

Quick Reference Guide

Welcome! The CruiseMatch® Quick Reference Guide will take you through the easy process of making a group cruise reservation with the CruiseMatch® Groups booking tool.

You will learn how to access and navigate CruiseMatch® including creating, servicing and canceling a group cruise and the individual bookings within the group. For each step, we will show you what needs to be done to make or service your booking. Additionally, we will present *CruiseMatch Tips* to tell you about other features on the page and to provide helpful hints along the way.

You can access CruiseMatch® by logging in to CruisingPower.com, and selecting “CruiseMatch” from the Booking Tools drop down menu. Alternatively, you may also create or retrieve a reservation with CruiseMatch from the CruisingPower.com home page using the convenient widget.

If you need assistance, please contact our Automation Support Desk at 1-800-443-5789. Hours are 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 XP, Windows Vista
- Internet Explorer 6.0 and Higher
- Firefox 2 and 3
- AOL 9.0+
- Safari (MAC users)

Creating a Group Reservation

Start A New Reservation

CruiseMatch Homepage

Accessible from CrusingPower.com under Booking Tools

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

START A NEW RESERVATION

To begin the reservation process, please choose the search button below:

SEARCH

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.

RETRIEVE AN EXISTING RESERVATION

Use this page to retrieve a previously created individual or group reservation. You can search by Reservation Number, individual details of the reservation or guest name. To narrow your search, enter as much information as possible. (Note: Some fields may not be active based on your agency's permission settings).

Please select the reservation you'd like to view, or refine your search using the filters below:

I want to retrieve a reservation for: An Individual A Group

Reservation ID#: **GO** OR

Brand: **GO**

Ship:

Sail Date:

Name: **GO**

Search Widget

CrusingPower.com Homepage

Start a New Reservation Retrieve Reservation

CruiseMatch

Start your search here

* Required Information

* Heather

Individual Group

* Type of Group

* Type of Policy

All Brands

All Ships

All Regions

C/O

Double Occupancy

* Day

Search

Reservations for Accessible and Family staterooms must be made through our Group Department.

Step 1: Search

Search

Automation Help Desk: 800 443 5789

Search

Sailing

Categories

Group Details

Pricing

Group Confirmation

* Required Information Agent Contact Name : CMDtest

Reservation Type: ?

I want to create a new : Individual Reservation Group Reservation

Group: ?

*Type of Group:

*Type of Policy:

Ship: ?

Brand: Ship:

Sailing Date: ?

* Choose a date: Choose a range of dates:

Duration Nights

Itinerary: ?

Region: Departure:

Gateway:

Occupancy: ?

Number of guests:

Pricing: ?

Show prices in:

SEARCH



What do I do on this screen?

- **Reservation Type:** Select Group Reservation
- **Type of Group:** Select a group type. Only Affinity (Association/Organization, Business or Meeting, Friends and Family) or Promotional (Promotionally Advertised) may be booked using CruiseMatch.
- **Type of Policy:** Royal Caribbean and Celebrity brands require selection of the Deposit or No Deposit policy. Please review group policies on www.CruisingPower.com for the terms.
- **Sailing Date:** Select a specific Day, Month and Year or choose a range of dates. If you are not looking for a specific voyage, using a range gives the best results. If you entered a valid Ship/Sailing Date combination, you'll skip Sailing Availability and advance to Category Availability.
- **Click Search button**

CruiseMatch Tips

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

Occupancy: By default, new groups are created based on double occupancy. Triple and Quad occupancy may be added to the group after initial booking and will require names and deposits.

The initial search is based on the cruise only. Traditional air may be allocated for the group on the Group Details page. Groups may hold multiple gateways.

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

Monitor your steps through CruiseMatch with the progress bar



Step 2A: Sailing

Sailing

CruiseMatch Automation Support: Automation Help Desk: 800 443 5789

Search
Sailing
Categories
Group Details
Pricing Summary
Confirmation

Hide Navigation
SEE BELOW FOR DETAILS

Sailing

Categories

Group Summary

View Itinerary

Price Codes

Group Details

Pricing Summary

Search Results For: Royal Caribbean International on Freedom Of The Seas starting 01-Jan-2011

Group Type: A Friends And Family
Policy Type: Deposit

Gateway: Cruise Only

Currency: USD
[EDIT SEARCH CRITERIA](#)

Total Guests: (Pending)
Occupancy: Double

Sailings: ?

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.	*Lead-In Pricing	Action
<input type="checkbox"/>	02 Jan 2011	Caribbean	A	7	RCI	Freedom Of The Seas	PCN	view	6	594.00	CREATE GROUP
<input type="checkbox"/>	09 Jan 2011	Caribbean	A	7	RCI	Freedom Of The Seas	PCN	view	8	584.00	CREATE GROUP
<input type="checkbox"/>	16 Jan 2011	Caribbean	A	7	RCI	Freedom Of The Seas	PCN	view	6	649.00	CREATE GROUP
<input type="checkbox"/>	23 Jan 2011	Caribbean	A	7	RCI	Freedom Of The Seas	PCN	view	6	649.00	CREATE GROUP
<input type="checkbox"/>	30 Jan 2011	Caribbean	W	7	RCI	Freedom Of The Seas	PCN	view	6	649.00	CREATE GROUP

ADD TO COMPARISON

Show: 20 per page Go to: 1-20 Of 5 < >

A: Available W: Waitlist C: Closed * Prices include Lorem Ipsum

What do I do on this screen?

- **Create Group Button:** Click button to select specific sailing and proceed to Category Selection.

CruiseMatch Tips

If your travel agency is already holding a group you will see the button “Go to Group” in addition to the ‘Create Group’ button. If you decide to work with your existing group rather than create a new one, click “Go To Group.”

You may select up to three sailings to compare side by side. Select them by checking them in the first column, then clicking on “Add to Comparison.” After that, Under the “Add to Comparison” option click “Compare Now” to view details.

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

Click on items highlighted and underlined in blue for more information.

GAP point information should be reviewed prior to sailing selection.

CruiseTour groups are not supported at this time.

Date	Region	Group Status	Nights	Brand	Ship
02 Jan 2011	Caribbean	A	7	RCI	Freedom Of The Seas

4

CruiseMatch

Step 2B: Category Selection

Group: Available Categories for: Freedom Of The Seas , 23-Jan-2011 Caribbean , 7 nights

[View Ship Tour](#) [Create eQuote](#) [Print this Page](#)

Search Results For: Royal Caribbean International 7 Night Caribbean on Freedom Of The Seas starting 23-Jan-2011

Total Guests: (Pending)
Occupancy: Double
GAP Points: 6

Group Type: A Friends And Family
Policy Type: Deposit

Gateway: Cruise Only

Currency: USD
[EDIT SEARCH CRITERIA](#)



What do I do on this screen?

- In the Categories section, enter how many staterooms are needed in each category for the selected price code.
- When finished, click on “Add Now” to add to your group. This will add the counts for the selected category and price code to the Category Inventory section.
- When finished adding category inventory, click on “Select & Proceed” to go to Group Details.

Categories: [?](#) [Shop or compare new price code\(s\)](#)

Select Category Type Include Closed Categories LAF

Category	Category Type	Status	*Avail. Strms.	Price Codes	*1st & 2nd	# of Rooms	*Total Price From
I Ocean View Stateroom	Outside	C	0	BRKA16N	N/A	<input type="text"/>	N/A
Y Oceanview Stateroom Guarantee	Outside	C	0	FIT	N/A	<input type="text"/>	N/A
FP Promenade Family Stateroom	Interior	A	0	BRKA16N	949.00	<input type="text"/>	1898.00
FI Family Interior Stateroom	Interior	A	0	BRKA16N	899.00	<input type="text"/>	1798.00
PR Promenade Stateroom	Interior	A	10+	BRKA16N	719.00	<input type="text" value="0"/>	1438.00
K Interior Stateroom	Interior	A	10+	BRKA16N	689.00	<input type="text" value="0"/>	1378.00
L Interior Stateroom	Interior	A	10+	BRKA16N	679.00	<input type="text" value="0"/>	1358.00
M Interior Stateroom	Interior	A	4	BRKA16N	669.00	<input type="text" value="0"/>	1338.00
N Interior Stateroom	Interior	C	0	BRKA16N	N/A	<input type="text"/>	N/A
Q Interior Stateroom	Interior	C	0	BRKA16N	N/A	<input type="text"/>	N/A
Z Interior Stateroom Guarantee	Interior	C	0	FIT	N/A	<input type="text"/>	N/A

[ADD NOW](#)

CruiseMatch Tips

If you would like to view other price codes click on the “Shop or Compare New Price Code(s)” link.

If you have chosen more than one price code to compare, click on the radio button in front of the price code to view and allocate staterooms in each category for that price code.

If the available staterooms count for a category is 10+, you may be able to block more than 10. The system will alert you if you have selected more than the available inventory.

The minimum and maximum amount of staterooms you may reserve via CruiseMatch depends on the Type (Affinity or Promotional) that you selected and availability for the selected sailing and/or the deposit policy. The limits for the group request are displayed in the Category Inventory section of the page.

Azamara Club: Groups may hold up to 25 staterooms.

Celebrity: Deposit policy groups may hold up to 50 staterooms and no deposit groups may hold up to 16 staterooms.

Royal Caribbean: Affinity groups may hold up to 50 staterooms; promotional groups may hold up to 16 staterooms.

Category Inventory: [?](#) Minimum Staterooms: 8 | Staterooms already added: 8 | You can add an additional: 47 [?](#)

Category	Price Code:	*Total Price From	Occupancy	Pending	Guaranteed (Named)	Guaranteed (Unnamed)	Allocated (Named)	Allocated (Unnamed)
G	BRKA16N	1558.00	Double	<input type="text" value="4"/>	0	0	0	0
K	BRKA16N	1378.00	Double	<input type="text" value="4"/>	0	0	0	0

*All prices displayed are for Cruise Only.

[SELECT & PROCEED](#)



To adjust counts in the Category Inventory section, change the number of staterooms pending.

Step 3: Group Details

* Required Information

Group Booking: Assign Group Details

Group #: (Pending) Royal Caribbean International 7 Night Caribbean on Freedom Of The Seas
starting 23-Jan-2011

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

Agent Contact Name: CM0test
Partner Advocate:
Ext:
Email:

[CANCEL GROUP](#)

Total Guests: 16
Stateroom: 8
GAP Points: 6
CATEGORIES: G-4 , K-4



Group Details

Group Information:

*Group Name *Group Type **A Friends And Family** *Policy Type: **Deposit** *Agent Contact Name

Allocate Group Dining:



Total Guest count is: 16 | Assigned Guest count is: 0
You need to allocate dining for 16 guests.
You need to allocate 16 guests to Traditional or My Time Dining.

Dining Seating	Configuration	* # of Confirmed Guests		# of Waitlisted Guests	
		Unassigned	Named	Unassigned	Named
06:00 PM (AVL=16+, WL=0)	Select 	<input type="text" value="0"/>	—	<input type="text" value="0"/>	—
08:30 PM (AVL=16+, WL=0)	Select 	<input type="text" value="0"/>	—	<input type="text" value="0"/>	—
MY TIME (AVL=16+, WL=0)	* Do Not Seat (D) *	<input type="text" value="0"/>	—	<input type="text" value="0"/>	—

Allocate Group Gateways:

You may add guests to an unlimited number of 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	# of Guests		Pre Hotel	Post Hotel
	Unassigned	Named		
C/D Cruise Only  Waitlist Gateway: <input type="text"/> Select 	<input type="text" value="16"/>	—		

[Add Another Gateway](#) **Prices subject to change

[PROCEED TO PRICING](#) 



What do I do on this screen?

- Enter the group name.
- Enter the number of guests for each seating as well as the group seating configuration for each.
- Review the guest count for gateways. If air is required, add the air city and the corresponding counts for each gateway.
- When finished with the details, click “Proceed to Pricing”

CruiseMatch Tips

It is optional to allocate dining for promotional groups. Dining that is not allocated will be subject to availability at the time the guest’s individual booking is made within the group.

Groups holding Aqua category staterooms on Celebrity ships should allocate either seatings that are identified as Aqua class dining options or Celebrity Select dining.

To add additional gateways click “Add Another Gateway.”

Use the “Calculate Air Add-On Pricing” link to get the estimated cost for a given gateway/category/price code combination.

Step 4: Group Pricing

Group: View Group Pricing Summary

 Print this Page

Group #: (Pending) Royal Caribbean International 7 Night Caribbean on Freedom Of The Seas starting 23-Jan-2011

Created: (Pending)
Option Date: 01-Jul-2010
Group Name: CMO DEMO GROUP
Group Status:

Agent Contact Name: CMOtest
Partner Advocate:
Ext:
Email:

Total Guests: 16
Stateroom: 8
GAP Points: 6
CATEGORIES: G-4 , K-4

[CANCEL GROUP](#)

Group Pricing Summary: ?

[View Payment and Cancellation Schedules](#)

Summary

[Details](#)

[Agency Summary](#)

[Agency Detail](#)

Prices reflected in: USD

Charges & Credits by Item

Description	Charges
Unnamed Guest	9,200.00
Tour Conductor Credit	530.00
NCCF	2,544.00
Taxes/Fees are	1,772.48
Air Add-On	0.00
Other Charges	0.00
Amenities	0.00

Charges & Credits by Totals

Description	Totals
Gross Charges (less tour conductor credit)	12,986.48
Commission	-0.00
Net Charges	12,986.48
Balance Due:	12,986.48

* To be eligible for the commission, the group must be paid in gross.

[PROCEED TO CONFIRMATION](#)



What do I do on this screen?

- When finished reviewing pricing, click "Proceed to Confirmation" to save your group reservation.

CruiseMatch Tips

There are four tabs on the pricing page. The Summary and Detail tabs present the pricing for the group. The commission rate and breakdown are shown on the Agency Summary and Details tabs.

Review payment and cancellation schedules by clicking the appropriate link

Items that cannot be priced until confirmed on a booking within the group, such as air, will not be priced until confirmed.

You may print this page by clicking on "Print This Page."

Step 5: Group Confirmation

Confirmation

CruiseMatch Automation Support: Automation Help Desk: 800 443 5789

[Search](#) [Sailing](#) [Categories](#) [Group Details](#) [Pricing Summary](#) **[Confirmation](#)**

Group: Thank you. Your Group has been saved [Print this Page](#)

Group ID: [8005499](#)
Group Name: CMO DEMO GROUP
Policy Type: Deposit
Creation Date: 01-Jun-2010
Group Contact: CMOtest
Option Date: 01-Jul-2010
Group Status: Offered
Total Number of Guests: 16
Total Number of Staterooms: 8


Sailing:
Ship: Freedom Of The Seas
Sailing Date: 23-Jan-2011
Destination: Caribbean
Duration: 7-Nights

DEPOSITS DUE		
Amount Required:	400.00	
Cumulative Due:	400.00	
Date:	01-Jul-2010	

PAYMENTS RECEIVED		
Amount:	0.00	

FINAL PAYMENT		
Amount:	12986.48	
Date:	14-Nov-2010	

[View Group Payment & Cancellation Schedules](#)

 [Request Quote Details : ?](#) Via:

You may now:

WITHIN CRUISEMATCH Create Guest List Make a Payment Add Guest to Group Modify Group Shore Excursion	WITHIN CRUISINGPOWER Insight CruisePay
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------



What do I do on this screen?

- Request a confirmation by selecting "Request Quote Details"
- Retrieve your group by clicking on the group number link.
- You may also Make a Payment or Modify the Group by choosing the appropriate links.

CruiseMatch Tips

Retrieve the group to make modifications or to add bookings to the group.

You may print this page by clicking on "Print This Page."

Congratulations!
**You've made a Group
Cruise Reservation!**

**Next Step: How to retrieve
and modify a group.**

Amending a Group Reservation

Retrieve An Existing Group Reservation

Retrieval of a Group ID # using a search:

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

START A NEW RESERVATION **RETRIEVE AN EXISTING RESERVATION**

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Please select the reservation you'd like to view, or refine your search using the filters below:

I want to retrieve a reservation for: An Individual A Group

Group ID#: **GO**

OR

Brand: **▼**

Ship: **▼**

Sail Date: **▼**

Name: **GO**

What do I do on this screen?

- Choose the “Group” radio button, then either
 - Enter Group ID# and Click “Go”
- OR**
- Select: Brand, Ship, Sail Date and/or type in the group name and Click “Go”

CruiseMatch Tips

If using search criteria to locate a group, CruiseMatch will return a list of bookings that match the search criteria.

The more information provided, the better the search results.

Locate the group reservation that you want to amend and click “Select.”

Retrieve Reservation

Please select the Reservation you'd like to view or refine your search using the filters below:

I want to retrieve a reservation for: An Individual A Group

Group ID#: **UPDATE**

OR

Brand: **▼**

Ship: **▼**

Sail Date: **▼**

Name: **UPDATE**

Group ID	Ship Name	Sail Date	Group Type	Group Name	Action
3322589	Freedom Of The Seas	20 Feb 2011	Promotional	CMO TEST GROUP	GO TO CRUISEMATCH
8005499	Freedom Of The Seas	23 Jan 2011	Friends And Family	CMO DEMO GROUP	GO TO CRUISEMATCH

Show: per page Go to: Of 2 <|>

Amend a Group Reservation

Group Summary

CruiseMatch Automation Support: Automation Help Desk: 800 443 5789

Price Codes Categories Staterooms Group Details **Group Summary** Pricing Payment Group Confirmation

Hide Navigation SEE BELOW FOR DETAILS IGNORE BOOKING

Price Codes View Itinerary Cruise Ticket Documentation Payment Summary Cancel Group
 Categories Pre/Post Hotels Request e-Mail/Fac Forms Payment/Cancellation
 Staterooms Guestlist Service History Policies
 Group Details Cruise-Only Transfers Group Summary Payment Schedule
 Add Individual Reservations Group Gratuities Pricing Summary Group Payment

Group Summary Print this Page

Group #: 8005499 Royal Caribbean International 7 Night: Caribbean, on Freedom Of The Seas starting 23-Jan-2011 Total Guests: 16
 Stateroom: 8
 GAP Points: 6
 CATEGORIES: 0-4, K-4

Created: 01-Jun-2010 Agent Contact Name: CMOTEST
 Option Date: 01-Jul-2010 Partner Advocate:
 Group Name: CMO DEMO GROUP Ext:
 Group Status: Offered Email:

Group Summary: ?

Group Identity: EDIT

Group ID: 8005499
 Name: CMO DEMO GROUP
 Group Type: A Friends And Family
 Policy Type: Deposit

Payment Summary: ?

Deposits Due

Date: 01-Jul-2010
 Amount Required (per Cabin): 50.00
 Cumulative Due: 400.00

Payments Received Amount: 0.00
 Final Payment Due Date: 14-Nov-2010

Cruise Inventory: EDIT

Category	Occupancy	Pending	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Price Code
G	Double	0	0	4	0	0	BRKA18N
K	Double	0	0	3	1	0	BRKA18N

Allocated Staterooms: EDIT

Category	Occupancy	Staterooms

Complimentary Berths: (Tour conductor credits) Earned Ratio: 1 for 16 Limit Cruise = 999

Category	Price Code	No. of Comp. Berths	Fare per Berth	Total Complimentary Value
G	BRKA18N	0	620.0	0.0
K	BRKA18N	1	530.0	530.0

Dining: EDIT (** Indicates time specific to premium venue for Aqua Class guests)

Dining Seating	Configuration	Confirmed	Waitlisted
06:00 PM	Together	2	0
08:30 PM	Together	14	0

Gateways: EDIT

Gateway	Confirmed	Waitlist	Choice Air /Custom Air
Cruise Only	16		

Guest Information

Total Bookings in Group: 1
 Total Guests in Group: 2

Group Amenity Summary: ?

Total Remaining GAP Points: 6 Total Used GAP Points: 0

Code	Description	GAP Points

Detail - Group Remarks:

PROCEED TO PRICING



What do I do on this screen?

- To amend parts of the reservation, click on the "Edit" links in the area and you will be directed to the appropriate section. When you are finished amending the reservation click on "Proceed to Summary."
- Alternatively, use the gray navigation section to select elements of the group you wish to modify.
- After making changes on the appropriate page, proceed to this summary and review for accuracy. When finished click on "Proceed to Pricing."
- Review your Final Pricing. When finished click on "Proceed to Confirmation."
- Review the Confirmation.

CruiseMatch Tips

To cancel the entire group, click on the button to cancel the group below the Group ID information, or select the Cancel Group link from the navigation menu.

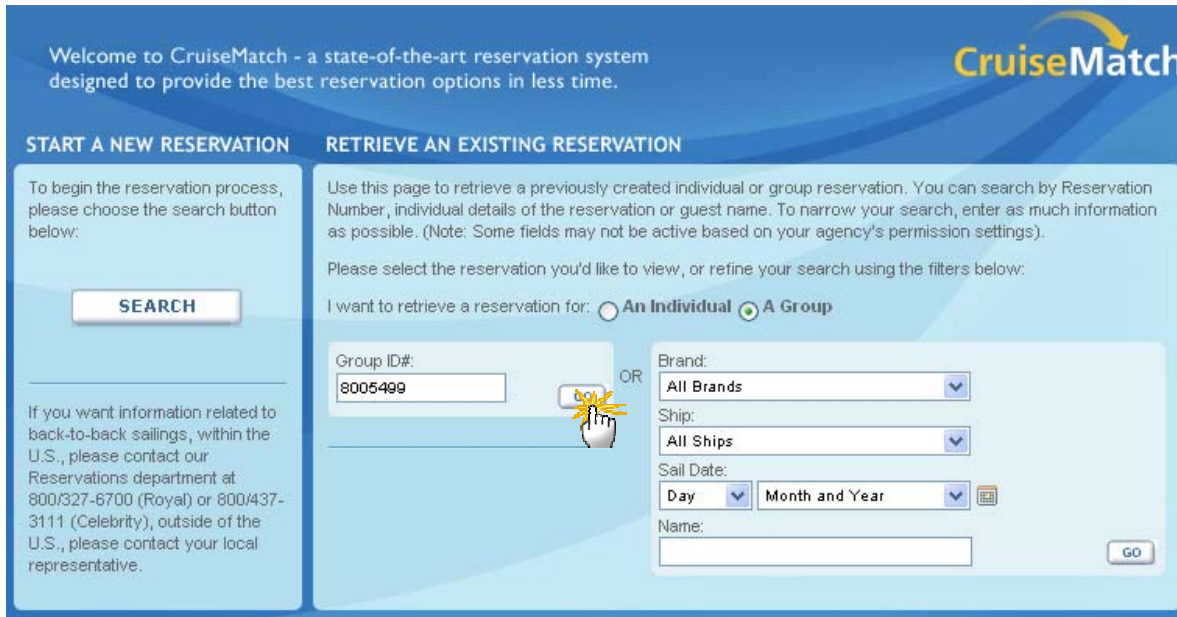
When a group is cancelled, any individual bookings within the group are cancelled as well

Next Step:
 Creating and amending
 Individual Bookings in a
 group.

Adding an Individual Reservation to a Group

Step 1: Retrieve An Existing Group Reservation

Retrieval of a specific Group ID #:



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Please select the reservation you'd like to view, or refine your search using the filters below:

I want to retrieve a reservation for: An Individual A Group

Group ID#: **GO**

OR

Brand:

Ship:

Sail Date:

Name:

GO



What do I do on this screen?

- Choose the "Group" radio button, then either:

Enter Group ID# and Click "Go."

OR

Select: Brand, Ship, Sail Date and/or type in the group name and Click "Go."

CruiseMatch Tips

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The more information provided, the better the search results.

Locate the group reservation that you want to amend and click "Select."

Step 2: Add Individual Reservation

Group: Summary [Print this Page](#)

Group #: 8005499 Royal Caribbean International 7 Night Caribbean on Freedom Of The Seas starting 23-Jan-2011

Total Guests: 16
Stateroom: 8
GAP Points: 6

Created: 01-Jun-2010 **Agent Contact Name:** CMOTEST
Option Date: 01-Jul-2010 **Partner Advocate:**
Group Name: CMO DEMO GROUP **Ext:**
Group Status: Offered **Email:**

CATEGORIES: G-4, K-4

[CANCEL GROUP](#)

Group Summary: [?](#)

Group Identity: [EDIT](#)

Group ID: 8005499 **Creation Date:** 01-Jun-2010
Name: CMO DEMO GROUP **Contact Name:** CMOTEST
Group Type: A Friends And Family **Second Agency:** 9173091028
Policy Type: Deposit

Payment Summary: [?](#)

Deposits Due	Payments Received	Final Payment Due
Date: 01-Jul-2010 Amount Required (per Cabin): 50.00 Cumulative Due: 400.00	Amount: 0.00	Amount: 400.00 Date: 14-Nov-2010

Cruise Inventory: [EDIT](#)

Category	Occupancy	Pending	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Price Code
G	Double	0	0	4	0	0	BRKA16N
K	Double	0	0	4	0	0	BRKA16N

Allocated Staterooms: [EDIT](#)

Category	Occupancy	Staterooms

Complimentary Berths: (Tour conductor credits) **Earned Ratio:** 1 for 16 **Limit Cruise =** 999

Category	Price Code	No. of Comp. Berths	Fare per Berth	Total Complimentary Value
G	BRKA16N	0	620.0	0.0
K	BRKA16N	1	530.0	530.0

Dining: [EDIT](#) (++) Indicates time specific to premium venue for Aqua Class guests)

Dining Seating	Configuration	Confirmed	Waitlisted
08:30 PM	Together	16	0

Gateways: [EDIT](#)

Gateway	Confirmed	Waitlist	Choice Air/Custom Air
Cruise Only	16		

Guest Information:

Total Bookings in Group: 0
 Total Guests in Group: 0

Group Amenity Summary: [?](#)

Total Remaining GAP Points: 6 Total Used GAP Points: 0

Code	Description

Detail - Group Remarks:

[PROCEED TO PRICING](#)

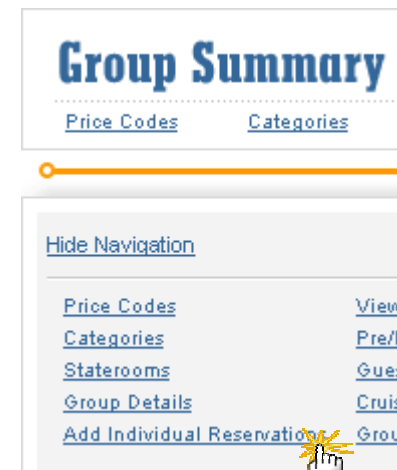


What do I do on this screen?

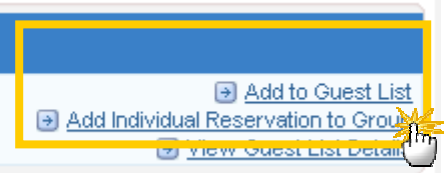
- From the Group Summary click on "Add Individual Reservation to Group."

CruiseMatch Tips

Add Individual Reservations is also a link in the navigation section. This may be selected instead.



To enter multiple bookings at once, use the "Add to Guestlist" link.



Step 3: Select Stateroom

Reservation #: (Pending) Royal Caribbean International 9 Night Eastern Caribbean on Explorer Of The Seas starting 07-JUN-2012

Group ID#: 3447841
Group Name: CMO GROUP BOOKING

Total Price (USD): 2455.36
Price includes all guests, taxes & fees.

Price Code: BRKA04

View: [9 Night Eastern Caribbean Cruise](#) Price Cat: M Berth Cat: M Stateroom: Type: Interior Stateroom

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.

Select Occupancy: Select Price Code: Select Category:

Berth Category: Deck: Connecting staterooms: 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"/>	GTY										
<input type="radio"/>		8649	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8447	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8451	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8453	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8457	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8335	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8337	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8353	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8357	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8669	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8671	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8673	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8675	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8677	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2
<input type="radio"/>		8679	Deck Eight	M	Aft	N	CONV	None	2	N	Y	2



What do I do on this screen?

- Select “Occupancy”, “Price Code” and “Category” from the Add Individual Reservation to Group section.
- Select a stateroom from the list
- Click “Continue” to proceed to the Guest Details page

CruiseMatch Tips

Staterooms previously held for the group and are available for new individual bookings will be identified by a green star.

Change the stateroom results by changing the filters and clicking on the “Update” button.

Sort the stateroom results by clicking on any underlined column header.

To see a detailed description of the stateroom, click on the stateroom number.

View deck plans by clicking on the link in the Deck column.

If you select a stateroom that is not already held in your group, it will be exchanged for one of the remaining guarantees. If all staterooms were previously allocated, you will be prompted to swap.

Deposit is required at the time an individual booking is created on the group.

If a stateroom has view obstruction, the percentage of obstruction will be displayed.

Step 4: Guest Details

Reservation #: (Pending) Royal Caribbean International 9 Night Eastern Caribbean on Explorer Of The Seas starting 07-JUN-2012		Total Price (USD): 2455.36 Price includes all guests, taxes & fees.
Group ID#: 3447841 Group Name: CMO GROUP BOOKING		Price Code: BRKA04
View: 9 Night Eastern Caribbean Cruise	Price Cat: M	Berth Cat: M
Stateroom: 8457	Type: Interior Stateroom	

Guest Details

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

*Title:	*FirstName:	*LastName:	*Gender:	*Citizenship:	*Age (years):	Onboard Language:	Loyalty Number:
Select	First	Last	Select	Select		English	
Select	First	Last	Select	Select		English	

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](#)

PROCEED TO PRICING



What do I do on this screen?

- **Enter guest details in the Personal section:** Select a Title from the dropdown menu (the Gender field will default based on title selection). Enter the guest's first name, last name, citizenship, age and loyalty number if they are a repeat guest.
- Choose a dining preference for the guests
- Select a bedding configuration
- Identify the gateway selection for the guests
- Proceed to Pricing

CruiseMatch Tips

To obtain a preliminary price for the selections made, click on the recalculate button.

Mandatory fields are identified with an asterisk.

Use the "Clone Information" links to duplicate information that is frequently common to bookings – last name, citizenship, language, or in the dining section, the dining preference.

The dining selection list will include allocated dining as well as dining that is generally available. If a seating is chosen that is not already in the group, a swap will be done to confirm the new seating.

Gateway does not have a swap mechanism. A gateway must be added at the group level prior to adding it to the individual booking within a group.

If the group is also taking a pre or post hotel, be certain to select the correct gateway and hotel combination when prompted.

Step 5: Review Pricing

Pricing [Print this Page](#)

Reservation #: (Pending) Royal Caribbean International 9 Night Eastern Caribbean on Explorer Of The Seas starting 07-JUN-2012

Group ID#: 3447841
Group Name: CMO GROUP BOOKING

Total Price (USD): **2455.36**
Price includes all guests, taxes & fees.

Price Code: BRKA04

View: [9 Night Eastern Caribbean Cruise](#) | **Price Cat:** M | **Berth Cat:** M | **Stateroom:** 8457 | **Type:** Interior Stateroom



What do I do on this screen?

- **Review Pricing:** Review final pricing and click "Proceed to Confirmation" to save your reservation.

Pricing Details ⓘ

DEPOSIT Amount: 500.00 Date: 24-Jan-2012	FINAL PAYMENT Amount: 2455.36 Date: 24-Mar-2012
-------------------------------------------------------	--------------------------------------------------------------

Vacation Charges	Guest 1	Guest 2	Total
Cruise	884.00	884.00	1768.00
NCCF	225.00	225.00	450.00
Vacation Subtotal	1109.00	1109.00	2218.00
Taxes & Fees			
Taxes & Fees	118.68	118.68	237.36
Taxes and Fees Total	118.68	118.68	237.36
VACATION TOTAL	1227.68	1227.68	2455.36

Amount Paid 0.00
Balance Due 2455.36

[View Agency Details](#)

PROCEED TO CONFIRMATION



Step 6: Confirmation

Automation Help Desk: 800 443 5789

Confirmation

Price Codes Categories Staterooms Group Details Group Summary Pricing Payment **Group Confirmation**

Thank you. Your booking has been saved

 [Print this Page](#)

Reservation #: [6425272](#)

Group #: [3447841](#)

Group Name: CMO GROUP BOOKING

Agent Name: Heather
Brand: Royal Caribbean International
Ship: Explorer Of The Seas
Sailing Date: 07-Jun-2012
Duration: 9-Nights
Reservation Status: Offered

Region: Eastern Caribbean
Occupancy: Double
Option Date: 24-Jan-2012

Total Price(USD): 2455.36

Price includes all guests, taxes & fees.

Price Code: BRKA04

DEPOSIT
Amount: 500.00
Date: 24-Jan-2012

PAYMENTS RECEIVED
Amount: 0.00

FINAL PAYMENT
Amount: 2455.36
Date: 24-Mar-2012



Request Confirmation: 

Via:

Send Guest Version

Send TA Version

Send Both Versions

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](#)



What do I do on this screen?

- **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"
- Retrieve the Individual Reservation on the Group
- Retrieve the Group Reservation
- Exit the Group

CruiseMatch Tips

Payments for individual bookings should be applied to the individual reservation rather than the group.

Use the links provided for fast access to popular CruisingPower.com features.

Amending an Individual Reservation within a Group

Retrieve An Individual Reservation Within a Group

Group Summary: [?](#)

Group Identity: [EDIT](#)

Group ID: 8005499
 Name: CMO DEMO GROUP
 Group Type: A Friends And Family
 Policy Type: Deposit

Creation Date: 01-Jun-2010
 Contact Name: CMOTEST
 Second Agency: 9173091028

Payment Summary: [?](#)

Deposits Due	Payments Received	Final Payment Due
Date: 01-Jul-2010 Amount Required (per Cabin): 50.00 Cumulative Due: 400.00	Amount: 0.00	Amount: 400.00 Date: 14-Nov-2010

Cruise Inventory: [EDIT](#)

Category	Occupancy	Pending	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Price Code
G	Double	0	0	4	0	0	BRKA16N
K	Double	0	0	3	1	0	BRKA16N

Allocated Staterooms: [EDIT](#)

Category

Complimentary Berths: (Tour conductor credits)

Category	Price Code	No. of Comp. B
G	BRKA16N	0
K	BRKA16N	1

Dining: [EDIT](#)

(** Indicates time specific to premium venue for Aqua Class guests)

Dining Seating	Configuration	Confirmed
06:00 PM	Together	2
08:30 PM	Together	14

Gateways: [EDIT](#)

Gateway	Confirmed	Waitlist	Choice A
Cruise Only	16		

Guest Information:

Total Bookings in Group: 1
 Total Guests in Group: 2

Group Amenity Summary: [?](#)

Total Remaining GAP Points: 8 Total Used GAP Points: 0

Code	Description

Detail - Group Remarks:



What do I do on this screen?

- The group must be retrieved to display the group summary first
- From the Group Summary under “Guest Information” click on “View Guest List Details.” It is also possible to select ‘Guestlist’ from the navigation section.
- Click on the reservation number you would like to amend.

Guest Information:

Total Bookings in Group: 1
 Total Guests in Group: 2

[Add to Guest List](#)
[Add Individual Reservation to Group](#)
[View Guest List Details](#)

Group: Guest List Details

Guest List Details [?](#)

You may create or add to your guest list by inputting up to ten reservations at a time. To create reservation one Stateroom at a time, select Add Individual Reservations shown above.

Name	Reservation ID	Reservation Status	Price Code/Category	Stateroom
TEST, ONE	8039451	OF	BRKA16N	7703
TEST, TWO	8039452	OF	BRKA16N	7703

Show: 20 per page Go to: 1-20 Of 2

[PROCEED TO SUMMARY](#)

Step 3: Amend an Individual Reservation

Reservation #: 6425272 Royal Caribbean International 9 Night Eastern Caribbean on Explorer Of The Seas starting 07-JUN-2012

Group ID#: 3447841
Group Name: CMO GROUP BOOKING
Reservation Status: Offered

[CANCEL RESERVATION](#)

Total Price (USD): **2455.36**
Price includes all guests, taxes & fees.
Price Code: BRKA04

View: [9 Night Eastern Caribbean Cruise](#) Price Cat: M Berth Cat: M Stateroom: 8457 Type: Interior Stateroom

Reservation Summary

[ENTIRE RESERVATION](#) [DEMO, JACK](#) [DEMO, JANE](#)

Current Reservation: 07 Jun 2012, Eastern Caribbean, 9 Nights

Sailing, Price Code cannot be changed at this time due to business rule restrictions.

Ship	Price Code	Category Code	Stateroom	Deck
Explorer Of The Seas	BRKA04	M	8457	08

Personal: [Edit](#)

Title	Last Name	First Name	Gender	Citizenship	Age	Onboard Language	Past Guest	Loyalty Number #
MR	DEMO	JACK	M	USA	44	English	No	-
MS	DEMO	JANE	F	USA	44	English	No	-

Stateroom: [Edit](#)

Stateroom #: 8457	Waitlist:	Bedding: 2 LOWER TWIN BEDS - CONVERTED TO QUEEN
Deck: 08		Bedding Configuration: APART/BOTH APART Edit
Price Category: M		Berths: 2
Berth Category: M		Rollaway: N
Type: Interior Stateroom		Crib: Y
Location: Aft		Capacity: 2

Dining: [Edit](#)

Guest	Confirmed Seating	My Family Time	Waitlist Seating	Table Size
DEMO, JACK	08:30 PM	No		
DEMO, JANE	08:30 PM	No		

Gateway: [Edit](#)

Guest	Confirmed Gateway	Waitlist Gateway
DEMO, JACK	Cruise Only / Cruise Only	
DEMO, JANE	Cruise Only / Cruise Only	

A: Available W: Waitlist C: Confirmed

[PROCEED TO PRICING](#)



What do I do on this screen?

- To amend parts of the reservation, click on the “Edit” links in the area and you will be directed to the appropriate screen.
- When you are finished amending the reservation, click “Proceed to Summary” to return to this page.
- Review this page to ensure changes have been applied to the reservation.
- Click on the “Proceed to Pricing” button.

CruiseMatch Tips

If a part of the booking cannot be changed, the text will be grayed out and you will not be able to click on it.

You may click on any of the guests’ tabs to view summary information for each guest.

You may cancel the reservation from the Reservation Summary screen by using the Cancel Booking link in the navigation section or the “Cancel Reservation” button below the Reservation ID.

Changes to groups within the penalty period are highly restricted. If you find you are unable to make a specific change, please contact the Group Department.

Step 5: Review Final Pricing

Pricing [Print this Page](#)

Reservation #: 6425272 Royal Caribbean International 9 Night Eastern Caribbean on Explorer Of The Seas starting 07-JUN-2012

Group ID#: 3447841
Group Name: CMO GROUP BOOKING
Reservation Status: Offered

[CANCEL RESERVATION](#)

Total Price (USD): **2455.36**
 Price includes all guests, taxes & fees.

Price Code: BRKA04

View: [9 Night Eastern Caribbean Cruise](#) | **Price Cat:** M | **Berth Cat:** M | **Stateroom:** 8457 | **Type:** Interior Stateroom

Pricing Details [Make a Payment](#)

DEPOSIT	FINAL PAYMENT
Amount: 500.00	Amount: 2455.36
Date: 30-Sep-2011	Date: 24-Mar-2012

Vacation Charges	Guest 1	Guest 2	Total
Cruise	884.00	884.00	1768.00
NCCF	225.00	225.00	450.00
Vacation Subtotal	1109.00	1109.00	2218.00
Taxes & Fees			
Taxes & Fees	118.68	118.68	237.36
Taxes and Fees Total	118.68	118.68	237.36
VACATION TOTAL	1227.68	1227.68	2455.36

Amount Paid 0.00
Balance Due 2455.36

[View Agency Details](#)

[RETURN TO SUMMARY](#) [PROCEED TO CONFIRMATION](#)



What do I do on this screen?

- Review Final Pricing. When finished click on "Proceed to Confirmation" to save your amendments.
- Click "Return to Summary" if further adjustments are needed to the booking
- Make a Payment

CruiseMatch Tips

View the Agency Details to see the commission information

Step 6: Confirmation

Confirmation

Automation Help Desk: 800 443 5789

Price Codes Categories Staterooms Group Details Group Summary Pricing Payment **Group Confirmation**

Thank you. Your booking has been saved

 [Print this Page](#)

Reservation #: [6425272](#)
Group #: [3447841](#)
Group Name: CMO GROUP BOOKING

Agent Name: Heather
Brand: Royal Caribbean International
Ship: Explorer Of The Seas
Sailing Date: 07-Jun-2012
Duration: 9-Nights
Reservation Status: Offered

Region: Eastern Caribbean
Occupancy: Double
Option Date: 30-Sep-2011

Total Price(USD): 2455.36
Price includes all guests, taxes & fees.

Price Code: BRKA04

DEPOSIT
Amount: 500.00
Date: 30-Sep-2011

PAYMENTS RECEIVED
Amount: 0.00

FINAL PAYMENT
Amount: 2455.36
Date: 24-Mar-2012

 Request Confirmation: 

Via: Email 

- Send Guest Version
 Send TA Version
 Send Both Versions

SEND

EXIT GROUP

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](#)



What do I do on this screen?

- You have now completed making amendments to your reservation.
- **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"
- **Exit Group**

Appendix A : Making Payment on a Group or Group Booking

DEPOSIT Amount: 200.00 Date: 04-Sep-2010	PAYMENTS RECEIVED Amount: 0.00 Date: Details	FINAL PAYMENT Amount: 1,600.00 Date: 24-Sep-2010
-------------------------------------------------------	---------------------------------------------------------------------------	---------------------------------------------------------------

Method of Payment: Pay By Credit Card

Credit Card: You may use more than one credit card for a payment.
Please note: Each credit card will be validated separately and approved funds must be allocated for each card. If you choose to use multiple cards, you will be returned to this screen after allocating the previous payment.
RCCL policy prohibits the use of a Travel Agent's credit card for payment.

Amount: USD

Number:

Exp. Date:

Name as it appears on Card:
 First Name: Last Name:

[View Payment & Cancellation Schedules](#) [Go to CruisePay](#)

Guest Accounts:

Please select accounts for payment allocation:

Select All

Select	Reservation ID#	Name	Amount to Allocate	Gross Balance Due
<input type="checkbox"/>	-	TO THE GROUP	<input type="text"/>	
<input type="checkbox"/>	12336	SMITH, SUSAN	<input type="text"/>	800.53
<input type="checkbox"/>	12336	SMITH, STANLEY	<input type="text"/>	800.53
<input type="checkbox"/>	12337	JONES, JULIE	<input type="text"/>	800.53
<input type="checkbox"/>	12337	JONES, JASON	<input type="text"/>	800.53
Allocated:				0.00
Still to be Allocated:				-400.00
Total Funds to be Allocated:				-400.00



What do I do on these screens?

- **Step 1:** Enter Credit Card information and click the submit button.
- **Step 2:** Select the guests to whom the payment should be applied. Then, either click the “Distribute Evenly” if the payment is to be divided equally for all selected guests OR type in the amount to apply in the “Amount to Allocate” box for the selected guest(s)
- **Step 3:** Review the payment recap. Click “Make Another Payment” or “Done and Proceed”

CruiseMatch Tips

Although there is an option to allocate to the group, deposits for staterooms should be allocated to the appropriate guests or the system will not know that deposit has been made for those guests.

Payments are processed at the time of submission. This is the only transaction type that cannot be ignored or undone.

Payment Allocations:

Reservation ID	Guest Name	Allocated Payment	Previous Balance	Current Balance
12337	JONES, JASON	200.00	800.53	600.53
12337	JONES, JULIE	200.00	800.53	600.53
		TOTAL ALLOCATED: 400.00		

Payment Source(s):

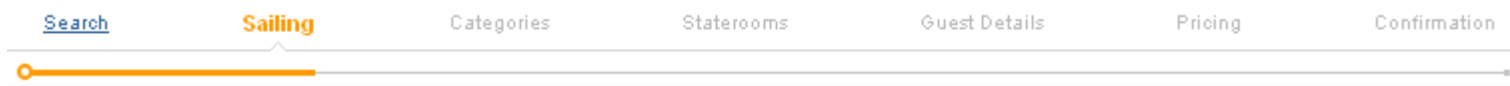
Payment Method	Approved Funds
creditCard	400.00
TOTAL PAYMENTS: 400.00	

Appendix B : Common Features

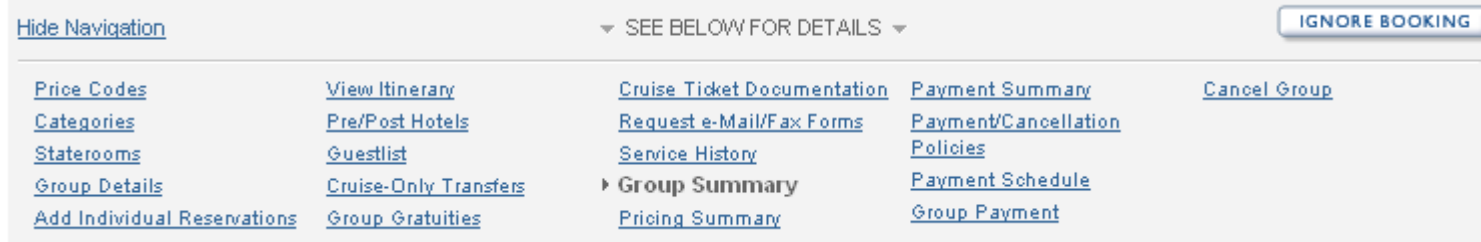
Section: The active section of CruiseMatch. This corresponds to the sections identified in the progress bar.

Sailing

Progress Bar: Used to show booking progress. The active section is in orange. Any section that can be modified has an active link.



Navigation Menu: A list of links to pages and features of CruiseMatch. The active page will be indicated with an arrow. Links will be active only for pages that apply to the booking. As the booking progresses, more links will become active. Click “Hide Navigation” to collapse this display.



Page Title: Used to identify the specific page within the section. For example, the Guest Details section has many pages where guest details can be added or modified. Examples include the Pre/Post Hotels and Gratuities.

Group: Summary

[Print this Page](#)

Sailing Block: A summary of the ship and sailing information, plus attributes of the group or group booking.

Group #: 3447841 Royal Caribbean International 9 Night Eastern Caribbean on Explorer Of The Seas starting 07-Jun-2012		Total Guests: 16
Created: 28-Jul-2011	Agent Contact Name: MANUEL	Stateroom: 8
Option Date: 24-Jan-2012	Partner Advocate: GVSROYAL	GAP Points: 4
Group Name: CMO GROUP BOOKING	Ext: 31979	CATEGORIES: M-8
Group Status: Booked	Email:	
CANCEL GROUP		

Help Icon: Indicates where contextual help is available for a section or feature

Appendix C: Other Features in CruiseMatch Groups – Group and Group Booking Level

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

View Itinerary: View detailed itinerary and map for the selected sailing.

Pre/Post Hotels: Add Pre/Post hotels for guests.

Cruise-Only Transfers: Add one-way or roundtrip transfers for guests. Transfers require flight information from the guest before they can be confirmed.

Group Gratuities: Add pre-paid gratuities for guests.

Cruise Ticket Documentation: Identify eDoc delivery instructions and a mailing address for bag tags. By default, all CruiseMatch bookings will be sent based on the preferences set for your agency. It is only necessary to provide information for exceptions to your agency's mailing preferences.

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

Service History: Review history of changes made to your reservation

Payment Summary: A list of group level and guest reservation level payments

Payment Schedule: A list of payment dates and cancellation schedule information.

The following additional functions can be accessed using the navigation section at the Group Booking Level:

Special Services: Add service requests for group bookings

Cross Reference: Cross reference to Individual Reservations that are not part of the group

Appendix D: Unsupported Functions

Please contact the group department for the following:

Bus Transportation

GAP point amenity selection and assignment

Creation of groups larger than the sizes permitted in CruiseMatch

Creation of groups of a type other than Affinity or Promotional