer	Meal	Special Requests
Adult	MISS	JESSICA	JONES	01-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: systems@bavisteworld.com Phone: Nigeria +234 01244687977

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

The screenshot shows the Virgin Atlantic booking interface. Key elements include:

- 1:** Ticketing Airline: Virgin Atlantic
- 2:** Booking Ref: 454876
- 3:** View Emails button
- 4:** Cancel PNR button
- 5:** Pay & Ticket button
- 6:** Ticketing Deadline: 24-Dec-2018 23:59
- 7:** Emergency Contact Details form
- 8:** Amend APIS details button
- 9:** Amend selected flight(s) button
- 10:** Notes for PNR WLK7H4 section
- 11:** REMINDERS sidebar button

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**.

The Reminders section displays a table for PNR WLK7H4:

Reminder Type	Send Date	Send To	Notes
Ticket Deadline Reminder	23-Dec-2018	Rachel.Greenough@vafightstore.com	View

Below the table are buttons for **Add Reminder** and **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.

The screenshot shows the flight booking interface with a pop-up for amending a flight. The main interface includes:

- Header:** Ticketing Airline: Virgin Atlantic, Fare Type: Virgin Nigeria Seat Only, Booking Ref: 464876, GDS PNR: WLK7H4, GDS: Amadeus, Airline Locator: VS-FDMB3W.
- Contact:** MISS Rachel Test (Rachel.Greenough@vaflightstore.com), AV1000 Aviate Travel, Created On: 21-Dec-2018, Pricing Date: 21-Dec-2018.
- Itinerary:**
 - LOS (Murtala Muhammed) to LHR (London Heathrow) on 04-Jul-2019 at 10:05.
 - LHR (London Heathrow) to LOS (Murtala Muhammed) on 11-Jul-2019 at 22:30.
- Ticket Cost Table:**

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

The **Amend Flight(s)** pop-up window contains the following fields:

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

Buttons: **Check Availability** and **Cancel**.

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.

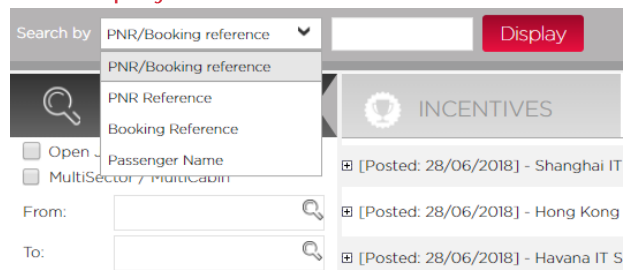
The screenshot shows the availability search results for the amended flight. The interface includes:

- Summary:** Ticketing Deadline: 24 December 2018, Total Price: £1109.92, Review & Continue button.
- Filters:** Ticketing Deadline, Outbound Connections, Inbound Connections.
- Results:**
 - Binary Option 1:** VS0412 (LHR to LHR) on 04-Jul-2019, Economy Class, Price: £1109.92.
 - Binary Option 2:** VS0411 (LHR to LOS) on 04-Jul-2019, Economy Class, Price: £1109.92. This option is 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**.



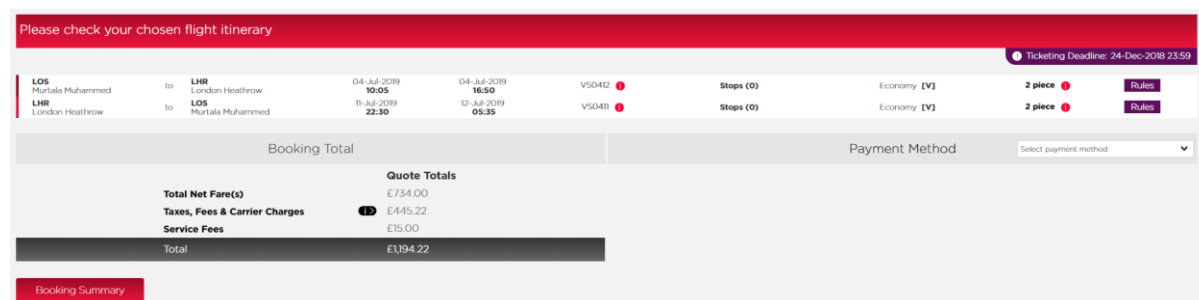
The screenshot shows a search interface with a dropdown menu for 'Search by' containing 'PNR/Booking reference', 'PNR Reference', 'Booking Reference', and 'Passenger Name'. There are also fields for 'From:' and 'To:' with search icons. A 'Display' button is visible. Below the search area, there is an 'INCENTIVES' section with a list of items, each with a 'Posted' date and a location, such as '[Posted: 28/06/2018] - Shanghai IT'.

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 payment screen with a red header 'Please check your chosen flight itinerary'. Below the header, there is a flight itinerary table with columns for origin, destination, dates, times, carrier, stops, and class. The itinerary shows a round trip from London Heathrow to Lagos and back. Below the itinerary, there is a 'Booking Total' section with a 'Quote Totals' table showing 'Total Net Fare(s)' of £734.00, 'Taxes, Fees & Carrier Charges' of £445.22, and 'Service Fees' of £15.00, resulting in a 'Total' of £1194.22. There is also a 'Payment Method' dropdown menu and a 'Booking Summary' button.

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*

Card Type*

Card Number*

Expiry Date (MM/YY)*

Issue No

CV2 (security code)*

Start Date (MM/YY)*

Amount 1193.40 GBP

Address Details

Address Line 1*

Address Line 2

City*

County/State

Country*

Post Code*

Please do not press Pay & Tickets more than once.

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 <input type="text" value="Credit Allowance"/>	
Quote Totals			
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](#)

[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 pop-up window titled 'Amend Flight(s)' is open, allowing the user to change the departure date to 10-Sep-2017 and the departure airport to JFK, John F. Kennedy. The interface includes a search bar, navigation menu, and a table of flight segments with checkboxes for selection. A 'Check Availability' button is visible at the bottom of the pop-up.

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 Classic
£1987.52

Itinerary Option 4
Deadline 13 July 2018
Economy Classic
£3212.48

Itinerary Option 1
Deadline 13 July 2018
Economy Classic
£3212.48
2 x Adult fare: £1028.24
UPSELL
HELP
Ticketing Deadline 13 July 2018
Select

VS0043
LGW 1 Aug 2018, 10:35 to LAS 1 Aug 2018, 13:20
10h 45m
Economy (M)

VS0086
LAS 12 Aug 2018, 18:30 to MAN 13 Aug 2018, 10:10
9h 35m
Economy (U)

VS8464
MAN 13 Aug 2018, 11:20 to NQY 13 Aug 2018, 12:30
1h 10m
Economy (U)
operated by Virgin British European Airways

VS8201
NQY 14 Aug 2018, 07:25 to LGW 14 Aug 2018, 08:35
1h 10m
Economy (U)
operated by Virgin British European Airways

Updated flights & ticket numbers shown below:

Ticketing Airline: Virgin Atlantic
Fare Type: Virgin Atlantic Inclusive Tour
Booking Ref: 735297497
GDS PNR: RSEWXX
Airline Locator: VS.E235Y
Ref:

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: RSEWXX
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 08:35 to JFK John F Kennedy 10-Sep-2017 20:10
VS0003 Stops (0) Economy [X]
VS0026 Stops (0) Economy [X]
1 piece

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 PNR: +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	4934255555 4934255553

To Do List

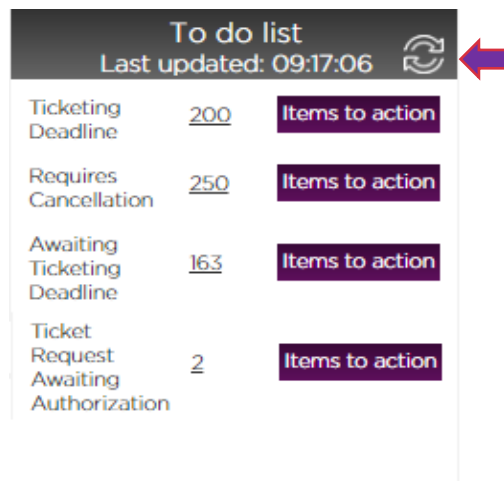
The To Do List Quick-link Tab is an easy way to manage your online bookings. The categories with the list are:


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



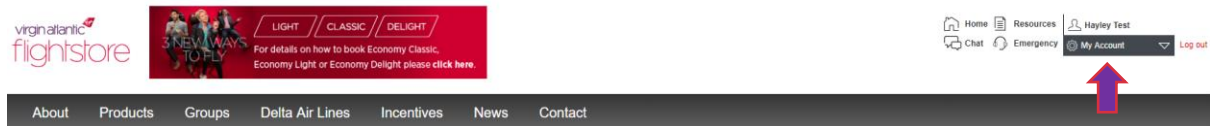
To do list		
Last updated: 09:17:06		
Ticketing Deadline	<u>200</u>	Items to action
Requires Cancellation	<u>250</u>	Items to action
Awaiting Ticketing Deadline	<u>163</u>	Items to action
Ticket Request Awaiting Authorization	<u>2</u>	Items to action

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 :

[Update](#) [Cancel](#)

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.

Trading Name	Agency Name (Legal Name)	ID	IATA Number	Email	Team(s)
Aviate Travel	Aviate Travel	AVT000			Global

Title	First Name	Last Name	User Name	User Email	Actions
Kenya	Airways	Login	KENYA	KENYA_info@aviate-mgt.com	Edit Password Change Request Bookings
HR	Aviate	Travel	AC100	AC100_info@aviatoworld.com	Edit Password Change Request Bookings

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

Trading Name	Agency Name (Legal Name)	ID	IATA Number	Email	Team(s)
Aviate Travel	Aviate Travel	AV1000			Global

Search For Users						
<input type="checkbox"/> Indicates locked users <input checked="" 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"/>	MISS	Ann	Test	AVNG05	asharples@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	Aviate	Travel	ACE00	ACE00_info@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	Miss	bron	Perkins	abp000	bronwen@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	Mr	C	TEST	AVCTEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	chris	elltest	test0386	chris@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	Mr	Emirates	Access	EKEA999	paul.johnson@altitude-worldwide.com	Edit Password Change Request Bookings
<input type="checkbox"/>	Mr	Guest	Account	EKGA999	info@ek-select.com	Edit Password Change Request Bookings
<input type="checkbox"/>	Mr	H	Test	HATEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MISS	Hayley	Test	HATEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	Miss	Hayley	Allman	AVALLMAN	hallman@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MS	L	TEST	AVLTEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MISS	Layla	Davies	ldavies	layla@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	NextGen	Test 04	AVNG04	systems@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	NextGen	Test 01	AVNG01	systems@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	NextGen	Test 05	AVNG06	systems@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	NextGen	Test 03	AVNG03	systems@aviateworld.com	Edit Password Change Request Bookings
<input type="checkbox"/>	MR	NextGen	Test 02	AVNG02	systems@aviateworld.com	Edit Password Change Request Bookings
Locked Users						

Page Number: 1 Find users Previous users Next Users

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)---
-------	------------	-----------	-----------	------------	----	-----------------------------

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 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 type="checkbox"/>	Book and	Ticket	AVBT02	ticketing@vflightstore.com	Edit Post	---Select User Action(s)---
<input checked="" type="checkbox"/>	Bookings	Only	AVBK03	bookings@vflightstore.com	Edit Post	Enable User(s) Disable User(s) Change Booking Ownership
<input type="checkbox"/>	Test	Account	AVSV01	test@vflightstore.com	Edit Post	Add User

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) ✕

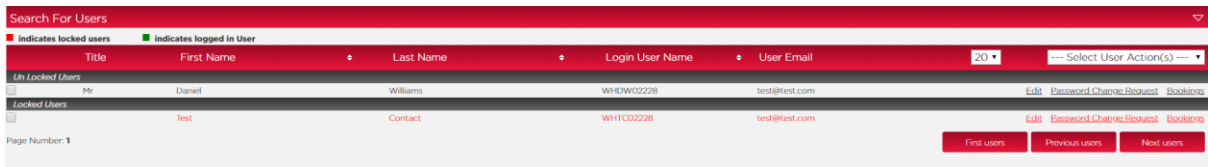
Selecting the new user to whom the bookings need to assigned from the below list.

List of User(s) :

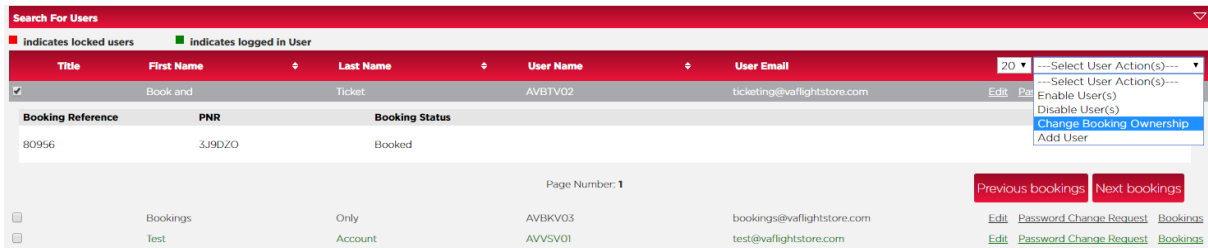
Lock User(s)

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.

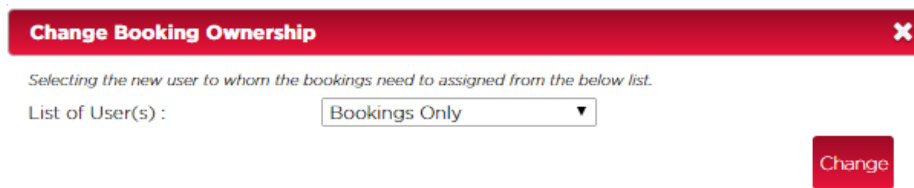


To enable a user account select the user account you wish to enable and choose **Enable User(s)** from the dropdown. A popup will appear to confirm this action.



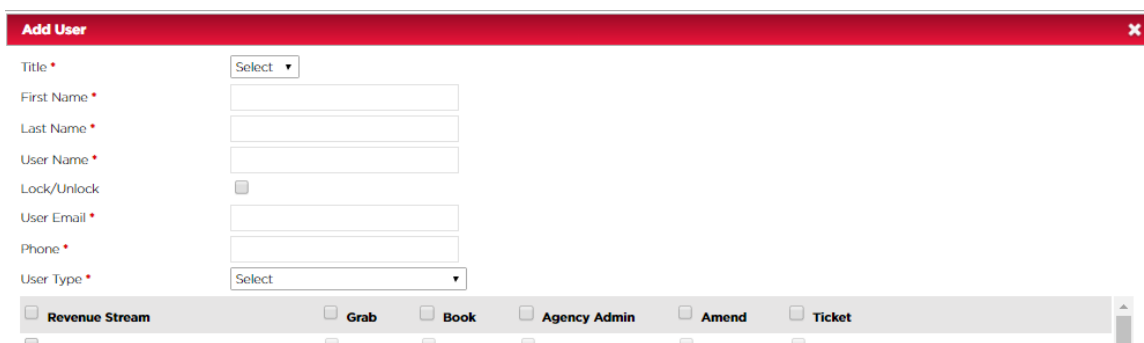
To Change the booking ownership from one user account to another, select the user and then choose **Change Booking Ownership** from the dropdown.

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**



Add User

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



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 Virgin Atlantic Flightstore

Chat with us using the Chat icon located on the homepage



Email us at info@vafightstore.com

Call us – +44 151 350 1120

Mon – Fri 08.00 – 19.00

Sat 09.00 – 15.00

(UK times)