How to use the Business Booking Portal

For Travellers

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. ACTIVATE YOUR PROFILE

Once you have been assigned as a traveller under your Virgin Australia Business Flyer account, you will receive an activation email. Follow the prompts and activate within 24 hours.

2. LOG IN AND MANAGE YOUR DETAILS

Once your user profile has been activated, you can log in and update your personal details and add your Velocity Frequent Flyer number.

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 you

Join Velocity Frequent Flyer. You can earn Velocity Points *fast* for your 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

CS3748

› What you can do in the Business Booking Portal as a Traveller

Overview of the level of access given to each user profile	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	✓
Car hire booking	✓
Reporting	
Report own 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

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'.

› Traveller tips

• 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.

› How to add your 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 your profile.

› 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

*Terms and Conditions: This Booking Portal User Guide is for information purposes only and is subject to your corporate agreement with Virgin Australia, and Virgin Australia's Privacy Policy.

CS3748