

GSO

How to Guide...

[Click here and let's get started](#)

V3 December 2024

Let's get started

Just click on what you'd like to know more about

GSO Overview

GSO access set
up

GSO glossary

New Group
Request

Groups request
with other airlines

Outside
Reservation
request

Tasks Queue

Servicing
Bookings

Training Videos

Group Sales Optimizer - GSO

Overview

GSO is a tool that will transform the way you make group bookings with Virgin Atlantic.

Your unique access to GSO gives you the ability to shop and book seamlessly and efficiently for your customers

Self Serve Shopping

- Search for flight availability
- Create and price requests
- Save quotes without holding inventory

Self Serve booking management

- Change itinerary (including trip type)
- Change group size
- Cancel booking

Dynamic Pricing

- Scientific Dynamic Pricing engine
- Receive instant quotes
- Requote at speed when itineraries change

Now let's get prepared and show you what you need to do

Click
Here

Your Group Sales Office will continue to be available to support you should you have questions in the future.

You can reach us on our email GSOsupport@fly.virgin.com

And don't forget, just because you don't have to call us, doesn't mean you can't.

GSO - Glossary

The terminology in GSO is slightly different to what you are used to

From	To
Cabins	Compartments
Allocations/Touring	Series
Deposits	Commitment
Final Payment	Full Commitment
Task Queues	Ticket Appointment Dates
Deviations	Maintaining Group Numbers
Divide PNR	Spilt Group
Ticketing Deadline	Ticketing Deadline
Fare Match	Fare Authorisation
Out of Date Range	Outside Reservation



GSO – New Request

Log on to GSO

New request page will appear

Compartment = Cabin
 All cabins Self-Serve
 Any over our agreed capacity will need to be escalated for review

- Choose your trip type, from and to depart and return dates & compartment

- Round Trip – to and from same destination

The screenshot shows the 'NEW REQUEST' page with 'Trip Details' selected. The 'Round Trip' tab is active. Fields include 'From' and 'To' (both empty), 'Depart Date' (DD/MM/YYYY), 'Return Date' (DD/MM/YYYY), and 'Compartment' (Economy). There are also 'Any time' dropdown menus for departure and return times.

- One Way – either outbound or inbound sector only

The screenshot shows the 'Trip Details' page with the 'One Way' tab active. Fields include 'From' and 'To' (both empty), 'Depart Date' (DD/MM/YYYY), and 'Compartment' (Economy). There is an 'Any time' dropdown menu for the departure time.

- Multi City – to and from different destination

The screenshot shows the 'Trip Details' page with the 'Multi-City' tab active. It features two rows of fields for 'From' and 'To' destinations, each with a 'Depart Date' (DD/MM/YYYY) and a 'Compartment' (Economy). There are also 'Any time' dropdown menus for departure times.

- Multi Origin – Variety of different departure airport to one destination

The screenshot shows the 'Trip Details' page with the 'Multi-Origin' tab active. It features a 'MAIN GROUP' section with a '1. From' field, 'Depart' (DD/MM/YYYY), and 'Return' (DD/MM/YYYY) fields. There are also 'Any time' dropdown menus, 'Compartment' (Economy) dropdowns, and input fields for 'Adults', 'Children', 'Infants w/o Seats', and 'Infants w/ Seats'. An 'Add another origin' link is at the bottom.

- Series –provides the ability to request groups with reoccurring itineraries over a set period of time

The screenshot shows the 'Trip Details' page with the 'Series' tab active. It features a 'Main Pattern' section with 'From' and 'To' fields, 'Depart Time' (Any time), and 'Compartment' (Economy). It includes a date range selector (Start/End DD/MM/YYYY), 'Repeats every' (1 WEEKS), and 'Unique Dates' checkbox. There are also radio buttons for 'Departure Day of Week' (Sun-Sat) and input fields for 'Adults', 'Children', 'Infants (INF)', and 'Infants (INS)'. An 'Add pattern' link is at the bottom.

Next Steps



GSO – New Request - cont'd

Complete Passenger Information

- Number of
 - Adults
 - Children
 - Infants with seats
 - Infants without seats
 - Passes – Only applicable in China

Passenger Information

Adults Children Infants With Seat Infants Without Seat Passes

- Click Search flights

NOTE

The Group name can only contain letters and cannot be changed once added

Update Group Information

- Group Name – i.e. Simmons Wedding
- Group Type – choose from dropdown selection
- Reason for Travel – choose from dropdown selection

Group Information

Group Name Group Type Reason For Travel

Next Steps




GSO – New Request - cont'd

Choose outbound flight


GROUP	COMPARTMENT	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE
TGL TESTING	Economy	London, United Kingdom	New York, Usa	Sep 2, 2021	Sep 9, 2021	20	Round Trip
Select Flight: LHR to JFK							
<small>Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.</small>							
virginatlantic	Non-Stop V50003	11:00 am London (LHR) Thu Sep 2 2021	→	1:40 pm New York (JFK) Thu Sep 2 2021	TOTAL AVAILABLE 22	GROUP AVAILABLE 22	COMPARTMENT Economy
ECONOMY Show Fare Details ▾ £ 1,100.75 GBP							
virginatlantic	Non-Stop V50045	1:30 pm London (LHR) Thu Sep 2 2021	→	4:10 pm New York (JFK) Thu Sep 2 2021	TOTAL AVAILABLE 106	GROUP AVAILABLE 106	COMPARTMENT Economy
ECONOMY Show Fare Details ▾ £ 379.51 GBP							
virginatlantic	Non-Stop V50009	5:30 pm London (LHR) Thu Sep 2 2021	→	8:15 pm New York (JFK) Thu Sep 2 2021	TOTAL AVAILABLE 180	GROUP AVAILABLE 180	COMPARTMENT Economy
ECONOMY Show Fare Details ▾ £ 292.32 GBP							
virginatlantic	Non-Stop V50025	6:50 pm London (LHR) Thu Sep 2 2021	→	9:30 pm New York (JFK) Thu Sep 2 2021	TOTAL AVAILABLE 242	GROUP AVAILABLE 229	COMPARTMENT Economy
ECONOMY							

- Click circle of flight required

Show Fare Details ▾  £ 379.51 GBP

- Choose return flight with the same process

- Click Preview Offer

Edit Request 

Review details with your customer

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
TGL TESTING	Economy	London, United Kingdom	New York, Usa	2 Sep 2021	9 Sep 2021	20	Round Trip		100%
Offer 10000932									
Flights 1 From London, United Kingdom to New York, Usa virginatlantic Nonstop Thursday 2 September 2021 Economy V50045 LHR 1:30pm - JFK 4:10pm Compartment: Economy Fare Family: Economy Base Fare: £117.69 GBP Fuel Surcharge: £0.00 GBP Other Surcharges: £195.00 GBP Group Fare Basis Code: BT/GRP2 Applied Discount: 5.85%								Booking Terms and Conditions Checked Baggage Allowance LHR - JFK: 2 bags x 23 kg per person JFK - LHR: 2 bags x 23 kg per person Cancellation Fee 24 May 2021 - £50.00 GBP per person per ticket 19 Jul 2021 - 100% per person per ticket Fees for Changes 28 Aug 2021 - £50.00 GBP Final Payment Due Date 28 Aug 2021	
2 From New York, Usa to London, United Kingdom virginatlantic Nonstop Thursday 9 September 2021 Economy V50010 JFK 11:00pm - LHR 11:00am Compartment: Economy Fare Family: Economy Base Fare: £45.50 GBP Fuel Surcharge: £0.00 GBP Other Surcharges: £105.00 GBP Group Fare Basis Code: BT/GRP2 Applied Discount: 0%								Deposit Fee / Due Date 22 Jul 2021 - £50.00 GBP per person Ticketing Deadline 28 Aug 2021 <small>The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel.</small>	
Fare Breakdown									
PASSENGER TYPE		FARE DETAILS		NUMBER OF PASSENGERS		TOTAL			
ADULT		Price:	£550.91 GBP	20		Total Price:		£11,018.20 GBP	
		Fare:	£163.19 GBP						
		Fuel Surcharge:	£0.00 GBP						
		Other Surcharges:	£210.00 GBP						
		Tax:	£177.72 GBP						
<small>Airport taxes are subject to change at the time of ticketing.</small>									
Grand Total: £11,018.20 GBP <small>(Inclusive of GST, where applicable. Excludes any additional fees.)</small>									

Next Steps



GSO – New Request - cont'd

Your customer now has a decision to make.

Reject Offer

Edit Request

Download

VS1

Edit Flights

Save Offer

Save and Hold Offer

Book

Reject Offer

Edit Flights

Save Offer

Save and Hold Offer

Book



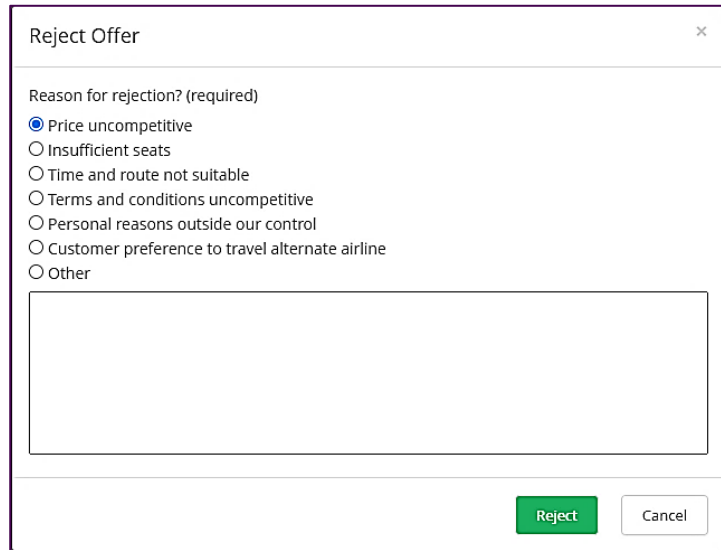
GSO – Reject Offer

Should your customer choose to reject the offer

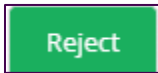
- Click Reject offer



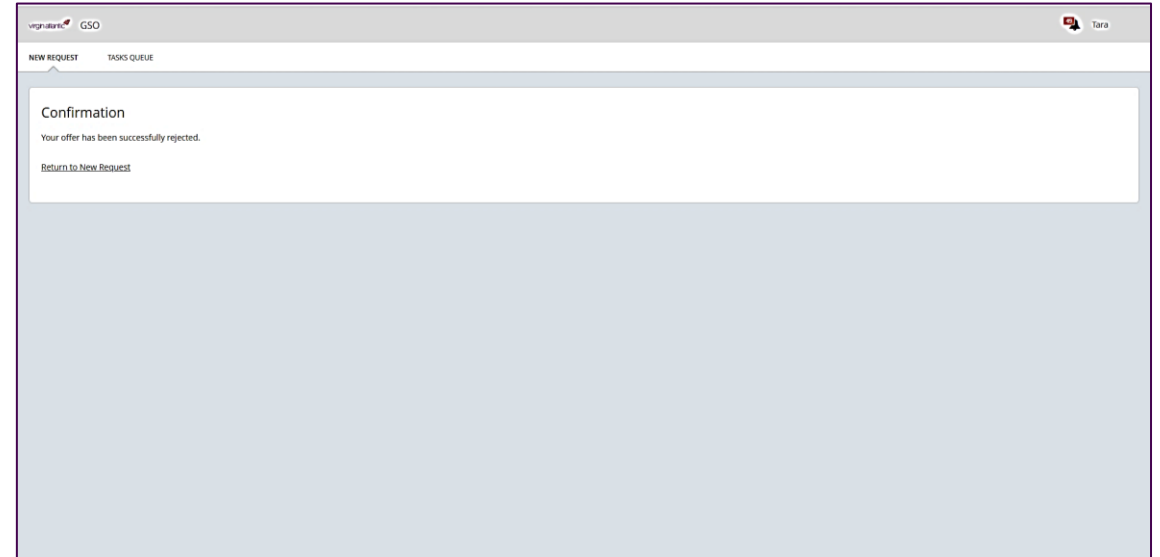
- Click the reason for rejection and add comments

A dialog box titled "Reject Offer" with a close button (X) in the top right corner. It contains a section "Reason for rejection? (required)" with several radio button options: "Price uncompetitive" (selected), "Insufficient seats", "Time and route not suitable", "Terms and conditions uncompetitive", "Personal reasons outside our control", "Customer preference to travel alternate airline", and "Other". Below the options is a large empty text area for comments. At the bottom right, there are two buttons: "Reject" (green) and "Cancel" (white with grey border).

- Click Reject



You will receive rejection confirmation



Process Complete!

GSO – Edit Flights

Your customer would like to make a change to the request

- Click Edit Request 

This will return you to the request page

- Click Edit Request 

- Update any required fields with the new information

- Click search flights



Trip Details

Round Trip One Way Multi-City Multi-Origin Series

From: Depart Date:
To: Return Date:

Passenger Information

Adults: Children: Infants With Seat: Infants Without Seat: Passes:

Agency Information

Agency Name: Agency IATA/IARC: Point of Sale: Category:

Group Information

Group Name: Group Type: Reason For Travel:

Contracted Private Fare

Contracted Customer Optional:

Next Steps



GSO – Edit Flights cont'd

Choose outbound flight

GROUP	COMPARTMENT	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE
TGL TESTING	Economy	London, United Kingdom	New York, Usa	Sep 2, 2021	Sep 9, 2021	20	Round Trip

Select Flight: **LHR to JFK**

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

virgin atlantic	Non-Stop	11:00 am	1:40 pm	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50003		London (LHR) Thu Sep 2 2021	New York (JFK) Thu Sep 2 2021	22	22	Economy

ECONOMY
Show Fare Details ▾ £ 1,100.75 GBP

virgin atlantic	Non-Stop	1:30 pm	4:10 pm	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50045		London (LHR) Thu Sep 2 2021	New York (JFK) Thu Sep 2 2021	106	106	Economy

ECONOMY
Show Fare Details ▾ £ 379.51 GBP

virgin atlantic	Non-Stop	5:30 pm	8:15 pm	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50009		London (LHR) Thu Sep 2 2021	New York (JFK) Thu Sep 2 2021	180	180	Economy

ECONOMY
Show Fare Details ▾ £ 292.32 GBP

virgin atlantic	Non-Stop	6:50 pm	9:30 pm	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50025		London (LHR) Thu Sep 2 2021	New York (JFK) Thu Sep 2 2021	242	229	Economy

ECONOMY

- Click circle of flight required

Show Fare Details ▾ £ 379.51 GBP

- Choose return flight with the same process

- Click Preview Offer

Edit Request

Review details with your customer.

Offer 10000932

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
TGL TESTING	Economy	London, United Kingdom	New York, Usa	2 Sep 2021	9 Sep 2021	20	Round Trip		100%

Flights

1 From London, United Kingdom to New York, Usa

virgin atlantic	Nonstop	Thursday 2 September 2021	Economy	V50045
		LHR 1:30pm - JFK 4:10pm		

Compartment: Economy
Fare Family: Economy
Base Fare: £117.69 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £105.00 GBP
Group Fare Basis Code: BT/GRP2
Applied Discount: 5.85%

Booking Terms and Conditions

Checked Baggage Allowance
LHR - JFK: 2 bags x 23 kg per person
JFK - LHR: 2 bags x 23 kg per person

Cancellation Fee
24 May 2021 - £50.00 GBP per person per ticket
19 Jul 2021 - 100% per person per ticket

Fees for Changes
28 Aug 2021 - £50.00 GBP

Final Payment Due Date
28 Aug 2021

2 From New York, Usa to London, United Kingdom

virgin atlantic	Nonstop	Thursday 9 September 2021	Economy	V50010
		JFK 11:00pm - LHR 11:00am		

Compartment: Economy
Fare Family: Economy
Base Fare: £45.50 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £105.00 GBP
Group Fare Basis Code: BT/GRP2
Applied Discount: 0%

Deposit Fee / Due Date
22 Jul 2021 - £50.00 GBP per person

Ticketing Deadline
28 Aug 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel.

Fare Breakdown

PASSENGER TYPE	FARE DETAILS	NUMBER OF PASSENGERS	TOTAL
ADULT	Price: £506.91 GBP Fare: £163.19 GBP Fuel Surcharge: £0.00 GBP Other Surcharges: £210.00 GBP Tax: £173.72 GBP	20	Total Price: £11,018.20 GBP

Airport taxes are subject to change at the time of ticketing.

Grand Total: £11,018.20 GBP
(Inclusive of GST, where applicable. Excludes any additional fees.)

Next Steps

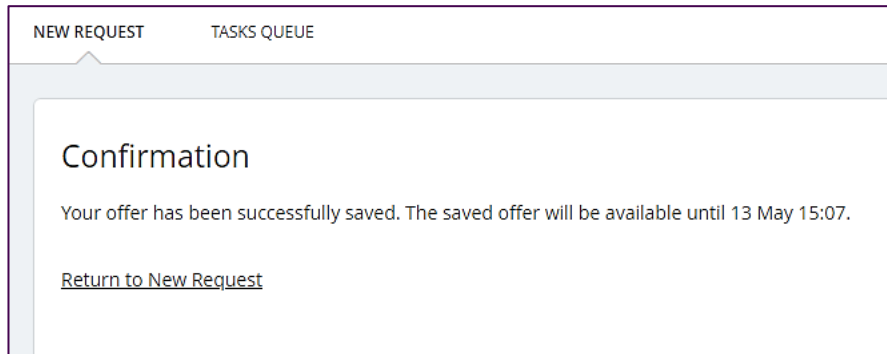


GSO – Save Offer

Your customer would like to save the offer – **this will hold the fare for 72 hrs only no booking will be created.**

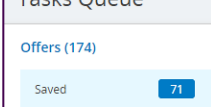
- Click Save Offer 

A confirmation notification will be received

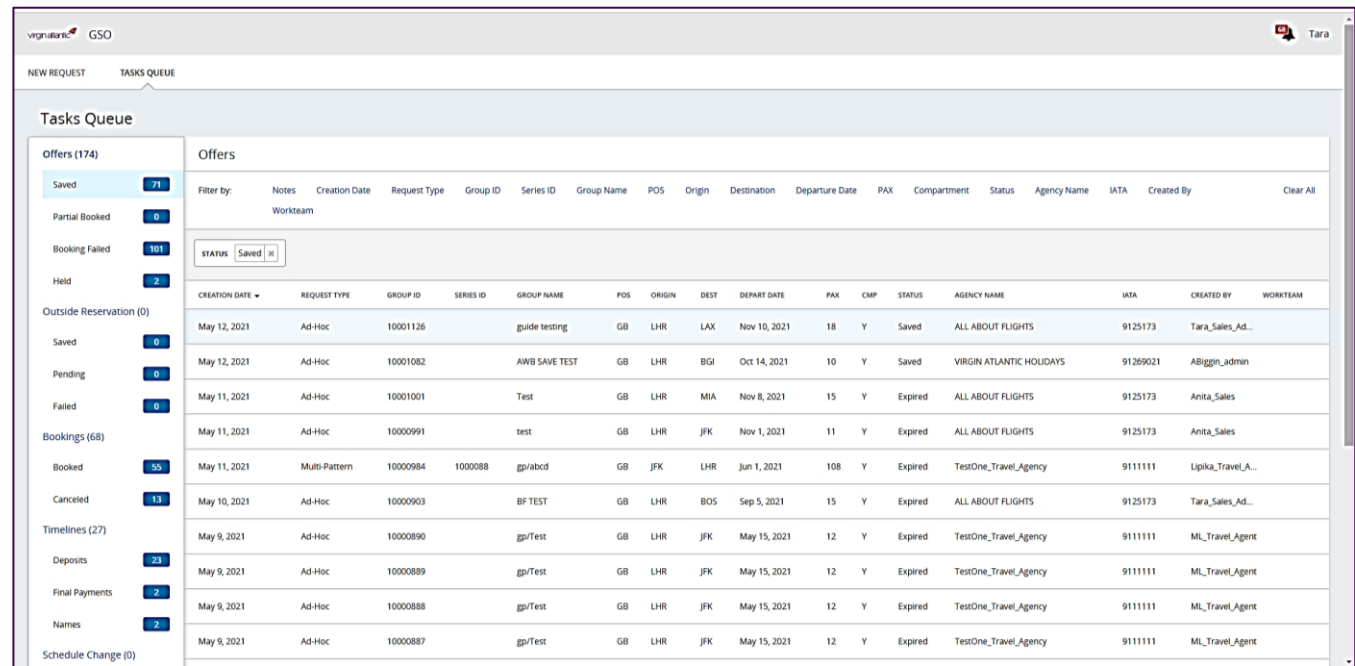


Contract is available to download if you wish

- Click on Tasks Queue 

- Go to Saved Queue 

- Find your saved offer – Line will turn blue
- Click to open



CREATION DATE	REQUEST TYPE	GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX	CMP	STATUS	AGENCY NAME	IATA	CREATED BY	WORKTEAM
May 12, 2021	Ad-Hoc	10001126		guide testing	GB	LHR	LAX	Nov 10, 2021	18	Y	Saved	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	
May 12, 2021	Ad-Hoc	10001082		AWB SAVE TEST	GB	LHR	BGI	Oct 14, 2021	10	Y	Saved	VIRGIN ATLANTIC HOLIDAYS	91269021	ABiggin_admin	
May 11, 2021	Ad-Hoc	10001001		Test	GB	LHR	MIA	Nov 8, 2021	15	Y	Expired	ALL ABOUT FLIGHTS	9125173	Anita_Sales	
May 11, 2021	Ad-Hoc	10000991		test	GB	LHR	JFK	Nov 1, 2021	11	Y	Expired	ALL ABOUT FLIGHTS	9125173	Anita_Sales	
May 11, 2021	Multi-Pattern	10000984	1000088	gprabcd	GB	JFK	LHR	Jun 1, 2021	108	Y	Expired	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	
May 10, 2021	Ad-Hoc	10000903		BFTEST	GB	LHR	BOS	Sep 5, 2021	15	Y	Expired	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	
May 9, 2021	Ad-Hoc	10000890		gprTest	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	
May 9, 2021	Ad-Hoc	10000889		gprTest	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	
May 9, 2021	Ad-Hoc	10000888		gprTest	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	
May 9, 2021	Ad-Hoc	10000887		gprTest	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	

Next Steps



GSO – Save Offer cont'd

- Click Download



NEW REQUEST TASKS QUEUE

Offer 10001126

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide testing	Economy	London, United Kingdom	Los Angeles, Usa	10 Nov 2021	17 Nov 2021	18	Round Trip		100%

Flights

1 From London, United Kingdom to Los Angeles, Usa

virginatlantic Nonstop Wednesday 10 November 2021 Economy VS0007
LHR 11:50am - LAX 3:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £24.47 GBP
 Fuel Surcharge: £0.00 GBP
 Other Surcharges: £105.00 GBP
 Group Fare Basis Code: BT/GRP2
 Applied Discount: 55.52%

2 From Los Angeles, Usa to London, United Kingdom

virginatlantic Nonstop Wednesday 17 November 2021 Economy VS0024
LAX 9:55pm - LHR 4:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £55.50 GBP

Notes

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - LAX 2 bags x 23 kg per person
 LAX - LHR 2 bags x 23 kg per person

Cancellation Fee
 26 May 2021 - £50.00 GBP per person per ticket
 26 Sep 2021 - 100% per person per ticket

Fees for Changes
 5 Nov 2021 - £50.00 GBP

Final Payment Due Date
 5 Nov 2021

Deposit Fee / Due Date
 29 Sep 2021 - £50.00 GBP per person

Ticketing Deadline
 5 Nov 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

Reject Offer Back to Offers Download VS1 Edit Offer Escalate Book

Next Steps



GSO – Save Offer cont'd

PDF download will show at the bottom of your screen

- Click download to save



The screenshot shows the GSO interface with the following details:

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAX RATE
guide test bking	Economy	London, United Kingdom	Miami, Usa	4 Nov 2021	11 Nov 2021	15	Round Trip		100%

Flights

1 From London, United Kingdom to Miami, Usa

Carrier	Class	Flight	Day	Time	Compartment	Fare Family	Base Fare	Fuel Surcharge	Other Surcharges	Group Fare Basis Code	Applied Discount
Virgin Atlantic	Nonstop	LHR - MIA	Thursday	4 November 2021	Economy	V5005	£69.29 GBP	£0.08 GBP	£85.90 GBP	BT/GRP2	13.48%

2 From Miami, Usa to London, United Kingdom

Carrier	Class	Flight	Day	Time	Compartment	Fare Family	Base Fare	Fuel Surcharge	Other Surcharges	Group Fare Basis Code	Applied Discount
Virgin Atlantic	Nonstop	MIA - LHR	Thursday	11 November 2021	Economy	V5006	£69.29 GBP	£0.08 GBP	£85.90 GBP	BT/GRP2	13.48%

Buttons: Reject Offer, Back to Offers, Download, V51, Edit Offer, Escalate, Book.

The PDF document contains the following information:

Group Offer

OFFER REFERENCE NO.	DATE ISSUED	AGENCY NAME	AGENCY IATA	GROUP TYPE	SIZE
10001187	14MAY2021	ALL ABOUT FLIGHTS	9125173	Adhoc	15

Group Itinerary

Note: This is a quote only. No seats have been held for your group at this time. This quote is subject to change at any time without notice and is subject to group seat availability at the time of booking confirmation.

Direction	Origin	Destination	Carrier	Class	Group Fare Type	Adults	Childs
OUTBOUND	London	Miami	V5005	ECONOMY	BT/GRP2	15	0
INBOUND	Miami	London	V5006	ECONOMY	BT/GRP2	15	0

Fare Breakdown

Adults	Departing	No. passengers	Price	Taxes	Total Price
V5005	04NOV2021, London	15	£466.94 GBP	£177.22 GBP	£7,004.10 GBP
V5006	11NOV2021, Miami	15	£466.94 GBP	£177.22 GBP	£7,004.10 GBP

Grand Total £7,004.10 GBP (Excludes any additional fees.)

- Click Open

The screenshot shows a file explorer window with a context menu open over the file 'offer (3).pdf'. The menu options are:

- Open
- Open with system viewer
- Always open in Adobe Reader
- Show in folder
- Cancel

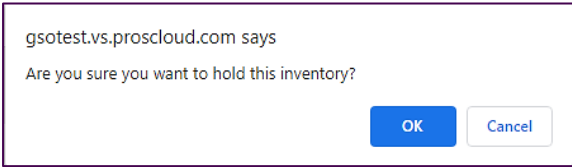


GSO – Save & Hold Offer

Your customer would like to save & hold the offer – **this will hold fare and a booking will be created on a 14 day option**

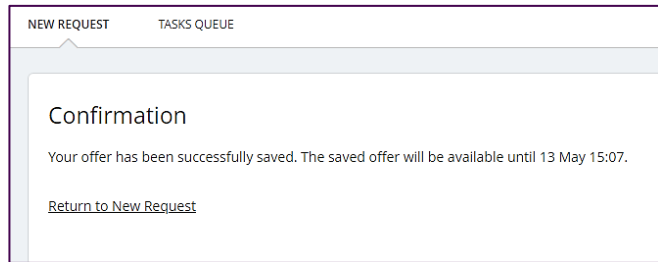
Click Save & Hold Offer 

A confirmation notification to advise that inventory will be held



- Click Ok

A confirmation notification will be received



Contract is available to download if you wish

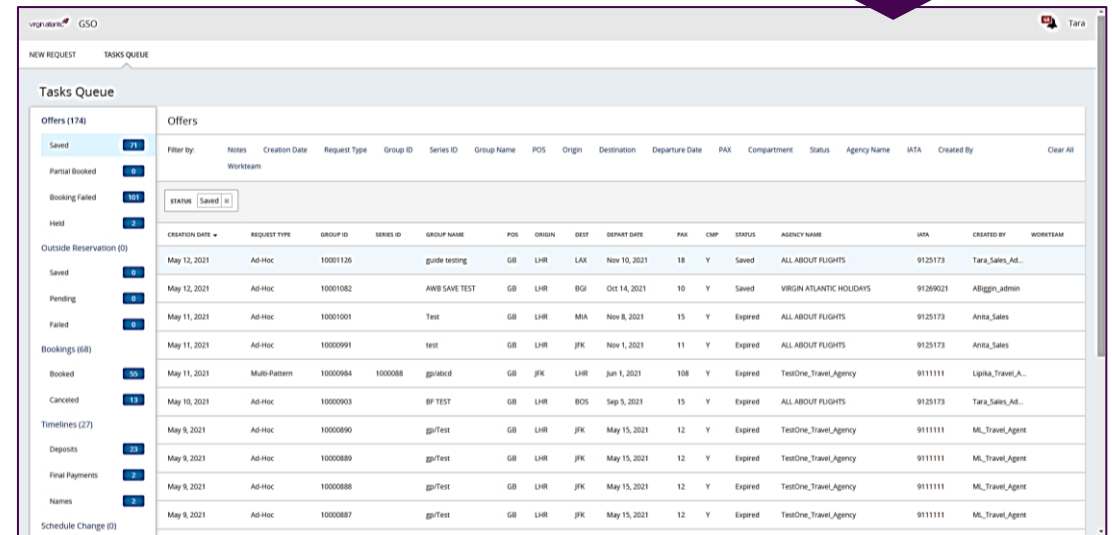
- Click on Tasks Queue 

- Go to Held Queue 

- Find your held offer – Line will turn blue

- Click to open

NOTE
GSO will create multiple group bookings with a maximum of 20 passengers



creation date	request type	group id	series id	group name	POS	origin	dest	depart date	pax	cmp	status	agency name	ITA	created by	workteam
May 12, 2021	Ad-Hoc	10001126		guide testing	GB	LHR	LAX	Nov 10, 2021	18	Y	Saved	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	
May 12, 2021	Ad-Hoc	10001082		AWB SAVE TEST	GB	LHR	BGI	Oct 14, 2021	10	Y	Saved	VIRGIN ATLANTIC HOLIDAYS	91269021	AlBiggs_admin	
May 11, 2021	Ad-Hoc	10001001		Test	GB	LHR	MIA	Nov 8, 2021	15	Y	Expired	ALL ABOUT FLIGHTS	9125173	Antia_Sales	
May 11, 2021	Ad-Hoc	10000991		test	GB	LHR	JFK	Nov 1, 2021	11	Y	Expired	ALL ABOUT FLIGHTS	9125173	Antia_Sales	
May 11, 2021	Multi-Pattern	10000984	1000088	gp/tek	GB	JFK	LHR	Jun 1, 2021	108	Y	Expired	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	
May 10, 2021	Ad-Hoc	10000903		BF TEST	GB	LHR	BOS	Sep 5, 2021	15	Y	Expired	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	
May 9, 2021	Ad-Hoc	10000890		gp/Text	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	
May 9, 2021	Ad-Hoc	10000889		gp/Text	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	
May 9, 2021	Ad-Hoc	10000888		gp/Text	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	
May 9, 2021	Ad-Hoc	10000887		gp/Text	GB	LHR	JFK	May 15, 2021	12	Y	Expired	TestOne_Travel_Agency	9111111	ML_Travel_Agent	

Next Steps



GSO – Save & Hold Offer cont'd

- Click Download



NEW REQUEST TASKS QUEUE

Offer 10001126

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide testing	Economy	London, United Kingdom	Los Angeles, Usa	10 Nov 2021	17 Nov 2021	18	Round Trip		100%

Flights

1 From London, United Kingdom to Los Angeles, Usa

virginatlantic Nonstop Wednesday 10 November 2021 Economy VS0007
LHR 11:50am - LAX 3:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £24.47 GBP
 Fuel Surcharge: £0.00 GBP
 Other Surcharges: £105.00 GBP
 Group Fare Basis Code: BT/GRP2
 Applied Discount: 55.52%

2 From Los Angeles, Usa to London, United Kingdom

virginatlantic Nonstop Wednesday 17 November 2021 Economy VS0024
LAX 9:55pm - LHR 4:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £55.50 GBP

[Notes](#)

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - LAX 2 bags x 23 kg per person
 LAX - LHR 2 bags x 23 kg per person

Cancellation Fee
 26 May 2021 - £50.00 GBP per person per ticket
 26 Sep 2021 - 100% per person per ticket

Fees for Changes
 5 Nov 2021 - £50.00 GBP

Final Payment Due Date
 5 Nov 2021

Deposit Fee / Due Date
 29 Sep 2021 - £50.00 GBP per person

Ticketing Deadline
 5 Nov 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

Reject Offer Back to Offers [Download](#) VS1 [Edit Offer](#) Escalate [Book](#)

Next Steps



GSO – Save & Hold Offer cont'd

PDF download will show at the bottom of your screen

Offer 10001187

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAX RATE
guide test bking	Economy	London, United Kingdom	Miami, Usa	4 Nov 2021	11 Nov 2021	15	Round Trip		100%

Flights

1 From London, United Kingdom to Miami, Usa

Virgin Atlantic Nonstop Thursday 4 November 2021 Economy V50005
LHR 12:55pm - MIA 6:40pm

Compartment: Economy
Fare Family: Economy
Base Fare: £69.22 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £85.00 GBP
Group Fare Basis Code: B7GRP2
Applied Discount: 13.48%

2 From Miami, Usa to London, United Kingdom

Virgin Atlantic Nonstop Thursday 11 November 2021 Economy V50006
MIA 7:35pm - LHR 8:45am

Compartment: Economy

Booking Terms and Conditions

Checked Baggage Allowance
LHR - MIA: 2 bags x 23 kg per person
MIA - LHR: 2 bags x 23 kg per person

Cancellation Fee
28 May 2021 - £50.00 GBP per person per ticket
20 Sep 2021 - 100% per person per ticket

Fees for Changes
30 Oct 2021 - £50.00 GBP

Final Payment Due Date
30 Oct 2021

Deposit Fee / Due Date
23 Sep 2021 - £50.00 GBP per person

Ticketing Deadline
30 Oct 2021

Back to Offers Download V51 Edit Offer Escalate Book

- Click download to save



offer (3).pdf 1 / 2 100% +

Group Offer

OFFER REFERENCE NO.	DATE ISSUED	AGENCY NAME	AGENCY IATA	GROUP TYPE	SIZE
10001187	14MAY2021	ALL ABOUT FLIGHTS	9125173	Adhoc	15

Group Itinerary

Note: This is a quote only. No seats have been held for your group at this time. This quote is subject to change at any time without notice and is subject to group seat availability at the time of booking confirmation.

→ RETURNING

Flight	Origin	Destination	Class	Group Fare Type	Adults	Price
V50005 LHR-MIA	London	Miami	ECONOMY	B7GRP2	15	£310.74 GBP

← HOLIDAY

Flight	Origin	Destination	Class	Group Fare Type	Adults	Price
V50006 MIA-LHR	Miami	London	ECONOMY	B7GRP2	15	£164.20 GBP

Fare Breakdown

Final payment: £6,254.10 GBP due on 30OCT2021
Deposit: £750.00 GBP due on 23SEP2021

Adults	Departing	No. passengers	Price	Taxes	Total Price
V50005	04NOV2021, London	15	£466.94 GBP	£177.22 GBP	£7,004.10 GBP
V50006	11NOV2021, Miami	15	£466.94 GBP	£177.22 GBP	£7,004.10 GBP

Grand Total £7,004.10 GBP (Excludes any additional fees.)

For comprehensive details on all our terms and conditions, please review the [Group Booking Principles Conditions](#).

- Click Open


offer (3).pdf

- Open
- Open with system viewer
- Always open in Adobe Reader
- Show in folder
- Cancel



GSO – Book

Your customer would like to book– **this will be create a booking on a 14 day option.**

- Click Book 

A notification will appear –"this offer is booked" be received

Offer 10001259

GROUP guide book testing	CMP Economy	ORIGIN London, United Kingdom	DESTINATION Miami, Usa	DEPARTS 3 Oct 2021	RETURNS 10 Oct 2021	SIZE 16	TRIP TYPE Round Trip	ADDITIONAL INFO	MAT RATE 100%
-----------------------------	----------------	----------------------------------	---------------------------	-----------------------	------------------------	------------	-------------------------	-----------------	------------------

This offer has been booked. [Go to booking](#)

Flights

1 From London, United Kingdom to Miami, Usa

virginatlantic Nonstop Sunday 3 October 2021 Economy V50005
LHR 12:00pm - MIA 4:25pm

Compartment: Economy
Fare Family: Economy
Base Fare: £180.32 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £105.00 GBP
Group Fare Basis Code: BT/GRP2
Applied Discount: 2.79%

2 From Miami, Usa to London, United Kingdom

virginatlantic Nonstop Sunday 10 October 2021 Economy V50006
MIA 6:30pm - LHR 8:00am

Compartment: Economy
Fare Family: Economy
Base Fare: £182.07 GBP

Booking Terms and Conditions

Checked Baggage Allowance
LHR - MIA 2 bags x 23 kg per person
MIA - LHR 2 bags x 23 kg per person

Cancellation Fee
1 Jun 2021 - £50.00 GBP per person per ticket
19 Aug 2021 - 100% per person per ticket

Fees for Changes
28 Sep 2021 - £50.00 GBP

Final Payment Due Date
28 Sep 2021

Deposit Fee / Due Date
22 Aug 2021 - £50.00 GBP per person

Ticketing Deadline
28 Sep 2021

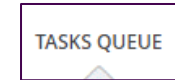
The above conditions are a guide only. Please review attached supporting documents for all

[Go to Bookings](#)

A contract is available to download if you wish

NOTE
GSO will create multiple group bookings with a maximum of 20 passengers

- Click on Tasks Queue



- Go to Bookings Queue

Bookings (164)

Booked **134**

- Click booked

- Find your booking – Line will turn blue

- Click to open

Bookings

Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All

STATUS Booked 16

Go to

GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (NF)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM
10001340	11580		May 24, 2021	TestSharma	ENTERTAINMENT	Nov 9, 2021	LHR	MIA	20	Y	TestThree_Agency	3333333	Bernie_Travel_...	BOOKED	
10001330	11576		May 21, 2021	gp/abcd	ADHOC	Jun 30, 2021	DEL	LHR	12	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	
10001334	11579		May 21, 2021	gp/abcd	ADHOC	Jun 21, 2021	LHR	JFK	120	Y	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	BOOKED	
10001332	11577		May 21, 2021	gp/abcd	ADHOC	Sep 16, 2021	HKG	DEL	12	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	

Next Steps



GSO – Book cont'd

- Click Download



NEW REQUEST TASKS QUEUE

Offer 10001126

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide testing	Economy	London, United Kingdom	Los Angeles, Usa	10 Nov 2021	17 Nov 2021	18	Round Trip		100%

Flights

1 From London, United Kingdom to Los Angeles, Usa

virginatlantic Nonstop Wednesday 10 November 2021 Economy VS0007
LHR 11:50am - LAX 3:05pm

Compartment: Economy
Fare Family: Economy
Base Fare: £24.47 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £105.00 GBP
Group Fare Basis Code: BT/GRP2
Applied Discount: 55.52%

2 From Los Angeles, Usa to London, United Kingdom

virginatlantic Nonstop Wednesday 17 November 2021 Economy VS0024
LAX 9:55pm - LHR 4:05pm

Compartment: Economy
Fare Family: Economy
Base Fare: £55.50 GBP

Booking Terms and Conditions

Checked Baggage Allowance
LHR - LAX 2 bags x 23 kg per person
LAX - LHR 2 bags x 23 kg per person

Cancellation Fee
26 May 2021 - £50.00 GBP per person per ticket
26 Sep 2021 - 100% per person per ticket

Fees for Changes
5 Nov 2021 - £50.00 GBP

Final Payment Due Date
5 Nov 2021

Deposit Fee / Due Date
29 Sep 2021 - £50.00 GBP per person

Ticketing Deadline
5 Nov 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

Reject Offer

Back to Offers Download VS1 Edit Offer Escalate Book

Next Steps



GSO – Book cont'd

PDF download will show at the bottom of your screen

The screenshot shows a web browser window displaying the GSO interface. The main content area shows flight details for a group offer from London, United Kingdom to Miami, Usa. The offer reference is 10001187. The flights are: 1 From London, United Kingdom to Miami, Usa (Thursday 4 November 2021, LHR 12:55pm - MIA 6:40pm) and 2 From Miami, Usa to London, United Kingdom (Thursday 11 November 2021, MIA 7:35pm - LHR 8:45am). The interface includes a 'Download' button and a file icon for 'offer (3).pdf' at the bottom.

- Click download to save



The screenshot shows a PDF document titled 'Group Offer' from virgin atlantic. The document contains the following information:

- Offer Reference No.:** 10001187
- Group Name:** guide test bkg
- Date Issued:** 14MAY2021
- Agency Name:** ALL ABOUT FLIGHTS
- Agency IATA:** 9125173
- Group Type:** Adhoc
- Size:** 15

Group Itinerary:

Note: This is a quote only. No seats have been held for your group at this time. This quote is subject to change at any time without notice and is subject to group seat availability at the time of booking confirmation.

Direction	Origin	Destination	Class	Group Fare Type	Adults
→ OUTBOUND	London	Miami	ECONOMY	87GRP2	15
	LHR-MIA	1255 04NOV2021			£310.74 GBP
← INBOUND	Miami	London	ECONOMY	87GRP2	15
	MIA-LHR	1935 11NOV2021			£116.20 GBP

Fare Breakdown

Adults	Departing	No. passengers	Price	Taxes	Total Price
V5005	04NOV2021, London	15	£466.94 GBP	£177.22 GBP	£644.16 GBP
V5006	11NOV2021, Miami	15	£466.94 GBP	£177.22 GBP	£644.16 GBP

Final payment: £6,254.10 GBP due on 30OCT2021
Deposit: £750.00 GBP due on 23SEP2021

Grand Total: £7,004.10 GBP (Excludes any additional fees.)

- Click Open

The screenshot shows a file explorer window with a context menu open over the file 'offer (3).pdf'. The menu options are:

- Open
- Open with system viewer
- Always open in Adobe Reader
- Show in folder
- Cancel



GSO – Outside Reservation request

For request that are outside the reservation window of 331 days, you will need to contact your Virgin Atlantic Group Sales Office, gsosupport@fly.virgin.com . The team will get back to you within 48hrs to advise you of all the details.

Provide the below information

- Your IATA
- Group Name

- Outbound details
 - Route
 - Date of travel
 - Compartment
- Inbound Details
 - Route
 - Date of Travel
 - Compartment

- Number of passengers including
 - Adults
 - Children
 - Infants with seats
 - Infants without seats



GSO – Tasks Queue

Managing your Tasks Queue

Just click on what you'd like to know more about

Offers

Outside
Reservation

Bookings

Timelines

Schedule
Change

Escalations



GSO – Offers

Just click on what you'd like to know more about

Saved

Partial Booked

Booking Failed

Held

Expired

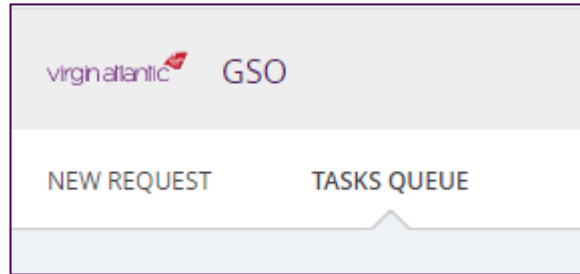


GSO – Offers – Saved

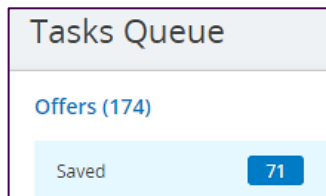
Saved tasks queue will contain all offers that have been saved by everyone with access to GSO within your company, this will include live and expired offers.

You can manage your offer from this task queue

- Click on Tasks Queue



- Go to Offers
- Go to Saved



- Find your booking – Line will turn blue
- Click to open

The screenshot shows the 'Tasks Queue' interface. On the left is a sidebar with filters for 'Offers (291)' including categories like Saved, Partial Booked, Booking Failed, Held, Expired, Outside Reservation, Bookings, Booked, Canceled, Timelines, Deposits, Final Payments, and Names. The main area displays a table of offers with columns for Group ID, Series ID, Group Name, POS, Origin, Dest, Depart Date, Pax (Inf), CMP, Status, Offer Expiration Date, Agency Name, and MSA. A 'STATUS' dropdown menu is set to 'Saved'.

GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX (INF)	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	MSA	CREATED BY
10013405		GroupPre/TGL TRADE TEST	GB	LHR	JNB	Jun 13, 2022	35	Y	Saved	Oct 19, 2021	TestOne_Trave...	9111111	Tara_TA
10013283		GroupPre/Test	GB	LHR	JFK	Nov 15, 2021	11	Y	Saved	Oct 15, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10012822		GroupPre/labcd	GB	LHR	JFK	Oct 25, 2021	100	Y	Expired	Sep 16, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10012157	1000851	GroupPre/TEST SERIES	GB	LHR	TLV	Nov 1, 2021	30	Y	Expired	Sep 4, 2021	TestOne_Trave...	9111111	YO_GSO_XI_TA
10012132	1000847	GroupPre/labcd	GB	LHR	JFK	Sep 2, 2021	36	Y	Expired	Sep 4, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10011761		GroupPre/Wine Test	GB	LHR	JNB	Nov 21, 2021	30	Y	Expired	Aug 27, 2021	TestOne_Trave...	9111111	Tara_TA
10011511	1000803	GroupPre/labcd	GB	JFK	LHR	Sep 1, 2021	96	Y	Expired	Aug 23, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10011173		GroupPre/My Birthday	GB	LHR	JFK	Nov 5, 2021	8	J	Expired	Aug 16, 2021	TestOne_Trave...	9111111	Michelle_TA
10011156		GroupPre/Test	GB	LHE	LHR	Sep 15, 2021	12 (1)	Y	Expired	Aug 16, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10011154		GroupPre/testingupdate	GB	LHE	LHR	Sep 15, 2021	12 (1)	Y	Expired	Aug 16, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...

Next Steps



GSO – Offers – Saved cont'd

You can offer your customer the opportunity to

- Reject offer [Click Here](#)
- Edit offer [Click Here](#)
- Book [Click Here](#)

If you would like to escalate to the airline [Click Here](#)

Offer 10013405

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
GroupPre/TGL TRADE TEST	Economy	London, United Kingdom	Johannesburg, South Africa	13 Jun 2022	20 Jun 2022	35	Round Trip	

Flights

1 From London, United Kingdom to Johannesburg, South Africa

virgin atlantic Nonstop Monday 13 June 2022 Economy VS0449
LHR 9:50pm - JNB +1 day 9:55am

Compartment: Economy
Fare Family: Economy
Base Fare: £83.00 GBP
Fuel Surcharge: £94.50 GBP
Other Surcharges: £0.00 GBP
Fare Basis Code: OL10C85B/GRP1

2 From Johannesburg, South Africa to London, United Kingdom

virgin atlantic Nonstop Monday 20 June 2022 Economy VS0450
JNB 8:10pm - LHR +1 day 6:35am

Compartment: Economy
Fare Family: Economy
Base Fare: £83.00 GBP
Fuel Surcharge: £94.50 GBP

[Notes](#)

Booking Terms and Conditions

Checked Baggage Allowance

LHR - JNB 1 bag x 23 kg per person
JNB - LHR 1 bag x 23 kg per person

Cancellation Fee

5 Oct 2021 - £50.00 GBP per person per ticket
29 Apr 2022 - 100% per person per ticket

Allowed Child and Infant Ratio

50% of Final Group

Final Payment Due Date

29 Apr 2022

Deposit Fee / Due Date

5 Oct 2021 - £50.00 GBP per person
29 Apr 2022 - 100% per person

Maintaining Group Numbers

Client may cancel up to 20% of Passengers before Final Payment Date without Client incurring a Cancellation Fee for those Passengers.

Ticketing Deadline

29 Apr 2022

Reject Offer [Back to Offers](#) [Download](#) [VS1](#) [Edit Offer](#) [Book](#)



GSO – Reject Offer

Should your customer choose to reject the offer

- Click Reject offer



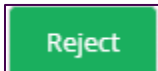
- Click the reason for rejection and add comments

Reject Offer

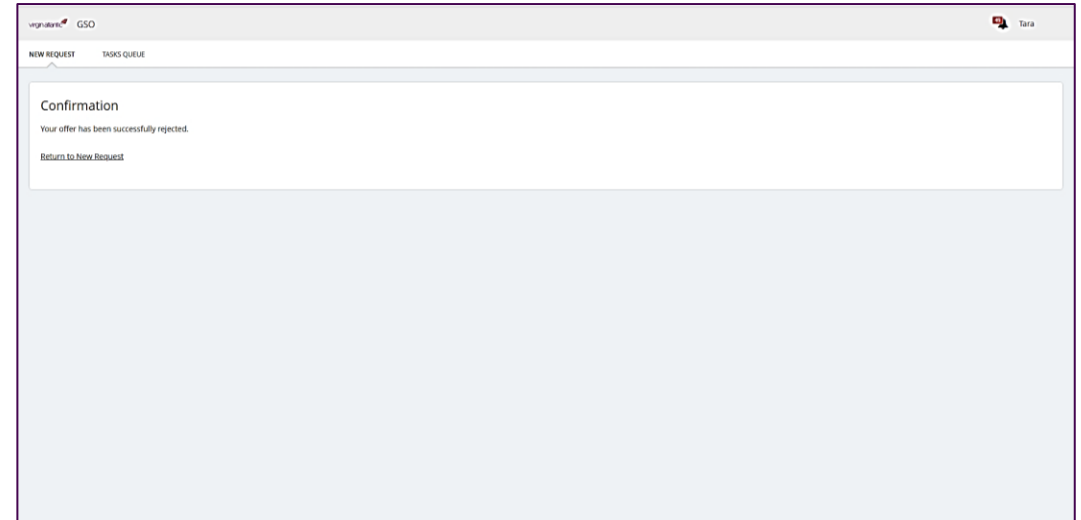
Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

- Click Reject



You will receive rejection confirmation



Process Complete!



GSO – Saved Offer – Edit Offer

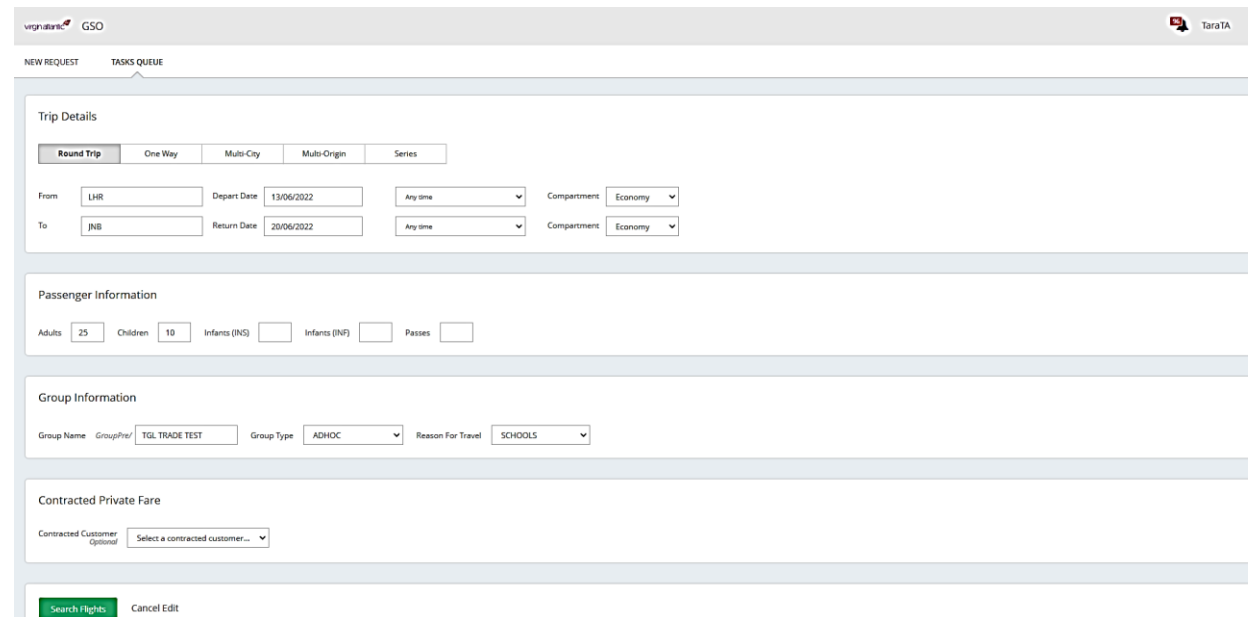
Make a change to the offer

- Click Edit Offer 

This will return you to the request page

- Update any required fields with the new information

- Click search flights



The screenshot shows the 'GSO' (Group Sales Office) interface for editing an offer. The page is titled 'GSO' and has a user profile 'Tara TA' in the top right. Below the title are tabs for 'NEW REQUEST' and 'TASKS QUEUE'. The main content area is divided into several sections:

- Trip Details:** Includes tabs for 'Round Trip', 'One Way', 'Multi-City', 'Multi-Origin', and 'Series'. Below these are input fields for 'From' (LHR), 'Depart Date' (13/06/2022), 'Any time' (dropdown), 'Compartment' (Economy), 'To' (JNB), 'Return Date' (20/06/2022), 'Any time' (dropdown), and 'Compartment' (Economy).
- Passenger Information:** Includes input fields for 'Adults' (25), 'Children' (10), 'Infants (INF)' (checkbox), 'Infants (INF)' (checkbox), and 'Passes' (checkbox).
- Group Information:** Includes input fields for 'Group Name' (TGL TRADE TEST), 'Group Type' (ADHOC), and 'Reason For Travel' (SCHOOLS).
- Contracted Private Fare:** Includes a dropdown menu for 'Contracted Customer' (Optional) with the text 'Select a contracted customer...'. At the bottom of this section are 'Search Flights' and 'Cancel Edit' buttons.

Next Steps



GSO – Saved Offer – Edit Offer cont'd

Choose outbound flight

GROUP	COMPARTMENT	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE
TGL TESTING	Economy	London, United Kingdom	New York, Usa	Sep 2, 2021	Sep 9, 2021	20	Round Trip

Select Flight: **LHR to JFK**

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

airline	Flight	Class	Origin	Destination	Depart	Return	Total Available	Group Available	Compartment
virginatlantic	Non-Stop V50003	Economy	London (LHR)	New York (JFK)	Thu Sep 2 2021 11:00 am	Thu Sep 2 2021 1:40 pm	22	22	Economy
<p>ECONOMY</p> <p>Show Fare Details <input type="radio"/> £ 1,100.75 GBP</p>									
virginatlantic	Non-Stop V50045	Economy	London (LHR)	New York (JFK)	Thu Sep 2 2021 1:30 pm	Thu Sep 2 2021 4:10 pm	106	106	Economy
<p>ECONOMY</p> <p>Show Fare Details <input type="radio"/> £ 379.51 GBP</p>									
virginatlantic	Non-Stop V50009	Economy	London (LHR)	New York (JFK)	Thu Sep 2 2021 5:30 pm	Thu Sep 2 2021 8:15 pm	180	180	Economy
<p>ECONOMY</p> <p>Show Fare Details <input type="radio"/> £ 292.32 GBP</p>									
virginatlantic	Non-Stop V50025	Economy	London (LHR)	New York (JFK)	Thu Sep 2 2021 6:50 pm	Thu Sep 2 2021 9:30 pm	242	229	Economy
<p>ECONOMY</p>									

- Click circle of flight required

Show Fare Details £ 379.51 GBP

- Choose return flight with the same process

- Click Preview Offer

Cancel Edit

Review details with your customer.

Offer 10000932

GROUP	COMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAX RATE
TGL TESTING	Economy	London, United Kingdom	New York, Usa	2 Sep 2021	9 Sep 2021	20	Round Trip		100%

Flights

1 From London, United Kingdom to New York, Usa

virginatlantic Nonstop Thursday 2 September 2021 Economy V50045
LHR 1:30pm - JFK 4:10pm

Compartment: Economy
Fare Family: Economy
Base Fare: £117.59 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £100.00 GBP
Group Fare Basis Code: BT/GARP2
Applied Discount: 5.85%

2 From New York, Usa to London, United Kingdom

virginatlantic Nonstop Thursday 9 September 2021 Economy V50010
JFK 11:00pm - LHR 11:05am

Compartment: Economy
Fare Family: Economy
Base Fare: £48.50 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £105.00 GBP
Group Fare Basis Code: BT/GARP2
Applied Discount: 0%

Booking Terms and Conditions

Checked Baggage Allowance
LHR - JFK 2 bags x 23 kg per person
JFK - LHR 2 bags x 23 kg per person

Cancellation Fee
24 May 2021 - £50.00 GBP per person per ticket
19 Jul 2021 - 100% per person per ticket

Fees for Changes
28 Aug 2021 - £50.00 GBP

Final Payment Due Date
28 Aug 2021

Deposit Fee / Due Date
22 Jul 2021 - £50.00 GBP per person

Ticketing Deadline
28 Aug 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel.

Fare Breakdown

PASSENGER TYPE	FARE DETAILS	NUMBER OF PASSENGERS	TOTAL
ADULT	Price: £500.91 GBP Fare: £163.19 GBP Fuel Surcharge: £0.00 GBP Other Surcharges: £210.00 GBP Tax: £177.72 GBP	20	Total Price: £11,018.20 GBP

Airport taxes are subject to change at the time of ticketing.

Grand Total: £11,018.20 GBP
(Inclusive of GST, where applicable. Excludes any additional fees.)

Your customer now has a decision to make:

- Cancel edit** - will revert to original offer
- Update Saved Offer** – Offer will be saved with offer available date confirmed

OR

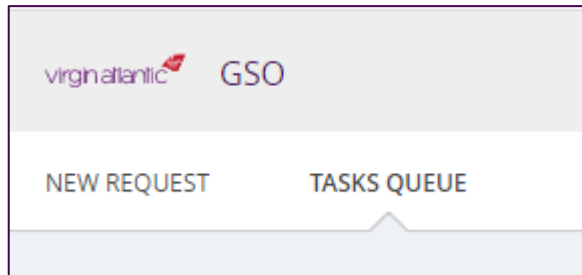


GSO Offers – Held

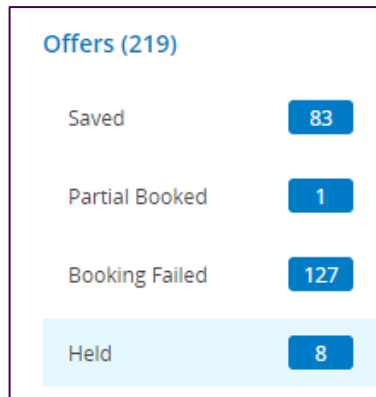
Held offers have a option of 14 days. The queue will contain all held offers that have been held by everyone with access to GSO within your company, this will include live and expired offers.

You can manage your held offer from this task queue

- Click on Tasks Queue



- Go to Held Queue



To review the held offers created.

- Find your booking – Line will turn blue
- Click to open

NOTE
GSO will create multiple group bookings with a maximum of 20 passengers

NEW REQUEST TASKS QUEUE

Tasks Queue

Offers (291)

Filter by: Notes Offer Expiration Date Creation Date Request Type Group ID Series ID Group Name POS Origin Destination Departure Date PAX Compartment Status Agency Name Clear All

IATA Created By

STATUS Held x

GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	IATA	CREATED BY
10013406		GroupPre/TGL TRADE TEST SH	GB	LHR	MIA	Jan 16, 2022	45	Y	Held	Oct 19, 2021	TestOne_Trave...	9111111	Tara_TA
10013310		GroupPre/testone	GB	LHR	JFK	Oct 30, 2021	12	Y	Held	Oct 15, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10013309		GroupPre/Test	GB	LHR	JFK	Nov 15, 2021	12	Y	Held	Oct 15, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...

Offers (291) Summary:

- Saved: 122
- Partial Booked: 1
- Booking Failed: 157
- Held: 11
- Expired: 176
- Outside Reservation (0): 0
- Saved: 0
- Pending: 0

Next Steps



GSO – Offers - Held cont'd

You can offer your customer the opportunity to

- Reject offer

Click Here

- Book

Click Here

Offer 10013406

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
GroupPre/TGL TRADE TEST SH	Economy	London, United Kingdom	Miami, Usa	16 Jan 2022	28 Jan 2022	45	Round Trip	

✔ Inventory is being held for this offer.

Flights

1 From London, United Kingdom to Miami, Usa

virgin atlantic Nonstop Sunday 16 January 2022 Economy VS0117
LHR 10:40am - MIA 3:30pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £65.00 GBP
 Fuel Surcharge: £73.50 GBP
 Other Surcharges: £0.00 GBP
 Fare Basis Code: OL27C85B/GRP1

2 From Miami, Usa to London, United Kingdom

virgin atlantic Nonstop Friday 28 January 2022 Economy VS0118
MIA 5:20pm - LHR +1 day 6:35am

Compartment: Economy
 Fare Family: Economy
 Base Fare: £65.00 GBP

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - MIA 1 bag x 23 kg per person
 MIA - LHR 1 bag x 23 kg per person

Cancellation Fee
 5 Oct 2021 - £50.00 GBP per person per ticket
 2 Dec 2021 - 100% per person per ticket

Allowed Child and Infant Ratio
 50% of Final Group

Final Payment Due Date
 2 Dec 2021

Deposit Fee / Due Date
 5 Oct 2021 - £50.00 GBP per person
 2 Dec 2021 - 100% per person

Maintaining Group Numbers
 Client may cancel up to 20% of Passengers before Final Payment Date without Client incurring a Cancellation Fee for those Passengers.

Reject Offer Back to Offers [Download](#) VS1 [Book](#)



GSO – Partial Booked

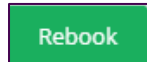
The Partial Task queue is for bookings where the full itinerary requested can't be completed. Refer to your Group Sales Office via email gsosupport@fly.virgin.com



GSO – Booking Failed

The Booking Failed Task queue is for bookings requested that have not been completed. The request will need to be resubmitted

- Click Rebook



Offer 10010303

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
LAURENTEST	Economy	London, United Kingdom	New York, Usa	2 Nov 2021	9 Nov 2021	12	Multi-City		100%

PNR Gen Failed
Segment Update not successful, please contact group sales. Ref - Change of origin and destination city is not allowed. Please cancel and rebook for route change.

Flights

1 From London, United Kingdom to New York, Usa

Carrier	Class	Day	Time	Code
virginatlantic	Nonstop	Tuesday 2 November 2021	LHR 9:50am - JFK 1:45pm	V50003

2 From Los Angeles, Usa to London, United Kingdom

Carrier	Class	Day	Time	Code
virginatlantic	Nonstop	Tuesday 9 November 2021	LAX 5:00pm - LHR 11:10am	V50008

Booking Terms and Conditions

Checked Baggage Allowance
LHR - JFK: 1 bag x 23 kg per person
LAX - LHR: 1 bag x 23 kg per person

Cancellation Fee
19 Aug 2021 - £50.00 GBP per person per ticket
18 Sep 2021 - 100% per person per ticket

Allowed Child and Infant Ratio
50% of Final Group

Final Payment Due Date
18 Sep 2021

Deposit Fee / Due Date
19 Aug 2021 - £50.00 GBP per person
18 Sep 2021 - 100% per person

Maintaining Group Numbers
Client may cancel up to 20% of Passengers before Final Payment Date without Client incurring a Cancellation Fee. For those Passengers...

Reject Offer Back to Offers Download V51 Edit Offer Rebook

Should rebook not complete you will need to create a new request



GSO – Expired

All offers that have reached their time limits will appear on your expired queue. Offers can be viewed only, no action can be taken to re-instate

Expired
309

Offer 10013098

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
GroupPre/TGL TEST	Economy	London, United Kingdom	Boston, Usa	7 Nov 2021	14 Nov 2021	35	Round Trip	

⚠ This offer has expired. 2 Oct 2021 11:46

✈ Flights

✈ Flights

1 From London, United Kingdom to Boston, Usa

virginatlantic Nonstop Sunday 7 November 2021 Economy VS0011
LHR 2:00pm - BOS 4:55pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £61.00 GBP
 Fuel Surcharge: £85.00 GBP
 Other Surcharges: £0.00 GBP
 Fare Basis Code: OL27CBSB/GRP1

2 From Boston, Usa to London, United Kingdom

virginatlantic Nonstop Sunday 14 November 2021 Economy VS0012
BOS 7:05pm - LHR +1 day 6:45am

Compartment: Economy
 Fare Family: Economy
 Base Fare: £61.00 GBP

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - BOS 1 bag x 23 kg per person
 BOS - LHR 1 bag x 23 kg per person

Cancellation Fee
 5 Oct 2021 - 100% per person per ticket

Allowed Child and Infant Ratio
 50% of Final Group

Final Payment Due Date
 5 Oct 2021

Deposit Fee / Due Date
 5 Oct 2021 - 100% per person

Maintaining Group Numbers
 Client may cancel up to 0% of Passengers before Final Payment Date without Client incurring a Cancellation Fee for those Passengers.

Ticketing Deadline
 2 Nov 2021

Back to Offers
Download
VS1
Edit Offer
Book



GSO – Outside Reservation

Just click on what you'd like to know more about

Saved

Pending

Failed



GSO – Outside Reservation - Saved

At present all requests will be managed by your Group Sales Office



GSO – Outside Reservation - Pending

At present all requests will be managed by your Group Sales Office



GSO – Outside Reservation - Failed

At present all requests will be managed by your Group Sales Office



GSO – Bookings

Just click on what you'd like to know more about

Booked

Cancelled

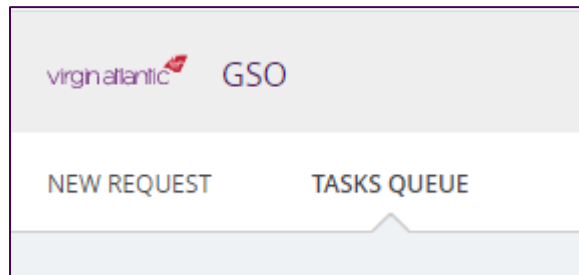


GSO – Booked

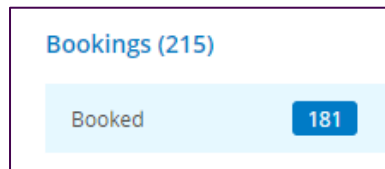
Booked tasks queue will contain all bookings that have been created by everyone with access to GSO within your company, this will include live and expired offers.

You can manage your bookings from this task queue.

- Click on Tasks Queue

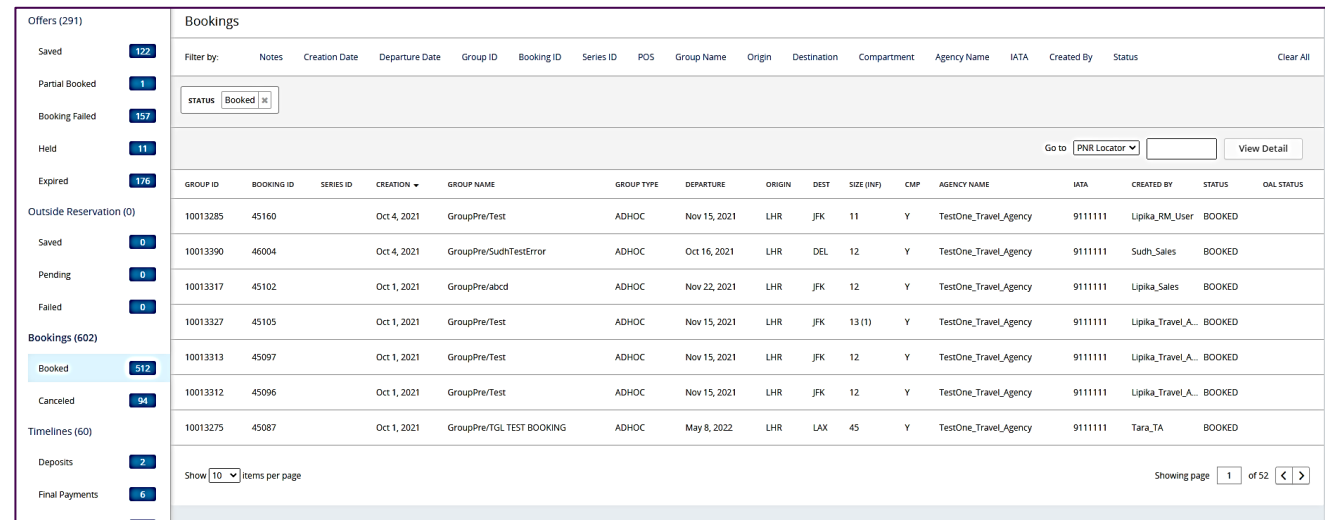


- Go to Bookings
- Click Booked (once highlighted in blue)



Review the booking options due to expire.

- Find your booking – Line will turn blue
- Click to open

A screenshot of the 'Bookings' table in the GSO interface. The table has a sidebar on the left with various filters and a main table area. The 'Booked' filter is selected. The table contains several rows of booking data.

GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (INF)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	REAL STATUS
10013285	45160		Oct 4, 2021	GroupPre/Test	ADHOC	Nov 15, 2021	LHR	JFK	11	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	
10013390	46004		Oct 4, 2021	GroupPre/SudhTestError	ADHOC	Oct 16, 2021	LHR	DEL	12	Y	TestOne_Travel_Agency	9111111	Sudh_Sales	BOOKED	
10013317	45102		Oct 1, 2021	GroupPre/abcd	ADHOC	Nov 22, 2021	LHR	JFK	12	Y	TestOne_Travel_Agency	9111111	Lipika_Sales	BOOKED	
10013327	45105		Oct 1, 2021	GroupPre/Test	ADHOC	Nov 15, 2021	LHR	JFK	13 (1)	Y	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	BOOKED	
10013313	45097		Oct 1, 2021	GroupPre/Test	ADHOC	Nov 15, 2021	LHR	JFK	12	Y	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	BOOKED	
10013312	45096		Oct 1, 2021	GroupPre/Test	ADHOC	Nov 15, 2021	LHR	JFK	12	Y	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	BOOKED	
10013275	45087		Oct 1, 2021	GroupPre/TGL TEST BOOKING	ADHOC	May 8, 2022	LHR	LAX	45	Y	TestOne_Travel_Agency	9111111	Tara_TA	BOOKED	

Next Steps



GSO – Booked cont'd

You can offer your customer the opportunity to

- Cancel Booking at no charge

[Click Here](#)

OR

- Customer commits to booking, continue to deposit

[Click Here](#)

Booking ID: 45087

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
GroupPre/TGL TEST BOOKI...	10013275	LHR	LAX	8 May 2022	45	Economy	TestOne_Travel_Agency	GROUP SALES HDQ

DEPOSIT DUE £0.00 GBP TOTAL DEPOSIT £2,250.00 GBP BALANCE DUE £19,797.80 GBP GROUP TOTAL £22,518.15 GBP

* Remaining Payment is subject to Terms and Conditions.

[Cancel Booking](#)

PNRS	CONTRACTS	PAYMENTS	NOTES						
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES	OAL STATUS
EY9JRM	8 May 2022 11:35	LHR	20	1 Oct 2021	1 Oct 2021	GSO	BOOKED	PENDING	
EY9JSB	8 May 2022 11:35	LHR	20	1 Oct 2021	1 Oct 2021	GSO	BOOKED	PENDING	
EY9JSX	8 May 2022 11:35	LHR	5	1 Oct 2021	1 Oct 2021	GSO	BOOKED	PENDING	

Show items per page



GSO – Booked – Cancel Booking

- Click Cancel Booking



A prompt will appear

Cancel Booking Confirmation

If any PNRs within this booking have departed, they will not be canceled. All other PNRs will be canceled. Are you sure you want to cancel this group?

To continue

- Click Yes
- Update reason for rejection

Cancel Booking

Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

- Click Cancel Booking

Booking ID: 11665

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
TESTING	10001604	LHR	HKG	1 Oct 2021	0	Y	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE: £0.00 GBP TOTAL DEPOSIT: £0.00 GBP BALANCE DUE: £0.00 GBP GROUP TOTAL: £0.00 GBP
* Remaining Payment is subject to Terms and Conditions.

Your booking has been successfully canceled.

PNRS	CONTRACTS	PAYMENTS	NOTES																		
<table border="1"><thead><tr><th>PNR LOCATOR</th><th>DEPARTS</th><th>ORIGIN</th><th>PAX (INF)</th><th>CREATION DATE</th><th>LAST UPDATED DATE</th><th>LAST UPDATED VIA</th><th>STATUS</th><th>NAMES</th></tr></thead><tbody><tr><td>EY9EZ</td><td>1 Oct 2021 22:30</td><td>LHR</td><td>0 (0)</td><td>1 Jun 2021</td><td>1 Jun 2021</td><td>GSO</td><td>CANCELED</td><td></td></tr></tbody></table>	PNR LOCATOR	DEPARTS	ORIGIN	PAX (INF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES	EY9EZ	1 Oct 2021 22:30	LHR	0 (0)	1 Jun 2021	1 Jun 2021	GSO	CANCELED				
PNR LOCATOR	DEPARTS	ORIGIN	PAX (INF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES													
EY9EZ	1 Oct 2021 22:30	LHR	0 (0)	1 Jun 2021	1 Jun 2021	GSO	CANCELED														

Show 10 items per page

Confirmation that your booking has been successfully cancelled.



GSO – Cancelled

Cancelled tasks queue will contain all bookings that have been cancelled by everyone with access to GSO within your company. Cancelled bookings can be viewed only, no action can be taken to re-instate.

Cancelled 139

Booking ID: **45023**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY
GroupPre/TGL TEST	10013098	LHR	BOS	7 Nov 2021	0	Economy	TestOne_Travel_Agency

DEPOSIT DUE TOTAL DEPOSIT BALANCE DUE GROUP TOTAL
* Remaining Payment is subject to Terms and Conditions.

⚠ This booking has been canceled.

PNRS	CONTRACTS	PAYMENTS	NOTES						
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES	OAL STATUS
EX34MA	7 Nov 2021 14:00	LHR	0	28 Sep 2021	2 Oct 2021	GSO	CANCELED		
EX34NC	7 Nov 2021 14:00	LHR	0	28 Sep 2021	2 Oct 2021	GSO	CANCELED		

Show items per page



GSO – Timelines

Just click on what you'd like to know more about

Deposits

Final Payments

Names

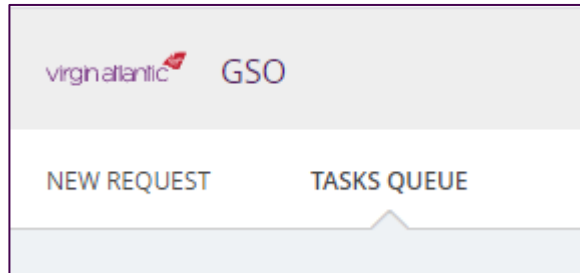


GSO – Deposits

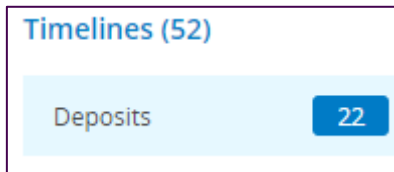
Deposits will be due 14 days after you “Book” your group. You will also receive email notification of any bookings that are due for deposit payment.

You can manage your bookings from this task queue.

- Click on Tasks Queue



- Go to Timelines



- Click Deposits

- For bookings that require deposits to be taken
- Find your booking – Line will turn blue
- Click to open

NOTE
You can sort by due date!

GROUP NAME	BOOKING ID	PNR LOCATOR	SERIES ID	DUE DATE	POS	CREATED BY	AGENCY NAME	TIMELINE TYPE
TEST CASE XIII	10036	E5SDA8		May 30, 2021	GB	YO_GSO_VS_ADM	TestThree_Agency	Deposit
gp/YPRK SM II	10016	E53CMR		May 30, 2021	GB	ABiggin_admin	TestOne_Travel_Agency	Deposit
gp/TEST CASE X	10034	E55B58		May 30, 2021	GB	YO_GSO_VS_ADM	TestOne_Travel_Agency	Deposit
GroupPre/abcd	11643	E3RRUR	1000174	May 31, 2021	GB	Lipika_System_...	TestOne_Travel_Agency	Deposit
GroupPre/abcd	11636	E3RR14	1000173	May 31, 2021	GB	Lipika_System_...	TestOne_Travel_Agency	Deposit
GroupPre/abcd	11649	E3RRU8	1000174	May 31, 2021	GB	Lipika_System_...	TestOne_Travel_Agency	Deposit
AWB DECREASE TEST	10046	ETBJ7W		May 31, 2021	GB	ABiggin_admin	VIRGIN ATLANTIC HOLIDAYS	Deposit
GroupPre/abcd	11648	E3RRXJ	1000174	May 31, 2021	GB	Lipika_System_...	TestOne_Travel_Agency	Deposit
GroupPre/abcd	11642	E3RRIV	1000173	May 31, 2021	GB	Lipika_System_...	TestOne_Travel_Agency	Deposit
GroupPre/abcd	11640	E3RRIS	1000173	May 31, 2021	GB	Lipika_System_...	TestOne_Travel_Agency	Deposit

Next Steps



GSO – Deposits cont'd

- Go to Payments tab

Booking ID: 11658

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (NF)	COMPARTMENT	AGENCY	SALES OFFICE
TEST Pilgrims	10001575	LHR	BOS	1 Nov 2021	22 (1)	Y	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE £2,200.00 GBP TOTAL DEPOSIT £2,200.00 GBP BALANCE DUE £9,133.16 GBP GROUP TOTAL £9,133.16 GBP

* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNR LOCATOR	DEPARTS	ORIGIN	PKX (NF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
E3YC24	1 Nov 2021 17:05	LHR	19 (1)	1 Jun 2021	1 Jun 2021	GSO	BOOKED	PENDING
E3YCSY	1 Nov 2021 17:05	LHR	3	1 Jun 2021	1 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Add Payment

Add Payment

NOTE
If you have more than 1 PNR deposits must be added to all

- Update Payment entry
 - PNR Locator – **Choose from drop down**
 - Payment type – **Choose Deposit from dropdown**
 - Payment Amount – **Total deposit amount for PNR**
 - Form of payment – **Choose Commitment from dropdown**
 - Description – **Breakdown of deposit**

Add Payment Entry

PNR Locator: D2NA48

Payment Type: Deposit

Payment Amount: 1000.00

Form of Payment: Commitment

Agency: TestOne_Travel_Agency

Description: 20 x adt 50gbp = 1000GBP

Add Payment Cancel

- Click Add Payment

Next Steps



GSO – Deposits cont'd

- Repeat the process for all PNR's within the group

Payments made will display in the payment Activities and will be verified by the airline.

Payment Activities					
DATE	PNR	DESCRIPTION	FORM OF PAYMENT	CREDIT	PAYMENT VERIFICATION
Oct 5, 2021	D2NA48	DEPOSIT	COMMITMENT	£ 1000.00 GBP	Pending Verification
Oct 5, 2021	D2NA6L	DEPOSIT	COMMITMENT	£ 500.00 GBP	Pending Verification

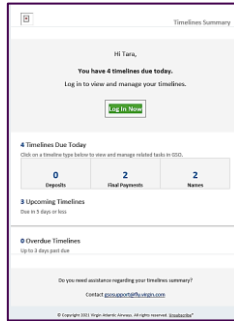
Upon verification by the airline the payment will be updated

Payment Activities					
DATE	PNR	DESCRIPTION	FORM OF PAYMENT	CREDIT	PAYMENT VERIFICATION
Oct 5, 2021	D2NA48	DEPOSIT	COMMITMENT	£ 1000.00 GBP	Verified
Oct 5, 2021	D2NA6L	DEPOSIT	COMMITMENT	£ 500.00 GBP	Verified



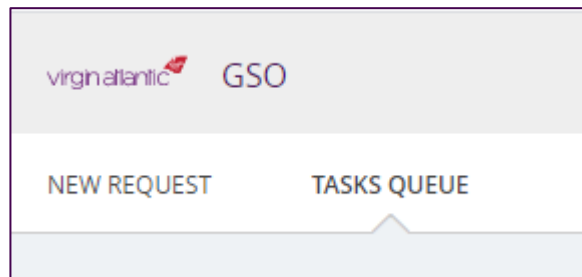
GSO – Final Payment

Final Payment will be due 45 days prior to departure. You will also receive email notification of any bookings that are due for final payment.



You can manage your bookings from this task queue.

- Click on Tasks Queue



- Go to Timelines

Click Final Payments

Final Payments
17

Review the bookings due to for final payment

- For bookings that require final payment to be taken and verifying
- Find your booking – Line will turn blue
- Click to open

NOTE
You can sort by due date!

Offers (291)		Timelines									
Saved	122	Filter by: Group Name Booking ID PNR Locator Series ID Due Date POS Created By Agency Name Timeline Type Clear All									
Partial Booked	1	TIMELINE TYPE Final Payments x									
Booking Failed	157										
Held	11										
Expired	176										
Outside Reservation (0)											
Saved	0										
Pending	0										
Failed	0										
Bookings (603)											
		GROUP NAME	BOOKING ID	PNR LOCATOR	SERIES ID	DUE DATE	POS	CREATED BY	AGENCY NAME	TIMELINE TYPE	
		GroupPre/Sonja Sries test three	14544	CPMBQV	1000448	Oct 2, 2021	GB	Sonja_Sales	TestOne_Travel_Agency	Final Payment	
		GroupPre/Sonja Sries test three	14544	CPMBU8	1000448	Oct 2, 2021	GB	Sonja_Sales	TestOne_Travel_Agency	Final Payment	
		GroupPre/Test	45160	DZ67DF		Oct 4, 2021	GB	Lipika_RM_User	TestOne_Travel_Agency	Final Payment	
		GroupPre/SudhTestError	46004	DZ66BU		Oct 4, 2021	GB	Sudh_Sales	TestOne_Travel_Agency	Final Payment	
		GroupPre/abcd	23554	CKMWIR		Oct 5, 2021	GB	Lipika_System...	TestOne_Travel_Agency	Final Payment	
		GroupPre/abcd	45102	EZ84CW		Oct 8, 2021	GB	Lipika_Sales	TestOne_Travel_Agency	Final Payment	

Next Steps



GSO – Final Payment cont'd

NOTE
If you have more than one PNR final payment must be added to all

- Go to Payments tab

Booking ID: 11658

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (NF)	COMPARTMENT	AGENCY	SALES OFFICE
TEST Pilgrims	10001575	LHR	BOS	1 Nov 2021	22 (1)	Y	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE £2,200.00 GBP TOTAL DEPOSIT £2,200.00 GBP BALANCE DUE £9,133.16 GBP GROUP TOTAL £9,133.16 GBP

* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNR LOCATOR	DEPARTS	ORIGIN	PNR (NF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
E3YC24	1 Nov 2021 17:05	LHR	19 (1)	1 Jun 2021	1 Jun 2021	GSO	BOOKED	PENDING
E3YCSY	1 Nov 2021 17:05	LHR	3	1 Jun 2021	1 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Add Payment

Add Payment

- Update Payment entry
 - PNR Locator – **Choose from drop down**
 - Payment type – **Choose Payment from dropdown**
 - Payment Amount – **Total payment amount for PNR**
 - Form of payment – **Choose Commitment from dropdown**
 - Description – **Final Payment confirmed**

Add Payment Entry

PNR Locator: D2NA48

Payment Type: Payment

Payment Amount: 10905.40

Form of Payment: Commitment

Agency: TestOne_Travel_Agency

Description: Final Payment

Add Payment Cancel

- Click Add Payment

Next Steps



GSO – Final Payment cont'd

- Repeat the process for all PNR's within the group

Payments made will display in the payment Activities and will be verified by the airline.

Payment Activities					
DATE	PNR	DESCRIPTION	FORM OF PAYMENT	CREDIT	PAYMENT VERIFICATION
Oct 5, 2021	D2NA48	DEPOSIT	COMMITMENT	£ 1000.00 GBP	Verified
Oct 5, 2021	D2NA48	PAYMENT	COMMITMENT	£ 10905.40 GBP	Pending Verification
Oct 5, 2021	D2NA6L	DEPOSIT	COMMITMENT	£ 500.00 GBP	Verified
Oct 5, 2021	D2NA6L	PAYMENT	COMMITMENT	£ 5452.70 GBP	Pending Verification

Upon verification by the airline the payment will be updated

Payment Activities					
DATE	PNR	DESCRIPTION	FORM OF PAYMENT	CREDIT	PAYMENT VERIFICATION
Oct 5, 2021	D2NA48	DEPOSIT	COMMITMENT	£ 1000.00 GBP	Verified
Oct 5, 2021	D2NA48	PAYMENT	COMMITMENT	£ 10905.40 GBP	Verified
Oct 5, 2021	D2NA6L	DEPOSIT	COMMITMENT	£ 500.00 GBP	Verified
Oct 5, 2021	D2NA6L	PAYMENT	COMMITMENT	£ 5452.70 GBP	Verified

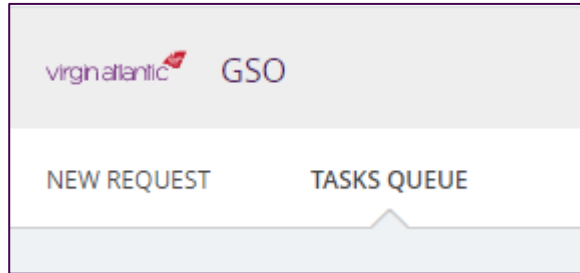


GSO – Names

Names will be due 30 days prior to departure. You will also receive email notification of any bookings that are due for names.

You can manage your bookings from this task queue.

- Click on Tasks Queue



- Go to Timelines

- Click Names



- For bookings that require names
- Find your booking – Line will turn blue
- Click to open

NOTE
You can sort by due date!

GROUP NAME	BOOKING ID	PNR LOCATOR	SERIES ID	DUE DATE ▲	POS	CREATED BY	AGENCY NAME	TIMELINE TYPE
AWB UPLOAD NAMES	10053	ETB985		May 31, 2021	GB	ABiggin_admin	GOLD MEDAL	Names
test	10524	ETKVX4		Jun 1, 2021	GB	rmedrano_admin	TestThree_Agency	Names
gp/editib	10525	ETKWSR		Jun 1, 2021	GB	rmedrano_admin	TestOne_TravelAgency	Names
gp/abcd	11561	CYFG2P	1000135	Jun 3, 2021	GB	Lipika_System...	TestOne_TravelAgency	Names
gp/abcd	11566	CYFKK6	1000137	Jun 3, 2021	GB	Lipika_System...	TestOne_TravelAgency	Names
gp/abcd	11537	CX5E85	1000130	Jun 3, 2021	GB	Lipika_RM_User	TestOne_TravelAgency	Names
GroupPre/abcd	11636	E3RR14	1000173	Jun 3, 2021	GB	Lipika_System...	TestOne_TravelAgency	Names
gp/abcd	11541	CX5E7N	1000130	Jun 3, 2021	GB	Lipika_RM_User	TestOne_TravelAgency	Names
GroupPre/abcd	11640	E3RR15	1000173	Jun 3, 2021	GB	Lipika_System...	TestOne_TravelAgency	Names
AWB CANCEL ONE PNR	10052	ETB8ZZ		Jun 5, 2021	GB	ABiggin_admin	VIRGIN ATLANTIC GROUP SALES	Names

Showing page 1 of 2

Next Steps



GSO – Names cont'd

- Go to PNR tab

Booking ID: **46012**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
GroupPre/TGL PAYMENT T...	10013415	LHR	LAX	6 Jun 2022	30	Economy	TestOne_Travel_Agency	GROUP SALES HDQ

BOOKER DNR: £0.00 GBP TOTAL DEPOSIT: £1,500.00 GBP BALANCE DNR: £0.00 GBP GROUP TOTAL: £17,858.10 GBP
* Remaining Payment is subject to Terms and Conditions.

[Cancel Booking](#)

PNRS CONTRACTS PAYMENTS NOTES

PNR LOCATION	DEPARTS	ORIGIN	PNR	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAME	QAL STATUS
D2NA48	6 Jun 2022 16:30	LHR	20	5 Oct 2021	5 Oct 2021	GSO	BOOKED	PENDING	
D2NA48	6 Jun 2022 16:30	LHR	10	5 Oct 2021	5 Oct 2021	GSO	BOOKED	PENDING	

Show 10 items per page

- Click the PNR you wish to update
- Go to Passengers tab

NOTE
 If you have more than 1 PNR names must be added to all

Booking ID: 46012 »
 PNR: **D2NA48**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
GroupPre/TGL PAYMENT T...	10013415	LHR	LAX	6 Jun 2022	12 Jun 2022	20	Economy	TestOne_Travel_Agency

[Increase Group Size](#) [Decrease Group Size](#) [Split Group](#) [Edit Trip Details](#) [Edit Passenger Types](#) [Cancel PNR](#)

ITINERARY **PASSENGERS**

virgin atlantic	V50023	DEPART: 6 Jun 2022 LHR 4:30pm	ARRIVE: 6 Jun 2022 LAX 7:45pm	STATUS: HK	BOOKING CLASS: O	PASSENGERS: 20
virgin atlantic	V50024	DEPART: 12 Jun 2022 LAX 9:45pm	ARRIVE: 13 Jun 2022 LHR 4:00pm	STATUS: HK	BOOKING CLASS: O	PASSENGERS: 20

Next Steps



GSO – Names cont'd

Names can be added individually or uploaded within specified excel template

Booking Id: 46012»
PNR: **D2NA48**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
GroupPre/TGL PAYMENT T...	10013415	LHR	LAX	Jun 6, 2022	Jun 12, 2022	20	Economy	TestOne_Travel_Agency

Increase Group Size Decrease Group Size Split Group Edit Trip Details Edit Passenger Types Cancel PNR

ITINERARY PASSENGERS

Passengers

Download Passenger Names Upload Passenger Names Remove Names Add Passenger

No Passengers Found

- To add individually [Click Here](#)
- To upload excel [Click Here](#)

GSO – Names – Individually

- Click Add Passenger



NOTE
APIS is unavailable to add in GSO

- Click add

- Update details

- Continue the process for all passengers within the group

Add Passenger

Include APIS Information

Passenger Type*

Title*

First Name*

Middle Name

Last Name*

Redress Number

Known Traveler Number

Frequent Flyer Program

Frequent Flyer Program

Frequent Flyer Number

Destination Address

Street

Passengers												
										<input type="button" value="Download Passenger Names"/>	<input type="button" value="Upload Passenger Names"/>	<input type="button" value="Add Passenger"/>
<input type="checkbox"/>	ID	PAX TYPE	TITLE	FULL NAME	TICKET STATUS	FREQUENT FLYER INFORMATION	TRAVEL DOCUMENTS	DESTINATION ADDRESS	SPECIAL SERVICE REQUEST	ACTION		
<input type="checkbox"/>	02.01	Adult		IZOBEL CARTER					<input checked="" type="checkbox"/>	<input type="button" value="+ Add Infant"/> <input type="button" value="Delete"/>		
<input type="checkbox"/>	03.01	Adult		ADAM SMITH					<input checked="" type="checkbox"/>	<input type="button" value="+ Add Infant"/> <input type="button" value="Delete"/>		
<input type="checkbox"/>	04.01	Adult		EVE SMITH					<input checked="" type="checkbox"/>	<input type="button" value="+ Add Infant"/> <input type="button" value="Delete"/>		



GSO – Names Upload

Names can be uploaded via a template

Name template is available the airlines Group team

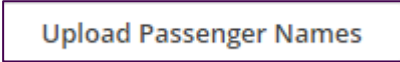
Only the ID number, Pax Type, Title, Last Name, Given is for adults and children.

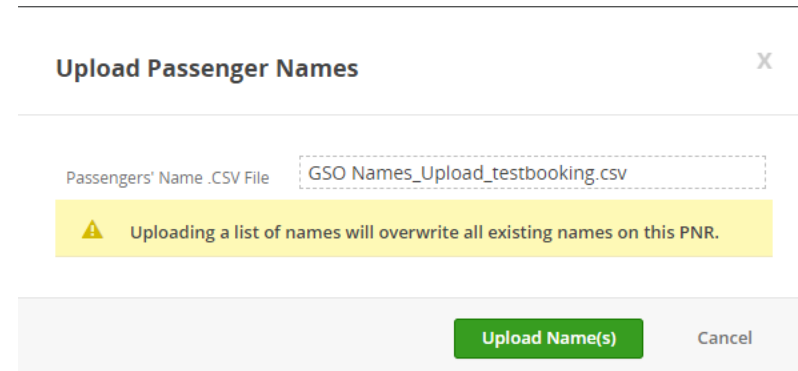
For infants the parent ID must be added

Id	Pax Type	Parent Id	Title	Last Name	Given Name(s)
1	ADT		MR	SMITH	DAVID
2	ADT		MRS	JONES	ALISON
3	ADT		MS	KING	JENNIFER
4	ADT		MS	CARTER	LAURA
5	ADT		MR	JOHNSON	CONNOR
6	ADT		MR	CLARKE	JOHN
7	ADT		MR	JAMES	TIMOTHY
8	ADT		MRS	SMITH	CLARE
9	ADT		MRS	ADAMS	SUSAN
10	ADT		MS	BAKER	KAREN
11	ADT		MS	BARKER	REBECCA
12	ADT		MR	COLE	PAUL
13	ADT		MR	THOMPSON	ROBERT
14	ADT		MRS	CLARK	NICOLA
15	ADT		MRS	CANE	HANNAH
16	ADT		MR	MIDDLETON	ARTHUR
17	ADT		MR	PHILLIPS	GARY
18	ADT		MR	DAVIS	CALEB
19	ADT		MS	REGAN	OLIVIA
20	ADT		MRS	WINTER	SCARLETT

NOTE
APIS is required for all infants travelling, all other customer types this is unavailable to add in GSO

Once completed

- Save your template
- Click Upload Passenger Names 
- Click browse to find your name spreadsheet
- Double click your document



- Click Upload Name(s)

Next Steps



GSO – Names Upload - cont'd

Names will be updated into passengers in both GSO and the airlines PSS

Booking Id: 23718 »
PNR: **CLUUOD**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Names Test	10010372	LHR	JNB	Nov 7, 2021	Nov 14, 2021	12	Economy	ALL ABOUT FLIGHTS

ITINERARY PASSENGERS

Passengers

<input type="checkbox"/>	ID	PAX TYPE	TITLE	FULL NAME	TICKET STATUS	FREQUENT FLYER INFORMATION	TRAVEL DOCUMENTS	DESTINATION ADDRESS	SPECIAL SERVICE REQUEST	ACTION
<input type="checkbox"/>	02.01	Adult	Mr	GRAHAM ADAMS					✓	+ Add Infant <input type="button" value=""/>
<input type="checkbox"/>	03.01	Adult	Mr	TIMOTHY CAMPBELL					✓	+ Add Infant <input type="button" value=""/>
<input type="checkbox"/>	04.01	Adult	Mr	KEVIN CARTER					✓	+ Add Infant <input type="button" value=""/>
<input type="checkbox"/>	05.01	Adult	Mr	MATHEW COTTER					✓	+ Add Infant <input type="button" value=""/>
<input type="checkbox"/>	06.01	Adult	Mr	PAUL DANIELS					✓	+ Add Infant <input type="button" value=""/>
<input type="checkbox"/>	07.01	Adult	Mr	DANIEL JAMES					✓	+ Add Infant <input type="button" value=""/>

```

VS RECORD LOCATOR CLUUOD                                ETKT ELIGIBLE<<
1. G/00NAMES TEST  2. 1ADAMS/GRAHAM  3. 1CAMPBELL/TIMOTHY <<
4. 1CARTER/KEVIN  5. 1COTTER/MATHEW  6. 1DANIELS/PAUL <<
7. 1JAMES/DANIEL  8. 1JONES/DAVID  9. 1KING/MARC <<
10. 1LOCK/ROBERT 11. 1MURPHY/LUKE 12. 1PHILLIPS/CARL <<
13. 1SMITH/JOHN<<
1 VS 4490 07NOV7 LHRJNB HK12 905P 1000A¥1 <<
2 VS 4500 14NOV7 JNBLHR HK12 915P 630A¥1 <<
    
```



GSO – Servicing Bookings

Just click on what you'd like to know more about

Increase Group
Size

Decrease Group
Size

Split Group

Edit Trip Details

Upgrades

Extra Seat/s

Extra bags

Name
Corrections

Bookings ready
for claim

Passive Bookings

Seating

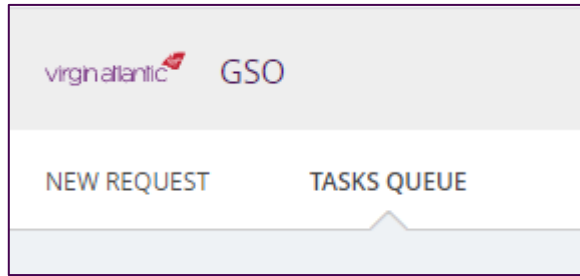
Flying Club No's



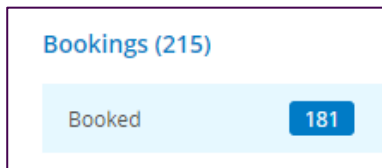
GSO – Increase Group Size

Should your customer wish to increase their group size

- Click on Tasks Queue



- Go to Bookings
- Click Booked (once highlighted in blue)



Use the filters to search for the booking i.e. Group ID 10001871

NOTE
Group **MUST ALWAYS**
travel in one
direction together



- Click the booking (once highlighted in blue)

Offers (252)		Bookings															
Saved	96	Filter by: Notes, Creation Date, Departure Date, Group ID, Booking ID, Series ID, POS, Group Name, Origin, Destination, Compartment, Agency Name, IATA, Created By, Status, Workteam, Clear All															
Partial Booked	1	GROUP ID: 10001871, STATUS: Booked															
Booking Failed	142																
Held	13	Go to: Booking ID [input], View Detail															
Outside Reservation (7)																	
Saved	0	GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM
		10001871	11723		Jun 10, 2021	California Wine Tasting	ADHOC	Nov 15, 2021	LHR	SFO	18	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	

- Go to PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES															
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES										
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING										
DBRYGE	15 Nov 2021 11:55	LHR	8	10 Jun 2021	10 Jun 2021	GSO	BOOKED	PENDING										

Next Steps



GSO – Increase Group Size - cont'd

- Click the PNR to open

PNR LOCATOR	DEPARTS	ORIGIN	PKX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Increase Group Size

Increase Group Size

- Updates the increased details

- Click Select Flights

Increase Group Size X

Generate a new offer to add passengers to this PNR.

How many passengers would you like to add?

Adults Original size: 10

Children Original size: 0

Infants Without Seat Original size: 0

Infants With Seat Original size: 0

NOTE
If more than one flight operating a original booked flights banner will show

- Select flights

Select Flight: **LHR to SFO** Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

Original Booked Flight

virgin atlantic	Non-Stop	11:55 am	2:55 pm	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50019	London (LHR)	Mon Nov 15 2021	San Francisco (SFO)	146	146	Economy

ECONOMY

Show Fare Details € 285.92 GBP

Select Flight: **SFO to LHR** Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

Original Booked Flight

virgin atlantic	Non-Stop	4:50 pm	11:05 am	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50020	San Francisco (SFO)	Tue Nov 23 2021	London (LHR)	188	185	Economy

ECONOMY

Show Fare Details € 150.20 GBP

Original Booked Flight

virgin atlantic	Non-Stop	9:55 pm	4:05 pm	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
V50042	San Francisco (SFO)	Tue Nov 23 2021	London (LHR)	187	180	Economy

ECONOMY

Show Fare Details € 150.20 GBP

Next Steps



GSO – Increase Group Size - cont'd

- Click Preview Offer

Compare Offer

	Original Booking	Offer for 4 Additional Passengers			
Flight Info	<p>Group Name: California Wine Tasting Booking Id: 11723</p> <p>✈ Flights</p> <p>1 From London, United Kingdom to San Francisco, Usa</p> <p>virginatlantic Nonstop Monday 15 November 2021 Economy LHR 11:55am - SFO 2:55pm VS0019</p> <p>Compartment: Economy Base Fare: £55.00 GBP Fuel Surcharge: £0.00 GBP Other Surcharges: £74.50 GBP Fare Basis Code(VS0019): BT/GRP2</p> <hr/> <p>2 From San Francisco, Usa to London, United Kingdom</p> <p>virginatlantic Nonstop Tuesday 23 November 2021 Economy SFO 9:55pm - LHR 4:05pm VS0042</p> <p>Compartment: Economy Base Fare: £55.00 GBP</p>	<p>Group Name: California Wine Tasting Offer Id: 10002189</p> <p>✈ Flights</p> <p>1 From London, United Kingdom to San Francisco, Usa</p> <p>virginatlantic Nonstop Monday 15 November 2021 Economy LHR 11:55am - SFO 2:55pm VS0019</p> <p>Compartment: Economy Base Fare: £88.00 GBP Fuel Surcharge: £0.00 GBP Other Surcharges: £105.00 GBP Group Fare Basis Code: BT/GRP2</p> <hr/> <p>2 From San Francisco, Usa to London, United Kingdom</p> <p>virginatlantic Nonstop Tuesday 23 November 2021 Economy SFO 9:55pm - LHR 4:05pm VS0042</p> <p>Compartment: Economy Base Fare: £55.00 GBP</p>			
		<p>Cancel Increase</p>	<p>Edit Request</p>	<p>Save Offer</p>	<p>Save and Hold Offer</p>

Review details with your customer

Next Steps



GSO – Increase Group Size - cont'd

Your customer now has a choice to make?

Cancel Increase

Edit Request

Save Offer

Save and Hold Offer

Accept and Book

Cancel Increase
“Just click cancel”

Edit Request

Save Offer

Save and Hold
Offer

Accept and
Book



GSO – Increase Group Size Edit Request

Make a change to the increase passenger count

- Click Edit Request 

NOTE
Group **MUST ALWAYS**
travel in one
direction together

- Click search flights



This will take you to the Edit Trip and Increase Passenger count page

- Update any required fields with the new information

Edit Trip and Increase Passenger Count

GROUP	BOOKING ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
California Wine Tasting	11723	LHR	SFO	15 Nov 2021	23 Nov 2021	10	Y	ALL ABOUT FLIGHTS

Trip Details

Round Trip One Way Multi-City

From: Depart Date: Compartment:

To: Return Date: Compartment:

Passenger Information

Add Adults: Add Children: Add Infants With Seat: Add Infants Without Seat:

Next Steps



GSO – Increase Group Size Edit Request - cont'd

NOTE
If more than one flight operating a original booked flights banner will show

Choose outbound flight

- Click circle of flight required

Show Fare Details £ 379.51 GBP

- Choose return flight with the same process

- Click Preview Offer

Edit Request

Review details with your customer.

Your customer now has a decision to make.

Next Steps



GSO – Increase Group Size Save Offer

Your customer would like to save the offer – **this will hold fare for 96hrs only no booking will be created.**

- Click Save Offer 

A confirmation notification will be received

Confirmation

Your offer has been successfully Saved. The saved offer will be available until 12 Jun 08:30.

[Return to original booking](#)

Offer will appear in your Offers Saved task queue and will be actioned in your daily tasks for review

CREATION DATE	REQUEST TYPE	GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX	CMP	STATUS	AGENCY NAME	IATA	CREATED BY	WORKTEAM
Jun 11, 2021	Ad-Hoc	10002189		California Wine Tasting	GB	LHR	SFO	Nov 15, 2021	4	Y	Saved	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	

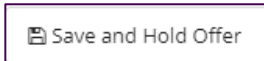
Contract will be available to download for your customer



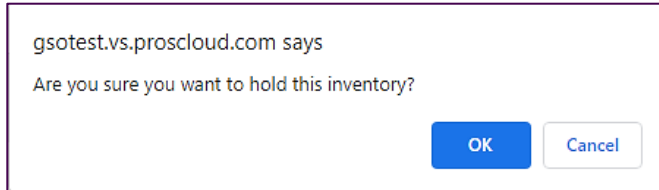
GSO – Increase Group Size Save & Hold Offer

Your customer would like to save & hold the offer – **this will hold fare and a booking will be created on a 14 day option.**

- Click Save & Hold Offer

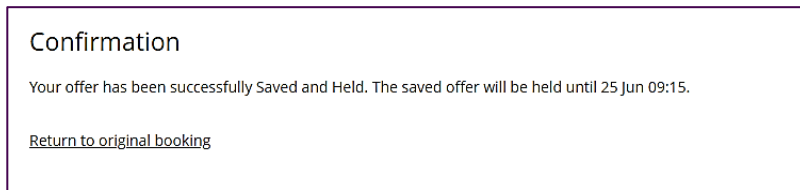


A confirmation notification to advise that inventory will be held



- Click Ok

A confirmation notification will be received



Offer will appear in your Offers Held task queue and will be actioned in your tasks for review

STATUS	CREATION DATE	REQUEST TYPE	GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX (INF)	CMP	STATUS	AGENCY NAME	IATA	CREATED BY	WORKTEAM
Held x	Jun 11, 2021	Ad-Hoc	10002190		California Wine Tasting	GB	LHR	SFO	Nov 15, 2021	4	Y	Held	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	

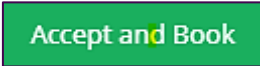
Contract will be available to download for your customer



GSO – Increase Group Size Accept & Book

Your customer would like to accept and book– **this will be create a booking on a 14 day option.**

- Click Accept and Book



A notification will appear –"this increase offer is booked" be received

Offer 10001259

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide book testing	Economy	London, United Kingdom	Miami, Usa	3 Oct 2021	10 Oct 2021	16	Round Trip		100%

✔ This offer has been booked. [Go to booking](#)

Flights

1 From London, United Kingdom to Miami, Usa

virginatlantic Nonstop Sunday 3 October 2021 Economy V50005
LHR 12:00pm - MIA 4:25pm

Compartment: Economy
Fare Family: Economy
Base Fare: £180.32 GBP
Fuel Surcharge: £0.00 GBP
Other Surcharges: £105.00 GBP
Group Fare Basic Code: BT/GRP2
Applied Discount: 2.79%

2 From Miami, Usa to London, United Kingdom

virginatlantic Nonstop Sunday 10 October 2021 Economy V50006
MIA 6:30pm - LHR 8:00am

Compartment: Economy
Fare Family: Economy
Base Fare: £182.07 GBP

Booking Terms and Conditions

Checked Baggage Allowance
LHR - MIA - 2 bags x 23 kg per person
MIA - LHR - 2 bags x 23 kg per person

Cancellation Fee
1 Jun 2021 - £50.00 GBP per person per ticket
19 Aug 2021 - 100% per person per ticket

Fees for Changes
28 Sep 2021 - £50.00 GBP

Final Payment Due Date
28 Sep 2021

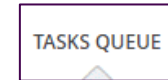
Deposit Fee / Due Date
22 Aug 2021 - £50.00 GBP per person

Ticketing Deadline
28 Sep 2021

The above conditions are a guide only. Please review attached supporting documents for all

[Go to Bookings](#)

- Click on Tasks Queue



- Go to Bookings Queue

Bookings (164)

Booked **134**

- Click booked

- Find your booking – Line will turn blue

- Click to open

Bookings

Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All

STATUS Booked x

Go to View Detail

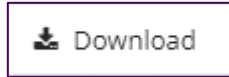
GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (NF)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM
10001340	11580		May 24, 2021	TestSharma	ENTERTAINMENT	Nov 9, 2021	LHR	MIA	20	Y	TestThree_Agency	3333333	Bernie_Travel_...	BOOKED	
10001330	11576		May 21, 2021	gp/abcd	ADHOC	Jun 30, 2021	DEL	LHR	12	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	
10001334	11579		May 21, 2021	gp/abcd	ADHOC	Jun 21, 2021	LHR	JFK	120	Y	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	BOOKED	
10001332	11577		May 21, 2021	gp/abcd	ADHOC	Sep 16, 2021	HKG	DEL	12	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	

Next Steps



GSO – Increase Group Size Accept & Book - cont'd

- Click Download



NEW REQUEST TASKS QUEUE

Offer 10001126

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide testing	Economy	London, United Kingdom	Los Angeles, Usa	10 Nov 2021	17 Nov 2021	18	Round Trip		100%

Flights

1 From London, United Kingdom to Los Angeles, Usa

virginatlantic Nonstop Wednesday 10 November 2021 Economy VS0007
LHR 11:50am - LAX 3:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £24.47 GBP
 Fuel Surcharge: £0.00 GBP
 Other Surcharges: £105.00 GBP
 Group Fare Basis Code: BT/GRP2
 Applied Discount: 55.52%

2 From Los Angeles, Usa to London, United Kingdom

virginatlantic Nonstop Wednesday 17 November 2021 Economy VS0024
LAX 9:55pm - LHR 4:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £55.50 GBP

Notes

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - LAX 2 bags x 23 kg per person
 LAX - LHR 2 bags x 23 kg per person

Cancellation Fee
 26 May 2021 - £50.00 GBP per person per ticket
 26 Sep 2021 - 100% per person per ticket

Fees for Changes
 5 Nov 2021 - £50.00 GBP

Final Payment Due Date
 5 Nov 2021

Deposit Fee / Due Date
 29 Sep 2021 - £50.00 GBP per person

Ticketing Deadline
 5 Nov 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

Reject Offer

Back to Offers Download VS1 Edit Offer Escalate Book

Next Steps



GSO – Increase Group Size Accept & Book - cont'd

PDF download will show at the bottom of your screen

The screenshot shows the GSO system interface with the following details:

- Offer 10001187**
- GROUP:** guide test bking
- CMP:** Economy
- ORIGIN:** London, United Kingdom
- DESTINATION:** Miami, Usa
- DEPARTS:** 4 Nov 2021
- RETURNS:** 11 Nov 2021
- SIZE:** 15
- TRIP TYPE:** Round Trip
- MAX RATE:** 100%

Flights:

- 1 From London, United Kingdom to Miami, Usa**
 - Virgin Atlantic Nonstop Thursday 4 November 2021 Economy VS0005
 - LHR 12:55pm - MIA 6:40pm
 - Compartment: Economy
 - Fare Family: Economy
 - Base Fare: £69.22 GBP
 - Fuel Surcharge: £9.09 GBP
 - Other Surcharges: £95.60 GBP
 - Group Fare Basic Code: 87/GRP2
 - Applied Discount: 13.48%
- 2 From Miami, Usa to London, United Kingdom**
 - Virgin Atlantic Nonstop Thursday 11 November 2021 Economy VS0006
 - MIA 7:35pm - LHR 8:45am
 - Compartment: Economy

Booking Terms and Conditions:

- Checked Baggage Allowance:** LHR - MIA: 2 bags x 23 kg per person; MIA - LHR: 2 bags x 23 kg per person
- Cancellation Fee:** 28 May 2021 - £350.00 GBP per person per ticket; 20 Sep 2021 - 100% per person per ticket
- Fees for Changes:** 30 Oct 2021 - £50.00 GBP
- Final Payment Due Date:** 30 Oct 2021
- Deposit Fee / Due Date:** 23 Sep 2021 - £50.00 GBP per person
- Ticketing Deadline:** 30 Oct 2021

Buttons at the bottom: Back to Offers, Download, VSI, Edit Offer, Escalate, Book.

Click Open

The screenshot shows a file explorer window with a context menu open over the file 'offer (3).pdf'. The menu options are:

- Open
- Open with system viewer
- Always open in Adobe Reader
- Show in folder
- Cancel



V2 May 2022

Click download to save



The screenshot shows a PDF document titled 'offer (3).pdf' with the following content:

- Group Offer** (Virgin Atlantic logo)
- OFFER REFERENCE NO.:** 10001187
- GROUP NAME:** guide test bking
- DATE ISSUED:** 14MAY2021
- AGENCY NAME:** ALL ABOUT FLIGHTS
- AGENCY IATA:** 9125173
- GROUP TYPE:** Adhoc
- SIZE:** 15

Group Itinerary:

Note: This is a quote only. No seats have been held for your group at this time. This quote is subject to change at any time without notice and is subject to group seat availability at the time of booking confirmation.

Direction	Flight	Origin	Destination	Class	Group Fare Type	Adults	Total Price
→	V5005 LHR-MIA	London	Miami	ECONOMY	87/GRP2	15	£310.74 GBP
←	V5006 MIA-LHR	Miami	London	ECONOMY	87/GRP2	15	£114.20 GBP

Fare Breakdown:

Adults	Departing	No. passengers	Price	Taxes	Total Price
V5005	04NOV2021, London	15	£466.94 GBP	£177.22 GBP	£644.16 GBP
V5006	11NOV2021, Miami	15	£466.94 GBP	£177.22 GBP	£644.16 GBP

Final payment: £6,254.10 GBP due on 30OCT2021
Deposit: £750.00 GBP due on 23SEP2021

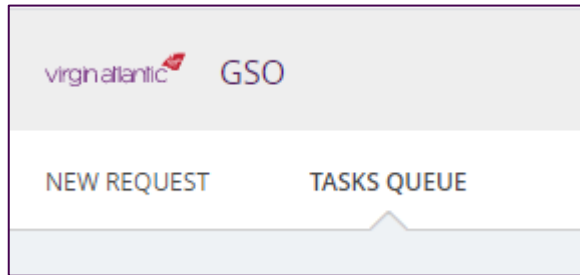
Grand Total: £7,004.10 GBP (Excludes any additional fees.)

GSO – Decrease Group Size

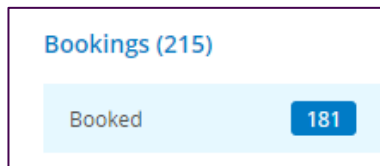
Your customer would like to decrease their group size

Decreasing/cancelling up to 20% before final payment is without penalty, more than 20% charges will be incurred.

- Click on Tasks Queue



- Go to Bookings
- Click Booked (once highlighted in blue)



Use the filters to search for the booking i.e. Group ID 10001871



- Click the booking (once highlighted in blue)

GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM
10001871	11723		Jun 10, 2021	California Wine Tasting	ADHOC	Nov 15, 2021	LHR	SFO	18	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	

- Go to PNR's Tab

PNR LOCATOR	DEPARTS	ORIGIN	PAK	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING
DBRYGE	15 Nov 2021 11:55	LHR	8	10 Jun 2021	10 Jun 2021	GSO	BOOKED	PENDING

Next Steps



GSO – Decrease Group Size - cont'd

- Click the PNR to open

PNR LOCATOR	DEPARTS	ORIGIN	FAK	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Decrease Group Size Decrease Group Size

- Update new number for passengers the group

- Click Decrease Size

Decrease Group Size X

Lower the number of passengers on this PNR to an amount no less than the minimum group size or number of named passengers.

Adults	<input type="text" value="12"/>	<i>Original size: 20. Number of names: 0</i>
Children	<input type="text" value="0"/>	<i>Original size: 0. Number of names: 0</i>
Infants Without Seat	<input type="text" value="0"/>	<i>Original size: 0. Number of names: 0</i>
Infants With Seat	<input type="text" value="0"/>	<i>Original size: 0. Number of names: 0</i>
Passes	<input type="text" value="0"/>	<i>Original size: 0. Number of names: 0</i>

Cancellation fees may apply, please refer to your contract for details.

Decrease Size
Cancel

- Booking will be updated in GSO and VSTerm

Booking ID: 13019
PNR: EHD7WA

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Decrease Test Guide	10002264	LHR	JNB	15 Nov 2021	22 Nov 2021	12	Y	ALL ABOUT FLIGHTS

[Increase Group Size](#)
[Decrease Group Size](#)
[Split Group](#)
[Edit Trip Details](#)
[Cancel PNR](#)

ITINERARY	PASSENGERS
virginatlantic VSO449 DEPART: 15 Nov 2021 LHR 9:05pm ARRIVE: 15 Nov 2021 JNB 10:00am STATUS: HK BOOKING CLASS: O	PASSENGERS: 12
virginatlantic VSO450 DEPART: 22 Nov 2021 JNB 9:15pm ARRIVE: 22 Nov 2021 LHR 8:30am STATUS: HK BOOKING CLASS: X	PASSENGERS: 12

Contract will be updated should you wish to send to the customer

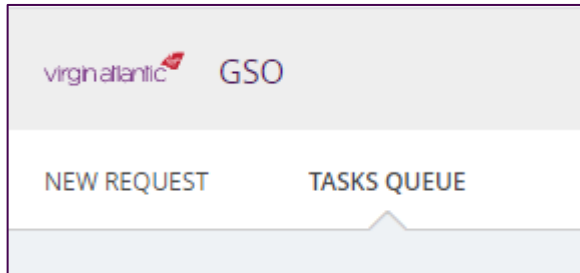
PNRS	CONTRACTS	PAYMENTS	NOTES
Contract History			
Version 2 - Mon, 14 Jun 2021 14:12 by Tara_Sales_Admin Reduced passenger count by 8 for PNR EHD7WA View Contract Download VS1			
Version 1 - Mon, 14 Jun 2021 14:06 by Tara_Sales_Admin View Contract Download VS1			



GSO – Split Group

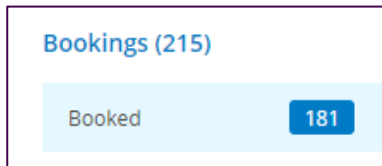
Customer would like to split their group size

- Click on Tasks Queue



- Go to Bookings

- Click Booked (once highlighted in blue)



Use the filters to search for the booking i.e. Group ID 10001871



- Click the booking (once highlighted in blue)

Offers (252)		Bookings																			
		Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All																			
Saved	96	GROUP ID		10001871	STATUS		Booked											Go to	Booking ID		View Detail
Partial Booked	1	GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM				
Booking Failed	142	10001871	11723		Jun 10, 2021	California Wine Tasting	ADHOC	Nov 15, 2021	LHR	SFO	18	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED					
Held	13																				
Outside Reservation (7)																					
Saved	0																				

- Go to PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES														
PNR LOCATOR	DEPARTS	ORIGIN	PAK	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES									
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING									
DBRYGE	15 Nov 2021 11:55	LHR	8	10 Jun 2021	10 Jun 2021	GSO	BOOKED	PENDING									

Next Steps



GSO – Split Group - cont'd

- Click the PNR to open

PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Split Group

Split Group

- Update number for passengers that you want to split

- Click separate i.e.

Separate 10 Pax

- Click

Create New PNR

Split PNR

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Split Test Guide	10002266	LHR	MIA	7 Nov 2021	14 Nov 2021	20	Y	ALL ABOUT FLIGHTS

PNR EHECRR Total Size: 20

Unnamed Passengers: 20

Adult out of 20

New PNR Total Size: 0

Unnamed Passengers: 0

No unnamed passengers have been separated yet.

Next Steps



GSO – Split Group - cont'd

Confirmation will appear

- Click Spilt

Split this PNR? X

This will create a new PNR: 10 adults.
The original PNR will have the remaining: 10 adults.

New Booking will show in PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES						
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES	
EHECRR	7 Nov 2021 12:55	LHR	10	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING	
EHECTB	7 Nov 2021 12:55	LHR	20	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING	
EHECUS	7 Nov 2021 12:55	LHR	5	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING	
EHEJBD	7 Nov 2021 12:55	LHR	10	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING	

Contract will be updated should you wish to send to the customer

PNRS	CONTRACTS	PAYMENTS	NOTES						
Contract History									
Version 2 - Mon, 14 Jun 2021 14:34 by Tara_Sales_Admin Split 10 passengers from PNR EHECRR into PNR EHEJBD						View Contract	Download	V51	<input type="checkbox"/>
Version 1 - Mon, 14 Jun 2021 14:23 by Tara_Sales_Admin						View Contract	Download	V51	<input type="checkbox"/>



GSO – Booked edit request

Your customer would like to make a change to the booking/s

NOTE
Group **MUST ALWAYS**
travel in one
direction together

- Click Edit Trip Details [Edit Trip Details](#)

- Update any required fields with the new information

Edit Trip
Make edits to your trip details including the city, date, passenger, and customer info or change your trip type.

GROUP	BOOKING ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Split Test Guide	13020	LHR	MIA	7 Nov 2021	14 Nov 2021	5	Y	ALL ABOUT FLIGHTS

Trip Details

Round Trip One Way Multi-City [Edit Trip Type](#)

From: Depart Date: Compartment:

To: Return Date: Compartment:

- Click search flights [Search Flights](#)

Next Steps



GSO – Booked edit request - cont'd

NOTE
If more than one flight operating a original booked flights banner will show

Choose outbound flight

GROUP	COMPARTMENT	ORIGIN	DESTINATION	DEPARTS	RETURNS	SEAT	TRIP TYPE
Split Test Guide	Economy	London, United Kingdom	Miami, Usa	Nov 7, 2021	Nov 16, 2021	5	Round Trip

Select Flight: LHR to MIA

airline	Flight	Class	Origin	Destination	Depart	Return	Total Available	Group Available	Compartment
virginatlantic	Non-Stop VS0117	Economy	London (LHR)	Miami (MIA)	Sun Nov 7 2021	Sun Nov 7 2021	192	188	Economy
<p>Original Booked Flight</p>									
virginatlantic	Non-Stop VS0005	Economy	London (LHR)	Miami (MIA)	Sun Nov 7 2021	Sun Nov 7 2021	84	89	Economy

Select Flight: MIA to LHR

Cancel Edit | Edit Request | Preview Offer

- Click circle of flight required

Show Fare Details £ 379.51 GBP

- Choose return flight with the same process

- Click Preview Offer

Edit Request | Preview Offer

- Review details with your customer

Compare Offer		
Original Booking	Offer for Revised Itinerary	
<p>Group Name: Split Test Guide Booking Id: 13028</p> <p>Flights 1 From London, United Kingdom to Miami, Usa virginatlantic Nonstop Sunday 7 November 2021 Economy LHR 12:55pm - MIA 5:40pm VS0005</p> <p>Compartment: Economy Base Fare: £80.00 GBP Fuel Surcharge: £9.00 GBP Other Surcharges: £74.50 GBP Fare Basis Code(VS0005) BTYG8P2</p> <p>2 From Miami, Usa to London, United Kingdom virginatlantic Nonstop Sunday 14 November 2021 Economy MIA 7:55pm - LHR 8:45am VS0004</p> <p>Compartment: Economy Base Fare: £127.00 GBP Fuel Surcharge: £9.00 GBP Other Surcharges: £89.00 GBP Fare Basis Code(VS0005) BTYG8P2</p>	<p>Group Name: Split Test Guide Offer Id: 1090275</p> <p>Flights 1 From London, United Kingdom to Miami, Usa virginatlantic Nonstop Sunday 7 November 2021 Economy LHR 12:55pm - MIA 5:40pm VS0005</p> <p>Compartment: Economy Base Fare: £80.00 GBP Fuel Surcharge: £74.50 GBP Other Surcharges: £9.00 GBP Group Fare Basis Code: BTYG8P2</p> <p>2 From Miami, Usa to London, United Kingdom virginatlantic Nonstop Tuesday 16 November 2021 Economy MIA 7:55pm - LHR 8:45am VS0004</p> <p>Compartment: Economy Base Fare: £31.00 GBP Fuel Surcharge: £74.50 GBP Other Surcharges: £9.00 GBP Group Fare Basis Code: BTYG8P2</p>	
<p>Adults: 5</p> <p>Adult Fare: Price: £543.72 GBP Fare: £267.00 GBP Fuel Surcharge: £9.00 GBP Other Surcharges: £159.50 GBP Tax: £177.22 GBP</p> <p>Adult Total: £2,718.60 GBP</p>	<p>Adults: 5</p> <p>Adult Fare: Price: £457.22 GBP Fare: £131.00 GBP Fuel Surcharge: £149.00 GBP Other Surcharges: £9.00 GBP Tax: £177.22 GBP</p> <p>Adult Total: £2,286.10 GBP</p>	
<p>Final Payment Due Date 23 Sep 2021</p> <p>Mismatching Group Numbers Client may cancel up to 20% of Passengers before Final Payment Date without Client incurring a Cancellation Fee for those Passengers.</p> <p>Change Fee Before ticketing no change fee difference in fare and taxes applicable. After ticketing 50GBP pp plus any difference in fare and taxes. One change per ticket permitted. Before ticketing at no charge. After ticketing 50GBP per ticket.</p>	<p>Final Payment Due Date 23 Sep 2021</p> <p>Mismatching Group Numbers Client may cancel up to 20% of Passengers before Final Payment Date without Client incurring a Cancellation Fee for those Passengers.</p> <p>Change Fee Before ticketing no change fee difference in fare and taxes applicable. After ticketing 50GBP pp plus any difference in fare and taxes. One change per ticket permitted. Before ticketing at no charge. After ticketing 50GBP per ticket.</p>	
<p>Deposit Fee / Due Date 28 Jun 2021 - £50.00 GBP per person</p> <p>Name Deadline 8 Oct 2021 - 100%</p> <p>Cancellation Fee 28 Jun 2021 - £50.00 GBP per person per ticket 23 Sep 2021 - 100% per person per ticket</p> <p>Option Period 28 Jun 2021</p> <p>Ticketing Deadline 3 Nov 2021</p>	<p>Deposit Fee / Due Date 28 Jun 2021 - £50.00 GBP per person</p> <p>Name Deadline 8 Oct 2021 - 100%</p> <p>Option Period 28 Jun 2021</p> <p>Ticketing Deadline 2 Nov 2021</p>	
<p>Baggage Allowance LHR - MIA: 1 bag x 23 kg per person MIA - LHR: 1 bag x 23 kg per person</p>	<p>Baggage Allowance LHR - MIA: 1 bag x 23 kg per person MIA - LHR: 1 bag x 23 kg per person</p>	
<p>Contract: Download VSI</p>	<p>Contract: Download VSI</p>	
<p>Grand Total (Incl. GST where applicable)</p> <p>£2,718.60 GBP</p>	<p>Grand Total (Incl. GST where applicable)</p> <p>£2,286.10 GBP</p>	

Next Steps



GSO – Booked edit request - cont'd

Your customer now has a choice to make?

Cancel Edit Edit Request Save Offer Accept and Book

Edit Request

Save Offer

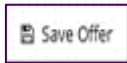
Accept and Book



GSO – Booked edit request -Save Offer

Your customer would like to save the offer – **this will hold fare for 96hrs only no booking will be created.**

- Click Save Offer



A confirmation notification will be received

Confirmation

Your offer has been successfully Saved. The saved offer will be available until 12 Jun 08:30.

[Return to original booking](#)

Offer will appear in your Offers Saved task queue and will be actioned in your daily tasks for review

STATUS Saved ✕															
CREATION DATE	REQUEST TYPE	GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX	CMP	STATUS	AGENCY NAME	IATA	CREATED BY	WORKTEAM
Jun 11, 2021	Ad-Hoc	10002189		California Wine Tasting	GB	LHR	SFO	Nov 15, 2021	4	Y	Saved	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	



GSO – Booked edit request - Accept & Book

Customer would like to accept and book– **this will be create a booking on a 14 day option.**

- Click Accept and Book



A notification will appear –"this increase offer is booked" be received

Offer 10001259

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide book testing	Economy	London, United Kingdom	Miami, Usa	3 Oct 2021	10 Oct 2021	16	Round Trip		100%

✔ This offer has been booked. [Go to booking](#)

Flights

1 From London, United Kingdom to Miami, Usa

virginatlantic Nonstop Sunday 3 October 2021 Economy V50005
LHR 12:00pm - MIA 4:25pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £180.32 GBP
 Fuel Surcharge: £0.00 GBP
 Other Surcharges: £105.00 GBP
 Group Fare Basis Code: BT/GRP2
 Applied Discount: 2.79%

2 From Miami, Usa to London, United Kingdom

virginatlantic Nonstop Sunday 10 October 2021 Economy V50006
MIA 6:30pm - LHR 8:00am

Compartment: Economy
 Fare Family: Economy
 Base Fare: £182.07 GBP

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - MIA 2 bags x 23 kg per person
 MIA - LHR 2 bags x 23 kg per person

Cancellation Fee
 1 Jun 2021 - £50.00 GBP per person per ticket
 19 Aug 2021 - 100% per person per ticket

Fees for Changes
 28 Sep 2021 - £50.00 GBP

Final Payment Due Date
 28 Sep 2021

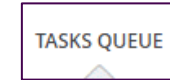
Deposit Fee / Due Date
 22 Aug 2021 - £50.00 GBP per person

Ticketing Deadline
 28 Sep 2021

The above conditions are a guide only. Please review attached supporting documents for all

[Go to Bookings](#)

- Click on Tasks Queue
- Go to Bookings Queue
- Click booked
- Find your booking – Line will turn blue
- Click to open



Bookings (164)

Booked **134**

Bookings

Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All

STATUS

Go to

GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (INF)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM
10001340	11580		May 24, 2021	TestSharma	ENTERTAINMENT	Nov 9, 2021	LHR	MIA	20	Y	TestThree_Agency	3333333	Bernie_Travel_...	BOOKED	
10001330	11576		May 21, 2021	gp/abcd	ADHOC	Jun 30, 2021	DEL	LHR	12	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	
10001334	11579		May 21, 2021	gp/abcd	ADHOC	Jun 21, 2021	LHR	JFK	120	Y	TestOne_Travel_Agency	9111111	Lipika_Travel_A...	BOOKED	
10001332	11577		May 21, 2021	gp/abcd	ADHOC	Sep 16, 2021	HKG	DEL	12	Y	TestOne_Travel_Agency	9111111	Lipika_RM_User	BOOKED	

Next Steps



GSO – Booked edit request - Accept & Book - cont'd

- Click Download



NEW REQUEST TASKS QUEUE

Offer 10001126

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
guide testing	Economy	London, United Kingdom	Los Angeles, Usa	10 Nov 2021	17 Nov 2021	18	Round Trip		100%

Flights

1 From London, United Kingdom to Los Angeles, Usa

virginatlantic Nonstop Wednesday 10 November 2021 Economy VS0007
LHR 11:50am - LAX 3:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £24.47 GBP
 Fuel Surcharge: £0.00 GBP
 Other Surcharges: £105.00 GBP
 Group Fare Basis Code: BT/GRP2
 Applied Discount: 55.52%

2 From Los Angeles, Usa to London, United Kingdom

virginatlantic Nonstop Wednesday 17 November 2021 Economy VS0024
LAX 9:55pm - LHR 4:05pm

Compartment: Economy
 Fare Family: Economy
 Base Fare: £55.50 GBP

Booking Terms and Conditions

Checked Baggage Allowance
 LHR - LAX 2 bags x 23 kg per person
 LAX - LHR 2 bags x 23 kg per person

Cancellation Fee
 26 May 2021 - £50.00 GBP per person per ticket
 26 Sep 2021 - 100% per person per ticket

Fees for Changes
 5 Nov 2021 - £50.00 GBP

Final Payment Due Date
 5 Nov 2021

Deposit Fee / Due Date
 29 Sep 2021 - £50.00 GBP per person

Ticketing Deadline
 5 Nov 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

Reject Offer

Back to Offers [Download](#) VS1 [Edit Offer](#) Escalate [Book](#)

Next Steps



GSO – Booked edit request - Accept & Book - cont'd

PDF download will show at the bottom of your screen

The screenshot shows the GSO interface with the following details:

- Offer 10001187**
- GROUP:** guide test bking
- COMP:** Economy
- ORIGIN:** London, United Kingdom
- DESTINATION:** Miami, Usa
- DEPARTS:** 4 Nov 2021
- RETURNS:** 11 Nov 2021
- SIZE:** 15
- TRIP TYPE:** Round Trip
- MAX RATE:** 100%

Flights:

- 1 From London, United Kingdom to Miami, Usa**
 Nonstop, Thursday 4 November 2021, Economy V5005
 LHR 12:55pm - MIA 6:40pm
 Compartment: Economy
 Fare Family: Economy
 Base Fare: £69.22 GBP
 Fuel Surcharge: £0.09 GBP
 Other Surcharges: £95.60 GBP
 Group Fare Basic Code: 87/GRP2
 Applied Discount: 13.48%
- 2 From Miami, Usa to London, United Kingdom**
 Nonstop, Thursday 11 November 2021, Economy V5006
 MIA 7:35pm - LHR 8:45am
 Compartment: Economy

Booking Terms and Conditions:

- Checked Baggage Allowance:** LHR - MIA: 2 bags x 23 kg per person; MIA - LHR: 2 bags x 23 kg per person
- Cancellation Fee:** 28 May 2021 - £350.00 GBP per person per ticket; 20 Sep 2021 - 100% per person per ticket
- Fees for Changes:** 30 Oct 2021 - £50.00 GBP
- Final Payment Due Date:** 30 Oct 2021
- Deposit Fee / Due Date:** 23 Sep 2021 - £50.00 GBP per person
- Ticketing Deadline:** 30 Oct 2021

Buttons at the bottom: Reject Offer, Back to Offers, Download, V51, Edit Offer, Escalate, Book.

Click Open

The screenshot shows a file explorer with a context menu open over the file 'offer (3).pdf'. The menu options are:

- Open
- Open with system viewer
- Always open in Adobe Reader
- Show in folder
- Cancel



V2 May 2022

Click download to save



The screenshot shows the 'Group Offer' PDF document with the following content:

- Group Offer** (virginatlantic logo)
- OFFER REFERENCE NO.:** 10001187
- GROUP NAME:** guide test bking
- DATE ISSUED:** 14MAY2021
- AGENCY NAME:** ALL ABOUT FLIGHTS
- AGENCY IATA:** 9125173
- GROUP TYPE:** Adhoc
- SIZE:** 15

Group Itinerary

Note: This is a quote only. No seats have been held for your group at this time. This quote is subject to change at any time without notice and is subject to group seat availability at the time of booking confirmation.

Route	Origin	Destination	Class	Group Fare Type	Adults
→ RETURNING					
V5005	London	Miami	ECONOMY	Group Fare Type	Adults: 15
LHR-MIA	1255 04NOV2021	1840 04NOV2021		87GRP2	£310.74 GBP
← HOBOMD					
V5006	Miami	London	ECONOMY	Group Fare Type	Adults: 15
MIA-LHR	1935 11NOV2021	0845 11NOV2021		87GRP2	£104.20 GBP

Fare Breakdown

Final payment: £6,254.10 GBP due on 30OCT2021
 Deposit: £750.00 GBP due on 23SEP2021

Adults	Departing	No. passengers	Price	Taxes	Total Price
V5005	04NOV2021, London				
V5006	11NOV2021, Miami	15	£466.94 GBP	£177.22 GBP	£7,004.10 GBP

Grand Total: £7,004.10 GBP (Excludes any additional fees.)

For comprehensive details on all our terms and conditions, please review the [Group Booking Principles Conditions](#).

Seating

Specific seat requests can be actioned on all named PNR's and requested through our website - "Manage My Booking".

Block seating can be requested via notes within GSO or email gsosupport@fly.virgin.com

- Go to GSO
- Retrieve Group ID

Filter by:	Notes	Creation Date	Departure Date	Group ID	Booking ID	Series ID	POS	Group Name	Origin	Destination	Compartment	Agency Name	ATA	Created By	Status	Workteam	Clear All
Offers (405)	Bookings																
Saved	152																
Partial Booked	1																
Booking Failed	207																
Hold	130																
Expired	108																
Outside Reservation (18)																	
Saved	0																
Pending	16																
Failed	2																
Bookings (1159)																	
Booked	1028																
Cancelled	164																
Timelines (344)																	
Deposits	318																
Final Payments	94																
Names	62																

- Go to Notes tab
- Update notes to your Group Sales Office

The screenshot shows the GSO interface for a booking with ID 46012. The booking details are as follows:

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
GroupPre/TGL PAYMENT T...	10013415	LHR	LAX	6 Jun 2022	30	Economy	TestOne_Travel_Agency	GROUP SALES HDQ

Financial summary:

DEPOSIT DUE	TOTAL DEPOSIT	BALANCE DUE	GROUP TOTAL
£0.00 GBP	£1,500.00 GBP	£0.00 GBP	£17,858.10 GBP

The interface shows a 'Notes' tab selected, with a 'Booking Notes' section. A note is being added:

Tara_Sales_Admin, Booking Details
 Hi Extra sporting bags have been approved for your group and the PSS bookings has been updated Regard Tara
 5 Oct 2021 at 17:26

Tara_TA, Booking Details
 This is a sporting group who will be carrying golf bags can these be included complimentary
 5 Oct 2021 at 17:19

An 'Enter Note' dialog box is open, containing the text: "Please assign block seating for this group Thanks Tara". There are 'Save' and 'Cancel' buttons.

- Click Save

Seating will be updated, and a note sent back to confirm.



Flying Club No.

Flying Club numbers can be added to a named PNR's and updated through our website - "Manage My Booking" or requested through notes in GSO or via email gsosupport@fly.virgin.com.

- Go to GSO

Filter by:	Notes	Creation Date	Departure Date	Group ID	Booking ID	Series ID	POS	Group Name	Origin	Destination	Compartment	Agency Name	IATA	Created By	Status	Workteam	Clear All																																																																																																																																																																																											
Offers (405)	Bookings																																																																																																																																																																																																											
Partial Booked	169																																																																																																																																																																																																											
Booking Failed	1																																																																																																																																																																																																											
Held	303																																																																																																																																																																																																											
Expired	10																																																																																																																																																																																																											
Outside Reservation (18)	<table border="1"> <thead> <tr> <th>GROUP ID</th> <th>BOOKING ID</th> <th>SERIES ID</th> <th>CREATION</th> <th>GROUP NAME</th> <th>GROUP TYPE</th> <th>DEPARTURE</th> <th>ORIGIN</th> <th>DEST</th> <th>SIZE (NFI)</th> <th>CMP</th> <th>AGENCY NAME</th> <th>IATA</th> <th>CREATED BY</th> <th>STATUS</th> <th>REAL STATUS</th> <th>WORKTEAM</th> </tr> </thead> <tbody> <tr> <td>10008943</td> <td>18003</td> <td></td> <td>Jul 26, 2021</td> <td>BlockSeats Test</td> <td>SCHOOLS</td> <td>Oct 3, 2021</td> <td>LHR</td> <td>BOS</td> <td>60</td> <td>Y</td> <td>ALL ABOUT FLIGHTS</td> <td></td> <td>9125173</td> <td>Tara_Sales_Ad...</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008917</td> <td>17517</td> <td></td> <td>Jul 26, 2021</td> <td>LAURENTEST</td> <td>CONFERENCE</td> <td>Oct 6, 2021</td> <td>LHR</td> <td>MIA</td> <td>10</td> <td>Y</td> <td>ALL ABOUT FLIGHTS</td> <td></td> <td>9125173</td> <td>Lauren_Agent</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008931</td> <td>17521</td> <td></td> <td>Jul 26, 2021</td> <td>YYY</td> <td>CONFERENCE</td> <td>Jul 31, 2021</td> <td>LHR</td> <td>TLV</td> <td>10</td> <td>Y</td> <td>VIRGIN ATLAN...</td> <td></td> <td>123456789</td> <td>Albgn_admin</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008940</td> <td>18002</td> <td></td> <td>Jul 26, 2021</td> <td>SSS</td> <td>STUDENTS</td> <td>Aug 31, 2021</td> <td>LHR</td> <td>MIA</td> <td>10</td> <td>Y</td> <td>GOLD MEDAL</td> <td></td> <td>91215633</td> <td>Albgn_admin</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008911</td> <td>17509</td> <td>1000496</td> <td>Jul 24, 2021</td> <td>AAA</td> <td>RELIGIOUS</td> <td>Jun 19, 2022</td> <td>LHR</td> <td>TLV</td> <td>10</td> <td>Y</td> <td>ANDREW TRAVEL</td> <td></td> <td>91299911</td> <td>system</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008990</td> <td>16444</td> <td></td> <td>Jul 23, 2021</td> <td>GroupRehabcd</td> <td>ADHOC</td> <td>Aug 23, 2021</td> <td>LHR</td> <td>JFK</td> <td>12</td> <td>Y</td> <td>TestOne_Travel_Agency</td> <td></td> <td>9111111</td> <td>Lipika_System...</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008783</td> <td>16438</td> <td></td> <td>Jul 23, 2021</td> <td>AnitaTest</td> <td>INCENTIVE</td> <td>Jan 6, 2022</td> <td>LHR</td> <td>LAX</td> <td>10</td> <td>Y</td> <td>VIRGIN ATLANTIC HOLIDAYS</td> <td></td> <td>91269021</td> <td>Anita_Sales</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008836</td> <td>16463</td> <td></td> <td>Jul 23, 2021</td> <td>Anita</td> <td>STUDENTS</td> <td>Sep 10, 2021</td> <td>LHR</td> <td>DEL</td> <td>15</td> <td>Y</td> <td>VIRGIN ATLANTIC HOLIDAYS</td> <td></td> <td>91269021</td> <td>Anita_Sales</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008877</td> <td>16485</td> <td></td> <td>Jul 23, 2021</td> <td>GroupPnr/SuohTestFriday</td> <td>CONFERENCE</td> <td>Nov 9, 2021</td> <td>LHR</td> <td>SFO</td> <td>12</td> <td>J</td> <td>TestOne_Travel_Agency</td> <td></td> <td>9111111</td> <td>Suoh_Sales</td> <td>BOOKED</td> <td></td> </tr> <tr> <td>10008818</td> <td>16458</td> <td></td> <td>Jul 23, 2021</td> <td>GroupPnrabcd</td> <td>ADHOC</td> <td>Aug 28, 2021</td> <td>LHR</td> <td>JFK</td> <td>17 (3)</td> <td>Y</td> <td>TestOne_Travel_Agency</td> <td></td> <td>9111111</td> <td>Lipika_Sales</td> <td>BOOKED</td> <td></td> </tr> </tbody> </table>																	GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (NFI)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	REAL STATUS	WORKTEAM	10008943	18003		Jul 26, 2021	BlockSeats Test	SCHOOLS	Oct 3, 2021	LHR	BOS	60	Y	ALL ABOUT FLIGHTS		9125173	Tara_Sales_Ad...	BOOKED		10008917	17517		Jul 26, 2021	LAURENTEST	CONFERENCE	Oct 6, 2021	LHR	MIA	10	Y	ALL ABOUT FLIGHTS		9125173	Lauren_Agent	BOOKED		10008931	17521		Jul 26, 2021	YYY	CONFERENCE	Jul 31, 2021	LHR	TLV	10	Y	VIRGIN ATLAN...		123456789	Albgn_admin	BOOKED		10008940	18002		Jul 26, 2021	SSS	STUDENTS	Aug 31, 2021	LHR	MIA	10	Y	GOLD MEDAL		91215633	Albgn_admin	BOOKED		10008911	17509	1000496	Jul 24, 2021	AAA	RELIGIOUS	Jun 19, 2022	LHR	TLV	10	Y	ANDREW TRAVEL		91299911	system	BOOKED		10008990	16444		Jul 23, 2021	GroupRehabcd	ADHOC	Aug 23, 2021	LHR	JFK	12	Y	TestOne_Travel_Agency		9111111	Lipika_System...	BOOKED		10008783	16438		Jul 23, 2021	AnitaTest	INCENTIVE	Jan 6, 2022	LHR	LAX	10	Y	VIRGIN ATLANTIC HOLIDAYS		91269021	Anita_Sales	BOOKED		10008836	16463		Jul 23, 2021	Anita	STUDENTS	Sep 10, 2021	LHR	DEL	15	Y	VIRGIN ATLANTIC HOLIDAYS		91269021	Anita_Sales	BOOKED		10008877	16485		Jul 23, 2021	GroupPnr/SuohTestFriday	CONFERENCE	Nov 9, 2021	LHR	SFO	12	J	TestOne_Travel_Agency		9111111	Suoh_Sales	BOOKED		10008818	16458		Jul 23, 2021	GroupPnrabcd	ADHOC	Aug 28, 2021	LHR	JFK	17 (3)	Y	TestOne_Travel_Agency		9111111	Lipika_Sales	BOOKED	
GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (NFI)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	REAL STATUS	WORKTEAM																																																																																																																																																																																												
10008943	18003		Jul 26, 2021	BlockSeats Test	SCHOOLS	Oct 3, 2021	LHR	BOS	60	Y	ALL ABOUT FLIGHTS		9125173	Tara_Sales_Ad...	BOOKED																																																																																																																																																																																													
10008917	17517		Jul 26, 2021	LAURENTEST	CONFERENCE	Oct 6, 2021	LHR	MIA	10	Y	ALL ABOUT FLIGHTS		9125173	Lauren_Agent	BOOKED																																																																																																																																																																																													
10008931	17521		Jul 26, 2021	YYY	CONFERENCE	Jul 31, 2021	LHR	TLV	10	Y	VIRGIN ATLAN...		123456789	Albgn_admin	BOOKED																																																																																																																																																																																													
10008940	18002		Jul 26, 2021	SSS	STUDENTS	Aug 31, 2021	LHR	MIA	10	Y	GOLD MEDAL		91215633	Albgn_admin	BOOKED																																																																																																																																																																																													
10008911	17509	1000496	Jul 24, 2021	AAA	RELIGIOUS	Jun 19, 2022	LHR	TLV	10	Y	ANDREW TRAVEL		91299911	system	BOOKED																																																																																																																																																																																													
10008990	16444		Jul 23, 2021	GroupRehabcd	ADHOC	Aug 23, 2021	LHR	JFK	12	Y	TestOne_Travel_Agency		9111111	Lipika_System...	BOOKED																																																																																																																																																																																													
10008783	16438		Jul 23, 2021	AnitaTest	INCENTIVE	Jan 6, 2022	LHR	LAX	10	Y	VIRGIN ATLANTIC HOLIDAYS		91269021	Anita_Sales	BOOKED																																																																																																																																																																																													
10008836	16463		Jul 23, 2021	Anita	STUDENTS	Sep 10, 2021	LHR	DEL	15	Y	VIRGIN ATLANTIC HOLIDAYS		91269021	Anita_Sales	BOOKED																																																																																																																																																																																													
10008877	16485		Jul 23, 2021	GroupPnr/SuohTestFriday	CONFERENCE	Nov 9, 2021	LHR	SFO	12	J	TestOne_Travel_Agency		9111111	Suoh_Sales	BOOKED																																																																																																																																																																																													
10008818	16458		Jul 23, 2021	GroupPnrabcd	ADHOC	Aug 28, 2021	LHR	JFK	17 (3)	Y	TestOne_Travel_Agency		9111111	Lipika_Sales	BOOKED																																																																																																																																																																																													

NOTE
You will need your customers SFPD to complete

- Go to Notes tab
- Update notes to your Group Sales Office

NEW REQUEST TASKS QUEUE

Booking ID: **46012**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
GroupPnr/TGL PAYMENT T...	10013415	LHR	LAX	6 Jun 2022	30	Economy	TestOne_Travel_Agency	GROUP SALES HDQ

DEPOSIT DUE £0.00 GBP TOTAL DEPOSIT £1,500.00 GBP BALANCE DUE £0.00 GBP GROUP TOTAL £17,858.10 GBP

* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNRS CONTRACTS PAYMENTS NOTES

Booking Notes Offer Notes Escalation Notes

Tara_TA, Booking Details

Please assign block seating for this group Thanks Tara

7 Oct 2021 at 17:10

Tara_Sales_Admin, Booking Details

Hi Extra sporting bags have been approved for your group and the PSS bookings has been updated Regard Tara

5 Oct 2021 at 17:26

Tara_TA, Booking Details

This is a sporting group who will be carrying golf bags can these be included complimentary

5 Oct 2021 at 17:19

Enter Note:

Mr. Robert Smith has provided his FC no. 0000111245547 DOB 01/01/1999

Save Cancel

- Click Save

Flying Club will be updated, and a note sent back to confirm.



GSO – Upgrade

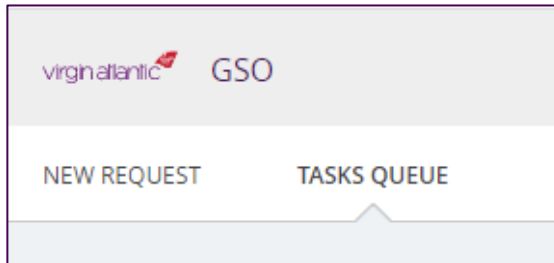
Your customer's can upgrade to delight fare or cabin without impacting group capacity if the itinerary remains the same.

Should they wish to change dates or routes this must be within set maintaining group numbers.

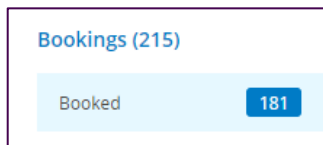
To upgrade cabin follow the guide below, for Delight

[Click Here](#)

- Click on Tasks Queue



- Go to Bookings



- Click Booked

Use the filters to search for the booking i.e. Group ID 10001871



- Click the booking (once highlighted in blue)

Offers (252)		Bookings																			
Saved	96	Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All																			
Partial Booked	1	GROUP ID 10001871 x		STATUS Booked x																Go to Booking ID	View Detail
Booking Failed	142																				
Held	13																				
Outside Reservation (7)																					
Saved	0																				
GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM						
10001871	11723		Jun 10, 2021	California Wine Tasting	ADHOC	Nov 15, 2021	LHR	SFO	18	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED							

- Go to PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES																
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES											
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING											
DBRYGE	15 Nov 2021 11:55	LHR	8	10 Jun 2021	10 Jun 2021	GSO	BOOKED	PENDING											

Next Steps



GSO – Upgrade - cont'd

- Click the PNR to open

PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Split Group

Split Group

- Update number for passengers that you want to split

- Click separate i.e.

Separate 10 Pax

- Click

Create New PNR

Split PNR

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Split Test Guide	10002266	LHR	MIA	7 Nov 2021	14 Nov 2021	20	Y	ALL ABOUT FLIGHTS

PNR EHECRR Total Size: 20

Unnamed Passengers: 20

Adult

10 out of 20

Separate 10 Pax

New PNR Total Size: 0

Unnamed Passengers: 0

No unnamed passengers have been separated yet.

Cancel Create New PNR

Next Steps



GSO – Upgrade - cont'd

Confirmation will appear

- Click Spilt

Split this PNR? X

This will create a new PNR: 10 adults.
The original PNR will have the remaining: 10 adults.

New Booking will show in PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
EHECRR	7 Nov 2021 12:55	LHR	10	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING
EHECTB	7 Nov 2021 12:55	LHR	20	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING
EHECUS	7 Nov 2021 12:55	LHR	5	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING
EHEJBD	7 Nov 2021 12:55	LHR	10	14 Jun 2021	14 Jun 2021	GSO	BOOKED	PENDING

- For cabin upgrades click PNR you wish to upgrade

Booking ID: 37009 +
PNR: **DGQUIZ**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
GroupPnr/Payment Verific...	10012117	LHR	BOS	26 Sep 2021	3 Oct 2021	2	Economy	TestOne_Travel_Agency

ITINERARY	PASSENGERS
virgin atlantic VS00011	DEPART: 26 Sep 2021 LHR 2:00pm ARRIVE: 26 Sep 2021 BOS 4:45pm STATUS: HK BOOKING CLASS: N PASSENGERS: 2
virgin atlantic VS00012	DEPART: 3 Oct 2021 BOS 9:00pm ARRIVE: 3 Oct 2021 LHR 8:40am STATUS: HK BOOKING CLASS: O PASSENGERS: 2

Next Steps



GSO – Upgrade cont'd

- Click Edit Trip Details
- Update Compartment to request
 - Premium or Upper

Edit Trip
Make edits to your trip details including the city, date, passenger, and customer info or change your trip type.

GROUP	BOOKING ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Group/Pre/Payment Verif...	37009	LHR	BOS	26 Sep 2021	3 Oct 2021	2	Economy	TestOne_TravelAgency

Trip Details

Round Trip | One Way | Multi-City | **Edit Trip Type**

From: Depart Date: Anytime | Compartment:

To: Return Date: Anytime | Compartment:

Contracted Private Fare

Contracted Customer:

- Click Search Flights Search Flights
- Click circle of flight required
- Choose return flight with the same process

Select Flight: LHR to BOS Taxes and fees shown during the flight selection process. Final taxes and fees will be calculated after selection.

Original Booked Flight

airline	flight	class	departure	arrival	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
virgin atlantic	Non-Stop VS0011		2:00 pm London (LHR) Sun Sep 26 2021	4:45 pm Boston (BOS) Sun Sep 26 2021	19	17	Premium

PREMIUMECONOMY

Show Fare Details

Select Flight: BOS to LHR Taxes and fees shown during the flight selection process. Final taxes and fees will be calculated after selection.

Original Booked Flight

airline	flight	class	departure	arrival	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
virgin atlantic	Non-Stop VS0012		9:00 pm Boston (BOS) Sun Oct 3 2021	8:40 am London (LHR) Sun Oct 3 2021	28	17	Premium

PREMIUMECONOMY

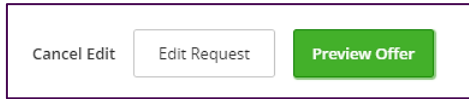
Show Fare Details

Next Steps



GSO – Upgrade cont'd

- Click Preview Offer



A comparison view will be provided

You can offer your customer the opportunity to

- Cancel Edit – **“Just click cancel edit!”**
- Edit Request – Click and update as per request

- Save Offer



- Accept and book



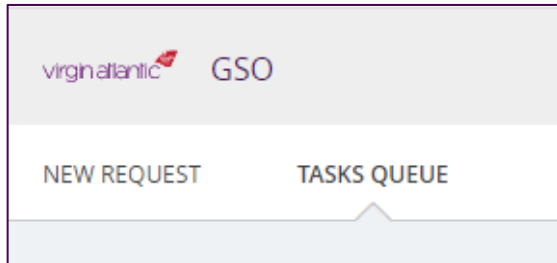
Compare Offer

	Original Booking	Offer for Revised Itinerary
Flight Info	Original Booking Group Name: GroupPre/Payment Verification Test Booking Id: 37009	Group Name: GroupPre/Payment Verification Test Offer Id: 10012318
	✈ Flights 1 From London, United Kingdom to Boston, Usa virginatlantic Nonstop Sunday 26 September 2021 Economy LHR 2:00pm - BOS 4:45pm VS0011	✈ Flights 1 From London, United Kingdom to Boston, Usa virginatlantic Nonstop Sunday 26 September 2021 Premium LHR 2:00pm - BOS 4:45pm VS0011
	Compartment: Economy Base Fare: £67.00 GBP Fuel Surcharge: £73.50 GBP Other Surcharges: £0.00 GBP Fare Basis Code(VS0011): NK25C8SB/GRP1	Compartment: Premium Base Fare: £475.00 GBP Fuel Surcharge: £105.00 GBP Other Surcharges: £0.00 GBP Fare Basis Code: HK27CJB/GRP1
	2 From Boston, Usa to London, United Kingdom virginatlantic Nonstop Sunday 3 October 2021 Economy BOS 9:00pm - LHR 8:40am VS0012	2 From Boston, Usa to London, United Kingdom virginatlantic Nonstop Sunday 3 October 2021 Premium BOS 9:00pm - LHR 8:40am VS0012
Compartment: Economy Base Fare: £61.00 GBP Fuel Surcharge: £73.50 GBP Other Surcharges: £0.00 GBP Fare Basis Code(VS0012): OK27C8SB/GRP1	Compartment: Premium Base Fare: £476.00 GBP Fuel Surcharge: £105.00 GBP Other Surcharges: £0.00 GBP Fare Basis Code: HK27CJB/GRP1	
Cancel Edit Edit Request Save Offer Accept and Book		



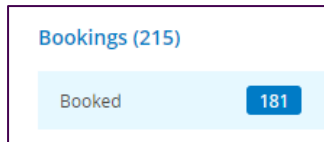
GSO – Upgrade – Delight

- Click on Tasks Queue



- Go to Bookings

- Click Booked



Use the filters to search for the booking i.e. Group ID 10001871



- Click the booking (once highlighted in blue)

Offers (252)		Bookings																	
Saved 96 Partial Booked 1 Booking Failed 142 Held 13 Outside Reservation (7) Saved 0	Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All GROUP ID <input type="text" value="10001871"/> STATUS <input type="text" value="Booked"/> Go to <input type="text" value="Booking ID"/> View Detail																		
GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM				
10001871	11723		Jun 10, 2021	California Wine Tasting	ADHOC	Nov 15, 2021	LHR	SFO	18	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED					

- Go to PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING
DBRYGE	15 Nov 2021 11:55	LHR	8	10 Jun 2021	10 Jun 2021	GSO	BOOKED	PENDING

Next Steps



GSO – Upgrade – Delight cont'd

- Click the PNR to open

PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

- Click Split Group

Split Group

- Update number for passengers that you want to split

- Click separate i.e.

Separate 10 Pax

- Click

Create New PNR

Split PNR

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Split Test Guide	10002266	LHR	MIA	7 Nov 2021	14 Nov 2021	20	Y	ALL ABOUT FLIGHTS

PNR EHECRR Total Size: 20

Unnamed Passengers: 20

Adult out of 20

New PNR Total Size: 0

Unnamed Passengers: 0

No unnamed passengers have been separated yet.

Cancel Create New PNR

Next Steps



GSO – Upgrade – Delight cont'd

You will now have your new booking

- Note your new PNR locator

Booking ID: **46012**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
GroupPre/TGL PAYMENT T...	10013415	LHR	LAX	6 Jun 2022	30	Economy	TestOne_Travel_Agency	GROUP SALES HDQ

DEPOSIT DUE £0.00 GBP TOTAL DEPOSIT £1,500.00 GBP BALANCE DUE £0.00 GBP GROUP TOTAL £17,858.10 GBP
* Remaining Payment is subject to Terms and Conditions.

✔ Your PNR was successfully split.

[Cancel Booking](#)

PNR LOCATOR	DEPARTS	ORIGIN	FAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES	QAL STATUS
D3JDHQ	6 Jun 2022 16:30	LHR	2	7 Oct 2021	7 Oct 2021	GSO	BOOKED	PENDING	
D2NA4B	6 Jun 2022 16:30	LHR	1B	5 Oct 2021	7 Oct 2021	GSO	BOOKED	PENDING	
D2NA6L	6 Jun 2022 16:30	LHR	10	5 Oct 2021	5 Oct 2021	GSO	BOOKED	PENDING	

- Click notes Tab
- Update notes

Enter Note:

Booking D3JDHQ would like to upgrade to delight, please advise availability and fare

Save

Cancel

- Click Save

Your Groups Sales Office will review and confirm if unavailable or available.

Booking ID: **46012**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE
GroupPre/TGL PAYMENT T...	10013415	LHR	LAX	6 Jun 2022	30

DEPOSIT DUE £0.00 GBP TOTAL DEPOSIT £1,500.00 GBP BALANCE DUE £0.00 GBP GROUP TOTAL £17,858.10 GBP
* Remaining Payment is subject to Terms and Conditions.

[PNRS](#) [CONTRACTS](#) [PAYMENTS](#) [NOTES](#)

Booking Notes Offer Notes Escalation Notes

Tara_Sales_Admin, Booking Details
Delight Upgrade Available Fare 375GBP plus all taxes and surcharges. Please advise if you wish to confirm
 7 Oct 2021 at 17:31

Tara_TA, Booking Details
Booking D3JDHQ would like to upgrade to delight, please advise availability and fare
 7 Oct 2021 at 17:29

If available and customer accepts or rejects please advise your Groups Sales Office via notes, the upgrade will be processed by your Group Sales Office.



Claim PNR's

NOTE
Only Amadeus
and Sabre can
accept Claim

GSO will automatically add the claim remarks upon verification of final payment.

Should you have any difficulties claiming your booking contact your Virgin Group Sales Office via notes in GSO or via email gsosupport@fly.virgin.com.

Please follow your GDS guidelines to issue tickets.



Passive Bookings

For bookings that cannot be claimed, you will create passive bookings to issue tickets.

Should you have any difficulties with your passive bookings contact your Virgin Group Sales Office via notes in GSO or email gsosupport@fly.virgin.com.

Please follow your GDS guidelines to issue tickets.



GSO – Additional Bags

Additional bags can be purchased by your customers within your group using online check in or when they arrive at the airport.

Oversized baggage up to the weight of 32kg can be purchased at the airport, baggage larger or heavier will need to be booked via our cargo team.

Check out the quick links to our website and more...

[Additional Baggage](#)

[Oversized](#)

[Musical Instruments](#)

[Cargo](#)

[Sports Equipment](#)

[DL Baggage Allowance](#)

[AF Baggage Allowance](#)

[KL Baggage Allowance](#)

Just click on what you'd like to know more about

[Sporting Equipment](#)

[Firearms](#)

[Musical Instruments](#)

[Extra bags](#)



Sport Equipment

Sporting equipment is complimentary for your sporting groups.

Contact your Virgin Group Sales Office via notes in GSO or via email gsosupport@fly.virgin.com.

Enter Note:

Sporting group
Each passenger will be taking one
cricket bag including whites, bats,
pads.

Save Cancel

Your Groups Sales Office will confirm via notes or email.



GSO – Extra bags

Additional bags can be purchased by your customers within your group using online check in or when they arrive at the airport.

Should you wish to add the cost of extra bags for the entire group you can request via notes within GSO or email gsosupport@fly.virgin.com

Your Group Sales Office will accept or reject the request via notes or email.



Firearms

If you have a firearms/shooting group travelling with rifles and ammunition as sporting baggage.

Update table and email your Group Sales Office gsosupport@fly.virgin.com

Firearms Notification		
PNR -	Group Name -	No. Pax -
O/B Flight No. -	Date of travel -	
I/B Flight No. -	Date of travel -	
Firearm type -	No. Firearms -	
Amount of ammunition -		



Musical instruments

Musical instruments can be carried:

- **As part of Hand Baggage allowance**
 - Max size is 23 x 36 x 56cm (9 x 14 x 22 inches) and should weigh no more than 10kg (22lb), for Upper 12kg (26lb)
- **In the Hold**
 - For instruments larger than a cello
- **In a seat**
 - Nett fare will be charged for the extra seat [Click Here](#)



GSO - Extra Seat

Extra seats can be booked for extra comfort or for musical instruments (no bigger than a cello)

To book

- Use the standard new request process to book your group excluding the number of extra seats required
- Click Go To Booking

Offer 10001259

GROUP	CMP	CARRIER	ORIGIN	DESTINATION	DEPARTS	RETURNS	SEAT	TRIP TYPE	ADDITIONAL INFO	MAX RATE
guide book testing	Economy	Virgin	London, United Kingdom	Miami, Usa	3 Oct 2021	10 Oct 2021	16	Round Trip		100%

This offer has been booked. Go to booking

Flights

1 From London, United Kingdom to Miami, Usa

Carrier	Class	Day	Time	From	To	Compartment
Virgin Atlantic	Nonstop	Sunday 3 October 2021	LHR 12:00pm - MIA 6:25pm	London (LHR)	Miami (MIA)	Economy

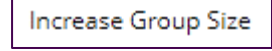
2 From Miami, Usa to London, United Kingdom

Carrier	Class	Day	Time	From	To	Compartment
Virgin Atlantic	Nonstop	Sunday 10 October 2021	MIA 6:30pm - LHR 8:05am	Miami (MIA)	London (LHR)	Economy

Go to booking

- Click the applicable PNR

- Click Increase Group size



- Update the increased details number of extra seats

- Click Select Flights

Increase Group Size X

Generate a new offer to add passengers to this PNR.

How many passengers would you like to add?

Adults Original size: 20

Children Original size: 0

Infants Without Seat Original size: 0

Infants With Seat Original size: 0

- Select the original flights

Select Flight: LHR to SFO

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

Original Booked Flight

Carrier	Class	Day	Time	From	To	Compartment
Virgin Atlantic	Non-Stop	Monday 15 Nov 2021	11:55 am London (LHR) → 2:55 pm San Francisco (SFO)	London (LHR)	San Francisco (SFO)	Economy

ECONOMY

Show Fare Details

Select Flight: SFO to LHR

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

Original Booked Flight

Carrier	Class	Day	Time	From	To	Compartment
Virgin Atlantic	Non-Stop	Tuesday 23 Nov 2021	9:55 pm San Francisco (SFO) → 4:05 pm London (LHR)	San Francisco (SFO)	London (LHR)	Economy

ECONOMY

Show Fare Details

Click preview offer to continue.

Next Steps



GSO - Extra Seat cont'd

- Click Preview Offer
- Click Save Offer

NEW REQUEST TASKS QUEUE REPORTING

Compare Offer

Original Booking

Group Name: TEST Extra Seat
Booking Id: 45108

Flight Info

Flights

1 From London, United Kingdom to Barbados, Barbados

virginatlantic Nonstop Tuesday 15 March 2022 Economy VS0177
LHR 9:10am - BGI 2:20pm

Compartment: Economy
Base Fare: £529.00 GBP
Fuel Surcharge: £64.50 GBP
Other Surcharges: £0.00 GBP
Fare Basis Code(VS0177): Y500AENC/GRP1

2 From Barbados, Barbados to London, United Kingdom

virginatlantic Nonstop Wednesday 30 March 2022 Economy VS0132
BGI 5:05pm - LHR +1 day 6:35am

Compartment: Economy

Offer for 5 Additional Passengers

Group Name: TEST Extra Seat
Offer Id: 10013343

Flights

1 From London, United Kingdom to Barbados, Barbados

virginatlantic Nonstop Tuesday 15 March 2022 Economy VS0177
LHR 9:10am - BGI 2:20pm

Compartment: Economy
Base Fare: £910.00 GBP
Fuel Surcharge: £64.50 GBP
Other Surcharges: £0.00 GBP
Fare Basis Code: Y500AENC/GRP1

2 From Barbados, Barbados to London, United Kingdom

virginatlantic Nonstop Wednesday 30 March 2022 Economy VS0132
BGI 5:05pm - LHR +1 day 6:35am

Compartment: Economy

[Cancel Increase](#) [Save Offer](#) [Save and Hold Offer](#) [Accept and Book](#)

- Click open your applicable offer
- Click Notes

Offer 10013343

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
TEST Extra Seat	Economy	London, United Kingdom	Barbados, Barbados	15 Mar 2022	30 Mar 2022	5	Round Trip		100%

Flights

1 From London, United Kingdom to Barbados, Barbados

virginatlantic Nonstop Tuesday 15 March 2022 Economy VS0177
LHR 9:10am - BGI 2:20pm

Compartment: Economy
Base Fare: £910.00 GBP
Fuel Surcharge: £64.50 GBP
Other Surcharges: £0.00 GBP
Fare Basis Code: Y500AENC/GRP1

2 From Barbados, Barbados to London, United Kingdom

virginatlantic Nonstop Wednesday 30 March 2022 Economy VS0132
BGI 5:05pm - LHR +1 day 6:35am

Compartment: Economy
Base Fare: £490.00 GBP
Fuel Surcharge: £64.50 GBP
Other Surcharges: £0.00 GBP
Fare Basis Code: Y500AENC/GRP1

Booking Terms and Conditions

Checked Baggage Allowance
LHR - BGI 1 bag x 23 kg per person
BGI - LHR 1 bag x 23 kg per person

Cancellation Fee
15 Oct 2021 - £50.00 GBP per person per ticket
29 Jan 2022 - 100% per person per ticket

Allowed Child and Infant Ratio
50% of Final Group

Final Payment Due Date
29 Jan 2022

Deposit Fee / Due Date
15 Oct 2021 - £50.00 GBP per person
29 Jan 2022 - 100% per person

Maintaining Group Numbers
Client may cancel up to 20% of Passengers before Final Payment Date without Client incurring a Cancellation Fee for those Passengers.

Ticketing Deadline
10 Mar 2022

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

[Reject Offer](#) [Back to Offers](#) [Download](#) [V51](#) [Edit Offer](#) [Escalate](#) [Book](#)

- Go to saved tasks queue

Offers (611)

- Saved **242**
- Partial Booked **1**
- Booking Failed **336**
- Held **32**
- Expired **428**
- Outside Reservation (16)
- Saved **0**

Offers

Filter by: Notes Offer Expiration Date Creation Date Request Type Group ID Series ID Group Name POS Origin Destination Departure Date PAX Compartment Status Agency Name Clear All

IATA Created By Workteam

STATUS

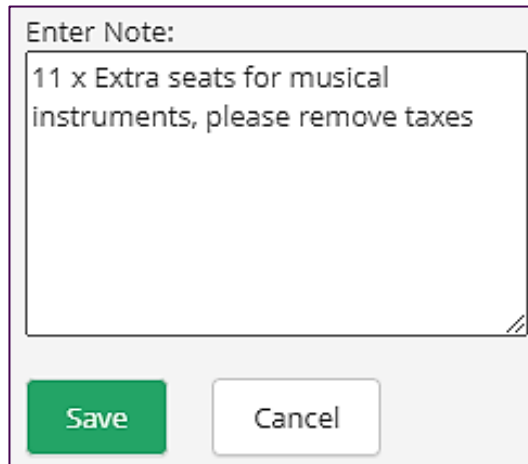
GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX (INF)	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	IATA	CREATED BY	WORKTEAM
10013343		TEST Extra Seat	GB	LHR	BGI	Mar 15, 2022	5	Y	Saved	Oct 15, 2021	TestThree_Age...	33333333	Tara_Sales_Ad...	
10013320		YQ TEST OFFER	GB	LHR	LOS	Jun 30, 2022	12 (1)	Y	Saved	Oct 15, 2021	STELLATEST	9123456	Stella Zeki	

Next Steps



GSO - Extra Seat cont'd

- Update note



Enter Note:

11 x Extra seats for musical instruments, please remove taxes

Save Cancel

- Click Save

Your Group Sales Office will review and escalate for the taxes to be removed.

Confirmation will be sent via notes.

Your customer now has a decision to make

- Reject offer [Click Here](#)
- Book [Click Here](#)



GSO – Name correction

Name correction and replacement passenger can be made in GSO following the guidelines within Virgin Atlantic's Global Name Correction Policy

Virgin Atlantic's Global Name Correction Policy

[Click Here](#)

For request outside of our policy you must contact your Group Sales Office gsosupport@fly.virgin.com

- Go to GSO
- Retrieve Group ID

Tasks Queue																
Bookings																
Filter by: Notes Creation Date Departure Date Group ID Booking ID Series ID POS Group Name Origin Destination Compartment Agency Name IATA Created By Status Workteam Clear All																
status: [Booked x]																
Go to [PNR Locator] View Detail																
GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEPT	SIZE (NT)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	DLG STATUS	WORKTEAM
10008943	18003		Jul 26, 2021	BlockSeats Test	SCHOOLS	Oct 3, 2021	LHR	BOS	60	Y	ALL ABOUT FLIGHTS		Tara_Sales_Ad...	BOOKED		
10008917	17917		Jul 26, 2021	LAURENTEST	CONFERENCE	Oct 6, 2021	LHR	MIA	10	Y	ALL ABOUT FLIGHTS		Lauren_Agent	BOOKED		
10008931	17521		Jul 26, 2021	YYY	CONFERENCE	Jul 31, 2021	LHR	TLV	10	Y	VIRGIN ATLAN...		ABlgin_admin	BOOKED		
10008940	18002		Jul 26, 2021	SSS	STUDENTS	Aug 31, 2021	LHR	MIA	10	Y	GOLD MEDAL		ABlgin_admin	BOOKED		
10008911	17901	1000496	Jul 24, 2021	AAA	RELIGIOUS	Jun 19, 2022	LHR	TLV	10	Y	ANDREW TRAVEL		system	BOOKED		
10008790	16444		Jul 23, 2021	GroupPreLabcd	ADHOC	Aug 25, 2021	LHR	JFK	12	Y	TestOne_Travel_Agency		1911111	Lipika_System...	BOOKED	
10008783	16438		Jul 23, 2021	AnitaTest	INCENTIVE	Jan 6, 2022	LHR	LAX	10	Y	VIRGIN ATLANTIC HOLIDAYS		9126921	Anita_Sales	BOOKED	
10008836	16463		Jul 23, 2021	Anita	STUDENTS	Sep 10, 2021	LHR	DEL	15	Y	VIRGIN ATLANTIC HOLIDAYS		9126921	Anita_Sales	BOOKED	
10008877	16485		Jul 23, 2021	GroupPreSlushTestFriday	CONFERENCE	Nov 9, 2021	LHR	SFO	12	J	TestOne_Travel_Agency		9111111	Smith_Sales	BOOKED	
10008818	16458		Jul 23, 2021	GroupPreLabord	ADHOC	Aug 26, 2021	LHR	JFK	17 (1)	Y	TestOne_Travel_Agency		9111111	Lipika_Sales	BOOKED	

- Go to PNRS tab

Booking ID: 18003									
GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE	
BlockSeats Test	10008943	LHR	BOS	3 Oct 2021	60	Economy	ALL ABOUT FLIGHTS	GROUP SALES HDQ	
DEPOSIT DUE	E9,000.00 GBP	TOTAL DEPOSIT	E9,000.00 GBP	BALANCE DUE	E36,814.20 GBP	GROUP TOTAL	E36,814.20 GBP		
* Remaining Payment is subject to Terms and Conditions.									
Cancel Booking									
PNRS	CONTRACTS	PAYMENTS	NOTES						
PNR LOCATOR	DEPARTS	ORIGIN	PAK	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES	DLG STATUS
DY75M	3 Oct 2021 14:00	LHR	20	26 Jul 2021	26 Jul 2021	GSO	BOOKED	PENDING	
DY75D	3 Oct 2021 14:00	LHR	20	26 Jul 2021	26 Jul 2021	GSO	BOOKED	PENDING	
DY75G	3 Oct 2021 14:00	LHR	20	26 Jul 2021	26 Jul 2021	GSO	BOOKED	PENDING	
Show 10 items per page									

- Click the relevant booking to open
- Go to Passengers tab

Next Steps



GSO – Name correction - cont'd

- Tick the passenger you need to correct

ITINERARY		PASSENGERS								
Passengers										
Download Passenger Names Upload Passenger Names Remove Names Add Passenger										
<input type="checkbox"/>	ID	PAX TYPE	TITLE	FULL NAME	TICKET STATUS	FREQUENT FLYER INFORMATION	TRAVEL DOCUMENTS	DESTINATION ADDRESS	SPECIAL SERVICE REQUEST	ACTION
<input type="checkbox"/>	02.01	Adult	Mr	ANNABELLE ADAMS					✓	+ Add Infant
<input checked="" type="checkbox"/>	03.01	Adult	Mr	FRED BLOGGS					✓	+ Add Infant
<input type="checkbox"/>	04.01	Adult	Mr	ADAM CARTER					✓	+ Add Infant
<input type="checkbox"/>	05.01	Adult	Mr	EVE GODSON					✓	+ Add Infant
<input type="checkbox"/>	06.01	Adult	Mr	HERMOINE GRAINGER					✓	+ Add Infant
<input type="checkbox"/>	07.01	Adult	Mr	HANNAH JONES					✓	+ Add Infant
<input type="checkbox"/>	08.01	Adult	Mr	LUCY KING					✓	+ Add Infant
<input type="checkbox"/>	09.01	Adult	Mr	BILL MURPHY					✓	+ Add Infant
<input type="checkbox"/>	10.01	Adult	Mr	HARRY POTTER					✓	+ Add Infant
<input type="checkbox"/>	11.01	Adult	Mr	LISA SMITH					✓	+ Add Infant
<input type="checkbox"/>	12.01	Adult	Mr	MICHELLE WATSON					✓	+ Add Infant

- Click delete



You will receive a prompt click Yes

Delete Passenger Confirmation ✕

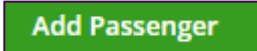
Are you sure you want to delete this passenger?

Next Steps



GSO – Name correction - cont'd

- Click Add Passenger



- Update correct name
- Click Add

Add Passenger

Include APIS Information

Passenger Type*

Title*

First Name*

Middle Name

Last Name*

Redress Number

Known Traveler Number

Frequent Flyer Program

Frequent Flyer Program

Frequent Flyer Number

Destination Address

Street

Name will be updated in GSO and airlines PSS



Process complete!

Repeat if more than one name needs to be updated.



GSO – Schedule Change

As an airline we routinely change our schedules for many reasons, these maybe and not limited to

- Airport slot protection
- Flight deck and crew availability
- Changes Daylight savings and standard time
- Charter flight fulfilment
- Strategic commercial planning i.e. improved connectivity, etc.

Virgin Atlantic's Global Schedule Change Policy [Click Here](#)

Planned schedule changes are processed every Saturday; any bookings impacted by a change will appear within the GSO Schedule Change task queue.

- **New** – All group bookings impacted by a change
- **Reviewed** – All group bookings manually added that require notification to the customer to confirm schedule change acceptance
- **Removed** - All group bookings manually removed from the New or Reviewed task queue which require cancelling.

Just click on what you'd like to know more about

New

Reviewed

Removed



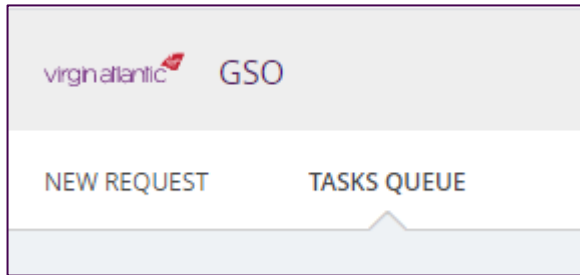
V2 May 2022

Strictly confidential

GSO – Schedule Change - New

Schedule change task queue will need to be reviewed on a weekly basis.

- Click on Tasks Queue



- Go to Schedule Change



- Click New



All bookings impacted by a change can now be actioned

NOTE
Each PNR within a group will show separately

Schedule Change									
Filter by:	PNR	Departure Date	Origin	Destination	Booking ID	Group Name	Group Size	Status	Clear All
STATUS New X									
PNR	ORIGIN	DESTINATION	DEPARTURE DATE	BOOKING ID	GROUP NAME	GROUP SIZE			
EJXTMH	LHR	LHR	Jan 12, 2022	29512	Daffy Duck	12			
EJXYYN	LHR	LHR	Jan 26, 2022	29521	Woodstock	8			
EJZG4A	LHR	LHR	Feb 27, 2022	29528	Moana	20			
EJZG4W	LHR	LHR	Feb 27, 2022	29528	Moana	10			
EJZH5M	LHR	LHR	Feb 23, 2022	29529	FLOUNDER	20			
EJZQDP	LHR	LHR	Mar 14, 2022	29530	ARIEL	20			
EJZVG5	LHR	LHR	Feb 6, 2022	29533	SIMBA	20			
EJZVQK	LHR	LHR	Feb 6, 2022	29533	SIMBA	10			
EKBSO7	LHR	LHR	Feb 9, 2022	30514	Jetsons	20			
EKBYGP	LHR	LHR	Mar 8, 2022	30519	JETSONS	20			

Next Steps



GSO – Schedule Change – New – cont'd

- Click the expand triangle  for the booking you wish to view

You have two options to choose at this stage Review or View PNR Details

▼	EJXTMH	LHR	LHR	Jan 12, 2022	29512	Daffy Duck	12
UPDATE STATUS: <input type="button" value="Review"/> <input type="button" value="Remove"/> <input type="button" value="Submit"/> <input type="button" value="View PNR Details"/>							

You can either:

- Click Review

▼	EJXTMH	LHR	LHR	Jan 12, 2022	29512	Daffy Duck	12
UPDATE STATUS: <input type="button" value="Review"/> <input type="button" value="Remove"/> <input type="button" value="Submit"/> <input type="button" value="View PNR Details"/>							

You can choose to Review , Remove or View PNR Details

To add to your **Review queue** – **should you need to contact your customer for acceptance of the schedule change**

- Click Review
- Click Submit

OR

To add to your **Remove queue** – **This is used for customer/s that do not accept the schedule change and wishes to cancel the booking.**

Click Submit

OR

- Click **View PNR Details**



V2 May 2022

Strictly confidential

View PNR Details



GSO – Schedule Change – New – cont'd

To view PNR details from the onset or after clicking review

▼	EJXTMH	LHR	LHR	Jan 12, 2022	29512	Daffy Duck	12
UPDATE STATUS: <input type="button" value="Review"/> <input type="button" value="Remove"/> <input type="button" value="Submit"/> <input type="button" value="View PNR Details"/>							

▼	EJXTMH	LHR	LHR	Jan 12, 2022	29512	Daffy Duck	12
UPDATE STATUS: <input type="button" value="Review"/> <input type="button" value="Remove"/> <input type="button" value="Submit"/> <input type="button" value="View PNR Details"/>							

- Click View PNR Details

Booking ID: 29512 »
PNR: **EJXTMH**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Daffy Duck	10011564	LHR	LHR	12 Jan 2022	21 Jan 2022	12	Economy	TestThree_Agency

ITINERARY | PASSENGERS

airline	flight	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
virgin atlantic	VS00019	12 Jan 2022 LHR 11:55am	12 Jan 2022 SFO 2:55pm	WK	O	12
virgin atlantic	VS00019	12 Jan 2022 LHR 12:55pm	12 Jan 2022 SFO 3:55pm	SC	O	12
virgin atlantic	VS00020	20 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	WK	O	12
virgin atlantic	VS00020	21 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	SC	O	12

Next Steps



GSO – Schedule Change – New – cont'd

Details of the schedule change will be shown as below

Booking ID: 29512 »
PNR: **EJXTMH**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Daffy Duck	10011564	LHR	LHR	12 Jan 2022	21 Jan 2022	12	Economy	TestThree_Agency

ITINERARY PASSENGERS

virgin atlantic	FLIGHT	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
virgin atlantic	VS00019	12 Jan 2022 LHR 11:55am	12 Jan 2022 SFO 2:55pm	WK	O	12
virgin atlantic	VS00019	12 Jan 2022 LHR 12:55pm	12 Jan 2022 SFO 3:55pm	SC	O	12
virgin atlantic	VS00020	20 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	WK	O	12
virgin atlantic	VS00020	21 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	SC	O	12

If the schedule change is acceptable

- Click Confirm Schedule Change

Next Steps



GSO – Schedule Change – New – cont'd

GSO will automatically update to show the newly confirmed sectors in both GSO and VSTerm.

Booking ID: 29528 >
PNR: **EJZG4A**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Moana	10011594	LHR	LHR	27 Feb 2022	27 Feb 2022	20	Economy	ALL ABOUT FLIGHTS

[Increase Group Size](#)
[Decrease Group Size](#)
[Split Group](#)
[Edit Trip Details](#)
[Edit Passenger Types](#)
[Cancel PNR](#)

ITINERARY PASSENGERS

virgin atlantic	VS	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
VS00117		23 Feb 2022 LHR 11:10am	23 Feb 2022 MIA 4:00pm	HK	O	20
VS00118		27 Feb 2022 MIA 5:50pm	28 Feb 2022 LHR 7:00am	HK	O	20

A revised contract will be created.

NEW REQUEST TASKS QUEUE REPORTING

Booking ID: **29528**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
Moana	10011594	LHR	MIA	27 Feb 2022	30	Economy	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE £1,500.00 GBP TOTAL DEPOSIT £1,500.00 GBP BALANCE DUE £14,186.10 GBP GROUP TOTAL £14,186.10 GBP
* Remaining Payment is subject to Terms and Conditions.

▲ Booking changed external to GSO. T&Cs and Invoices may no longer be valid. For confirmation of T&Cs and the current status of the payment information, please contact the airline.

[Compare Two Contracts](#)
[Cancel Booking](#)

[PNRS](#)
[CONTRACTS](#)
[PAYMENTS](#)
[NOTES](#)

Contract History

Version 2 - Thu, 26 Aug 2021 14:46 by Tara_Sales_Admin	Booking changes made external to GSO	View Contract	Download	G01	□
Version 1 - Mon, 23 Aug 2021 15:26 by Hannah_System_Admin		View Contract	Download	G01	□



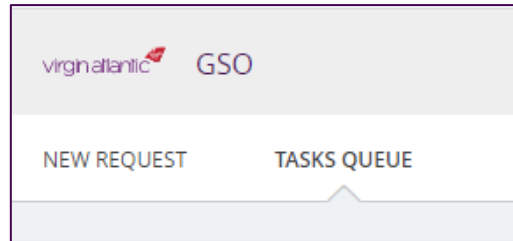
V2 May 2022

Strictly confidential

GSO – Schedule Change - Reviewed

Schedule change bookings that have been manually updated to Reviewed. Your customer may contact you to advise of their choice

- Click on Tasks Queue



- Go to Schedule Change



- Click Reviewed



All bookings updated to the queue will appear

Schedule Change							
Filter by: PNR Departure Date Origin Destination Booking ID Group Name Group Size Status Clear All							
STATUS Reviewed X							
PNR	ORIGIN	DESTINATION	DEPARTURE DATE	BOOKING ID	GROUP NAME	GROUP SIZE	
CMJG5W	TLV	JFK	Dec 12, 2021	26541	GroupPre/ABCD	12	
CMJVNC	LHR	LHR	Dec 20, 2021	26546	schd chng two	10	
CMJW8Z	LHR	LHR	Dec 21, 2021	26548	schd chng three	10	
CNRHMZ	LHR	TLV	Nov 5, 2021	28539	SC TEST ONE	15	
CNRIED	LHR	LHR	Nov 10, 2021	28540	SC TEST TWO	19	
CNRIFW	LHR	LHR	Nov 10, 2021	28540	SC TEST TWO	1	
EKCLYD	LHR	LHR	Mar 14, 2022	30530	BEAGLE	20	

Your customer/s have chosen to:

- Accept Schedule Change**

[Click Here](#)

- Request alternative flight option**

[Click Here](#)

- Cancel booking/s**

[Click Here](#)

GSO – Schedule Change – Reviewed – Cancel

- Click the expand triangle  for the booking you wish to view
- Click Remove 

▼	CMJG5W	TLV	JFK	Dec 12, 2021	26541	GroupPre/ABCD	12
UPDATE STATUS: <input type="button" value="Remove"/> <input type="button" value="Submit"/> <input type="button" value="View PNR Details"/>							

- Click Submit

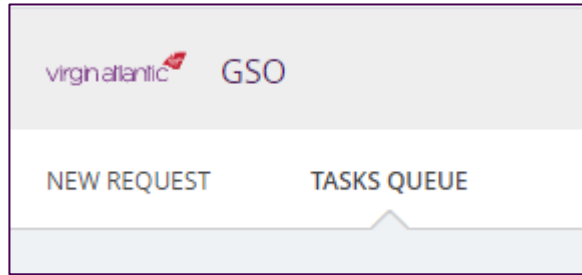
You will now need to cancel the PNR/s from your booked task queue

Next Steps



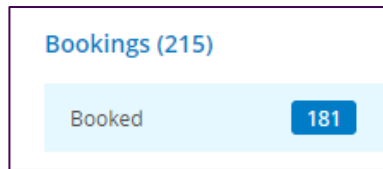
GSO – Schedule Change – Reviewed – Cancel - cont'd

- Click on Tasks Queue



- Go to Bookings

- Click Booked (once highlighted in blue)



- Find your booking – Line will turn blue

The screenshot shows a table of bookings. The second row is highlighted in blue. The table has columns for GROUP ID, BOOKING ID, SERIES ID, CREATION, GROUP NAME, GROUP TYPE, DEPARTURE, ORIGIN, DEST, SIZE (NR), CMP, AGENCY NAME, IATA, CREATED BY, STATUS, and WORKTEAM.

GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (NR)	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM
10001570	11859		Jun 1, 2021	Wine Trip Test	ADHOC	Nov 4, 2021	LHR	JNB	15	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001599	11664		Jun 1, 2021	test	ADHOC	Jan 15, 2022	LHR	TLV	12	Y	GOLD MEDAL	91215633	rmedrano_ad...	BOOKED	
10001590	11662		Jun 1, 2021	NYC TEST	ADHOC	Aug 15, 2021	LHR	JFK	19	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001569	11655		Jun 1, 2021	How to guide	SCHOOLS	Sep 19, 2021	LHR	IAD	30	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001573	11656		Jun 1, 2021	Discover California	CONFERENCE	Nov 7, 2021	LHR	LAX	20	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001575	11658		Jun 1, 2021	TEST Polgrims	ADHOC	Nov 1, 2021	LHR	BOS	22(1)	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001557	11641	1000173	May 31, 2021	GroupPreabcd	ADHOC	Jun 22, 2021	JFK	LHR	6	Y	TestOne_Travel_Agency	9111111	Lipika_System...	BOOKED	

- Click to open

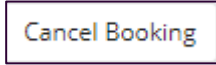
The screenshot shows a detailed view of a booking. At the top, it says 'Booking ID: 11665'. Below that, there is a table with columns for GROUP, GROUP ID, ORIGIN, DESTINATION, DEPARTS, SIZE (NR), COMPARTMENT, AGENCY, and SALES OFFICE. The booking is for a TESTING group, LHR origin, HRG destination, departing on 1 Oct 2021, with 18 (2) seats. The status is 'BOOKED' and the workteam is 'GROUP SALES HDQ'. There are tabs for 'PNRS', 'CONTRACTS', 'PAYMENTS', and 'NOTES'. Below the tabs, there is a table with columns for PNR LOCATOR, DEPARTS, ORIGIN, PAX (NR), CREATION DATE, LAST UPDATED DATE, LAST UPDATED VIA, STATUS, and NAMES. The booking is for PNR EYRZ, departing on 1 Oct 2021 at 22:30, with 18 (2) passengers, created on 1 Jun 2021, last updated on 1 Jun 2021, via GSO, with a status of 'BOOKED' and a name of 'PENDING'.

Next Steps



GSO – Schedule Change – Reviewed – Cancel - cont'd

- Click Cancel Booking



A prompt will appear

Cancel Booking Confirmation

If any PNRs within this booking have departed, they will not be canceled. All other PNRs will be canceled. Are you sure you want to cancel this group?

To continue

- Click Yes
- Update reason for rejection to other
- Add note i.e.
 - CANX VS0601/22MAR
 - MISCONNEX VS0104 WITH DL432/30OCT
 - TIME CHNGE VS0003/19SEP

Cancel Booking

Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

Schedule change unacceptable

Cancellation fees may apply, please refer to your contract for details.

⚠ Cancelling this PNR will cancel the entire booking. This operation cannot be undone.
Are you sure you want to cancel this booking?

- Click Cancel Booking

Booking ID: 11665

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
TESTING	10001604	LHR	HKG	1 Oct 2021	0	Y	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE: £0.00 GBP TOTAL DEPOSIT: £0.00 GBP BALANCE DUE: £0.00 GBP GROUP TOTAL: £0.00 GBP
* Remaining Payment is subject to Terms and Conditions.

✔ Your booking has been successfully canceled.

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX (INF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
EY9SEZ	1 Oct 2021 22:30	LHR	0 (0)	1 Jun 2021	1 Jun 2021	GSO	CANCELED	

Show 10 items per page

Confirmation that your booking has been successfully cancelled in both GSO and Air4



GSO – Schedule Change – Reviewed – Alternative

- Click the expand triangle  for the booking you wish to view

PNR	ORIGIN	DESTINATION	DEPARTURE DATE	BOOKING ID	GROUP NAME	GROUP SIZE
CMJG5W	TLV	JFK	Dec 12, 2021	26541	GroupPre/ABCD	12

UPDATE STATUS:

- Click View PNR Details

Booking ID: 29512 »
PNR: **EJXTMH**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Daffy Duck	10011564	LHR	LHR	12 Jan 2022	21 Jan 2022	12	Economy	TestThree_Agency

ITINERARY | PASSENGERS

airline	flight	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
virginatlantic	VS00019	12 Jan 2022 LHR 11:55am	12 Jan 2022 SFO 2:55pm	WK	O	12
virginatlantic	VS00019	12 Jan 2022 LHR 12:55pm	12 Jan 2022 SFO 3:55pm	SC	O	12
virginatlantic	VS00020	20 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	WK	O	12
virginatlantic	VS00020	21 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	SC	O	12

- Click Confirm Schedule Change

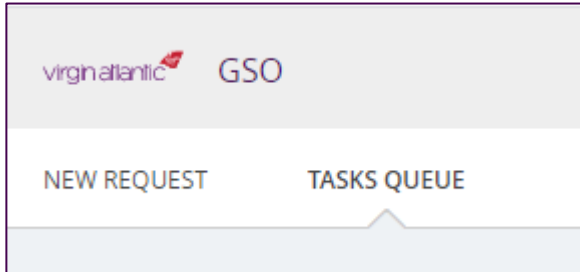
Next Steps



GSO – Schedule Change – Reviewed – Alternative cont'd

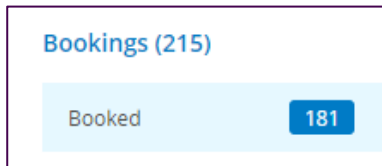
Return to your Tasks Queue

Click on Tasks Queue



- Go to Bookings

- Click Booked (once highlighted in blue)



NOTE
Group **MUST ALWAYS**
travel in one
direction together

Use the filters to search for the booking i.e. Group ID 10001871



- Click the booking (once highlighted in blue)

Offers (252)		Bookings																
Filter by:		Notes	Creation Date	Departure Date	Group ID	Booking ID	Series ID	POS	Group Name	Origin	Destination	Compartment	Agency Name	IATA	Created By	Status	Workteam	Clear All
Saved	96																	
Partial Booked	1																	
Booking Failed	142																	
Held	13																	
Outside Reservation (7)																		
Saved	0																	
		GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM	
		10001871	11723		Jun 10, 2021	California Wine Tasting	ADHOC	Nov 15, 2021	LHR	SFO	18	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED		

- Go to PNR's Tab

PNRS	CONTRACTS	PAYMENTS	NOTES																
PNR LOCATOR	DEPARTS	ORIGIN	PAK	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES											
DAQUDE	15 Nov 2021 11:55	LHR	10	7 Jun 2021	7 Jun 2021	GSO	BOOKED	PENDING											
DBRYGE	15 Nov 2021 11:55	LHR	8	10 Jun 2021	10 Jun 2021	GSO	BOOKED	PENDING											

Next Steps



GSO – Schedule Change – Reviewed – Accept

- Click the expand triangle  for the booking you wish to view

PNR	ORIGIN	DESTINATION	DEPARTURE DATE	BOOKING ID	GROUP NAME	GROUP SIZE
CMJG5W	TLV	JFK	Dec 12, 2021	26541	GroupPre/ABCD	12

UPDATE STATUS:

- Click View PNR Details

Booking ID: 29512 »
PNR: **EJXTMH**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Daffy Duck	10011564	LHR	LHR	12 Jan 2022	21 Jan 2022	12	Economy	TestThree_Agency

ITINERARY | PASSENGERS

airline	flight	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
virginatlantic	VS00019	12 Jan 2022 LHR 11:55am	12 Jan 2022 SFO 2:55pm	WK	O	12
virginatlantic	VS00019	12 Jan 2022 LHR 12:55pm	12 Jan 2022 SFO 3:55pm	SC	O	12
virginatlantic	VS00020	21 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	WK	O	12
virginatlantic	VS00020	21 Jan 2022 SFO 4:50pm	21 Jan 2022 LHR 11:05am	SC	O	12

- Click Confirm Schedule Change

Next Steps



GSO – Schedule Change – Reviewed – Accept cont'd

GSO will automatically update to show the newly confirmed sectors in both GSO and VSTerm.

Booking ID: 29528 >
PNR: **EJZG4A**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
Moana	10011594	LHR	LHR	27 Feb 2022	27 Feb 2022	20	Economy	ALL ABOUT FLIGHTS

[Increase Group Size](#)
[Decrease Group Size](#)
[Split Group](#)
[Edit Trip Details](#)
[Edit Passenger Types](#)
[Cancel PNR](#)

ITINERARY | PASSENGERS

virgin atlantic	VS	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
VS00117		23 Feb 2022 LHR 11:10am	23 Feb 2022 MIA 4:00pm	HK	O	20
VS00118		27 Feb 2022 MIA 5:50pm	28 Feb 2022 LHR 7:00am	HK	O	20

A revised contract will be created which can be sent to the customer/s.

NEW REQUEST | TASKS QUEUE | REPORTING

Booking ID: **29528**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
Moana	10011594	LHR	MIA	27 Feb 2022	30	Economy	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE: £1,500.00 GBP
 TOTAL DEPOSIT: £1,500.00 GBP
 BALANCE DUE: £14,186.10 GBP
 GROUP TOTAL: £14,186.10 GBP

* Remaining Payment is subject to Terms and Conditions.

⚠ Booking changed external to GSO Ts&Cs and Invoices may no longer be valid. For confirmation of Ts&Cs and the current status of the payment information, please contact the airline.

[Compare Two Contracts](#)
[Cancel Booking](#)

PNRS | **CONTRACTS** | PAYMENTS | NOTES

Contract History

Version 2 - Thu, 26 Aug 2021 14:46 by Tara_Sales_Admin	Booking changes made external to GSO	View Contract	Download	G01	□
Version 1 - Mon, 23 Aug 2021 15:26 by Hannah_System_Admin		View Contract	Download	G01	□



V2 May 2022

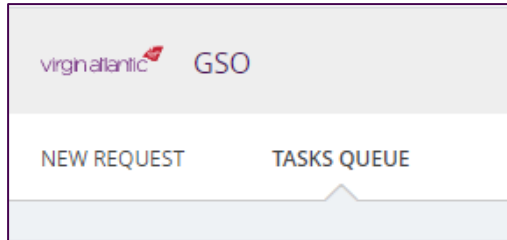
Strictly confidential



GSO – Schedule Change - Removed

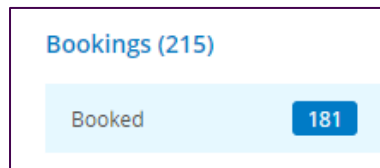
Removed task queue should only contain booking/s where the schedule change is not acceptable and customer/s wishes to cancel. You will now need to cancel the PNR/s from your booked task queue.

- Click on Tasks Queue



- Go to Bookings

- Click Booked (once highlighted in blue)



- Find your booking – Line will turn blue

GROUP ID	BOOKING ID	SERIES ID	CREATION	GROUP NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE (P/R)	CMP	AGENCY NAME	ASA	CREATED BY	STATUS	WORKTEAM
10001570	11659		Jun 1, 2021	Wine Trip Test	ADHOC	Nov 4, 2021	LHR	JNB	15	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001599	11664		Jun 1, 2021	test	ADHOC	Jan 15, 2022	LHR	TLV	12	Y	GOLD MEDAL	91215633	rmedrano_ad...	BOOKED	
10001590	11662		Jun 1, 2021	NYC TEST	ADHOC	Aug 15, 2021	LHR	JFK	19	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001569	11655		Jun 1, 2021	How to guide	SCHOOLS	Sep 19, 2021	LHR	IAD	30	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001573	11656		Jun 1, 2021	Discover California	CONFERENCE	Nov 7, 2021	LHR	LAX	20	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001575	11658		Jun 1, 2021	TEST Polgrims	ADHOC	Nov 1, 2021	LHR	BOS	22(1)	Y	ALL ABOUT FLIGHTS	9125173	Tara_Sales_Ad...	BOOKED	
10001557	11641	1000173	May 31, 2021	GroupPrelabcd	ADHOC	Jun 22, 2021	JFK	LHR	6	Y	TestOne_Travel_Agency	9111111	Lipika_System...	BOOKED	

- Click to open

Booking ID: 11665

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (P/R)	COMPARTMENT	AGENCY	SALES OFFICE
TESTING	10001604	LHR	HRG	1 Oct 2021	18 (2)	Y	ALL ABOUT FLIGHTS	GROUP SALES HQ

DEPOSIT DUE: £900.00 GBP TOTAL DEPOSIT: £900.00 GBP BALANCE DUE: £13,711.20 GBP GROUP TOTAL: £13,711.20 GBP

* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNRS CONTRACTS PAYMENTS NOTES

PNR LOCATOR	DEPARTS	ORIGIN	FAK (P/R)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
EYWEZ	1 Oct 2021 22:30	LHR	18 (2)	1 Jun 2021	1 Jun 2021	GSO	BOOKED	PENDING

Show 10 items per page

Next Steps

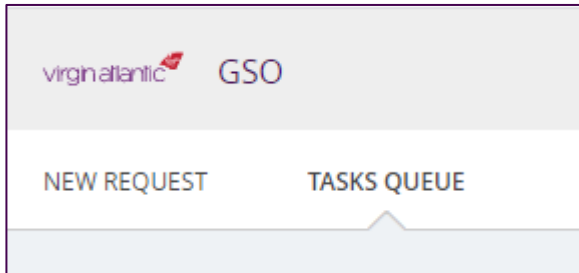


GSO – Schedule Change – Removed cont'd

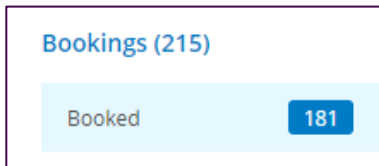
Booked tasks queue will contain all bookings that have been held both internally and externally, this will include live and expired offers.

Daily check of the booked offers queue

- Click on Tasks Queue

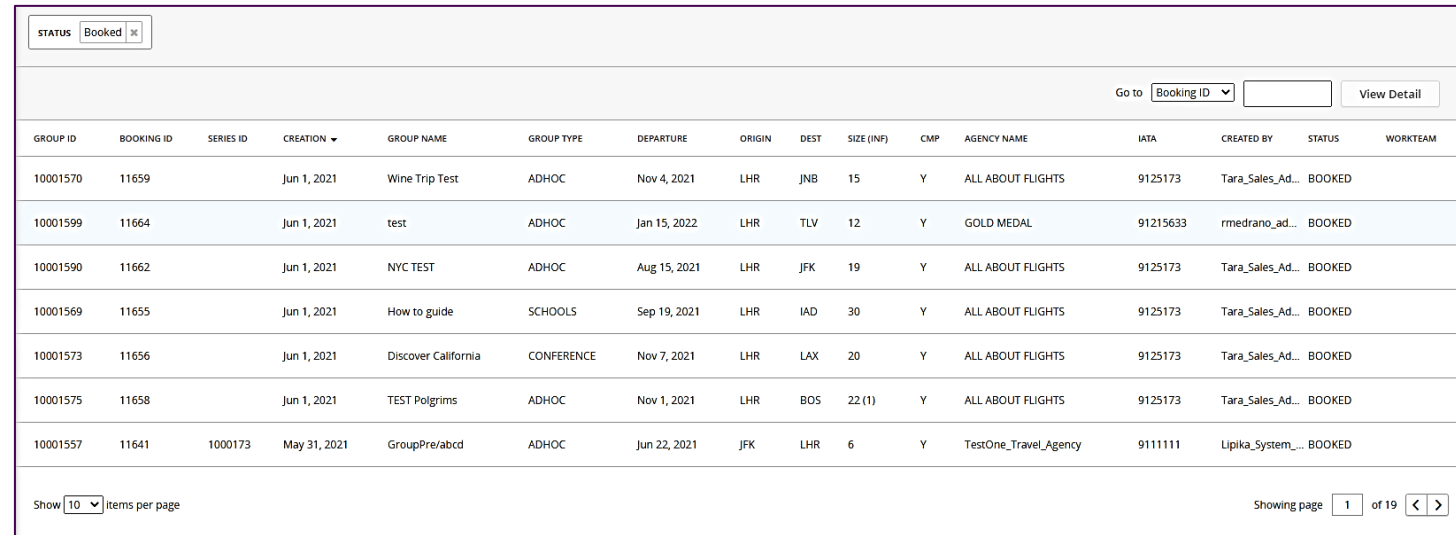


- Go to Bookings
- Click Booked (once highlighted in blue)



Review the booking options due to expire.

- For bookings that require attention
- Find your booking – Line will turn blue
- Click to open

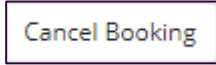
A screenshot of a booking table in the GSO interface. The table has a header row with columns: GROUP ID, BOOKING ID, SERIES ID, CREATION, GROUP NAME, GROUP TYPE, DEPARTURE, ORIGIN, DEST, SIZE (INF), CMP, AGENCY NAME, IATA, CREATED BY, STATUS, and WORKTEAM. The table contains 10 rows of booking data. The first row is highlighted in blue. At the top of the table, there is a 'STATUS' filter dropdown set to 'Booked'. At the bottom, there is a 'Show 10 items per page' and 'Showing page 1 of 19'.

Next Steps



GSO – Schedule Change – Removed cont'd

- Click Cancel Booking



A prompt will appear

Cancel Booking Confirmation

If any PNRs within this booking have departed, they will not be canceled. All other PNRs will be canceled. Are you sure you want to cancel this group?

To continue

- Click Yes
- Update reason for rejection to other
- Add note i.e.
 - CANX VS0601/22MAR
 - MISCONNEX VS0104 WITH DL432/30OCT
 - TIME CHNGE VS0003/19SEP

Cancel Booking

Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

Schedule change unacceptable

Cancellation fees may apply, please refer to your contract for details.

▲ Cancelling this PNR will cancel the entire booking. This operation cannot be undone. Are you sure you want to cancel this booking?

- Click Cancel Booking

Booking ID: 11665

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
TESTING	10001604	LHR	HKG	1 Oct 2021	0	Y	ALL ABOUT FLIGHTS	GROUP SALES HDQ

DEPOSIT DUE: £0.00 GBP TOTAL DEPOSIT: £0.00 GBP BALANCE DUE: £0.00 GBP GROUP TOTAL: £0.00 GBP
* Remaining Payment is subject to Terms and Conditions.

✔ Your booking has been successfully canceled.

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX (INF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
EY9SEZ	1 Oct 2021 22:30	LHR	0 (0)	1 Jun 2021	1 Jun 2021	GSO	CANCELED	

Show 10 items per page

Confirmation that your booking has been successfully cancelled in both GSO and the airlines PSS



Groups with other airlines included

For request that include other airlines including our Airline Partner Delta ,you will need to contact your Virgin Atlantic Group Sales Office, gsosupport@fly.virgin.com . The team will get back to you within 48hrs to advise you of all the details.

Provide the below information

- Your IATA
- Group Name

- Outbound details
 - Route
 - Date of travel
 - Compartment
- Inbound Details
 - Route
 - Date of Travel
 - Compartment
- Number of passengers including
 - Adults
 - Children
 - Infants with seats
 - Infants without seats



GSO – Escalations

GSO will not always evaluate automatically and certain scenarios will require a review by the Airline.

At present the full escalation process through GSO is not available which will require a note via GSO or email to be sent to your Group Sales Office gsosupport@fly.virgin.com

Just click on what you'd like to know more about

Fare Authorisation

Delight

Whole
aircraft/cabin

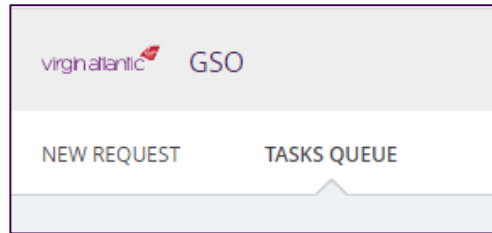


GSO – Escalations

Escalations task queues will contain all escalations that you have requested to Sales.

You can manage your bookings from this task queue

- Click on Tasks Queue



- Go to Escalations [Escalations \(318\)](#)

Escalated to Airline is a view only queue [Escalated to Airline 116](#)

- You need to check Resolved by Airline and Rejected by Airline

[Resolved by Airline 12](#)

[Rejected by Airline 10](#)

Just click on what you'd like to know more about

Resolved by
Airline

Rejected by
Airline

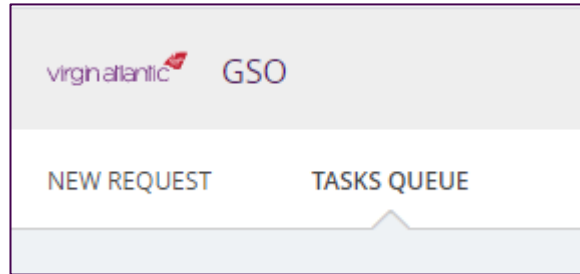


GSO – Escalations Fare authorisation

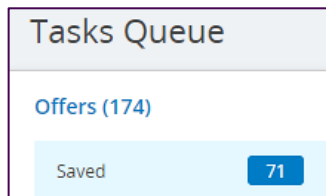
Fare authorisation can only be made on Saved Offers only.

Use the standard new request process to Save Offer for your group

- Click on Tasks Queue



- Go to Offers
- Go to Saved



- Find your booking – Line will turn blue
- Click to open

Tasks Queue													
Offers (291)													
Filter by: Notes Offer Expiration Date Creation Date Request Type Group ID Series ID Group Name POS Origin Destination Departure Date PAX Compartment Status Agency Name Clear All													
IATA Created By													
STATUS Saved													
GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX (INF)	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	IATA	CREATED BY
10013449		GroupPre/FGI TEST FARE AUTH	GB	LHR	BOS	May 23, 2022	30	Y	Saved	Oct 22, 2021	TestOne_Trave...	9111111	Tara_TA
10013283		GroupPre/Test	GB	LHR	JFK	Nov 15, 2021	11	Y	Saved	Oct 15, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10012822		GroupPre/abcd	GB	LHR	JFK	Oct 25, 2021	100	Y	Expired	Sep 18, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10012157	1000851	GroupPre/TEST SERIES	GB	LHR	TLV	Nov 1, 2021	30	Y	Expired	Sep 4, 2021	TestOne_Trave...	9111111	YO_GSO_VS_TA
10012132	1000847	GroupPre/abcd	GB	LHR	JFK	Sep 2, 2021	36	Y	Expired	Sep 4, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10011761		GroupPre/Wine Test	GB	LHR	JNB	Nov 21, 2021	30	Y	Expired	Aug 27, 2021	TestOne_Trave...	9111111	Tara_TA
10011511	1000803	GroupPre/abcd	GB	JFK	LHR	Sep 1, 2021	96	Y	Expired	Aug 23, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10011173		GroupPre/My Birthday	GB	LHR	JFK	Nov 5, 2021	8	J	Expired	Aug 16, 2021	TestOne_Trave...	9111111	Michelle_TA
10011156		GroupPre/Test	GB	LHE	LHR	Sep 15, 2021	12 (1)	Y	Expired	Aug 16, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...
10011154		GroupPre/testingupdate	GB	LHE	LHR	Sep 15, 2021	12 (1)	Y	Expired	Aug 16, 2021	TestOne_Trave...	9111111	Lipika_Travel_A...

Next Steps



GSO – Escalations Fare Authorisation

- Click Notes
- Update the applicable information

Enter Note:

FARE AUTHORISATION

Competitor is offering Base 27GBP and Fuel 75GBP per adult, please can you review and confirm if you will match

Save Cancel

- Click Save

Your Group Sales Office will review and accept or reject the requested Fare Authorisation via notes.

Example responses

Tara_Sales_Admin, Offer Management
FARE AUTHORISATION ACCEPTED Details have been updated
8 Oct 2021 at 11:18

Tara_Sales_Admin, Offer Management
FARE AUTHORISATION REJECTED Unable to authorise fare
8 Oct 2021 at 11:17

Tara_Sales_Admin, Offer Management
FARE AUTHORISATION REJECTED Fare can be offered on new dates 24 May 01 Jun
8 Oct 2021 at 11:17



GSO – Escalations - Delight

Should you have a group looking to travel in our Delight service you will need to raise a request to your Group Sales Office this will be processed by your Group Sales Office and GSO will not be used.

- Compose your email to gsosupport@fly.virgin.com
- To include:
- Subject – **UK Group LHR Mia - Delight**
 - Route **LHRMIALHR**
 - Departure date **19 OCT 2021**
 - Return date **31 Oct 2021**
 - Compartment **Economy Delight**
 - Group Size **25**
 - Group name **TGL Test**

Your Group Sales Office will evaluate your request and respond via email.

If rejected - you may wish to seek alternatives

If accepted – advise your customer/s

- Should they reject advise the reason to your Group Sales Office
- Should they accept advise your Group Sales Office, who will create your booking and provide you will your contract.

All servicing for your Delight booking will be processed your Group Sales Office.



GSO – Escalations – Whole Cabin/Aircraft, Frequency

Should you have a group looking to request a whole cabin or even the whole aircraft; you will need to raise a request to your Group Sales Office this will be processed by your Group Sales Office and GSO will not be used.

Compose your email to gsosupport@fly.virgin.com

To include:

- Subject – **UK Group LHR MIA – Whole Aircraft/Full Premium Cabin/Extra Service**
 - Route **LHRMIALHR**
 - Departure date **18 OCT 2021**
 - Return date **31 Oct 2021**
 - Compartment **Whole Aircraft/Full Premium Cabin**
 - Extra Service **For both the departure and return date**
 - Group Size **455**
 - Group name **TGL Test**

Your Group Sales Office will evaluate your request and respond via email.

If rejected - you may wish to seek alternatives

If accepted – advise your customer/s

- Should they reject advise the reason to your Group Sales Office
- Should they accept advise your Group Sales Office, who will create your booking and provide you will your contract.

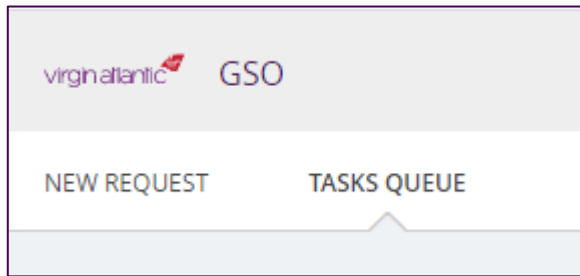
All servicing for your booking will be processed your Group Sales Office.



GSO – Resolved by Airline

Escalations that have been Resolved by Airline will be contained in the task queue.

- Click on Tasks Queue



- Go to Escalations **Escalations (318)**

- Click Rejected by Airline **Resolved by Airline 12**

Filter by:	Group ID	Series ID	Group Name	Group Type	Reason For Travel	Status	Creation Date	Departure Date	Trip Type	POS	Origin	Destination	PAX	Reason	Clear All
WTAHR						Resolved by Airline									
GROUP ID	SERIES ID	GROUP NAME	STATUS	REASON	POS	CREATION DATE	GROUP TYPE	REASON FOR TRAVEL	TRIP TYPE	DEPARTS ON	ORIGIN	DEST	PAX		
10012568		GroupPre/Test	Resolved by Airline	Auto Quote Inhibited	GB	Sep 7, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	10		
10012186		GroupPre/Test	Resolved by Airline	Cross Cabin	GB	Sep 2, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11		
10008272		GroupPre/Test	Resolved by Airline	Auto Quote Inhibited	GB	Jul 20, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11		
10008262		GroupPre/Test	Resolved by Airline	Auto Quote Inhibited	GB	Jul 20, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11		
10008019	1000553	GroupPre/abcd	Resolved by Airline	Cross Cabin	GB	Jul 19, 2021	Adhoc	Adhoc	One Way	Aug 18, 2021	LHR	JFK	12		
10008873		GroupPre/abcd	Resolved by Airline	Auto Quote Inhibited	GB	Jul 13, 2021	Students	Students	One Way	Sep 2, 2021	LHR	HKG	12		
10005681		GroupPre/Songa OODR FM	Resolved by Airline	Outside Reservation Window	GB	Jul 7, 2021	Adhoc	Conference	One Way	Jul 11, 2022	LHR	BOS	10		
10004581		GroupPre/TEST RM	Resolved by Airline	Manual Review	GB	Jun 30, 2021	Adhoc	Adhoc	One Way	Sep 11, 2021	LHR	JFK	10		
10000130		GroupPre/abcd	Resolved by Airline	Auto Quote Inhibited	GB	Jun 10, 2021	Adhoc	Adhoc	One Way	Dec 16, 2021	LHR	BGI	12		
10000277		GroupPre/abcd	Resolved by Airline	Cross Cabin	GB	Jun 9, 2021	Adhoc	Adhoc	One Way	Dec 29, 2021	LHR	BGI	12		
10000272		GroupPre/abcd	Resolved by Airline	Auto Quote Inhibited	GB	Jun 9, 2021	Adhoc	Adhoc	One Way	Dec 15, 2021	LHR	BGI	12		
10000266		GroupPre/abcd	Resolved by Airline	Fare Authorization	GB	Jun 9, 2021	Adhoc	Adhoc	One Way	Jul 14, 2021	LHR	JFK	12		

Click the expand triangle for the booking escalation details you wish to view

DEPARTS ON	DEPARTS FROM	AGENCY NAME	DETAILS	LATEST NOTE
Jul 14, 2021	London, LHR	TestOne_Travel_Agency	Escalated offer.	Lipika_Sales Jun 9, 2021 hey we changed fare

ACTIONS: View Details

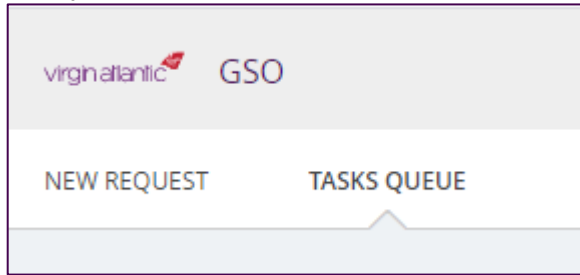


GSO – Rejected by Airline

Escalations that have been rejected by Airline will be contained in the task queue.

No action can be made to these bookings, information can be viewed only.

- Click on Tasks Queue



- Go to Escalations **Escalations (318)**

- Click Rejected by Airline **Rejected by Airline 10**

Offers (291)	Escalations															
<ul style="list-style-type: none"> Saved 122 Partial Booked 1 Booking Failed 103 Held 11 Expired 176 Outside Reservation (0) Saved 0 Pending 0 Failed 0 Bookings (604) Booked 514 Cancelled 94 Timelines (30) Deposits 3 Final Payments 12 Names 15 Schedule Change (1) New 0 Reviewed 1 Removed 0 	Filter by:	Group ID	Series ID	Group Name	Group Type	Reason For Travel	Status	Creation Date	Departure Date	Trip Type	POS	Origin	Destination	FAK	Reason	Clear All
	STATUS: Rejected by Airline (10)															
GROUP ID	SERIES ID	GROUP NAME	STATUS	REASON	POS	CREATION DATE	GROUP TYPE	REASON FOR TRAVEL	TRIP TYPE	DEPARTS ON	ORIGIN	DEST	FAK			
10008826		GroupPre/Test	Rejected by Airline	Auto Quote Inhibited	GB	Jul 23, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11			
10008824		GroupPre/Test	Rejected by Airline	Auto Quote Inhibited	GB	Jul 23, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11			
10008820		GroupPre/Test	Rejected by Airline	Auto Quote Inhibited	GB	Jul 23, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11			
10008810		GroupPre/Test	Rejected by Airline	Auto Quote Inhibited	GB	Jul 22, 2021	Adhoc	Adhoc	One Way	Oct 8, 2021	LHR	JFK	11			
10004939		GroupPre/TEST	Rejected by Airline	Auto Quote Inhibited	GB	Jul 2, 2021	Conference	Conference	Round Trip	Mar 1, 2022	LHR	BOS	10			
10002052		GroupPre/abcd	Rejected by Airline	Auto Quote Inhibited	GB	Jun 9, 2021	Adhoc	Adhoc	One Way	Dec 24, 2021	LHR	BGI	12			
10002049		GroupPre/abcd	Rejected by Airline	Auto Quote Inhibited	GB	Jun 9, 2021	Adhoc	Adhoc	One Way	Dec 24, 2021	LHR	BGI	12			
10000679		abcd	Rejected by Airline	Auto Quote Inhibited	GB	Apr 26, 2021	Adhoc		One Way	May 30, 2021	LHR	JFK	12			
10000674		abcd	Rejected by Airline	Auto Quote Inhibited	GB	Apr 26, 2021	Adhoc		One Way	May 31, 2021	LHR	JFK	12			
10000664		abcd	Rejected by Airline	Auto Quote Inhibited	GB	Apr 26, 2021	Adhoc		One Way	May 21, 2021	LHR	JFK	12			

Click the expand triangle  for the booking escalation details you wish to view

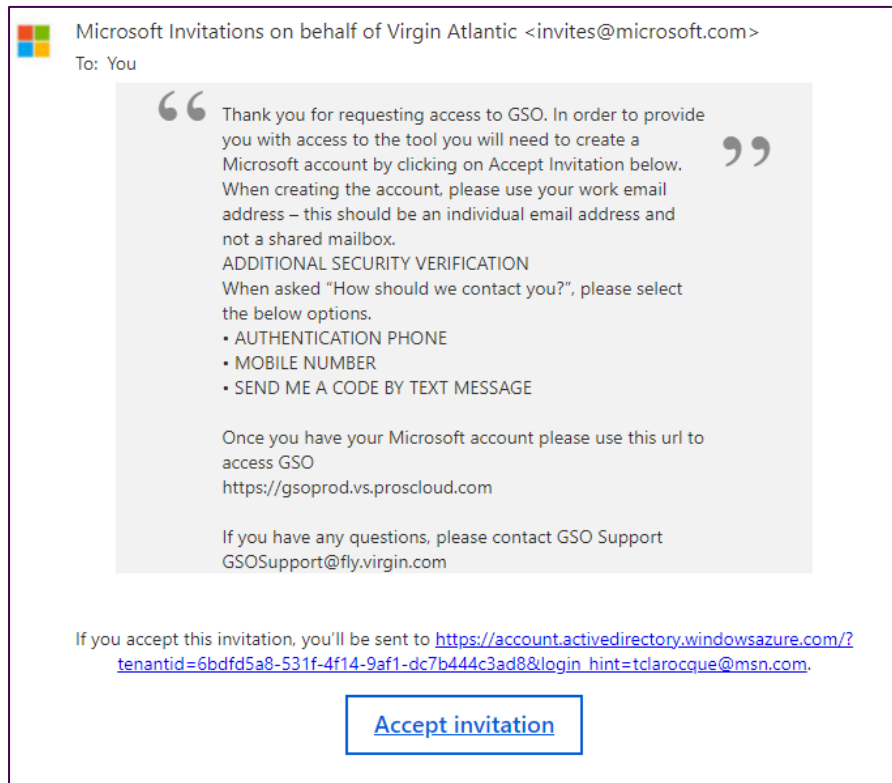
DEPARTS ON	RETURN	DEPARTS FROM	AGENCY NAME	DETAILS	LATEST NOTE
Mar 1, 2022	Mar 15, 2022	London, LHR	TestOne_Travel_Agency	Manual review required.	<p>Test_Sales Jul 2, 2021</p> <p>Sorry we can't take this group</p>



GSO – Access set up

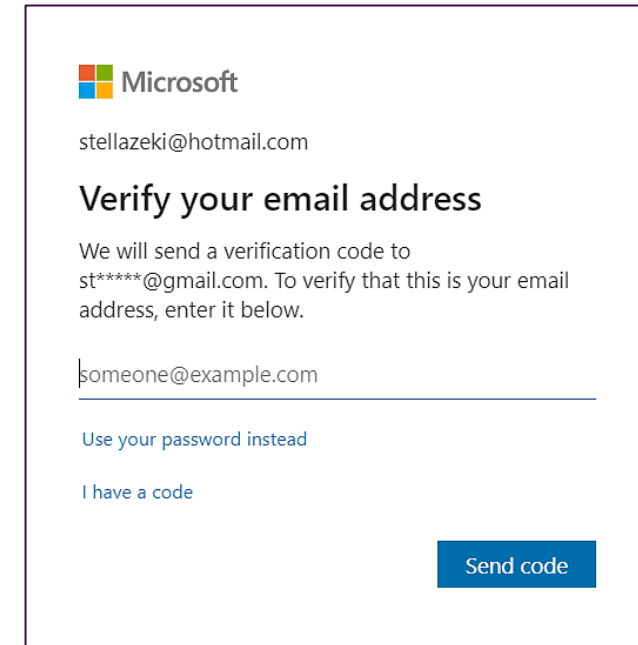
Once you have received your invitation email

- Copy the URL provided <https://gsoprod.va.proscloud.com/>
- Click “Accept Invitation”



You will be asked to verify your email address

- Add your email address
- Click send code



- Once received enter your verification code

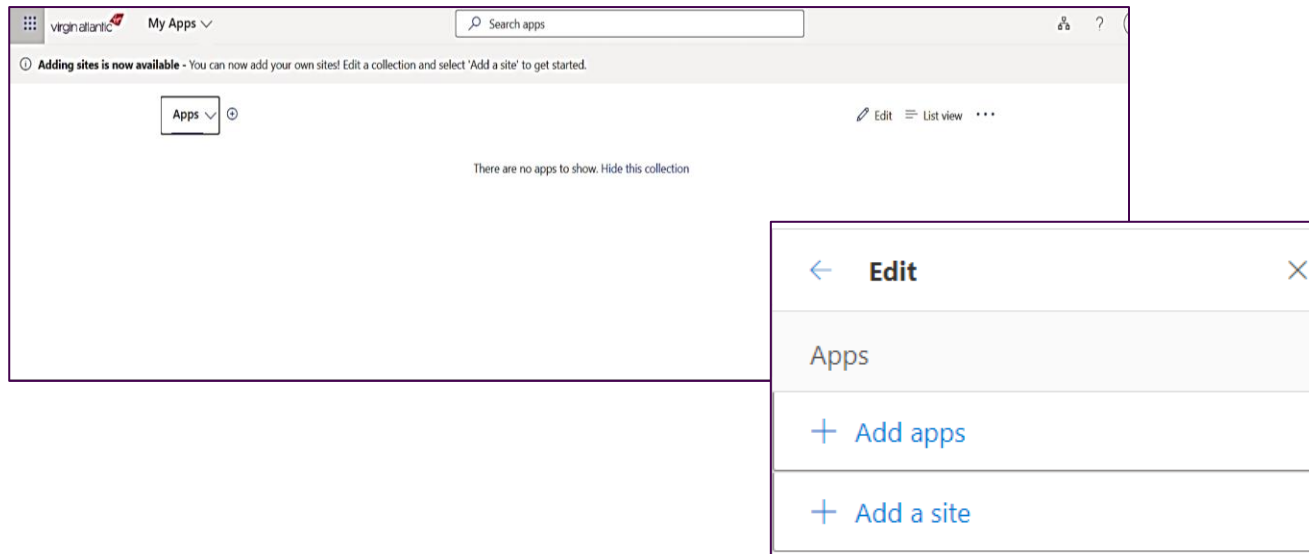
Next Steps



GSO – Access set up

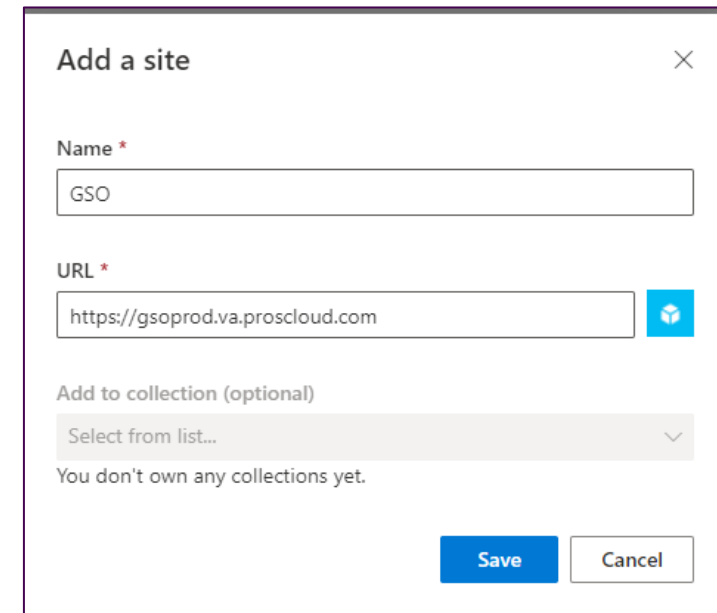
An Virgin Atlantic apps page will open

- Click edit
- Click + Add site



Add the GSO URL

- <https://gsoprod.va.proscloud.com>
- Click Save

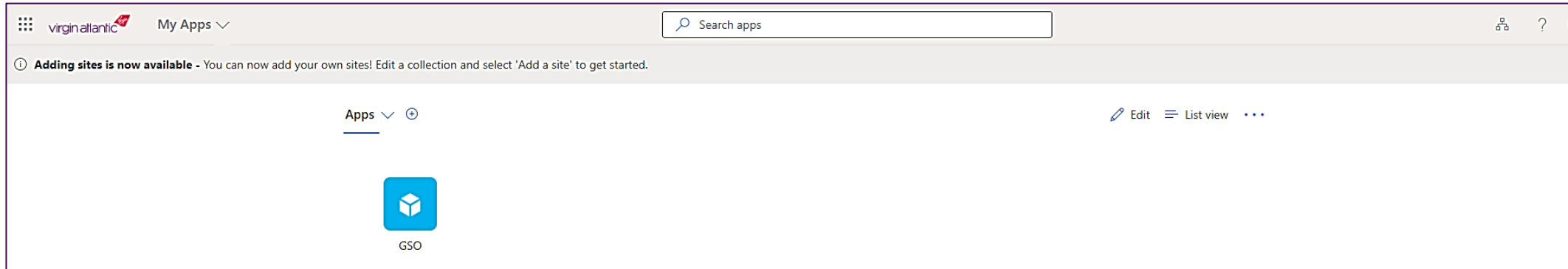


Next Steps



GSO – Access set up

GSO will now appear in your apps



- Click GSO

Next Steps



GSO – Access set up

NOTE
You may need to choose an account – make sure it's the email you provided us

Sign In page will appear

- Enter your email address

Additional verification will be required

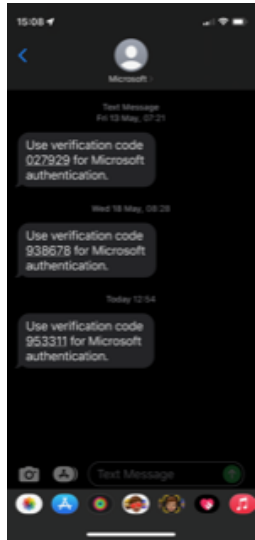
- How should we contact you?
 - Choose authentication phone
 - Select your country or region
- Method
 - Send me a code by text message
 - Enter your telephone number
- Click Next

Next Steps



GSO – Access set up

You will receive your code via text message



- Update the verification code

Enter code

We've texted your phone +XX XXXXXXXX92. Please enter the code to sign in.

Code

Having trouble? [Sign in another way](#)

[More information](#)

This system is for Virgin Atlantic Airways and Virgin Holidays staff. If you are anyone else we're afraid to say that you must not proceed. Unauthorised use, including using someone else's login credentials can be a criminal offence. Remember that use of any of our systems or processing of personal data is governed by our policies (which can be found on our Intranet) and any activity may be monitored or recorded.

GSO will now open and you're all set

virginatlantic GSO

NEW REQUEST TASKS QUEUE

Trip Details

From Depart Date Compartment

To Return Date Compartment

Passenger Information

Adults Children Infants (NS) Infants (INF)

Group Information

Group Name GSO Group Type Reason For Travel

