

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
- View and Select Promotions
- 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.

Pricing and Promotions – A Targeted, Personalized Way to Shop

With our new Pricing and Promotions enhancements, shopping for a cruise has never been easier. Based on the information you provide, we will determine the true best rate for your guests, taking into account not only the generally available offers, but also any special promotions that may be available.

Some of the key changes for CruiseMatch include

- Promotional Qualifiers used to provide specific set of eligible promotions
- Super Category Pricing – see at a glance the lead in prices for interior, ocean view, balcony and suite categories in Sailing Availability
- Visibility into Onboard Credit Offers – If we have an onboard credit, you will see it highlighted above the list of Categories. Select an onboard credit promotion and it will be applied to your booking automatically
- Detailed pricing itemizes applicable promotions and onboard credits

And in case you are new to this – let's review some pricing terminology!

- **Standard Rate** – The starting rate for a cruise – this replaces Azamara Strategic, Celebrity Five Star and Royal Breakthru pricing.
- **Brochure Rate** – A rate that is used based on the market or channel needs for marketing purposes.
- **Best Rate** – A personalized LAF (lowest available fare) based on guest qualifiers
- **Best Value** – An enhanced personalized LAF that will evaluate value offers (Onboard Credits) in comparison to rates
- **Guest Qualifier** - Information offered by the guest to determine eligibility for promotions and determine the best value for the guest. Certain promotions require specific qualifiers to be eligible and these will be enforced by the system.
- **Combinability** – eligibility for more than one promotional discount based on the qualifiers provided.

Ready to Book? Our Pricing and Promotions changes are fully integrated into CruiseMatch.

Step 1: Shop for a Voyage or for a Promotion

The screenshot shows the 'Search' page with a navigation bar (Search, Sailing, Categories, Staterooms, Guest Details, Pricing, Confirmation) and a sub-header (Automation Help Desk 800 443 5789). Below the navigation bar are tabs for 'CREATE A RESERVATION' and 'PROMOTIONAL FARE SEARCH'. The main form includes sections for:

- Reservation Type:** Individual Reservation (selected) or Group Reservation.
- Ship:** Brand (All Brands), Ship (All Ships).
- Sailing Date:** Choose a date (selected) or Choose a range of dates. Includes fields for Day, Month and Year, and Duration (Nights). There is a checkbox for 'Include Cruisetours/Packages'.
- Itinerary:** Region (All Regions), Departure (Any Departure Port), Gateway (C/O, Cruise Only).
- Loyalty Number:** Fields for Loyalty Number and links to 'Lookup Loyalty Number' and 'Add Loyalty Number for Additional Guest'.
- Occupancy/Pricing:** Adults (2), Child (0), and a checkbox for 'Guest(s) Require Accessible Stateroom(s)'. A dropdown for 'Show prices in:' is set to USD.
- Promotional Qualifiers:** Checkboxes for 'Age 55+', 'U.S. or Canadian Law Enforcement', 'Fire Department or EMT', and 'U.S. Military or Canadian Forces'. A dropdown for 'Resident' is set to 'Select a State or Province'.

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

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.

Promotional Qualifiers are used to identify eligible promotions for your clients. When qualifiers are provided, pricing will take this eligibility into account.

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.

*Are your guests members of our loyalty program? You may use our **Loyalty Look Up** to find their loyalty number and check for available loyalty promotions.*

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.

- View lead in pricing by category type
- 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. The Additional Promotional Qualifiers link lets you modify the existing qualifiers if needed
- Sort your results by clicking column headers

The screenshot shows the 'Individual Reservation: Select a Product' page. At the top, it displays 'Search Results For: All Brands on Freedom Of The Seas starting 15-MAY-2014'. Summary statistics include 'Total Price (USD): (Pending)', 'Price includes all guests, taxes & fees', and 'Offer: Best Rate'. Search filters show Brand: All Brands, Ship: Freedom Of The Seas, Sailing Date: 15 May 2014, Adults: 2, Child: 0, Gateway: C/O, and Show prices in: USD. Below the filters is a 'Sailings' section with a table of results. A 'COMPARE' button is visible above the table. A category price breakdown is shown in a pop-up window.

Choose up to 3	Date	Region	Nights	Ship	Depart. Port	Interior	Oceanview	Balcony	Deluxe
<input type="checkbox"/>	18 May 2014	Eastern Caribbean	7	Freedom Of The Seas	PCN	\$598.00	\$407.00	\$588.50	\$798.00
<input type="checkbox"/>	25 May 2014	Western Caribbean	7	Freedom Of The Seas	PCN	\$653.00	\$274.00	\$874.00	\$463.00
<input type="checkbox"/>	01 Jun 2014	Eastern Caribbean	7	Freedom Of The Seas	PCN	\$475.00	\$625.00	\$707.00	\$534.00
<input type="checkbox"/>	08 Jun 2014	Western Caribbean	7	Freedom Of The Seas	PCN	\$975.00	\$6875.00	\$7475.00	\$8075.00
<input type="checkbox"/>	15 Jun 2014	Eastern Caribbean				\$475.00	\$6075.00	\$425.00	\$725.00

Category	Best Rate
PR	\$875.00
K	\$775.00
L	\$675.00
M	\$675.00
N	\$575.00
Q	\$475.00

Want to know how much a specific category might cost? Click on the lead in price for the category type.

Finish Shopping by Choosing a Category

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

Create eQuote | Print this Page

Reservation #: (Pending) Royal Caribbean International 7 Night Eastern Caribbean on Freedom Of The Seas starting 18-MAY-2014 | Total Price (USD): (Pending) Price includes all guests, taxes & fees. Offer: Best Rate

Brand: Royal Caribbean I | Ship: Freedom Of The Seas | Sailing Date: 18 May 2014 | Adults: 2 | Child: 0

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

Show prices in: USD | Promotion Code: | Add Additional Promotion Code

Loyalty Number: | Lookup Loyalty Number | Add Loyalty Number for Additional Guest

Age 55+ | U.S. or Canadian Law Enforcement | Fire Department or EMT | U.S. Military or Canadian Forces | Resident: Select a State or Province

Hide Promotional Qualifiers | SEARCH

GROUP EXISTS FOR THIS SAILING.

Categories: | Shop or compare rates

Best Value: 50 OBC

Outside | Include Closed Categories | Offers: All Offer Types

Category	Category Type	Status	Fare Name	1st/2nd
FO Family Ocean View Stateroom	Outside	W	STANDARD RATE	6798.00
F Large Ocean View Stateroom	Outside	A	CategorySpecial	6698.00 50 OBC
G Ocean View Stateroom	Outside	A	CategorySpecial	6598.00 50 OBC
H Ocean View Stateroom	Outside	A	CategorySpecial	6498.00 50 OBC
Y Oceanview Stateroom Guarantee	Outside	W	STANDARD RATE	6407.00

Wait List a Category | RS | A: Available | G: Guarantee | W: Waitlist | Category has Accessible Staterooms

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

VIEW PROMOTIONS | PRICE QUOTE | SELECT AND PROCEED

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

- By default, pricing is Best Rate
- If there are Onboard Credit promotions, the Best Value will be shown on the page.
- If Best Rate is a combination of promotions, a plus sign will display next to the lead promotion name.
- Use Shop or Compare New Rates to see what promotions 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. Waitlists will be subject to pricing at time of confirmation.
- Use Previous Sailing and Next Sailing buttons to see availability on other voyages for the same ship

If you were given a promotion code for a special offer on the selected sailing, enter it on this page and click search to see updated pricing.

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: | 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 |

SELECT AND PROCEED

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.

Any qualifiers you provided for the search will be captured in guest details and are necessary to remain eligible for the selected rate.

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

Step 3: Confirm the Booking

Before confirming the reservation, take a moment to review the final price detail. Promotions will be itemized here.

Onboard Credits appear below the cruise price information

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:

Vacation Charges	Guest 1	Guest 2	Total
Cruise	6423.00	6423.00	12846.00
Senior	-643.00	-643.00	-1286.00
NCCF	175.00	175.00	350.00
Vacation Subtotal	5955.00	5955.00	11910.00
Taxes & Fees Total			
Taxes & Fees	91.00	91.00	182.00
Taxes and Fees Total	91.00	91.00	182.00
VACATION TOTAL	6046.00	6046.00	12092.00

Offers	Guest 1	Guest 2	Total
CategorySpecial (USD OBC)	50.00	50.00	100.00
Total Value	50.00	50.00	100.00

- 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:

Current Reservation: Agent Name:

Ship: Category Code: Accessible Stateroom Required:

Promotional Offers:

Offer Name	Senior	Offer Type
Category Special	Category Special - Tactical	

Payment Summary:

Deposits Due	Payment Received	Final Payment Due
Amount Required: 500.00 Date: 27 Oct 2013	Amount: Date:	Amount: 12092.00 Date: 04 Mar 2014

Personal:

Title	First Name	Middle Name	Last Name	Gender	Citizenship	Date of Birth	Loyalty Number
MR	JOHN		DOE	M	USA	01Jan1977	-
MR	JACK		DOE	M	USA	30Mar1937	-

Stateroom:

Stateroom #: 7506 Waitlist: Bedding: 2 LOWER TWIN BEDS - CONVERTED TO QUEEN
Deck: Deck Seven Bedding Configuration: Apart
Price Category: G Berths: 2
Berth Category: G Rollaway: N
Type: Ocean View Stateroom Crib: Y
Location: Forward Capacity: 2
Accessible Stateroom: N

Dining and Other Options:

Guest	Confirmed Seating	My Family Time	Waitlist Seating	Table Size	Onboard Language
DOE, JOHN	05:30 PM	No		Small	English
DOE, JACK	05:30 PM	No		Small	English

Gateway:

Guest	Confirmed Gateway	Waitlist Gateway
DOE, JOHN	Cruise Only	
DOE, JACK	Cruise Only	

A: Available W: Waitlist C: Confirmed

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.

Promotional Offers lists the promotions that have been applied to the booking.

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 Accommodations: 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

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
- eQuote – Click on this icon to generate promotional e-mails for a selected sailing. Available on the Product Details, Sailing Comparator or Category Availability pages.



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