



System User Guide

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User Account Management:

Basics

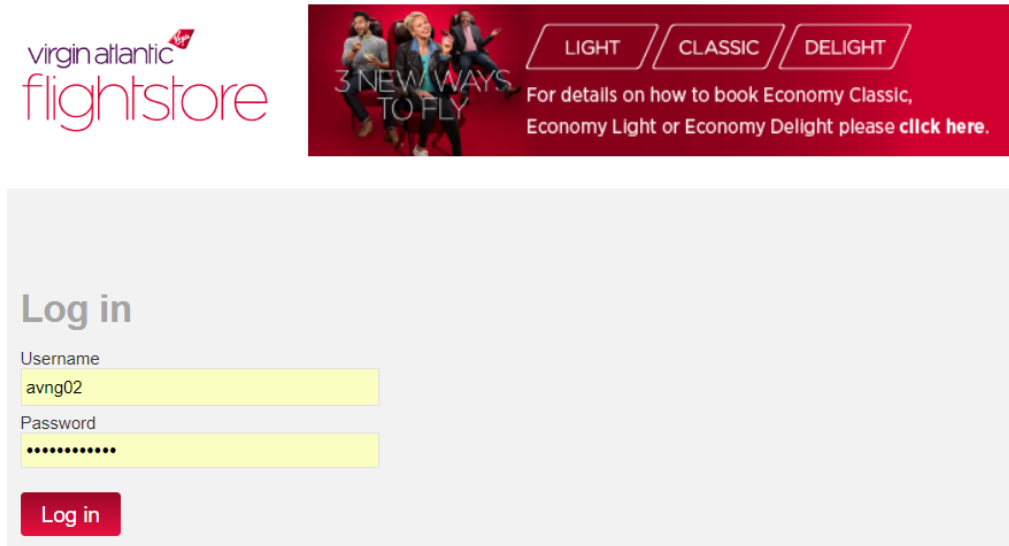
Enable/Disable User & Change Booking Ownership

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

Incentives

Airline incentives are displayed here for the chance to be added into a draw to win amazing prizes such as flights, days out, meals & gifts.



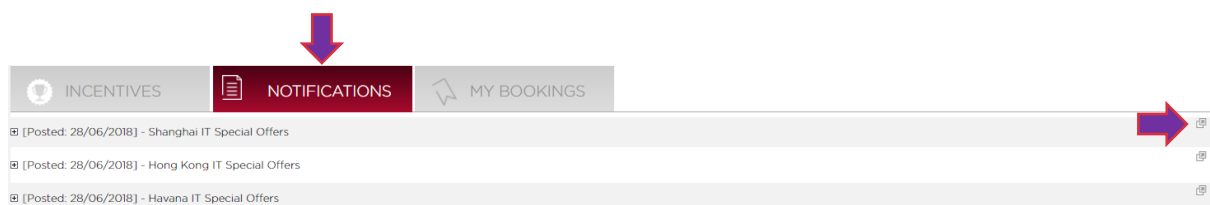
INCENTIVES NOTIFICATIONS MY BOOKINGS

WE'VE OPENED UP THE WORLD TO YOU!
OUT OF DATE RANGE JUST GOT A WHOLE LOT BIGGER!
You can book flights to ANY destination on the Virgin Atlantic network up to **2 YEARS in advance**, with Virgin Atlantic Flightstore.

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.



INCENTIVES NOTIFICATIONS MY BOOKINGS

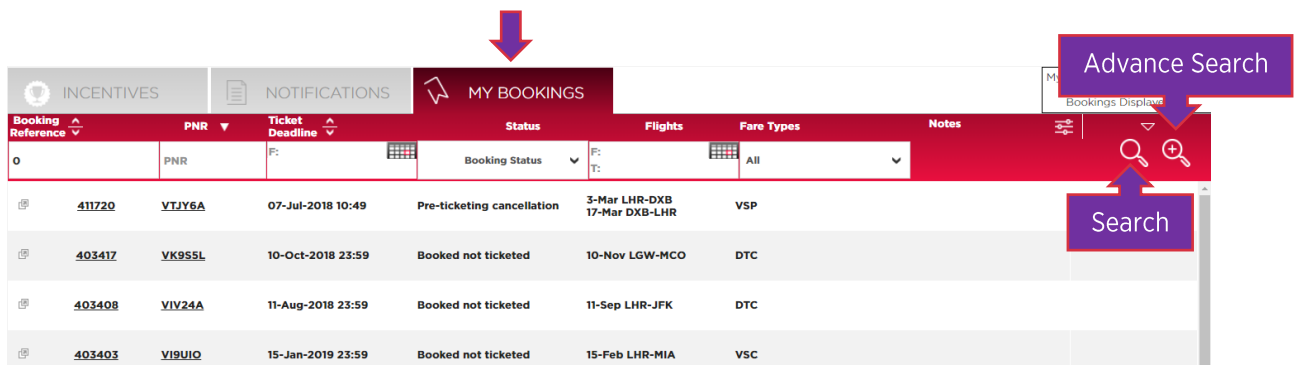
[Posted: 28/06/2018] - Shanghai IT Special Offers

[Posted: 28/06/2018] - Hong Kong IT Special Offers

[Posted: 28/06/2018] - Havana IT Special Offers

My Bookings

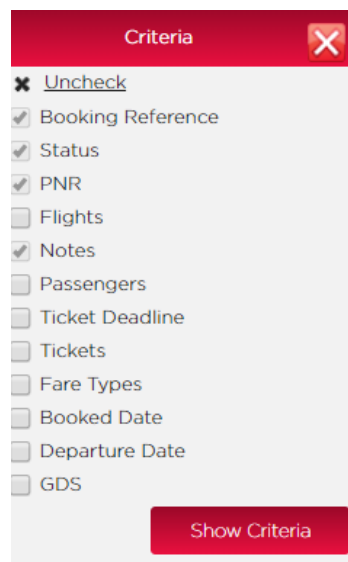
All your bookings can be found, sorted and accessed under the **My Bookings** Tab



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.

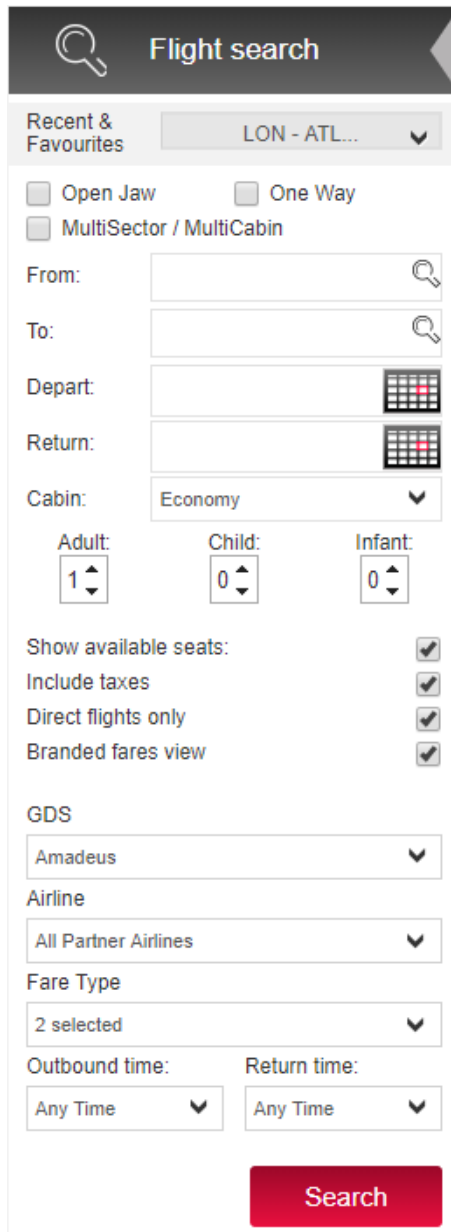
Customizing your search – The My Bookings Tab can show a maximum of 7 columns which can be customized depending on the information you want to see. When clicking Customize the filters Booking Reference, Status, PNR and Notes are mandatory fields but the remaining filters are optional.



Creating your booking

Availability Search

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



The screenshot shows a flight search interface. At the top is a dark header with a magnifying glass icon and the text "Flight search". Below this is a section for "Recent & Favourites" with a dropdown menu showing "LON - ATL...". The main form contains several sections: "Journey Type" with checkboxes for "Open Jaw", "One Way", and "MultiSector / MultiCabin"; "Routing" with "From:" and "To:" text boxes and magnifying glass icons; "Dates" with "Depart:" and "Return:" text boxes and calendar icons; "Cabin" with a dropdown menu set to "Economy"; "Passengers" with spinners for "Adult:" (1), "Child:" (0), and "Infant:" (0); "Filters" with checkboxes for "Show available seats:", "Include taxes", "Direct flights only", and "Branded fares view"; "GDS" with a dropdown menu set to "Amadeus"; "Airline" with a dropdown menu set to "All Partner Airlines"; "Fare Type" with a dropdown menu set to "2 selected"; and "Outbound time:" and "Return time:" dropdown menus both set to "Any Time". At the bottom is a red "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.

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)

Select the Airline and Fare Type you wish to search.

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 uncheck this box if you prefer to use the old 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



STANDARD SEAT



SEAT SELECTION AT ANY TIME



HAND BAGGAGE



CHECKED BAGGAGE



MEALS AND DRINKS



WIFI

At Charge



REFUNDS

At Charge



REBOOKING AND UPGRADES

At Charge

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, Airlines, Ticketing Deadline, Flight Duration, Cabins, Branded Fares, Aircraft Type, Departure Points, 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 flight availability interface. At the top, there are search criteria: From: LON, London; To: LAS, Las Vegas McCarran Intl; Depart: 01-Aug-2018; Return: 08-Aug-2018; Airline: All Partner Airlines; Cabin: Economy; Fare Type: 2 selected; Stops: 0; GDS: Amadeus. There are also checkboxes for 'Include taxes', 'Direct flights only', and 'Branded fares view'. Below the search criteria, there are tabs for 'Availability', 'Summary', and 'Passengers'. The main content area shows 'Total Recommendations: 18' and 'Total Itineraries: 18'. There are filters for 'Price' (MIN: £908.76, MAX: £1329.71) and 'Ticketing Airlines' (Select/Unselect All, Delta Air Lines (DL), Virgin Atlantic (VS)). The flight options are displayed as follows:

Itinerary Option	Upsell 1 - £958.76	Upsell 2 - £958.76	Upsell 3 - £1008.76	Upsell 4 - £1018.76	Upsell 5 - £1096.76	Upsell 6 - £1068.76	Upsell 7 - £1146.76	Upsell 8 - £1206.76
VS0043	LGW 1 Aug 2018, 10:35	10h 45m Economy (V)	LAS 1 Aug 2018, 13:20					
VS0044	LAS 8 Aug 2018, 15:35	09h 50m Economy (Q)	LGW 9 Aug 2018, 09:25					

The interface also shows a 'Deadline 13 July 2018' and a '1 Itinerary Option £908.76' highlighted. A 'Review & Continue' button is visible at 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 screenshot shows the ticketing deadline details page. At the top, there is a 'Ticketing Deadline: 13 July 2018' and a total price of '£1817.52'. There is a 'Review & Continue' button. Below this, there is a table with the following columns: Flight, Departure, Arrival, Fare Basis, Stops, Class, Baggage, and Duration.

Flight	Departure	Arrival	Fare Basis	Stops	Class	Baggage	Duration
VS0043	LGW 01-Aug-2018 10:35	LAS 01-Aug-2018 13:20	QJUF57MX	0	Q	1 piece	10:45
VS0044	LAS 08-Aug-2018 15:35	LGW 08-Aug-2018 09:25	QJUF57MX	0	Q	1 piece	09:50

At the bottom right, there is a '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 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.

AvailabilitySummaryPassengers£1,957.52Continue

Please check your chosen flight itinerary

Virgin Atlantic Inclusive Tour Ticketing Deadline: 13-Jul-2018 23:59

LGW London Gatwick	to LAS Las Vegas Mccarran Intl	01-Aug-2018 10:35	01-Aug-2018 13:20	V90043	Stops (0)	Economy (M)	1 piece	Rules
LAS Las Vegas Mccarran Intl	to LGW London Gatwick	08-Aug-2018 15:35	09-Aug-2018 09:25	V90044	Stops (0)	Economy (Q)	1 piece	Rules

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges	Service Fees	Total (per passenger)	Total (all passengers)
2 Adults	£595.00	£368.75	£15.00	£978.75	£1,957.52
Total	£1,190.00	£737.52	£30.00	£1,957.52	£1,957.52

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

Virgin Atlantic Inclusive Tour Best Buy

Total Net Fare(s)	£1,190.00
Taxes, Fees & Carrier Charges	£737.52
Service Fees	£30.00
Total	£1,957.52

Alternative Fare (click to select - Glasses/Cabins may be different)

Upsell Fare Into Next Cabin

Total Net Fare(s)	£1,550.00
Taxes, Fees & Carrier Charges	£893.52
Service Fees	£40.00
Total	£2,483.52

*Aviate Service Fees are non-refundable after ticket issue.

Abandon BookingEmail this QuotePrint

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: DOB and Gender are always required to be entered together. DOB and Gender are mandatory for Children, Youths and Infant passengers.

Availability Summary Passengers Terms and Conditions Jul 2018 Pay & Ticket Book - no deposit

Please check your chosen flight itinerary Tickling Deadline: 13-Jul-2018 23:59

Virgin Atlantic Inclusive Tour

LGW London Gatwick	to	LAS Las Vegas Mccarran Intl	01-Aug-2018 10:35	01-Aug-2018 13:20	VS0043	Stops (0)	Economy [M]	1 piece	Rules
LAS Las Vegas Mccarran Intl	to	LGW London Gatwick	08-Aug-2018 15:35	09-Aug-2018 09:25	VS0044	Stops (0)	Economy [Q]	1 piece	Rules

Reference: TEST BOOKING Main contact: MR Hayley Test Email: track_development@cairo.com

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges	Service Fees	Total (per passenger)	Total (all passengers)
2 Adults	£595.00	£368.76	£15.00	£978.76	£1,957.52
Total	£1,190.00	£737.52	£30.00	£1,957.52	£1,957.52

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	MR	BILLY	JONES	01-Jan-1970	Male	Frequent Flyer no.	Standard	None
Adult	MR	TILLY	JONES	01-Jan-1971	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: info@aviate-mgt.com Phone: United Kingdom +44 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. Red callout numbers 1 through 12 are placed over various elements: 1 points to the Airline Locator (Virgin Atlantic), 2 to the Booking Reference (393549), 3 to the View Emails button, 4 to the Cancel PNR button, 5 to the Pay & Ticket button, 6 to the Fare Rules button, 7 to the Emergency Contact Details section, 8 to the Split selected passengers button, 9 to the Amend APIS details button, 10 to the Notes for PNR section, and 11 to the REMINDERS button on the right-hand side.

Reminders

Once you have created a PNR through Virgin 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 screenshot shows a 'REMINDERS' modal window for PNR 3S989K. It contains a table with the following data:

Reminder Type	Send Date	Send To	Notes
Ticket Deadline Reminder	30-Jun-2017	hallman@aviatoworld.com	View

Below the table are two buttons: 'Add Reminder' and 'Cancel'. A blue arrow points from the 'View' link in the table to the 'Add Reminder' button.

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 Atlantic Inclusive Tour**
 Booking Ref: **735408431**
 GDS PNR: **WYWIL**
 GDS: **Amadeus**
 Airline Locator: **VS-CMPLMJ**
 Ref: **TEST BOOKING**

Contact: **MR Hayley Test (track_development@calrom.com)**
 Company Name: **AV1000 Aviate Travel**
 Created On: **10-Jul-2018**
 Pricing Date: **10-Jul-2018**

Please check your chosen flight itinerary

Flight	From	To	Date/Time
<input type="checkbox"/>	LGW London Gatwick	to LAS Las Vegas Mccarran Intl	01-Aug-2018 10:35
<input checked="" type="checkbox"/>	LAS Las Vegas Mccarran Intl	to LGW London Gatwick	08-Aug-2018 15:35

Amend Flight(s)

Departure Date: 08-Aug-2018
 Departure Airport: LAS, Las Vegas Mccarran Intl
 Arrival Airport: LGW, London Gatwick
 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)
2 Adults	£595.00
Total	£1,190.00

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.

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 Review & Continue

Total Recommendations: 4
 Total Itineraries: 7

Filters: Price, Ticketing Airlines, Operating Airlines, Fare Types, Ticketing Deadline, Connections, Outbound Duration, Departure Points, Arrival Points, Via Points, Aircraft Types

Itinerary Option 1

Flight	From	To	Date/Time	Class	Price
VS0043	LGW	LAS	1 Aug 2018, 10:35	Economy (M)	£1987.52
VS0086	LAS	MAN	13 Aug 2018, 10:35	Economy (U)	£3212.48
VS8464	MAN	NQY	13 Aug 2018, 11:20	Economy (U)	
VS8201	NQY	LGW	14 Aug 2018, 07:25	Economy (U)	

Select

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**.

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

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

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. These will be displayed depending on the payment options you have agreed with Virgin Flightstore.

The screenshot shows a booking confirmation screen. At the top, there is a search bar with 'PNR/Booking reference' and a 'Display' button. Below this, there is a 'Credit limit balance indicator' showing 'Your remaining balance is £47,969.02 (98%)'. The main content area is divided into two columns. The left column contains booking details: Ticketing Airline: Virgin Atlantic, Fare Type: Virgin Atlantic Inclusive Tour, Booking Ref: 735408431, GDS PNR: WYWILL, GDS: Amadeus, Airline Locator: VS-CMPLMJ, Ref: TEST BOOKING. The right column contains contact information: Contact: MR Hayley Test (track_development@cairrom.com), Company Name: AV1000 Aviate Travel, Created On: 10-Jul-2018, Pricing Date: 10-Jul-2018, and PNR: WYWILL. Below this, there is a red banner that says 'Please check your chosen flight itinerary'. Underneath, there is a table of flight segments. The table has columns for origin, destination, departure time, arrival time, flight number, stops, and fare class. The first segment is LGW London Gatwick to LAS Las Vegas Mccarran Intl on 01-Aug-2018 at 10:35, flight number VS0043, Economy [M], 1 piece. The second segment is LAS Las Vegas Mccarran Intl to LGW London Gatwick on 08-Aug-2018 at 15:35, flight number VS0044, Economy [Q], 1 piece. Below the table, there is a 'Booking Total' section with a table of costs: Total Net Fare(s) £1,190.00, Taxes, Fees & Carrier Charges £737.52, Service Fees £30.00, and Total £1,957.52. To the right of this table is a 'Payment Method' dropdown menu with a red arrow pointing to it. At the bottom left, there is a 'Booking Summary' button.

Card Payment –

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

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.

The screenshot displays a flight booking confirmation page. At the top, a red banner reads "Please check your chosen flight itinerary". Below this, the itinerary is shown with two flight segments: LHR to JFK and JFK to LHR. The pricing section shows a total of £1193.40, broken down into Total Net Fares (£398.00), Taxes, Fees & Carrier Charges (£739.14), Service Fees (£30.00), and Transaction Charge (£26.26). The payment method is set to "Credit Card", with a dropdown menu showing "Card type: Visa Credit". A "PAY & TICKET" button is visible at the bottom right. Two red arrows point to the "Credit Card" dropdown and the "PAY & TICKET" button.

Direct Debit –

Select Direct Debit from the **Payment Method** drop down.

Check the box to confirm the amount that will be taken by Direct Debit.

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

Once the payment has been taken and cleared by Flightstore Accounts, Flightstore will issue your booking and email an Itinerary Receipt with ticket numbers.

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.

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

Credit Allowance –

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

Check the box to confirm the amount that deducted from your Credit Allowance agreement with Flightstore.

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)	Quote Totals	Credit Limit	£11,000.00
Taxes, Fees & Carrier Charges	£398.00	Current Balance	£11,000.00
Service Fees	£739.14	To Pay	£1,167.14
Total	£30.00	Remaining Balance	£9,832.86
	£1,167.14		

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 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 'TICKETED' status is visible on the right side of the page.

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

VS0043	LGW	1 Aug 2018, 10:39	10h 45m	Economy (M)	LAS	1 Aug 2018, 13:20	✈️	🟢	🟢	🟢	...	£3212.48 <small>2 x Adult fare: £1987.52</small> UPSSELL HELP Ticketing Deadline 13 July 2018
VS0086	LAS	12 Aug 2018, 16:39	09h 35m	Economy (U)	MAN	13 Aug 2018, 10:10	✈️	🟢	🟢	🟢	...	
VS8464 <small>operated by Flybe/Brn</small>	MAN	13 Aug 2018, 11:20	01h 10m	Economy (U)	NQY	13 Aug 2018, 12:30	✈️	🟢	🟢	🟢	...	
VS8201 <small>operated by Flybe/Brn</small>	NQY	14 Aug 2018, 07:25	01h 10m	Economy (U)	LGW	14 Aug 2018, 08:35	✈️	🟢	🟢	🟢	...	

Select

Updated flights & ticket numbers shown below:

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

Contact: **MR NextGen Test 01** (track_development@calrom.com)
 Company Name: **AU1000 Aviate Travel**
 Created On: **13-Jul-2017**
 Pricing Date: **13-Jul-2017**
 Creator Office Id: **MANU126IT**
 Ticketing Office Id: **MANU126IT**

PNR: **RSBNWX** 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	01-Sep-2017 11:40	VS0003	Stops (0)	Economy [X]	1 piece	
	JFK	John F Kennedy	to	LHR	London Heathrow	10-Sep-2017 08:15	10-Sep-2017 20:10	VS0026	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 No. +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

GDS Ticketing

For Virgin Flightstore GDS bookers –

Amadeus: Once you are ready to ticket, transfer booking ownership using the following entries:

RP/MANU126AM/ALL

RF NAME; ER

**This entry will transfer all linked PNR's. If you only wish to transfer the PNR you are working on, the transaction code is RPS, e.g. RPS/MANU126AM/ALL*

Virgin Flightstore: The GDS Ticketing option can be found both under **My Account** in the top right corner, and the left hand quick-link tabs.

Select your Revenue Stream, enter your PNR reference and click **Grab PNR**.

Gds ticketing

Airline:

Fare Type:

PNR:

Grab PNR

You will then be directed to a page where you can amend the fare type if necessary, confirm the child ages, and add a reference if desired. From this page you will need to select the pricing date (either today or a date in the past when the booking was priced) then continue to **Price** and then proceed to **Ticket**, using your preferred payment method.

GDS Ticketing

Search by: PNR/booking reference **Display** PNR: Select Airline: Select Fare Type: Retain T55s: **Grab**

Airline: Virgin Atlantic Airways Fare Type: Inclusive Tour Fare PNR: 3SYOEO **Grab PNR**

Revenue Stream: **Virgin Atlantic Inclusive Tour** **Ready to price** PNR: 3SYOEO

Company name: AV0000 Aviate Management Limited

Created On: 10/02/2017

Reference: Main contact: A1840000 Email: hullman@aviateworld.com Pricing Date: **Price**

Please check your PNR itinerary details

✓	LHR London Heathrow	to	JFK John F. Kennedy	01-Jul-2017 09:05	01-Jul-2017 11:40	VS0003	Premium Economy (H)
✓	JFK John F. Kennedy	to	LHR London Heathrow	08-Jul-2017 08:05	08-Jul-2017 20:10	VS0026	Premium Economy (K)

Please click 'Price' to generate pricing information for this booking

Title	Given Name(s)	Surname	Date of Birth	Gender	Age	Frequent Flyer	Meal	Special Requests
Adult	MR	BOBBY	JONES					None

Unable to ticket due to missing APS information. Date of birth is missing for one or more passengers. Gender declaration is missing for one or more passengers.

Read-only access will be given so that you can view your PNR in your GDS. For all post-ticketing amendments, please contact Flightstore.

Grab & Store

Grab using **GDS Ticketing** as normal, then once the PNR is priced through the website an additional option shows **Grab Only**.

The screenshot shows the 'GDS Ticketing' interface. At the top, there is a search bar with 'PNR/Booking reference' and a 'Display' button. Below this, the 'Airlines' section shows 'Virgin Atlantic' and 'Delta Published' with a 'Grab PNR' button. The 'Revenue Stream' is 'Virgin Atlantic/Delta Published' and the 'Company name' is 'AV1000 Aviate Travel'. The 'Created On' date is '31/08/2017'. The 'PNR' is 'MLAX3D' and the status is 'Ready to ticket'. There are two buttons: 'Play & Ticket' and 'Grab Only', with a red arrow pointing to the 'Grab Only' button. Below this, there is a section for 'Please check your PNR itinerary details' showing flight segments for LHR to JFK and JFK to LHR. A table below shows the 'Ticket Cost' for 1 Adult, with a total of £70.00 for the fare and £452.87 for taxes, fees, and carrier charges.

Once saved using **Grab Only** the booking sits in the system as a normal booking and can be managed in the same way as a booking made through the system:

The screenshot shows the 'GDS Ticketing' interface with the booking details. The 'Ticketing Airline' is 'Virgin Atlantic/Delta Published' and the 'Company Name' is 'AV1000 Aviate Travel'. The 'Created On' date is '31-Aug-2017'. The 'PNR' is 'MLAX3D' and the status is 'BOOKED NOT TICKETED'. There are buttons for 'View Emails', 'Cancel PNR', and 'Play & Ticket'. Below this, there is a section for 'Please check your chosen flight itinerary' showing flight segments for LHR to JFK and JFK to LHR. A table below shows the 'Ticket Cost' for 1 Adult, with a total of £70.00 for the fare and £452.87 for taxes, fees, and carrier charges. The 'Emergency Contact Details' section shows 'John Kingston +44' and '0204607917'. The 'Amend APIS details' button is also visible.

To Do List

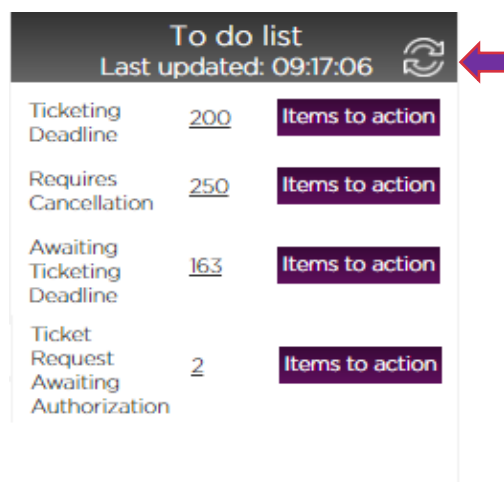
The To Do List Quick-link Tab is an easy way to manage your online bookings. The categories with the list are:


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 Flightstore to price manually if required

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



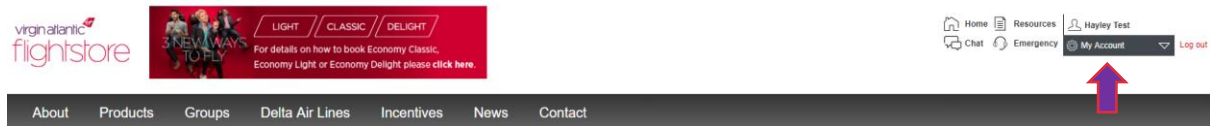
To do list		
Last updated: 09:17:06		
Ticketing Deadline	<u>200</u>	Items to action
Requires Cancellation	<u>250</u>	Items to action
Awaiting Ticketing Deadline	<u>163</u>	Items to action
Ticket Request Awaiting Authorization	<u>2</u>	Items to action

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						
■ Indicates locked users ■ 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	eitest	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	AVHTEST	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.

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

Search For Users						
■ Indicates locked users ■ 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	eitest	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	AVHTEST	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

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)**

Search by: [PAB/Booking reference] Display Credit limit balance indicator: Your remaining balance is €20,000.00 (100%)

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

Search For Users

Indicates locked users Indicates logged in User

Disable User(s)

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

List of User(s): chris ellert

Lock User(s)

Title	First Name	Last Name	Login User Name	User Email	Actions
<input checked="" type="checkbox"/>	MIS	Ann	Test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Aviate	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Deron	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	C	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Chris	test0386	chris@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Emirates	Access	pauljohnson@altitude-worldwide.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Guest	Account	info@ek-select.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	H	Test	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Hayley	Test 04	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Hayley	Allman	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MS	L	TEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Layla	Dawson	layla@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	Test 04	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	NextGen	Test 01	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	NextGen	Test 05	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	NextGen	Test 03	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	NextGen	Test 02	systems@aviateworld.com	Edit Password Change Request Bookings

Page Number: 1

First users Previous users Next users

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 by: [PAB/Booking reference] Display Credit limit balance indicator: Your remaining balance is €20,000.00 (100%)

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

Search For Users

Indicates locked users Indicates logged in User

Title	First Name	Last Name	Login User Name	User Email	Actions
<input checked="" type="checkbox"/>	MIS	Ann	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Aviate	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Deron	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	C	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Chris	test0386	chris@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Emirates	Access	pauljohnson@altitude-worldwide.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Guest	Account	info@ek-select.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	H	Test	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Hayley	Test 04	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Hayley	Allman	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MS	L	TEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Layla	Dawson	layla@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 04	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 01	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 05	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 03	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 02	systems@aviateworld.com	Edit Password Change Request Bookings

Locked Users

<input checked="" type="checkbox"/>	MR	Arman	login	arman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Gary	Admin	ENGAD3_admin@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Jan	Dickie	jdickie@ek-select.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 by: [PAB/Booking reference] Display Credit limit balance indicator: Your remaining balance is €20,000.00 (100%)

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

Search For Users

Indicates locked users Indicates logged in User

Title	First Name	Last Name	Login User Name	User Email	Actions
<input checked="" type="checkbox"/>	MIS	Ann	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Aviate	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Deron	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	C	test	test@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Chris	test0386	chris@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Emirates	Access	pauljohnson@altitude-worldwide.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Guest	Account	info@ek-select.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	H	Test	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Hayley	Test 04	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Hayley	Allman	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MS	L	TEST	hallman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Layla	Dawson	layla@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 04	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 01	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 05	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 03	systems@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	NextGen	test 02	systems@aviateworld.com	Edit Password Change Request Bookings

Locked Users

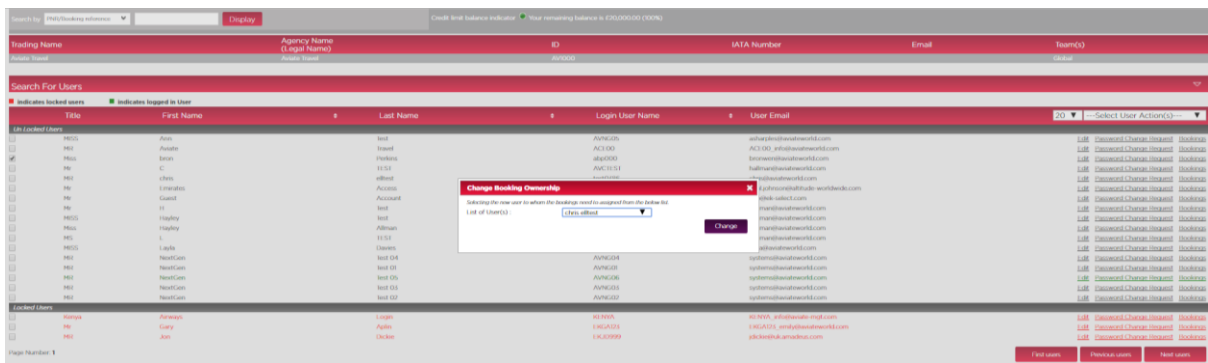
<input checked="" type="checkbox"/>	MR	Arman	login	arman@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MR	Gary	Admin	ENGAD3_admin@aviateworld.com	Edit Password Change Request Bookings
<input checked="" type="checkbox"/>	MIS	Jan	Dickie	jdickie@ek-select.com	Edit Password Change Request Bookings

Page Number: 1

First users Previous users Next users

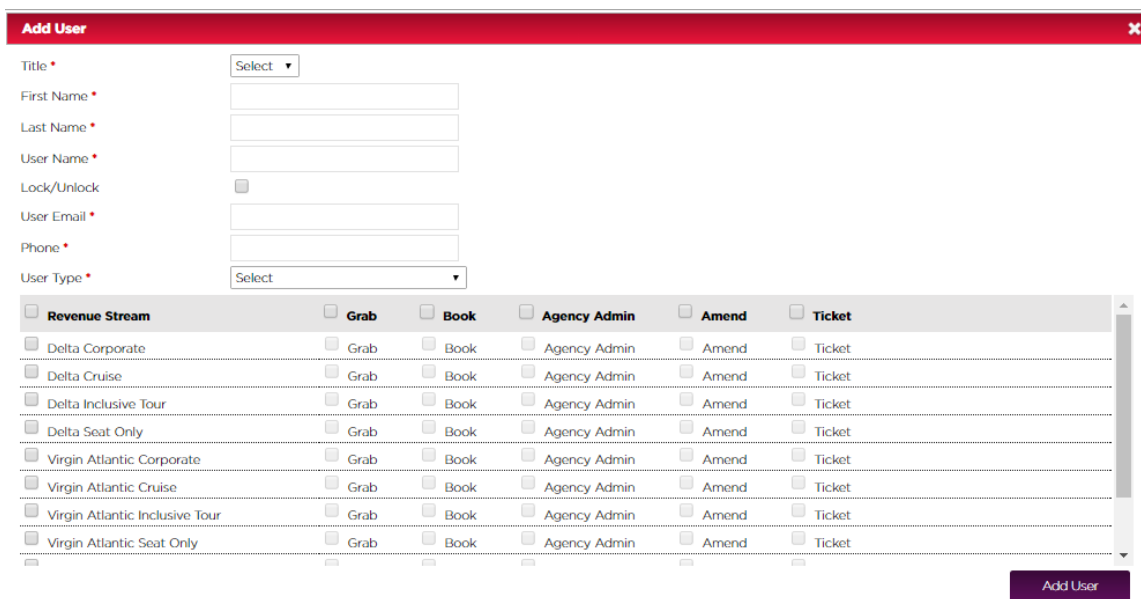
To Change the booking ownership from one user account to another, select the user and then choose **Change Booking Ownership** from the dropdown.

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

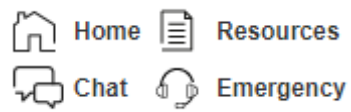
Ticket: allows the user to ticket bookings

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



Alternatively pop us an email or give our friendly team a call -

Reservations: **E** info@vaflightstore.com **T** 0151 350 1120

Sales: **E** sales@vaflightstore.com **T** 0151 350 1123

Accounts: **E** accounts@aviateworld.com **T** 0151 350 1103