



australia
business flyer

How to use the Rewards Portal

Everything you need to know about getting started and navigating your way around.

Whether you've just joined Virgin Australia Business Flyer or you have a few questions about using the Rewards Portal, this guide will help make managing business points a little easier.

Using the Rewards Portal is easy, you can:



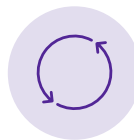
SEE YOUR POINTS

View points earned from flights and your points balance.



KNOW YOUR TIER

View what tier your business is assigned to.



TRANSFER POINTS

Request points transfer to individual Velocity Frequent Flyer accounts.



CLAIM MISSING POINTS

Submit a claim for missing points.



EXPLORE

Our exclusive partners and offers.

You can continue to make flight bookings and Business Detail changes via the Virgin Australia Business Booking Portal or via your nominated Travel Management Company.

Getting started

1. Once your Virgin Australia Business Flyer account has been set up and approved, Administrators will receive an email detailing the login details and instructions on how to activate your business account in the Rewards Portal. (Administrators will additionally receive a concurrent activation email for the Booking Portal).
2. Once your Virgin Australia Business Flyer account has been activated, only an Administrator can log on the Rewards Portal to redeem Velocity flight points and rewards.

Account users

Key Contact

This is the person who is the authorised representative to act on behalf of the company. They'll be the ones getting all service and marketing messages associated to their company account. There can only be one Key Contact associated to a business account.

Administrator

The Administrator will have access to both the Business Booking Portal and Rewards Portal.

One more thing, a business can have only one Key Contact and as many Administrators as deemed appropriate. It's important to consider who is assigned an Administrator role as these people will have the ability to manage the Velocity points (including transfers).

Handy tips

1. Your business account details, profile and account users are stored in the Business Booking Portal and can only be updated there.
2. The Rewards and Business Booking Portals are activated separately. You can use the same login and password if that's the way you set it up.
3. Clicking on Dashboard will take you to the Home page.
4. Earn Points for your business with our Partners and Offers. To access these offers, make sure you are logged into the Rewards Portal. You can then select the Partners & Offers link in the header menu and select the offer of interest.

Submit a claim for missing points

1. You can submit a claim for missing points on all eligible flights made within 180 days from boarding date.
2. To submit a claim, click on Points in the top menu bar and select Claim Missing Points, complete the mandatory fields and click on Submit. Please note this form is for points associated with Flights only.
3. Your claim will be reviewed by a Virgin Australia team member.
4. Once approved, you'll receive an email confirmation.
5. Points earned with our Partners or offers missing? Please head to VABF support page <https://www.virginaustralia.com/au/en/fly-for-business/business-flyer/faqs/> for more information.

Transfer points

1. You can transfer points from your business account to the account of an eligible employee, who is also a Velocity Frequent Flyer.
2. Each transfer must be for a minimum of 3,000 points.
3. To transfer points, click on Points in the top menu bar and select Transfer Points, complete the mandatory fields and click on Continue.
4. Your transfer request will be reviewed by a Virgin Australia team member.
5. You'll be notified of the outcome, so you will always know if your request was processed successfully.

Account activation email expired?

1. When a new account or user profile is created, a Rewards Portal activation email is sent to the user containing a link to activate the account.
2. This link is valid for 24 hours only.
3. If your activation link has expired and you require a new link to be sent, please contact the Virgin Australia Business Flyer team on 1300 246 498.

Need to change your password?

You can update your password at any time by clicking on Account in the top menu bar or by using the self-service Forgot Password option on the login page.

Have you locked your account?

1. Your account will be locked after three incorrect password attempts.
2. You can send yourself a password reset request - resetting your password will unlock your account. For any issues, contact the Virgin Australia Business Flyer team on 1300 246 498.

Reporting

1. You can view your points activity by clicking on Points in the top menu bar and selecting Points Activity.
2. Select a pre-defined transaction period or nominate a specific date range.
3. Select the type of transaction you would like to view on.

The report can be exported in PDF, Excel or CSV formats.

Need more information?

To get in touch, visit www.virginaustralia.com/contactus

*Terms and Conditions:

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



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