

Guide to Transferring Tickets to a New TMC

Overview

This process outlines the steps for agents to follow when transferring the management of tickets issued by one Travel Management Company (TMC) over to another TMC on behalf of a corporate customer.

The original TMC must provide written notice including the details of the new TMC as well as authorisation for the change in TMC management. This includes transferring ownership of all existing bookings and unused tickets.

Once ownership has been transferred, the new TMC will need to call the Virgin Australia Industry support team to manage existing bookings and unused tickets as they will not have the ability to manage these tickets through their GDS.

How to request tickets to be moved to a new TMC

Email the below information through to va.agentshelpdesk@virginaustralia.com

- › Notice of change of TMC from the corporate customer advising of a change in TMC along with the details of the new TMC including their IATA and the date the change in ownership commences.
- › Authority from the TMC to transfer ownership of the existing bookings and tickets, including unused tickets
- › Contact information of the new TMC that the tickets are to be transferred to
- › A full list of all VCR's in an excel spreadsheet, to be transferred to the new TMC

Note for new TMC

When ready to use the tickets:

- › Create a new booking
- › Identify what ticket will be used towards the new booking
- › Call Virgin Australia Industry Support team who will assist with the exchange

Please refer to our Ticketing Policy for more information on these processes.

Important Note

This process is specifically for the movement of VCRs from one TMC to another. It is the responsibility of the corporate customer to advise their Virgin Australia Account Manager of any changes to their nominated TMC so all associated administrative changes can be made.