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 B E Royal 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. <u>Amend an individual reservation</u>
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.

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				
CRUISINGPOWER.COM	FIND A CRUISE TRIP DETAILS	BOO	KING TOOLS 🔻		WORKING WITH US V
ack to Cruisematch Home		Wel	come Jimmy Smits!	Agent for Hollywood T	ravel & Cruises LOG OUT
The best booking and infor designed for the use of trav START A NEW RESERVATION		VATI	2N	Cru	iseMatch
To Start a New Reservation	Retrieve a reservation for: An Inc		10.4		
Choose an option below:	Reservation ID#:	OR	Brand ALL Ship	8	<u>a</u>
ADVANCED SEARCH	Find a <u>group request form</u> from our Groups Hub on cruisingpower.com		Select Sail Date:	th and Year	
If you want information about back-to-back sailings, please		-			

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

### STEP- 4 (screen 4)

Quick Sea							
Search Sailing	Price Codes	Categories	Staterooms	Guest Details	Reservation Summary	Pricing	Confirmatio
Required Information	n Agent Name : <mark>Jimm</mark>	y Smits					
want to create	e a new bookin	g for : 🛄 💿 I	ndividual 🤇	Group			
- 1.1.	11 AV 245						
Ship: 追	*Brand:	Royal Caribbean	Nam	e: Select	*	0	
Sailing Date: 追	*Start Date:	Day 💌 🎧	Month and Year	. 💌 🗐 👩			
	Duration						
		Nights		Cruisetours			
ltinerary:	*Region: Selec		0				
	*Gateway: C/O	CRUISE ONLY		v ()			
Stateroom: 🗵	*Occupancy:	Select 💊	0				
Pricing: 🔳	Show prices in:	USD 🗸	2				

- 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)

/iew D	h Results Fo		or me or		200.2007,7		Edit Searce	h Results				sts, taxes & fee
illing:	i						0				Ι	
u can	select up to 3 sa	iilings at a time to	o compare	ı.								
ailings	s											
hoose ip to 3	Data	Region	<u>Status</u>	Nights	Brand	<u>Ship</u>	Embark. Port	<u>Group</u> Booked	Dinii 1st 2		<u>*Lead-In</u> <u>Pricing</u> (USD)	Action
) 🛛	16 Dec 2007	Southern Caribbean	A	7	RCI	<u>Adventure</u>	SJU	No	A	A	799.00	SELECT
) 🗹	23 Dec 2007	Southern Caribbean	A	7	RCI	Adventure	SJU	No	A	A	1399.00	SELECT
		Southern		223	32322		SJU			0		SELECT
Availa	30 Dec 2007	Caribbean	* Prices in	7 nclude Lore	RCI m lpsum	Adventure	г	No	A er pag	A e Go	1099.00 • to: 1-10	Of 3 4   >
Avails	TO COMPARISON able W: Waitlist	Caribbean	* Prices in	Iclude Lore	m lpsum		Show:	10 👽 p	er pøg		ng	▼ or34()
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Availa	TO COMPARISON able W: Waitlist to Comparison <u>Date</u> <u>16 Dec 2007</u>	Caribbean C: Closed C: Clo	* Prices in ame on the Fine Seas on the Fine Seas on the	idude Lore	m lpsum	<u>Ship</u> Adventure	Show:	10 P	er pag P ed	e Gi Dini 1st	ng <u>*Le</u> 2nd A	ading Pricing
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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

SAILING	G ITINERAR	Y				SAILIN	G ITINERAR	Y			SAILIN	GITINERAR	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		
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	Boardin		
17-Dec	CRUISING						CHARLOTT					CHARLOTT					
18-Dec	ORANJEST AD, ARUBA		8:30 P M	Docked		24-Dec	E AMALIE, ST. THOMA S	7:00 A M	5:00 P M	Docked	31-Dec	E AMALIE, ST. THOMA		. 5:00 P M	Docked		
	WILLEMST	8:00 A	5:00 P			25-Dec	CRUISING				01-Jan	CRUISING					
19-Dec	AD, CURAC	М	M	Docked	т	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 M	Docked		
20-Dec	CRUISING				T		WILLEMST				Contractor of	WILLEMST		5:00 P			
21-Dec	PHILIPSBU RG, ST. MA ARTEN	8:00 A M	5:30 P M	Docked		27-Dec	WILLEMST AD, CURAC AO	8:00 A M	5:00 P M	Docked	03-Jan	AD, CURAC AO		M	Docked		
	CHINES STORE					28-Dec	CRUISING				04-Jan	CRUISING					
22-Dec	CHARLOTT 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	Docked		
23-Dec	SAN JUAN, PUERTO RI CO	7:00 A M		Departur e		30-Dec	SAN JUAN, PUERTO RI CO	7:00 A		Departur e	06-Jan	SAN JUAN, PUERTO RI CO	7:00 A M		Departu e		
View: Pr	e Hotel, Post	<u>Hotel,</u>				View: Pr	e Hotel, Post I	Hotel,			View: Pr	e Hotel, Post	<u>Hotel,</u>				
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1. Click 'Select' button (next to red icon) at the bottom of the '16 Dec 2007' sailing option.

### STEP- 7 (screen 7)

View Detai	ils 🔻		Edit Search Results	*Price includes all gues	ts, taxes & fees.
Price Code You can only		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
	ЕЩ	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	ARE	W: Waitlist C: Closed			

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 7 nights	Of The Seas , 16-DEC-2007, South	hern Caribbean , *Total Price	(USD): (Pending)
View Details 💌		Edit Search Results *Price includes	all guests, taxes & fees.
Categories: 🗉 🏮			pare new price code(s
Include Closed Categories		O BRKC45	
<u>Category</u>	<u>Status</u>	<u>1st &amp; 2nd</u>	
JS Junior Suite	A	0 3080.00	
W	с	⊖ N/A	
31 Superior Oceanview Stateroom	A	O 2284.00	
2 Superior Oceanview Stateroom	A	2204.00	
23 Superior Oceanview Stateroom	A	O 2164.00	
E1 Deluxe Oceanview Stateroom	A	O 2124.00 🌔	
E2 Deluxe Oceanview Stateroom	A	0 2080.00	
x	С		
Wait List a Category RS 💽 🗓 Available W: Waitlist C: Closed *Avail. Str	ms.: Available Staterooms	The Departure Taxes/Fees	e NCCF fee is 159.00. Per Person is 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)

View Det	ails 🔻					Releas	se Stateroom	Price incl	udes all gu	iests, taxes & l	fee
	terooms: 🗵	erooms ck:	ΔĦ	ributes:						-	
All Choose up to 4	Stateroom		Cat		Connecting	Attributes	Berths	Rollaway	Crib	Capacity	E
	<u>9692</u>	DECK NINE	E1	Aft	N	CONV	2	N	Υ	2	100
0	<u>9392</u>	DECK NINE	E1	Aft	N	CONV	2	N	Υ	2	
	<u>8604</u>	DECK EIGHT	E1	Midship	N	CONV	2	N	Υ	2	
	<u>8602</u>	DECK	E1	Midship	N	CONV	2	N	Y	2	
	8600	DECK	E1	Midship	N	CONV	2	N	Υ	2	
	8598	DECK	E1	Midship	N	CONV	2	N	Y	2	
	<u>8596</u>	DECK EIGHT	E1	Midship	N	CONV	2	N	Y	2	
	8594	DECK	E1	Midship	N	CONV	2	N	Y	2	-

- 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)

Reservation #: (Pending) Adventure Of The Seas, 16-DEC: 2007, Southern Caribbean,   ? hights *Total Price (USD):   ? hights @ Release Stateroom	Required Information				In	ventory Time: 15	minutes
Were Details     Personal:      Personal:       Title: *LastName:      *FirstName:        *Gender:   *Citzenship:   Add is Bouest:           Dining: 3        Guest   *Confirmed Seating (****)   Select ************************************		Adventure Of The Seas , 16-D	EC-2007, South	ern Caribbean ,	*т,	otal Price (USD):	<u>\$ 2315.3</u>
Personal: Cone information from the first Guess     Title: *LastName:   *FirstName:   ** Canfirmed Seating ** Citizenship:     Mail   Select ** Select ** Select ** Select ** N*   Mail   Confirmed Seating ** Wallist Seating ** Caller Select ** N*   Guest:   Gateway **   Guest:   Gateway **   Guest:   Gateway **   Confirmed Seating ** Select *					rooms Pr	rice includes all guests	s, taxes & fees
Title: *LastName: *FirstName: *Gender: *Ctizenship: *Age Onboard (years): Language: Past Loyalty (years): Lo	iest Details						
Wr Select Select Select N     Remove Checked Guests Add a Guest     Dining: 3     Guest *Confirmed Seating • Wallist Seating Table Size:   (request only, not guarar   Guest 1 Select Select     Gateway 3     Guest 1     Gateway 3     Guest 1     Gateway 4     Booking Level Options: 4     Bedding Configuration:     Select     Vacation Protection Plan:     CruiseCare     Pre-vacation Information: 3     Guest:        • Contact Phone:        Passport Information: 4     Passport #:        Passport #:	Personal: 🚹				<u>Clone info</u>	rmation from the fir	rst Guest 🗵
Mr Select Select Select N N   Remove Checked Guests Add a Guest   Cluest   Guest *Confirmed Seating Wallist Seating Table Size: (request only, not guester   Gateway () Select Select Select Large   Gateway () Gateway **Air Add-on 	*Title: *LastName:	*FirstName:	* Gender: *Ci				
Remove Checked Guests Add a Guest     Dining: ③     Guest     *Confirmed Seating ①     Watilist Seating     Table Size:   (request only, not guerar     Gateway ③     Gateway ④     Gateway ④     Guest:   Gateway ④     Gateway ④     Gateway ④     Gateway ●     **Air Add-on     Gateway ●     **Air Add-on     Gateway ●     **Prices subject to change     Booking Level Options: ④     Bedding Configuration:   Select     Vacation Protection Plan:           *Contact Name:           *Contact Phone:     Passport Information: ④   Guest:   Passport #:   Expiration Date   Guest:	Mr 🗸		Select 🗸 Select	10000	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	arrent Constant	
Guest *Confirmed Seating Waitilist Seating Table Size:   Guest 1 Select Select Earge     Gateway 3   Guest 1 Gateway *Air Add-on   Guest 1 Gateway		est					
Guest 1 Select     Guest 1     Guest 2     Guest 3     Guest 4     Gateway 3     Guest 7     Guest 1     Gateway 3     Gateway 3     Gateway 3     Guest 1     Gateway 3     Guest 1     Gateway 3     Guest 1     Gateway 3     Gateway 3     Guest 1     Bedding Configuration: Select 1     Yer-vacation Information: 3     Contact Name: 1 <td>Dining: 🗓</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Dining: 🗓						
Gateway 3 Guest: Guest: Guest 1 CO Cruise Only *Prices subject to change Booking Level Options: 3 Bedding Configuration: Select ♥ Vacation Protection Plan: ♥ CruiseCare Pre-vacation Information: 3 Pre-vacation Information: 3 Passport Information: 3 Guest: Passport #: Expiration Date (dd-MMM-yyyy): Country of Residence: (dd-MMM-yyyy):	Guest	*Confirm	ed Seating 🔴	Waitlist Seating	1		t guarantee)
Guest: Gateway **Air Add-on   Guest 1 Gateway	Guest 1	Select	~	Select	×	Large 🔽	
Guest 1CO Cruise Only Prices subject to change Booking Level Options: ③ Bedding Configuration: Select Vacation Protection Plan: ☑ CruiseCare Pre-vacation Information: ④ Pre-vacation Information: ④ Passport Information: ④ Guest: Passport #: Expiration Date (du-MMM-yyyy):	Gateway 😟						
C/O Cruise Only   Prices subject to change   Bedding Configuration: Select   Vacation Protection Plan: CruiseCare   Pre-vacation Information:   Image:	Guest:	Gateway				**Air Add-o	n
*Prices subject to change  Booking Level Options:  Bedding Configuration: Select Vacation Protection Plan:  CruiseCare  Pre-vacation Information:  Pre-vacation Information:  Pre-vacation Information:  Pre-vacation Information:  Passport Information:  Passport Information:  Passport #: Expiration Date (dd-MMM-yyyy):	Guest 1				(11756)	2 <del></del>	
Bedding Configuration: Select  Vacation Protection Plan: CruiseCare  Pre-vacation Information:	*Prices subject to change		ruise Only		×		
Bedding Configuration: Select  Vacation Protection Plan: CruiseCare  Pre-vacation Information:	Booking Level Options:						
Vacation Protection Plan: CruiseCare   Pre-vacation Information:     *Contact Name:   *Contact Phone:   Passport Information:     Guest: Passport #:   Expiration Date   (dd-MMM-yyyy):   Country of Residence: (dd-MMM-yyyy):		edding Configuration: Solect					
*Contact Name:     *Contact Phone:  Passport Information:  Guest: Passport #: Expiration Date (dd-MMM-yyyy): Country of Residence:			iseCare				
Passport Information: 3 Guest: Passport #: Expiration Date (dd-MMM-yyyy):	Pre-vacation Information: 🔳						
Passport Information: Guest: Passport #: Expiration Date (dd-MMM-yyyy):		*Contact Name:	-				
Guest: Passport #: Expiration Date Country of Residence: (dd-MMM-yyyy):		Contact Phone:					
(dd-MMM-yyyy):	Passport Information: 🗓						
	Guest:	Passport #:			Cou	untry of Residence:	
	Guest 1				Se	elect	~
					0722		

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)

- 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)

ndividual: Viev	w Reservation	Summary				Invento	ory Time: 15 m	Inventory Time: 15 minutes		
Reservation #:	(Pending) Adv	enture Of The Seas ,	16-DEC-2007, S	outhern Carib	bean,	*Total F	Price (USD): §	2454.3		
View Details 💌				Relea	se Stateroo	oms Price inc	dudes all guests, ti	axes & fees		
Reservation Sumn	narv									
Entire Reservati										
Current Pesonia	itions: 😟 16 Dec 20	007 CADIR 7								
Current Neserva		8 K		Drino Cod	la Edit	0	toroni Codo I	-		
Adventure Of The	Ship Edit Seas	<u> </u>	BRKB	Price Cod	ie <u>cait</u>	E1	ategory Code <u>I</u>			
	0000		Britto	10						
Payment Summa	ary: 😟				6	View Payme	ent Schedule/F	enalties		
	Deposits D	)ue		Payment Re	eceived		inal Payment D	ue		
Amount Required		Amou	int:			: 2454.37				
Date: 01-Aug-2007			Date:			Date: 07	-Oct-2007			
Personal: 🗵 Ed	<u>tit</u>									
Title	Last Name	First Name	e Gender	Citizenship	Age	Onboard	Past Guest	Loyalty		
MR Brad		Pitt	Male	US	38	Language English	N	Number		
Cruise Care Add	ed <u>Edit</u>									
	ed <u>Edit</u>	Ports of Ca	ul.		Arrive	Depart	Acti	vity		
Cruise Itinerary: Date Sun 16 Dec 2007	SAN JUAN, PUER	100000000000000000000000000000000000000	uli,		Arrive	Depart 8:30 PM	Acti Boarding	vity		
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007	SAN JUAN, PUER CRUISING	ITO RICO	W			8:30 PM	Boarding	vity		
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI	RUBA	W		:00 AM	8:30 PM 8:30 PM	Boarding	vity		
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Fue 18 Dec 2007 Wed 19 Dec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C	RUBA	W			8:30 PM	Boarding	vity		
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Fue 18 Dec 2007 Ned 19 Dec 2007 Fhu 20 Dec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING	RUBA RUBA SURACAO	M	8	:00 AM :00 AM	8:30 PM 8:30 PM 5:00 PM	Boarding Docked Docked	vity		
Cruise Itinerary: Date Sun 16 Dec 2007 Won 17 Dec 2007 Fue 18 Dec 2007 Ned 19 Dec 2007 Fhu 20 Dec 2007 Fri 21 Dec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST	ITO RICO RUBA IURACAO T. MAARTEN	NI .	8	:00 AM :00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM	Boarding	vity		
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Wed 19 Dec 2007 Thu 20 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST	RUBA RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS	JI	8	:00 AM :00 AM	8:30 PM 8:30 PM 5:00 PM	Boarding Docked Docked Docked			
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Ned 19 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Sun 23 Dec 2007	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM SAN JUAN, PUER	RUBA RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS		8	::00 AM ::00 AM ::00 AM ::00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked Docked			
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Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Med 19 Dec 2007 Thu 20 Dec 2007 Fri 21 Dec 2007 Stateroom: 3 g Stateroom #: 938	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM SAN JUAN, PUER	RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS	Beddi	8 8 7 ng: CONV	00 AM 00 AM 00 AM 00 AM 00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked			
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Wed 19 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom: ] [ Stateroom #: 935 Deck: Eight	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit	ITO RICO RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO	Beddi	8 8 7 ng: CONV ngConfigura	00 AM 00 AM 00 AM 00 AM 00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked			
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Med 19 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom: 4 Stateroom #: 939 Deck: Eight Price Category: E1	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit	ITO RICO RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO	Beddii Beddii	8 8 7 ng: CONV ngConfigura s: 2	00 AM 00 AM 00 AM 00 AM 00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked			
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Tue 18 Dec 2007 Thu 20 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Sun 23 Dec 2007 Stateroom: 19 Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit	ITO RICO RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO	Beddii Beddii Berth:	8 8 8 7 ng: CONV ngConfigura s: 2 vay: N	00 AM 00 AM 00 AM 00 AM 00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked			
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Cruise Itinerary: Date Sun 16 Dec 2007 Mon 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: 19 Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit 12 W	ITO RICO RUBA SURACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO	Beddii Beddii Berths Rollaw Crib: 1	8 8 7 ng: CONV ngConfigura s: 2 vay: N 7	00 AM 00 AM 00 AM 00 AM 00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked			
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Tue 18 Dec 2007 Tue 18 Dec 2007 Thu 20 Dec 2007 Fri 21 Dec 2007 State 22 Dec 2007 Stateroom 3 g Stateroom 4: 939 Deck: Eight Price Category: E1 Berth Category: E1 Type: Deluxe Ocea Location: Midship	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit 12 W	ITO RICO RUBA URACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO Vaitlist:	Beddii Beddii Berths Rollaw Crib: 1	8 8 8 7 ng: CONV ngConfigura s: 2 vay: N 7 ity: 2	00 AM 00 AM 00 AM 00 AM 00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	Boarding Docked Docked Docked Docked Docked	8		
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Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Fue 18 Dec 2007 Fue 18 Dec 2007 Fue 20 Dec 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Stateroom 1 19 Stateroom 1 19	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit 12 W Inview Stateroom	ITO RICO RUBA URACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO Vaitlist:	Beddii Beddii Berths Rollaw Crib: Y Capac	8 8 8 7 ng: CONV ngConfigura s: 2 vay: N 7 ity: 2	:00 AM :00 AM :00 AM :00 AM :00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	gether Edit	8		
Cruise Itinerary: Date Sun 16 Dec 2007 Mon 17 Dec 2007 Fue 18 Dec 2007 Fue 18 Dec 2007 Fue 2007 Fue 2007 Fri 21 Dec 2007 Sat 22 Dec 2007 Stateroom 1 g Stateroom 1 g Stateroom 1 g Stateroom 1 g Stateroom 1 g Stateroor 2 g Stateroor	SAN JUAN, PUER CRUISING ORANJESTAD, AI WILLEMSTAD, C CRUISING PHILIPSBURG, ST CHARLOTTE AM. SAN JUAN, PUER Edit 12 W Inview Stateroom	ITO RICO RUBA URACAO T. MAARTEN IALIE, ST. THOMAS ITO RICO Vaitlist:	Beddii Berth: Rollav Crib: Y Capac	8 8 8 7 ng: CONV ngConfigura s: 2 vay: N 7 ity: 2	:00 AM :00 AM :00 AM :00 AM :00 AM	8:30 PM 8:30 PM 5:00 PM 5:30 PM 5:30 PM	gether Edit	e ze		

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Individual Reservations Training

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

- 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.



### STEP- 12 (screen 12)

eservation #: (Pending) nights	Adventure Of The	Seas , 16-DEC-200	7, Southern Caribbean ,	*Total Price (USD): \$2454.3		
- View Details ▼			Release Staterooms	*Price includes all guests, taxes & fees		
nal Pricing 🔒						
DEPOSIT Amount: 250.00 Date: 01-Aug-2007	FINAL PAYMENT Amount: Date:	DUE 2454.37 07-Oct-2007				
Vacation Char	ges		Guest 1	Total		
Cruise		2124.00		2124.00		
Cruise Care		139.00		139.00		
ICCF		159.00		159.00		
acation Subtotal		2422.00		2422.0		
Taxes & Fees St	ibtotal					
eparture Tax		32.37		32.37		
axes and Fees Total		32.37		32.37		
ACATION TOTAL		2454.37		2454.37		
View Agency Details						
<b>)</b>						

- 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.

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



### STEP- 13 (screen 13)

Reservation	#: <u>5782</u>			*Tot	al Price(USD):	2454.37
Brand Royal Caribb Ship: Adventure O Sailing Date: 16-DJ Duration 7-Nights Reservation Status	fThe Seas EC-2007	Region Southern Caribbean Occupancy Single Option Date: 01AU-G-20		Price Gues Gues Gues Gues	st 2: st 3:	BRKC4 2454.3
DEPOSIT Amount: Date:	250.00 01AU-G-20	PAYMENTS RECEIVED Amount: 0			e include all passen	gers, taxes &
Request Conf	firmation: 0	Via: Email 💟 TravelAgent(	Dagency.com	Send Gues		
				O Send TA V		SEND
ou may now:			WITHIN CRUISING	O Both Versi		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 * TRavalCaribbean
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. 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.

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			Cru	iseMatch
START A NEW RESERVATION	RETRIEVE AN EXISTING RESERVA	TION		
To Start a New Reservation choose an option below:	Retrieve a reservation for:  An Indivi	dual 🕘 A Group		10-10
	Reservation ID#:	Brand		
QUICK SEARCH	GO	ALL	×.	
		Ship		
		Select	4	
	Find a group request form from our	Sail Date:		
ADVANCED SEARCH	Groups Hub on cruisingpower.com	Day	×	
		Month and Year	V	
		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)

Advanced	CruiseMatch Automation Support: 3057188322 Command Line: 3
	n Agent Name : Orlando Bloom e a new booking for : 🗵 오 Individual 〇 Group
Ship: 😟	Brand Select V Dining: Select V Dining: Select V
Sailing Date: 🔳	<ul> <li>From: Day Month and Year To: Day Month and Year E</li> <li>Specific Date: (ddmmmyyyy) Duration Nights</li> <li>Include Cruisetours Include Closed Categories</li> </ul>
tinerary:	Region Select Cruise Only Gateway Add Another Gateway
Stateroom: 追	Type: Select   Occupancy Select  Category: Number:
Pricing: 追	Show prices in: USD Price Code:

- 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)

	b Results	For: Infi	nity , 01-9	5EP-2007	007 , Alaska <u>Edit Search Results</u>							*Total Price (USD): (Pending *Price includes all guests, faxes & fees			
	tour: 🗓 n select up to 3 E C	cruisetour ruisetour	_	to compar	e.										
hoos p to 3		Region	Type	Cruisetou <u>Name</u>	<u>Ir</u> <u>Status</u>	<u>Nights</u>	Brand	<u>Ship</u>	And the Party Name	bark. ort		ing 2nd	*Price From	n(USD)	Action
0	09 Sep 2007	Alaska		ONT Whist Post Pkg #6		10	CEL	<u>Infinity</u>	Y	VR	А	A	1499.(	10	SELECT
0	06 Sep 2007	Alaska	Pre 1	0 NIGHT PI WHISTLEF PKG #5C	A A	10	CEL	Infinity	Y	VR	A	A	1499.0	0	SELECT
0	09 Sep 2007	Alaska	Post	<u>12NT</u> Canadian Rockies Po Pkg #4C		12	CEL	<u>In finity</u>	Y	VR	A	A	3059.00		SELECT
	04 Sep 2007	Alaska	Pre	<u>12NT</u> <u>Canadian</u> Rockies Pr Pkg #3C	Δ.	12	CEL	Infinity	Y	VR	A	A	3059.0	10	SELECT
: Avai	TO COMPARISO	list C: Clo		Prices Inclu Status	de Lorem I	osum <u>Ship</u>	Emba Po	ark. G	roup poked	Din			Go to: 1-10		of4()
	<u>09 Sep 2007</u>	10NT Whi Pkg		A	CEL	<u>In finity</u>	YV	R	No	A	A	NT.		14	99.00
	<u>06 Sep 2007</u>	10 NIGH WHISTLER		A	CEL	<u>Infinity</u>	YV	R	No	А	A			14	99.00
	09 Sep 2007	12NT Ca Rockies I #4	Post Pkg	A	CEL	<u>In finity</u>	YV	R	No	A	A			30	59.00
		ARISON				Waitlist C									

- 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.

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### STEP- 6 (screen 6)

	Create eQuote		Create eQuote		Create eQuote	
09 Sep 2007 , 10-Nights ALCAN , Cruisetour		06 Sep 2007 , 10-Nights ALCAN , Cruisetour		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 Ocean View Balcony Suite/Dlx:	1499.00 1689.00 1939.00 3039.00	Interior Ocean View Balcony Suite/Dlx:	1499.00 1689.00 1939.00 3039.00	Interior Ocean View Balcony Suite/Dlx:	3059.00 3249.00 3499.00 4599.00	
Dining 1st: Dining 2nd:	A	Dining 1st: Dining 2nd:	A	Dining 1st: Dining 2nd:	م م	
*Disclaimer price includes lorem	ipsum	*Disclaimer price includes loren	n ipsum	*Disclaimer price includes lorem ipsum		

#### Individual Reservations Training

#### SAILING ITINERARY

#### TI THE TTINEPARY

SAILING ITINERARY				SAILIN	GITINERA	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
)9-Sep	VANCOUN ER, BRITIS H COLUME IA	5	5:45 P M	Boarding	09-Sep	VANCOUV ER, BRITIS H COLUME IA	5	5:45 P M	Boarding	09-Sep	VANCOUV ER, BRITIS H COLUMB IA		5:45 P M	Boarding
.0-Sep	INSIDE PA SSAGE (CP UISING)				10-Sep	INSIDE PA SSAGE (CP UISING)				10-Sep	INSIDE PA SSAGE (CR UISING)			
11-Sep	KETCHIKA N, ALASKA		5:00 P	Docked	11-Sep	KETCHIKA N, ALASKA		5:00 P M	Docked	11-Sep	KETCHIKA N, ALASKA		5:00 P	Docked
.2-Sep	HUBBARD GLACIER (CRUISIN G)	2:00 P	6:00 P M		12-Sep	HUBBARD GLACIER (CRUISIN G)	2:00 P	6:00 P M		12-Sep	HUBBARD GLACIER (CRUISIN G)		6:00 P M	
13-Sep	JUNEAU, A LASKA	A 7:00 A M	7:00 P M	Docked	13-Sep	JUNEAU, A LASKA	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	7:00 A	4:00 P M	Tendered	14-Sep	ICY STRA T POINT, / LASKA	7:00 A	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 PA SSAGE (CP UISING)				15-Sep	INSIDE PA SSAGE (CF UISING)				15-Sep	INSIDE PA SSAGE (CR UISING)			
16-Sep	VANCOUV ER, BRITIS H COLUME IA	57:00 A		Departur e	16-Sep	VANCOUV ER, BRITIS H COLUME IA	57:00 A		Departur	16-Sep	VANCOUV ER, BRITIS H COLUMB IA			Departur e
View: <u>Pre Hotel</u> ,		View: Po	ist Hotel,				View: Pre Hotel,							
RUISETOUR DETAILS				CRUISETOUR DETAILS					CRUISETOUR DETAILS					
OST C	RUISETOUR	ł			PRE CRUISETOUR					POST CRUISETOUR				
Da	ate		City	-	Date City				Date City					
09-	-Sep		OLUMB	BRITISH IA	06	Sep	VANCOUVER, BRITISH COLUMBIA		09-Sep		VANCOUVER, BRITISH			
09-	Sep		ER, BRI LUMBIA	TISH CO	07-	7-Sep VANCOUVER, BRITISH COLUMBIA		10-Sep		VANCOUVER, BRITISH				
10	Sep		ER, BRI	TISH CO	07	07-Sep WHISTLER, BRITIS			11-Sep		VANCOUVER, BRITISH			
11-	-Sep -		ER, BRI LUMBIA	TISH CO	08	Sep	WHISTLER, BRITISH CO		11-Sep		KAMLOOPS, BRITISH C			
11-	Sep		OLUMB	BRITISH IA	09	Sep	WHISTL	HISTLER, BRITISH CO		12-Sep		KAMLOOPS, BRITISH C		
12-	Sep		UVER, I	BRITISH	09	Sep		ER, BRI	TISH CO	12	-Sep	BAN	IFF, ALE	BERTA
			OLUMB					LOMBI	2	13	-Sep	BAN	IFF, ALE	ERTA
										13	-Sep	CALG	ARY, AL	BERTA
										14	-Sep	CALG	ARY, AI	BERTA
Disclaimer dolor sit amet, consectetuer et adipisi g elit. Praesent arcu leo			Disclaimer dolor sit amet, consectetuer et adipisi ng elit. Praesent arcu leo					Disclaimer dolor sit amet, consectetuer et adipis ng elit. Praesent arcu leo						

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

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### STEP- 7 (screen 7)

View Detai	ls 🔻		Edit Search Results	*Price includes all gues	*Price includes all guests, taxes & fees.				
Price Codes		codes at a time. To view details, click on a	ny price code.						
Choose up to 2	Price Code	Description	Remarks	Status	Action				
	LAF	Lowest Available Fare	Restrictions apply	A	SELECT				
0	TR6CEL1	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELECT				
0	TR6CEL1A	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELECT				
	TR6CEL1B	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELECT				
	TR6CEL1C	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELECT				
	TR6CEL1D	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELECT				
1	TR6CEL1E	Infinity: 10NT Post Cruise tour Pkg #6C	Promo is not restricted to Air Charter	A	SELECT				

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 Details 🔻			Edit Search Results	*Price includes all guests, taxes & fee
Categories: 🗵 🌔			6	Shop or compare new price code
✓ Include Closed Categories		O TR6CEL1		O TR6CEL1A
<u>Category</u>	<u>Status</u>	<u>1st &amp; 2nd</u>	<u>3rd &amp; 4t</u>	<u>h 1st &amp; 2nd</u>
PS Penthouse Suite	С		N/A	O N/A
RS Royal Suite	С		N/A	○ N/A
CS Celebrity Suite	С	O N/A	N/A	◯ N/A
SS Sky Suite	С	O N/A	N/A	○ N/A
W	C	O N/A	N/A	◯ N/A
FV Family Ocean View	С	O N/A	N/A	○ N/A
CC Deluxe Ocean View	С	🔘 N/A	N/A	◯ N/A
2A Deluxe Ocean View	A	0 3500.00	1940.00	0 3600.00

- 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)

View Det					, Alaska , 10 nig		e Staterooms	*Price incl	udes all gu	iests, taxes & l	fees
	terooms: 🔳	•									
Berth Cat All	egory: De	ck:	Attr All	ibutes:						UPDATE	
Choose up to 4	Stateroom	<u>Deck</u>	<u>Cat</u>	Location	Connecting	Attributes	Berths	Rollaway	Crib	<u>Capacity</u>	
	<u>9169</u>	SKY DECK	2A	Aft	N	King size bed	4	N	Υ.	4	
	<u>9167</u>	SKY DECK	2A	Aft	N	King size bed	4	Ν	Y	4	
	<u>9165</u>	SKY DECK	2A	Aft	N	King size bed	4	Ν	Y	4	
	<u>9136</u>	SKY DECK	2A	Aft	N	King size bed	4	Ν	Υ	4	
	<u>9134</u>	SKY DECK	2A	Aft	Ν	King size bed	4	N	Y	4	
	<u>9132</u>	SKY DECK	2A	Aft	N	King size bed	4	N	Y	4	
	<u>9130</u>	SKY DECK	2A	Aft	N	King size bed	4	Ν	Υ	4	
	<u>9035</u>	SKY DECK	2A	Forward	N	King size bed	4	Ν	Υ	4	
teroom Ni	(		2A 1)	Forward	N	King size bed	4	Ν	Y	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)

ndividual: Guest Details				Inv	entory Time: 15 minutes 👌
Reservation #: (Pending) View Details 💌	Infinity, 09-SEP-2007,	Alaska , 10 nights	Release State		otal Price (USD): \$4146.3
uest Details					
Personal: 🇿				<u>Clone i</u>	nformation from the first Guest
*Title: *LastName:	*FirstName:	* Gender: *Cit	izenship: *Age (years)	Onboard : Language:	Past Loyalty Guest?:Number:
Select 💟		Select 💟 Se	elect 🗸	Select	✓ N ✓
Select 💌		Select 🗸 Se	elect 🗸	Select	V N V
Remove Checked Guests Add a	Guest			20	
Dinina: 🕕		unfirmed Seating	Waitlist Seating	1	Table Size:
Dining: 🚯 Guest	*Cc	onfirmed Seating	Waitlist Seating		(request only, not guarantee)
Dining: 🕦 Guest Guest 1	*Cc St	elect 💌	Select	~	(request only, not guarantee)
Dining: ① Guest Guest 1	*Cc St		Select		(request only, not guarantee)
Dining: 1 Guest 1 Guest 2	*Cc St	elect 💌	Select	~	(request only, not guarantee)
Dining: ① Guest Guest 1 Guest 2 Gateway: ①	*Cc 54 54	elect 💌	Select	~	(request only, not guarantee)
Dining: ① Guest Guest 1 Guest 2 Gateway: ① Guest:	*Cc S4 S4 Gai Gai	elect v	Select	<u>&gt;</u>	(request only, not guarantee)
Dining: ① Guest Guest 1 Guest 2 Gateway: ① Guest: Guest 1	*Cr Se Gal Gal Cr	elect v elect v teway teway Cruise Only	Select	~	(request only, not guarantee)
Remove Checked Guests Add a Dining:  Cuest Guest Guest Guest Guest Guest Guest Guest Guest Guest Cuest	*Cr Se Gal Gal Cr	elect v elect v teway contractional cruise Only teway	Select	<u>&gt;</u>	(request only, not guarantee)

Individual Reservations	Training
-------------------------	----------

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

Reservation	on Sumr	nary			Cru	ISEMAICH AUT	omation Supp	011.30371003
<u>Search Sailing</u>	Price Codes	Categories	<u>Staterooms</u>	<u>Guest Details</u>	Reservation	Summary	Pricing	Confirmatio
ide Navigation			* SEE BELOV	V FOR DETAILS 👻			IGNO	RE BOOKING
Sailing	▶ Res	ervation Sum	mary	Gratuities		Cross-Refe	erence	
Price Codes	Fina	Pricing		Pre/Post Hotels		Memo		
Categories	Cruis	e Ticket Docur	nentation	Cruise-Only Trans	fers			
Staterooms	Itine	rary		Bus Program				
Guest Details	Fligh	t Information		Special Services				
Reservation #: (	Pending) Infin	ity , 09-SEP-	2007 , Alaska ,	and a state	lease Statersom			
Reservation #: (		ity , 09-SEP-)	2007 , Alaska ,	and a state	lease Stateroom			
Reservation #: (	ıry		2007 , Alaska , <u>Wayne, M</u> a	Re	lease Stateroom			
Reservation #: ( View Details • Reservation Summa	iry <u>Wayne, Jo</u>	hn	Wayne, Ma	Re	lease Stateroom			
Reservation Summa	iry <u>Wayne, Jo</u>	<u>hn</u> 007, ALCAN, 1	Wayne, Ma	Re	lease Stateroom	Price inc		s, taxes & fees.
Reservation #: ( View Details • teservation Summa Entire Reservation Current Reservation	nry <u>Wayne, Jo</u> ons: 109 Sep 20	<u>hn</u> 007, ALCAN, 1	Wayne, Ma	Re		Price inc	ludes all guests	s, taxes & fees
Reservation #: ( View Details • Reservation Summa Entire Reservation Current Reservation	ary <u>Wayne, Jo</u> ons: 109 Sep 20 Ship <u>Edit</u>	<u>hn</u> 007, ALCAN, 1	Wayne, Ma	Re ary Price C		S *Price inc	ludes all guests	s, taxes & fees
Reservation #: ( View Details • Reservation Summa Entire Reservation Current Reservation	ary <u>Wayne, Jo</u> ons: 109 Sep 20 Ship <u>Edit</u>	<u>hn</u> 007, ALCAN, 1	Wayne, Ma	Re ary Price C <u>TR6CEL1</u>		S Price inc Ca 2A	ludes all guests	e <u>Edit</u>
Reservation #: ( View Details • Reservation Summa Entire Reservation Current Reservation	ary 1 <u>Wayne, Jo</u> ons: 1 09 Sep 24 Ship <u>Edit</u> y: 1 Deposits D	<u>hn</u> 007, ALCAN, 1	Wayne, Ma	Re ary Price C <u>TR6CEL1</u>	ode <u>Edit</u>	S Price inc Ca 2A	ategory Cod	e <u>Edit</u>

Title		Last Name	First Name	Gender	Citizensh	iip Age	Onboard Language	Past Guest	Loyalty Number
MR	Wayne		John	Male	US	42	English	N	
MISS	Wayne		Mary	Female	US	35	English	N	
Cruise	Care Adde	d <u>Edit</u>							
Cruise	Itinerary:								
_	Date		Ports of Call			Arrive	Depart	40	tivity
		VANCOUVER	R, BRITISH COLUMBIA			AITIVE	5:45 PM	Boarding	202010-0
Mon 10 Sep 2007 INSIDE PASS							5.45 P.M	boarding	3
Tue 11 Sep 2007 KETCHIKAN, ALAS					7:00 AM	5:00 PM	Docked		
Wed 12 Sep 2007 HUBBARD GLACIER					2:00 PM	6:00 PM	DOCKCU		
Thu 13 Sep 2007 JUNEAU, ALASK					7:00 AM	7:00 PM	Docked		
	ri 14 Sep 2007 ICY STRAIT POINT, ALASKA					7:00 AM	4:00 PM	Tendere	d
	ep 2007	INSIDE PASSA				. 100 /111	neo i m	rondere	2
	Sep 2007		BRITISH COLUMBIA			7:00 AM		Departu	re
	oom: 😟 <u>E</u> room #: <u>916</u>		Waitlist:	Bade	ling: King si	ze hed			
	KY DECK	2	Watthou		and the state of the second		ether/Both Tog	ether Edit	
	ategory: 2A			Bert		runoin rogi	salen boar rog	curror <u>curr</u>	
	ategory: 2A				way: N				
	eluxe Ocea			Crib:					
Locatio				Сара	city: 4				
Dining:	: 🗵 Edit								
		Guest	c	onfirmed Sea	ting	Waitlist S	All and a second s	Table S	ize
Wayne,	John		Main	Main —			10		
Wayne,	Vayne, Mary Main			l,	1		10		
Gatew	ay 🗵 Edit								
		Gues	l.		Confirmed	l Gateway	N	/aitlist Gatew	/ay
Wayne, John			Cruis	Cruise Only					
Wayne, Mary			Cruis	Cruise Only —					
Gratuit	ties: 🙂 Ed	lit							
		Gues	1	10-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-			Added?		
Wayne,	John			Onbo	Onboard				
Wayne,	Mary			Onbo	ard				
A: Availa	able W: Wait	list C: Closed							

- 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)

	Infinity , 09-SEP-2007 , Alaska , 10		*Total Price (USD): \$4364.3
/iew Details 🔻		Release Stateroom	*Price includes all guests, taxes & fee:
al Pricing 🔔			
EPOSIT	FINAL PAYMENT DUE		
mount: 0.00	Amount: 4364.34		
ate: 08-Aug-2007	Date: 08-Aug-2007		
Vacation Charges	<u>Guest 1</u>	<u>Guest 2</u>	Total
uise	1750.00	1750.00	3500.0
uise Care	109.00	109.00	218.0
CCF	219.00	219.00	438.0
acation Subtotal	2078.00	2078.00	4156.0
Taxes & Fees Subtotal			
eparture Tax	104.17	104.17	208.3
axes and Fees Total	104.17	104.17	208.3
ACATION TOTAL	2182.17	2182.17	4364.3
View Agency Details			

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

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


#### STEP- 13 (screen 13)

Search Salling Pr	ce Codes Cate	porles Staterooms	Guest Details	Reservation Sum	mary Pricing	Confirmatio
Individual: Thank yo	u. Your bookir	ıg has been save	d.			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: Ala Occupancy: Option Date				Price Code: Guest 1: Guest 2:	TR6CEL1 2182.17 2182.17
DEPOSIT Amount: Date: 08-AUG-2	0.00 Amount:	S RECEIVED	FINAL PAYMEN Amount: Date:	IT DUE 4364.34 08-AUG-2007	* Price include all passe fees	ngers, taxes &
Request Confirmation	: O Via: E	mail 💟 TravelAgent@	agency.com	O Send	I Guest Version I TA Version Version	SEND
ou may now:						
WITHIN CRUISEMATCH			WITHIN CR			
e de service de la companya de la co	tel Upsell <u>AS</u> ve Existing Ref	<u>R</u> rieve This	Insight	<u>CruisePav</u>	Guest Inform	nation

- 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 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. 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.

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	BOOK		SELLING TOO	DLS 🔻	WORKING WITH US
Back to Cruisematch Home		Welcor	ne Jimmy Smi	ts! Agent for Hollyw	vood Tr	avel & Cruises LOG OUT
The best booking and inform designed for the use of trave					Cru	uise Match
START A NEW RESERVATION	RETRIEVE AN EXISTING RESER	VATION	ł			
To Start a New Reservation choose an option below:	Retrieve a reservation for: • An Ind	ividual	A Group		1	
QUICK SEARCH	Reservation ID#:	OR	rand ALL hip		~	
ADVANCED SEARCH	Reservation ID Enter Reservation ID Find a <u>group request form</u> from our Groups Hub on cruisingpower.com	: 5782 3	an Date.	lonth and Year	>	<b></b>
If you want information about back-to-back sailings, please contact your representative.			~			

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

Hide Navigation <ul> <li>Setiling</li> <li>Reservation Summary</li> <li>Gratuities</li> <li>Cross-Reference</li> <li>Memo</li> </ul> Satisfies         Cross-Reference         Memo           Categories         Crouse-Tidet Documentation         Crouse-Colles           Statercoms         Itinerary         Bus Program         Memo           Suest Details         Flight Information         Special Services         Memo		(screen 4)	Cr	ruiseMatch Automation Support: 305718
Set bLCOTTOR DE Pacifies       Cross-Reference         Sailing <ul> <li>Reservation Summary</li> <li>Gratuities</li> <li>Cruise-Only Transfers</li> <li>Bus Program</li> <li>Special Services</li> <li>Price Code Services</li> <li>Amend Time: 14 minutes</li> <li>Amend Time: 14 minutes</li> <li>Price Institution</li> <li>Special Services</li> <li>Amend Time: 14 minutes</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Brid, Pitt</li> <li>Current Reservations:</li> <li>16 Dec 2007, CARIB, 7</li> <li>Ship Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridd, Pitt</li> <li>Current Reservations:</li> <li>16 Dec 2007, CARIB, 7</li> <li>Ship Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li>Adventure Of The Seas</li> <li>Bridder Edit</li> <li>Price Code Edit</li> <li>Category Code Edit</li> <li></li></ul>	<u>Search Sailing Pric</u>	<u>æ Codes Categories Staterooms</u>	Guest Details Reservation	n Summary Pricing Confirma
Price Codes (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories Staterooms (ateacories (ateacories (ateacories) (atea	lide Navigation	✓ SEE BELC	W FOR DETAILS 👻	
Amend Time: 14. minutes         Reservation #: 5782       Adventure Of The Seas , 16-DEC-2007, Southern Caribbean , 7 nights       *Total Price (USD):       \$ 2454         View Details *       *Price includes all guests, taxes & fees.       *Price includes all guests, taxes & fees.       *         Reservation Summary       Entire Reservation       Brad, Pitt       *       Current Reservations:       16 Dec 2007, CARIB, 7         Ship Edit       Price Code Edit       Category Code Edit       Category Code Edit       Category Code Edit         Payment Summary:       Image: I	Price Codes Categories Staterooms	Final Pricing Cruise Ticket Documentation Itinerary	Pre/Post Hotels Cruise-Only Transfers Bus Program	
Entire Reservation       Brad, Pitt         Current Reservations: 1 16 Dec 2007, CARIB, 7         Ship Edit       Price Code Edit         Adventure Of The Seas       BRKB45         Payment Summary: 1       Image: Strategy Code Edit         Deposits Due       Payment Received	Individual: View Rese	ervation Summary		Amend Time: 14 minutes
Current Reservations:     16 Dec 2007, CARIB, 7       Ship Edit     Price Code Edit     Category Code Edit       Adventure Of The Seas     BRKB45     E1       Payment Summary:     Image: Comparison of the Seas of the	Reservation #: 5782			*Total Price (USD): <u>\$ 2454</u> .
Ship Edit     Price Code Edit     Category Code Edit       Adventure Of The Seas     BRKB45     E1       Payment Summary:     Image: Sease S	Reservation #: 5782 View Details ▼			*Total Price (USD): <u>\$ 2454</u> .
Adventure Of The Seas     BRKB45     E1       Payment Summary:     Image: State Stat	Reservation #: 5782	Adventure Of The Seas , 16-DEC-2007		*Total Price (USD): <u>\$ 2454</u> .
Payment Summary: Deposits Due Payment Received Final Payment Due	Reservation #: 5782	Adventure Of The Seas , 16-DEC-2007		*Total Price (USD): <u>\$ 2454</u> .
Deposits Due Payment Received Final Payment Due	Reservation #: 5782	Adventure Of The Seas , 16-DEC-2007 Brad, Pitt	"Price in	*Total Price (USD): <u>\$2454.</u> oludes al guests, taxes & fees.
	Reservation #: 5782 View Details * Reservation Summary Entire Reservation Current Reservations:	Adventure Of The Seas , 16-DEC-2007 Brad, Pitt	"Price in Price Code <u>Edit</u>	*Total Price (USD): <u>\$2454.</u> oludes al guests, taxes & fees Category Code <u>Edit</u>
Amount Required: 250.00 Amount: Amount: 2454.37	Reservation #: 5782 View Details * Reservation Summary Entire Reservation Current Reservations: Adventure Of The Seas	Adventure Of The Seas , 16-DEC-2007 Brad, Pitt	"Price in Price Code <u>Edit</u> <u>BRKB45</u>	*Total Price (USD): \$2454. cludes all guests, taxes & fees Category Code Edit
Date: 01-Aug-2007 Date: Date: Date: 07-Oct-2007	Reservation #: 5782 View Details Reservation Summary Entire Reservation Current Reservations: Adventure Of The Seas Payment Summary:	Adventure Of The Seas , 16-DEC-2007 Brad, Pitt 16 Dec 2007, CARIB, 7 Ship Edit	"Price in Price Code <u>Edit</u> BRKB45	*Total Price (USD): \$2454. oludes all guests, taxes & fees. Category Code Edit E1

#### Personal: 道 Edit Onboard Past Guest Numbe Loyalty Last Name First Name Gender Citizenship Age Language MR Brad Pitt Male US 38 English N Cruise Care Added Edit Cruise Itinerary: Date Depart Activity Ports of Cal Sun 16 Dec 2007 SAN JUAN, PUERTO RICO 8:30 PM Boarding Mon 17 Dec 2007 CRUISING ORANJESTAD, ARUBA 8:00 AM 8:30 PM Tue 18 Dec 2007 Docked Wed 19 Dec 2007 WILLEMSTAD, CURACAO 8:00 AM 5:00 PM Docked Thu 20 Dec 2007 CRUISING Fri 21 Dec 2007 PHILIPSBURG, ST. MAARTEN 8:00 AM 5:30 PM Docked Sat 22 Dec 2007 CHARLOTTE AMALIE, ST. THOMAS 8:00 AM 5:30 PM Docked Sun 23 Dec 2007 SAN JUAN, PUERTO RICO 7:00 AM Departure

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)

View Detai	t <b>ion #: 5782</b> Adventure C	r The Seas ,	16-DEC-200.	/,Southern	Caribbean , 7 nigh	ts			\$ 2454	
elect Hote	ls: 🕕									
Pre/Post: All	nights Loc	ation:	Inclu	ide Closed H	otels 🗹 Includ	le Waitlist O	nly		UPDATE	
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	1	<u>802.00</u>			0		
A	2NTPRE PARADISUS PUERTO RICO W TRANSFERS	Pre	SJU	2	<u>1567.00</u>					
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	<u>320.00</u>					
A	1NT PRE SHERATON OLD	Pre	SJU	1	320.00					~
Available	W: Waitlist C: Closed	*Price	From: Based or	n double occ	upancy					D

- 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)

BRKB45	S - Transfi D vices ibbean	es 1, 7 nights ode <u>Edit</u>	*Total F	Time: 15 m Price (USD): sludes all guest	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Sratuities Pre/Post Ho Cruise-Only Bus Program Special Ser 7 , Southern Can 87 , Southern Can 98 BRKB45 Pay Amount:	tels Transfr Q vices	ode <u>Edit</u>	Memo Amend *Total F *Price inc Ca E1 * View Paymore	Time: 15 m Price (USD): aludes all guests ategory Cod ent Schedul	hinutes ( <u>\$ 3256.3</u> s, taxes & fees le <u>Edit</u> le/Penalties
Sratuities Pre/Post Ho Cruise-Only Bus Program Special Ser 7 , Southern Can 87 , Southern Can 98 BRKB45 Pay Amount:	tels Transfr Q vices	ode <u>Edit</u>	Memo Amend *Total F *Price inc Ca E1 * View Paymore	Time: 15 m Price (USD): aludes all guests ategory Cod ent Schedul	hinutes ( <u>\$ 3256.3</u> s, taxes & fees le <u>Edit</u> le/Penalties
Pre/Post Ho Cruise-Only Bus Prograt Special Ser 77 , Southern Car 17 , Southern Car 17 , Southern Car 18 BRKB45 Pay Amount:	Transfi 1 vices	ode <u>Edit</u>	Memo Amend *Total F *Price inc Ca E1 * View Paymore	Time: 15 m Price (USD): sludes all guest	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Cruise-Only Bus Program Special Sei 77 , Southern Car 17 , Southern Car 18 BRKB45 BRKB45 Pay Amount:	Transfi 1 vices	ode <u>Edit</u>	Amend *Total F *Price Inc *Price Inc *Price Inc *Price Inc *Price Inc *Price Inc * * * * * * * * * * * * * * * * * * *	Price (USD): aludes all guest ategory Cod ent Schedul	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Bus Program Special Ser 7 , Southern Car 87 , Southern Car 97 , Southern Car 97 , Southern Car 98 Program 99 Program 90 P	1 vices	ode <u>Edit</u>	*Total F	Price (USD): aludes all guest ategory Cod ent Schedul	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Special Ser 7 , Southern Car 87 BRKB45 Pay Amount:	ibbean	ode <u>Edit</u>	*Total F	Price (USD): aludes all guest ategory Cod ent Schedul	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
7 , Southern Car P <u>BRKB45</u> Pay Amount:	ibbean rice C	ode <u>Edit</u>	*Total F	Price (USD): aludes all guest ategory Cod ent Schedul	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Pay BRKB45 Pay Amount:	rice C	ode <u>Edit</u>	*Total F	Price (USD): aludes all guest ategory Cod ent Schedul	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Pay BRKB45 Pay Amount:	rice C	ode <u>Edit</u>	*Total F	Price (USD): aludes all guest ategory Cod ent Schedul	\$ 3256.3 s, taxes & fees le <u>Edit</u> le/Penalties
Pay BRKB45 Pay Amount:	rice C	ode <u>Edit</u>	Price Inc Price Inc Ca E1 → View Paymer Fi	ategory Cod	s, laxes & fees le <u>Edit</u> le/Penalties
Pay BRKB45 Pay Amount:	rice C	ode <u>Edit</u>	Price Inc Price Inc Ca E1 → View Paymer Fi	ategory Cod	s, laxes & fees le <u>Edit</u> le/Penalties
BRKB45 Pay Amount:		)	Ca E1 • View Payme	ategory Cod	le <u>Edit</u> le/Penalties
BRKB45 Pay Amount:		)	E1 → <u>View Payme</u> Fi	ent Schedul	le/Penalties
BRKB45 Pay Amount:		)	E1 → <u>View Payme</u> Fi	ent Schedul	le/Penalties
BRKB45 Pay Amount:		)	E1 → <u>View Payme</u> Fi	ent Schedul	le/Penalties
BRKB45 Pay Amount:		)	E1 → <u>View Payme</u> Fi	ent Schedul	le/Penalties
BRKB45 Pay Amount:		)	E1 → <u>View Payme</u> Fi	ent Schedul	le/Penalties
BRKB45 Pay Amount:		)	E1 → <u>View Payme</u> Fi	ent Schedul	le/Penalties
Pay Amount:	ment		View Payme		
Amount:	ment		F		
Amount:	ment	Received		inal Paymer	and particular in
			Amount		ntuue
Date:			Amount	: 2454.37	
			Date: 07	-Oct-2007	
Gender Cit	izensl	hip Age	Onboard	Past Gue	st Loyalty
Male	US	38	Language English	N	Number
		Arrive			Activity
			8:30 PM	Board	ing
		2020			
		8:00 AM	5:00 PM	Docke	d
				Docke	
				Docke	
			8:00 AM 8:00 AM 8:00 AM	8:30 PM 8:00 AM 8:30 PM 8:00 AM 5:00 PM	8:00 AM 8:30 PM Board 8:00 AM 8:30 PM Docke 8:00 AM 5:00 PM Docke 8:00 AM 5:30 PM Docke

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	iture Of The Seas , 16-DEC	C-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	171		
Guest Ticket Booklet(s) may be sent whom the documents should be sent		se indicate your clients' mailing preference a	as well as the primary contact person to
Lorem ipsum dolor sit amet			
Document Preferences: 🛓	O Send paper docume	nts 💿 Send e-Docs Send Docum	ents to: Travel Agency 💉
Language Preference: 追	Language:	English	
e-Docs: 🗵	*Email	JimmySmits@hollywoodcruises.com	
			PROCEED TO SUMMARY
Disclaimer: Lorem ipsum dolor sit amet Aenean at dolor sed metus faucibus co			
About Us   Legal Information	Privacy Policy © 2006 Ce	elebrity Cruises Inc. © 2006 Royal Caribbean (	Cruises Ltd. 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)

ndividual: Viev	v Reservation \$	Summary				Amend	Time: 15 minutes		
Reservation #:	5782 Adventure O	fThe Seas , 16-DEC-200	)7 , Southern	Caribbean	, 7 nights	*Total P	rice (USD): \$3256.3		
View Details 🔻						*Price incl	udes all guests, taxes & fee		
Reservation Summ	iary								
Entire Reservatio	Brad, Pitt								
Current Reservat	tions: 😟 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>			
Payment Summa	ary: 🔳				6	View Payme	nt Schedule/Penalties		
	Deposits Du	ie	Payment Received			Fit	Final Payment Due		
Amount Required:	A DESCRIPTION OF THE OWNER		Amou	and the second second		Amount:	STREET, ST		
Date: 01-Aug-2007			Date:			Date: 07-	Oct-2007		
Personal: 追 Ed	<u>it</u>								
Title	Last Name	First Name	Gender	Citizenst	nip Age	Onboard Language	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 Boarding		
Mon 17 Dec 2007	CRUISING	URICO				0:30 PM	boarding		
Tue 18 Dec 2007	ORANJESTAD, AR	UBA			8:00 AM	8:30 PM	Docked		
Ved 19 Dec 2007	WILLEMSTAD, CU	IRACAO			8:00 AM	5:00 PM	Docked		
Thu 20 Dec 2007	CRUISING								
ri 21 Dec 2007	PHILIPSBURG, ST	MAARTEN							
	CHADLOTTE AM	ARLOTTE AMALIE, ST. THOMAS			8:00 AM	5:30 PM	Docked		
	CHARLOTTE AMA	LIE, ST. THOMAS			8:00 AM 8:00 AM	5:30 PM 5:30 PM	Docked Docked		
	SAN JUAN, PUERT								
	SAN JUAN, PUERT				8:00 AM		Docked		
Sun 23 Dec 2007	SAN JUAN, PUERT		Beddin	ig: CONV	8:00 AM		Docked		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u>	SAN JUAN, PUERT	O RICO		and the second second	8:00 AM 7:00 AM		Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1	SAN JUAN, PUERT	O RICO	Beddin Berths	igConfigu :: 2	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1 Berth Category: E1	SAN JUAN, PUERT	O RICO	Beddin Berths Rollaw	ngConfigu :: 2 ray: N	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1 Berth Category: E1 Type: Deluxe Ocean	SAN JUAN, PUERT	O RICO	Beddin Berths Rollaw Crib: Y	ngConfigu :: 2 :ay: N	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1 Berth Category: E1 Type: Deluxe Ocean	SAN JUAN, PUERT	O RICO	Beddin Berths Rollaw	ngConfigu :: 2 :ay: N	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1 Berth Category: E1 Type: Deluxe Ocean	SAN JUAN, PUERT	aitlist:	Beddir Berths Rollaw Crib: Y Capaci	ngConfigu :: 2 ay: N ty: 2	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1 Berth Category: E1 Type: Deluxe Ocean Location: Midship Dining: <u>1</u> <u>Edit</u>	SAN JUAN, PUERT	o RICO aitlist: Conf	Beddin Berths Rollaw Crib: Y	ngConfigu :: 2 ay: N ty: 2	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: 939 Deck: Eight Price Category: E1 Berth Category: E1 Type: Deluxe Ocean Location: Midship	SAN JUAN, PUERT	aitlist:	Beddir Berths Rollaw Crib: Y Capaci	ngConfigu :: 2 ay: N ty: 2	8:00 AM 7:00 AM	5:30 PM	Docked Departure		
Sun 23 Dec 2007 Stateroom: Stateroom #: <u>939</u> Deck: <u>Eight</u> Price Category: E1 Berth Category: E1 Type: Deluxe Ocean Location: Midship Dining: <u>Edit</u>	SAN JUAN, PUERT	o RICO aitlist: Conf	Beddir Berths Rollaw Crib: Y Capaci	igConfigu :: 2 ay: N ty: 2	8:00 AM 7:00 AM	5:30 PM	Docked Departure		

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

Individual	Reservations	Training
------------	--------------	----------

Guest BRAD, PITT	Form Previously Requested?				
Gratuities: 🔳 Edit					
Guest		Added?			
Brad, Pitt	Onboard				
Guest	Nights	T Description	Location	Statu	
PRE SAILING		т			
BRAD, PITT	1	1NTPRE PARADISUS PUERTO	Carolina	A	
		RICO W TRANSFERS			
: Available W: Waitlist C: Closed					

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



## STEP- 9 (screen 9)

Reservation #: (Pend 7 nights	<b>ling)</b> Adventure Of	The Seas , 16-DEC-2007	, Southern Caribbean ,	*Total Price (USD): \$2454.3
View Details 🔻			Release Staterooms	*Price includes all guests, taxes & fees.
inal Pricing 🗓				
DEPOSIT Amount: 25 Date: 01-Aug-2	0.00 FINAL PAYI Amount: Date:	AENT DUE 2454.37 07-Oct-2007		
Vacation	Charges	G	iuest 1	Total
Cruise		2124.00		2124.00
Cruise Care		139.00		139.00
NCCF		159.00		159.00
Vacation Subtotal	es Subtotal	2422.00		2422.00
Departure Tax	es subtotal	32.37		32.37
Taxes and Fees Total		32.37		32.37
VACATION TOTAL		2454.37		2454.37

- 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	t 2: 0 t 3: 0
DEPOSIT Amount: 250.00 Date: 01AU-G-20	PAYMENTS RECEIVED Amount: 0	FINAL PAYMENT DUE Amount: Date: 07		include all passengers, taxes &
Request Confirmation:	Via: Email 💙 TravelAgent@	agency.com	<ul> <li>Send Guest</li> <li>Send TA Ve</li> <li>Both Versio</li> </ul>	ersion
ou may now:				
WITHIN CRUISEMATCH		WITHIN CRUISING	POWER	
Make a Payment         Air/Hotel Up           Start NEW         Retrieve Exit           Reservation         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	BOO		LSV	SELLING TOO	DLS 🔻	WORKIN	G WITH US 🔻
Back to Cruisematch Home			We	elcome Orlan	do Blo	om! Agent for IV	IGM Tr	avel & Cruis	ES LOG OUT
The best booking and inform designed for the use of trave							Cru	liseN	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	ıp		1	1	
QUICK SEARCH	Reservation ID#:	D	OR	Brand					
	I	GO		Ship			V		
ADVANCED SEARCH			ID: 6	050 Sali Date:	Mont	th and Year	~		
		and in growth of the first of the		Name:					
If you want information about back-to-back sailings, please contact your representative.					/			]	60

- 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)

<sub>Print this Page</sub> ndividual: View Re	servation Summar	У		Amend Time: 1	15 minutes  👸
Reservation #: 605	<b>)</b> Infinity , 09-SEP-2007	, Alaska , 7 nights			5D): <u>\$ 4364.34</u>
Reservation Summary	WAYNE, JOHN	WAYNE, MAF	NV.		
Current Reservations					
	Ship <u>Edit</u>		Price Code <u>Edit</u>	Category Co	ode <u>Edit</u>
<u>Infinity</u>			TR6CEL1	<u>2A</u>	
Payment Summary:	i		6	View Payment Sche	
	Deposits Due		Payment Received	Final Pay	ment Due
Amount Required: 0.00			Amount: 0	Amount: 4364.3	
Date: 08-Aug-2007			Date:	Date: 08-Aug-20	07

- 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)

	ity / 05 02/ 200/ 1	Alaska , 7 nights		*Total Price (USD): \$4364	
View Details 🔻			<u>Change Itinerary</u>	*Price includes all guests, taxes & f	ees.
Categories: 😟 🁩			6	∋ Shop or compare new price co	de(s
Include Closed Categories		⊙ <u>TR6CEL1</u>		O TR6CEL1A	
Category	<u>Status</u>	<u>1st &amp; 2nd</u>	<u>3rd &amp; 4t</u>	<u>h 1st &amp; 2n</u>	<u>d</u>
C Deluxe Ocean View	A	3440.00	1940.00	3540.00	4
X	с		N/A	() N/A	
04 Ocean View	A	3200.00	1940.00	◯ 3300.00	
05 Ocean View	A	O 3100.00	1940.00	O 3200.00	1
06 Ocean View	С	◯ N/A	N/A	○ N/A	
07 Ocean View	A	O 2960.00 <b>()</b>	1940.00	O 3060.00	
0 Ocean View	A	2940.00	1940.00	3040.00	
Y	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)

	ation #. 60:	U Infinity, 0	9-SEP-2	2007 , Alaska	i,7 nights			*Total P	Price (USI	o): <u>\$ 436</u>	4
'iew De	tails 🔻							*Price inc	ludes all g	uests, taxes &	fe
ect Sta	aterooms: 🗵										
	Current Stateroom	Deck	Cat	Location	Connecting	Attributes	Berths	Rollaway	Crib	Capacit	,
۲	<u>9169</u>	<u>sk</u>	2A	Aft	N	2 Lowers L Shape Convert To King	4	N	Y	4	
erth Ca All		eck:	-	ributes:	•			1		UPDAT	E
	Stateroom	Deck	<u>Cat</u>	Location	Connecting	Attributes	Berths	Rollaway	Crib	<u>Capacity</u>	
0	2085	CONTINENTAL DECK	07	Midship	N	King size bed	3	N	Y	3	
	<u>2081</u>	CONTINENTAL DECK	07	Midship	N	King size bed	3	Ν	Y	3	
	<u>2079</u>	CONTINENTAL DECK	07	Midship	N	King size bed	3	Ν	Υ	3	
	2077	CONTINENTAL DECK	07	Midship	N	King size bed	3	Ν	Y	3	
	2074	CONTINENTAL DECK	07	Midship	Ν	King size bed	3	Ν	Υ	3	
	2073	CONTINENTAL DECK	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	SUBMIT		Forward	м	Kina eize hed	3	, M	×	3	

- 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 Ca	tegories <u>Staterooms</u>	Guest Details	Reservation Summary	Pricing	Payment	Confirmatio
Hide Navigation	*	SEE BELOW FOR D	etails 👻		IGNO	REBOOKING
Sailing	Other Form Requests	Cruise	-Only Transfers	Einal Pri	cing	
Price Codes	<u>Itinerary</u>	Bus Pr	ogram	Reservat	tion Summary	
Categories	Flight Information		0	Paymen	and the second	
Staterooms	Custom Air	2000000	al Services Reference		t/Cancellation :	Schedules
Guest Details	Gratuities		e History	Paymen	t	
Cruise Ticket Documentation	Pre/Post Hotels	Memo				
Update Guest Details				Amen	d Time: 15 m	inutes
Reservation #: 6050 Infi	nity 09-SEP-2007 Alas	ka. 7 nichts		*Total	Price (USD):	\$ 3824 34
Reservation #. 0050 Inh	nity, 09-SEP-2007, Alas	ka, / nights		~iotal	Price (USD):	3 3824.34
View Details 💌				*Price i	ncludes all guests	s, taxes & fees.

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)

idividual: Sp									
eservation #	#: 6050	Infinity , 09-SEP	-2007 , Ala	ska , 7 nights				*Total Price (USD)	: <u>\$ 3824.</u>
View Details 💌								*Price includes all gue	sts, taxes & fe
equest Special	Services	i							
Guest 1: WAYN	e, John	0							
Service		Date		Associate Guest		Years	Notes		
	~		~		~	0			
Unassigned	Y		~	Guest	V	0			
Unassigned	~		~	Guest	$\sim$	0			
arranginen.									
Unassigned	0		~	Guest	Y	0			
	~	Date	×	Guest	~	0 Years	Notes		
Unassigned	~		×		~		Notes		
Unassigned Guest 2: WAYN	E, MARY					Years	Notes		
Unassigned Guest 2: WAYN	E, MARY	Date	×	Associate Guest	~	Years	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)

maivi	dual: Viev	v Reservation S	ummary					Amend		nutes
Reser	rvation #:	6050 Infinity , 09-5	5EP-2007 , Alask	ca,7 nigh	ts			*Total I	Price (USD):	\$ 3824.34
View (	Details 🔻							*Price inc	oludes all guests	, taxes & fees.
Reserv	ation Summ	агу								
Entir	e Reservatio	WAYNE, JOH	HN	WAYNE, I	MARY					
Curre	ent Reserva	tions: 😟 09 Sep 200	07, AK, 7							
		Ship <u>Edit</u>				Price Co	ode <u>Edit</u>		ategory Cod	e <u>Edit</u>
Infinity	χ.				TR6CE	<u>TR6CEL1</u> 07				
Paym	nent Summa	ary: 追					6	View Payme	ent Schedule	e/Penalties
		Deposits Due	e		6	Payment	Received	F	inal Paymen	t Due
Amount Required: 0.00						Amount: 0			: 3824.34	
Date: 0	08-Aug-2007				Date:			Date: 08	-Aug-2007	
Perso	onal: 追 <u>Ed</u>	<u>it</u>								
Title		Last Name	First Nar	me	Gender	Citizensl	nip Age	Onboard Language	Past Gues	t Loyalty Number #
MR	WAYNE		JOHN		Male	US	42	English	N	3. <del></del>
MISS	WAYNE		MARY		Female	US	35	English	N	-
_	e Itinerary:		Ports of	Call			Arrive	Denar	t	.ctivity
_	e <mark>ltinerary:</mark> Date		Ports of (	Call			Arrive	Depar	t A	activity
Sun 09	Date Sep 2007	VANCOUVER, BRIT	ISH COLUMBIA	Call			Arrive	Depar 5:45 PM	t A Boardi	A CONTRACTOR OF
Sun 09 Mon 10	Date Sep 2007 Sep 2007	INSIDE PASSAGE (	TISH COLUMBIA CRUISING)	Call				5:45 PM	Boardi	ng
Sun 09 Mon 10 Fue 11	Date Sep 2007 Sep 2007 Sep 2007	INSIDE PASSAGE (O KETCHIKAN, ALAS	TSH COLUMBIA CRUISING) KA	Call			7:00 AM	5:45 PM 5:00 PM		ng
Sun 09 Mon 10 Fue 11 Wed 12	Date Sep 2007 Sep 2007 Sep 2007 Sep 2007	INSIDE PASSAGE (O KETCHIKAN, ALASI HUBBARD GLACIER	TSH COLUMBIA CRUISING) KA	Call				5:45 PM	Boardi	ng d
Sun 09 Mon 10 Fue 11 Wed 12 Fhu 13	Date Sep 2007 Sep 2007 Sep 2007	INSIDE PASSAGE (O KETCHIKAN, ALAS	TSH COLUMBIA CRUISING) KA R (CRUISING)	Call			7:00 AM 2:00 PM	5:45 PM 5:00 PM 6:00 PM	Boardi	ng d
Sun 09 Mon 10 Fue 11 Wed 12 Fhu 13	Date Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007	INSIDE PASSAGE (C KETCHIKAN, ALASI HUBBARD GLACIEF JUNEAU, ALASKA	TISH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA	Call			7:00 AM 2:00 PM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM	Boardi Docke Docke	ng d
Sun 09 Mon 10 Tue 11 Wed 12 Thu 13 Fri 14 So Sat 15 S	Date Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007 ep 2007	INSIDE PASSAGE (C KETCHIKAN, ALAS HUBBARD GLACIEF JUNEAU, ALASKA ICY STRAIT POINT,	TSH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING)	Cail			7:00 AM 2:00 PM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM	Boardi Docke Docke	ng d d red
Sun 09 3 Mon 10 Fue 11 3 Wed 12 Fri 14 So Sat 15 S Sun 16 3	Date Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007	INSIDE PASSAGE (C KETCHIKAN, ALAS HUBBARD GLACIEF JUNEAU, ALASKA ICY STRAIT POINT, INSIDE PASSAGE (C VANCOUVER, BRIT	TSH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING)	Call			7:00 AM 2:00 PM 7:00 AM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM	Boardi Docke Docke Tende	ng d d red
Sun 09 Mon 10 Fue 11 Wed 12 Fhu 13 Fri 14 Se Sat 15 Sun 16 Staten	Date Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007 Sep 2007	INSIDE PASSAGE (C KETCHIKAN, ALASI HUBBARD GLACIER JUNEAU, ALASKA ICY STRAIT POINT, INSIDE PASSAGE (C VANCOUVER, BRIT	TSH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING)	Cali	Beddir	ng: King si	7:00 AM 2:00 PM 7:00 AM 7:00 AM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM	Boardi Docke Docke Tende	ng d d red
Sun 09 3 Mon 10 Fue 11 3 Wed 12 Fri 14 So Sat 15 S Sun 16 3 Staten Staten	Date           Sep 2007	INSIDE PASSAGE (C KETCHIKAN, ALASI HUBBARD GLACIEF JUNEAU, ALASKA ICY STRAIT POINT, INSIDE PASSAGE (C VANCOUVER, BRIT	TISH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING) TISH COLUMBIA	Cail			7:00 AM 2:00 PM 7:00 AM 7:00 AM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM	Boardi Docke Docke Tende Depart	ng d d red
Sun 09 9 Mon 10 Fue 11 1 Wed 12 Fni 14 So Sat 15 S Sun 16 9 Staten Staten Deck: <u>C</u> Price C	Date Sep 2007 Sep 200	INSIDE PASSAGE (C KETCHIKAN, ALASI HUBBARD GLACIEF JUNEAU, ALASKA ICY STRAIT POINT, INSIDE PASSAGE (C VANCOUVER, BRIT	TISH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING) TISH COLUMBIA	Cail	Beddir Berths	ngConfigu s: 4	7:00 AM 2:00 PM 7:00 AM 7:00 AM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM 4:00 PM	Boardi Docke Docke Tende Depart	ng d d red
Sun 09 1 Mon 10 Tue 11 1 Wed 12 Thu 13 Fri 14 So Sat 15 S Sun 16 Staten Staten Deck: <u>C</u> Price Ca Berth C	Date Sep 2007 Sep 200	INSIDE PASSAGE (C KETCHIKAN, ALASI HUBBARD GLACIEF JUNEAU, ALASKA ICY STRAIT POINT, INSIDE PASSAGE (C VANCOUVER, BRIT	TISH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING) TISH COLUMBIA	Call	Beddir Berths Rollaw	ngConfigu s: 4 ray: N	7:00 AM 2:00 PM 7:00 AM 7:00 AM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM 4:00 PM	Boardi Docke Docke Tende Depart	ng d d red
Sun 09 Mon 10 Fue 11 Med 12 Fri 14 So Sat 15 S Sun 16 Staten Staten Staten Deck: <u>C</u> Price Ca Berth C Type: O	Date Sep 2007 Sep 200	INSIDE PASSAGE (C KETCHIKAN, ALASI HUBBARD GLACIEF JUNEAU, ALASKA ICY STRAIT POINT, INSIDE PASSAGE (C VANCOUVER, BRIT	TISH COLUMBIA CRUISING) KA R (CRUISING) , ALASKA CRUISING) TISH COLUMBIA	Call	Beddir Berths Rollaw Crib: Y	ngConfigu s: 4 ray: N	7:00 AM 2:00 PM 7:00 AM 7:00 AM 7:00 AM	5:45 PM 5:00 PM 6:00 PM 7:00 PM 4:00 PM	Boardi Docke Docke Tende Depart	ng d d red
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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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	st.	Form Previously Requested?						
WAYNE, JOHN		No						
WAYNE, MARY	No							
Gratuities: 🔳 Edit								
Gues			Added?					
WAYNE, JOHN	/AYNE, JOHN							
WAYNE, MARY		Onboard						
Special Services: 🗵 Edit								
Associated Guest(s)	Service	Date	Years		Notes			
Associated Guest(s)	ANNIVERSARY	10 Sep 2007	8	-				
WAYNE, JOHN WAYNE, MARY								
WAYNE, JOHN								

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



#### STEP- 10 (screen 10)

		*Price includes all guests, taxes & fees
		→ Make a Payme
FINAL PAYMENT DUE Amount: 3824.34 Date: 08-Aug-2007		
Guest 1	Guest 2	Total
1480.00	1480.00	2960.00
109.00	109.00	218.00
219.00	219.00	438.00
1808.00	1808.00	3616.00
104.17	104:17	208.34
104.17	104.17	208.34
1912.17	1912.17	3824.34
	Amount: 3824.34 Date: 08-Aug-2007 <u>Guest 1</u> 1480.00 109.00 219.00 1808.00 104.17 104.17 104.17	Amount:         3824.34           Date:         08-Aug-2007           Guest 1         Guest 2           1480.00         1480.00           109.00         109.00           219.00         219.00           1808.00         1808.00           104.17         104.17           104.17         104.17

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



#### STEP- 11 (screen 11)

Confirmation		÷.	CruiseMatch Automation Supp	oort: 30571883
Search Sailing Price C	odes Categories Staterooms	Guest Details Reservatio	n Summary Pricing	Confirmatio
Individual: Thank you. Y	our booking has been sav	ed.		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:	TR6CEL 2182.17 2182.17
DEPOSIT Amount: 0.00 Date: 08-AUG-2007	PAYMENTS RECEIVED Amount: 0.00	FINAL PAYMENT DUE Amount: 4364, Date: 08-AUG-20		ngers, taxes &
Request Confirmation: 0	Via: Email Via: TravelAgent	l@agency.com ○	Send Guest Version Send TA Version Both Version	SEND
ou may now:				
WITHIN CRUISEMATCH		WITHIN CRUISINGPOWE	R 🕕	
Make a Payment         Air/Hotel Up           Start NEW         Retrieve Ex           Reservation         Reservation	isting Retrieve This	Insight Crui	<u>sePay 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.