Travelport Cruise & Tour™ Best Practice Cruise

Quick Reference - Book / Display / Pay

Travelport

Book a Cruise - Best Practice Quick Reference

In this Quick Reference

- **Basic Steps to Book – pg 1**
- **Find a Cruise Booking and Make Payment – pg 9**
- **Find a Cruise Booking and Cancel – pg 10**
- **Find an invoice – pg 11**

Basic Steps

1. Products Menu-select Quick Cruise
2. Enter cruise search criteria.
3. Select a cruise date and check availability.
4. Select number/type of passengers, and residency.
5. Select a rate code.
6. Select a cabin category.
7. Select a specific cabin.
8. Quote price to customer.
9. Enter Customer Information.
10. Review details and select Hold or Purchase.

STEP 1:
Products Menu

- Click the Quick Cruise option from the Products menu

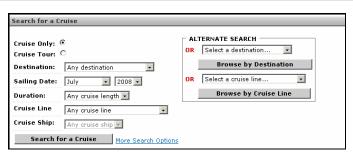## STEP 2:
Enter Cruise Search Criteria

Focus your search criteria by asking your customer questions.

- Click the More Search Options link to narrow your search.
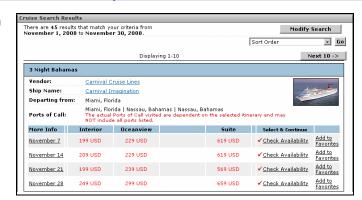- Enter the search criteria that best fits your customer's needs/desires and **click Search for a Cruise**.

This page displays all of the cruises available for the search criteria you entered.

To view additional information about the ship, click the ship name link. From this link you can click other links that provide every detail about the ship including statistics, decks, stateroom layouts and more.

Prices shown in RED are cached prices and are for reference only.

• Find a suitable date for your client, and **click Check Availability**.

Cruise Search Results

There are **45** results that match your criteria from **November 1, 2008** to **November 30, 2008.**

Modify Search

Sort Order [▾] Go

Displaying 1-10 Next 10 ->

3 Night Bahamas

Vendor:	Carnival Cruise Lines
Ship Name:	Carnival Imagination
Departing from:	Miami, Florida
Ports of Call:	Miami, Florida	Nassau, Bahamas	Nassau, Bahamas The actual Ports of Call visited are dependent on the selected itinerary and may NOT include all ports listed.

More Info	Interior	Oceanview		Suite	Select & Continue	
November 7	199 USD	229 USD		619 USD	✔Check Availability	Add to Favorites
November 14	209 USD	229 USD		619 USD	✔Check Availability	Add to Favorites
November 21	199 USD	239 USD		569 USD	✔Check Availability	Add to Favorites
November 28	249 USD	299 USD		659 USD	✔Check Availability	Add to Favorites

Select Number/Type of Passengers

Options on this page include:

• **Click the View Itinerary link** to review the itinerary with your customer before proceeding.

• **Select the number** of Adults Seniors/Children/infants.

• **Select State/Province** – you are prompted if this information is required.

• **Select Include cruise line airfare?** if applicable. A sub menu appears requesting airport code.

• **Select Past Passenger**, if applicable A sub menu opens requesting past passenger information.

Note: The currency default for Canadian agencies is $CAD. Some cruise lines will offer an option to display rates in either $CAD or $USD. When this option is available, the following dropdown list will appear on this page.

)Carnival.
The Fun Ships.

Ship Name: Carnival Imagination
Plan Name: 3 Night Bahamas Cruise
Departing: November 7, 2008 View Itinerary | Add to Favorites
Departure Port: Miami, Florida

Select the number of guests to view pricing and availability for this cruise. If you would like to reserve more than one cabin, complete your booking then repeat the search for this sailing to add additional cabins. For 8 or more cabins please contact us for low group rates.

Adults: [2 ▾] (13 to 54 years old) **Seniors:** [- ▾] (55 years old and older)

Children: [- ▾] (2 to 12 years old) **Infants:** [- ▾] (6 to 23 months)

☐ **US/Canada resident?** ☐ **Include cruise line airfare?**

☐ **Past Passenger?**

[New Search] [<- Available Dates] [Continue ->]

Select Currency: [$ CAD ▾]
$ CAD
$ USD

Select the currency type from the dropdown list. The Rates displayed on subsequent pages in the booking process will default to the currency code selected.

• **Click Continue** to view cruise pricing and availability.

• **Note**: If you would like to reserve more than one cabin, complete the booking and repeat the search for this sailing.
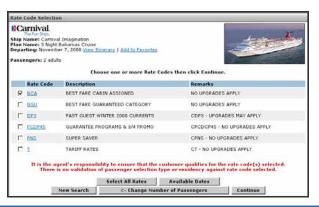
STEP 5:

Select a Rate Code

Select Rate Code

- Click the Rate Code link to view additional information about the rate code.
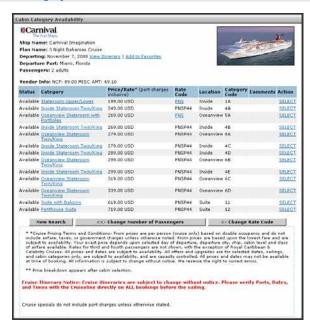- Click to select one or more rate codes from the list, and click Continue.

STEP 6:

Select a Cabin Category

Select a Cabin Category

- Use the links in the Category column to view photos and information about the cabin.
- You can also click the View Itinerary link and/or click Add to Favorites to add this sailing to your favorites.
- Click **Select** to select a cabin Category and continue.

STEP 7:

Select a Cabin

Select a Cabin

- Cabin numbers are listed in the first column. Deck names are also listed. Click the Deck name link to see where the cabin is located on a specific deck.
- You can also click the View Itinerary link and/or click Add to Favorites to add this sailing to your favorites.
- Click **Select** to select a cabin and continue.

STEP 8:

Quote the Price

Quote the Price

The pricing summary appears at the top of the page.

Quote the price and determine if your customer is ready to purchase.

If yes: Go to Step 9.

If no: You can quote the rate and stop here.

STEP 9:
Find/Enter Passenger Information
Cruise Options Page

In this step you have two options.

1. Enter Passenger Information
2. Search for a Customer

Your agency may advise you to select one of these options as your best practice:

Enter Passenger Information	Search for a Customer
To enter passenger information: 1. Take the Default, **No**. *[Preferences form image]* 2. Select from the preferences offered, and move down. **Note**: Preferences offered vary depending on the cruise line. 3. Enter Passenger Information (see next page).	Check to see if this is passenger is already present in Travelport Cruise & Tour. 1. Click **Yes**. *[Preferences form image]* 2. **Select Search All Customers** if you want to search all of the customers for your agency/network. 3. Click the **Search** button to proceed. 4. If no matching customer is found, an empty pop up appears. *[Customer Search Results image]* – Click **X** to close the pop-up. – Click **No** (Search for Customer Profile). 5. Move down and **enter Passenger Information** as in option **1 Enter Passenger Information** (on the left). 6. If a match is found, **click the link for the name you want** to select. The popup closes and the Passenger Information area below is populated. *[Customer Search Results image]* 7. Select from the preferences offered, and move down. **Note**: Preferences offered vary depending on the cruise line. 8. **Enter/Modify Passenger Information** (see next page).

Travelport Cruise & Tour™

Entering Passenger Information

- If you search for a customer name and Travelport Cruise & Tour found a match, the customer name is entered into Passenger #1 in the Passenger Information area. You can edit this information.

- If you did not search for a customer, there may be passenger name information present on the page, which you will need to edit.

To enter Passenger Information:

1. **Enter the required fields**, marked with an asterisk (*). Enter the phone number without spaces.

2. **Enter the email address** so you can mail the itinerary to them.

- Select your Cruise Options.

  The appearance of cruise options will vary depending on the cruise line.

- Click **Continue**.

When this step is complete :

The customer's name is recorded in Travelport Cruise & Tour.

Cruise Payment and Review page opens.

The Cruise Cost, Cruise Itinerary and Passenger Information are reviewed on this page.

Review this information with your customer.

Important! At this point in the process you have a limited period of time to complete the cruise booking. The time left is noted in RED in the Cruise Cost section at the top.

- Determine if your customer wants to Pay a Deposit/Purchase the cruise, or put it on Hold.
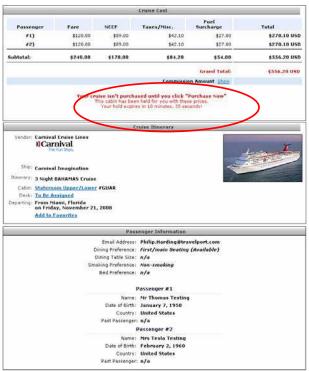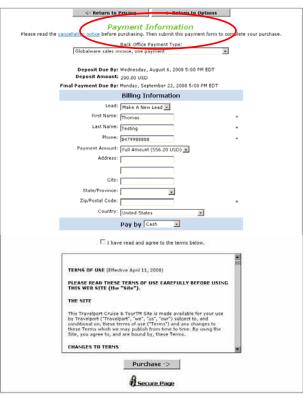
Move down to the Payment Information area.

To Pay a Deposit or Purchase:

1. Click Cancellation Notice link and read it before beginning the purchase process.
2. Enter **Billing Information** into the fields provided.
3. If applicable, click the **Back Office Payment Type** drop-down to select the payment option your customer prefers. *What you enter here affects the Payment Amount below.*
4. Enter the First/Last Name, Phone number, address, City, State and Zip code **of the person making payment.**
5. Select a **Pay By** option from the dropdown list.

   If credit card is selected, additional fields open. Complete the required credit card fields.
6. Read and Select '**I have Read and Agree to the terms**'.
7. Click **Purchase**.

Note: The payment process depends on your agency back office system and how the payment process is configured for your agency. It is possible your will simply select an amount from the Payment Amount dropdown list.

The **Thank You for Booking With Us** page appears. An **e-mail is sent** to the default e-mail address in the customer profile.

To Hold:

1. Click the Cancellation Notice link and read it before beginning the Hold process.
2. Click the **Back Office Payment Type** drop-down and select **No Payment Hold** from the drop-down.

   This changes the Payment Amount to 0.00.

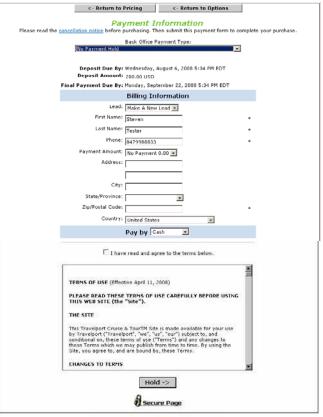   The 'Purchase' button at the bottom of the page changes to a 'Hold' button.
3. Select **'I have Read and Agree to the terms'.**
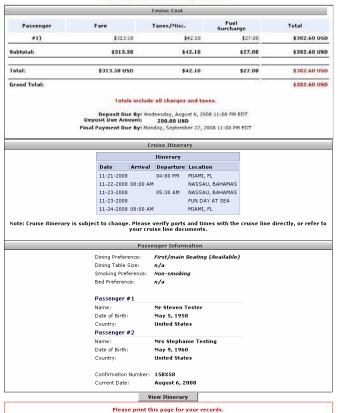4. Click **Hold**.

The **Thank You for Booking With Us** page appears.

An **e-mail is sent** to the default e-mail address in the customer profile.

The **Thank You for Booking with Us** page.

This completes the Basic Steps for Booking a Quick Cruise.
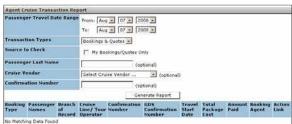
Travelport Cruise & Tour™

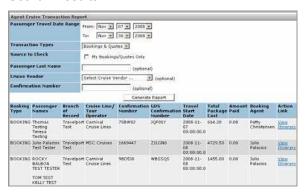## Find a Cruise Booking and Make Payment

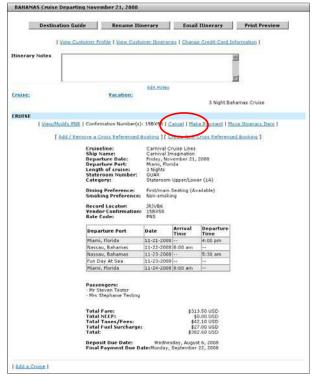**To find a cruise booking:**

1. Click the **ADMIN** menu and select **Agent Cruise Transaction report**. The search page opens.
2. Enter the **Passenger Travel Date Range**. Most of the time this is all you will need to find the cruise.
3. Click **Generate Report**. The search results opens.
4. Find the cruise you are looking for and click **View Itinerary.**

Search Results

The Itinerary Page Opens

To make a payment:

1. Click the <u>Make a Payment</u> link. If one payment has already been made to the cruise this link will say *Make Additional Payment.*

    The **Select Type of Payment** pop up opens.

    The default is Select an Electronic Payment.
    - If **no** payments have been made to the cruise line over the phone, accept this default.
    - If payments have been made to the cruise line directly, select **Add Manual Payment** to the Invoice.

2. Click Select.

    The **Payment page** opens.

Cruise Payments page

The lower half of this page is the Payments Information area.

3. Click the **BackOffice Invoice Type** dropdown list and select the type of payment.

4. **Enter the First/Last Name** *of the person paying* along with other required information related to the payment type.

   Note: The only type of electronic payment the cruise line accepts is payment by credit card.

5. When finished, click the **Make a Payment button** just above the Payment Information area.

The electronic payment is sent to the cruise line. This payment is reflected in the Customer Invoice.

Find a Cruise Booking and Cancel

You can cancel a cruise booking made through Travelport Cruise & Tour *provided no electronic payment has been made*.
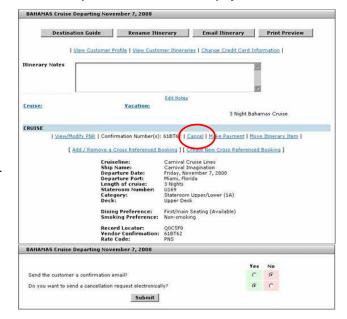
To cancel a cruise booking:

1. Follow the steps to Find a Cruise Booking, above.

2. Click the **Cancel** link. A popup appears.

3. Accept the defaults, and click **Submit**.

   The cruise booking is cancelled.

   The Itinerary page reappears with the Cancellation Successful message in RED at the top.

   You will find a cancellation number on the page as well.

Find an Invoice

To find a cruise invoice:

1. Follow the steps to **Find a Cruise Booking**, above.
2. At the top of the page, **click the View Customer Itineraries link.**

   Customer Itineraries list opens.
3. Click the **View Invoice** button.

   The Invoice page opens.
4. **Select the option** at the bottom of the page: Edit Invoice, Print Invoice, or Send Invoice.

Customer Itineraries (My Trip Planner)

Invoice

Note: If you click **Edit Invoice**, the Invoice opens. You can edit fields on this invoice, and you can click links to Cancel Items, Modify Items or Make Payments.

If you select the Make Payments link, you are sent the Make Item Payment page. You can use this page to add payment information to the invoice. Any payment entered here is considered a 'manual' payment.
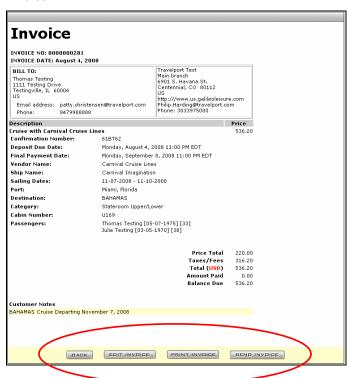
This is how you would record an invoice payment that was made directly to a cruise line, rather than being sent electronically.

Travelport Cruise & Tour™

NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

August 2008
12