

## Coming soon: our new digital booking platform, myVS

With customer's needs and digital transformation at the heart of what we do, we are expanding the functionality of our digital platform, myVS, enabling you to book, quote, manage and track your shipments in real-time 24/7.

We are initially launching online bookings with a limited scope, for which we've provided an overview of below. And rest assured, we will be expanding what's bookable online over the coming months.

We can't wait to expand myVS to your point of sale! We hope you're as excited as we are.

## Frequently asked questions

### What is bookable online when we initially launch?

For our launch we will be going live with a limited scope including loose shipments up to 10,000kg and for a range of products and service levels. Over the coming months we are planning to expand our scope of what's bookable online, and we will communicate our expanded scope to you.

Routing & Rating			Break Points		Products & Service Levels			
Point of Sale	Point of sale	1. UK 2. ZA	Loose	✓	DGR*	✓	PH1 – Pharma Classic	✓
Destination	VS Gateway	✓	ULDs	✗	GC1 – General Classic	✓	PH2 – Pharma Priority	✓
	Onforwarding via Road Feeder Service	✓	<300 kgs	✓	GC2 – General Priority	✓	VU1 – Vulnerable Standard	✗
	Onforwarding via Interline	✗	<1000 kgs	✓	GC3 – General Express	✗	VU2 – Vulnerable Priority	✗
Rating	Published Tariff	✓	<5000 kgs	✓	FR1 – Fresh Classic	✓	CO3 – Courier Express	✗
	Customer Tariff	✓	<10000 kgs	✓	FR2 – Fresh Priority	✓	AC2 – Active Priority VA2 – Valuable Priority CR1 & CR2 – Cars MA1 & M – Mail HM2 – HUMs	✗
	Spot Rate	✗	>10000 kgs	✗				
Document Type	932	✓						
	Non 932	✗						

\* DGR bookings will require manual offline review before they can be confirmed

### Why can't I book everything online?

To ensure we can provide the best experience and retain the Virgin customer experience we are launching with a refined scope of points of sale, routes, break points and products and service levels. Rest assured that our roll out plan sees us expand to other points of sales over the coming months.

### When will you be launching for my point of sale?

myVS will be launching for your point of sale soon! We will also be expanding what is bookable online. Keep an eye out for news and emails with further information on these exciting dates soon.

### Can I register for myVS even if the points of sale I usually book aren't available online yet?

Yes of course! We aren't restricting who can register for myVS, and we'd be happy for you to sign up and familiarise yourself with the system for when we expand and your able to book online with us.

For your myVS account to be approved, we need to be able to associate you to a Virgin Atlantic Cargo approved customer. To help us identify you, we ask that you register using your work email address, and where possible provide a contact number in case we need to contact you in relation to your registration request.

### What functionality can I access when I'm logged in?

myVS Functionality		
Functionality	Logged in User	Non-logged in user
Search & Track	✓	✓
Schedules	✓	✓
Find Offers	✓	✗
Booking	✓	✗
Booking into allotment	✓	✗
Booking management (modify / cancel)	✓	✗
Account management (e.g. address book)	✓	✗

### What if I experience a problem with the system?

Please contact our digital distribution team via email: [cargoonlinesupport@fly.virgin.com](mailto:cargoonlinesupport@fly.virgin.com) providing as much detail as possible on the steps you took to get the issue, what issue you are experiencing and include screenshots where possible.

### How do I get a quote or make a booking?

You can continue to contact our contact centre team who are on-hand to support you with making bookings. Click here to view [their contact details and opening hours](#).