

## Book it your way

### Launching our new digital 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 know you might have some questions, so we've prepared a few answers for you on the following topics;



[Registration & login](#)



[What's bookable online](#)



[Booking dangerous goods online](#)



[Getting support with myVS](#)

## FAQs

### Registration and login

#### How do I register for myVS?

You can access myVS and register using this link [here](#), then follow the steps below:

1. Access the link and click 'Register now!' in the pop-up window. If you don't get the pop-up window, click the 'Sign In' button
2. Complete and submit the registration form
3. You will receive an email request for you to verify your email address – click the link in the email to verify
4. The Virgin Atlantic Cargo Online Support team will receive your registration request and review the details that you have submitted. Once your account is reviewed and approved you will receive an email confirming that your myVS account is approved
5. Once you receive the email confirming that your account is approved, you can [login](#) using your user name and password to make and manage your bookings online.

## How long will it take for my account to be reviewed and approved?

We will process all user requests as quickly as possible, but at busy periods it could take up-to two business days from when the request was submitted.

You will receive an email confirming when your account has been approved.

If we require more information to approve your account, we will contact you via email, or phone, depending on the contact details that you submitted.

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

We've listed below what you will be able to see when you are:

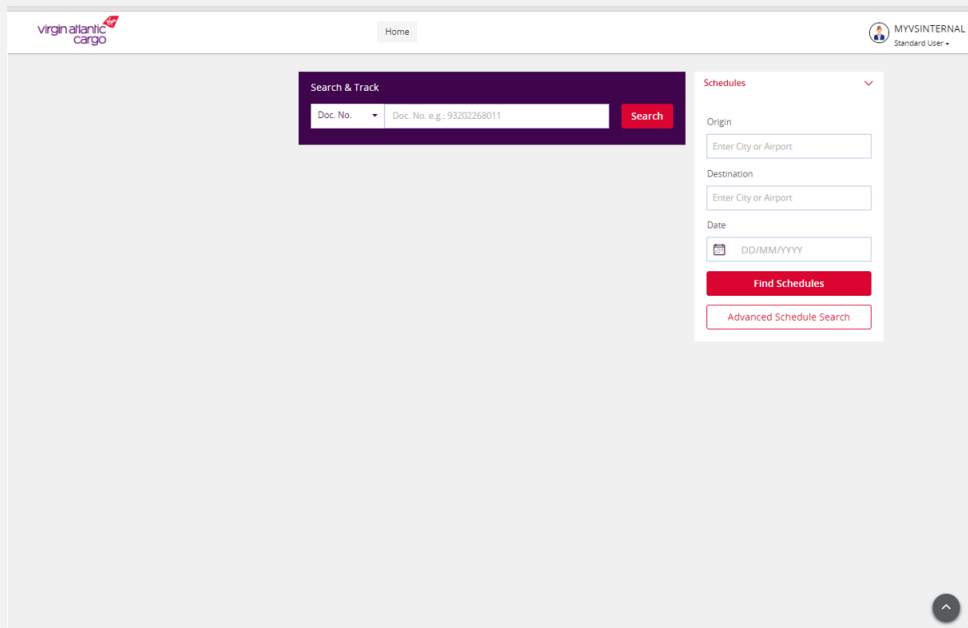
- Not logged in: 'Non-logged in User'. *Note, if you try to login before your account is approved, your access will remain the same as a non-logged in user*
- Logged in as an approved user: 'Logged in User'

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)	✓	✗

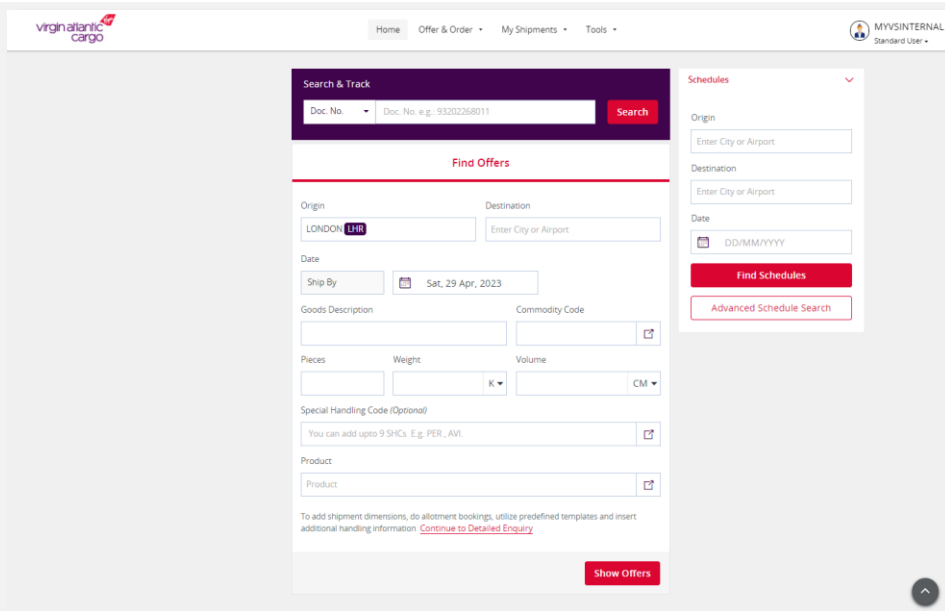
## I've logged in but can't make a booking, help!

Once your account has been approved by Cargo Online Support, the 'Find offers' component will be visible to you when you are logged in. If you attempt to login before your account is approved, you won't see 'Find offers' and therefore won't be able to book online without an approved account.

You will see this if you try to login before your account is approved:



Once your account is approved, the logged in features will be visible to you:






## Who can register for myVS?

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 can I book online?

### What is bookable online?

For our launch we will be going live with UK and South African points of sale, 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	✗						

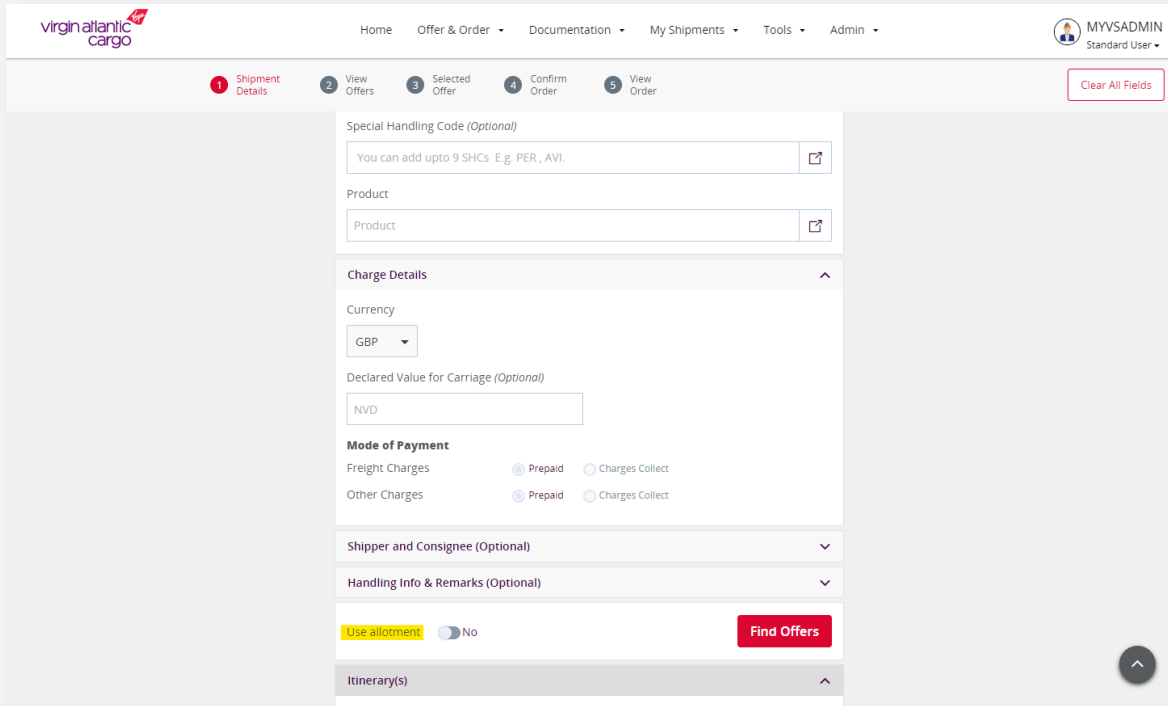
\* DGR bookings will require manual offline review before they can be confirmed

## 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.

## Can I book into my allotment on myVS?

Yes! To book into your allotment you will need to complete the Detailed enquiry and click to turn the 'Use allotment' toggle from 'No' to 'Yes' then press the 'Find Offers':



The screenshot shows the myVS web interface for a shipment enquiry. The top navigation bar includes 'Home', 'Offer & Order', 'Documentation', 'My Shipments', 'Tools', and 'Admin'. The user is logged in as 'MYVSADMIN Standard User'. A progress bar at the top indicates the current step is 'View Offers'. The main form area contains several sections: 'Special Handling Code (Optional)' with a text input field and a help icon; 'Product' with a dropdown menu; 'Charge Details' section which includes a 'Currency' dropdown set to 'GBP', a 'Declared Value for Carriage (Optional)' input field, and 'Mode of Payment' options for 'Freight Charges' and 'Other Charges', each with 'Prepaid' and 'Charges Collect' radio buttons. Below this are 'Shipper and Consignee (Optional)' and 'Handling Info & Remarks (Optional)' dropdowns. At the bottom of the form, the 'Use allotment' toggle is currently set to 'No', and a red 'Find Offers' button is visible. An 'Itinerary(s)' section is partially visible at the very bottom.

## ⚠️Booking dangerous goods online

### Can I book dangerous goods online?

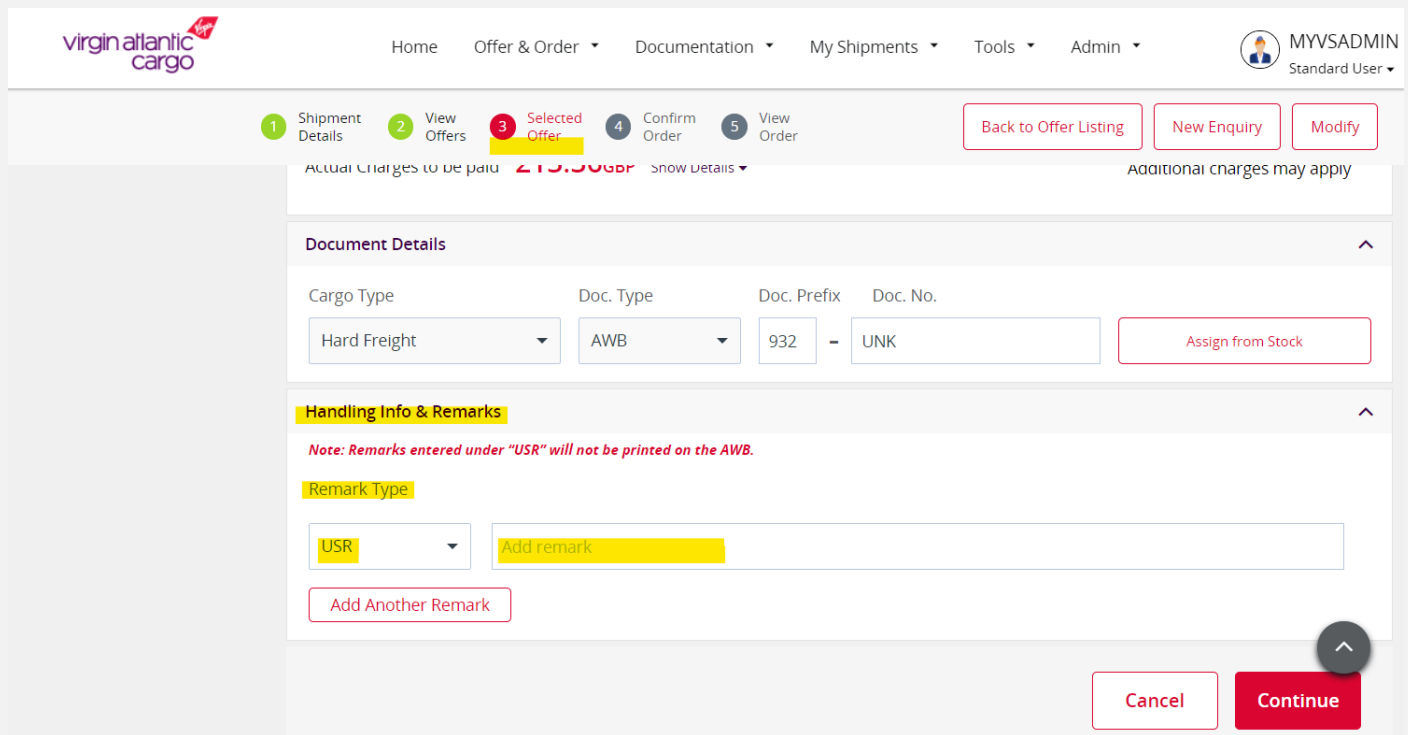
Yes, myVS enables you to book your DGR shipments online. Please ensure that you select the correct commodity and that you enter all IATA standard SHC's that apply to your DGR shipments.

### What information do I need to provide with my bookings?

Besides entering the correct commodity and relevant SHC's, you will need to provide the following information for all DGR bookings:

- UN Number
- Class
- Packing Group
- Packing Instruction
- Net Quantity

You can provide this information as a 'USR' remark on step 3 of the booking flow, 'Selected Offer'. This section is towards the bottom of the page under the 'Handling info & remarks' section:



If you choose not to supply the information within the 'USR' remark, our team will contact you for it before your booking can be reviewed and confirmed.

### Why does my DGR booking not confirm straight away?

For safety and compliance, we need to validate all DGR bookings before they can be confirmed. DGR bookings are triaged and treated as a priority, within our teams picking these up 24/7.

Our team will validate the information that you have entered in to the 'USR' remark. If you haven't provided this when you submitted the booking, they will contact you to collect this information.

Once they have all the required, your booking will be reviewed and confirmed accordingly.

### How long does it take for my DGR booking to be confirmed?

Our teams will review your booking within 15 minutes of you submitting it on myVS. They will then work with you to confirm the booking as quickly as possible, but this will depend on the information supplied at the time of booking.

## How will I know when my booking is confirmed?

Your shipment status will update from 'Pending confirmation' to 'Confirmed' within myVS when you view your booking via 'My Shipments > Manage Bookings'.

You will also receive an email confirmation once your booking moves from pending to confirmed.

## Getting support with myVS

### 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.

### What if I struggle to make a booking?

You can contact our contact centre team who are on-hand to support you with making bookings on myVS: **0344 209 8300** or via email: [welovecargo@fly.virgin.com](mailto:welovecargo@fly.virgin.com), ensuring you include 'myVS booking query' in the subject line to help us triage the query as quickly as possible. They are available during our usual [contact centre opening hours](#).