Ticket Credit for Multiple Bookings Policy

This document serves as a guide for Travel Agents where Virgin Australia customers are holding Future Flight Credit in the form of a valid 795 ticket and wish to use their credit across multiple Virgin Australia sectors. Note; bookings must be in sequential order.

All tickets are subject to Sales audit. Please refer to GDS Booking Policy and ADM/ACM Policy for more information.

Step 1
Cancel any existing itinerary then create a new PNR with the Pseudo flight VA5996 HDQ-BVI in Y class. The travel date must be 10 months from today's date.

Step 2
Manually build the fare to credit the total amount (base fare + taxes except YR/OB) to the Pseudo flight.

Step 3
Reissue the eTicket. All flight coupons must be reissued into 1 flight coupon of the Pseudo flight.

Step 4
Once you have reissued the eTicket, no further action is required until your customer is ready to start using their credit. Cancel Pseudo flight once reissue is complete.

Step 5
Book the new flights required by your customer in U class and price using the account code FFC20 or FFC99 for accelerate and SmartFLY bookings.

If the new fare (base fare + taxes) has a lower value than the ticket credit, add a Pseudo flight in Y class to hold the residual credit. Pseudo flight travel date must be 10 months from today's date.

Example:
VA1234 U 20MAR BNE-SYD
VA5996 Y 30MAR HDQ-BVI

Step 6
Collect any fare and tax difference. Manually build the fare and then reissue the eticket to the new flights. If you add a Pseudo flight, no tax applies to this sector.

Step 7
Once the customer has flown all valid flights (e.g. BNE-SYD), the residual credit will be held on the Pseudo flight coupon until they are ready to book their next journey.

Step 8
Repeat this process until all remaining credits have been fully used.

All reissues must be completed by 31 July 2022 with travel dates up to 30 June 2023, otherwise, the credit will be forfeited.

Note:
All tickets are subject to Sales audit. Please insure mandatory tourcode is added to ticket when ticketing. Refer to GDS Booking Policy and ADM/ACM Policy for more information.

Reassess example:
International journey to multiple domestic journeys

	ROUTING	FARE BASIS	FARE CALCULATION LINE	FARE	TAX	COMMENTS
Original Ticket	BNE VA LAX LAX VA BNE	QKGWADWR QKGWADWR	BNE VA LAX386.83VA BNE286.83NUC 773.66END ROE1.395949	AUD1080.00	229.82AUD made up of: 60.00AU 6.44WG 62.18WY 64.00YQ 8.10YC 9.70XY 5.50XA 7.70AY 6.20XF	
1st Reissue	HDQ VA BVI	FFCPSEUDO	HDQ VA BVI1309.82 AUD1309.82END	AUD1309.82	N/A	Taxes are carried over to the Pseudo flight. Total credit amount is AUD1309.82
2nd Reissue	BNE VA SYD HDQ VA BVI	TZGW0E/FFC FFCPSEUDO	BNE VA SYD124.27 /-HDQ VA BVI1144.82 AUD1269.09END	AUD1269.09	40.73AUD made up of: 15.00UO 5.82WG 19.91QR	Once the customer has flown the BNE-SYD flight, the remaining credit AUD1144.82 will be held on the Pseudo flight coupon.
3rd Reissue	BNE VA PER PER VA BNE HDQ VA BVI	TZGW0E/FFC EZEV0E/FFC VZEV0E/FFC FFCPSEUDO	BNE VA SYD 124.27 /-BNE VA PER549.69 VA BNE404.23 /-HDQ VA BVI44.82 AUD1123.01END	AUD1123.01	186.81 AUD made up of: 40.73AUD from 2nd Reissue Plus New Tax 146.08AUD made up of: 100.00UO 11.64WG 17.22QR 17.22QR	Once the customer has flown the BNE-PER-BNE flights, the remaining credit AUD44.82 will be held on the Pseudo flight coupon.
4th Reissue	MEL VA SYD	TZGW0E/FFC EZEV0E/FFC VZEV0E/FFC VZEV0E/FFC	BNE VA SYD 124.27 /-BNE VA PER 549.69 VA BNE 404.23 /-MEL VA SYD237.83AUD1316.02 END	AUD1316.02	233.98 AUD made up of: 186.81AUD from 3rd Reissue Plus New Tax 47.17AUD made up of: 25.91IO 5.82WG 8.03QR 7.41QR	PSEUDO flight is not included in the reissue as the new fare has higher value than the remaining credit. Additional Collection AUD240.18 for the fare and taxes to be paid for by the passenger.

Reassess example:
International journey to multiple domestic journeys and an international short haul journey

	ROUTING	FARE BASIS	FARE CALCULATION LINE	FARE	TAX	COMMENTS
Original Ticket	BNE VA LAX LAX VA BNE	QKGWADWR QKGWADWR	BNE VA LAX386.83VA BNE286.83NUC 773.66END ROE1.395949	AUD1080.00	229.82AUD Made up of: 60.00AU 6.44WG 62.18WY 64.00YQ 8.10YC 9.70XY 5.50XA 7.70AY 6.20XF	
1st Reissue	HDQ VA BVI	FFCPSEUDO	HDQ VA BVI1309.82 AUD1309.82END	AUD1309.82	N/A	Taxes are carried over to the Pseudo flight. Total credit amount is AUD1309.82
2nd Reissue	BNE VA SYD HDQ VA BVI	TZGW0E/FFC FFCPSEUDO	BNE VA SYD124.27 /-HDQ VA BVI1144.82 AUD1269.09END	AUD1269.09	40.73AUD made up of: 15.00UO 5.82WG 19.91QR	Once the customer has flown the BNE-SYD flight, the remaining credit AUD1144.82 will be held on the Pseudo flight coupon.
3rd Reissue	SYD VA WLG WLG VA SYD HDQ VA BVI	TZGW0E/FFC NZEVA/FFC EZEVN/FFC FFCPSEUDO	BNE VA SYD 90.35/-SYD VA WLG247.18 VA SYD290.80 /-HDQ VA BVI157.77NUC 786.10 END ROE1.375477	AUD1081.27	228.55AUD made up of: 40.73AUD from 2nd Reissue plus New Tax 187.82AUD made up of: 60.10AU 31.28WY 31.28WY 2.80F1 16.26F1 15.30IA 15.40KK 15.40KK	Once the customer has flown the SYD-WLG-SYD flights, the remaining credit AUD217.00 will be held on the Pseudo flight coupon.
4th Reissue	SYD VA MEL	TZGW0E/FFC NZEVA/FFC EZEVN/FFC QZEV0ED/FFC	BNE VA SYD 124.27/-SYD VA WLG 340.00 VA SYD 400.00 VA MEL 183.29AUD1047.56 END	AUD1047.56	270.27AUD made up of: 228.55 AUD from 3rd reissue plus New Tax 41.72AUD made up of: 20.46UO 5.82WG 7.41QR 8.03QR	PSEUDO flight is not included in the reissue as the new fare has higher value than the remaining credit. Additional Collection AUD8.01 for the fare and taxes to be paid for by the passenger.

Reassess example:
Domestic journey to multiple domestic journeys

	ROUTING	FARE BASIS	FARE CALCULATION	LINE	FARE	TAX	COMMENTS
Original Ticket	BNE VA PER PER VA BNE	VZEV0E VZEV0E	PER VA BNE404.23VA PER404.23AUD808.46END		AUD808.46	AUD131.53 made up of: 85.45UO 11.64WG 17.22QR 17.22QR	
1st Reissue	HDQ VA BVI	FFCPSEUDO	HDQ VA BVI939.99 FFCPSEUDO AUD939.99END		AUD939.99	N/A	Taxes are carried over to the Pseudo flight. Total credit amount is AUD939.99
2nd Reissue	MEL VA SYD HDQ VA BVI	QZEV0E/FFC FFCPSEUDO	MEL VA SYD174.19/-HDQ VA BVI724.99 AUD899.18END		AUD899.18	AUD40.81 made up of: 19.55UO 5.82WG 7.41QR 8.03QR	Once the customer has flown the MEL-SYD flight, the remaining credit AUD724.99 will be held on the Pseudo flight coupon.
3rd Reissue	SYD VA OOL OOL VA MEL HDQ VA BVI	QZEV0E/FFC TZGW0E/FFC EZEV0/FFC FFCPSEUDO	MEL VA SYD 174.19 /- SYD VA OOL89.10VA MEL212.12/-HDQ VA BVI350.99AUD 826.40END		AUD826.40	113.59AUD made up of: 40.81AUD from 2nd Reissue Plus New Tax 72.78 AUD made up of: 34.00UO 11.64WG 13.26QR 13.88QR	Once the customer has flown the SYD-OOL-MEL flights, the remaining credit AUD350.99 will be held on the Pseudo flight coupon.
4th Reissue	MEL VA PER	QZEV0E/FFC TZGW0E/FFC EZEV0/FFC NZEV0E/FFC	MEL VA SYD 174.19/- SYD VA OOL 89.10 VA MEL 212.12 /- MEL VA PER447.79 AUD923.20 END		AUD923.20	178.80AUD made up of: 113.59AUD from 3rd Reissue Plus New Tax 65.21 AUD made up of: 46.64 UO 5.82 WG 8.03 QR 4.72 QR	PSEUDO flight is not included in the reissue as the new fare has higher value than the remaining credit. Additional Collection AUD162.01 for the fare and taxes to be paid for by the passenger.