

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.

Pricing and Promotions: Simplifying the Group Process

With our recent Pricing and Promotion enhancements, creating bookings for your group guests is much easier.

Some of the key changes for CruiseMatch Groups include

- Group blocks can be held and marketed using Standard Rate
- Upon booking guests within the group, guest qualifiers may open additional promotional opportunities
- Enjoy a true shopping experience with the new Group Booking Category Availability – see all eligible promotions for your guests on a single page.
- Automatic application of the selected promotion to your booking. We manage the inventory and rate based on your selection.
- Visibility into Onboard Credit offers when available

Step 1: Shop for a Voyage

The screenshot shows the 'Search' page for group reservations. At the top right, it says 'Automation Help Desk: 800 443 5789'. Below the search bar, there are tabs for 'Sailing', 'Categories', 'Group Details', 'Pricing', and 'Group Confirmation'. The main form is titled '* Required Information' and includes the following fields:

- 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: [dropdown], Month and Year: [dropdown]
 - Duration: [input] 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)

A 'SEARCH' button is located at the bottom right of the form.

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.
- View lead in pricing for different category types in one display.
- Select a single sailing to proceed.

Search Results For: All Brands starting 15-MAY-2014

Group Type: A Association/Organization
Policy Type: Deposit

Total Guests: (Pending) Double
Occupancy: Double

Brand: All Brands | **Ship:** Freedom Of The Seas | **Sailing Date:** 15 May 2014 | **Occupancy:** 2 | **Policy Type:** Deposit | **Show Prices in:** USD

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

View Regions: All Regions

Choose up to 3	Date	Region	Nights	Ship	Depart. Port	GAP Points	Interior	Oceanview	Balcony	Deluxe
<input type="checkbox"/>	18 May 2014	Eastern Caribbean	7	Freedom Of The Seas	PCN	0	5598.00	6407.00	6998.00	7598.00
<input type="checkbox"/>	25 May 2014	Western Caribbean	7	Freedom Of The Seas	PCN	0	1653.00	2274.00	2874.00	3463.00
<input type="checkbox"/>	01 Jun 2014	Eastern Caribbean	7	Freedom Of The Seas	PCN	0	2075.00	2975.00	3575.00	4175.00
<input type="checkbox"/>	08 Jun 2014	Western Caribbean	7	Freedom Of The Seas	PCN	0	1775.00	2675.00	3175.00	3775.00
<input type="checkbox"/>	15 Jun 2014	Eastern Caribbean	7	Freedom Of The Seas	PCN	0	2075.00	2975.00	3575.00	4175.00

Category Availability

Category	Best Rate
PR	2575.00
K	2475.00
L	2375.00
M	2275.00
N	2175.00
Q	2075.00

Click on the lead in price of the category to show the details.

Finish Shopping by Selecting Group Inventory

Previous Sailing | **Sailing: Freedom Of The Seas - 18 May 2014, Eastern Caribbean, 7 Nights** | **Next Sailing**

Search Results For: Royal Caribbean International 7 night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014

Group Type: A Association/Organization
Policy Type: Deposit

Brand: Royal Caribbean | **Ship:** Freedom Of The Seas | **Sailing Date:** 18 May 2014 | **Occupancy:** 2 | **Policy Type:** Deposit | **Show Prices in:** USD

Categories: Outside

Category	Type	Status	*Avail. Strms	# of Rooms	Fare	1st & 2nd
FO) Family Oceanview Stateroom	Outside	A	0	0	STANDARD RATE	6,798.00
F) Large Oceanview Stateroom	Outside	A	10+	0	STANDARD RATE	6,698.00
G) Ocean View Stateroom	Outside	A	10+	0	STANDARD RATE	6,598.00
H) Ocean View Stateroom	Outside	A	10+	0	STANDARD RATE	6,498.00
I) Ocean View Stateroom	Outside	A	10+	0	STANDARD RATE	6,407.00
Y) Ocean View Stateroom	Outside	A	10+	0	STANDARD RATE	6,407.00

Category Inventory: Minimum Staterooms: 8 | Staterooms already added: 8 | You can add an additional: 47

Category	Fare	*Total Price From	Occupancy	Pending	Guaranteed (Named)	Guaranteed (Unnamed)	Allocated (Named)	Allocated (Unnamed)
H	STANDARD RATE	13,178.00	Double	8	0	0	0	0

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

- By default, pricing is Best Rate. Best Rate at the group shell level only evaluates base rates.
- Use Shop or compare group rates to see all base rates 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!

Promotional availability is determined at a booking level. You will see available promotions when you create individual reservations for the group.

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 7 night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014

Created: (Pending) **Group Name:** (Pending)
Option Date: (Pending) **Agent Contact Name:** Jane Smith
Group Status: **Email:**

Total Guests: 16
Staterooms: 8
GAP Points: 0
Categories: H-8

Group Details [?](#)

Group Information: [?](#)

*Group Name: Jane Smith Mexico Cruise *Group Type: A Association/Organization *Policy Type: 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		# of Waitlisted Guests	
		Unassigned	Named	Unassigned	Named
05:30 PM (AVL= 16+, WL=0)	Seat Apart	16	0	0	0
08:00 PM (AVL= 16+, WL=0)	Select	0	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	
		Unassigned	Named
C/O Cruise Only	16	0	0
Waitlist Gateway			
Select			

[Add Another Gateway](#)

PROCEED TO PRICING

Step 3: Confirm the Group

Group #: (Pending) Royal Caribbean International 7 night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014

Created: (Pending) **Group Name:** Jane Smith Mexico Cruise
Option Date: 24-Nov-2013 **Agent Contact Name:** Jane Smith
Group Status: **Email:**

Total Guests: 16
Staterooms: 8
GAP Points: 0
Categories: H-8

Group Pricing Summary: [?](#) [View Payment Schedules](#)

Summary [Details](#) [Agency Summary](#) [Agency Detail](#)

Prices reflected in USD

Charges & Credits by Item

Short Description	Charges
Named Guests	0.00
Unnamed Guests	101,168.00
Tour Conductor Credits**	-6,323.00
NCCF	2,800.00
Air Add-On	0.00
Taxes/Fees per person are	1,456.00
Other Charges	0.00

Charges & Credits by Totals

Short Description	Totals
Gross Charges (less tour conductor credits)	99,101.00
Commission	-10,432.95
Net Charges	88,668.05
Cancellation Charges	0.00
Total Payments On Record	0.00
Gross Balance Due	88,668.05
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

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: 5129795
Group Name: Jane Smith Mexico Cruise
Group Status: OF **Group Contact:** Jane Smith
Creation Date: 29-Oct-2013 **Total Number of Guests:** 16
Option Date: 24-Nov-2013 **Total Number of Staterooms:** 8
Policy Type: Deposit

Sailing:
Brand: Royal Caribbean International
Ship: Freedom Of The Seas
Sailing Date: 18-May-2014
Destination: Eastern Caribbean
Duration: 7 Nights

DEPOSIT DUE
Next Deposit Due: 24-Nov-2013
Amount Required (per Stateroom): 50.00
[View Payment Schedules](#)

PAYMENTS RECEIVED
Amount: 0.00

FINAL PAYMENT
Amount: 88668.05
Date: 04-Mar-2014

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

WITHIN CRUISEMATCH

[Return to Group](#)
[Add Reservation to Group](#)
[Add to Guestlist](#)
[View Booking in Group](#)
[Make Payment](#)

WITHIN CRUISINGPOWER

[Group Travel](#)
[Dining Management](#)
[Groups](#)
[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 #: 5129795 Royal Caribbean International 7 night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014

Created: 25-Oct-2013
Option Date: 24-Nov-2013
Group Status: OF

Group Name: JANE SMITH MEXICO CRUISE
Agent Contact Name: JANE SMITH
Email: AugustaTestingEmail@rccl.com

Total Guests: 16
Staterooms: 8
GAP Points: 0
Categories: H-8

Group Summary: [?](#) Prices reflected in: USD

Group Identity: [Edit](#)

Group ID: 5129795
Group Name: JANE SMITH MEXICO CRUISE
Group Type: Association/Organization
Policy Type: Deposit

Creation Date: 25-Oct-2013
Contact Name: JANE SMITH

Payment Summary: [?](#)

Deposits Due	Payments Received	Final Payment Due
Next Deposit Due: 24-Nov-2013 Amount Required (per Stateroom): 50.00 View Payment Schedules	Amount: 0.00	Amount: 88,668.05 Date: 04-Mar-2014

Cruise Inventory: [Edit](#)

Category	Accessible Inventory	Occupancy	Pending	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Rate
H	N	Double	0	0	8	0	0	STANDARD RATE

Allocated Staterooms: [Edit](#)

Category	Occupancy	Staterooms

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

Category	Rate	No. of Comp. Berths
H	STANDARD RATE	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

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.
- Enter any relevant guest qualifiers and click Search Promotions
- You will see promotions available for each category held in the group
- Rates that are the result of combined promotions will list the combined promotion
- The allocated rate for the category will be indicated with a green star
- You may select any available rate for the category. If you select a rate other than the allocated rate, we will apply the selected price to the booking
- The total number of rooms in the group for the category remains the same when you select a different rate. This is an exchange, not an addition to the group
- Click Proceed to Staterooms once the selection has been made

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. Enter the guest qualifiers to view eligible offers that may be available, and then click the Search Promotions button. A list of allocated rates and promotional offers will be shown. Review the choices and select the desired offer. If the selection is not currently allocated, it will be exchanged for allocated inventory in the same category.

Accessible: Adults: Child: Gateway:

Promo Code:

Loyalty Number: [Lookup Loyalty Number](#)

Age 55+
 U.S. or Canadian Law Enforcement
 Fire Department or EMT
 U.S. Military or Canadian Forces

Resident:

[SEARCH PROMOTIONS](#)

Promotions: Allocated Category and Rate to the Group

Select	Alloc	Category	Fare	Combined With	1st/2nd
<input type="radio"/>	<input checked="" type="checkbox"/>	H Ocean View Stateroom	STANDARD RATE		6498.00
<input type="radio"/>	<input type="checkbox"/>	H Ocean View Stateroom	Res	Category/Special	5739.00 50 OBC
<input type="radio"/>	<input type="checkbox"/>	H Ocean View Stateroom	Senior Resident	Category/Special	6477.00 50 OBC
<input type="radio"/>	<input type="checkbox"/>	H Ocean View Stateroom	Category/Special	Res	5739.00 50 OBC
<input type="radio"/>	<input type="checkbox"/>	H Ocean View Stateroom	Senior	Category/Special	5865.00 50 OBC

The NCCF fees per person are included
Total Taxes & Fees per person: 91.00

[PROCEED TO STATEROOMS](#)

Stateroom Selection

Staterooms
[Print this Page](#)

Reservation #: (Pending) Royal Caribbean International 7 Night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014

Group ID#: 5129795
Group Name: JANE SMITH MEXICO CRUISE

Total Price (USD): **11912.00**
Price includes all guests, taxes & fees.

View: **7 Night Eastern Caribbean Cruise** | Price Cat: H | Berth Cat: H | Stateroom: | Type: Ocean View Stateroom

Selected Offer: [Senior Category/Special](#)

Add Individual Reservation to Group:

Select a stateroom from the list of rooms below. Use the filters provided to refine the list.

Berth Category: All | Deck: All | Connecting staterooms: Show All | Stateroom already allocated to Group UPDATE

Choose	Alloc	Stateroom	Deck	Cat	Location	Connect	Bed	Obstruct	Berths	Rollaway	Crib	Capacity
<input type="radio"/>	<input checked="" type="radio"/>	GTY										
<input type="radio"/>	<input type="radio"/>	2254	Deck Two	H	Forward	2252	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2256	Deck Two	H	Forward	2258	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2288	Deck Two	H	Forward	N	CONV	None	4	N	Y	4
<input type="radio"/>	<input type="radio"/>	2292	Deck Two	H	Midship	N	CONV	None	4	N	Y	4
<input type="radio"/>	<input type="radio"/>	2334	Deck Two	H	Midship	2336	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2350	Deck Two	H	Aft	N	CONV	None	4	N	Y	4
<input type="radio"/>	<input type="radio"/>	2366	Deck Two	H	Aft	2364	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2554	Deck Two	H	Forward	2552	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2556	Deck Two	H	Forward	2558	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2558	Deck Two	H	Forward	2556	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2580	Deck Two	H	Forward	2582	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2582	Deck Two	H	Forward	N	CONV	None	4	N	Y	4
<input type="radio"/>	<input type="radio"/>	2584	Deck Two	H	Midship	N	CONV	None	4	N	Y	4
<input type="radio"/>	<input type="radio"/>	2602	Deck Two	H	Midship	2604	CONV	None	2	N	Y	2
<input type="radio"/>	<input type="radio"/>	2666	Deck Two	H	Aft	2664	CONV	None	2	N	Y	2

Or, enter a stateroom number: SUBMIT

BACK
CONTINUE

Choose a stateroom for your guests, either from pre-allocated rooms or from availability.

- 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
- If you choose a room that is not allocated and you did not have GTY space in the category, you will be prompted to ask which stateroom will be exchanged for the new selection.

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.

The qualifiers entered in the shopping process will be maintained here. They must remain part of the booking to remain eligible for the promotion.

*Modifying the reservation to add a qualifier?
You may want to check available promotions
after you submit this page.*

Guest Details
[Clone information from the first Guest](#)

Personal:

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

Select First Middle Last Select Select DDMMYYYY

Select First Middle Last Select Select DDMMYYYY

Promotional Qualifiers:

Guest 1
Promotion Code: Resident: Florida U.S. or Canadian Law Enforcement
 Fire Department or EMT
 U.S. Military or Canadian Forces

Guest 2
Promotion Code: Resident: Florida U.S. or Canadian Law Enforcement
 Fire Department or EMT
 U.S. Military or Canadian Forces

Dining and Reservation Level Options:

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

Guests *Confirmed Seating My Family Time Waitlist Seating Onboard Language

Guest 1 Select No Select English

Guest 2 Select No Select English

Bedding Configuration: Select

Gateway:

View Group Gateway Availability

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

**Prices subject to change

Pre-vacation Information: [Expand](#)

PROCEED TO PRICING

Confirm the Booking

Pricing [Print this Page](#)

Reservation #: (Pending) Royal Caribbean International 7 Night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014
 Group ID#: 5129795
 Group Name: JANE SMITH MEXICO CRUISE

Total Price (USD): **11912.00**
 Price includes all guests, taxes & fees.
 Offer: Senior

View: 7 Night Eastern Caribbean Price Cat: H Berth Cat: H Stateroom: 2302 Type: Ocean View Stateroom

Selected Offer: [Senior](#), [Category/Special](#)

Pricing Details

DEPOSIT	Amount:	500.00	FINAL PAYMENT	Amount:	11912.00
Date:	24-Nov-2013		Date:	04-Mar-2014	
Vacation Charges					
Cruise	Guest 1	6323.00	Guest 2	6323.00	Total
					12646.00
Senior		-633.00		-633.00	-1266.00
NCCF		175.00		175.00	350.00
Vacation Subtotal		5865.00		5865.00	11730.00
Taxes & Fees Total					
Taxes & Fees		91.00		91.00	182.00
Taxes and Fees Total		91.00		91.00	182.00
VACATION TOTAL		5956.00		5956.00	11912.00
					Amount Paid 0.00 Balance Due 11912.00
View Agency Details					
Offers					
Category/Special (USD OBC)	Guest 1	50.00	Guest 2	50.00	Total
Total Value		50.00		50.00	100.00

[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. Discounts will be itemized.

Onboard credits will appear below the pricing details when applicable.

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 #: **5135795**
 Group #: **5129795**
 Group Name: **JANE SMITH MEXICO CRUISE**

Agent Name: CMOTest
 Brand: Royal Caribbean International
 Ship: Freedom Of The Seas
 Sailing Date: 18-May-2014
 Duration: 7 - Nights
 Reservation Status: Offered
 Selected Offer: [Senior](#), [Category/Special](#)

Region: Eastern Caribbean
 Occupancy: Double
 Option Date: 24-Nov-2013

Offer: Senior

Total Price (USD): **11912.00**
 Price includes all guests, taxes & fees.

DEPOSIT	Amount:	500.00	PAYMENTS RECEIVED	Amount:	0.00	FINAL PAYMENT	Amount:	11912.00
Date:	24-Nov-2013		Date:			Date:	04-Mar-2014	

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](#)

WITHIN CRUISINGPOWER
[eDocs](#)
[Inspect](#)
[Online Payments](#)
[Shore Excursion](#)

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

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: 1

Booking 1: Accessible: N Occupancy: Double Rate: STANDAR Category: H Stateroom: GTY

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

*Title:	*FirstName:	Middle Name:	*LastName:	*Gender:	*Citizenship:	*Date of Birth:	Loyalty Number:
Select	First	Middle	Last	Select	Select	DDMMYYYY	?
Select	First	Middle	Last	Select	Select	DDMMYYYY	?

Dining and Reservation Level Options:

Dining: Gateway: Hotel:

Guest 1: Select Select Select

Guest 2: Select Select Select

Promotional Qualifiers:

Guest 1: Promotion Code: Resident: Select

U.S. or Canadian Law Enforcement Fire Department or EMT U.S. Military or Canadian Forces

Guest 2: Promotion Code: Resident: Select

U.S. or Canadian Law Enforcement Fire Department or EMT U.S. Military or Canadian Forces

[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, base 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.
- Provide promotional qualifiers when applicable. We will apply the Best Rate to the booking based on guest eligibility
- When finished, save the guestlist.

Retrieve and Amend a Reservation

Reservation Summary

ENTIRE RESERVATION SMITH, JACK SMITH, JANE

Current Reservation: 18 May 2014, Eastern Caribbean, 7 Nights
Sailing cannot be changed at this time due to business rule restrictions.

Ship	Category Code	Stateroom	Deck	Accessible Stateroom Required
Freedom Of The Seas	H	2302	02	N

Promotional Offer:

Offer Name	Offer Type
Senior	Senior
Category/Special	Category Special - Tactical

Personal:

Title	First Name	Middle Name	Last Name	Gender	Citizenship	Date of Birth	Loyalty Number
MR	JACK		SMITH	M	USA	01Jan1927	
MRS	JANE		SMITH	F	USA	02Jan1927	

Stateroom:

Stateroom #	Waitlist	Bedding
2302		2 LOWER TWIN BEDS - CONVERTED TO QUEEN

Deck: 02 Bedding Configuration: Apart

Price Category: H Berths: 2
 Birth Category: H Rollaway: N
 Type: Ocean View Stateroom Cabin: Y
 Location: Midship Capacity: 2
 Accessible Stateroom: N

Dining and Other Options:

Guest	Confirmed Seating	My Family Time	Waitlist Seating	Table Size	Onboard Language
SMITH, JACK	05:30 PM	No			English
SMITH, JANE	05:30 PM	No			English

Gateway:

Guest	Confirmed Gateway	Waitlist Gateway
SMITH, JACK	Cruise Only / Cruise Only	
SMITH, JANE	Cruise Only / 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.

Group Payments

DEPOSIT DUE
 Next Deposit Due: 16-Dec-2012
 Amount Required (per Stateroom): 200.00

PAYMENTS RECEIVED
 Amount: 0.00
 Status: **Outlets**

FINAL PAYMENT
 Amount: 12611.53
 Date: 21-Dec-2012

Step 1 of 3: Method of Payment

Pay By Credit Card Go to Online Payments

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: 0.00 USD
 *Credit Card Type: Select
 *Number:
 *Expiration Date: Month Year
 Name as it appears on Card:
 *First Name: *Last Name:

Step 2 of 3: Guest Accounts

Your payment of 200.00 (Credit Card) has been approved.

Please select accounts for payment allocation:
 Select All

Select	Reservation ID#	Name	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, MARC	828.47	828.47	0.00
<input type="checkbox"/>	41507	SMITH, MIA	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.

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**

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.



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 Inventory:  Minimum Staterooms: 8 | Staterooms already added: 10 | You can add an additional: 45  [Edit Stateroom Inventory](#)

Category	Fare	*Total Price From	Occupancy	Pending	Guaranteed (Named)	Guaranteed (Unnamed)	Allocated (Named)	Allocated (Unnamed)
E2  	STANDARD RATE	14,178.00	Double	2	0	0	0	0
H  	STANDARD RATE Change Rate	13,178.00	Double	0	0	7	1	0

 Inventory for Guests Requiring Accessible Stateroom(s)

[VIEW GROUP RATES](#) [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 request qualifiers to view eligible offers that may be a offers will be shown. Review the choices and select inventory in the same category.

Accessible: Adults:

GuestList 

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

Use this page to add multiple reservations to
 Number of Reservations:

Booking 1 : Accessible: Occupancy:

Personal:

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

Automation Help Desk: 800 443 5789

Group Summary

Group Rate Selection Categories Staterooms Group Details **Group Summary** Pricing Payment Group Confirmation

Hide Navigation SEE BELOW FOR DETAILS IGNORE RESERVATION

Group Rate Selection View Itinerary Request e-Mail/Fax Forms Payment Schedule
 Categories Pre/Post Hotels Service History Group Payment
 Staterooms Guest List Group Summary Cancel Group
 Group Details Cruise-Only Transfers Pricing Summary Shop ChoiceAir
 Add Individual Reservations Cruise Ticket Documentation Payment Summary

Print this Page

Group #: 5129795 Royal Caribbean International 7 night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014

Created: 25-Oct-2013 Option Date: 24-Nov-2013 Group Status: OF

Group Name: JANE SMITH MEXICO CRUISE
 Agent Contact Name: JANE SMITH
 Email: AUGUSTATESTINGEMAIL@RCCL.COM

Total Guests: 20
 Staterooms: 10
 GAP Points: 0
 Categories: H-8, E2-2

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	