

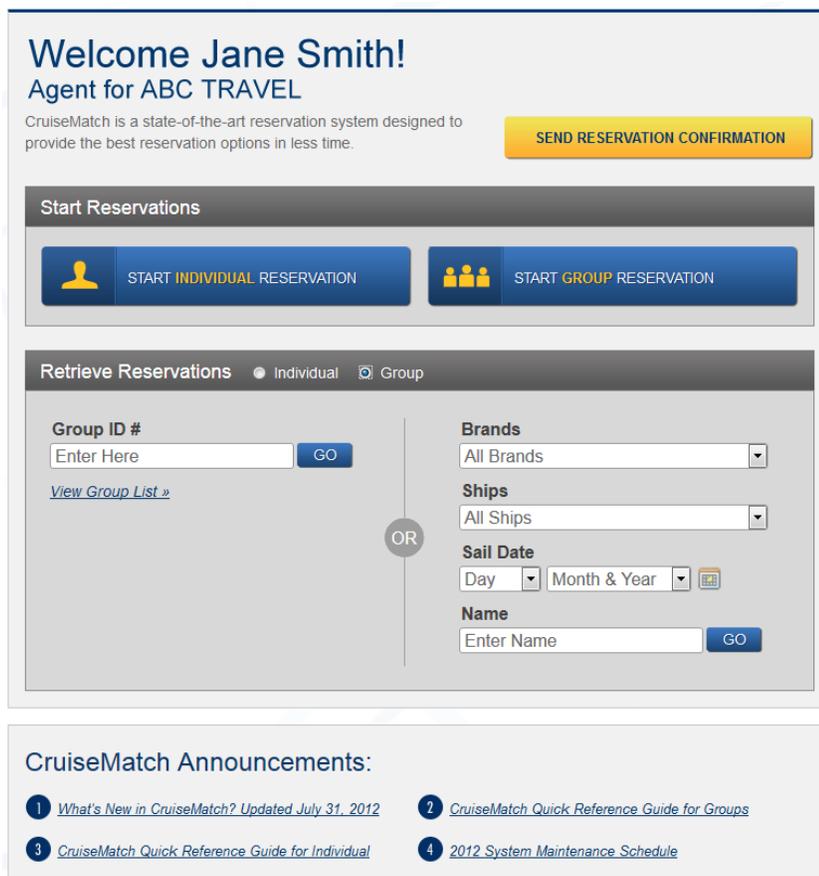
# CruiseMatch Group Reservations Quick Reference Guide

## Get to know CruiseMatch!

In a few short pages, learn to create and service a Group Reservation.  
You will learn to do the following:

- Send a Confirmation
- Shop for a Group
- Allocate Group Space
- Shop ChoiceAir
- Add Group Details
- Confirm a Group
- Retrieve and Amend a Group
- Create a Booking in a Group
- Look up Loyalty Numbers
- Add Multiple Bookings
- Retrieve and Amend Bookings in a Group
- Identify and Book Guests with Accessibility Needs

## Getting Started: CruiseMatch Home Page



**Welcome Jane Smith!**  
Agent for ABC TRAVEL

CruiseMatch is a state-of-the-art reservation system designed to provide the best reservation options in less time.

**SEND RESERVATION CONFIRMATION**

**Start Reservations**

**START INDIVIDUAL RESERVATION** | **START GROUP RESERVATION**

**Retrieve Reservations** • Individual • **Group**

**Group ID #**  
Enter Here **GO**  
[View Group List »](#)

**Brands**  
All Brands

**Ships**  
All Ships

**Sail Date**  
Day | Month & Year

**Name**  
Enter Name **GO**

**CruiseMatch Announcements:**

- 1 [What's New in CruiseMatch? Updated July 31, 2012](#)
- 2 [CruiseMatch Quick Reference Guide for Groups](#)
- 3 [CruiseMatch Quick Reference Guide for Individual](#)
- 4 [2012 System Maintenance Schedule](#)

The CruiseMatch home page lets you get started quickly – Send a confirmation, start a new group or retrieve an existing group.

- Send a Reservation Confirmation without retrieving the group first! Click on the button to get started. You may either request confirmation for the group or a booking within the group.
- Start a new Group Reservation by selecting the appropriate button
- Retrieve a Reservation - First, select the booking type for Group, then you may either provide the Group ID, view a list of groups or search for the group by brand, ship, sailing or group name
- CruiseMatch Announcements is your source for information about CruiseMatch.

*CruiseMatch can be used to create non-contracted Promotional and Affinity group types. All other group types, as well as CruiseTour groups must be created and serviced by our Group Department.*

## Step 1: Shop for a Voyage

Search Automation Help Desk: 800 443 5789

Search Sailing Categories Group Details Pricing Group Confirmation

\* Required Information Agent Contact Name: Jane

Reservation Type: I want to create a new:  Individual Reservation  Group Reservation

Group: \*Group Type: Select \*Policy Type: Select

Ship: Brand: All Brands Ship: All Ships

Sailing Date: \*Choose a date:  Choose a range of dates:   
 Day Month and Year Duration Nights

Itinerary: Region: All Regions Departure: Any Departure Port  
 Gateway: C/O Cruise Only

Occupancy / Pricing: Number of guests: 2 Show prices in: USD  
 Group includes Guest(s) Requiring Accessible Stateroom(s)

SEARCH

Select **Group Reservation** in the Reservation Type section to get started. You will need to identify the type of group (Affinity or Promotional) and a deposit Policy Type (applicable to Celebrity and Royal Caribbean brands)

You will need to specify a start date or a date range for your search, and may further narrow your search by identifying brand and ship, as well as by destination region or departure port.

By default, groups are created at double occupancy. Once the group is created, you can modify it to add inventory for triple or quad occupancy if you are ready to book a party with more than two guests.

**Fast Sell:** If you know the specific ship and sail date, you will be taken straight to Category Availability.

## Next: Compare Sailings, Itineraries, GAP Points and More

Our Sailing Availability page provides a snapshot of the voyages we offer. Use the features of this page to drill into the details.

- Use the Compare feature to view up to three itineraries side by side
- Need to see more results? Modify and submit a new search on this page
- Sort your results by clicking column headers
- Group Availability identifies the number of GAP points available to groups for each sailing.
- See at a glance whether you have a group or not – the action column will show a Go To Group button if you are already holding space.
- Select Create Group to proceed

Search Results For: All Brands starting 16-MAR-2013 Total Guests: (Pending) Occupancy: Double

Group Type: P Promotionally Advertised Policy Type: No Deposit

Brand: All Brands Ship: All Ships Sailing Date: 16 Mar 2013 Occupancy: 2 Policy Type: No Deposit Show Prices in: USD

SEARCH

Sailing:  
You can select up to 3 sailings at a time to compare.

View Regions: All Regions

Choose up to 3	Date	Region	Group Status	Nights	Brand	Ship	Depart. Port	Dining Avail.	GAP Pts.	*Prices Starting From(USD)	Action
<input type="checkbox"/>	16 Mar 2013	Australia And New Zealand	A	12	CEL	Celebrity Solstice	AKL	view	4	1399.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Western Caribbean	A	5	RCI	Jewel Of The Seas	TPA	view	4	549.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Western Caribbean	A	5	RCI	Liberty Of The Seas	FLL	view	4	549.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Southern Caribbean	A	7	RCI	Brilliance Of The Seas	SJU	view	4	599.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Western Caribbean	A	7	RCI	Navigator Of The Seas	MSY	view	4	699.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Western Caribbean	A	7	RCI	Oasis Of The Seas	FLL	view	6	949.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Eastern Caribbean	A	7	CEL	Celebrity Reflection	MIA	view	6	749.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Southern Caribbean	A	7	CEL	Celebrity Summit	SJU	view	6	649.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Eastern Caribbean	A	8	RCI	Independence Of The Seas	FLL	view	4	819.00	CREATE GROUP
<input type="checkbox"/>	16 Mar 2013	Far East	A	7	RCI	Legend Of The Seas	SIN	view	0	710.00	CREATE GROUP

ADD TO COMPARISON

A: Available W: Waitlist C: Closed +: Interport Sailing - Check Itinerary

Show 10 per page Go to 1-10 Of 150

COMPARE NOW

## Finish Shopping by Selecting Group Inventory

Previous Sailing | Sailing: Jewel Of The Seas - 16-Mar-2013, Western Caribbean, 5-Nights | Next Sailing

Search Results For: Royal Caribbean International 5 night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013

Total Guests: (Pending) 16  
Occupancy: 8  
GAP Points: 4

Group Type: P Promotionally Advertised  
Policy Type: No Deposit

Brand: Royal Caribbean | Ship: Jewel Of The Seas | Sailing Date: 16 Mar 2013 | Occupancy: 2 | Policy Type: No Deposit | Show Prices in: USD

[Shop ChoiceAir](#) [SEARCH](#)

Categories: [PRICES ARE PER PERSON BASED ON DOUBLE OCCUPANCY](#) [Shop or compare new price code\(s\)](#)

Balcony Stateroom

View Accessible Inventory  Include Closed Categories

Category	Category Type	Status	*Avail. Strms.	# of Rooms	Price Codes	*1st & 2nd up
D1 Superior Ocean View Stateroom with Balcony	Balcony Stateroom	A	10+	0	BRKA07	809.00
D2 Superior Ocean View Stateroom with Balcony	Balcony Stateroom	A	10+	0	BRKA07	779.00
E1 Deluxe Ocean View Stateroom with Balcony	Balcony Stateroom	A	10+	0	BRKA07	769.00
E2 Deluxe Ocean View Stateroom with Balcony	Balcony Stateroom	A	10+	0	BRKA07	759.00
E3 Deluxe Ocean View Stateroom with Balcony	Balcony Stateroom	A	10+	0	BRKA07	749.00
AX Accessible Deluxe Oceanview Stateroom with Balcony	Balcony Stateroom	A	0	0	BRKA07	749.00
X1 Deluxe Ocean View Stateroom with Balcony	Balcony Stateroom	C	0	0	N/A	N/A

[ADD](#)

\*A. Available G. Guarantee W. Waitlist  
Inventory for Guests Requiring Accessible Stateroom(s)

The NCCF fees per person are included  
Total Taxes & Fees per person: 59.47

Category Inventory: [Minimum Staterooms: 8 | Staterooms already added: 8 | You can add an additional: 8](#)

Category	Price Codes	*Total Price From	Occupancy	Pending	Guaranteed (Named)	Guaranteed (Unnamed)	Allocated (Named)	Allocated (Unnamed)
E1	BRKA07	1,538.00	2	8	0	0	0	0

[VIEW PRICE CODES](#) [SELECT AND PROCEED](#)

The Category Availability page shows the price of every available category for the sailing.

- By default, pricing is Lowest Available Fare
- Use Shop or Compare new price codes to see what offers are available for the sailing.
- View detailed pricing by clicking on the price for that category
- Use Previous Sailing and Next Sailing buttons to see availability on other voyages for the same ship
- Enter the number of rooms you want to hold in a category, then click the Add button
- Category Inventory recaps the selected category allocation for the group as well as the minimum and maximum counts you may hold.
- Please note that Suites require full deposit upfront!

*Need to know how much it may cost to fly?  
Use the **Shop ChoiceAir** link to see prevailing air rates.*

## Step 2: Add Group Details

Completing a group required just a few additional details.

- Give the group a name
- Identify the dining seating, counts and configuration.
- Allocate transportation – By default, groups are assumed to be Cruise Only unless gateways are specified
- Balance the counts - We keep an active total of what has been allocated and what remains to be assigned
- Promotional groups can allocate dining at a later time, but affinity groups must make a dining selection

Group #: (Pending) Royal Caribbean International 5 night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013

Total Guests: 16  
Staterooms: 8  
GAP Points: 4  
Categories: E1-8

Created: (Pending) | Option Date: (Pending) | Group Status: (Pending)

Group Name: (Pending) | Agent Contact Name: CM0test | Email:

**Group Details**

Group Information: [Group Name: Saint Patrick Day Group | Group Type: P Promotionally Advertised | Policy Type: No Deposit](#)

Allocate Group Dining: [Total Guest count is: 16 | Assigned Guest count is: 0 | You need to allocate dining for 0 guests. | You need to allocate 16 guests to Traditional or My Time Dining](#)

Dining Seating	*Configuration	# of Confirmed Guests Unassigned	Named	# of Waitlisted Guests Unassigned	Named
06:00 PM (AVL= 16+, WL=0)	Select	0	0	0	0
08:30 PM (AVL= 16+, WL=0)	Seat Together	16	0	0	0
MY TIME (AVL= 16+, WL=0)	Do Not Seat (D)	0	0	0	0

Allocate Group Gateways: [You may add guests to multiple Gateways | Total Guest count is: 16 | Assigned Guest count is: 0 | You need to allocate Gateways for 0 more guests.](#)

[Calculate Air Add-on Pricing](#)

Gateway	Unassigned	# of Guests	Named	Pre Hotel	Post Hotel
CO Cruise Only					
Waitlist Gateway		16	0		

[Add Another Gateway](#) [PROCEED TO PRICING](#)

## Step 3: Confirm the Group

**Group #:** (Pending) Royal Caribbean International 5 night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013

**Total Guests:** 16  
**Staterooms:** 8  
**GAP Points:** 4  
**Categories:** E1-8

**Created:** (Pending)  
**Option Date:** 16-Dec-2012  
**Group Status:** OF

**Group Name:** Saint Patrick Day Group  
**Agent Contact Name:** CMOTEST  
**Email:**

**Group Pricing Summary:** View Payment Schedules

Summary | Details | Agency Summary | Agency Detail

Prices reflected in USD

Description	Charges
Named Guests	0.00
Unnamed Guests	10,304.00
Tour Conductor Credits**	-644.00
NCCF	2,000.00
Air Add-On	0.00
Taxes/Fees per person are	901.52
Other Charges	0.00

Description	Totals
Gross Charges (less tour conductor credits)	12,611.52
Commission	-0.00
Net Charges	12,611.52
Cancellation Charges	0.00
Total Payments On Record	0.00
<b>Gross Balance Due</b>	<b>12,611.52</b>
Outstanding Cancellation Charges	0.00

\* To be eligible for the commission, the group must be paid in gross.  
\*\* Total complimentary value is subject to deduction of the applicable travel agent commission.

**PROCEED TO CONFIRMATION**

- Before confirming, review the group pricing summary
- Agency Commission may be viewed on the Agency Summary and Agency Details tabs
- A link to Payment Schedules is provided

**Confirmation** Automation Help Desk: 800 443 5789

Search | Sailing | Categories | Group Details | Pricing | **Group Confirmation**

**Thank you. Your group has been saved.** Print this Page

**Group ID:** 40487  
**Group Name:** Saint Patrick Day Group  
**Group Status:** OF  
**Creation Date:** 29-Aug-2012  
**Option Date:** 16-Dec-2012  
**Policy Type:** No Deposit

**Group Contact:** CMOTEST  
**Total Number of Guests:** 16  
**Total Number of Staterooms:** 8

**Sailing:**  
Brand: Royal Caribbean International  
Ship: Jewel Of The Seas  
Sailing Date: 16-Mar-2013  
Destination: Western Caribbean  
Duration: 5 Nights

DEPOSIT DUE	PAYMENTS RECEIVED	FINAL PAYMENT
Next Deposit Due: 16-Dec-2012 Amount Required (per Stateroom): 200.00	Amount: 0.00	Amount: 12611.52 Date: 31-Dec-2012

View Payment Schedules

Request Quote Details: Via: Email  **SEND**

**You May Now:**

**WITHIN CRUISEMATCH**  
[Return to Group](#)  
[Add Reservation to Group](#)  
[Add to Guestlist](#)  
[View Bookings in Group](#)  
[Make Payment](#)

**WITHIN CRUISINGPOWER**  
[Group Travel](#)  
[Dining Management](#)  
[Choice Air](#)  
[eDocs](#)  
[Insight](#)  
[Online Payments](#)

- Once confirmed, make note of the group number
- Retrieve the group from here by clicking on the group number or using the links below to go directly to make payment or create group bookings on the group
- Send a group confirmation from this page by selecting the checkbox for the group details, entering the delivery information, and clicking the Send button

## Amend a Group

**Group #:** 40487 Royal Caribbean International 5 night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013

**Total Guests:** 16  
**Staterooms:** 8  
**GAP Points:** 4  
**Categories:** E1-8

**Created:** 29-Aug-2012  
**Option Date:** 16-Dec-2012  
**Group Status:** OF

**Group Name:** SAINT PATRICK DAY GROUP  
**Agent Contact Name:** CMOTEST  
**Email:** rmartinez@rccl.com

**Group Summary:** Prices reflected in: USD

Group Identity: Edit

Group ID: 40487  
Group Name: SAINT PATRICK DAY GROUP  
Group Type: Promotional Advertised  
Policy Type: No Deposit

Creation Date: 29-Aug-2012  
Contact Name: CMOTEST

**Payment Summary:**

Deposits Due	Payments Received	Final Payment Due
Next Deposit Due: 16-Dec-2012 Amount Required (per Stateroom): 200.00 <a href="#">View Payment Schedules</a>	Amount: 0.00	Amount: 12,611.52 Date: 31-Dec-2012

**Cruise Inventory:** Edit

Category	Accessible Inventory	Occupancy Pending	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Price Code
E1	N	Double	0	0	8	0	BRKA07

**Allocated Staterooms:** Edit

Category	Occupancy	Staterooms

**Complimentary Berths: (Tour conductor credits)** Earned Ratio: 1 for 16

Category	Price Code	No. of Comp. Berths
E1	BRKA07	1

The CruiseMatch homepage allows you to retrieve a group either by entering the group number or by using a search.

Upon retrieval, you will see the Group Summary. This recaps what is allocated to the group.

Use the Edit link in each section to go directly to the page where the allocation is maintained

From here, you may change the group details, adjust the group inventory, apply payments, review pricing or cancel the group, if needed.

If you are prepared to make full deposit, you may allocate staterooms or create bookings within the group.

With any changes to the group details or allocations, you will need to review the summary and pricing before confirming the changes.

If you decide not to make any changes, click on the Ignore Reservation button. The group will revert back to the state it was in when retrieved.

# Add an Individual Reservation to a Group

**Categories** [Print this Page](#)

**Reservation #: (Pending)** Royal Caribbean International 5 Night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013  
 Total Price (USD): Price includes all guests, taxes & fees. **1656.94**

Group ID#: 40487  
 Group Name: SAINT PATRICK DAY GROUP  
 Price Code: BRKA07

View: [5 Night Western Caribbean Cruise](#) Price Cat: E1 Berth Cat: E1 Stateroom: Type: Deluxe Ocean View Stateroom with Balcony

**Add Individual Reservation to Group:** [?](#)

Using the fields below, you may add an individual reservation to the existing group. Select the appropriate Occupancy for this reservation. Then select Price Code from the list provided. Then select the Stateroom Category.

Accessible Stateroom: [N] Select Occupancy: Double Select Price Code: BRKA07 Select Category: [E1]

Berth Category: [All] Deck: [All] Connecting staterooms: [Show All]  Stateroom already allocated to Group

Choose	Alloc	Stateroom	Deck	Cat	Location	Connect	Bed	Obstruct	Berths	Rollaway	Crib	Capacity
<input type="radio"/>	<input checked="" type="checkbox"/>	GTU										
<input type="radio"/>	<input type="checkbox"/>	7602	Deck Seven	E1	Midship	N	CONV	15%	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8596	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	7600	Deck Seven	E1	Midship	N	CONV	15%	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8594	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	7604	Deck Seven	E1	Midship	N	CONV	15%	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8598	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8592	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8602	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8588	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8584	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8082	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8580	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8080	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8578	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="checkbox"/>	8112	Deck Eight	E1	Midship	N	CONV	None	2	N	Y	2

Or, enter a stateroom number:

Now that a group has been created, it is time to add bookings. To get started, select the link to **Add Individual Reservations** in the navigation section

- Identify the occupancy, rate and category. If you are holding a mix of standard and accessible space, you will need to make that selection as well.
- By default, a short list of the best available staterooms in the category are shown
- Filter the results by deck or connecting staterooms to focus your results
- If your group has pre-allocated staterooms, they will be identified with a green star at the top of the list
- You may request a specific stateroom below. If it is available, it will be applied to the reservation.
- Click on the stateroom number or deck number to see additional information

## Add Details

Guest Details is where you enter information about the guests traveling on this reservation. You have 15 minutes from making your stateroom selection to complete these details and to confirm your reservation.

Save time by using the Clone feature to duplicate information from Guest 1 to the other guests on the booking.

Because a group can have multiple options for a single gateway (allocated with or without hotels) review the details to be certain to a selection that is correct for your guests.

*Have your guests misplaced their loyalty number? You may use our **Loyalty Look Up** on the search page – tell us the brand, their first and last names and their date of birth.*

**Guest Details**

**Reservation #: (Pending)** Royal Caribbean International 5 Night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013  
 Total Price (USD): Price includes all guests, taxes & fees. **1656.94**

Group ID#: 40487  
 Group Name: SAINT PATRICK DAY GROUP  
 Price Code: BRKA07

View: [5 Night Western Caribbean Cruise](#) Price Cat: E1 Berth Cat: E1 Stateroom: 7600 Type: Deluxe Ocean View Stateroom with Balcony

**Personal:** [Clone information from the first Guest](#) [?](#)

\*Title: [Select] \*First Name: [Text] \*Last Name: [Text] \*Gender: [Select] \*Citizenship: [Select] \*Date of Birth: [DDMMYYYY] Onboard Language: [English] Loyalty Number: [Text]

[Select] [First] [Last] [Select] [Select] [DDMMYYYY] [English] [Text]

[Select] [First] [Last] [Select] [Select] [DDMMYYYY] [English] [Text]

**Dining and Reservation Level Options:** [Clone dining from the first Guest](#) [?](#)

Eligible guests selecting traditional dining will be seated in the premium dining venue

Guests	*Confirmed Seating	My Family Time	Waitlist Seating
Guest 1	[Select]	[No]	[Select]
Guest 2	[Select]	[No]	[Select]

Bedding Configuration: [Select]

**Gateway:** [View Group Gateway Availability](#)

Guests	Gateway	Details	Hotel	**Air Add-on
Guest 1	[Select]			0.00
	Waitlist Gateway: [Select]			
Guest 2	[Select]			0.00
	Waitlist Gateway: [Select]			

\*\*Prices subject to change

**Pre-vacation information:** [Expand](#)

# Confirm the Booking

**Pricing** [Print this Page](#)

**Reservation #: (Pending)** Royal Caribbean International 5 Night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013  
**Group ID#:** 40487  
**Group Name:** SAINT PATRICK DAY GROUP

**Total Price (USD):** 1656.94  
 Price includes all guests, taxes & fees.  
**Price Code:** BRKA07

**View:** 5 Night Western Caribbean Cruise  
**Price Cat:** E1  
**Berth Cat:** E1  
**Stateroom:** 7600  
**Type:** Deluxe Ocean View Stateroom with Balcony

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**Pricing Details** [View Agency Details](#)

<b>DEPOSIT</b> Amount: 200.00 Date: 16-Dec-2012	<b>FINAL PAYMENT</b> Amount: 1656.94 Date: 31-Dec-2012
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Vacation Charges	Guest 1	Guest 2	Total
Cruise	844.00	844.00	1288.00
NCCF	125.00	125.00	250.00
Vacation Subtotal	769.00	769.00	1538.00
<b>Taxes &amp; Fees</b>			
Taxes & Fees	59.47	59.47	118.94
Taxes and Fees Total	59.47	59.47	118.94
<b>VACATION TOTAL</b>	<b>828.47</b>	<b>828.47</b>	<b>1656.94</b>

Amount Paid 0.00  
Balance Due 1656.94

[View Agency Details](#)

**PROCEED TO CONFIRMATION**

- Retrieve the reservation by clicking the reservation number
- Retrieve the group by clicking the group number
- Shop ChoiceAir
- Request Confirmation
- Make payments
- Choose another action in CruiseMatch or CruisingPower

Before confirming the reservation, take a moment to review the final price detail.

If you want to add transfers, special services or other extras, you may do so by selecting the links to those pages.

View the commission for the booking by clicking the View Agency Details link.

If everything is correct, click on the Proceed to Confirmation button.

The Confirmation page is displayed with the reservation number when the booking is completed. From here you may:

**Thank you. Your booking has been saved** [Print this Page](#)

**Reservation #: 41432** **Shop ChoiceAir**  
**Group #: 40487**  
**Group Name: SAINT PATRICK DAY GROUP**

**Total Price(USD):** 1656.94  
 Price includes all guests, taxes & fees.  
**Price Code:** BRKA07

**Agent Name:** CMQtest  
**Brand:** Royal Caribbean International  
**Ship:** Jewel Of The Seas  
**Sailing Date:** 16-Mar-2013  
**Duration:** 5-Nights  
**Reservation Status:** Offered

**Region:** Western Caribbean  
**Occupancy:** Double  
**Option Date:** 16-Dec-2012

<b>DEPOSIT</b> Amount: 200.00 Date: 16-Dec-2012	<b>PAYMENTS RECEIVED</b> Amount: 0.00	<b>FINAL PAYMENT</b> Amount: 1656.94 Date: 31-Dec-2012
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Request Confirmation: [View](#) Via:

Send Guest Version  
 Send TA Version  
 Send Both Versions **SEND**

**EXIT GROUP**

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**You may now:**

**WITHIN CRUISEMATCH**

**GROUP**  
[Make a Payment](#)  
[Return to Group](#)

**INDIVIDUAL**  
[Make a Payment](#)  
[Return to Booking](#)  
[Make a New Booking for this Group](#)

**WITHIN CRUISINGPOWER**

[Choice Air](#)  
[eDocs](#)  
[Insight](#)  
[Online Payments](#)  
[Shore Excursion](#)

# Add Multiple Bookings to the Guestlist

**GuestList** [View GuestList](#) **Add To GuestList**

Use this page to add multiple reservations to the group. To add a single reservation, go to Add Individual Reservation to Group  
 Number of Reservations: 2

Booking	Accessible:	Occupancy:	Price Code:	Category:	Stateroom:	Remove from Guestlist	Clone information from first Guest
Booking 1	N	Double	BRKA07	E1	8594	<input type="checkbox"/>	<input type="checkbox"/>

\*Title:  \*FirstName:  \*LastName:  \*Gender:  \*Citizenship:  \*Date of Birth:  Loyalty Number:

Select First Last Select Select DDMMYYYY

Hotel:

Dining:  Gateway:

Guest 1:

Guest 2:

Booking	Accessible:	Occupancy:	Price Code:	Category:	Stateroom:	Remove from Guestlist	Clone information from first Guest
Booking 2	N	Select	Select	Select	Select	<input type="checkbox"/>	<input type="checkbox"/>

**SAVE GUESTLIST**

To create multiple bookings at once, select the **Guestlist** link from the navigation menu, and then choose the **Add to Guestlist** tab.

- You may add up to 10 bookings at once
- Identify the occupancy, rate and category. If you are holding a mix of standard and accessible space, you will need to make that selection as well.
- Only guarantees or pre-allocated staterooms are available for selection
- Enter the guest details for each booking. When finished, save the guestlist.

## Retrieve and Amend a Reservation

Entire Reservation: SMITH, JOHN | SMITH, JANE

Current Reservation: 03 Aug 2013, Alaska, 7 Nights

Agent Name: CMCTEST

Ship: Radiance Of The Seas | Price Code: DRK2ADG | Category Code: | Accessible Stateroom Required: N

Payment Summary: Deposits Due: 500.00 | Payment Received: 0.00 | Final Payment Due: 200.00

Personal: SMITH, JOHN (M, USA, 01Jan1977) | SMITH, JANE (F, CAN, 02Jan1977)

Stateroom #: 7012 | Bedding: 2 LOWER TWIN DEOS - CONVERTED TO QUEEN

Seating: SMITH, JOHN (08:00 PM, No Family Time, Waitlist Seating, Small Table Size) | SMITH, JANE (08:00 PM, No Family Time, Waitlist Seating, Small Table Size)

Gateway: SMITH, JOHN (Cruise Only) | SMITH, JANE (Cruise Only)

PROCEED TO PRICING

The CruiseMatch homepage allows you to retrieve a reservation either by entering the reservation number or by using a search.

Upon retrieval, you will see the Reservation Summary. This recaps what the reservation is holding at the booking and guest levels.

From here, you may change the booking details, apply payments, or cancel the reservation, if needed.

With any changes to the booking details, you will need to review the summary and pricing before confirming the changes.

If you decide not to make any changes, click on the Ignore Booking button. The reservation will revert back to the state it was in when retrieved.

## Group Payments

DEPOSIT DUE: 16-Dec-2012, 200.00 | PAYMENTS RECEIVED: 0.00 | FINAL PAYMENT: 12611.50

Step 1 of 3: Method of Payment | Pay By Credit Card | Go to Online Payments

Credit Card: [Select]

Step 2 of 3: Guest Accounts | Your payment of 200.00 (Credit Card) has been approved.

Select	Reservation ID#	Member	Gross Charges	Current Balance Due	Amount to Allocate
<input type="checkbox"/>	-	TO THE GROUP			0.00
<input type="checkbox"/>	41432	SMITH, JACK	828.47	828.47	0.00
<input type="checkbox"/>	41432	SMITH, JULIE	828.47	828.47	0.00
<input type="checkbox"/>	41506	SMITH, LEON	828.47	828.47	0.00
<input type="checkbox"/>	41506	SMITH, LINDA	828.47	828.47	0.00
<input type="checkbox"/>	41507	SMITH, MARG	828.47	828.47	0.00
<input type="checkbox"/>	41507	SMITH, MA	828.47	828.47	0.00
Allocated:					0.00
Still to be Allocated:					200.00
Total Funds to be Allocated:					200.00

DISTRIBUTE EVENLY

PLEASE ALLOW UP TO 24 HOURS FOR NEW PAYMENTS TO BE REFLECTED ON THE GROUP.

NEXT

The first step in making a payment for a group is to enter the information and submit the payment for approval. Once approved, there is a second step – you will need to identify the guests/reservations within the group for whom the payment is intended.

When you get to the second step, select the appropriate guests and identify how much should be applied. When the amount to be applied equals the amounts you have entered, you will be able to complete the payment process.

The final step is to review the recap of how the funds have been distributed.

Step 3 of 3: Payment Allocations

Credit Card: VA\*\*\*\*1111: 200.00

Reservation ID#	Guest Name	Previous Balance	Payment Allocated	Current Balance
41432	SMITH, JACK	828.47	100.00	728.47
41432	SMITH, JULIE	828.47	100.00	728.47

MAKE ANOTHER PAYMENT | DONE & PROCEED

## Accessible Group Guests – Allocating Accessible Space

Click to view accessible inventory:

View Accessible Inventory

Look for the accessibility icon next to the category name:

2A [Deluxe Ocean View Strm Veranda](#) 

Category	Price Codes	*Total Price From	Occupancy	Pending	Guaranteed (Named)	Guaranteed (Unnamed)	Allocated (Named)	Allocated (Unnamed)
E1 Release	BRKA07 Change Price Code	1,656.94	2	0	0	5	3	0
AX Release 	BRKA07	1,498.00	2	2	0	0	0	0

 Inventory for Guests Requiring Accessible Stateroom(s)

[VIEW PRICE CODES](#) [SELECT AND PROCEED](#)

It is now possible to allocate inventory and book staterooms for physically challenged group guests in CruiseMatch

The first step is to **allocate accessible inventory to the group** for your physically challenged guests. Your group can hold a mix of standard and accessible space.

At Category Availability, first allocate your standard space. Then, click on the box at the top of the display to **View Accessible Inventory**. This toggles the screen so only accessible inventory is shown. Look for categories that have the accessibility icon. Now you can allocate accessible space for your guests.

The Category Inventory will list the accessible inventory as a separate line item. When allocating accessible space in a group, a stateroom will be automatically assigned at confirmation, and full deposit is required.

## Accessible Group Guests – Booking Accessible Staterooms

**Add Individual Reservation to Group:** 

Using the fields below, you may add an individual reservation to your group. Select a Price Code from the list provided. Then select the number of reservations to add.

Accessible Stateroom:

**GuestList** 

[View GuestList](#) [Add To GuestList](#)

Use this page to add multiple reservations to the group. Number of Reservations:

Booking 1: Accessible:  Occupancy:

\*Title:  \*LastName:

First

**Creating an accessible booking** in your group for physically challenged guests can be done whether you add an individual reservation or you enter multiple bookings using the guestlist.

- Selection: Choose the option to book accessible inventory.
- Complete your booking as you would normally

Accessible staterooms are identified with an accessibility icon, and the stateroom details will describe the stateroom's attributes.

Please note that identifying an ineligible guest as accessible may result in the re-accommodation of the reservation in standard space at prevailing rates.

*Do your guests need an **Accessible Stateroom**? You will need to allocate accessible inventory before creating an accessible stateroom booking for your group.*

Contact Automation Support:

Phone 1.800.433.5789

Fax 305.539.6009

E-mail cmsupport@rccl.com



## Appendix A: Common Features of CruiseMatch

Most pages in CruiseMatch will use the same layout illustrated above. The common page elements are:

- Section – The active section of CruiseMatch
- Progress Bar – Used to show booking progress. The active sections are orange. Any section can be modified that has an active link.
- Navigation Menu – A list of links to the pages and features of CruiseMatch
- Page Title – Used to identify the specific page within the section
- Sailing Block – A summary of the ship and sailing information
- Help Icon – a link to contextual help for the page or feature

## Appendix B: Other CruiseMatch Features

The following additional functions can be accessed using the navigation section:

Cruise Ticket Documentation	Pre/Post Hotels	Extend Option
Request E-Mail/Fax Forms	Cruise Only Transfers	Payment Details
Itinerary	Special Services	Payment Schedule
Flight Information	Cross-Reference	Shop Choice Air
	Service History	