



ESPRESSO

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# PRODUCTIVITY IN ITS PUREST FORM.

Get ready for a strong serving of efficiency and power. Introducing Espresso - a simple, intuitive, and modern reservation system that's equipped with predictive search, side-by-side pricing displays, and interactive deck plans. All of which are designed to boost productivity, commissions, and capabilities.



# ESPRESSO: TRADE FAQs.

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## 1. What is Espresso?

Espresso is a new, innovative reservation system that is replacing CruiseMatch in March 2015. Espresso was designed to simplify and modernize the way travel partners work with Royal Caribbean Cruises Ltd.

## 2. Why was the name “Espresso” selected?

Espresso is a term denoting speed, performance and efficiency – all qualities accurately describing the foundation of Espresso. The new global reservation system that changes everything!

## 3. What are the new highlights and key benefits of the Espresso system?

During the development of Espresso, Royal Caribbean Cruises LTD based the foundation of this system on feedback shared by our valued travel partners.

This system was developed to:

- Simplify the booking process & accelerate search outcomes
- Assist in better targeting guests & improve lead conversions
- Expand group capabilities with single view
- New interactive deck plans
- Introduce new predictive search functionalities
- Auto populates past guest’s information and preferences
- Enhance support capabilities

## 4. When will the new ESPRESSO reservation system be available to use?

The new Espresso reservation system will replace the current CruiseMatch system in March 2015

## 5. In March, how can I access Espresso?

Espresso will be accessible through CruisingPower.com, the same as how CruiseMatch is accessed today.

## 6. Will CruisingPower.com change with the introduction of Espresso?

All CruisingPower.com functionalities will remain unchanged, though an enhanced homepage will allow for greater visibility of brand offers, promotions, executive updates and easy access to Espresso.

## 7. What training opportunities are available to prepare for the launch of Espresso?

Please visit the Espresso microsite at [www.BookEspresso.com](http://www.BookEspresso.com) to learn how to participate in our upcoming training tour across the US and Canada, to register for our exciting webinar series, and to access the Espresso training tool and other training tutorials.

## 8. Will the Espresso booking tool be compatible with tablets and mobile devices?

Yes, one of the key benefits of Espresso is the convenience to easily access from any tablet or smart device

## 9. How has the booking process been simplified?

The number of steps has been reduced from seven to five, offering a faster, more streamlined approach. In addition, this new reservation system has been built with a predictive search function to assist travel partners find reservations faster.

## 10. What is Single-View?

With the introduction of Single-View, travel partners now have the ability to compare individual and agency group pricing and inventory in a side-by-side view to help determine the best value and price for their clients.

## 11. To enable a more targeted approach and improved lead conversion, what guest information will now be accessible through the use of the Espresso booking system?

With the introduction of Single-View, travel partners now have the ability to compare individual and agency group pricing and inventory in a side-by-side view to help determine the best value and price for their clients.

## 12. Within the Groups environment, can multiple agents gain access to a Group at the same time?

Yes, this is another key enhancement that was made to create a better user experience for our valued partners. Espresso will allow more than one agent to access a Group reservation at the same time.

## 13. In the past, CruiseMatch has restricted the ability to book more than one stateroom at a time.

### Will this change with the launch of Espresso?

Yes, this new, innovative booking tool allows travel partners to select up to four staterooms at a time. Through the interactive deck plan functionality, the visibility of available staterooms, locations, and accommodation details are readily available and easily viewed.

## 14. Upon the launch of Espresso, why are guest email and phone number fields now required at time of final payment?

Royal Caribbean Cruises Ltd has recognized the importance of capturing guests' emergency contact information prior to boarding our ships. Having the ability to reach each and every one of our guests will ease the communication process should any unforeseen delays or cancellations occur which could, in turn, affect your clients' vacation plans. We can assure you that such information will not be leveraged for any purpose beyond emergency situations, as well as the normal pre-cruise communications shared with your clients today.

## 15. For questions related to Espresso, who should I contact?

Enhanced support capabilities are now available through a cleverly integrated “live chat” or “request a call” feature or by calling our Automation Consultants at 1-800-443-5789 Monday – Friday 9:00 A.M. – 7:30 P.M.ET (United States & Canada). In addition, reference guides and training tutorials are accessible via [www.BookEspresso.com](http://www.BookEspresso.com)