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 »

OR

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

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.*

Finish Shopping by Choosing a Category

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 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.

Next – Adding Guest 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.

*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:

- 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

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.

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

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	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