





Welcome! I'm Tommy the Toolbox and I will guide you through the easy process of making a cruise reservation with the new CruiseMatch[®] booking tool. Along the way, I'll provide you with some time-saving tips.

In this quick reference guide I'll show you how to access and navigate the new CruiseMatch[®] including creating, servicing and canceling a cruise and Cruisetours for individuals.

You can access CruiseMatch[®] by logging in to CruisingPower.com, and selecting "New CruiseMatch" from the Booking Tools drop down menu.

If you get stuck or need assistance, please contact our Automation Support Desk at 1-800-443-5789. Monday - Friday 9:00 am - 7:30 pm Eastern.

*For booking, amending and canceling reservations the user must have full CruiseMatch® permission enabled by the agency administrator.

System Requirements:

CruiseMatch has been certified to work with the following:

- Windows 95/98/2000, Windows XP, Windows Vista
- Internet Explorer 6.0 or 7.0
- Firefox 2.0
- AOL 8.0+

(For Mac users, we recommend using Safari)

7 Easy Steps to Creating an Individual Reservation

Start A New Reservation

CruiseMatch Homepage

Accessible from CrusingPower.com under Booking Tools

START A NEW RESERVATION	RETRIEVE AN EXISTING RESERVATION	
To begin the reservation process, please choose a product search option below: SEARCH	Use this page to retrieve a previously created individual or group reservation Number, individual details of the reservation or guest name. To narrow your possible. (Note: Some fields may not be active based on your agency's perm Please select the reservation you'd like to view, or refine your search using I want to retrieve a reservation for: O An Individual O A Group	search, enter as much information a ission settings).
If you want information related to back-to-back sailings, within the U.S., please contact our Reservations department at 800/327-6700 (Royal) or 800/437- 3111 (Celebrity), outside of the U.S., please contact your local representative.	Reservation ID#: GOOR Brand Select Ship Select Sail Date: Day Month and Year Name:	 ✓ ✓ ✓ ✓ ✓ GO

Search Widget CruisingPower.com Homepage

START A NEW RETRIEVE RESERVATION RESERVATION
Start your search here. * Required Information
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Include Cruisetours
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Reservations for Accessible and Family staterooms must be made through our Reservations Department.

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						SEARCH

- **Reservation Type:** Select either Individual or Group Reservation
- Sailing Date: Select a specific Day, Month and Year or choose a range of dates. If you entered a valid Ship/Sailing Date combination, you'll skip to Step 3.
- Click Search button



Itinerary: By default, all regions, departure ports and cruise only are selected

To specify a <u>Region</u> or <u>Departure Port</u> select one or both options from the dropdown menus. If air is required, you may either select a Gateway from the dropdown menu, or enter the 3 digit airport code. For guests departing from different gateways, select <u>Split Gateways</u> to enter more than one airport code or airport

To view Cruisetours/packages, select to include Cruisetours/Packages in your search results

At any time you may click on the ² button for additional details about a CruiseMatch feature

Monitor your steps through CruiseMatch with the progress bar

Search	Sailing	Cate
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What do I do on this screen?

Select Button: Click button to select specific sailing and proceed to Category Selection.



Edit Search Criteria: If you would like to change your sailing criteria, click the "Edit Search Criteria" button and perform another search.

Choose up to 3: You can chose up to 3 sailings to compare side by side, then click "Add to Comparison" to add selected sailings and click "Compare" to compare pricing and itineraries.

Click on the column header title to re-sort the search results by any criteria

Click on items highlighted and underlined in blue for more information

Date	<u>Region</u>	<u>Status</u>	<u>Nights</u>	<u>Brand</u>	<u>Ship</u>
<u>10 Apr 2009</u>	Western Mediterranean	А	10	RCI	Brilliance Of The Seas

Categories			Automation	Help Desk: 800 443 57	789 Command Line	e: 2 Oper
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Shop or compare new price code(s): By default LAF pricing will always be displayed.

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What do I do on this screen?

Select a Category: To select a category

to Stateroom Availability.

select the desired price and then click on the "Select & Proceed" button to proceed

•

Click on "Shop or compare new price code(s)" to view a complete list of price codes or select up to 2 price codes and compare side by side.

Select Category Type: To display only specific category types, select *Deluxe/Suites, Balcony, Outside* or *Interior* from the dropdown menu.

Include Closed Categories: You have the option to display or remove closed categories.

Category Status: (A) - Available, (G) - Guarantee, (W) - Waitlist, (C) - Closed

Wait List a Category: If a category is available for waitlist (W), click the "Wait List a Category" box and select the category from the dropdown menu.

After you select a price, the "Total Price" will update and reflect your selection. For a detailed breakdown of the pricing, click on the Total Price link.

SELECT & PROCEED

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- Select your stateroom: Select up to 4 staterooms (each will be a separate reservation)
- Enter a stateroom number: To check availability of a stateroom number not on the list, enter the number in the box provided and click 'Submit". To request a Guarantee, enter "GTY" in the box. If a requested stateroom is not available, an option to waitlist the stateroom will be displayed.
- Select & Proceed Button: Click button to select and proceed to Guest Details.



To view specific details, photos, floor plans and virtual tours (if available), click on a stateroom number link.

To view detailed deck plan images, click on a deck number link.

<u>Stateroom</u>	<u>Deck</u>
<u>1509</u>	DECK TEN

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- Guest Details/Personal: Select a Title from the dropdown menu (the Gender field will default based on title selection). Enter the guest's last name, first name, citizenship, age.
- If you are booking a repeat guest, please specify.



Inventory Time: After selecting a stateroom, you have 15 minutes to confirm your reservation. If you do not complete the reservation, your selected stateroom will be released and a new one will need to be selected.

Clone Information from the first Guest: To expedite the reservation process, you may clone the last name, citizenship and onboard language from the first guest for all other respective guests.

Step 5: Guest Details (Continued)

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What do I do on this screen?

- **Dining:** Select your dining preference or if not available, a waitlisted seating. Table sizes can be requested but not guaranteed.
- Proceed To Pricing Button: Click button to save your information and proceed to Final Pricing.



Gateway: If air is required, you may either select a Gateway from the dropdown menu, or enter the 3 digit airport code.

CruiseCare (Vacation Protection Plan) is preselected for all guests. To remove CruiseCare, deselect it.

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Cruise Fuel Suppl Cruise Care NCCF Vacation Subto	& Fees Subtota s Total	_	259.00 2489.00	248 9 85	.00 .90 .90	



- **Review Pricing**: At this point it is important to review a breakdown of the pricing for the entire reservation for each guest.
- Save Reservation: Once you have reviewed the pricing details on the reservation, click "Proceed to Confirmation" to complete your reservation



Navigation: From here you can add or modify additional items, such as: pre/post hotels, cruise-only transfers, bus program, guest document preferences, cross references, trip insurance, special services and much more.

View Agency Details: Click to view agency commission breakdown.

Confiri	nation				Automation Help	Desk: 800 443 578
Search	Sailing	Categories	Staterooms	Guest Details	Pricing	Confirmation
Individual	: Thank you. Yo	ur reservation ha	is been saved.			串 Print this Page
Reservati	on #: <u>15624</u>				Total Price(USD) Price includes all fees.	
Brand: Royal Ship: Brilliand	e Of The Seas	Region: Western Medite Occupancy: Double	erranean		Price Code: Guest 1: Guest 2:	BRKA01 2574.90 2574.90
Duration: 10-	LO-APR-2009 Nights Itatus: Offered					
Duration: 10-	Nights I tatus: Offered	PAYMENTS RECEIVED	D 0.00 Date			
Duration: 10- Reservation S DEPOSITS I Amount: Date:	Nights :tatus: Offered DUE 0.00		0.00 Amo	unt: 5149.80 : 30-JAN-2009 O Ser	nd Guest Version nd TA Version th Version	SEND
Duration: 10- Reservation S DEPOSITS I Amount: Date:	Nights Status: Offered DUE 0.00 24-SEP-2008	Amount:	0.00 Amo	unt: 5149.80 : 30-JAN-2009 O Ser	nd TA Version	SEND



- Request Confirmation: You can choose to send either a fax or email confirmation of the reservation. Note that you can choose either to send the Guest Version, TA Version or both.
- Make a Payment: From here you can apply payment to the reservation by clicking "Make a Payment"



Reservation #: Take note of the reservation #. You'll need it in order to access the reservation in the future.



Congratulations!

You've made a Cruise Reservation!

Next, we'll retrieve an existing reservation.

Amending an Individual Reservation

Retrieve An Existing Reservation

	a state-of-the-art reservation system t reservation options in less time.	Cruise Match
START A NEW RESERVATION	RETRIEVE AN EXISTING RESERVATION	
To begin the reservation process, please choose a product search option below: SEARCH	Use this page to retrieve a previously created individual or group reservation. Number, individual details of the reservation or guest name. To narrow your supossible. (Note: Some fields may not be active based on your agency's permiss Please select the reservation you'd like to view, or refine your search using the I want to retrieve a reservation for:	earch, enter as much information as sion settings).
If you want information related to back-to-back sailings, within the U.S., please contact our Reservations department at 800/327-6700 (Royal) or 800/437- 3111 (Celebrity), outside of the U.S., please contact your local representative.	Reservation ID#: CR Select Sail Date: Day Month and Year Name:	



What do I do on this screen?

- Retrieve with Reservation ID#: Enter the reservation number and click "GO"
- Retrieve without Reservation ID#: To retrieve your reservation using the dropdown menus, select Brand, Ship, Sail Date and/or Last Name. Click "GO"

If information was entered by ship, sail date, etc. then CruiseMatch will return a list of the bookings you have with this specific information. Locate the guest reservation that you want to amend and click "Select."

Derre								,	Automatic	n Help Des	k: 800 443 5
	rvation S										
<u>Sailing</u>	Price Codes	<u>Categories</u>	<u>Staterooms</u>	<u>Guest D</u>	<u>etails</u> Re	eservation S	ummar	y <u>Pric</u>	ing H	2 avment	Confirmat
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🖳 Print th	es ns tails oket Documentation		on Air	<u>Bus Progra Special S</u> <u>Cross-Refe</u> <u>Service Hi</u> <u>Memo</u>	<u>ervices</u> : <u>rence</u> <u>story</u>	▶ <mark>Rese</mark> <u>Exten</u> Paym	d Option ent Deta ent Sche	ils		icel Reserva	ation
Reserv	vation #: 15624 rting 10-APR-2009	🖡 Royal Caribbe) on Brilliance	≥ Of The	F	Fotal Pric Price includ	e (USD): es all guests	5149.80 , taxes & fees
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leservati	ion Status: Offered				Stateroom	n: 1509 Wai prior Stateroo			Guest 1: Guest 2:		2,574 2,574
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 Navigation: From here you can add or modify additional items. (see below)

Navigation Menu:

<u>Cruise Ticket Documentation</u>: Make a selection of paper or electronic documents, language preference and paper document address information.

<u>Request e-Mail/Fax Forms</u>: Request copies of the following documents: APIS Letter, Air Itinerary, Amenity Confirmation, Bkg Waitlist Confirmation, Booking Invoice, Guest Itinerary Summary, Guest Special Needs Form

Itinerary: View detailed itinerary and map

<u>Flight Information</u>: If air was selected as part of the reservation, the air itinerary will be displayed 30 days prior to the sailing.

<u>Gratuities:</u> Add pre-paid gratuities for one or all guests

<u>**Pre/Post Hotels:**</u> Add Pre/Post hotels for one or all guests

<u>Cruise-Only Transfers:</u> Add one-way or roundtrip transfers for one or all guests

<u>Bus Program:</u> Depending on the departure port, a bus program may be available.

<u>Special Services:</u> Add any special services such as, anniversary, birthday, honeymoon, high chair, disabled and special meal requests

<u>**Cross-Reference:**</u> If guests are traveling with another party under a separate reservation, you can crossreference up to 8 reservation ID's for Dining, Air or Hotel.

Amending a Reservation (Continued)

Stateroom: 2 Edit		
Stateroom #: 1509 Waitlist:	Bedding: CONV	
Deck:	Bedding Configuration: Unknown Edit	
Price Category: L	Berths: 2	
Berth Category: L	Rollaway: N	
Type: Interior Stateroom	Crib: Y	
Location: Forward	Capacity: 2	

Dining </u> Edit

Guest	Confirmed Seating	Waitlist Seating	Table Size
TEST, JAMES	Second		Large
TEST, JANE	Second		Large

Gateway 🕑 Edit

Guest	Confirmed Gateway	Waitlist Gateway
TEST, JAMES	Cruise Only-Cruise Only	
TEST, JANE	Cruise Only-Cruise Only	

Custom Air: </u> Edit

Guest	Confirmed Air Deviation?
TEST, JAMES	No
TEST, JANE	No

Gratuities: </u> <u>Edit</u>

Guest	Added?
TEST, JAMES	Onboard
TEST, JANE	Onboard
Options:	
Guest	Option(s) Added
TEST, JAMES	Fuel Suppl
TEST, JANE	Fuel Suppl
A: Available W: Waitlist C: Closed	
A Available Th. Mahilat C. Crosed	PROCEED TO PRICING
	PROCEED TO PRICING

<u>Service History:</u> Review history of changes made to your reservation

Extend Option: If allowed based on certain reservation requirements, you may extend the amount of time allotted before a payment is due.

Payment: Apply payment to the reservation

- **Reservation Status:** You may cancel the reservation by clicking on the 'Cancel Reservation' button.
- **Reservation Summary:** Review details and modify the reservation by selecting the "Edit" link within each section.



Ignore Booking: If you've made no changes to your booking, do not close the browser window, click "Ignore Booking" to prevent booking from automatically locking for 15 minutes.

Please make sure you confirm any changes to your reservations.

If the selection cannot be changed, the text will be grayed out and you will not be able to click on it.

If a reservation has been canceled, it will return you to this page and you may press the "Reinstate" button. All the components of the reservation will be reinstated providing it is still available. When one part of the booking is not available you will be directed to that area to amend the component.