



australia
business flyer

How to use the Business Booking Portal

For Key Contacts and
Account Administrators

Make, view and Manage your work travel with ease using this handy guide.

Navigating your way around the Virgin Australia Business Booking Portal has never been easier. Find out everything you need to know about making, viewing and managing your work travel.

Get started in three easy steps:



1. JOIN AND ACTIVATE

Once your business account has been created and approved, you will receive an email detailing how to activate the account.



2. LOGIN & CREATE PROFILES

Once the account has been activated, you can log in and create additional Administrator, Booker and Traveller user profiles for your team.



3. MAKE A BOOKING

When you're ready to make a booking, simply select a Traveller profile or add a Guest Traveller via the home page.

Make work trips work for your team

Encourage your team to join Velocity Frequent Flyer. They can earn Velocity Points **fast** for their time in the sky (and on the road).

REDEEM POINTS ON

- ✔ Leisure flights to destinations across our network
- ✔ A wide range of airline and travel partners
- ✔ Purchases in the Velocity Rewards Store and so much more

velocity frequent flyer



> Did you know

- You can make unlimited date and time changes to your bookings for one-way and return journeys.
- Booking car hire is easier than ever. Click on the Thrifty link when booking your flights to access the VABF Thrifty car hire offer.
- You can pay for Economy X and extra bags using Travel Bank or Points as a form of payment.
- Virgin Australia Business Flyers can view Business points earned from flights, request points transfer to individual Velocity Frequent Flyer accounts and submit claims for missing points via the Rewards Portal.
- Once your Virgin Australia Business Flyer account has been created and approved, Rewards Portal Administrators will receive a concurrent activation email for the Rewards Portal.
- The Rewards and Business Booking Portals are activated separately; however, you can use the same login and password if preferred.

Note: Corporate ID and registered ABN/ACN - quoted when making a new booking. Corporate ID can be found on the top right-hand corner once logged in. Profile ID/ Payment Profile ID - quoted when paying/refunding to your Corporate Travel Bank. Admin/Bookers can view this under the 'Manage business account' section. Corporate Travel Bank - Centralised location of where credit from cancelled bookings are housed in addition to Contra funds.

TIP

For one off bookings click on **select Travellers**, and for those travelling frequently, set them up with a Traveller profile. This will save you manually entering their details each time they fly.

> What you can do in the Business Booking Portal

Overview of the level of access given to each user profile	Key Contact / Administrator	Booker	Traveller
Make a booking Note: Travellers can make bookings so long as they're on the booking (i.e. Traveller alone or Traveller + other users/Guest Travellers on the booking).	✓	✓	✓
View/manage own bookings	✓	✓	✓
Edit own profile	✓	✓	✓
Create/edit/disable other Traveller profiles	✓	✓	X
Automatic access to Corporate Travel Bank funds (online)Note: At time of Traveller profile creation, Administrator/Booker's can grant permission to the Traveller for use of Corporate Travel Bank funds online. Access can also be updated after creation.	✓	✓	X
Automatic access to Pay with Points Note: At time of Traveller profile creation, Admin/ Booker's have the ability to grant permission to the Traveller to access Points funds online. Access can also be updated after creation.	✓	✓	X
View Payment Profile ID for Corporate Travel Bank transactions over the phone	✓	✓	X
View business details	✓	✓	X
View company's Corporate Travel Bank balance	✓	✓	X
Automatic access to view/manage all the business' bookings Note: Administrators can grant permission to the Booker to view/manage all the business's bookings.	✓	X	X
Create/edit all other Administrator/Booker profiles	✓	X	X
Update business details	✓	X	X
Unlock a user	✓	X	X
Change a user's profile type	✓	X	X

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Ability for Administrators (Key Contact only) to receive all itineraries Note: Administrators can opt for the Key Contact to receive copies of all the itineraries made by other Administrators, Bookers or Travellers.	✓	X	X
Car hire booking	✓	✓	✓
Reporting	Key Contact / Administrator	Booker	Traveller
Report business bookings *Booker can see all bookings if 'View all bookings' checkbox is selected in their profile.	✓	X	X
Report own bookings	✓	✓	✓
User Profile Report	✓	X	X

> Create a new administrator / booker / traveller profile

1. Log in as an Administrator to create additional Administrator / Booker / Travellers or Log in as a Booker to create a Traveller
2. Click on **Account**
3. Click on **Add new user**
4. Select the relevant user role and complete the form

Note: To enable a Traveller to have access to Corporate Travel Bank funds and Points online, tick Allow access to Travel Bank funds or Allow access to Points check boxes.

5. Under the Login details section next to **Status**, click **Active**
6. Once mandatory fields are completed, click on Add new user button. If **send registration email** tick box is selected, new user will receive Welcome email containing link to set their password

Note: If you'd like the user you created to receive their login details to book flights and access the Virgin Australia Business Booking Portal, click on the Send registration email tick box. If this box is left un-ticked the user will not be able to access the Virgin Australia Business Booking Portal.

TIP

Add the user's Velocity Frequent Flyer membership number when setting up their profile.
Note that a Passport number is not a mandatory field.

Note: When Administrator/Booker/Traveller profiles are created from the Account section, these profiles will also be saved as a Traveller profile on the initial Home page at the start of the flight booking process.

> Adding an additional traveller

For one-off bookings for Travellers:

1. Log in as an Administrator/Booker user
2. Click on **Home** on the tool bar like you are creating a new booking
3. **Select travellers** and select the number of additional travellers by Passenger Type i.e. 1 Adult, 1 Child
4. Click Add to **continue**

Note: If you decide you want to save the additional Traveller details for future flights, tick Save traveller's details for future bookings.

› Making a flight booking

1. Log in to the Business portal with your account details
2. Use the flight search function to select travellers, departure port and destinations, travel dates and select **Let's fly** to commence your flight search
3. Select flights and fare class and click **continue**
4. Re-confirm traveller's personal details and add traveller's Frequent Flyer numbers and click **confirm**
5. Confirm any additional extras including preferred seat selection and Economy X upgrades, additional baggage and any special assistance requests
6. Review and finalise booking and select payment method (choose from Points, Travel Bank or Credit Card). Please note: No mixed payment available for a preferred seating, Economy X upgrades or additional baggage - the full amount of these items must be paid in Points or your preferred debit or credit card
7. Follow the prompts to finalise your booking

TIP

- The Administrator's/Booker's contact details are added to a booking in addition to the Travellers' contact details listed on their profiles.
- Anything underlined can be clicked and edited. E.g. To search and book Premium Economy and Business Class flights, on the Flight Search page click the underlined 'Economy' to display a drop-down list and select 'Premium or Business'.

› How to use Pay with Points

To use your business' Points balance to book your next flight, follow the normal process in booking a flight (as outlined in 'Making a flight booking' above)

1. When you get to the Payment screen, select 'Points' as your preferred payment method
2. Use the slider to select the number of Points you want to use for your flight. Apply Points to your preferred seat, Economy X upgrade or additional baggage if required
3. Complete your booking - Pay the balance with your debit or credit card

› How to redeem a Travel Bank Credit

Your business may have been allocated a Travel Bank Credit to spend on future flights.

1. When you log into the Business Booking Portal, your Travel Bank balance will be shown on the home screen
2. To redeem your credit, use the normal process in booking a flight (as outlined in 'Making a flight booking' above)
3. In the payment options screen select **Pay with Travel Bank**
4. Enter the amount of your Travel Bank that you want to use and select **Apply** (can only be applied to the base fare)
5. Complete the remaining steps to finalise your booking

› How to add a frequent flyer membership to a booking

1. Click **Manage Booking** on the tool bar
2. Search and retrieve the booking
3. Click **Guest**

4. Click **Edit**
5. Select **Loyalty program** and enter Loyalty number
6. Click **Save details**

To update contact details on a booking:

7. Follow steps 1 to 4 per above
8. Update contact details
9. Click **Save details**

Note: this will update the contact details only to the booking and will not save to the user's profile.

> Amend an existing administrator / booker / traveller

1. Log in as an Admin user
2. Click on **Account**
3. Click on **View users**
4. Either search specifically for a user by entering the user's name into the Search user field or if you can see the users name, click on the View button next to their name to update the details
5. Click **Save Changes**

Note: Updating Travellers' details on the Payment page of a booking will only update on the booking; it will not update the user's profile.

> Disable access of an existing administrator / booker / traveller

1. Follow steps 1 to 4 as above under 'Amend an existing Administrator/Booker/Traveller'.
2. Under Login details section, select **Disable**
3. Click **Save Changes**

> Delete user profile

1. Follow steps 1 to 3 as above under 'Amend an existing Administrator/Booker/Traveller'.
2. Search for the user's profile
3. Click **Delete**
4. Click **Yes, delete user**

> Update business details

(Administrators only)

1. Log in as an Admin user
2. Click on **Account**
3. Click on **Manage business account**
4. Update the Business profile as required and click **Save Changes**

Note: Greyed out fields are not editable. To update these fields, please contact your Virgin Australia Account Manager.

> Reporting

1. Click **Reports**
2. Select the report type
3. Complete the From date and To date (excluding User Profiles report)
4. Click **Get Report**

The report can be downloaded as a CSV after the report is generated

Below are the reports available and examples for use:

Expenditure Summary: this report can be used to compare spend summaries over a given time period.

Ticket Detail: this report contains transactions at the ticket level over a given date range and may be used to review payment/refund details, assist with reconciling credit card charges, or identify transactions when requesting a resend of a Tax Invoice.

Journey Detail: this report contains details of who has travelled/will travel over a given date range.

User Profiles: this report can be used to view a list of all current Administrator, Booker and Traveller profiles and the information saved on their profiles.

Troubleshooting

> Has your activation email expired?

When a new user profile is created, an activation email is sent to the user. This activation email is valid for 72 hours, once outside of this period the link is invalid. The activation link may be resent by the Administrator or Booker to resend the welcome email to allow the user to activate their account.

1. You can resend an activation link by accessing a specific user's profile and selecting **Resend activation link**
2. Alternatively, the user may self-manage their own activation on the Business Flyer Account login page, by selecting **Request new Activation link**
3. If an Admin user requires a new Welcome email, please contact Virgin Australia for assistance. Click on the **Resend registration** email checkbox

> Forgotten your password?

Once a password has been created, a password reset can be requested:

- a. On the Business Account Login page, or
- b. Administrator and Booker can request a password reminder for other users by viewing the user's profile under the View users section and clicking Request password reset

> Have you locked your account?

An account will lock after three failed password attempts. Account can be self-unlocked via the log in page or alternatively, an Administrator can unlock an account on behalf of another user per below:

1. Click on **Account** on the toolbar
2. Click on **View users**
3. Click on **View**
4. Click on **Unlock**

Needing some more support?

Visit virginaustralia.com/business-flyer

For assistance with your Virgin Australia Business Flyer account, reservations, the Virgin Australia Lounge or Velocity Frequent Flyer, please call 1300 246 498 from Australia.

If you would like further information, please email us at: businessflyer@virginaustralia.com



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