

Velocity Upgrade Process - Travel Agent Guide

If a Velocity member wishes to upgrade a domestic or international sector on a GDS booking, Travel agents should advise their customers to contact Velocity direct. Velocity members can request upgrades using Velocity Points or if applicable, Platinum members complimentary upgrade credit. Upgrades are permitted for Choice and Flex (domestic sectors only) fare types.

Velocity will process the upgrade if available and update the PNR with the upgraded Business class.

- The upgraded flight sector is added and the original flight sector is cancelled
- An SSR message will be sent via the GDS advising the travel agent the Velocity member has upgraded using points and they will need to cancel the HX sector
- Travel agents will see an SSR message in the PNR confirming the Velocity upgrade

SSR OTHS 1S VFF PTS UPGRADE. PNR OWNERSHIP REMAINS WITH AGENCY.
SSR OTHS 1S PLZ UPDATE ITIN BY XXL ALL HX SEGMENTS

The e-ticket will not be reissued and will still show the sector as being held in Economy Class with the applicable class and fare basis, while the itinerary will show the upgraded Business Class sector (Z class) Travel agents will retain control of the PNR/Ticket.

Initial Upgrade

Original PNR	Original E-Ticket
1 VA 803 K 21FEB MELSYD HK2 0600 0725	1 VA803 K 21FEB MELSYD 0600 OK OPEN
2 VA 882 T 25FEB SYDMEL HK2 1900 2035	2 VA882 T 25FEB SYDMEL 1900 OK OPEN
Upgraded PNR	E-Ticket – NO CHANGE
1 VA 803 K 21FEB MELSYD HK1 0600 0725	1 VA803 K 21FEB MELSYD 0600 OK OPEN
2 VA 882 Z 25FEB SYDMEL HK1 1900 2035	2 VA882 T 25FEB SYDMEL 1900 OK OPEN

Subsequent Change to Non-Upgraded Sector – E-Ticket Exchanged

Upgraded PNR	E-Ticket – for upgraded PNR
1 VA 803 K 21FEB MELSYD HK1 0600 0725	1 VA803 K 21FEB MELSYD 0600 OK OPEN
2 VA 882 Z 25FEB SYDMEL HK1 1900 2035	2 VA882 T 25FEB SYDMEL 1900 OK OPEN
Date/Class change to non-upgraded (SYDMEL) sector – PNR	E-Ticket – EXCHANGED adcol collected K to H class
1 VA 815 H 23FEB MELSYD HK1 0900 1025	1 VA815 H 23FEB MELSYD 0900 OK OPEN
2 VA 882 Z 25FEB SYDMEL HK1 1900 2035	2 VA882 Z 25FEB SYDMEL 1900 OK OPEN

Process for Changes

Change Type		Changes to: a NON-upgraded sector	Changes to: Upgraded sector
FARE TYPE	CHOICE	<p>Same class available (T to T)</p> <p><i>If the guest wishes to make a change to a non-upgraded sector in the same class:</i></p> <ul style="list-style-type: none"> *Re-book new flight using same booking class on non-upgraded sector *REISSUE ticket collecting change fee *Original fare basis and fare value apply to upgraded sector coupon, reissued ticket will show Z class 	<p><i>If the guest wishes to make a change to an upgraded sector in the same class:</i></p> <ul style="list-style-type: none"> *Re-book new flight using same Economy booking class (if available) *REISSUE ticket collecting change fee <p><i>Then if the guest wishes to re-process upgrade to Business class on the new flight (subject to availability):</i></p> <ul style="list-style-type: none"> *Guest to call Velocity Membership Contact Centre to request upgrade if available for new flight
		<p>Same class NOT available</p> <p><i>If the guest wishes to make a change to a non-upgraded sector in a different class:</i></p> <ul style="list-style-type: none"> *Re-book new flight using best available booking class on non-upgraded sector *REISSUE ticket collecting fare difference/taxes and change fee *Original fare basis and fare value apply to upgraded sector coupon, reissued ticket will show Z class 	<p><i>If the guest wishes to make a change to an upgraded sector and book a different class:</i></p> <ul style="list-style-type: none"> *Re-book new flight using best available booking class *REISSUE ticket collecting fare difference from original Economy fare plus taxes and change fee <p><i>Then if the guest wishes to re-process upgrade to Business class on the new flight (subject to availability):</i></p> <ul style="list-style-type: none"> *Guest to call Velocity Membership Contact Centre to request upgrade if available for new flight

Change Type			Changes to: a NON-upgraded sector	Changes to: Upgraded sector
FARE TYPE	FLEX	Same class available (L to L)	<p><i>If the guest wishes to make a change to a non-upgraded sector in the same class:</i></p> <p>*Re-book new flight using same booking class on non-upgraded sector *REVALIDATE ticket</p>	<p><i>If the guest wishes to make a change to an upgraded sector and book in the same class:</i></p> <p>*Re-book new flight using same Economy booking class (if available) *REVALIDATE ticket</p> <p><i>Then if the guest wishes to re-process upgrade to Business class on the new flight (subject to availability):</i></p> <p>*Guest to call Velocity Membership Contact Centre to request upgrade if available for new flight</p>
		Same class NOT available	<p><i>If the guest wishes to make a change to a non-upgraded sector in a different class:</i></p> <p>*Re-book new flight using best available booking class on non-upgraded sector *REISSUE ticket collecting fare difference/taxes *Original fare basis and fare value apply to upgraded sector coupon, reissued ticket will show Z class</p>	<p><i>If the guest wishes to make a change to an upgraded sector and book in a different class:</i></p> <p>*Re-book new flight using best available booking class *REISSUE ticket collecting fare difference from original Economy fare and taxes</p> <p><i>Then if the guest wishes to re-process upgrade to Business class on the new flight (subject to availability):</i></p> <p>*Guest to call Velocity Membership Contact Centre to request upgrade if available for new flight</p>

Frequently Asked Questions

Q. What fare types are Velocity upgrades permitted on?

A. Velocity upgrades are permitted on:

- › Choice and Flex (domestic sectors only) fare types
- › BT/IT tickets
- › Domestic and International Fares
- › Published/Corporate and Wholesale Fares
- › Itineraries with flights using our Interline partners but only on the VA segment
- › Itineraries with Codeshare flight numbers only on flights operated on VA metal

Q. How will I know that the guest has upgraded using Velocity points?

A. The PNR will reflect the Business class upgrade in Z class and an SSR message will be sent via the GDS to the travel agent to action the cancelling of the original flight.

Q. Do I need to reissue the ticket to reflect the Business class upgrade?

A. No, the e-ticket does not need to be reissued/revalidated unless the guest makes a future change to the PNR itinerary.

Q. Will the E ticket reflect the upgrade?

A. No, the e-ticket will not reflect the upgrade to Business class. It will only show in the itinerary. The ticket remains in the same booking class that the passenger paid for.

Q. What if the guest wishes to make a change to a sector in the PNR other than the upgraded sector?

A. If changes are required to a travel agency created PNR after a sector has been upgraded; where the itinerary change does not involve the upgraded sector, the travel agent can revalidate or reissue the ticket using the normal process and this will not affect the upgraded sector.

Q. What if the guest wishes to make a change to an upgraded sector?

A. Where a sector that has been upgraded requires a date/time change, the travel agent should use the following process:

- › Advise the guest that travel agents are unable to check availability for upgrade seats and a change in the underlying reservation does not guarantee an upgrade on the new flight.
- › Check availability for the new flight/date/time required by the customer, change the reservation, collect any additional fees as specified in the fare rules and reissue the ticket. The original Economy class fare is still the applicable fare; any amendments should be applied to that fare.
- › Once change processed, advise the guest to contact Velocity who will check availability of upgrade seats and change the reservation if possible. Subject to availability, Velocity will cancel the original upgrade request and process a new upgrade for the new flight number/date/time.
- › Once the upgrade has been processed, Velocity will issue the guest a new itinerary showing the confirmed upgrade. Travel agents will see an SSR message in their PNR, but the booked class, not the upgraded class will still be displayed on the e-ticket.

Q. How will points be credited to the members Velocity account if they make a change to an upgraded sector?

A. The member will need to contact the Velocity Membership Contact Centre to request a refund of points if applicable.

Where can I go for more information?

- › Refer to the Velocity Frequent Flyer website [here](#).