Search & Track
myVS user guide

Virgin Atlantic Cargo
V1.04.23
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search &amp; Track overview</td>
<td>3</td>
</tr>
<tr>
<td>Accessing Search &amp; Track</td>
<td>4</td>
</tr>
<tr>
<td>Searching by Doc. No. or JRN</td>
<td>5</td>
</tr>
<tr>
<td>Searching single shipments</td>
<td>6</td>
</tr>
<tr>
<td>Searching multiple shipments</td>
<td>7</td>
</tr>
<tr>
<td>Viewing tracking details</td>
<td>8</td>
</tr>
<tr>
<td>Cancelled shipments</td>
<td>9</td>
</tr>
<tr>
<td>Tracking milestones</td>
<td>10</td>
</tr>
<tr>
<td>Share shipment status</td>
<td>11</td>
</tr>
<tr>
<td>Download shipment status</td>
<td>12</td>
</tr>
</tbody>
</table>
Search & Track overview

**Search & Track** allows you to search and view detailed tracking for your shipments.

**Key features:**
- Search for single and multiple (up to 10) shipments at a time
- View the milestones that are stamped for the shipment in real-time
- Milestone timings are displayed in local time by default
Accessing Search & Track

From virginatlanticcargo.com:
1. Access virginatlanticcargo.com
2. Click ‘Track’ or ‘Track your shipment’ (Fig 1)
1. myVS will open in a new tab with the Search & Track component visible (Fig 2)

Direct to myVS:
1. Access https://myvs.virginatlanticcargo.com/ap p/offerandorder/#!/home/find-offer
2. myVS will load with the Search & Track component visible (Fig 2)
Searching by Doc. No. or JRN

- **Doc. No.** – which is your AWB / eAWB number
- **JRN No.** – this is your VS booking number
- **Order ID** – not currently available

1. To select which method you search by, expand the dropdown and select your preferred method (Fig. 3)
2. Then enter your relevant number in the type field
Searching single shipments

You can search 932 prefix AWB’s only

The steps below demo searching using ‘Doc. No’, but the same steps can be followed when searching using ‘JRN No’.

1. Enter your AWB / Doc. No. into the field and press enter
2. Click the ‘Search’ button
3. Search results will be returned for valid Doc. No.’s (Fig. 4)
4. Click the ‘Tracking Detail’ button to view the latest status at your current local time

Fig. 4
Searching multiple shipments

You can search 932 prefix AWB’s only

The steps below demo searching using ‘Doc. No’, but the same steps can be followed when searching using ‘JRN No.’.

1. Enter up to 10 of your AWB / Doc. No.’s into the field, ensuring you enter them one at a time and press enter after one
2. Click the ‘Search’ button
3. Search results will be returned for valid Doc. No.’s (Fig. 5)
4. Click the ‘Tracking Detail’s button for each Doc. No. to view the latest status at your current local time
Milestone timings are displayed in your local time by default

1. Once you’ve entered your order details and searched, your bookings will be displayed (Fig. 6)
2. Click the ‘Tracking Details’ button for the shipment that you want to view the details for
3. The tracking details for your shipment will be displayed, with the ‘Latest status’ showing the most recent milestone, whilst ‘Milestones’ will list all the milestones that your shipment has been through (Fig. 7)
Cancelled shipments

1. Each booking requires an AWB (Doc. No), but if you cancel a booking the AWB number can be reused. If you search using a ‘Doc. No’ and you have previously cancelled bookings on that AWB number, these will be returned in the Search & Track search results. Note, the latest booking will be displayed at the top (Fig. 8).

2. Each booking has a unique ‘JRN No.’ so will only return one booking per JRN No.
You can view the following milestones on myVS
Search & Track (Fig. 9):

- BKD
- RCT
- TFD
- FOH
- RCS
- MAN
- DEP
- ARR
- RCF
- NFD
- DLV
- AWR
- AWD
- TRM
Share shipment status

1. On the ‘Tracking details’ page for your shipment, click the ‘Share Status’ button in the top right-hand corner (Fig. 10)

2. In the pop-up, enter the email address to which you want to share the status with, then click the ‘Share’ button (Fig. 11)

3. myVS will email the latest status information and a link to track updates to the specified email address
Download shipment status

Download the latest status of your shipment in PDF format

1. On the ‘Tracking details’ page for your shipment, click the ‘Download’ button in the top right-hand corner (Fig. 11)
2. A PDF formatted version of your latest status will download to your devices downloads
3. Click to open the PDF, which will show the latest milestone for your shipment and all the milestones it has passed through, similar to tracking details screen on myVS (Fig. 12)
Visit
virginatlanticcargo.com
for more information