

# Find Offers

## myVS user guide

Virgin Atlantic Cargo  
V1.04.23



# Table of contents

|  |                           |
|--|---------------------------|
| <a href="#"><u>Find Offers overview</u></a>              | <a href="#"><u>3</u></a>  |
| <a href="#"><u>What can I book online?</u></a>           | <a href="#"><u>4</u></a>  |
| <a href="#"><u>Find Offers Search</u></a>                | <a href="#"><u>5</u></a>  |
| <a href="#"><u>Find Offers – 1. Shipment details</u></a> | <a href="#"><u>6</u></a>  |
| <a href="#"><u>Find Offers – 2. View offers</u></a>      | <a href="#"><u>7</u></a>  |
| <a href="#"><u>Find Offers – 3. Selected offer</u></a>   | <a href="#"><u>8</u></a>  |
| <a href="#"><u>Find Offers – 4. Confirm order</u></a>    | <a href="#"><u>9</u></a>  |
| <a href="#"><u>Find Offers – 5. View order</u></a>       | <a href="#"><u>10</u></a> |
| <a href="#"><u>Booking status and confirmation</u></a>   | <a href="#"><u>11</u></a> |
| <a href="#"><u>Upsell options</u></a>                    | <a href="#"><u>12</u></a> |

# Find Offers overview

**Find Offers** allows you to generate quotes for your shipment criteria by viewing prices and flights that have space available. You can then select which quote you would like to proceed with to make a booking.

## Key features:




- Enter your shipment details to generate a quote
- Search results will only return a flight option if there is capacity available
- Book a variety of commodities and products

## Available to:

- Logged in users
- Non-logged in users

# myVS – what can I book online?

 Below gives an overview of what is available / unavailable to be booked online

|  Routing & Rating |                                      |                |  Break Points |   |  Products & Service Levels |   |  |   |
|--|--------------------------------------|----------------|---|---|---|---|--|---|
| Point of Sale  | Point of sale                        | 1. UK<br>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<br>VA2 – Valuable Priority<br>CR1 & CR2 – Cars<br>MA1 & M – Mail<br>HM2 - HUMs | ✗ |
|  | Spot Rate                            | ✗              | >10000 kgs  | ✗ |   |   |  |   |
| Document Type  | 932                                  | ✓              |   |   |   |   |  |   |
|  | Non 932                              | ✗              |   |   |   |   |  |   |

# Find Offers search

✔ Logged in      ✘ Non-logged in

You will need to ensure you have registered for myVS to be able to navigate to the “Find Offers” screen.

1. Log into myVS using your approved username and password (Fig. 3)
2. Once you are logged in, you can view “Find Offers” on the home screen (Fig. 4)

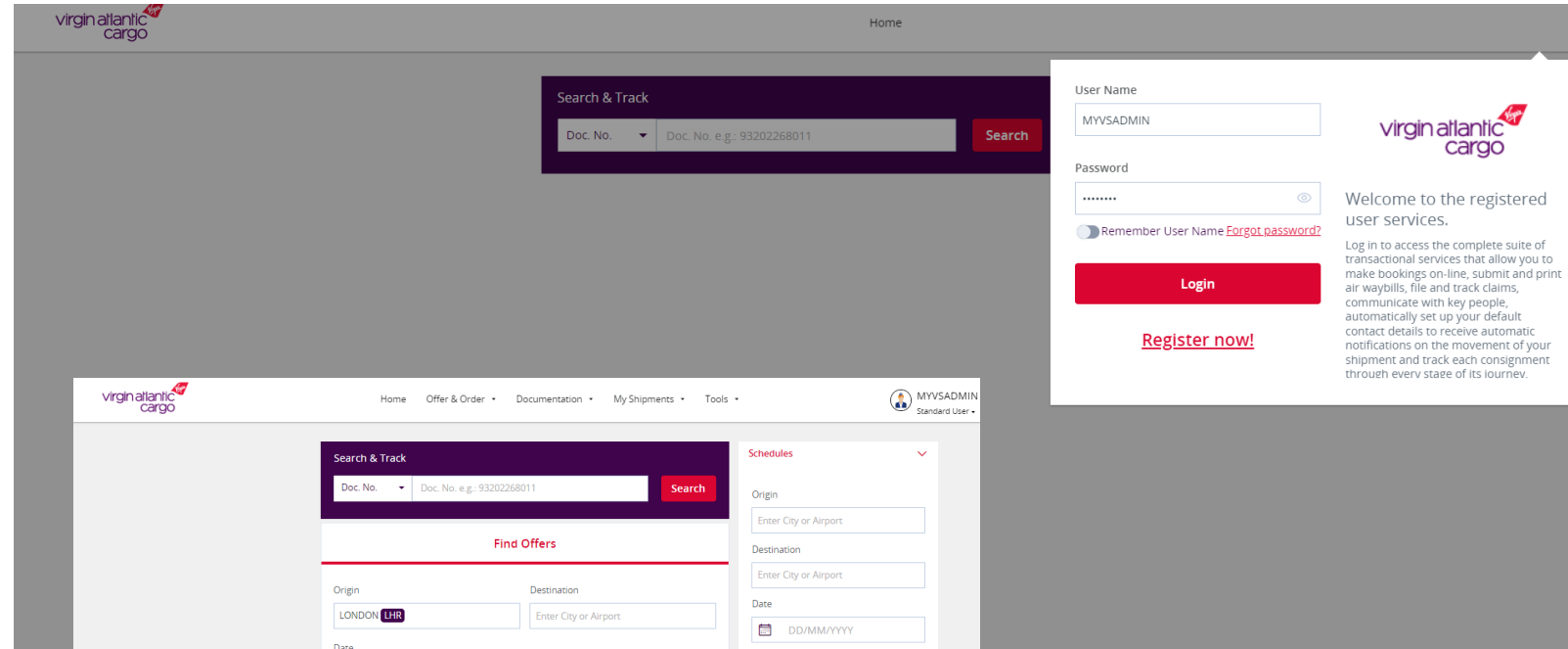


Fig. 3

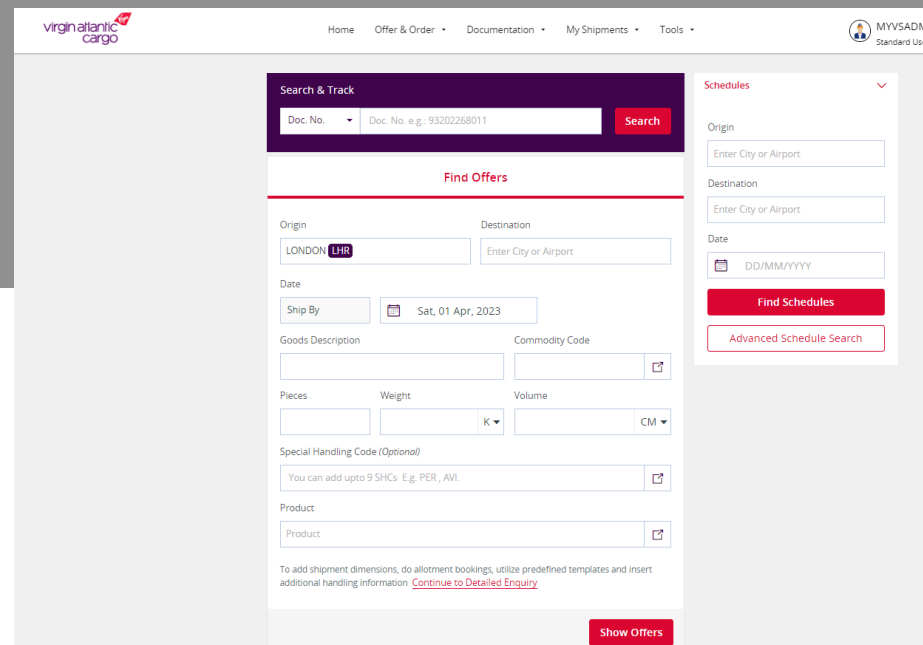


Fig. 4

# Find Offers – 1. Shipment Details

 Please remember you can only request a quote or booking if its inside the 14-day booking window

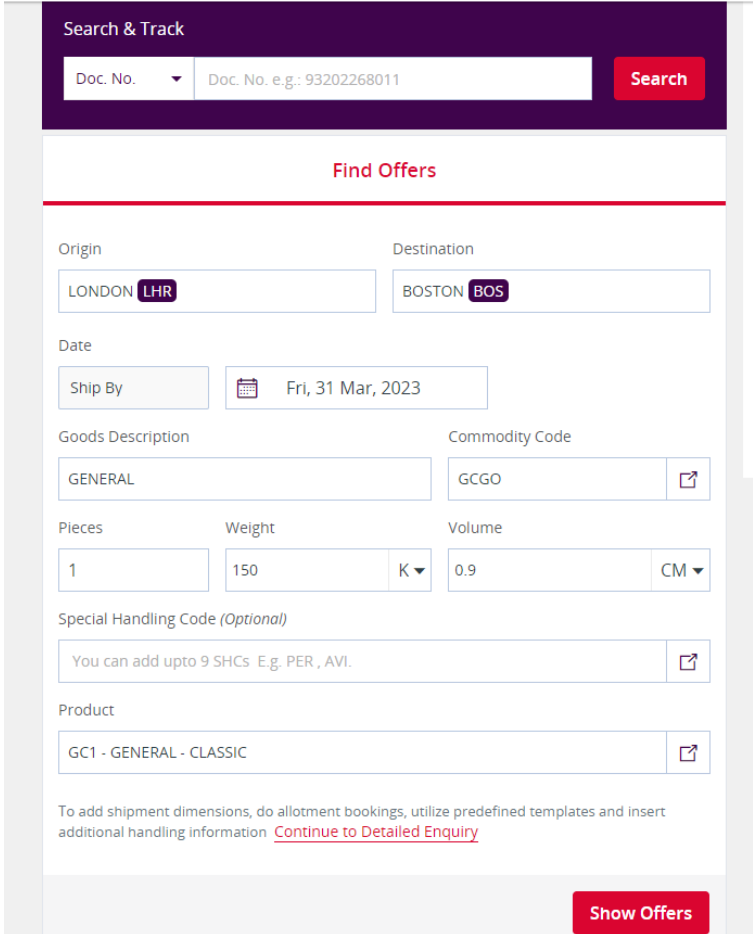
## 1. Complete all the Mandatory fields

- ✓ Origin (auto populated from your set up account location)
- ✓ Destination
- ✓ Ship by date (Auto populated to today's date +2, but you can change this to a date within the 14-day booking window)
- ✓ Goods Description
- ✓ Commodity code – free type or view list
- ✓ Pieces and weight
- ✓ Volume is Auto populated (but can be manually changed)
- ✓ Product – free type or view list

## 2. Special Handling Code (SHC)

- Certain SHC's will pre-populate depending on your commodity - You can't remove these
- You can add in any SHC codes required for your booking via free type or search the list

## 3. Click “Show Offers” button (Fig. 5)



Search & Track

Doc. No.

**Find Offers**

Origin: LONDON LHR Destination: BOSTON BOS

Date: Ship By:

Goods Description: GENERAL Commodity Code: GCGO

Pieces: 1 Weight: 150 K Volume: 0.9 CM

Special Handling Code (Optional):

Product:

To add shipment dimensions, do allotment bookings, utilize predefined templates and insert additional handling information [Continue to Detailed Enquiry](#)

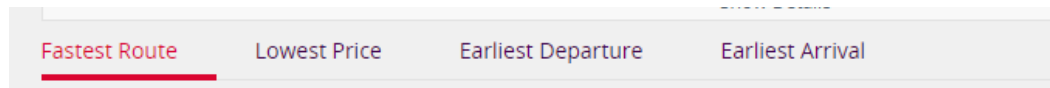
Fig. 5

# Find Offers – 2. View Offers

**i** The rate shown will be your contract rate or the standard tariff rate

Once you have entered your shipment details and clicked 'Show Offers', the 'View Offers' screen will load which shows you:

1. Flights that match your criteria which have availability
2. The rates (per Kilo, Freight only and total charge – Fig. 7) for each flight option, with the first one listed being for the product you selected. Any below that will be upsell opportunities (Fig 6.)
3. You can sort how the results are display by:



4. OR filter the flight offering by one of the following on the right-hand side:  
Price Range, Carrier – Flight Number, Maximum Stop Over, Mode of Transport, Body Type, Time of Departure

The screenshot shows the 'View Offers' interface for a shipment from LONDON (LHR) to NEW YORK CITY (JFK) on May 3, 2023. The interface includes a filter sidebar on the left and a list of flight offers on the right. A red dashed box highlights the first offer, which is selected. The offer details are as follows:


| Offer Type           | (All incl.) Rate Per Kg | (Frt. only) Rate Per Kg | Total Charge |
|----------------------|-------------------------|-------------------------|--------------|
| General - Classic    | 3.71 GBP                | 3.34 GBP                | 261.86 GBP   |
| General - Priority   | 4.89 GBP                | 4.52 GBP                | 345.05 GBP   |
| Vulnerable - Classic | 4.72 GBP                | 4.35 GBP                | 333.07 GBP   |

The selected offer is highlighted with a red dashed box, and a callout box points to its rates and total charge. The callout box contains the following text: (All incl.) Rate Per Kg 3.71GBP, (Frt. only) Rate Per Kg 3.34GBP, and Total Charge 261.86GBP. The flight details for the selected offer are: LHR 6:30 PM | 03 May - JFK 9:10 PM | 03 May. The flight is a General - Classic service with a total charge of 261.86 GBP. The flight duration is 07 Hours 35 Minutes (0 Stops).

Fig. 7

Fig. 6

# Find Offers – 3 . Selected Offer

 You must enter an AWB number to be able to continue with your booking request. You cannot make 'UNK' bookings online.

To start to move your quote to a booking, click the 'Select' button on the offer you want to book.

Once you press select you will be taken to the third step: 'Selected Offer', where your selected price will be presented, along with the upsell options.

On '3. Selected Offer' you can (Fig. 8):

## 1. Enter your AWB number:

- You can free type into the 'Doc. No.' field or click 'Assign from stock', which will select your next available AWB

## 2. Handling Info & Remarks

- Here you can add any booking remarks related to your shipment
- You have the option to add the following:
  - Booking Remark (USR) - add DGR info here
  - Other Shipment Information (OSI)
  - Special Service Request (SSR)

3, Then click the “continue” button to review your order

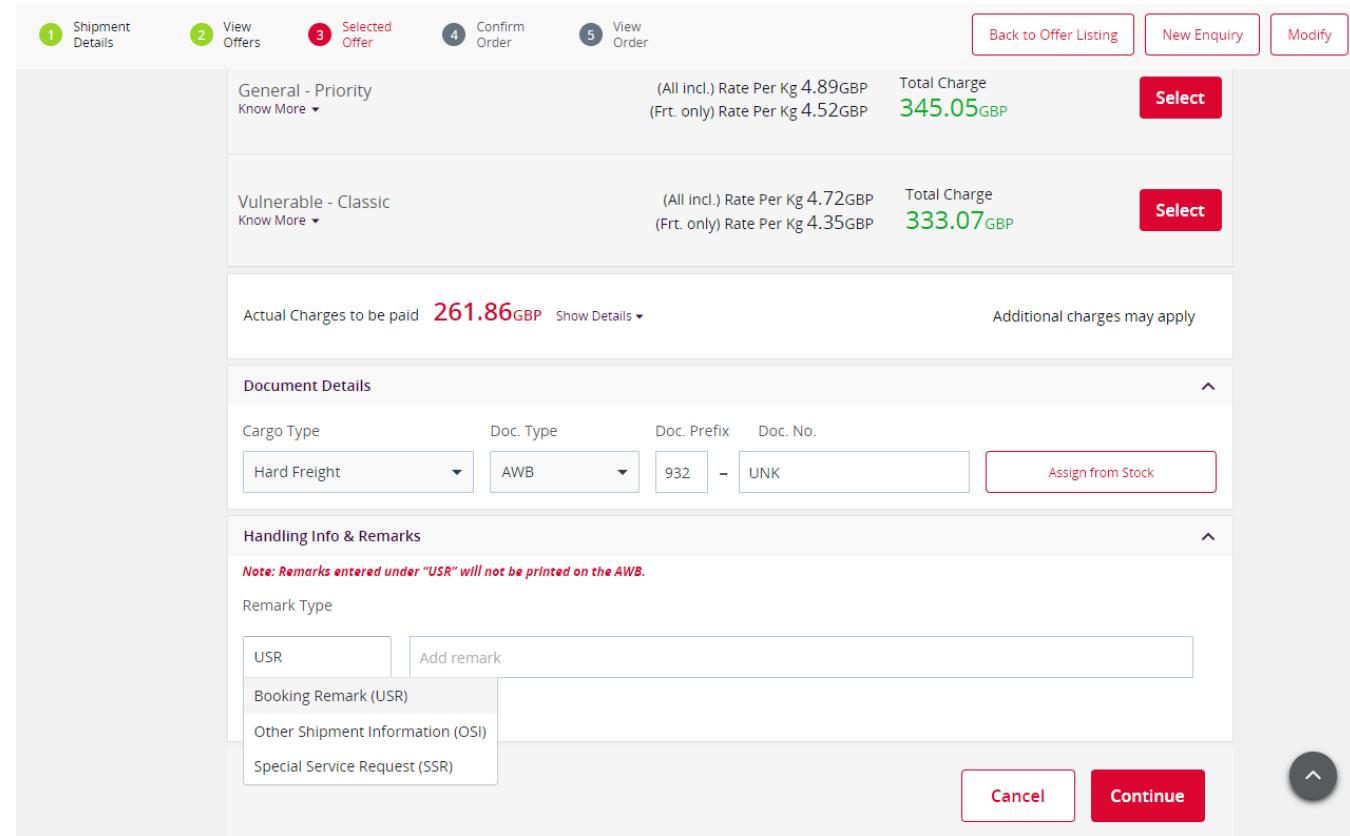


Fig. 8



# Find Offers – 4 . Confirm Order

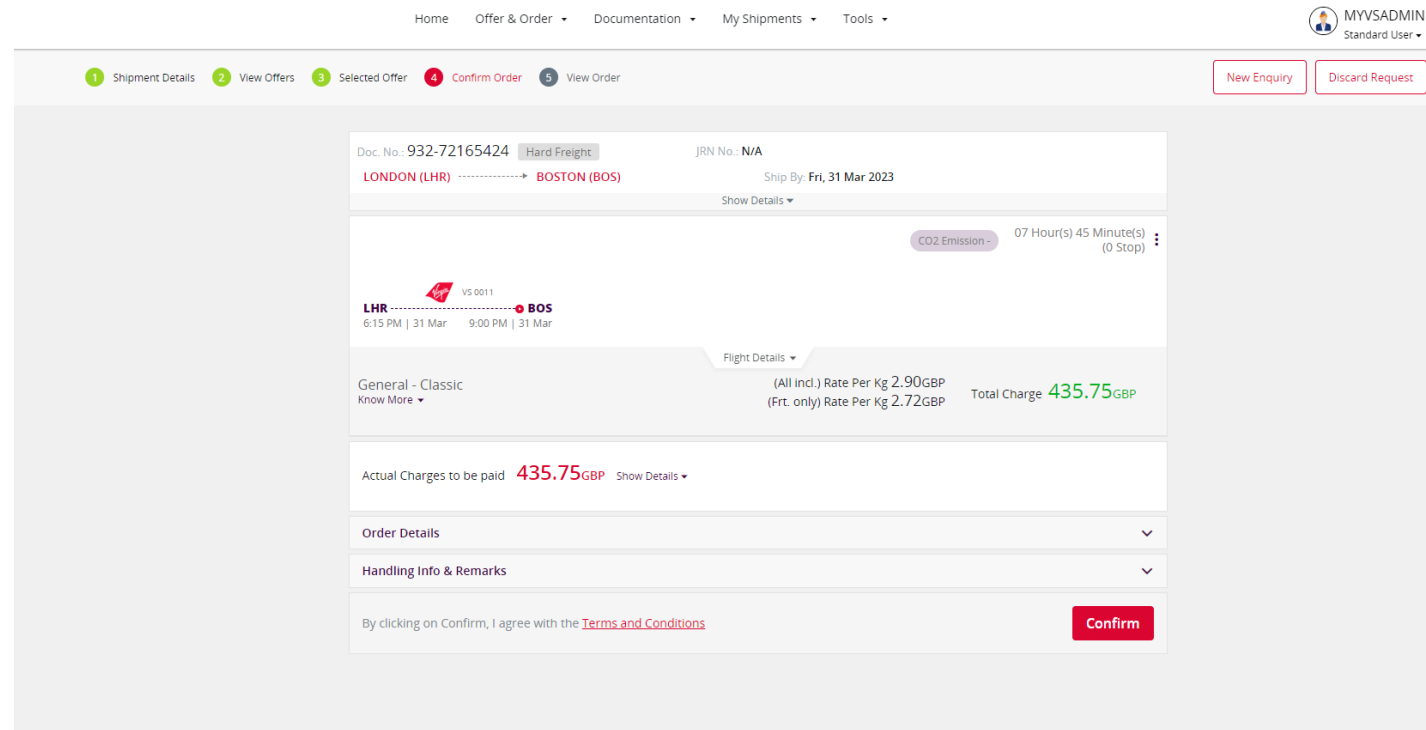
 By clicking the “Confirm” button you are agreeing to our Terms and Conditions

Step 4 'Confirm Order' gives you a recap of what you are about to book.

On this page you can view (Fig. 9):

1. Your shipment details by clicking 'Show details'
2. Flight details. You can view more info by clicking 'Flight Details'
3. You can view our Terms and Conditions by clicking the link. Ensure you review and agree to this before completing your booking online


Once you've reviewed, click “Confirm” to accept our T&C's and to submit your booking.



The screenshot shows the 'Confirm Order' step in the myVS interface. At the top, there is a navigation bar with 'Home', 'Offer & Order', 'Documentation', 'My Shipments', and 'Tools'. A user profile 'MYVSADMIN Standard User' is visible in the top right. Below the navigation is a progress bar with five steps: 1. Shipment Details, 2. View Offers, 3. Selected Offer, 4. Confirm Order (highlighted in red), and 5. View Order. Two buttons, 'New Enquiry' and 'Discard Request', are in the top right corner. The main content area displays shipment details: Doc. No. 932-72165424, Hard Freight, JRN No.: N/A, and Ship By: Fri, 31 Mar 2023. The route is LONDON (LHR) to BOSTON (BOS). A 'Show Details' link is present. Below this, flight details for VS 0011 are shown: LHR to BOS, 6:15 PM | 31 Mar to 9:00 PM | 31 Mar. A 'CO2 Emission' section shows 07 Hour(s) 45 Minute(s) (0 Stop). The 'Flight Details' section shows 'General - Classic' and 'Total Charge 435.75GBP'. Below this, 'Actual Charges to be paid 435.75GBP' is displayed. At the bottom, there is a 'Confirm' button and a checkbox for 'By clicking on Confirm, I agree with the Terms and Conditions'.

Fig. 9

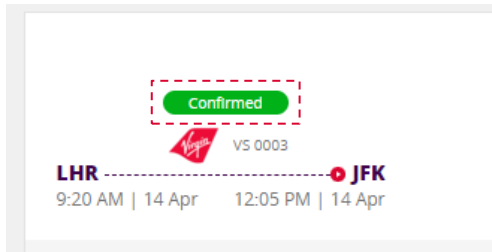
# Find Offers – 5. View Order

 The booking status in green will demonstrate your confirmed or pending booking

Step 5, 'View Order' is the confirmation page of your booking (Fig. 10).

This step shows you your booking status, which will either be:

Confirmed



Pending Confirmation

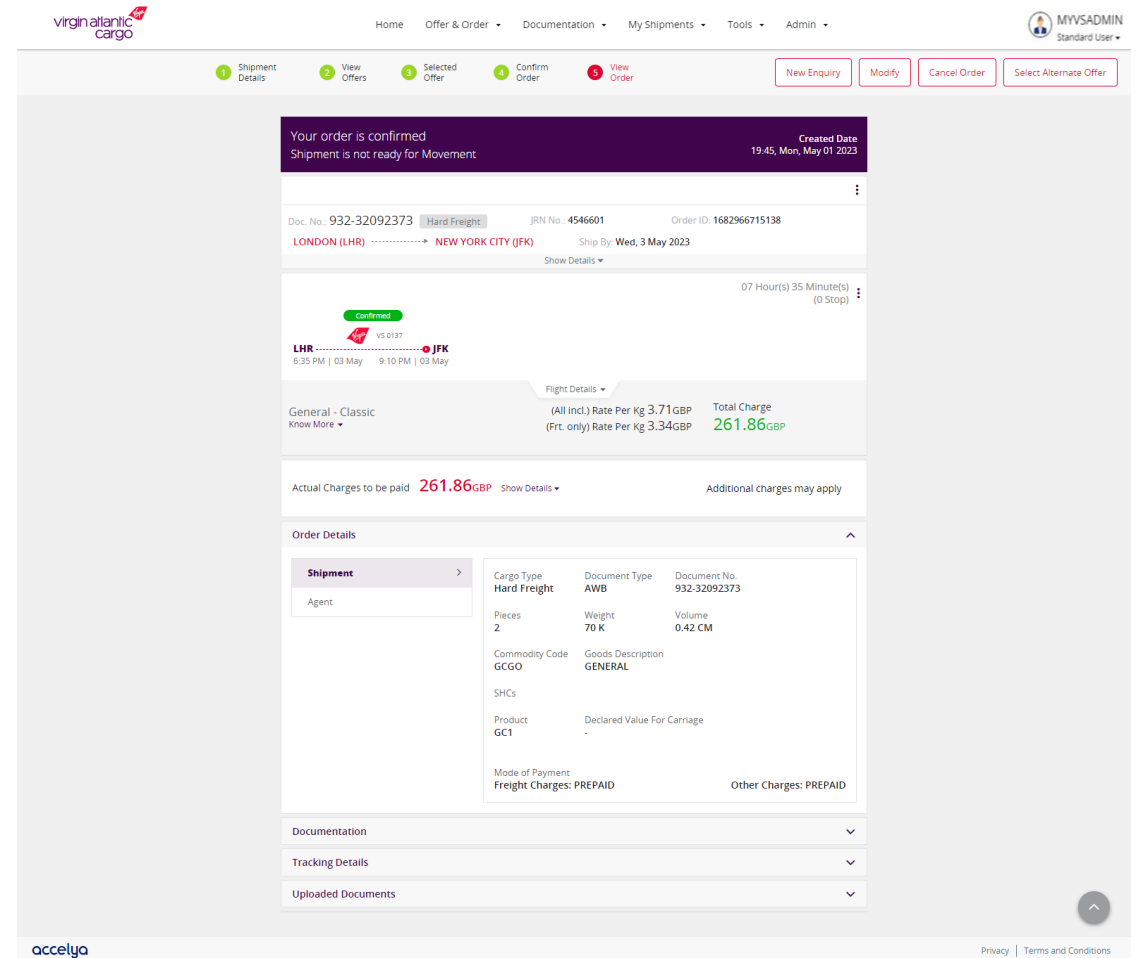


A "Pending" status means your booking has been sent to our internal teams for review as additional information may be required to validate and confirm your booking. They will contact you via the details you register your myVS account with.

Each booking made on myVS will have an Order ID. Which you will find on your order confirmation.

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The screenshot shows the 'View Order' page in the Virgin Atlantic Cargo system. The page is titled 'Your order is confirmed' and 'Shipment is not ready for Movement'. It displays the following information:

- Doc. No.: 932-32092373 | Hard Freight | JRN No.: 4546601 | Order ID: 1682966715138
- Route: LONDON (LHR) to NEW YORK CITY (JFK) | Ship By: Wed, 3 May 2023
- Flight: VS 0137 | LHR 6:35 PM | 03 May to JFK 9:10 PM | 03 May
- General - Classic | (All Incl.) Rate Per Kg 3.71GBP | Total Charge 261.86GBP
- Actual Charges to be paid: 261.86GBP
- Order Details: Shipment Agent, Cargo Type (Hard Freight), Document Type (AWB), Document No. (932-32092373), Pieces (2), Weight (70 K), Volume (0.42 CM), Commodity Code (GCGO), Goods Description (GENERAL), Product (GC1), Mode of Payment (Freight Charges: PREPAID).

Fig. 10

# Find Offers – Booking status and confirmation

 Bookings will either confirm or go to pending status

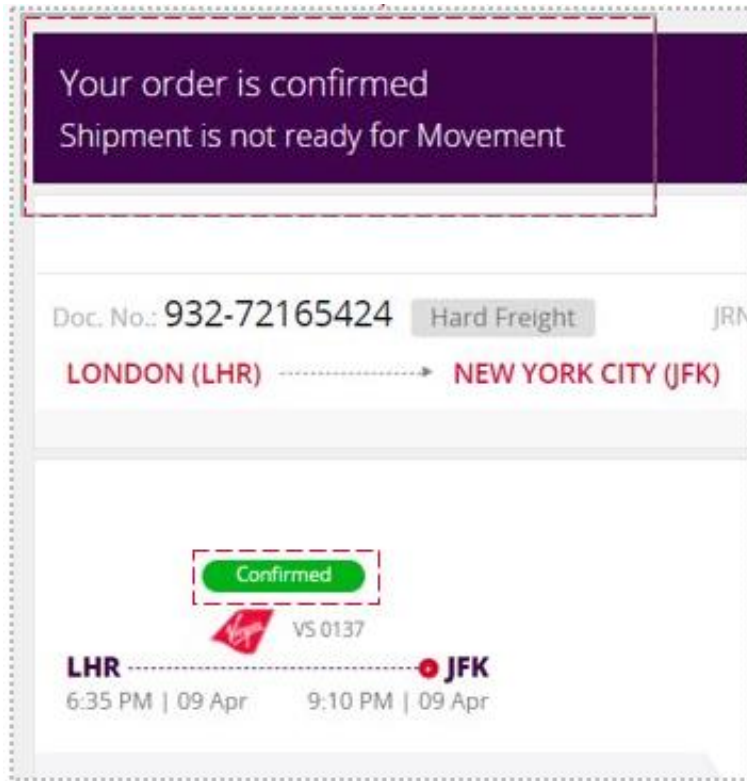


Fig. 11

Example of a confirmed booking

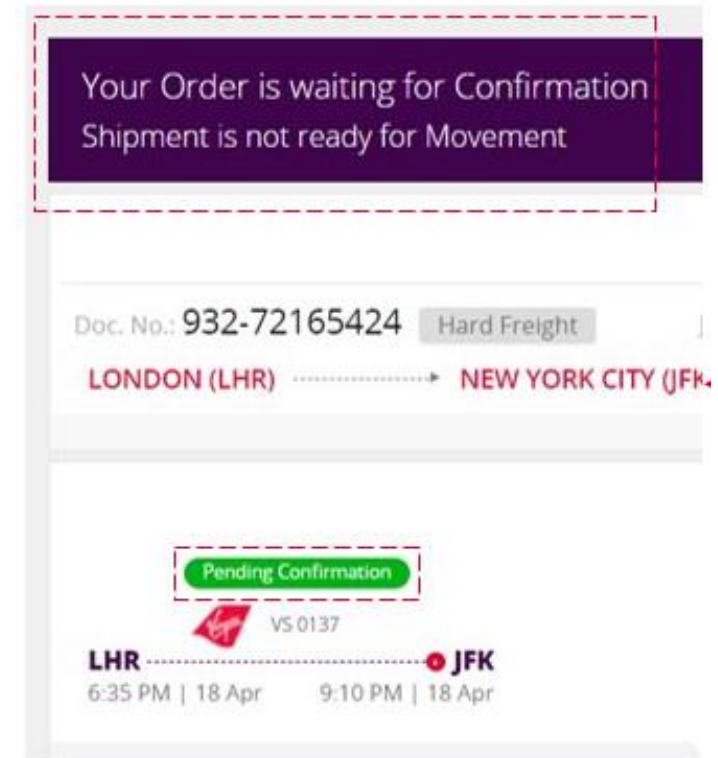



Fig. 12

Example of a pending booking

# Find Offers – Upsell Options

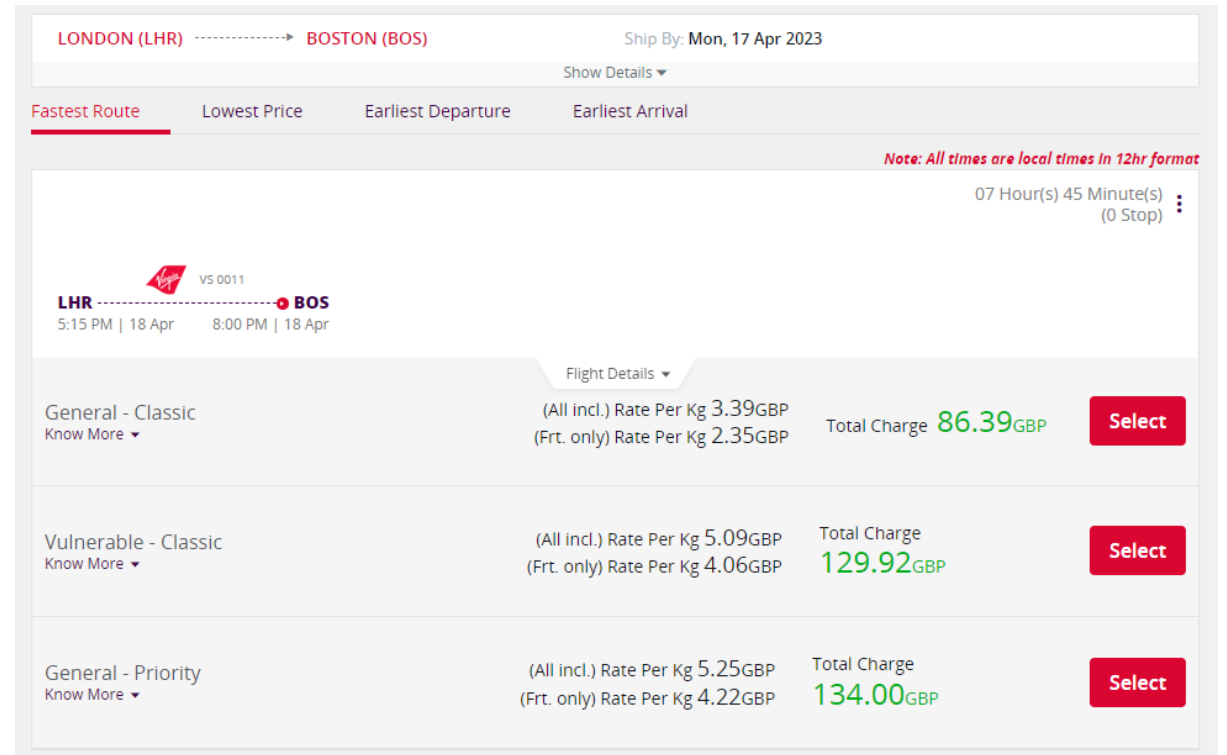
 Throughout the booking process you can upsell your booking to a higher priority product

Throughout the booking process you will have the option to upgrade your shipment to a higher priority product.

Upsell options will be presented on the following stages of the booking flow :

- View offers screen (Fig. 13)
- Selected offer screen
- Confirm order screen
- Modify Booking screen

If you want to select and upsell product just click the 'Select' button on that product. Your upsell product will then reflect on your confirmation page.



The screenshot displays the booking interface for a flight from LONDON (LHR) to BOSTON (BOS) on Monday, 17 Apr 2023. The interface shows three flight options with their respective rates and total charges. The flight details include the route, flight number (VS 0011), and departure/arrival times (5:15 PM | 18 Apr to 8:00 PM | 18 Apr). The total flight duration is 07 Hour(s) 45 Minute(s) with 0 stops. The flight details are as follows:

| Product              | (All incl.) Rate Per Kg | (Frt. only) Rate Per Kg | Total Charge | Action |
|----------------------|-------------------------|-------------------------|--------------|--------|
| General - Classic    | 3.39GBP                 | 2.35GBP                 | 86.39GBP     | Select |
| Vulnerable - Classic | 5.09GBP                 | 4.06GBP                 | 129.92GBP    | Select |
| General - Priority   | 5.25GBP                 | 4.22GBP                 | 134.00GBP    | Select |

Fig. 13

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for more information