

CruiseMatch Individual Reservations Quick Reference Guide

Get to know CruiseMatch!

In a few short pages, learn to create and service an Individual reservation.
You will learn to do the following:

- Send a Confirmation
- Select a Display Language
- Look up Loyalty Numbers
- Shop for a Booking
- Generate an eQuote
- Shop ChoiceAir
- Add Booking Details
- Confirm a Reservation
- Retrieve and Amend a Reservation
- Identify and Book Guests with Accessibility Needs

Getting Started: CruiseMatch Home Page



English

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

Reservation ID #
Enter Here [GO](#)
[View Individual List >](#)

Brands
All Brands

Ships
All Ships

Sail Date
Day Month & Year 

Name
Enter Name [GO](#)

The CruiseMatch home page lets you get down to business quickly – Send a confirmation, start a new booking or retrieve an existing booking.

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

CruiseMatch has **language selection** for Individual Reservations. Choose from English, Spanish, Italian, French or Portuguese.

Step 1: Shop for a Voyage or for a Promotion

Automation Help Desk 800 443 5789

Search Sailing Categories Staterooms Guest Details Pricing Confirmation

CREATE A RESERVATION PROMOTIONAL FARE SEARCH

*Required Information Agent Contact Name:

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

Ship: Brand: All Brands Ship: All Ships

Sailing Date: *Choose a date: Choose a range of dates: Day Month and Year Include Cruisetours/Packages

Duration Nights

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

Loyalty Number: Loyalty Number: [Look Up Loyalty Number](#) Loyalty Number: [Look Up Loyalty Number](#) [Add Loyalty Number for additional guest](#)

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

SEARCH

With two ways to search, it is easy to find what you are looking for.

Create A Reservation is a traditional search with a number of optional search criteria. Provide a date (mandatory) and as many optional items as needed to find the cruise that is right for your guests.

Promotional Fare Search lets you view promotions offered for the selected ship over multiple sailings. Choose the ship and a date range or start date to get started. If you are looking for a specific type of promotion, you may select that as well.

Fast Sell – if you provide the exact ship and sail date, you will bypass sailing selection and fast forward to Category Availability, the final step in the shopping process.

*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.*

Optional: Compare Sailing Dates, Itineraries, 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
- When CruiseTours are available, a link will be provided to view these products.
- Need to see more results? Modify and submit a new search on this page
- Sort your results by clicking column headers



*You can generate an **eQuote** for your clients. Look for the eQuote icon when viewing Product Details, Sailing Comparator, or on the Category Availability page.*

Individual Reservation: Choose a Product

Search Results For: All Brands starting 01-AUG-2013

Total Price (USD): (Pending)
Price includes all guests, taxes & fees.
Price Code: LAF

Brand: All Brands Ship: All Ships Sailing Date: 01 Aug 2013 Occupancy: 2 Show prices in: USD

Gateway: C/O Cruise Only Guest(s) Require Accessible Stateroom(s)

Sailing:

View Regions: All Regions

Choose up to 3	Date	Region	Status	Nights	Brand	Ship	Depart. Port	Dining Avail.	Cruisetours	*Prices Starting From(USD)	Action
<input type="checkbox"/>	02 Aug 2013	Alaska	A	7	CEL	Celebrity Millennium	YVR	view	CT	849.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Alaska	A	7	RCI	Radance Of The Seas	SWD	view	CT	949.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Alaska	A	7	RCI	Rhapsody Of The Seas	SEA	view		919.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Alaska	A	7	CEL	Celebrity Solstice	SEA	view		1299.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Bahamas	A	3	RCI	Enchantment Of The Seas	PCN	view		379.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Bahamas	A	3	RCI	Majesty Of The Seas	MIA	view		339.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Bahamas	A	7	RCI	Grandeur Of The Seas	BWI	view		949.00	SELECT
<input type="checkbox"/>	02 Aug 2013	Western Mediterranean	A	7	RCI	Liberty Of The Seas	NAP	view		1421.00	SELECT
<input type="checkbox"/>	03 Aug 2013	Bermuda	A	5	RCI	Explorer Of The Seas	BYE	view		849.00	SELECT
<input type="checkbox"/>	03 Aug 2013	Southern Caribbean	A	7	RCI	Jewel Of The Seas	SJU	view		879.00	SELECT

ADD TO COMPARISON

Show: 10 per page Go to: 1-10 Of 150

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

Finish Shopping by Choosing a Category

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

Previous Sailing | Sailing: Radiance Of The Seas _02 Aug 2013, Alaska 7-Nights | Next Sailing

Reservation #: (Pending) Royal Caribbean International 7 Night Alaska on Radiance Of The Seas starting 02-AUG-2013

Total Price (USD): (Pending)
Price includes all guests, taxes & fees.
Price Code: LAF

Brand: Royal Caribbean I | Ship: Radiance Of The Seas | Sailing Date: 02 Aug 2013 | Occupancy: 2 | Show prices in: USD

Gateway: C/O Cruise Only | [Shop ChoiceAir](#) | Guest(s) Require Accessible Stateroom(s) | [SEARCH](#)

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

Category	Category Type	Status	Price Codes	*1st & 2nd pp
K Interior Stateroom	Interior	A	BRKA06	1039.00
L Interior Stateroom	Interior	A	BRKA06	1019.00
M Interior Stateroom	Interior	A	BRKA06	999.00
N Interior Stateroom	Interior	A	BRKA06	979.00
Q Interior Stateroom	Interior	A	BRKA06	949.00
SI Interior Stateroom	Interior	W	FIT	N/A

Wait List a Category | TS [i](#) | The NCCF fees per person are included
A: Available G: Guarantee W: Waitlist | Taxes/Fees per person are 132.92
[Category has Accessible Staterooms](#)

[VIEW PRICE CODES](#) | [PRICE QUOTE](#) | [PROCEED TO STATEROOMS](#)

- 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 selecting a rate and category, then clicking on the total price
- You may choose to waitlist a category that is not currently available.
- Use Previous Sailing and Next Sailing buttons to see availability on other voyages for the same ship

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

Step 2: Add Details – Stateroom Selection

Now that a cruise has been selected, it is time to add some details, starting with stateroom selection.

- 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
- You may request a specific stateroom or a GTY below. If it is available, it will be applied to the reservation.
- Click on the stateroom number or deck number to see additional information
- Need more than one stateroom? Choose up to 4 now, complete the first booking, and then go straight to the details for the next bookings.

Select Staterooms: [i](#)
You can select up to 4 staterooms

Berth Category: All | Deck: All | Connecting staterooms: Show Connecting | [UPDATE](#)

	Stateroom	Deck	Cat	Location	Connect	Bed	Obstruct	Berths	Rollaway	Crib	Capacity
<input type="checkbox"/>	8006	Deck Eight	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	8004	Deck Eight	F	Forward	N	CONV	None	2	N	Y	2
<input checked="" type="checkbox"/>	7012	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7512	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7008	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7508	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7006	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7506	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7002	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7502	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7000	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7500	Deck Seven	F	Forward	N	CONV	None	2	N	Y	2
<input type="checkbox"/>	7010	Deck Seven	F	Forward	N	CONV	None	3	N	Y	3
<input type="checkbox"/>	7510	Deck Seven	F	Forward	N	CONV	None	3	N	Y	3

Or, enter a stateroom number or Guarantee here: | [SUBMIT](#) [i](#)

[SELECT AND PROCEED](#)

Next – Adding Guest Details

Guest Details

[Clone information from the first Guest](#)

Personal:

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

Select First Last Select Select DDMMYYYY English

Select First Last Select Select DDMMYYYY English

Remove Checked Guests Add

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

Guests *Confirmed Seating My Family Time Waitlist Seating Table Size (request only, not guarantee)

Guest 1 Select No Select Small

Guest 2 Select No Select Small

Bedding Configuration: Select

*Vacation Protection Plan: Select CruiseCare

Gateway: Expand

Pre-vacation Information: Expand

PROCEED TO PRICING

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.

*If you didn't provide the loyalty number earlier the **Loyalty Look Up** is available on the Guest Details page too!*

Step 3: Confirm the Booking

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

If you want to add hotels, transfers or other extras, you may do so by selecting the link to those pages above.

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:

Pricing Details

DEPOSIT		FINAL PAYMENT	
Amount:	500.00	Amount:	3063.84
Date:	01-Sep-2012	Date:	19-May-2013

Vacation Charges	Guest 1	Guest 2	Total
Cruise	1164.00	1164.00	2328.00
NCCF	235.00	235.00	470.00
Vacation Subtotal	1399.00	1399.00	2798.00
Taxes & Fees			
Taxes & Fees	132.92	132.92	265.84
Taxes and Fees Total	132.92	132.92	265.84
VACATION TOTAL	1531.92	1531.92	3063.84

Amount Paid 0.00
Balance Due 3063.84

[View Agency Details](#)

PROCEED TO CONFIRMATION

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

Reservation #: 7030673 **Shop ChoiceAir**

Agent Name: CM0test Region: Alaska
Brand: Royal Caribbean International Occupancy: Double
Ship: Radiance Of The Seas Option Date: 01-Sep-2012
Sailing Date: 02-Aug-2013
Duration: 7 - Nights
Reservation Status: Offered

Total Price(USD): 3063.84
Price includes all guests, taxes & fees.
Price Code: BRK2A06

DEPOSIT	PAYMENTS RECEIVED	FINAL PAYMENT
Amount: 500.00	Amount: 0.00	Amount: 3063.84
Date: 01-Sep-2012		Date: 19-May-2013

Request Confirmation: Via: Email Send Guest Version Send TA Version Send Both Versions **SEND**

You may now:

WITHIN CRUISEMATCH
[Make a Payment](#)
[Retrieve This Reservation](#)
[Retrieve Existing Reservation](#)
[Start NEW Reservation](#)
[Start NEW Reservation For This Sailing](#)

WITHIN CRUISINGPOWER
[Choice Air](#)
[Coupon Redemption](#)

- Retrieve the reservation by clicking the reservation number
- Shop ChoiceAir
- Request Confirmation
- If more than one stateroom was selected, continue with the other bookings
- Make payments
- Choose another action in CruiseMatch or CruisingPower

Retrieve and Amend a Reservation

Entire Reservation: SMITH, JOHN SMITH, JANE

Current Reservation: 02 Aug 2013, Alaska, 7 Nights
Agent Name: CMOTEST

Ship: Radiance Of The Seas | Price Code: BRK2A06 | Category Code: F | Accessible Stateroom Required: N

Payment Summary: View Payment & Cancellation Schedules

Deposits Due	Payment Received	Final Payment Due
Amount Required: 500.00 Date: 01 Sep 2012	Amount: Date:	Amount: 3063.84 Date: 19 May 2013

Personal: Edit

Title	Last Name	First Name	Gender	Citizenship	Date of Birth	Onboard Language	Past Guest	Loyalty Number
MR	SMITH	JOHN	M	USA	01Jan1977	English	No	-
MS	SMITH	JANE	F	CAN	02Jan1977	English	No	-

Stateroom: Edit

Stateroom #: 7012 | Waitlist: | Bedding: 2 LOWER TWIN BEDS - CONVERTED TO QUEEN
Deck: Deck Seven | Bedding Configuration: Unknown Edit
Price Category: F | Berths: 2
Berth Category: F | Rollaway: N
Type: Large Oceanview Stateroom | Crib: Y
Location: Forward | Capacity: 2
Accessible Stateroom: N

Dining: Edit

Guest	Confirmed Seating	My Family Time	Waitlist Seating	Table Size
SMITH, JOHN	06:00 PM	No		Small
SMITH, JANE	06:00 PM	No		Small

Gateway: Edit

Guest	Confirmed Gateway	Waitlist Gateway
SMITH, JOHN	Cruise Only	
SMITH, JANE	Cruise Only	

A: Available W: Waitlist C: Confirmed

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.

Accessible Bookings

It is now possible to book staterooms for physically challenged guests in CruiseMatch with three easy steps.

- Search: Check the box to identify the guests need an accessible stateroom
- Category: Select a category with accessible space
- Stateroom: Choose an accessible stateroom and view the details to see the type of accommodation

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

Guest(s) Require Accessible Stateroom(s)

2A Deluxe Ocean View Strm Veranda

7137

Accessible Accomodations: OVERSIZED DOOR - CABIN AND BATHROOM

*Do your guests need an **Accessible Stateroom**? Be certain to identify them upfront when shopping for a Cruise!*

Contact Automation Support:

Phone 1.800.433.5789

Fax 305.539.6009

E-mail cmsupport@rccl.com



Appendix A: Common Features of CruiseMatch

Reservation Summary

Automation Help Desk 800 443 5789

[Sailing](#)
[Price Codes](#)
[Categories](#)
[Staterooms](#)
[Guest Details](#)
[Reservation Summary](#)
[Pricing](#)
[Payment](#)
[Confirmation](#)

Hide Navigation
SEE BELOW FOR DETAILS
IGNORE RESERVATION

[Sailing](#)
[Price Codes](#)
[Categories](#)
[Staterooms](#)
[Guest Details](#)
[Cruise Ticket Documentation](#)

[Request e-Mail/Fax Forms](#)
[Itinerary](#)
[Flight Information](#)
[Gratuities/Options](#)
[Pre/Post Hotels](#)
[Cruise-Only Transfers](#)

[Bus Program](#)
[Special Services](#)
[Cross Reference](#)
[Service History](#)
[Memo](#)
[Final Pricing](#)

[Reservation Summary](#)
[Extend Option](#)
[Payment Details](#)
[Payment Schedule](#)
[Make a Payment](#)
[Cancel Reservation](#)

[Shop ChoiceAir](#)

Individual Reservation: Review Reservation Summary
Print this Page

Reservation #: 7030673 Royal Caribbean International 7 Night Alaska on Radiance Of The Seas starting 02-AUG-2013

Reservation Status: Offered CANCEL RESERVATION

View: [7 Night Alaska Cruise](#)

Price Cat: F

Berth Cat: F
Waitlist:

Stateroom: 7012
Waitlist:

Type: Large Oceanview Stateroom

Total Price (USD): 3063.84
Price includes all guests, taxes & fees.

Price Code: BRK2A06

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