

Search & Track

myVS user guide

Virgin Atlantic Cargo
V1.04.23



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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)

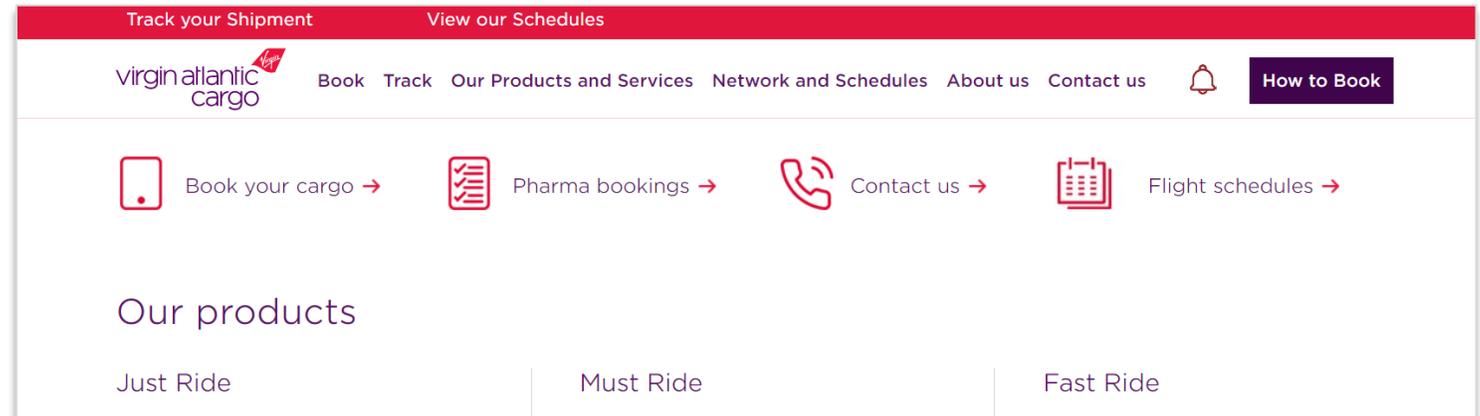


Fig. 1

Direct to myVS:

1. Access <https://myvs.virginatlanticcargo.com/app/offerandorder/#/home/find-offer>
2. myVS will load with the Search & Track component visible (Fig 2)

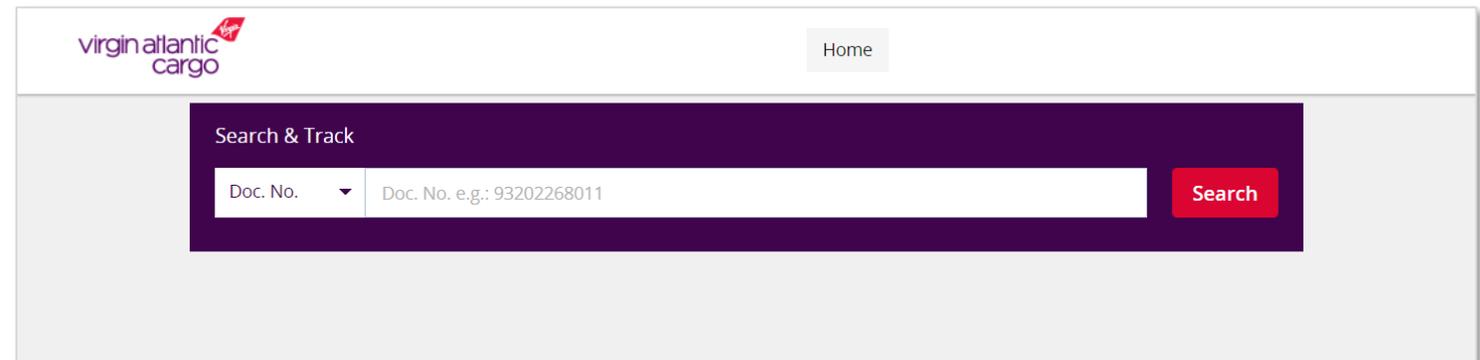


Fig. 2

Searching by Doc. No. or JRN

 Doc. No. is your AWB / eAWB number

myVS allows you to Search & Track by:

- **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



Search & Track

Doc. No. ▾ Doc. No. e.g.: 93202268011 **Search**

Doc. No.

JRN No.

Order ID

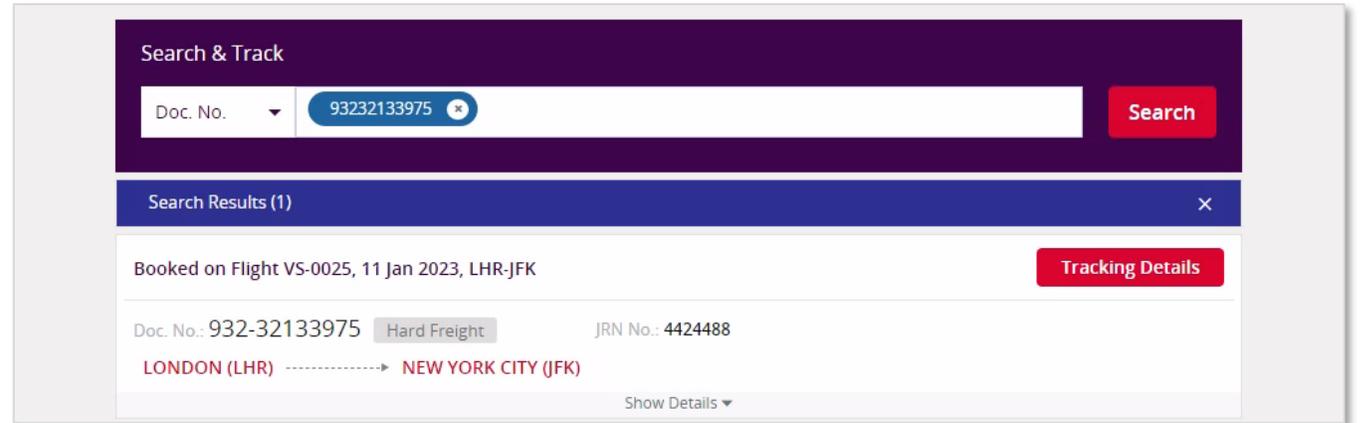
Fig. 3

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
-  Ensure you enter your Doc. No. without a hyphen '-' e.g. 93212345678
2. Click the 'Search' button
3. Search results will be returned for valid Doc. No.'s (Fig. 4)
4. Click the 'Tracking Detail's button to view the latest status at your current local time



The screenshot displays the 'Search & Track' interface. At the top, there is a search bar with a dropdown menu set to 'Doc. No.' and the input field containing '93232133975'. A red 'Search' button is located to the right of the input field. Below the search bar, a blue header indicates 'Search Results (1)'. The main content area shows the search results for the entered document number. It states 'Booked on Flight VS-0025, 11 Jan 2023, LHR-JFK' with a red 'Tracking Details' button to the right. Below this, the document details are listed: 'Doc. No.: 932-32133975' (with a 'Hard Freight' tag), 'JRN No.: 4424488', and the route 'LONDON (LHR) -----> NEW YORK CITY (JFK)'. A 'Show Details' link is visible at the bottom right of the results section.

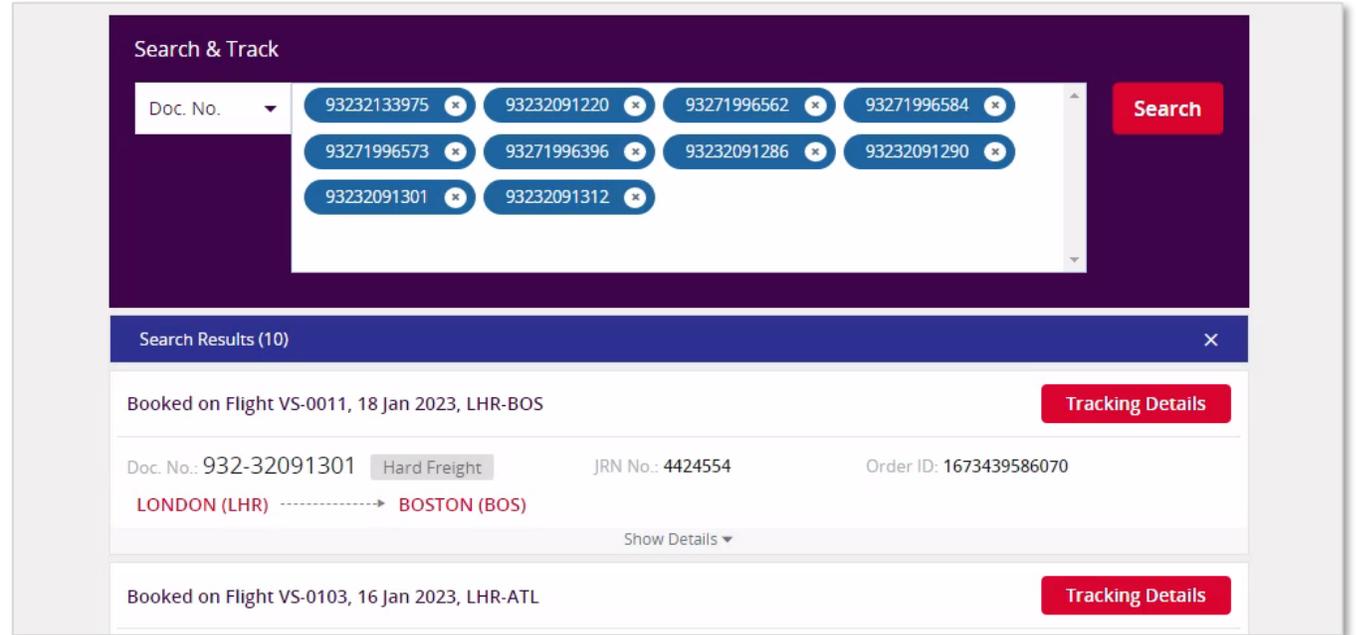
Fig. 4

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



The screenshot shows the 'Search & Track' interface. At the top, there is a search bar with a dropdown menu set to 'Doc. No.'. Below the search bar, ten document numbers are entered in blue buttons: 93232133975, 93232091220, 93271996562, 93271996584, 93271996573, 93271996396, 93232091286, 93232091290, 93232091301, and 93232091312. A red 'Search' button is to the right. Below the search bar, a blue header indicates 'Search Results (10)'. The first result is for flight VS-0011, booked on 18 Jan 2023, LHR-BOS. It shows Doc. No.: 932-32091301, Hard Freight, JRN No.: 4424554, and Order ID: 1673439586070. The route is LONDON (LHR) to BOSTON (BOS). A 'Tracking Details' button is visible. The second result is for flight VS-0103, booked on 16 Jan 2023, LHR-ATL, also with a 'Tracking Details' button.

Fig. 5

Viewing tracking details

 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)

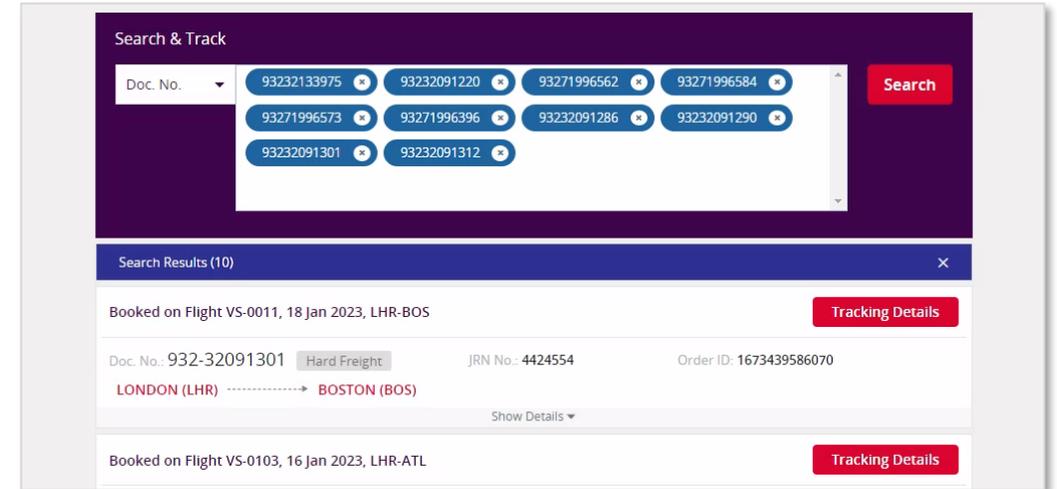


Fig. 6

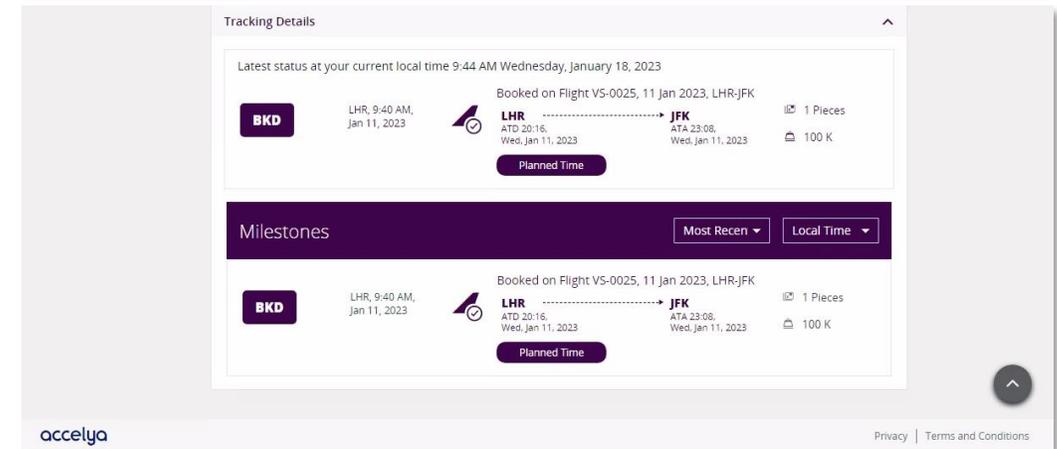
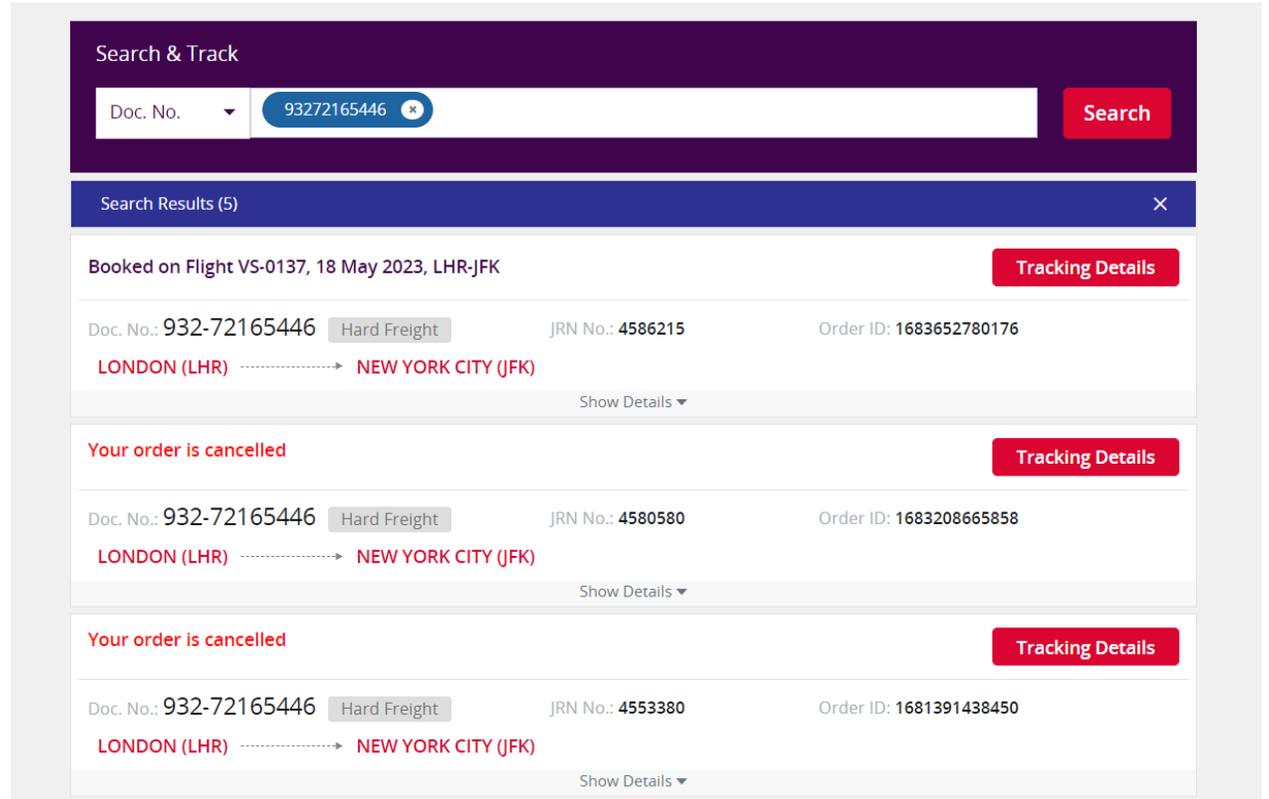


Fig. 7

Cancelled shipments

 Milestone timings are displayed in your local time by default

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.



The screenshot displays the 'Search & Track' interface. At the top, there is a search bar with 'Doc. No.' and the value '93272165446'. A 'Search' button is to the right. Below the search bar, the results are titled 'Search Results (5)'. The first result is for a booking on Flight VS-0137, 18 May 2023, LHR-JFK. It shows 'Doc. No.: 932-72165446', 'Hard Freight', 'JRN No.: 4586215', and 'Order ID: 1683652780176'. The route is 'LONDON (LHR) -----> NEW YORK CITY (JFK)'. Below the route is a 'Show Details' link. A red button labeled 'Tracking Details' is on the right. The second and third results are identical but with 'Your order is cancelled' in red text and 'JRN No.: 4580580' and 'Order ID: 1683208665858' for the second, and 'JRN No.: 4553380' and 'Order ID: 1681391438450' for the third.

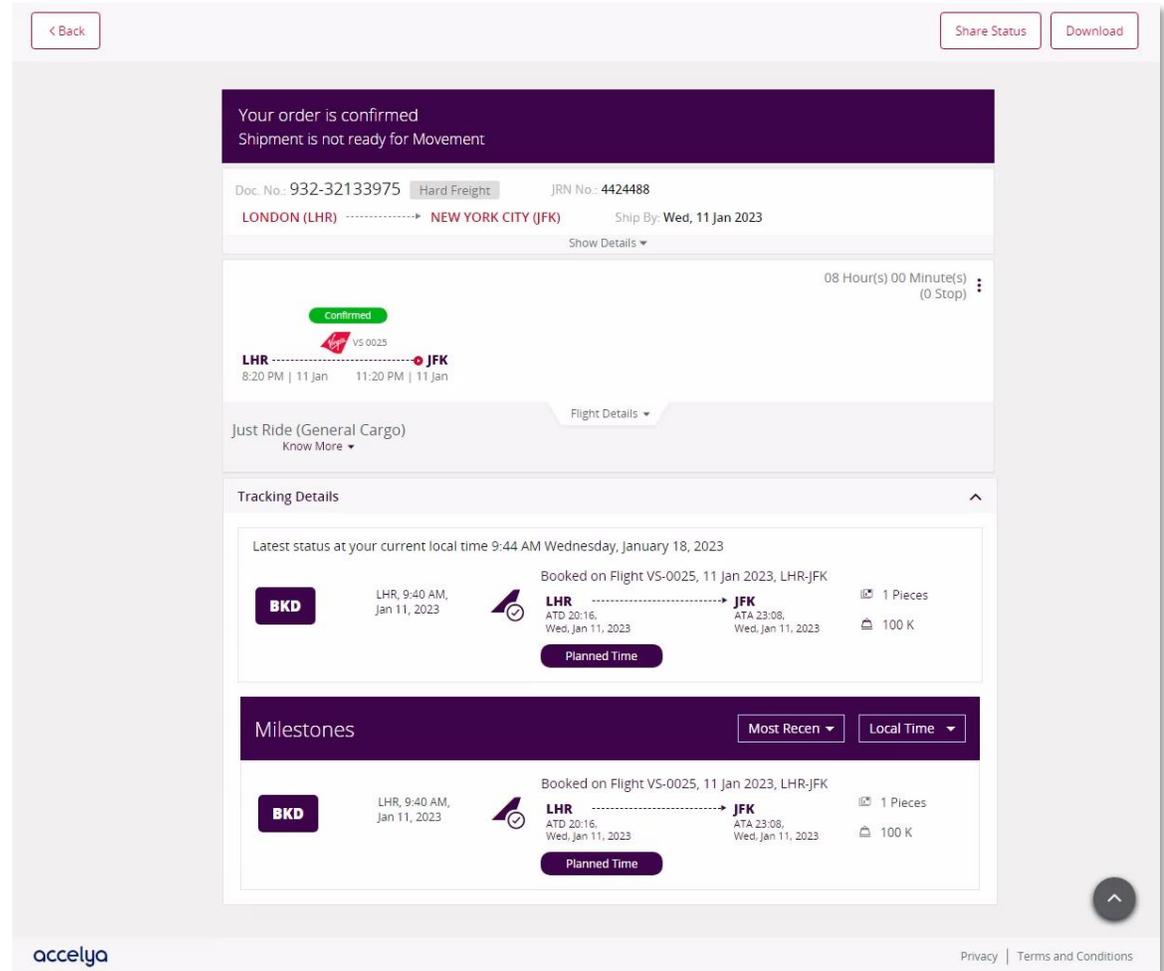
Fig. 8

Tracking milestones

 You can view up to 14 milestones per booking

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**



The screenshot displays the myVS Search & Track interface for a confirmed booking. At the top, a purple banner states "Your order is confirmed" and "Shipment is not ready for Movement". Below this, the booking details are shown: Doc. No.: 932-32133975, Hard Freight, JRN No.: 4424488, LONDON (LHR) to NEW YORK CITY (JFK), and Ship By: Wed, 11 Jan 2023. A flight timeline shows the flight VS 0025 from LHR to JFK on 11 Jan 2023, with a duration of 08 Hour(s) 00 Minute(s) and 0 Stop. The tracking details section shows the latest status at 9:44 AM Wednesday, January 18, 2023, with a "Planned Time" button. The milestones section also shows the same information, with a "Planned Time" button. The interface includes a "Back" button, "Share Status", and "Download" buttons. The accelya logo is visible at the bottom left, and the Virgin Atlantic Cargo logo is at the bottom right.

Fig. 9

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 device's 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)

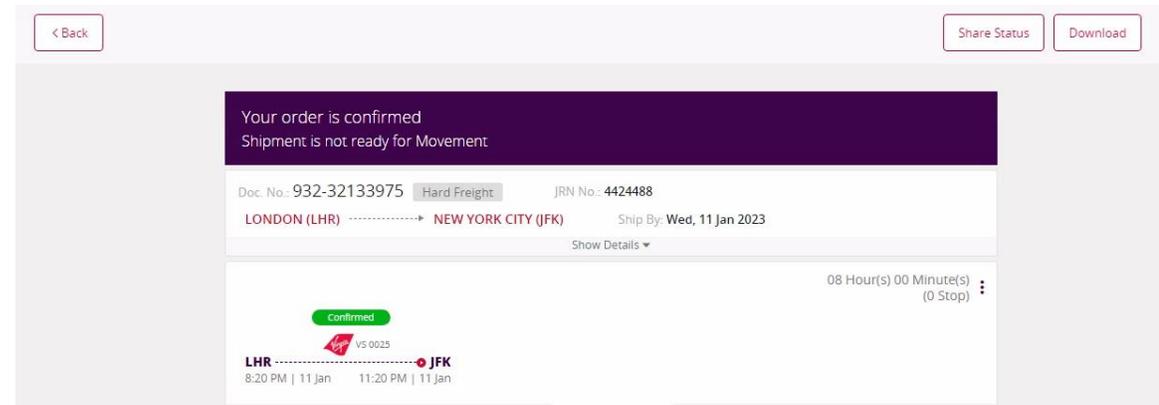


Fig. 11

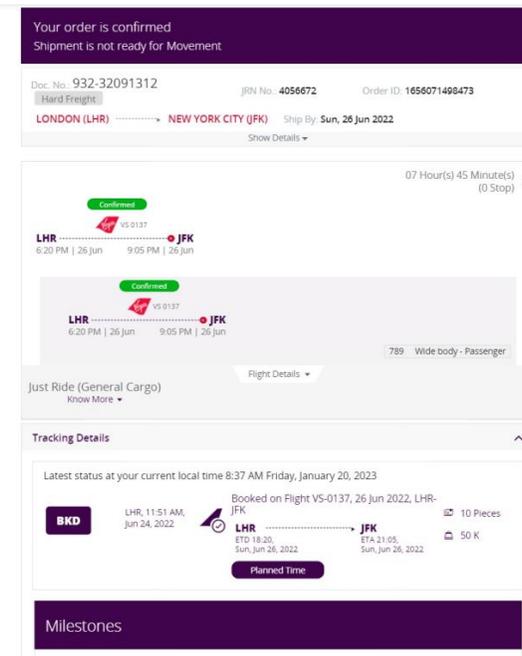


Fig. 12

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