How to use the Business Booking Portal

Make, view and manage your bookings 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 making, viewing and managing corporate travel bookings.

Get started in three easy steps:

1. JOIN AND ACTIVATE

Once a business account has been created and approved, the nominated contact will receive an email detailing how to activate the account.

2. LOGIN & CREATE PROFILES

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

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.

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

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 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 that's the way you set it up.

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.

Business booking portal user profile matrix

Overview of the level of access given to each user profile	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
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
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	**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 online, tick Allow access to Travel bank funds check box.

5. 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.

6. Once mandatory fields are completed, click on Add new user button

Tip: Add the user's Velocity Frequent Flyer membership number when setting up their profile.

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 a guest 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. Click Add Guest Traveller and complete the 'Add a guest Traveller form'

4. Click Add to booking

Note: If you decide you want to save the Guest Traveller details for future flights, tick Save as a Traveller 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.

Deactivate 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 Deactivated

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.

Has your activation email expired?

When new user profiles are created, an activation emails sent to the user. This activation email is valid for 24 hours, once outside of this period the link is invalid. This means that an Administrator/Booker is required to resend the welcome email to allow the user to activate their account.

1. An Administrator/Booker needs to view the users account. If Administrator requires a new Welcome email, please contact Virgin Australia for assistance.
2. Click on 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 unlocked 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

Tips

• 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 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.

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.

Need more information?

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