Individual Reservations Training



CruiseMatch Computer Based Training System Individual Reservations Training

Training Powered by:



primary modules inc

Instructions for the training

- 1. Follow this red icon to go to the next step.
- 2. Training prompts are provided on each page.
- 3. Follow the training prompts to proceed to the next steps.
- 4. Enter the username and password in the format as mentioned in the training.
- 5. Select or Enter details as per the training instructions mentioned on each page.
- 6. Links other than the required ones on each page has been disabled for training purposes.
- 7. You can come back to the index page at any time by clicking 'Click here to go back to **Training Index**' link at the bottom of each page.
- 8. While following the training, please don't click the browser's back and forward button.

Browser Requirements – Please check the supported browser version and the recommended browser settings to run the training software at its most optimal.

Supported Version: Internet Explorer version 7.0

Check for the browser version by clicking the Help button from the menu bar of the browser and choose About Internet Explorer.



Recommended Browser Settings: Please make sure that your browser settings are as per the image below. In most scenarios these are the default settings for Internet Explorer 7.x, but if you experience any problems you may want to double check these settings first.

Go to tools, click internet options and then click advanced tab.

Check the checkbox of – Disable script debugging (Internet Explorer) Uncheck the checkbox of – Display a notification about every script error.

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Setting	s ———					
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Steps for Individual Reservations Training

Path 1: Shop/Reserve an Individual Cruise Reservation

Index Page

Celebrity Cruises * 🐨 RoyalCaribbean
Welcome to CruiseMatch training!
Celebrity's Special Agent Mission: II Click here to enter the Celebrity Special Agent Sweepstakes
Individual Reservations Training
1. Shop/reserve an individual cruise reservation
2. Shop/reserve a cruisetour reservation
3. Amend an individual reservation
4. Amend a cruisetour reservation
Group Reservations Training
1. Shop/reserve a group reservation
2. Create an individual booking within a group reservation
3. Amend a group reservation
4. Make a payment on an individual booking within a group reservation
Note: Please understand that you are in a test environment. Dates, prices and minor wording may be different in the "live" environment.

1. Click Shop/reserve an individual cruise reservation link.

STEP- 1 (screen 1)



- 1. Enter USERNAME: training
- 2. Enter PASSWORD: training
- 3. Click LOG IN button

STEP- 2 (screen 2)



- 1. Hover over BOOKING TOOLS menu.
- 2. Click on 'CruiseMatch Online' link to go to next step.

STEP- 3 (screen 3)

	Caribbean NATEONAL				
CRUISINGPOWER.COM	FIND A CRUISE TRIP DETAILS	BOC	KING TOOLS V	SELLING TOOLS 🔻	WORKING WITH US V
lack to Cruisematch Home		Weld	ome Jimmy Smits! A	gent for Hollywood Ti	ravel & Cruises LOG OUT
The best booking and infor designed for the use of trav	mation system rel agents.	N/AT1		Cru	iseMatch
To Start a New Reservation	Retrieve a reservation for An Inc	lividur	A Group		
choose an option below:	All the	invituta	I O A Group		
0	Reservation ID#:	OR	Brand		
	GO		Shin		
QUICK SEARCH			Select		
	Find a group request form from our		Sail Date:		
ADVANCED SEARCH	Groups Hub on cruisingpower.com		Day Monti	h and Year	
		-	Name.		GO
			L	/	
If you want information about back-to-back sailings, please					
analeal wave samings, piedse					

1. Click on 'QUICK SEARCH' button to go to the next step.

STEP- 4 (screen 4)

Quick Sea	rch Ad	vanced Search	Cruise	Match Automation S	Support: 3057188322	Command L	ine: 🛓 🔤
Search Sailing	Price Codes	Categories	Staterooms	Guest Details	Reservation Summary	Pricing	Confirmat
Required Information	Agent Name : <mark>Jimm</mark>	y Smits					
want to create	a new bookin	g for : 🖽 🗿 I	ndividual 🤇) Group			
Ship: 追	*Brand:	Royal Caribbean	Name	9: Select	*	0	
Sailing Date: 追	*Start Date:	Day 💌 🌔	Month and Year	v 🗉 🌔			
	Duration	Nights	📔 🗌 Include	Cruisetours			
ltinerary: 🗵	*Region: Selec	t 👻	0				
	*Gateway: C/O	CRUISE ONLY		v ()			
Stateroom: 🔳	*Occupancy:	Select 💌	0				
Pricing: 🗓	Show prices in:	USD					
						ſ	SEARCH

- 1. Select Ship Brand Royal Caribbean
- 2. Select Ship Name 'Adventure of the Seas'
- 3. Select Sailing Date 01 Dec 2007
- 4. Enter Duration 7
- Select Region 'Caribbean'
 Select Gateway 'Cruise Only'
- 7. Select Stateroom Occupancy 'Single'
- 8. Pricing is USD by default.
- 9. Click 'Search' button to go to the next step.

STEP- 5 (screen 5)

Individ	dual: Choos	e a Product									
Searc	h Results F	or: Adventure Of	The Se	eas,10-DE	EC-2007,	e.			*To	tal Pri	ce (USD): (Pending)
View D)etails 🔻						Edit Searce	ch Results	*Pric	e inclu	des all guests, taxes & fees.
Sailing:	i										I
You can	select up to 3 sa	ailings at a time to c	ompare).							
Sailing	s										
						7					
Choose up to 3	e <u>Date</u>	Region .	<u>Status</u>	<u>Nights</u>	Brand	<u>Ship</u>	<u>Embark.</u> <u>Port</u>	<u>Group</u> Booked	Dining 1st 2nd		ead-In ricing Action USD)
0	16 Dec 2007	Southern Caribbean	A	7	RCI	Adventure	SJU	No	A A	7	99.00 SELECT
0 🗹	23 Dec 2007	Southern Caribbean	А	7	RCI	Adventure	SJU	No	A A	13	399.00 SELECT
0	30 Dec 2007	Southern Caribbean	A	7	RCI	Adventure	SJU	No	A A	10	099.00 SELECT
A: Avail	able W: Waitlist to Comparisor	C: Closed +1	Prices ir	nclude Lorei	m Ipsum						
Check to	Date	Itinerary Nan	<u>1e</u>	<u>Status</u>	Brand	Ship	Embark.	Grou	Di Di	ning	*Leading Pricing
Kentove							FOIL	BUOK	<u>su</u> 1s	t 2nd	
	<u>16 Dec 2007</u>	7 Night CAS on Adventure Of The	the Seas	A	RCC	Adventure	SJU	No	A	A	799.00
	23 Dec 2007	7 Night CAS on Adventure Of The	the Seas	A	RCC	Adventure	SJU	No	A	A	1399.00
	<u>30 Dec 2007</u>	7 Night CAS on Adventure Of The	the Seas	A	RCC	<u>Adventure</u>	SJU	No	A	A	1099.00
REMO	/E FROM COMPA	RISON	A	: Available	W: Waitlis	t C: Closed					
											COMPARE NOW
Disclaimer Aenean at	Lorem ipsum do dolor sed metus i	lor sit amet, consec faucibus consequat	tetuer a Praese	adipiscing el ent et felis. P	it. Doneo o Phasellus fe	ondimentum a ermentum lobor	liquam lectus. tis dui.				

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- 1. At left of the sailing options (next to red icons) check all the checkboxes to compare the sailings.
- Click 'Add to comparison' to see the comparison of the selected sailings.
 Click 'Compare Now' button to see detailed comparison.

STEP- 6 (screen 6)



Continued on next page

Individual Reservations Training

SAILIN	G ITINERAR	Y				SAILIN	G ITINERAR	Y			SAILIN	GITINERAR	Y		
Date	Ports of Call	Arv	Dep	Activit V		Date	Ports of Call	Arv	Dep	Activit V	Date	Ports of Call	Arv	Dep	Activit y
16-Dec	SAN JUAN, PUERTO RI CO		8:30 P M	Boarding		23-Dec	SAN JUAN, PUERTO RI CO		10:00 PM	Boarding	30-Dec	SAN JUAN, PUERTO RI CO		10:00 PM	Boarding
17-Dec	CRUISING						CHARLOTT					CHARLOTT	7.00 4	5.00.0	
18-Dec	ORANJEST AD, ARUBA	8:00 A M	8:30 P M	Docked		24-Dec	ST. THOMA	M	M	Docked	31-Dec	ST. THOMA	M	M	Docked
10.0	WILLEMST	8:00 A	5:00 P	Dealard		25-Dec	CRUISING				01-Jan	CRUISING			
19-Dec	AD, CURAC	М	M	Docked	T	26-Dec	ORANJEST AD, ARUBA	8:00 A M	8:30 P M	Docked	02-Jan	ORANJEST AD, ARUBA	8:00 A M	8:30 P	Docked
20-Dec	CRUISING				T		WILLEMST				Courses a	WILLEMST	0.00 0	5.00 0	
21-Dec	PHILIPSBU RG, ST. MA	8:00 A M	5:30 P M	Docked		27-Dec	AD, CURAC AO	8:00 A	M	Docked	03-Jan	AD, CURAC AO	M	M	Docked
	CUARLOTT					28-Dec	CRUISING				04-Jan	CRUISING			
22-Dec	E AMALIE, ST. THOMA S	8:00 A M	5:30 P M	Docked		29-Dec	PHILIPSBU RG, ST. MA ARTEN	7:00 A M	5:30 P M	Docked	05-Jan	PHILIPSBU RG, ST. MA ARTEN	7:00 A M	5:30 P M	Docked
23-Dec	SAN JUAN, PUERTO RI CO	7:00 A M		Departur e		30-Dec	SAN JUAN, PUERTO RI CO	7:00 A M	c	Departur e	06-Jan	SAN JUAN, PUERTO RI CO	7:00 A M		Departur e
View: Pr	e Hotel, Post I	<u>Hotel,</u>				View: Pr	re Hotel, <u>Post I</u>	<u>Hotel,</u>			View: P	re Hotel, Post	<u>Hotel,</u>		
Disclaime ng elit. Pr	er dolor sit am raesent arcu k	et, cons eo CT	ectetue	r et adipisi		Disclaime ng elit. Pr	er dolor sit am aesent arcu k	et, cons eo LECT		r et adipisi	Disclaime ng elit. Pi	er dolor sit am raesent arcu l SE	et, cons eo LECT		r et adipisi

1. Click 'Select' button (next to red icon) at the bottom of the '16 Dec 2007' sailing option.

STEP- 7 (screen 7)

View Deta	ils 💌		Edit Search Results	*Price includes all gues	sts, taxes & fees.
Price Code	s: 😟 / compare 2 Price Code	es at a time. To view details, click o	n any price code.		
Choose up to 2	Price Code	Description	Remarks	Status	Action
	LAF	Lowest Available Fare	Restrictions apply	A	SELECT
	BRKA45	Breakthru	Promo is not restricted to Air Charter	A	SELECT
0	BRKB45	Breakthru	Promo is not restricted to Air Charter	A	SELECT
0 🗆	BRKC45	Breakthru	Promo is not restricted to Air Charter	A	SELECT
	BRKE45	Breakthru	Promo is not restricted to Air Charter	A	SELECT
	<u>ЕП</u>	FULL INDIVIDUAL TARIFF	Promo is not restricted to Air Charter	A	SELECT
	NEB45	Net Program	Promo is not restricted to Air Charter	A	SELECT
COM	PARE				

Aenean at dolor sed metus faucibus consequat. Praesent et felis. Phasellus fermentum lobortis dui.

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- 1. At left of the price code options, select '**BRKB45**' and **BRKC45**' price codes by clicking the checkboxes.
- 2. Click 'Compare' button.

STEP- 8 (screen 8)

Reservation #: (Pending) Adventure C ' nights	f The Seas , 16-DEC-2007, South	hern Caribbean ,	*Total Price (USD): (Pe	nding
View Details 🔻		Edit Search Results	*Price includes all guests, taxe	s & fees.
Categories: 🗓 🕧		(Shop or compare new price	ce code(
Include Closed Categories		O BRKC45		
<u>Category</u>	Status	<u>1s</u>	<u>t & 2nd</u>	
S Junior Suite	A	0 3080.00		
	С	○ N/A		
1 Superior Oceanview Stateroom	A	O 2284.00		
2 <u>Superior Oceanview</u> Stateroom	A	0 2204.00		
Superior Oceanview Stateroom	A	O 2164.00		
Deluxe Oceanview Stateroom	A	O 2124.00 🌔		
2 Deluxe Oceanview Stateroom	A	◯ 2080.00		
	C	O N/A		
				>
Wait List a Category RS 🔮 😟 Available W: Waitlist C: Closed *Avail. Strm	s.: Available Staterooms	Departure	The NCCF fee is Taxes/Fees Per Person i	159.00. s 32.37

- 1. Select category 'E1 Deluxe Oceanview Stateroom' by clicking on the radio button at the right side of the category option.
- 2. Click 'Select & Proceed' button to go to the next step.

STEP- 9 (screen 9)

ights								*Total P	rice (USD): <u>\$ 231</u>	5.
iew Det	ails 🔻					Releas	se Stateroom	S *Price inc	ludes all gu	iests, taxes & t	fei
ect Sta can sele	terooms: 🔳	erooms									
erth Cate	egory: De	ck:	Att	ributes:						UPDATE	E
hoose p to 4	Stateroom	<u>Deck</u>	<u>Cat</u>	Location	Connecting	Attributes	Berths	Rollaway	Crib	<u>Capacity</u>	
	<u>9692</u>	DECK NINE	E1	Aft	N	CONV	2	N	Υ	2	
	<u>9392</u>	DECK NINE	E1	Aft	N	CONV	2	N	Y	2	
	<u>8604</u>	DECK EIGHT	E1	Midship	N	CONV	2	N	Y	2	
	<u>8602</u>	DECK EIGHT	E1	Midship	N	CONV	2	N	Y	2	
	8600	DECK EIGHT	E1	Midship	N	CONV	2	N	Y	2	
	8598	DECK EIGHT	E1	Midship	N	CONV	2	N	Y	2	
	8596	DECK EIGHT	E1	Midship	N	CONV	2	N	Y	2	
1	8594	DECK	E1	Midship	N	CONV	2	N	Y	2	
room Nu	imber [(SUBMIT	J 🚺								

- Select '9392' stateroom by clicking on a check box at the left of the stateroom option.
 Click 'Select & Proceed' button to go to the next step.

STEP- 10 (screen 10)

eservation #: (Pending) Adventure Of The Sea nights View Details vest Details Personal: *Title: *LastName: *FirstName: Mr Remove Checked Guests Add a Guest Dining: Guest Guest 1 Gateway Guest:	* Gender: Select	Southern Car Rele *Citizenshi Select Wait	ibbean , ease Statero (years): I	Clone info Onboard anguage: Select	rmation from the Past Guest N	s \$ 2315.3 its, taxes & feer first Guest (1) Loyalty ?:Number:
View Details Uest Details Personal: Title: *LastName: *FirstName: Mr Remove Checked Guests Add a Guest Dining: Guest Guest Guest Guest:	* Gender: Select *Confirmed Seating Select	 ♥ Rele *Citizenshi ♥ Select Wait 	p: *Age () (years): I ✔	Clone info Clone info Onboard Language: Select	rmation from the Past Guest?	first Guest (1) Loyalty ?:Number:
uest Details Personal: *Title: *Title: *Title: *EastName: *FirstName: *FirstName: *F	* Gender: Select *Confirmed Seating Select	*Citizenshi Select Wait	p: *Age ((years): I •	<u>Clone info</u> Onboard Language: Select	rmation from the t Past Guest? N N	first Guest 3 Loyalty ?:Number:
Personal: Title: *LastName: *FirstName: Mr Mr Remove Checked Guests Add a Guest Dining: Guest Guest 1 Gateway Guest:	* Gender: Select *Confirmed Seating Select	*Citizenshi	p: *Age () (years): I ✓	<u>Clone info</u> Onboard Language: Select	Past Guest N	first Guest (1) Loyalty ?:Number:
Title: *LastName: *FirstName: Mr Mr Remove Checked Guests Add a Guest Dining: Guest Guest 1 Gateway Guest:	* Gender: Select *Confirmed Seating Select	*Citizenshi	p: *Age ((years): I •	Onboard Language: Select	Past Guest N V	Loyalty ?:Number:
Mr Remove Checked Guests Add a Guest Dining: Guest Guest Guest Guest:	*Confirmed Seating Select	Select Vait	list Seating	Select	Table Size:	
Remove Checked Guests Add a Guest Dining: Guest Guest 1 Gateway Guest:	*Confirmed Seating	Wait	list Seating		Table Size:	ø]
Dining: 🗐 Guest Guest 1 Gateway 🗐	*Confirmed Seating	• Wait	list Seating		Table Size:	
Guest Guest 1 Gateway 호 Guest:	*Confirmed Seating Select	0 Wait	list Seating		Table Size:	
Guest 1 Gateway 🗓 Guest:	Select				(request only, r	not guarantee)
Gateway 🗓 Guest:		Sel	ect	×	Large 💌	
Guest:						
	Gateway				**Air Add	-on
Guest 1	Gateway			10006	-	
*Prices subject to change	Cruise Only			~		
Booking Level Options: 😉						
Bedding Configuration	Salact					
Vacation Protection Plan:	CruiseCare					
Pre-vacation Information: 🔳						
*Contact Name:						
•Contact Phone:	3) 					
Passport Information: 🔒						
Guest: Pas	ssport #:	Expiratio (dd-MMN	n Date I-yyyy):	Cou	intry of Residenc	e:
Guest 1				Se	lect	~
				-		

1. Enter Personal information of guest (last name of guest: Pitt, first name of guest: Brad, gender: Male, citizenship: US, Age: 38, onboard language: English, past guest: N)

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- 2. Enter Dining information of guest (seating: Main, table size: large)
- Enter Gateway information of guest: Cruise Only
 Enter Booking Level information of guest (bedding: Together)
- 5. Enter Pre-vacation information of guest (contact name: Brad Pitt and contact phone: 3051234567)
- 6. Click "Proceed to Summary".

Note: From this step onwards, you will have 15 minutes to complete the reservation. You will see an orange color prompt like the one below displaying Inventory Time left.

STEP- 11 (screen 11)

Individual: Viev	v Reservation S	ummary				Invento	ry Time: 15 mir	nutes (
Reservation #: 7 nights	(Pending) Adven	ture Of The Seas , 16-DI	EC-2007, So	uthern Carib	obean ,	*Total P	rice (USD): <u>\$</u>	2454.3		
View Details 💌				Relea	ise Stateroo	oms *Price incl	*Price includes all guests, taxes & fee			
Reservation Summ	nary									
Entire Reservatio	Brad, Pitt									
Current Reserva	tions: 🔳 16 Dec 200	7, CARIB, 7								
	Ship <u>Edit</u>			Price Cod	le <u>Edit</u>	Ca	Category Code Edit			
Adventure Of The	Seas		BRKB4	5		<u>E1</u>				
Payment Summa	ary: 🔳				(<u>View Payme</u>	ent Schedule/Pe	nalties		
	Deposits Due	e .		Payment R	eceived	Fi	nal Payment Du	е		
Amount Required:	250.00		Amou	nt:		Amount:	Amount: 2454.37			
Date: 01-Aug-2007			Date:			Date: 07-	Date: 07-Oct-2007			
Personal: 追 Ed	lit									
Title	Last Name	First Name	Gender	Citizenshir	Age	Onboard	Past Guest	Loyalty		
				110		Language		umber #		
MR Brad		Pitt	Male	US	38	English	N			
Cruise Itinerary:		Ports of Call			Arrive	Depart	Activ	itv		
Sun 16 Dec 2007	SAN JUAN, PUERTO) RICO				8:30 PM	Boarding			
Mon 17 Dec 2007	CRUISING									
Tue 18 Dec 2007	ORANJESTAD, ARU	IBA		8	8:00 AM	8:30 PM	Docked			
Wed 19 Dec 2007	WILLEMSTAD, CUP	ACAO		8	3:00 AM	5:00 PM	Docked			
Thu 20 Dec 2007	CRUISING									
Fri 21 Dec 2007										
111210002001	PHILIPSBURG, ST.	MAARTEN		8	3:00 AM	5:30 PM	Docked			
Sat 22 Dec 2007	CHARLOTTE AMAI	MAARTEN LIE, ST. THOMAS		8	3:00 AM 3:00 AM	5:30 PM 5:30 PM	Docked Docked			
Sat 22 Dec 2007 Sun 23 Dec 2007	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO	MAARTEN LIE, ST. THOMAS) RICO		8	8:00 AM 8:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom:	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO	MAARTEN LIE, ST. THOMAS) RICO	p l/m	8	3:00 AM 3:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom: Stateroom #: 939	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO	MAARTEN LIE, ST. THOMAS) RICO itlist:	Beddin	g: CONV	3:00 AM 3:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom: 1 E Stateroom #: 939 Deck: Eight	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO	MAARTEN LIE, ST. THOMAS) RICO itlist:	Beddin Beddin	g: CONV gConfigura	8:00 AM 8:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
Stateroom: 1 E Stateroom: 1 E Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO	MAARTEN LIE, ST. THOMAS) RICO itlist:	Beddin Beddin Berths Rollaw	g: CONV gConfigura : 2 av: N	8:00 AM 8:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
Stateroom: (1) E Stateroom: (1) E Stateroom: (1) E Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1 Type: Deluxe Ocea	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO dit 2 Wai	MAARTEN LIE, ST. THOMAS D RICO itlist:	Beddin Beddin Berths Rollaw Crib: Y	g: CONV gConfigura ; 2 ay: N	3:00 AM 3:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
Stateroom: (1) E Stateroom: (1) E Stateroom: (1) E Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1 Type: Deluxe Ocea Location: Midship	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO dit 2 Wai	MAARTEN LIE, ST. THOMAS D RICO itlist:	Beddin Beddin Berths Rollaw Crib: Y Capaci	g: CONV gConfigura : 2 ay: N	3:00 AM 3:00 AM 7:00 AM	5:30 PM 5:30 PM	Docked Docked Departure			
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Stateroom: (1) E Stateroom: (1) E Stateroom: (1) E Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1 Type: Deluxe Ocean Location: Midship Dining: (1) Edit Brad, Pitt Gateway (1) Edit	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO	MAARTEN LIE, ST. THOMAS D RICO itlist: Confii Main	Beddin Beddin Berths Rollaw Crib: Y Capaci	ig: CONV gConfigura : 2 ay: N ty: 2	3:00 AM 3:00 AM 7:00 AM ation: Toge	5:30 PM 5:30 PM	Docked Docked Departure ether Edit Table Size			
Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom: (1) E Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1 Type: Deluxe Oceal Location: Midship Dining: (1) Edit Brad, Pitt Gateway (1) Edit	PHILIPSBURG, ST. CHARLOTTE AMAI SAN JUAN, PUERTO dit 2 Wai nview Stateroom	MAARTEN LIE, ST. THOMAS D RICO itlist: Confii Main	Beddin Berths Rollaw Crib: Y Capaci	ig: CONV gConfigura : 2 ay: N ty: 2	3:00 AM 3:00 AM 7:00 AM ation: Toge Waitlist Se Sateway	5:30 PM 5:30 PM ether/Both Tog	Docked Docked Departure ether Edit Table Size			

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Individual Reservations Training

Guest	Added?
ad, Pitt	Onboard
Available W: Waitlist C: Closed	

- 1. Review reservation detail
- 2. Click 'Proceed to Pricing' to go to the next step.



STEP- 12 (screen 12)

Print this Page Individual: F	Final Pricing		Inventory Time: 16 minutes		
Reservation	n #: (Pending)	Adventure Of	The Seas , 16-DEC-20	07, Southern Caribbean ,	*Total Price (USD): <u>\$ 2454.37</u>
View Details	J			Release Staterooms	"Price includes all guests, taxes & fees.
Final Pricing)				
DEPOSIT Amount: Date:	250.00 01-Aug-2007	FINAL PAYM Amount: Date:	ENT DUE 2454.37 07-Oct-2007		
	Vacation Char	ges		Guest 1	Total
Cruise			2124.00		2124.00
Cruise Care			139.00		139.00
NCCF			159.00		159.00
Vacation Subt	otal		2422.00		2422.00
į, i	Taxes & Fees Su	btotal	3		
Departure Tax			32.37		32.37
Taxes and Fee	es Total		32.37		32.37
VACATION TO	TAL		2454.37		2454.37
⊙ <u>View Aqen</u>	cy Details				

- 1. Review payment schedule
- 2. Review pricing details
- 3. You can click 'View Agency Details' link to see the commission details.
- 4. Click 'Proceed to Confirmation' to go to the next step.



STEP- 13 (screen 13)

Reservation #:	5782					*Total Price(USD):	2454.3
Brand Royal Caribbe Ship: Adventure Of T Sailing Date:16-DEC Duration 7-Nights Reservation Status:	an Fhe Seas D-2007 OF	Region Southern Caribbean Occupancy Single Option Date: 01AU-G-20	i.		Price Code BR Guest 1: 24 Guest 2: Guest 3: Guest 4:		
DEPOSIT Amount: Date: 01	250.00 LAU-G-20	2454.37 OC-T-20	 Price include all passengers, taxes & fees 				
Request Confin	mation: 🚺	Via: Email 💟 Trave	:IAgent@a;	gency.com	Send O Send Both V	Guest Version TA Version /ersion	SEND
Request Confin	mation: 0	Via: Email 💟 Trave	:IAgent@a	gency.com WITHIN CRUISING	Send Send Both V	Guest Version TA Version /ersion	SEND

- Review reservation number and summary
 Review payment schedule
- Check Request Confirmation checkbox at left side below the summary.
 Click 'Send' button to complete the process.

Steps for Individual Reservations Training

Path 2: Shop/Reserve a Cruisetour Reservation

Index Page

Celebrity Cruises * TRoyalCaribbean
Welcome to CruiseMatch training!
Celebrity's Special Agent Mission: II Click here to enter the Celebrity Special Agent Sweepstakes
Individual Reservations Training
1. Shop/reserve an individual cruise reservation
2. Shop/reserve a cruisetour reservation
3. Amend an individual reservation
4. <u>Amend a cruisetour reservation</u>
Group Reservations Training
1. <u>Shop/reserve a group reservation</u>
2. Create an individual booking within a group reservation
3. Amend a group reservation
4. Make a payment on an individual booking within a group reservation
Note: Please understand that you are in a test environment. Dates, prices and minor wording may be different in the "live" environment.

2. Click Shop/reserve a cruisetour reservation link.

STEP- 1 (screen 1)



- 4. Enter USERNAME: training
- 5. Enter PASSWORD: training
- 6. Click LOG IN button

STEP- 2 (screen 2)



- 3. Hover over BOOKING TOOLS menu.
- 4. Click on 'CruiseMatch Online' link to go to next step.

STEP- 3 (screen 3)

The best booking and inforr designed for the use of trav	nation system el agents.			Cru	iseMatch
START A NEW RESERVATION	RETRIEVE AN EXISTING RESERV	ATIC	ON		
To Start a New Reservation choose an option below:	Retrieve a reservation for: An Indivi	idua	A Group		1000
	Reservation ID#:		Brand		
QUICK SEARCH	60 9	ОК	ALL	() ()	
	UICK SEARCH GO OR Brand ALL Ship				
			Select	4	
0	Find a group request form from our		Sail Date:		
ADVANCED SEARCH	Groups Hub on cruisingpower.com		Day	\sim	
			Month and Year	~	
			Name:		
If you want information about back-to-back sailings, please					60

2. Click on 'ADVANCED SEARCH' button to go to the next step.

STEP- 4 (screen 4)

dvanced	CruiseMatch Automation Support: 3057188322
Required Informatio	n Anent Name : Orlando Bloom
want to creat	e a new booking for : 📕 💿 Individual 🔿 Group
Ship: 😟	Brand Select V Dining: Select V Dining: Select V
Sailing Date: 🔳	 From: Day Month and Year Ref To: Day Month and Year Ref Include Closed Categories
tinerary:	Region Select Cruise Only Gateway Add Another Gateway
Stateroom: 🔳	Type: Select Occupancy Select Category: Number:
	Show prices in: use

- 10. Select Ship Brand Celebrity
- 11. Select Ship Name Infinity
- 12. Select Ship Dining Main
- 13. Select Sailing Date From 01 Sep 2007 to 30 Nov 2007
- 14. Select Itinerary Region Alaska
- 15. Select Gateway: Cruise Only
- 16. Select Stateroom Occupancy Double
- 17. Pricing will be USD by default.
- 18. Click 'Search' to go to the next step.

STEP- 5 (screen 5)

Indiv	idual: Cho	ose a Pr	oduct											
Sear View	ch Results Details 🔻	For: Infi	nity , 01-	SEP-2007,	Alaska			Edit	Search	Resi	<u>ilts</u>	*T *Pr	otal Price (USD): (F	Pending) axes & fees.
Cruise You ca <u>Sailing</u>	etour: (1) In select up to 3	cruisetour	s at a time	to compare	2									
Choos up to	se <u>Vacation</u> 3 <u>Start</u>	Region	Туре	<u>Cruisetoui</u> <u>Name</u>	Status	<u>Nights</u>	<u>Brand</u>	<u>Ship</u>	Emt Po	oark. ort	Din 1st	ning 2nd	*Price From(USD)	Action
0	09 Sep 2007	Alaska	Post	10NT Whistle Post Pkg #60	A	10	CEL	<u>In finity</u>	Ŷ	VR	А	A	1499.00	SELECT
0	06 Sep 2007	Alaska	Pre	10 NIGHT PR WHISTLER PKG #5C	A	10	CEL	<u>In finity</u>	Y	VR	A	A	1499.00	SELECT
0	09 Sep 2007	7 Alaska	Post	<u>12NT</u> Canadian Rockies Pos Pkg #4C	A	12	CEL	<u>Infinity</u>	Ŷ	VR	A	A	3059.00	SELECT
	04 Sep 2007	Alaska	Pre	<u>12NT</u> Canadian Rockies Pre Pkg #3C	A	12	CEL	<u>In finity</u>	Y	VR	A	A	3059.00	SELECT
ADI A: Ave	TO COMPARIS	ON 🚺	sed *	Prices includ	e Lorem Ip	sum		S	how: 1	0 🗸	per	page	e Go to: 1-10 💌	Of44])
Check to Remove	<u>Date</u>	<u>ltinerar</u>	<u>y Name</u>	<u>Status</u> I	<u>}rand</u>	<u>Ship</u>	Emba Por	<u>irk. G</u> r <u>t Bo</u>	roup oked	Din 1st	ing 2nd	<u>Cru</u>	isetours <u>*Leadir</u>	ng Pricing
	09 Sep 2007	10NT Whi Pkg	stler Post #6C	A	CEL	<u>In finity</u>	YV	R	No	A	A		14	99.00
	06 Sep 2007	10 NIGI WHISTLEF	HT PRE PKG #5C	A	CEL	<u>In finity</u>	YV	R	No	А	A		14	99.00
	09 Sep 2007	12NT Ca Rockies #4	anadian Post Pkg IC	A	CEL	<u>In finity</u>	YV	R	No	A	A		30	59.00
REMO	VE FROM COM	PARISON		A; Ava	ilable W: \	Waitlist C	: Closed							
														NOW

- 1. Click 'Cruisetour' tab to view available cruisetour options.
- Select first 3 cruisetours options (9 Sept 2007 10 nights, 6 Sept 2007 10 nights and another 9 Sept 2007 – 12 nights) by clicking the checkboxes.
- 3. Click 'Add to Comparison' button to view comparison options.
- 4. Click 'Compare Now' button to see the details and go to the next step.

Royal Caribbean International, Celebrity Cruises, Azamara Cruises and Primary Modules Inc. Page 26 of 62

STEP- 6 (screen 6)

Sailing	CruiseMatch Automation Support: 3057188322 Command Line:						
Search Sailing Price Codes Ca	tegories Staterooms Guest Details Re	iservation Summary Pricing Confirmation					
Product Comparator		Back to Sailing Section					
09 Sep 2007 , 10-Nights ALCAN , Cruisetour	06 Sep 2007 , 10-Nights ALCAN , Cruisetour	Create eQuote 09 Sep 2007 , 12-Nights ALCAN , Cruisetour					
Celebrity Cruises: Infinity	Celebrity Cruises: Infinity	Celebrity Cruises: Infinity					
*Prices from (USD): 1499.00	*Prices from (USD): 1499.00	*Prices from (USD): 3059.00					
Interior 1499.00 Ocean View 1689.00 Balcony 1939.00 Suite/Dlx: 3039.00	Interior 1499.00 Ocean View 1689.00 Balcony 1939.00 Suite/Dlx: 3039.00	Interior 3059.00 Ocean View 3249.00 Balcony 3499.00 Suite/Dlx: 4599.00					
Dining 1st: A Dining 2nd: A	Dining 1st: A Dining 2nd: A	Dining 1st: A Dining 2nd: A					
*Disclaimer price includes lorem ipsum	*Disclaimer price includes lorem ipsum	CruiseMatch Automation Support: 3057188322 Command Line: ① Open es Staterooms Guest Details Reservation Summery Pricing Continuation es Staterooms Guest Details Reservation Summery Pricing Continuation es Staterooms Guest Details Reservation Summery Pricing Continuation Staterooms Create eQuote 0 Sep 2007, 12-Nights Create eQuote 0 Sep 2007, 12-Nights CalcAN, Cruisetour 1499.00 Prices from (USD): 1499.00 Interior 3059.00 Interior 1499.00 Interior 3059.00 Suite/Dix: 4599.00 ning 1st: A A Dining 1st: A statemer price includes forem ipsum Disclaimer price includes forem ipsum Disclaimer price includes forem ipsum					

Individual Reservations Training

SAILING ITINERARY

SATI ING ITTNERARY

SAILING ITINERARY			SAILIN	G ITINERA	RY			SAILING ITINERARY						
Date	Ports of Call	Arv	Dep	Activit y	Date	Ports of Call	Arv	Dep	Activit y	Date	Ports of Call	Arv	Dep	Activit y
09-Sep	VANCOUV ER, BRITI H COLUM IA	/ S B	5:45 P M	Boarding	09-Sep	VANCOUV ER, BRITIS H COLUMS IA	/ 5 8	5:45 P M	Boarding	09-Sep	VANCOUV ER, BRITIS H COLUMB IA		5:45 P M	Boarding
10-Sep	INSIDE P SSAGE (C UISING)	R			10-Sep	INSIDE PA SSAGE (CI UISING)	A R			10-Sep	INSIDE PA SSAGE (CR UISING)			
11-Sep	KETCHIKA N, ALASKA	A 7:00 A A M	A 5:00 P M	Docked	11-Sep	KETCHIKA N, ALASKA	A 7:00 A A M	A 5:00 P M	Docked	11-Sep	KETCHIKA N, ALASKA	7:00 A M	5:00 P M	Docked
12-Sep	HUBBARD GLACIER (CRUISIN G)	2:00 F	P 6:00 P M		12-Sep	HUBBARD GLACIER (CRUISIN G)	2:00 F	9 6:00 P M		12-Sep	HUBBARD GLACIER (CRUISIN G)	2:00 P M	6:00 P M	
13-Sep	JUNEAU, A	4 7:00 A M	A 7:00 P M	Docked	13-Sep	JUNEAU, A	A 7:00 A M	7:00 P M	Docked	13-Sep	JUNEAU, A LASKA	7:00 A M	7:00 P M	Docked
14-Sep	ICY STRA T POINT, LASKA	I A 7:00 A M	A 4:00 P M	Tendered	14-Sep	ICY STRA T POINT, / LASKA	I 7:00 A M	4:00 P M	Tendered	14-Sep	ICY STRAI T POINT, A LASKA	7:00 A M	4:00 P M	Tendered
15-Sep	INSIDE P SSAGE (C UISING)	A. R			15-Sep	INSIDE PA SSAGE (CI UISING)	A R			15-Sep	INSIDE PA SSAGE (CR UISING)			
16-Sep	VANCOUV ER, BRITI H COLUM IA	/ 5 7:00 A B M	A.	Departur e	16-Sep	VANCOUV ER, BRITIS H COLUME IA	/ 5 7:00 A B M		Departur e	16-Sep	VANCOUV ER, BRITIS H COLUMB IA	7:00 A M		Departur e
View: Pr	e Hotel,				View: Po	ost Hotel,				View: Pr	e Hotel,			
CRUISE	TOUR DET	AILS			CRUISE	TOUR DET	ILS			CRUISE	TOUR DETA	ILS		
POST CF	RUISETOUR	R			PRE CRI	JISETOUR				POST CF	RUISETOUR			
Da	nte		City		D	ate		City		D	ate		City	
09-	Sep		OUVER, I	BRITISH IA	06	-Sep	VANCOUVER, BRITISH COLUMBIA		09-Sep		VANCOUVER, BRITISH COLUMBIA			
09-	Sep	WHISTL	ER, BRI	TISH CO	07	-Sep		OUVER,	BRITISH IA	10-Sep		VANCOUVER, BRITISH		BRITISH
10-	Sep	WHISTL	ER, BRI	TISH CO	07	-Sep	WHIST	ER, BRI	TISH CO	11	-Sep		OLUME	BRITISH
11-	Sep	WHISTL	ER, BRI	TISH CO	08	-Sep	WHIST	ER, BRI	TISH CO	11	-Sep	KAMLO	OPS, BI	RITISH C
11-	Sep		OUVER, I	BRITISH	09	-Sep	WHIST	ER, BRI	TISH CO	12	-Sep	KAMLO	OPS, BI	RITISH C
12-	Sep	VANCO	UVER,	BRITISH	09	-Sep	WHIST	ER, BRI	TISH CO	12	-Sep	BAN	FF, ALE	ERTA
		<u>c</u>	OLUMB	IA				LUMBI	4	13	-Sep	BAN	FF, ALE	ERTA
										13	-Sep	CALG	ARY, AL	BERTA
										14	-Sep	CALG.	ARY, AL	BERTA
Disclaime ng elit. Pri	r dolor sit an aesent arcu	net, cons leo SELEC	ectetuer	et adipisi	Disclaime ng elit. Pr	er dolor sit ar aesent arcu	net, cons leo		et adipisi	Disclaime ng elit. Pr	er dolor sit am raesent arcu	et, cons leo		r et adipisi

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2. Click 'Select' button at the bottom of the 9 Sept 2007 - 10 nights cruisetour

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STEP- 7 (screen 7)

/iew Deta	ils 🔻		Edit Search Results	*Price includes all gues	ts, taxes & fe
ice Code u can only	s: 追 v compare 2 Price C	codes at a time. To view details, click on a	ny price code.		
hoose up to 2	Price Code	Description	Remarks	Status	Actio
	LAF	Lowest Available Fare	Restrictions apply	A	SELEC
0	TR6CEL1	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELEC
0	TR6CEL1A	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELEC
	TR6CEL1B	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELEC
	TR6CEL1C	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELEC
	TR6CEL1D	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELEC
	TR6CEL1E	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELEC
COMPA	RE				

Disclaimer: Lorem ipsum dolor sit amet, consectetuer adipiscing elit, Donec condimentum aliquam lectus. Aenean at dolor sed metus faucibus consequat. Praesent et felis. Phasellus fermentum lobortis dui.

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- 1. Select 'TR6CEL1' and 'TR6CEL1A' price codes to compare.
- 2. Click 'Compare' button to see the comparison details.

STEP- 8 (screen 8)

View Ship Tour (© Create eQuot Reservation #: (Pending)	e) Infinity , 09-SEP-	2007 , Alaska , 10 nights		in Price Code TR6CEL1 *Total Price (USD): (Pending)
View Details 🔻			Edit Search Results	*Price includes all guests, taxes & fees.
Categories: 💷 🌔			(Shop or compare new price code(s)
Include Closed Categories		O TR6CEL1		O TR6CEL1A
Category Status		<u>1st & 2nd</u>	<u>3rd & 4t</u>	h <u>1st & 2nd</u>
PS Penthouse Suite	С	O N/A	N/A	🔿 N/A
RS Royal Suite	С	○ N/A	N/A	⊖ N/A
CS Celebrity Suite	С	◯ N/A	N/A	⊖ N/A
SS Sky Suite	С	○ N/A	N/A	○ N/A
W	С	◯ N/A	N/A	◯ N/A
FV Family Ocean View	С	⊖ N/A	N/A	○ N/A
CC Deluxe Ocean View	С	O N/A	N/A	◯ N/A
2A Deluxe Ocean View	A	O 3500.00	1940.00	3600.00
a)) · · · · · · · · · · · · · · · · · · ·
Wait List a Category	I ≛Avail. Strms.: Ava	ailable Staterooms	Departure	The NCCF fee is 219.00. Taxes/Fees Per Person is 104.17

- 1. Select '2A Deluxe Oceanview Stateroom' category radio button from the options
- 2. Click 'Select and Proceed' to go to the next step.

STEP- 9 (screen 9)

/iew Det	ails 🔻	naing) In	finity , OS	9-SEP-2007	, Alaska , 10 nig	phts Releas	e Stateroom	*Total P	rice (USE)): <u>\$ 4140</u>	5. fe
ect Sta	iterooms: 🗈	0									
erth Cat	egory: De	ick:	Attr	ibutes:						UPDATE	
noose p to 4	Stateroom	Deck	<u>Cat</u>	Location	Connecting	Attributes	Berths	Rollaway	Crib	Capacity	
	<u>9169</u>	SKY DECK	2A	Aft	N	King size bed	4	N	Y	4	
	<u>9167</u>	SKY DECK	2A	Aft	N	King size bed	4	N	Y	4	
	9165	SKY DECK	2A	Aft	N	King size bed	4	N	γ	4	
	<u>9136</u>	SKY DECK	2A	Aft	N	King size bed	4	N	γ	4	
	<u>9134</u>	SKY DECK	2A	Aft	N	King size bed	4	N	Y.	4	
	9132	SKY DECK	2A	Aft	N	King size bed	4	N	Y	4	
	<u>9130</u>	SKY DECK	2A	Aft	N	King size bed	4	N	γ	4	
	9035	SKY DECK	2A	Forward	N	King size bed	4	N	Υ	4	
eroom N	9136 9134 9132 9130 9035	SKY DECK SKY DECK SKY DECK SKY DECK SKY DECK	2A 2A 2A 2A 2A 2A	Aft Aft Aft Aft Forward	N N N N	King size bed King size bed King size bed King size bed	4 4 4 4 4 4	N N N N	Y Y Y Y	4 4 4 4 4	

- 3. Select **'9169'** stateroom by clicking on a check box at the left of the stateroom option.
- 4. Click 'Select and Proceed' to go to the next step.

STEP- 10 (screen 10)

* Required Information Individual: Guest Details					ory Time: 15 minutes 👸
Reservation #: (Pending) View Details 💌	Infinity, 09-SEP-2007, A	laska , 10 nights	Release Stateroon	*Total *Price in	Price (USD): \$4146.34 holudes all guests, taxes & fees.
Guest Details					
Personal:				Clone infor	mation from the first Guest
*Title: *LastName:	*FirstName:	* Gender: *Citi	zenship: *Age On (years): La	board nguage:	Past Loyalty Guest?:Number:
Select 🖌		Select 🖌 Se	lect 🖌 S	elect	✓ N ✓
Select 💌		Select 🔽 Se	lect 🗸 S	elect	✓ N ✓
Dining: 🕕				-	
Guest	*Con	tirmed Seating	Waltiist Seating	18 (re	ible Size: equest only, not guarantee)
Guest 1	Sele	ect 🗸	Select	1	0 🗸
Guest 2	Sele	ed 🗸	Select	v 1	0
Gateway: 🕕					
Guest:	Gate	way			**Air Add-on
Guest 1	Gate	way			-
	C/O	Cruise Only		*	
Guest 2	Gate	Cruise Only Way Cruise Only		~	-

Individual Reservations	Training
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	Bedding Configuration:	Select	*		
	Vacation Protection Plan:	CruiseCare			
Pre-vacation Informat	tion: 🕕				
	*Contact Name:				
	*Contact Phone:				
Passport Information	*Contact Phone:				
Passport Information	*Contact Phone: : Pa	ssport #:	Expiration Date (dd-MMM-yyyy):	Country of Residence:	
Passport Information Guest: Guest 1	*Contact Phone: : Pa:	ssport #:	Expiration Date (dd-MMM-yyyy):	Country of Residence:	~

- 7. Enter Personal information of guest 1 and 2
 - a. Last name of guest 1: Wayne
 - b. First name of guest 1: John
 - c. Gender of guest 1: Male
 - d. Citizenship of guest 1: US
 - e. Age of guest 1: 42
 - f. Onboard language of guest 1: English
 - g. Past guest? info of guest 1: N
 - h. Last Name of guest 2: Wayne
 - i. First name of guest 2: Mary
 - j. Gender of guest 2: Female
 - k. Citizenship of guest 2: US
 - I. Age of guest 2: 35
 - m. Onboard language of guest 2: English
 - n. Past guest? info of guest 2: N
- 8. Enter Dining information of guest 1 and 2 (seating: Main, table size: 10)
- 9. Enter Gateway information of guest 1 and 2: Cruise Only
- 10. Enter Booking Level information of guest (bedding: Together)
- 11. Enter Pre-vacation information of guest (contact name: John Wayne, and contact phone: 7861234567)
- 12. Click "Proceed to Summary" to go to the next step.

Note: From this step onwards, you will have 15 minutes to complete the reservation. You will see an orange color prompt like the one below displaying Inventory Time left.

Inventory Time: 13 minutes 👸

STEP- 11 (screen 11)

Starch Sailing Price Codes Categories Staterooms Guest Details Reservation Summary Price Codes Sailing Reservation Summary Secolal Services Coulse Tricket Documentation Secolal Services Memo Secolal Services Interative Release Staterooms Release Staterooms Release Staterooms Release Staterooms Secolal Services Proce Includes all guests, taxes 8, 10 Price Code Edit Category Code Edit Infinity IBSCEL1 Payment Summary: 3 Deposits Due Payment Received Final Payment Due Amount: 4364.34 Date: (8-Aug-2007 	Rese	ervatio	on Sum	mary			Crui	seMatch Auto	mation Supp	ort: 30571883
de Navigation SEE BELOW FOR DETAILS + LIGNORE BOOKING Reservation Summary Final Pricing Cross-Reference Memo Sectories Cross-Reference Memo Memo Sectories Cross-Reference Memo Memo Sectories Cross-Reference Memo Memo Memo Sectories Cross-Reference Memo Memo Memo Sectories Memo Sectories Sectories<	Search	<u>Sailing</u>	Price Codes	<u>Categories</u>	<u>Staterooms</u>	<u>Guest Details</u>	Reservation	Summary	Pricing	Confirmatio
de Navigation SEE BELOW FOR DETAILS + IENORE BOOKIN Sailing Prioe Codes Catesories Reservation Summary Ende Codes Cruise Ticket Documentation Cruise-Only Transfers Bus Program Bus Program Suest Details Flight Information Seecial Services Inventory Time: 15 minutes Ant this Page Individual: View Reservation Summary Release Staterooms Active Details Proce Code Edit View Details * Release Staterooms Price Code Edit View Details * Current Reservation Ship Edit Ship Edit Infinity IBOSEEL1 Ship Edit Price Code Edit Category Code Edit Infinity IBOSEEL1 Payment Summary: (1) Deposits Due Payme										
Sailing * Reservation Summary Statuities Cross-Reference Price Codes Final Pricing Pre/Post Hotels Memo Staterooms Cruise Ticket Documentation Cruise-Only Transfers Memo Staterooms Itinerary Bus Program Special Services Memo Ant this Page Inventory Time: 15 minutes *Total Price (USD): \$ 4364 New Details *Total Price (USD): \$ 4364 View Details * Release Staterooms *Total Price (USD): \$ 4364 View Details * Release Staterooms *Total Price (USD): \$ 4364 View Details * Release Staterooms *Total Price (USD): \$ 4364 View Details * Release Staterooms *Total Price (USD): \$ 4364 View Details * Release Staterooms *Total Price (USD): \$ 4364 Current Reservation Wayne, John Wayne, Mary *Total Price Code Edit Category Code Edit Infinity 186CEL1 ZA A Payment Summary: 3 Deposits Due Payment Received Final Payment Due Amount Required: 0.00 Amount: 0.00 Am	ide Naviqa	ation				V FOR DETAILS 👻			IGNO	RE BOOKING
Price Codes Final Pricing Pre/Post Hotels Memp Statecoms Cruise Ticket Documentation Cruise-Only Transfers Bus Program Statecoms Itinerary Bus Program Statecoms Suest Details Flight Information Special Services Inventory Time: 16: minutes Intrutise Page Intrutise Page Inventory Time: 16: minutes *Total Price (USD): § 4364 View Details * Release Staterooms *Total Price (USD): § 4364 View Details * Release Staterooms *Price includes all guests, taxes 3: fr teservation Summary Many *Total Price (USD): § 4364 Current Reservations: 10:9 Sep 2007, ALCAN, 10 ************************************	Sailing		▶ Re	servation Sun	nmary	Gratuities		Cross-Refe	rence	
Categories Cruise Ticket Documentation Cruise-Only Transfers Staterooms Hinerary Bus Program Suest Details Flight Information Special Services Intruthis Page Inventory Time: 15 minutes Intruthis Page Inventory Time: 15 minutes Reservation #: (Pending) Infinity, .09-SEP-2007, Alaska . 10 nights *Total Price (USD): \$4364 View Details * Release Staterooms *Price includes all guests, taxes & free teservation Summary Wayne, John Wayne, Mary Entire Reservations: 9 09 Sep 2007, ALCAN, 10 Price Code Edit Category Code Edit Infinity Thick Due TRiceEL1 2A Payment Summary: Image: State Due Payment Received Final Payment Due Amount 80.00 Amount: 0.00 Amount: 4364.34 Date: 68.Aug-2007	Price Cod	<u>es</u>	Fir	nal Pricing		Pre/Post Hotels		Memo		
Bitsterooms Hinerary Bus Program Suest Details Flight Information Special Services Mrit this Page Inventory Time: 15. minutes ndividual: View Reservation Summary *Total Price (USD): \$ 4364 View Details * Release Staterooms View Details * Release Staterooms View Details * Release Staterooms *Total Price (USD): \$ 4364 *Price includes all guests, taxes 8 fr teservation Summary Entire Reservation Wayne, John Wayne, Mary Current Reservations: 9 9 Sep 2007, ALCAN, 10 Ship Edit Price Code Edit Category Code Edit Infinity IR6CEL1 2A Payment Summary: Ship Edit Deposits Due Payment Received Amount: 0.00 Amount: 4364.34 Date: Date:	Categorie	5	Cr	uise Ticket Docu	mentation	Cruise-Only Tran	sfers			
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Infinity TR6CEL1 2A Payment Summary:			Ship <u>Ec</u>	lit		Price	Code <u>Edit</u>	Ca	tegory Cod	le <u>Edit</u>
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Amount Required: 0.00 Amount: 0.00 Amount: 4364.34 Date: 08-Aug-2007 Date: 08-Aug-2007 Date: 08-Aug-2007			Deposits	Due		Paymer	t Received	Fii	nal Paymen	t Due
Date: 08-Aug-2007 Date: Date: 08-Aug-2007	Amount	Required: (0.00			Amount: 0.00		Amount:	4364.34	
LANAL CONTRACTOR AND A DECKAR	Date: 08-	Aug-2007				Date:		Date: 08-	Aug-2007	

Title		Last Name	First Name	Gender	Citizenship	Age	Onboard Language	Past Guest	Loyalt Numbe
R	Wayne		John	Male	US	42	English	N	
ISS	Wayne		Mary	Female	US	35	English	N	
ruise	Care Adde	d <u>Edit</u>							
ruise	Itinerary:								
E	Date		Ports of Call			Arrive	Depart	Ac	tivity
un 09 S	Sep 2007	VANCOUVER, BR	ITISH COLUMBIA				5:45 PM	Boarding	3
on 10 :	Sep 2007	INSIDE PASSAGE	(CRUISING)						
Je 11 S	Sep 2007	KETCHIKAN, ALA	SKA		7	:00 AM	5:00 PM	Docked	
ed 12 :	Sep 2007 HUBBARD GLACIER (CRUISING)				2	:00 PM	6:00 PM		
nu 13 S	Sep 2007	JUNEAU, ALASK	A		7	:00 AM	7:00 PM	Docked	
i 14 Se	p 2007	ICY STRAIT POIN	IT, ALASKA		7	:00 AM	4:00 PM	Tendere	d
at 15 Se	ep 2007	INSIDE PASSAGE	(CRUISING)						
un 16 S	Sep 2007	VANCOUVER, BR	ITISH COLUMBIA		7	:00 AM		Departu	re
statero	oom #: 916	dit 9 V	Vaitlist	Beddi	na: Kina size	bed			
ack: Sk	CY DECK	2	valuist.	Beddi	ngConfigura	tion: Tone	ther/Both Tor	ether Edit	
ice Ca	tegony 24			Berth	e d	uon. roge	alenboar rog	Jettier <u>Luit</u>	
orth Ca	ategory, 2A			Pollay	5. 4 vav: N				
ne De	eluve Ocean	View		Criby	/ vay. n				
ocation	: Aft	I VIGW		Capac	ity: 4				
)inina:	(i) Edit								
		Guest	Con	firmed Seati	ng	Waitlist Se	ating	Table S	i7e
avne	lohn	ducst	Main	inneu seau	ng	Waltist St	-aung 4(120
avne. I	Marv		Main				1()	
ayno, i	indi y		man						
iatewa	ay 🗓 Edit								
		Guest			Confirmed G	iateway	1	Vaitlist Gatew	/ay
ayne, .	John			Cruis	e Only		-		
ayne, I	Mary			Cruis	e Only				
Gratuiti	ies: 🙂 Ed	lit							
		Guest		0			Added?		
ayne,	John			Onboa	ard				
ayne, I	Mary			Onboa	ard				
ayne, . ayne, I Availa	John Mary ble W: Wait	Guest		Onboa	ar	rd rd	d d	Added? d	Added? d d

- 1. Review reservation detail
- 2. Click 'Proceed to pricing' to go to the next step.

Note: You will see an orange color prompt like the one below displaying Inventory Time left.

Inventory Time: 13 minutes 👸

Royal Caribbean International, Celebrity Cruises, Azamara Cruises and Primary Modules Inc. Page 35 of 62

STEP- 12 (screen 12)

ndividual: Final Pricing			
Reservation #: (Pending)	Infinity , 09-SEP-2007 , Alaska , 10	nights	*Total Price (USD): \$4364.3
View Details 💌		Release Staterooms	*Price includes all guests, taxes & fees
inal Pricing 🕄			
DEPOSIT Amount: 0.00 Date: 08-Aug-2007	FINAL PAYMENT DUE Amount: 4364.34 Date: 08-Aug-2007		
Vacation Charges	Guest 1	Guest 2	Total
Cruise	1750.00	1750.00	3500.00
Cruise Care	109.00	109.00	218.00
NCCF	219.00	219.00	438.00
Vacation Subtotal	2078.00	2078.00	4156.00
Taxes & Fees Subtotal	g		
Departure Tax	104.17	104.17	208.34
Taxes and Fees Total	104.17	104.17	208.34
VACATION TOTAL	2182.17	2182.17	4364.34
0			
			CEED TO CONFIRMATION

- 5. Review payment schedule
- Review pricing details
 Click 'Proceed to confirmation' to go to the next step.



STEP- 13 (screen 13)

Confirmation		Cruise	Match Automation Support: 30571883
Search Salling Price Co	des Categories Staterooms	Guest Details Reservation Sun	nmary Pricing Confirmation
Individual: Thank you. Y	our booking has been save	d.	<u>Print this Page</u>
Reservation #:6050			*Total Price(USD): 4364.34
Brand: Celebrity Cruises Ship: Infinity Sailing Date:09-SEP-2007 Duration: 10-Nights Reservation Status: OF	Region: Alaska Occupancy: Double Option Date: 08-AUG-2007		Price Code: TR6CEL1 Guest 1: 2182.17 Guest 2: 2182.17
DEPOSIT Amount: 0,00 Date: 08-AUG-2007	PAYMENTS RECEIVED Amount: 0.00	FINAL PAYMENT DUE Amount: 4364.34 Date: 08-AUG-2007	* Price include all passengers, taxes & fees
Request Confirmation:	Via: Email 💟 TravelAgent@	agency.∞m ③ Sen ○ Sen ○ Bott	d Guest Version d TA Version v Version
ou may now:			
Make a Payment Air/Hotel Up Start NEW Retrieve Exit Reservation Reservation	sell ASR sting Retrieve This Reservation	Insight CruisePay	<u>Guest Information</u> Form

- 5. Review reservation number and summary
- 6. Review payment schedule
- 7. Check request confirmation box at the left side below summary
- 8. Click 'Send' to complete the process.

Steps for Individual Reservations Training

Path 3: Amend an Individual Reservation

Index Page

Celebrity Cruises Brues Caribbean
Welcome to CruiseMatch training!
Celebrity's Special Agent Mission: II Click here to enter the Celebrity Special Agent Sweepstakes
Individual Reservations Training
1. Shop/reserve an individual cruise reservation
2. Shop/reserve a cruisetour reservation
3. Amend an individual reservation
4. Amend a cruisetour reservation
Group Reservations Training
1. <u>Shop/reserve a group reservation</u>
2. Create an individual booking within a group reservation
3. Amend a group reservation
4. Make a payment on an individual booking within a group reservation
Note: Please understand that you are in a test environment. Dates, prices and minor wording may be different in the "live" environment.

3. Click Amend an individual reservation link.

STEP- 1 (screen 1)



- 7. Enter USERNAME: training
- 8. Enter PASSWORD: training
- 9. Click LOG IN button

STEP- 2 (screen 2)



- 5. Hover over BOOKING TOOLS menu.
- 6. Click on 'CruiseMatch Online' link to go to next step.

STEP- 3 (screen 3)

Celebrity Cruises RoyalC	aribbean ATLONAL				
CRUISINGPOWER.COM	FIND A CRUISE TRIP DETAILS	BOC		SELLING TOOLS	▼ WORKING WITH US ▼
Back to Cruisematch Home		Welc	come Jimmy Smits!	Agent for Hollywood	Travel & Cruises LOG OUT
The best booking and inform designed for the use of trave	nation system el agents.			C	ruiseMatch
START A NEW RESERVATION	RETRIEVE AN EXISTING RESER	VATIO	N		
To Start a New Reservation choose an option below:	Retrieve a reservation for: • An Ind	lividua	al 🗍 A Group		
QUICK SEARCH	Reservation ID#:	OR	Brand ALL.		×
ADVANCED SEARCH	Reservation ID Enter Reservation IE Find a <u>group request form</u> from our Groups Hub on cruisingpower.com): 578	San Date. Day Mo Name:	nth and Year	
If you want information about back-to-back sailings, please contact your representative.					60

- 3. Enter reservation ID# 5782 in the field to retrieve the reservation.
- 4. Click 'Go' to proceed to the next step.

TEP-4 (screen 4)		CruiseMatch Automation Support: 305718
<u>Search Sailing Pric</u>	<u>e Codes Categories Stateroom</u>	<u>Guest Details</u> Reservat	ion Summary Pricing Confirma
ide Navigation	▼ SEE BEL	OW FOR DETAILS 👻	IGNORE BOOKIN
Sailing Price Codes Categories Staterooms Guest Details	Reservation Summary Final Pricing Cruise Ticket Documentation Itinerary Flight Information	Gratuities Pre/Post Hotels Cruise-Only Transfers Bus Program Special Services	<u>Cross-Reference</u> <u>Memo</u>
		- State - State	
^p rint this Page Individual: View Rese	ervation Summary		Amend Time: 14 minutes
Print this Page Individual: View Rese Reservation #: 5782 View Details -	ervation Summary Adventure Of The Seas , 16-DEC-200	17, Southern Caribbean , 7 nights 	Amend Time: 14 minutes *Total Price (USD): <u>\$ 2454</u> includes all guests, taxes & fees.
Print this Page Individual: View Rese Reservation #: 5782 View Details • Reservation Summary	ervation Summary Adventure Of The Seas , 16-DEC-200	17, Southern Caribbean , 7 nights "Price	Amend Time: 14 minutes *Total Price (USD): \$ 2454 includes all guests, taxes & fees.
Print this Page Individual: View Rese Reservation #: 5782 View Details • Reservation Summary Entire Reservation	ervation Summary Adventure Of The Seas , 16-DEC-200 Brad, Pitt	17, Southern Caribbean , 7 nights Price	Amend Time: 14 minutes *Total Price (USD): <u>\$ 2454</u> includes all guests, taxes & fees.
Print this Page Individual: View Reservation #: 5782 View Details • Reservation Summary Entire Reservation	Adventure Of The Seas , 16-DEC-200 Brad, Pitt	17, Southern Caribbean , 7 nights "Price	Amend Time: 14 minutes *Total Price (USD): \$ 2454 includes all guests, taxes & fees.
Print this Page Individual: View Rese Reservation #: 5782 View Details • Reservation Summary Entire Reservation Current Reservations:	Adventure Of The Seas , 16-DEC-200 Brad, Pitt	17, Southern Caribbean , 7 nights "Price Price Code Edit	Amend Time: 14 minutes *Total Price (USD): \$ 244 includes all guests, taxes & fees. Category Code Edit

	Payment Summary: 🔳				<u>View Payment Schedule/Penal</u>						
2	8	Deposits Du	ue		Payment Re	ceived	Fir	nal Payment	Due		
Amount F	Required:	: 250.00		Amou	int:		Amount:	2454.37			
Date: 01-A	Date: 01-Aug-2007			Date:			Date: 07-0	Date: 07-Oct-2007			
Persona	al: 😟 <u>Ed</u>	lit									
Title		Last Name	First Name	Gender	Citizenship	Age	Onboard Language	Past Guest	Loyalty Number 1		
MR	Brad		Pitt	Male	US	38	English	N	_		
cruise c	are Adde	eu <u>cuit</u>									
Cruise It	tinerary:										
Cruise It	tinerary: ate		Ports of Call			Arrive	Depart	Ac	tivity		
Cruise It Da Sun 16 De	tinerary: ate ec 2007	SAN JUAN, PUER	Ports of Call TO RICO		-1	Arrive	Depart 8:30 PM	Ac Boarding	tivity 9		
Cruise It Da Sun 16 De Mon 17 De	tinerary: ate ec 2007 ec 2007	SAN JUAN, PUER CRUISING	Ports of Call TO RICO			Arrive	Depart 8:30 PM	Ac Boarding	tivity 9		
Cruise It Da Sun 16 De Mon 17 De Tue 18 De	tinerary: ate ec 2007 ec 2007 ec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI	Ports of Call TO RICO RUBA		8	Arrive	Depart 8:30 PM 8:30 PM	Ac Boarding Docked	tivity 9		
Cruise It Da Sun 16 De Mon 17 De Tue 18 De Wed 19 De	tinerary: ate ec 2007 ec 2007 ec 2007 ec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C	Ports of Call TO RICO RUBA URACAO		8	Arrive :00 AM :00 AM	Depart 8:30 PM 8:30 PM 5:00 PM	Boarding Docked Docked	tivity 9		
Cruise If Da Sun 16 De Mon 17 De Tue 18 De Wed 19 De Thu 20 De	tinerary: ate ec 2007 ec 2007 ec 2007 ec 2007 ec 2007 ec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING	Ports of Call TO RICO RUBA URACAO		8	Arrive :00 AM :00 AM	Depart 8:30 PM 8:30 PM 5:00 PM	Ac Boarding Docked Docked	tivity 9		
Cruise It Da Sun 16 De Mon 17 De Tue 18 De Wed 19 De Thu 20 De Fri 21 Dec	tinerary: ate ec 2007 ec 2007 ec 2007 ec 2007 ec 2007 ec 2007 : 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST	Ports of Call TO RICO RUBA URACAO F. MAARTEN		8	Arrive :00 AM :00 AM :00 AM	Depart 8:30 PM 8:30 PM 5:00 PM 5:30 PM	Ac Boarding Docked Docked	tivity 9		
Cruise It Da Sun 16 De Mon 17 Da Tue 18 De Wed 19 Da Thu 20 De Fri 21 Dec Sat 22 Dea	tinerary: ate ec 2007 ec 2007 ec 2007 ec 2007 ec 2007 c 2007 c 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM.	Ports of Call TO RICO RUBA URACAO F. MAARTEN ALIE, ST. THOMAS		8	Arrive :00 AM :00 AM :00 AM :00 AM	Depart 8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	Boarding Docked Docked Docked Docked	tivity 9		

1. Click 'Pre/Post Hotels' link (next to red icon) in the navigation section located on top of the screen to go to the next step.



STEP- 5 (screen 5)

Individua	I: Pre/Post Hotels						Amend T	ime: 15 m	inutes	٢
Reservat	tion #: 5782 Adventure O	f The Seas ,	16-DEC-200	7 , Southern	Caribbean , 7 nigh	ts	*Total Pri *Price inclu	ce (USD): des all guest	<u>\$ 2454</u> s, taxes & fr	. <u>37</u>
Select Hote	els:									
Pre/Post:	nights Loc	ation:	🖌 🗹 Inclu	ide Closed H	otels 🗹 Includ	ie Waitlist Or	ıly		UPDATE	כ
Status	Description	Pre/Post	Location	<u>Nights</u>	*Price From	<u>Guest 1</u>	<u>Guest 2</u>	<u>Guest 3</u>	<u>Guest 4</u>	
NA	None	NA	NA	NA	NA	۲	۲	۲	۲	^
A	1NTPOST PARADISUS PUERTO RICO W/TRNFS	Post	SJU	1	802.00	0 🚺				
A	1NTPRE PARADISUS PUERTO RICO W TRANSFERS	Pre	SJU	ŧ	802.00			0		
A	2NTPRE PARADISUS PUERTO RICO W TRANSFERS	Pre	SJU	2	1567.00					
A	3NTPRE PARADISUS PUERTO RICO W TRANSFERS	Pre	SJU	3	2332.00		0	0		
A	1NT POST SHERATON OLD SAN JUAN W/XFERS	Post	SJU	1	320.00					
A	1NT PRE SHERATON OLD	Pre	SJU	1	320.00					~
A: Available	W: Waitfist C: Closed	*Price	From: Based or	n double occ	ирапсу	0	PROCE	ED TO S		

- 1. Select the first post hotel option (INTPRE PARADISUS PUERTO RICO W TRANSFERS) from the list by click the radio button at the right side.
- 2. Click 'Add' button.
- 3. Click 'Proceed to Summary' to go to the next step.



STEP- 6 (screen 6)

						Cr	uiseMatch Auto	mation Support: 3	057188	
<u>Search</u>	<u>Sailing</u>	Price Codes	Categories Stateroor	ns <u>Guest</u>	Details R	eservation	n Summary	Pricing Co	nfirmati	
le Navi	gation		✓ SEE BE	LOW FOR DE	TAILS 👻			IGNORE BO	OKING	
ailino) Rese	ervation Summary	Gratuiti	es.		Cross-Refer	ence		
rice Co	odes	Final	Pricing	Pre/Pos	± t Hotels		Memo	ente		
ategor	ies	Cruise	e Ticket Documentation	Cruise-	Only Transfers					
tateroc	ams			Bus Pro	gram					
uest D	<u>etails</u>	<u>Itiner</u> Flight	<u>ary</u> t Information	<u>Specia</u>	Services					
nt this I I divi i	_{Page} dual: Viev	w Reservation S	Summary				Amend	Time: 15 minute	es	
eser	vation #:	5782 Adventure O	f The Seas , 16-DEC-20	07 , Southern	Caribbean , 7	nights	*Total P	rice (USD): <u>\$ 3</u>	256.3	
View Details 🔻							*Price incli	udes all guests, taxe	is & fees	
eserv	ation Summ	nary								
Entir	e Reservati	on Brad, Pitt								
-	1.0	times (II) con an								
Curre	Int Reserva	tions: (1) 16 Dec 20	07, CARIB, 7							
		Ship <u>Edit</u>			Price Code	e <u>Edit</u>	Cat	tegory Code <u>Edi</u>	it	
Adven	ture Of The	Seas		BRKB4	BRKB45			<u>E1</u>		
ayme	ent Summa	ıry: 追				Ð) <u>View Payme</u>	nt Schedule/Pe	nalties	
		Deposits Du	e		Payment Re	ceived	Fit	nal Payment Due	e	
moun	t Required:	250.00	12	Amou	Amount:			Amount: 2454.37		
ate: 01	I-Aug-2007			Date:	Date:			Date: 07-Oct-2007		
Perso	nal: 🗓 Ed	*								
Title	_	Last Name	First Name	Gender	Citizenship	Age	Onboard	Past Guest	Loyalty	
D	Brad		Ditt	Mala	115	20	Language	N	umber	
R	Diau		FILL	Mare	03	50	Linguisti	н		
ruise	Care Adde	ed <u>Edit</u>								
Cruise	e Itinerary:									
	Date		Ports of Call			Arrive	Depart	Activi	ity	
un 16	Dec 2007	SAN JUAN, PUERT	O RICO				8:30 PM	Boarding	-	
on 17	Dec 2007	CRUISING								
0 40	Dec 2007	ORANJESTAD, AR	UBA		8	MA 00:	8:30 PM	Docked		
16 10		WILLEMSTAD CI	IRACAO		8	MA 00:	5:00 PM	Docked		
ed 19	Dec 2007	WILLEINGTAD, CO								
ed 19 nu 20	Dec 2007 Dec 2007	CRUISING								
ied 19 hu 20 i 21 D	Dec 2007 Dec 2007 ec 2007	CRUISING PHILIPSBURG, ST	. MAARTEN		8	:00 AM	5:30 PM	Docked		
led 19 hu 20 ri 21 D at 22 D	Dec 2007 Dec 2007 ec 2007 Jec 2007	CRUISING PHILIPSBURG, ST CHARLOTTE AMA	. MAARTEN ALIE, ST. THOMAS		8:	00 AM 00 AM	5:30 PM 5:30 PM	Docked Docked		

1. Click 'Cruise Ticket Documentation' link (next to red icon) from the navigation list located at top of the page and to go to the next step.



(screen 7) STEP- 7

Individual: Cruise Ticket	Documentation		Amend Time: 15 minutes 👸
Reservation #: 5782 Adver	ture Of The Seas , 16-DEC	-2007 , Southern Caribbean , 7 nights	*Total Price (USD): \$3256.37
View Details 💌			*Price includes all guests, taxes & fees.
Cruise Ticket Documentation	0		
Indicate Mailing Preference			
Guest Ticket Booklet(s) may be sent whom the documents should be sent	via postal mail or e-mail. Pleas	se indicate your clients' mailing preference	e as well as the primary contact person to
Lorem ipsum dolor sit amet			
Document Preferences: 🛓	O Send paper documer	nts 💿 Send e-Docs Send Docu	ments to: Travel Agency
Language Preference: 追	Language:	English	
e-Docs: 道	*Email	JimmySmits@hollywoodcruises.com	
Disclaimer: Lorem ipsum dolor sit amet Aenean at dolor sed metus faucibus co	. consectetuer adipiscing elit. Isequat. Praesent et felis. Pha	Donec condimentum aliquam lectus. asellus fermentum lobortis dui.	
About 11s equilipformation	Privany Poliny @2006 Ce	lehrih: Cruises Inc. © 2006 Royal Caribbea	n Cruises I tol. All Rights Reserved

- 1. 'Send e-Docs' radio button will be selected by default.
- Send Documents to: 'Travel Agency' or 'Guest'
 Language preference will be 'English' by default
- 4. Email address will appear as 'JimmySmits@hollywoodcruises.com' by default. You can enter any email address in the live environment.
- 5. Click 'Proceed to Summary' to go to the next step.

STEP- 8 (screen 8)

Individual: Viev	v Reservation S	Summary				Amend	Time: 15 minutes
Reservation #:	5782 Adventure O	fThe Seas , 16-DEC-20	07 , Southern	Caribbean	,7 nights	*Total P	rice (USD): \$3256.3
View Details 🔻						*Price incl	udes all guests, taxes & fees
Reservation Summ	nary						
Entire Reservation	on Brad, Pitt						
Current Reserva	tions: 追 16 Dec 20	07, CARIB, 7					
	Ship <u>Edit</u>			Price Co	ode <u>Edit</u>	Ca	tegory Code <u>Edit</u>
Adventure Of The	Seas		BRKB4	5		<u>E1</u>	na manganangan si marang si bana ng bo
Payment Summa	ary: 🔳				6	View Payme	nt Schedule/Penalties
	Deposits D	ue		Payment I	Received	Fi	nal Payment Due
Amount Required	: 250.00		Amou	nt:		Amount:	2454.37
Date: 01-Aug-2007			Date:			Date: 07-	Oct-2007
Personal: 🔳 Ed	lit						
Title	Last Name	First Name	Gender	Citizensh	iip Age	Onboard	Past Guest Number
MR Brad		Pitt	Male	us	38	English	N -
Date Sun 16 Dec 2007	SAN JUAN, PUERT	Ports of Call			Arrive	Depart 8:30 PM	Activity
Man 47 D 2007						0.000 1.11	bounding
Mon 17 Dec 2007	CRUISING	CRUISING					
Tue 18 Dec 2007	ORANJESTAD, AF	RUBA			8:00 AM	8:30 PM	Docked
Vion 17 Dec 2007 Fue 18 Dec 2007 Wed 19 Dec 2007	ORANJESTAD, AF	RUBA JRACAO			8:00 AM 8:00 AM	8:30 PM 5:00 PM	Docked Docked
Vion 17 Dec 2007 Fue 18 Dec 2007 Wed 19 Dec 2007 Fhu 20 Dec 2007	CRUISING ORANJESTAD, AF WILLEMSTAD, CU CRUISING	RUBA JRACAO			8:00 AM 8:00 AM	8:30 PM 5:00 PM	Docked Docked
Mon 17 Dec 2007 Tue 18 Dec 2007 Wed 19 Dec 2007 Thu 20 Dec 2007 Fri 21 Dec 2007 Set 22 Dec 2007	CRUISING ORANJESTAD, AF WILLEMSTAD, CI CRUISING PHILIPSBURG, ST	RUBA JRACAO . MAARTEN			8:00 AM 8:00 AM 8:00 AM	8:30 PM 5:00 PM 5:30 PM	Docked Docked Docked
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View 17 Dec 2007 Tue 18 Dec 2007 Wed 19 Dec 2007 Thu 20 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom #: 939	CRUISING ORANJESTAD, AF WILLEMSTAD, CL CRUISING PHILIPSBURG, ST CHARLOTTE AM/ SAN JUAN, PUERT	RUBA JRACAO . MAARTEN ALIE, ST. THOMAS TO RICO	Backlin	IG: CONV	8:00 AM 8:00 AM 8:00 AM 8:00 AM 7:00 AM	8:30 PM 5:00 PM 5:30 PM 5:30 PM	Docked Docked Docked Docked Departure
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Royal Caribbean International, Celebrity Cruises, Azamara Cruises and Primary Modules Inc. Page

Individual	Reservations	Training
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10					
Added?					
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T Nights Vescription			Statu		
10-1-1-	Ţ	Location	C4-4		
1	1NTPRE PARADISUS PUERTO	Carolina	А		
	Onboar Nights 1	Added? Onboard T Nights Uescription 1 <u>INTPRE PARADISUS PUERTO</u> RICO W TRANSFERS	Added? Onboard T Location Location 1 1NTPRE PARADISUS PUERTO RICO W TRANSFERS Carolina		

- 3. Review reservation detail
- 4. Click 'Proceed to Pricing' to go to the next step.



STEP- 9 (screen 9)

Print this Page Individual: Final Pricing				Inventory Time: 15 minutes
Reservation #: (Pending) 7 nights View Details -	Adventure Of The Se	as , 16-DEC-2007, So	uthern Caribbean , <u>Release Staterooms</u>	*Total Price (USD): \$2454.37 *Price includes all guests, taxes & fees.
Final Pricing 🔒				
DEPOSIT Amount: 250.00 Date: 01-Aug-2007	FINAL PAYMENT D Amount: Date: 0	UE 2454.37 17-Oct-2007		
Vacation Char	ges	Gues	<u>t1</u>	Total
Cruise		2124.00		2124.00
Cruise Care		139.00		139.00
NCCF		159.00		159.00
Vacation Subtotal		2422.00		2422.00
Taxes & Fees Su	btotal			
Departure Tax		32.37		32.37
Taxes and Fees Total		32.37		32.37
VACATION TOTAL		2454.37		2454.37
<u>View Agency Details</u>				
0				
	~			
		RETURN TO SUMM	ARY ARY PRO	CEED TO CONFIRMATION
	(e. 2 -			

- 8. Review payment schedule
- 9. Review pricing details
- 10. Click 'Proceed to confirmation' to go to the next step.



STEP- 10 (screen 10)

Individual: Thank you. Yo	our booking has been save	d.		Print this Page
Reservation #:5782			*Tota	al Price(USD): 2454.37
Brand Royal Caribbean Ship: Adventure Of The Seas Sailing Date:16-DEC-2007 Duration 7-Nights Reservation Status: OF	Region Southern Caribbean Occupancy Single Option Date: 01AU-G-20		Price Gues Gues Gues	Code BRKC45 t1: 2454.37 t2: 0 t3: 0 t4: 0
DEPOSIT Amount: 250.00 Date: 01AU-G-20	PAYMENTS RECEIVED Amount: 0	FINAL PAYMENT DUE Amount: Date: 07	2454.37 OC-T-20	include all passengers, taxes &
Request Confirmation:	Via: Email 💌 TravelAgent@)agency.com	 Send Guest Send TA Ve Both Versio 	Version ersion n SEND
ou may now:				
WITHIN CRUISEMATCH		WITHIN CRUISING	POWER	
Make a Payment Air/Hotel Up Start NEW Retrieve Exit Reservation Reservation	sell Retrieve This sting Reservation	Insight Quisque Cursus	<u>CruisePay</u> Quisque Cursus	Guest Information Form Quisque Cursus

- 9. Review reservation number and summary
- 10. Review payment schedule
- 11. Check request confirmation box at the left side below summary
- 12. Click 'Send' to complete the process.

Steps for Individual Reservations Training

Path 4: Amend a Cruisetour Reservation

Index Page

Celebrity Cruises * E RoyalCaribbean
Welcome to CruiseMatch training!
Celebrity's Special Agent Mission: II Click here to enter the Celebrity Special Agent Sweepstakes
Individual Reservations Training
1. Shop/reserve an individual cruise reservation
2. Shop/reserve a cruisetour reservation
3. Amend an individual reservation
4. Amend a cruisetour reservation
Group Reservations Training
1. <u>Shop/reserve a group reservation</u>
2. Create an individual booking within a group reservation
3. Amend a group reservation
4. Make a payment on an individual booking within a group reservation
Note: Please understand that you are in a test environment. Dates, prices and minor wording may be different in the "live" environment.

4. Click Amend a cruisetour reservation link.

STEP- 1 (screen 1)



- 10. Enter USERNAME: training
- 11. Enter PASSWORD: training
- 12. Click LOG IN button

STEP- 2 (screen 2)



- 7. Hover over BOOKING TOOLS menu.
- 8. Click on 'CruiseMatch Online' link to go to next step.

STEP- 3 (screen 3)

Celebrity Cruises RoyalC	aribbean ATTORAL							
CRUISINGPOWER.COM	FIND A CRUISE	TRIP DETAILS	BOC	KING TOOL	S 🔻 SELLIN	g tools 🔻	WORKIN	
lack to Cruisematch Home			We	alcome Orlanc	io Bloom! Ager	nt for MGM Tr	ravel & Cruis	es LOG OUT
The best booking and inform designed for the use of trave	nation system el agents.					Cri	uiseN	latch
START A NEW RESERVATION	RETRIEVE AN E	XISTING RESER	VATIO	N				
To Start a New Reservation choose an option below:	Retrieve a reservat	tion for: 🍈 An Indi	ividua	I 🗍 A Grou	D		1	
	Reservation ID#:	D	OR	Brand		1.000		
Queroscie	T	GO		BOOKING TOOLS V SELLING TOOLS V WORKING WITH US V Welcome Orlando Bloom! Agent for MGM Travel & Cruises LOG OUT Cruise Match				
ADVANCED SEARCH	Find a group reque	eservation ID nter Reservation est form from our	ID: 6	050 Sali Date:		V		
	Groups Hub on cri	uisingpower.com		Day 😪	Month and Ye	ear N		
	-			Name.			1	GO
back-to-back sailings, please contact your representative.								

- 5. Enter reservation ID# '6050' in the field to retrieve the reservation.
- 6. Click 'Go' to proceed to the next step.

STEP- 4 (screen 4)

nnt this Page ndividual: View Re	у		Amend Time: 1	5 minutes 👸	
Reservation #: 605	0 Infinity , 09-SEP-2007	, Alaska , 7 nights		*Total Price (USC	b): \$4364.34
Reservation Summary	WAYNE JOHN	WAYNE MAD	v		
Current Reservations	: 3 09 Sep 2007, AK, 7		÷		
	Ship <u>Edit</u>		Price Code <u>Edit</u>	Category Co	de <u>Edit</u>
Infinity			TR6CEL1	<u>2A</u>	Click Edit to
Payment Summary:	i)		0	View Payment Sche	dule/P <mark>category sta</mark>
	Deposits Due		Payment Received	Final Payn	nent Due
Amount Required: 0.00			Amount: 0	Amount: 4364.34	55
Date: 08-Aug-2007			Date:	Date: 08-Aug-200	7

- 1. Click 'Edit' next to Category Code in the current reservation section (as shown above)
- 2. All other links on the page will be disabled to make sure user cannot step out of CBT environment.

Note: You will see an orange color prompt like the one below displaying Inventory Time left.

Inventory Time: 13 minutes 👸

STEP- 5 (screen 5)

teser valient in over this	ity,09-SEP-2007,	Alaska , 7 nights		*Total Price (USD): \$4364	1.34
View Details 🔻			<u>Change Itinerary</u>	*Price includes all guests, taxes & I	ees.
Categories: 💷 ႐			9	Shop or compare new price co	ode(s
Include Closed Categories		⊙ <u>TR6CEL1</u>		O TR6CEL1A	
Category	Status	<u>1st & 2nd</u>	<u>3rd & 4th</u>	1 <u>1st & 2n</u>	
C Deluxe Ocean View	A	3440.00	1940.00	3540.00	
×	С		N/A	() N/A	
4 Ocean View	A	3200.00	1940.00	3300.00	
5 Ocean View	A	0 3100.00	1940.00	3200.00	
6 Ocean View	С	○ N/A	N/A	○ N/A	
7 Ocean View	A	O 2960.00 ()	1940.00	O 3060.00	
8 Ocean View	A	2940.00	1940.00	3040.00	
C	с		N/A	○ N/A	
					>

- 1. Select **'07 Ocean View'** category by clicking the radio button at the right side of the option.
- 2. Click 'Select and Proceed' to go to the next step.



STEP- 6 (screen 6)

serv	ation #: 60	50 Infinity, 0	9-SEP-2	2007 , Alaska	,7 nights			*Total P	rice (USI	o): <u>\$ 436</u>	4
iew De	tails 🔻							*Price inc	ludes all g	uests, taxes & I	fe
ect St	aterooms: 🗉	þ									
	Current Stateroom	Deck	Cat	Location	Connecting	Attributes	Berths	Rollaway	Crib	Capacity	y
۲	<u>9169</u>	<u>sk</u>	2A	Aft	N	2 Lowers L Shape Convert To King	4	N	Y	4	
erth Ca	tegory: Di	eck; All Deck	Att	ributes:	Connecting	Attributes	Berths	Dollaway	Crib	Capacity	E
	stateroom	Detr	<u>var</u>	Location	connecting	Attributes	bertins	Rollaway	CIIU	Capacity	
0	<u>2085</u>		07	Midship	Ν	King size bed	3	N	Υ	3	
	2081	CONTINENTAL DECK	07	Midship	Ν	King size bed	3	Ν	Υ	3	
	2079		07	Midship	N	King size bed	3	N	Y	3	
	2077		07	Midship	N	King size bed	3	N	Y	3	
	<u>2074</u>		07	Midship	N	King size bed	3	N	Υ	3	
	2073		07	Midship	N	King size bed	3	Ν	Υ	3	
	<u>2070</u>	CONTINENTAL DECK	07	Midship	Ν	King size bed	3	N	Y	3	
	2060		07	Forward	N	Kina eize hed	٩	ы	v	3	
	umber	SUBMIT	i								

- 1. Select '2085' stateroom option from the list.
- 2. Click 'Select and Proceed' to go to the next step.

Note: You will see an orange color prompt like the one below displaying Inventory Time left.

Inventory Time: 13 minutes

STEP- 7 (screen 7)

Sailing Price Codes C	ategories <u>Staterooms</u>	Guest Details	Reservation Summary	Pricing	Payment	Confirmati	
ide Navigation	*	SEE BELOW FOR DE	etails 👻		IGNO	RE BOOKING	
Sailing	Other Form Requests	Cruise	-Only Transfers	Final Pr	icing		
Price Codes	Itinerary	Bus Pr	Bus Program		Reservation Summary		
Categories	Flight Information		0	Paymen	t Details		
Staterooms	Custom Air	Specia	al Services	Paymen	t/Cancellation	Schedules	
Guest Details	Gratuities	Cross-I	Reference	Paymen	<u>it</u>		
Cruise Ticket Documentation	Pre/Post Hotels	Servio	e History				
		INFILE		10			
Update Guest Details							
Reservation #: 6050 In	finity, 09-SEP-2007, Alas	ka,7 nights		*Tota	I Price (USD):	\$ 3824.3	
Reservation #: 6050 In	finity , 09-SEP-2007 , Alas	ka , 7 nights		*Tota	l Price (USD):	<u>\$ 3</u>	

1. Click 'Special Services' link (next to the red icon) from the navigation section at top of the page to go to the next step.

Note: You will see an orange color prompt like the one below displaying Inventory Time left.

Inventory Time: 13 minutes

STEP- 8 (screen 8)

eservation #	¥: 6050	Infinity , 09-SE	P-2007 , Ala	ska , 7 nights				*Total Price (USD)	• <u>\$ 3824.</u>
View Details 🔻								*Price includes all gue	sts, taxes & fee
equest Special	Services	i							
Guest 1: WAYN	E, JOHN	0							
Service		Date		Associate Guest		Years	Notes		
	~		~		~	0			
Unassigned	Y		~	Guest	V	0			
	100	1	~	Guest		0			
Unassigned	v	-	1.00		-				
Unassigned Unassigned	v		Y	Guest	~	0			
Unassigned Unassigned Guest 2: WAYN Service	E, MARY	Date		Guest Associate Guest		0 Years	Notes		
Unassigned Unassigned Guest 2: WAYN Service	E, MARY	Date		Guest Associate Guest		0 Years	Notes		
Unassigned Unassigned Guest 2: WAYN Service Unassigned	E, MARY	Date		Guest Guest Guest	× ×	Vears 0	Notes		
Unassigned Unassigned Guest 2: WAYN Service Unassigned Unassigned	E, MARY	Date Date Date Date		Guest Guest Guest Guest		0 Years 0 0	Notes		

- 1. Select Service for guest 1 and 2 as Anniversary
- 2. Select Date for guest 1 and 2 as 10 Sept 2007
- 3. Select Associate Guest for guest 1 as Mary Wayne and for guest 2 as John Wayne.
- 4. Enter number of years = 8 in the 'Years' field for guest 1 and 2.
- 5. Click 'Proceed to Summary' to go to the next step.

Note: You will see an orange color prompt like the one below displaying Inventory Time left.

Inventory Time: 13 minutes

STEP- 9 (screen 9)

Individ	Jual: Viev	Reservation	Summary					Amen	d Time: 15 m	inutes
Reserv	vation #:	6050 Infinity , 09	-SEP-2007 , Alas	ska , 7 night	ts			*Total	Price (USD):	\$ 3824.3
View D	etails 🔻							*Price in	noludes all guest	s, taxes & fees
Reserva	ation Summ	ary								
Entire	Decentatio	WAYNE I	OHN	WAYNE I	IADY					
Liture	- Neservau	MATRICI J		MATHE N	ANI					
Currer	nt Reserva	tions: 🙂 09 Sep 2	2007, AK, 7							
Infinity		Ship <u>Edi</u>	<u>it</u>		TRECH	Price Co	de <u>Edit</u>		Category Cod	le <u>Edit</u>
mmnuy					IROCE	<u>L1</u>		<u>U1</u>		
Payme	ent Summa	ary: 🗓						View Payn	nent Schedul	e/Penalties
	-	Deposits [Due			Payment F	Received		Final Paymen	t Due
Amoun	t Required:	0.00			Amou	int: 0		Amour	nt: 3824.34	
Date: 08	8-Aug-2007				Date:			Date: 0	8-Aug-2007	
Perso	nal: 😟 Ed	<u>it</u>								
Title		Last Name	First N	ame	Gender	Citizensh	ip Age	Onboard Language	Past Gue	st Loyalty
MR	WAYNE		JOHN		Male	US	42	English	N	
MISS	WAYNE		MARY		Female	US	35	English	N	-
Cruise I	Itinerary:									
Cruise I	Itinerary: Date	MANCOUNTED BE	Ports of	f Call			Arrive	Depa	rt /	Activity
Cruise I D Sun 09 S Aon 10 S	ltinerary: Date Sep 2007 Sep 2007	VANCOUVER, BF	Ports of RITISH COLUMBIA	f Call			Arrive	Depa 5:45 PM	rt J Board	Activity
Cruise I D Sun 09 S Non 10 S Ue 11 S	Itinerary: Date Gep 2007 Sep 2007 Gep 2007	VANCOUVER, BR INSIDE PASSAGE KETCHIKAN, ALA	Ports of RITISH COLUMBIA E (CRUISING) ASKA	f Call			Arrive 7:00 AM	Depa 5:45 PM 5:00 PM	rt / Board	Activity ing d
Cruise I D Sun 09 S Ion 10 S Sue 11 S Ved 12 S	Itinerary: Date Gep 2007 Sep 2007 Gep 2007 Sep 2007 Sep 2007	VANCOUVER, BR INSIDE PASSAGE KETCHIKAN, ALA HUBBARD GLAC	Ports of RITISH COLUMBIA E (CRUISING) ASKA IER (CRUISING)	f Call	-		Arrive 7:00 AM 2:00 PM	Depa 5:45 PM 5:00 PM 6:00 PM	rt / Board Docke	Activity ing d
Cruise I Sun 09 S Ion 10 S Sue 11 S Ved 12 S hu 13 S	Itinerary: Date Gep 2007 Sep 2007 Gep 2007 Sep 2007 Sep 2007 Gep 2007	VANCOUVER, BF INSIDE PASSAGE KETCHIKAN, ALA HUBBARD GLAC JUNEAU, ALASK	Ports of RITISH COLUMBIA 6 (CRUISING) ASKA IER (CRUISING) A	f Call			Arrive 7:00 AM 2:00 PM 7:00 AM	Depa 5:45 PM 5:00 PM 6:00 PM 7:00 PM	rt / Board Docke	Activity ing d
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Royal Caribbean International, Celebrity Cruises, Azamara Cruises and Primary Modules Inc. Page 59 of 62

Individual	Reservations	Training
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	Form Previously Requested?						
WAYNE, JOHN		No					
WAYNE, MARY	IAYNE, MARY						
Gratuities: 🔳 Edit							
Gues	st	Added?					
WAYNE, JOHN		Onboard					
WAYNE, MARY		Onboard					
Special Services: 😟 Edit							
Associated Guest(s)	Service	Date	Years		Notes		
	ANNIVERSARY	10 Sep 2007	8	-			
WAYNE, JOHN WAYNE, MARY							
WAYNE, JOHN WAYNE, MARY							

- 5. Review reservation detail
- 6. Click 'Proceed to pricing' to go to the next step.



STEP- 10 (screen 10)

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a Paymen
2960.00
218.00
438.00
3616.00
208.34
208.34
3824,34

- 11. Review payment schedule
- 12. Review pricing details
- 13. Click 'Proceed to confirmation' to go to the next step.



STEP- 11 (screen 11)

Confirmation			Cruisel	latch Automation Supp	ort: 30571883;
Search Sailing Price Co	des Categories Stateroon	ns Guest Details	Reservation Sum	mary Pricing	Confirmation
Individual: Thank you. Y	our booking has been sa	ved.			Print this Page
Reservation #: <u>6050</u>				*Total Price(USD):	4364.34
Brand: Celebrity Cruises Ship: Infinity Sailing Date:09-SEP-2007 Duration: 10-Nights Reservation Status: OF	Region: Alaska Occupancy: Double Option Date: 08-AUG-2007			Price Code: Guest 1: Guest 2:	TR6CEL1 2182.17 2182.17
DEPOSIT Amount: 0.00 Date: 08-AUG-2007	PAYMENTS RECEIVED Amount: 0.0	0 FINAL PAYM Amount: Date:	ENT DUE 4364.34 08-AUG-2007	* Price include all passer fees	ngers, taxes &
✓ Request Confirmation:	Via: Email Via: TravelAge	ent@agency.com	 Send Send Both 	Guest Version TA Version Version	SEND
ou may now:					
WITHIN CRUISEMATCH		WITHIN C	RUISINGPOWER		
Make a Payment Air/Hotel Up Start NEW Retrieve Exit Reservation Reservation	sell <u>ASR</u> sting <u>Retrieve This</u> <u>Reservation</u>	<u>Insight</u>	<u>CruisePay</u>	<u>Guest Inform</u> Form	nation

- 13. Review reservation number and summary
- 14. Review payment schedule15. Check request confirmation box at the left side below summary
- 16. Click 'Send' to complete the process.