

VIRGIN AUSTRALIA BUSINESS PORTAL

QUICK USER GUIDE



Welcome to the Virgin Australia Business Portal. This guide can help you get started and navigate your way around the Business Portal.*

GETTING STARTED

1. Once a business account has been set up and approved, the nominated contact will receive an email detailing how to activate the account.
2. Once the account has been activated, the Admin user can log in and create additional Admin, Booker and Traveller user profiles
3. Making a booking is as easy as selecting a Traveller profile or adding a Guest Traveller on the Home/landing page

For one off bookings and travellers, click on “Add guest traveller” but for those travelling frequently, set them up with a Traveller profile. This will save you manually entering their details each time they fly.

USER PROFILE MATRIX

Overview of the level of access given to each user profile	Admin	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	✓	✓	✗
Automatic access to Corporate Travel Bank funds (online) Note: At time of Traveller profile creation, Admin/Booker's have the ability to grant permission to the Traveller for use of Corporate Travel Bank funds online. Access can also be updated after creation.	✓	✓	✗
View Payment Profile ID for Corporate Travel bank transactions over the phone	✓	✓	✗
View business details	✓	✓	✗
View company's Corporate Travel Bank balance	✓	✓	✗
Automatic access to view/manage all the business' bookings Note: Admin users have the ability to grant permission to the Booker to view/manage all of the business's bookings	✓	✗	✗
Create/edit all other Admin/Booker profiles	✓	✗	✗
Update business details	✓	✗	✗
Unlock a user	✓	✗	✗
Change a user's profile type	✓	✗	✗
Ability for Admin (Key Contact only) to receive all itineraries Note: Admin users can opt for the Key Contact to receive copies of all of itineraries made by other Admin/Booker/Traveller users	✓	✗	✗

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 travelbank. 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.

CREATE A NEW ADMIN/BOOKER/TRAVELLER PROFILE

1. Log in as Admin user to create additional Admin/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 would like the user you created to receive their login details to book flights and access the Virgin Australia Business 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 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 Admin/Booker/Traveller profiles are created from the Account section, these profiles will be saved also 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 a Admin/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 ADMIN/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 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 users profile.

DEACTIVATE ACCESS OF AN EXISTING ADMIN/BOOKER/TRAVELLER

1. Follow steps 1 to 4 as above under 'Amend an existing Admin/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 Admin/Booker/Traveller'

2. Search for the user's profile

3. Click **Delete**

4. Click **Yes, delete user**

UPDATE BUSINESS DETAILS INCLUDING KEY CONTACT

(Admin users 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, a Welcome email is sent to the user if prompted. This Welcome email is valid for 24 hours, once outside of this period the link is invalid. This means that an Admin/Booker is required to resend the welcome email to allow the user to activate their account.

1. An Admin/Booker needs to view the users account. If Admin user 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 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**

TIPS

Did you know

- The Admin/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'.

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

	Admin	Booker	Traveller
Report all company 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

How to:

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 Admin, Booker and Traveller profiles and the information saved on their profiles.

For further enquiries, please refer to the Contact Us page at www.virginaustralia.com/contactus for contact details.

*Terms and Conditions:

This Business Portal User Guide is for information purposes only and is subject to your corporate agreement with Virgin Australia, and [Virgin Australia's Privacy Policy](#).

