

Travelport® Cruise and Tour™

Quick Reference



Acknowledgement:

This document was developed by Galileo Training Services.

Customer feedback is important to us. Please take a few minutes to send any questions or comments to us at training.development@galileo.com

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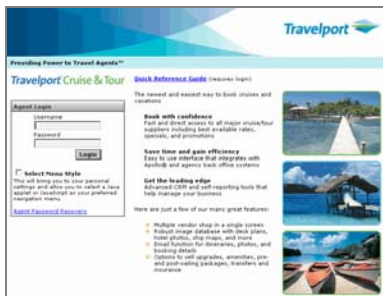
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LOGIN / OUT

Note: Simultaneous use of the same username and password is *not* permitted.

To Login:

1. Open your browser and enter the Travelport Cruise and Tour Internet address:
2. <http://www.us.galileoisure.com>



3. Check for news updates on this page.
4. Enter your assigned Username and Password in the relevant fields.

Agent Login

Username

Password

☐ **Select Menu Style**
This will bring you to your personal settings and allow you to select a Java applet or JavaScript as your preferred navigation menu.

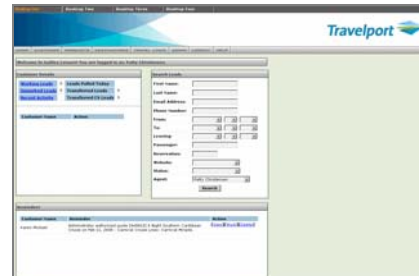
[Agent Password Recovery](#)

5. Click the Login button.

Note: When you click Select Menu Style, the Personal Settings page appears.

The Home Page appears if Login was successful. If not, an error message appears indicating that you will need to re-enter the information.

The Home Page



Select the Agent Password Recover link to receive your login details via e-mail.

Note: If you are using the same user name and password as someone else who is signed in, the Session in Use window appears.

You have the choice to either **Kick Them Out** or Logout and wait. If you select the Kick Them Out option, the other user will see the Session In Use window and be given the same options as previously mentioned.

The person logged in could be you, if you did not log out properly.

To Log Out:

- Click the LOGOUT button on the menu bar.



Change Personal Settings

This option allows you to edit your profile settings such as your desktop appearance and password. You cannot change your first name, last name and e-mail address.

1. Click the Admin button.
2. Select the Personal Settings menu option.
3. Enter any changes or complete the desired fields.
4. Choose a Desktop background color by selecting the desired radio button.
5. Click the Submit button save changes.

The HOME Page Details

The first window you see after entering your login information is the Home Page. From here, you can perform a variety of tasks using the various menus and links.

The components of the Home page include:

Desktop Links: (One through Four).

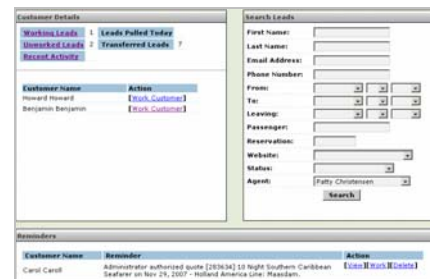


You can use each desktop for a different purpose. Orange text indicates current desktop. When you mouse over the active desktop, the background color changes.

Navigation menus toolbar: Home page, Customer, Products, Console, Destinations, Travel Links, Admin, Logout and Help.



This is the main customer management area, discussed in detail below.



Search Leads: You can use this area to search for a customer profile. However, recommended practice is to Add a New Lead for every call.

Search Leads

First Name:

Last Name:

Email Address:

Phone Number:

From:

To:

Leaving:

Passenger:

Reservation:

Website:

Status:

Agent:

Customer Details: This area provides information on the number of customers you are assigned, and/or are currently managing.

Customer Details	
Working Leads	1 Leads Pulled Today
Unworked Leads	2 Transferred Leads
Recent Activity	7
Customer Name	Action
Howard Howard	[Work Customer]
Benjamin Benjamin	[Work Customer]

Links include:

Working Leads: These are the customers you have been working with today.

Unworked Leads: These are customers you may have started working with, but never finished.

- For either of the above, click the link to display the list, then click the **Work Customer** link to display the lead.

If you display an Unworked Lead and want to remove it from the list, click the Done With Link button on the Working Lead page.

Recent Activity area: Click this link to open an area where you can see customers you have been working and the action you took.

Date	Type	Status	Name
05-04-2007	Phone	New lead	Carol Caroll
Lead transferred to Patty Christensen			
05-03-2007	Phone	Owned Lead	Andrew Andrews
Patty Christensen[47941] successfully updated Quote Item [319150] in Customer Quote [283653]			

Transferred Leads: A lead that has been transferred to you by your supervisor or other agent will appear in this area.

Leads Pulled Today: This option will be used in a future version of this product.

Reminders: These can be reminders that you have created yourself (while working a lead) or automated reminders related to customers whose bookings require action. You can click the link to View, Work or Delete the reminder.

Customer Name	Reminder	Action
Carol Caroll	Administrator authorized quote [283653] 10 Night Southern Caribbean Sailing on Nov 29, 2007 - Holland America Line, Rotterdam	[View] [Work] [Delete]

The WORKING LEAD PAGE Details

When you Enter a New Lead, the Working Lead page appears.

The working lead area contains general information about the lead.

You can access any type of customer booking from this page.

The following buttons appear within the Working Lead area.

Update: Click this button to change the status of the lead. This generates an entry in the activity log.

Transfer Use this button to transfer this open lead to another agent.

- Click the drop-down to find the Agent name and then click Transfer.

Working Lead Page Buttons

These buttons appear on the left side of the page.

Quotes: Click this button to add/view customer quotes. See Quotes QRs.

New Log Entry: Click this button to make manual entries into the activity log for this customer. These appear in the Recent Activity log on the Home page. You can use this option to keep record of phone call conversations and email text from a customer. Just copy and paste the text into the New Log Entry form.

Set Reminders: Click this button to set a reminder for the current working lead. This could be any type of message to yourself related to this customer. E.g. Set a reminder to call your customer after they have returned from their trip.

- Click Set Reminders. The reminders page appears.

- Enter Reminders information including title, date, time, warn ahead time and reminder note.
- Click Save.

View Reminders: Click this button to view all reminders that have been set for this lead.

Customer profile: Click this button to open customer profile links. See Customer Profile QR.

Call: Click this button to display the customer telephone number. When selected an entry is placed into the Activity log.

Email: Click this button to generate an email to the customer.

Done with Lead: Closes the lead currently being worked – if another lead is open that lead will be displayed.

Activity log: This area appears at the bottom of the page and displays log of all activity for this lead. (Does not include reminders.)



NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

Customer Profile

You can use the Customer Profile:

- To **build or edit customer profile information**.
- To **view itineraries built using the Products Menu** (Quick Cruise, Quick Vacations, etc.).

Basic Steps:

1. Enter a New Lead – Customer Menu
2. Go to Customer Profile.
3. Click each link to add or edit applicable customer information.

NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

STEP 1:

Enter a New Lead - Customer Menu

- From the Customer Menu, click **Enter a New Lead**

CUSTOMER	PRODUCTS
Recently Worked Leads	
Currently Working Lead	
Enter a New Lead	
Search for a Lead	
Work Customer Request	
Reminders	
Recent Lead Activity	
View PNR	

STEP 2:

Enter Cruise Search Criteria

The Working Lead page appears.

- Click **Customer Profile** (on the left).

Quotes	Working Lead
New Log Entry	Patty Christensen working lead: Benjamin Benjamin
Set Reminders	
View Reminders	Phone Lead
Customer Profile	Created Date: 5/2/07 9:37:53 AM Local Time: 6:37 am (CST)
Call	First Name: Benjamin Last Name: Benjamin
Email	Web Site: www.us.galliescruise.com Referral Source:
Done with Lead	Customer Status: Agent: [Fatty Christensen] [Update] [Transfer]

The Customer Information area appears.

Information
Customer Name: Alice Allison
Customer Contact Information
Customer's Passengers
Customer's Credit Card Information
Customer's Preferences
Customer's Reservations

STEP 3:

Click Each Link to Add or Edit Customer Information

This page displays the seven links you will use to build the customer profile.

Customer Contact Information

Use this link to enter or modify customer information. Fields shown with an asterisk (*) are required.

- Enter the required, and any additional information and click **Submit**.

Note: If you do not want to make changes, click **Cancel**.

Modify Customer Information

* Indicates required field.

Title: [Mr] [v]

* First Name: Benjamin

* Last Name: Benjamin

* Credit Card Billing Address:

* City:

* State/Province: [v]

* Zip/Postal Code: 00000

* Country: [United States] [v]

* Home Phone: 3056669999

Business Phone:

Mobile Phone:

Fax:

* Email Address: benjamin@yahoo.com ☒ Make this default

Secondary Email Address: ☐ Make this default

Shipping Address: ☐ Same as Primary Address

City:

State/Province: [v]

Zip/Postal Code:

Country: [United States] [v]

Type of Traveler: [Adult (12-61 yrs)] [v]

Passport Number:

Passport Expiration Date: [v] [v] [v] [v]

Passport Country: [United States] [v]

[Cancel] [Submit]

Email Contact Preferences

If your agency sends out promotional emails use this link to select whether the customer wants to receive them.

- Click the applicable option and click **Change Contact Preferences**.
- Click **Cancel** to return to the previous page.

Change Contact Preferences

This form will allow you to change your contact preferences. Please choose from the options below:

Email Preferences

☒ I would like to receive emails from Travelport that alert me to travel savings.

☐ I would not like to receive emails from Travelport that alert me to travel savings.

[Cancel] [Change Contact Preferences]

Customer Credit Card Information

Use this link to manage customer credit cards.

Customer Credit Card Information				
Type	Number	Name	Exp.	Action
Primary Credit Card				Replace Primary Credit Card
Additional Credit Cards				
Type	Number	Name	Exp.	Action
				Cancel Add a New Card

To add a card:

- Click **Add a New Card**.

The Add a New Credit Card dialog appears.

- Enter the credit card information and click **Submit**.

Add a New Credit Card

Replacing or adding a new credit card does not automatically change the final payment method for already booked reservations. Please contact your travel agent to change payment method on already booked reservations.

Credit Card Type: [VISA] [v]

Name on Card: Benjamin Benjamin (First and Last only)

Credit Card Number: [v] [v] [v] [v] [v] [v] [v] [v] [v] [v] [v] [v] [v] [v] [v] [v]

Expiration Date: [1] [v] [v] / [2] [v] [v] / [2007] [v]

[Cancel] [Submit]

If this is the first card entered, it is made the *primary* credit card.

You can add several cards, and designate one as primary by clicking the Make Primary link associated with the card.

To delete a card:

- Find the card in the credit card list and click the Delete link.

Customer Credit Card Information				
Type	Number	Name	Exp.	Action
Primary Credit Card				
VISA	*****1111	Benjamin Benjamin	01/2006	Replace Primary Credit Card
Additional Credit Cards				
Type	Number	Name	Exp.	Action
			12/3/01	Make Primary Delete
				Cancel Add a New Card

- Click **Cancel** to return to the previous page.

Customer's Passengers

Use this link to add passenger's who frequently travel with the customer. This may include a family member or other person.

- Click the Customer's Passengers link.
- Click the **Add Traveler** Button.

The Add a Traveler dialog appears.

Add a Traveler

First Name: [v]

Last Name: [v]

Traveler Type: [Adult (12-61 yrs)] [v]

Airline Seating Preference: [No preference] [v]

Airline Meal Preference: [No preference] [v]

Birth Date: [May] [v] / [2] [v] / [2007] [v]

Passport Number: [v]

Passport Expiration: [May] [v] / [2007] [v]

Passport Country: [United States] [v]

[Submit] [Cancel]

- Enter the traveler information and click **Submit**.

The name appears in the Additional Passengers list.

- Click the Edit link to edit passenger information.
- Click the Delete link to delete this passenger.
- Click the Memberships link to Add Membership information to this passenger.

Additional Passengers			
Brenda Benjamin	Adult (12-61 yrs)	Edit	Delete Memberships
		Cancel	Add Traveler

...continued on next page

Customer's Itineraries

If you are searching for a customer booking and cannot find it in the customer Quotes list, check the [Customer Itineraries](#) link.

Use this link to search for a customer itinerary.

Customer itineraries appear in this list when:

- A booking was made from the Products Menu using the 'Quick' method to shop/view and quote prices, and any subsequent hold or purchase made.
- An itinerary was booked using the Customer's Itineraries New Itinerary button/or the New Itinerary link in the itinerary list.

View Itinerary: Use this link to view the itinerary. On this page you can view/modify the booking, cancel, make a payment, move itinerary item.

View Invoice: Use this link to view and send the invoice to the customer.

New Itinerary: Use this link to start a new itinerary for this customer.

Note: If you already have a profile for this customer, 'Quote' is a better option.

Delete Itinerary*:** Use this link to delete this itinerary from the list of itinerary items.

*** This action will NOT cancel reservations that have been confirmed by the vendor. It only deletes an itinerary from the list.

Rename Itinerary: Rename this itinerary. The system automatically assigns a name, but you can enter a more user-friendly name.



CUSTOMER TYPES

There are four general customer types.

Use the table below to guide you to the booking process that works best for you and your customer.

Four general types of customers:	Customer status:	Customer interest:	Path to follow:
Customer #1	New customer – Does <i>not</i> want to provide any personal information.	Just wants to know how much a tour costs.	Products Menu-Quick
Customer #2	New customer – Willing to give name and phone or email	Not ready to book, just wants price or information about tours to a specific destination.	Customer Menu/Enter a New Lead - QUOTE Process
		Interested in prices, and quite interested in booking.	Customer Menu/Enter a New Lead - QUOTE Process
Customer #3	Returning customer	Not ready to book, just wants price or information about tours to a specific destination.	Customer Menu/Enter a New Lead - QUOTE Process
		Interested in prices, and quite interested in booking.	Customer Menu/Enter a New Lead - QUOTE Process
Customer #4	Returning customer	Wants to add option to current tour booking.	Customer Menu/Enter a New Lead - QUOTE Process
Note: If you cannot find a customer booking using QUOTE, check Customer Profile-Customer Itineraries			

When to use:

- **Returning customer** - Not ready to book, just wants price or information about cruises to a specific destination. Interested in prices, and may be interested in booking.
- **New customer** - Willing to give name and phone or email. May not be ready to book, just wants price or information about cruises to a specific destination. May be interested in booking once price quoted.

In both of these instances use – Customer Menu-Enter a New Lead

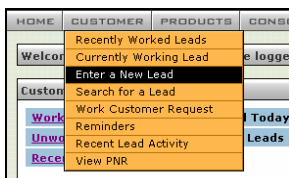
Basic Steps:

1. Enter a new lead.
2. Begin the Quote, select Cruise Search.
3. Enter cruise search criteria.
4. Select a cruise date and check availability.
5. Select number/type of passengers, and residency.
6. Select a rate code.
7. Select a cabin category.
8. Select a cabin.
9. Review Details and Quote the price.
10. Hold the cruise
11. Stop Here / Authorize the Quote / Add Other Travel Components

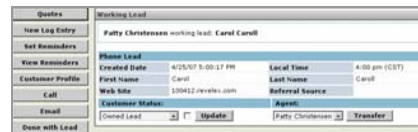
NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

STEP 1:**Search or Enter a New Lead**

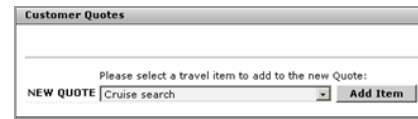
- Use the Customer menu.
- Enter New Lead information and click continue. A name list page opens.
- Select Create New, or Accept an existing name on the list.

**STEP 2:****Begin the Quote-Select Cruise**

- Click the **Quotes button** on the Working Lead page.



- Select **Cruise Search** from the drop-down.

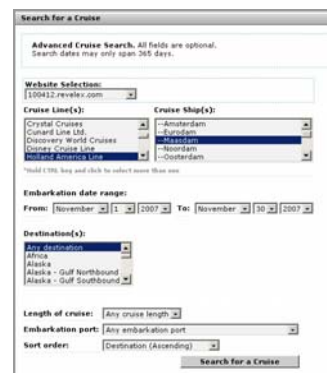


- Click **Add Item**.

STEP 3:**Enter Cruise Search Criteria**

Focus your search criteria by asking your customer open-ended questions.

- Do they have a destination in mind?
- What types of activities do they like?
- Where have they been before?
- What did they like or dislike about their last trip, even if it was not a cruise.



- Enter the search criteria that best fits your customer's needs/desires and **click Search for a Cruise**.

STEP 4:**Select a Cruise Date and Check Availability**

All applicable cruises are displayed.

Click the ship name link to view additional information about the ship. From there you can click other links that provide every detail about the ship including statistics, decks, stateroom layouts and more.

- Find a suitable date for your customer, and click **Check Availability**.

Note: Prices shown are for reference only, they are not total. Red Text is a lead in price.

**STEP 5****Select Number/Type of passengers**

- **Select the number of Adults** Seniors/Children/infants.
- **Select State/Province** – you are prompted if this information is required.
- **Select Include cruise line airfare?** if applicable. A sub menu appears requesting airport code.
- **Select Past Passenger**, if applicable
- **Click Continue** to view cruise pricing and availability.

Note: If you would like to reserve more than one cabin, complete the booking and repeat the search for this sailing.

STEP 6**Select a Rate Code**

Travelport Cruise and Tour connects with the cruise line for the most up to date information.

- **Click the View Itinerary link** to review the itinerary with your customer before proceeding.
- Choose one or more rate codes from the list, and **click Continue**.
Note the warning about rate qualification-your responsibility.

**STEP 7:****Select a Cabin Category**

- Use the Category links to view photos and information about the cabin.
- Click links to learn more about the rates or rate code.
- **Click Select** to continue.



...continued on next page

STEP 8:**Select a Cabin****

- Use the **deck** and **category** links on this page to view details about cabin location.
- Click **Select** to continue.

Cruise Cabin Category Availability

Holland America Line
Ship: **Maasdam**
New Name: **Maasdam**
Plan Name: 14 Night New Zealand And Australia - Sydney To Auc
Sailing: February 14, 2008 [View Itinerary](#)
Deck(s): **6 Deck**
Category: **SEA/ALG/SLG/SLG/SLG/SLG**
Passengers: 2 adults

[New Search](#) [Return to Pricing](#)

Cabin Number	Location	Passenger Name	Bed Type	Deck	Action
613	Interior	3	2 QUEEN	A Deck	Select
623	Interior	3	2 QUEEN	A Deck	Select
633	Interior	3	2 QUEEN	A Deck	Select
643	Interior	3	2 QUEEN	A Deck	Select
653	Interior	3	2 QUEEN	A Deck	Select
663	Interior	3	2 QUEEN	A Deck	Select
673	Interior	3	2 QUEEN	A Deck	Select
683	Interior	3	2 QUEEN	A Deck	Select
693	Interior	3	2 QUEEN	A Deck	Select
703	Interior	3	2 QUEEN	A Deck	Select
713	Interior	3	2 QUEEN	A Deck	Select
723	Interior	3	2 QUEEN	A Deck	Select
733	Interior	3	2 QUEEN	A Deck	Select
743	Interior	3	2 QUEEN	A Deck	Select
753	Interior	3	2 QUEEN	A Deck	Select
763	Interior	3	2 QUEEN	A Deck	Select
773	Interior	3	2 QUEEN	A Deck	Select
783	Interior	3	2 QUEEN	A Deck	Select
793	Interior	3	2 QUEEN	A Deck	Select
803	Interior	3	2 QUEEN	A Deck	Select
813	Interior	3	2 QUEEN	A Deck	Select
823	Interior	3	2 QUEEN	A Deck	Select
833	Interior	3	2 QUEEN	A Deck	Select
843	Interior	3	2 QUEEN	A Deck	Select
853	Interior	3	2 QUEEN	A Deck	Select
863	Interior	3	2 QUEEN	A Deck	Select
873	Interior	3	2 QUEEN	A Deck	Select
883	Interior	3	2 QUEEN	A Deck	Select
893	Interior	3	2 QUEEN	A Deck	Select
903	Interior	3	2 QUEEN	A Deck	Select
913	Interior	3	2 QUEEN	A Deck	Select
923	Interior	3	2 QUEEN	A Deck	Select
933	Interior	3	2 QUEEN	A Deck	Select
943	Interior	3	2 QUEEN	A Deck	Select
953	Interior	3	2 QUEEN	A Deck	Select
963	Interior	3	2 QUEEN	A Deck	Select
973	Interior	3	2 QUEEN	A Deck	Select
983	Interior	3	2 QUEEN	A Deck	Select
993	Interior	3	2 QUEEN	A Deck	Select
1003	Interior	3	2 QUEEN	A Deck	Select

**** Once you select a cabin, even one designated as 'To be assigned', you have 15 minutes to complete the booking or hold. ****

STEP 9:**Review Details and Quote the Price**

The cruise overview page appears.

Review all of the details with your customer

Pricing Summary: The complete price for the cruise is shown. Quote this to your customer.

Cruise Itinerary: Deposit and Final payment due dates and amounts are shown.

Dining Preferences: Select dining preferences from the drop-down list.

Passenger Information: Complete the passenger information for each traveler.

Click the cabin and deck links to provide your customer with additional details.

- Click **Continue**, or Return to Pricing to amend the cruise.

Building Quote for: **Carol, Carol**

Pricing Summary

Passenger	Fare	NECF	Taxes/Fees	Total
#1	\$675.00	\$210.00	\$67.43	\$952.43 USD
#2	\$675.00	\$210.00	\$67.43	\$952.43 USD
Subtotal:	\$1,350.00	\$420.00	\$134.86	\$1,894.86 USD
Grand Total:				\$1,894.86 USD

Cruise Itinerary

Vendor: **Holland America Line**
Ship: **Maasdam**
New Name: **Maasdam**
Plan Name: 14 Night New Zealand And Australia - Sydney To Auc
Sailing: February 14, 2008 [View Itinerary](#)
Deck(s): **6 Deck**
Category: **SEA/ALG/SLG/SLG/SLG/SLG**
Passengers: 2 adults

Hold Expires: 15 minutes, 45 seconds
Deposit Due By: Monday, April 20, 2007 10:00 PM EDT
Final Payment Due By: Saturday, September 15, 2007 10:00 PM EDT

Customer Preferences

Dining Preference: Early Upper Dining (Available)
Dining Table Size: 4
Smoking Preference: Non-smoking
Bed Preference: 1 Queen

Passenger Information

Passenger #1 (Adult)

Gender: **Female**
Title: **Ms**
Legal First Name: **Carol**
Legal Last Name: **Carol**
Date of Birth: **October 10, 1973**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

Passenger #2 (Adult) - Karen Carol

Gender: **Female**
Title: **Ms**
Legal First Name: **Karen**
Legal Last Name: **Carol**
Date of Birth: **June 10, 1977**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

STEP 10:**Hold the Cruise**

Verify the passenger information on the Cruise Hold Verification page.

Discuss options with your customer:

Hold: A Hold saves the quote and removes the selected cabin from cruise inventory until payment is made or the cabin hold expires (length of time varies depending on cruise line). A record of the cruise is now available in the Customer Quotes list.

- Select **Hold** to save the quote.

Cruise Hold Verification

Verify the passenger information below

Cruise Information:

Cruise Line: **Holland America Line**
Ship: **Maasdam**
New Name: **Maasdam**
Plan Name: 14 Night New Zealand And Australia - Sydney To Auc
Sailing: February 14, 2008 [View Itinerary](#)
Deck(s): **6 Deck**
Category: **SEA/ALG/SLG/SLG/SLG/SLG**
Passengers: 2 adults

Passenger Information:

Passenger #1 (Adult)

Gender: **Female**
Title: **Ms**
Legal First Name: **Carol**
Legal Last Name: **Carol**
Date of Birth: **October 10, 1973**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

Passenger #2 (Adult) - Karen Carol

Gender: **Female**
Title: **Ms**
Legal First Name: **Karen**
Legal Last Name: **Carol**
Date of Birth: **June 10, 1977**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

You can print the quote from the next page.

You can also send the quote via email to your customer. If they decide they want the cruise, they can respond to the email with a credit card number for payment. See D. Send Quote Purchase Authorization below.

In either case, the page you see is the one in the next step.

STEP 11:**Stop Here / Authorize the Quote / Add Other Travel Components/Send Quote to Customer**

This page shows a complete breakdown of all cruise costs. The quote now appears in the customer's Quote List. It is a record of the cruise you discussed.

You can:

- Stop here.
- Add other travel components.
- 'Authorize' the quote, if your customer is ready to give you credit card number.
- Send the Quote to your customer via e-mail and let them authorize the quote (enter their own credit card information).

14 Night Southern Caribbean Seafarer on Nov 25, 2007 - Holland America Line: Maasdam

[Authorize](#) [Quote List](#) [Remove Quote](#) [Basic Quote](#) [Fax/Print Quote](#) [Send Quote Request Confirmation](#)

Quote List

Quote #1

Quote Details:

Cruise Line: **Holland America Line**
Ship: **Maasdam**
New Name: **Maasdam**
Plan Name: 14 Night New Zealand And Australia - Sydney To Auc
Sailing: February 14, 2008 [View Itinerary](#)
Deck(s): **6 Deck**
Category: **SEA/ALG/SLG/SLG/SLG/SLG**
Passengers: 2 adults

Passenger Information:

Passenger #1 (Adult)

Gender: **Female**
Title: **Ms**
Legal First Name: **Carol**
Legal Last Name: **Carol**
Date of Birth: **October 10, 1973**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

Passenger #2 (Adult) - Karen Carol

Gender: **Female**
Title: **Ms**
Legal First Name: **Karen**
Legal Last Name: **Carol**
Date of Birth: **June 10, 1977**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

Quote Summary:

Item	Amount
Subtotal	\$1,894.86
Shore Excursion	\$0.00
Gratuities	\$0.00
Discount	\$0.00
Markup	\$0.00
Final Cruise Price	\$1,894.86

Customer Package Total: \$1,894.86 USD

Initial Payment Amount: \$1,894.86
Final Payment Amount: \$0.00
Commission Total: \$127.80 USD

Status: **Authorization Request Not Sent**
Expiration Date: **April 30, 2007**

Expiration Date: April 30, 2007

[Quote List](#) [Remove Quote](#) [Basic Quote](#) [Fax/Print Quote](#) [Send Quote Request Confirmation](#)

A. Stop Here

- Click the Quote List button to see the quote. You can return to the quote at any time and display it, fax/print it, modify it, or send it for authorization. *If the quote has expired, you must start over.*

Customer Quotes

[Authorize](#) [Quote List](#) [Remove Quote](#) [Basic Quote](#) [Fax/Print Quote](#) [Send Quote Request Confirmation](#)

Quote List

Quote #1

Quote Details:

Cruise Line: **Holland America Line**
Ship: **Maasdam**
New Name: **Maasdam**
Plan Name: 14 Night New Zealand And Australia - Sydney To Auc
Sailing: February 14, 2008 [View Itinerary](#)
Deck(s): **6 Deck**
Category: **SEA/ALG/SLG/SLG/SLG/SLG**
Passengers: 2 adults

Passenger Information:

Passenger #1 (Adult)

Gender: **Female**
Title: **Ms**
Legal First Name: **Carol**
Legal Last Name: **Carol**
Date of Birth: **October 10, 1973**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

Passenger #2 (Adult) - Karen Carol

Gender: **Female**
Title: **Ms**
Legal First Name: **Karen**
Legal Last Name: **Carol**
Date of Birth: **June 10, 1977**
Country of Citizenship: **United States**
Passport Number: **123456789**
Passport Country: **United States**
Passport Expiration Date: **Dec 20, 2010**
Passport Issued Date: **Jan 20, 2007**

Quote Summary:

Item	Amount
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Markup	\$0.00
Final Cruise Price	\$1,894.86

Customer Package Total: \$1,894.86 USD

Initial Payment Amount: \$1,894.86
Final Payment Amount: \$0.00
Commission Total: \$127.80 USD

Status: **Authorization Request Not Sent**
Expiration Date: **April 30, 2007**

Expiration Date: April 30, 2007

[Quote List](#) [Remove Quote](#) [Basic Quote](#) [Fax/Print Quote](#) [Send Quote Request Confirmation](#)

...continued on next page

Cruise Quote

B. Add Other Travel Components

- Use the **Add Item** drop-down at the top of the page to add other travel components to this trip:
- Follow the booking process for this new travel component. When you return to this page, the new component will be there.

C. Authorize the Quote

Authorizing the quote means your customer is ready to make a commitment and will give you a credit card number for payment.

- Click the **Authorize** button to begin the authorization process.

Note: Your customer can also call you back later with a credit card number. Just display the Lead and click the Quote button. Click the Modify Quote link and then click the Authorize button to begin the process.

THE AUTHORIZATION PROCESS

When you click the Authorize button, the following screens appear.

Admin Quote Authorization screen:

Travelport Cruise and Tour wants to verify all elements of the quote before continuing with the authorization.

Admin Quote Authorization

The quote you have attempted to authorize requires verification. Please select verification check-box at the bottom of the page on quote page 4

- Click Continue.

Cruise Quote- Page Two:

Cruise Quote

Page Two

Cruise details. Required items are in **bold blue** text.

Windsor Cruises - Wind Surf
Caribbean Northbound - Bridgetown/Bridgetown 7 Day - November 25, 2007

Deck:

Cabin:

Cabin Category:

Reservation Number:

Vendor Confirmation Number:

Dining Option:

Table size:

Smoking:

Group Number:

Group Name:

Number of Passengers:

Special Offer:

Comments:

- Make the applicable selections and click Continue.

Cruise Quote Page 3:

Cruise Quote

Page 3

Passenger information. Required items are in **bold blue** text.

Windsor Cruises - Wind Surf
Caribbean Northbound - Bridgetown/Bridgetown 7 Day - November 25, 2007

Passenger 1
Customer Name:
First Name:
Last Name:
Birthdate:

Passenger 2
Customer Name:
First Name:
Last Name:
Birthdate:

Send modification of dining preferences, passenger names and birth dates to the cruise line: ☒

- Enter the applicable information, corrections, and charges, if applicable, and click Continue.

Cruise Quote Page 4:

Cruise Quote

Page 4

Cruise Pricing Information. Required items are in **bold blue** text.
All percentages shown are automatically calculated.

Windsor Cruises - Wind Surf
Caribbean Northbound - Bridgetown/Bridgetown 7 Day - November 25, 2007

Item	Amount	Percentage
Base Fare	\$1,000.00	
Port Fees	\$100.00	
Gratuities	\$100.00	
Land Package	\$100.00	
Cruise Air	\$100.00	
Pre-paid Gratuities	\$100.00	
Total	\$1,400.00	

Customer Cruise Quote Total: **\$1,400.00**

Agency Discount: Discount Percentage:

Agency Markup: Markup Percentage:

Commission:

Item	Amount	Percentage
Cruise Comm	\$100.00	7.1%
Land Comm	\$100.00	7.1%
Air Comm	\$100.00	7.1%
Ground Transfer Comm	\$100.00	7.1%
Cruise Broker Comm	\$100.00	7.1%

Pre-Paid Gratuities:

Share Excursion Date:

Share Excursion Amount:

Share Excursion Percentage:

Payment, Payment, and Final Payment

Payment Amount: Payment Date:

Supplemental Payment Amount: Supplemental Payment Date:

Final Payment Amount: Final Payment Date:

☐ I have confirmed that all of the data present in this quote is complete, accurate and ready to be purchased by the customer.

- Click the 'I have confirmed...' checkbox. Are you positive...? Appears.
- When you are sure, click **OK**.
- Click **Continue**. Cruise total box opens.
- Click **OK**.
- Click **Continue**.

The Cruise overview page appears.

Travelport Cruise and Tour returns you to the page where you started.

Caribbean Northbound - Bridgetown/Bridgetown 7 Day on Nov 25, 2007 - Windsor Cruises - Wind Surf

Authorize | Quote and | Reserve Quote | Cruise Quote | Travelport Cruise | Send Quote Purchase Authorization

Quote List | Reserve Quote | Previous Quote | Fax/Print Quote

Authorize | Send Quote Purchase Authorization

Customer Package Total: **\$1,400.00**

Initial Payment Amount: **\$1,400.00**

Final Payment Amount: **\$1,400.00**

Commission Total: **\$100.00**

Status: Authorization Request Not Sent

Expiration Date: May 17, 2007

Windsor Cruises - Wind Surf

Reservation Number: 6W3026

Vendor Confirmation Number: 6W3026

Cabin Number: 0000

Category: B - Category B

Group Number: 0000

Reservation Type: Cruise

Rate Code: US

Name	Mr John Johnson	Mrs Susan Johnson
Birthdate	Aug 23, 1942 [1942]	Oct 13, 1943 [1943]
Gender	Male	Female
Cruise Price	\$1,000.00	\$1,000.00
Port Fees	\$100.00	\$100.00
Gratuities	\$100.00	\$100.00
Land Package	\$100.00	\$100.00
Cruise Air	\$100.00	\$100.00
Pre-paid Gratuities	\$100.00	\$100.00
Passenger Total	\$1,400.00	\$1,400.00

Sub-total: **\$1,400.00**

Share Excursion: **\$0.00**

Commission: **\$100.00**

Final Cruise Price: **\$1,300.00**

Expiration Date: May 17, 2007

Administrative Fee: **\$100.00**

Transaction Fee: **\$100.00**

Customer Total: **\$1,300.00**

- Click the **Authorize** button.

The (credit card) secure page opens:

The page you are viewing was encrypted before being transmitted over the Internet.

Date Sold:

Name:

Payment Type:

Card Type:

Card Number:

Expiration Date:

Security Code:

Country:

Phone:

Address 1:

Address 2:

City:

State:

Zip Code:

- Enter the required credit card information and click **Authorize**.

The **Admin Quote Authorization** response appears.

Admin Quote Authorization

Quote [235646] Caribbean Northbound - Bridgetown/Bridgetown 7 Day on Nov 25, 2007 - Windsor Cruises - Wind Surf

was successfully authorized.

The quote is now stored and authorized. Payment is automatically made on the due date using the credit card entered.

D. Send Quote Purchase Authorization - Customer Authorizes Quote via E-mail

NOTE: This option is applicable to agencies with a B to C Website only.

If your customer wants to review the itinerary before paying, and/or does not want to give a credit card number over the phone, you can send them the itinerary via e-mail.

They will click a link in the email to enter credit card information into the quote.

- Begin the Authorization process by clicking the Authorize button as in C: above.

When you get to the Cruise Overview page (just before Step 9, above),

- Click the **Send Quote Purchase Authorization** button.

The Itinerary page opens.

What you see here is what your customer will see when they click a link in the email.

(See the example on the next page.)

...continued on next page

Cruise Quote

...continued from previous page

At the bottom of the page under the header Purchase Authorization the question: "Do you want to send this quote to the customer?" appears:

- Click Yes to send the quote to your customer.

Caribbean Northbound - Bridgetown/bridgetown 7 Day on Nov 25, 2007 - Windstar Cruises: Wind Surf

Customer Package Total: 3719.62 USD
Initial Payment Amount: 1500.00
Final Payment Amount: 2219.62

Windstar Cruises: Wind Surf
Caribbean Northbound - Bridgetown/bridgetown 7 Day
December 2, 2007
Cabin Number: 3345
More information on the [Wind Surf](#).

Windstar's ships are officially masthead sail yachts (m/y), but the designation hides the vessel's unique rigging. Utilizing a twin-bridge at the stern of a ship, sailing while still reaching to the sky, all functions are operated from the bridge by computer more-ships and recognized devices. The optional "open-bridge" operation allows guests to drop by and acquaint themselves with the vessel's captain and officers who demonstrate the ship's ongoing capabilities to modern day explorers.

In 1998, the 308-passenger m/y Wind Surf was acquired by Windstar. Sailing originally as Club Med L, the Wind Surf was built in 1990 in the same shipyard to strikingly similar specifications as her sister ship, making her a perfect match for the four fleet family.

Windstar's unique concept of sailing has led the cruise industry in the luxury small ship, casual attire, and alternative dining areas. Featuring and refining these concepts has earned Windstar an excellent reputation and market niche, winning the allegiance of a new generation of contemporary cruise vacationers, one-third of whom are first-time cruisers.

Teak decking, rich wood interiors, an attentive service staff, intimate surroundings, eclectic artwork, exceptional signature cuisine featuring both light and vegetarian menu selections, and an extensive wine list are some of the extraordinary elements which have become synonymous with Windstar. Features unique to the Wind Surf include 31 deluxe suites, a business/internet center, the Bistro, and the 15,000 square foot WindSpa offering a full array of spa treatments, consultations, health and fitness programs.

Passengers are cradled in comfort as all staterooms and suites offer ocean views, sitting area, TV, VCR, CD player, safe, mini-bar/refrigerator, international direct-dial phones, bathroom with toiletries, hair dryer, plush robes, and plenty of closet space. The library on board stocks an array of international newspapers, books and games, as well as a multi-media selection of more than 500 video titles and compact discs available for complimentary check-out.

Carrying just 308 guests, the Wind Surf exudes a private yacht-like atmosphere creating camaraderie and lasting friendships between fellow sailors. Every day aboard the Wind Surf brings the promise of new horizons and harbors to explore.

Category B
Category: B
Please note: Stateroom images and features are samples only. Actual furniture, fixtures, colors, configurations, and window/portable views may vary.

Day	Location	Arrival	Departure
Sunday, November 25, 2007	Barbados	--	11:00 PM
Monday, November 26, 2007	at Sea	--	09:00 PM
Tuesday, November 27, 2007	Norfolk	08:00 AM	05:00 PM
Wednesday, November 28, 2007	St. Martin	08:00 AM	05:00 PM
Thursday, November 29, 2007	St. Barts	08:00 AM	05:00 PM
Friday, November 30, 2007	Roseau	07:00 AM	12:00 PM
Saturday, December 1, 2007	at Sea	07:00 AM	07:00 PM
Sunday, December 2, 2007	Barbados	04:30 AM	--

Name	Mr. John Johnson	Mrs. Julie Johnson
Birthdate	Feb 7, 1964 [43]	Oct 18, 1964 [42]
Gender	Male	Female
Includes	Cruise Fare, Taxes, Fees	Cruise Fare, Taxes, Fees

Administrative Fee: 120.00
Cruise Booking Fee

Transaction Date: Mar 15, 2007

Use generic Email Template for those without a website? ☒ **No**

Purchase Authorization
Do you want to send this quote to the customer?

[Authorization Overview](#)

You receive the Quote Was Successfully Sent message.

- Click Continue.

Quote Purchase Authorization

Quote was successfully sent for customer authorization.

[Return to Customer](#)

[Reserve Quote](#) | [Cancel Quote](#) | [Send Quote to Customer](#) | [Delete Quote](#) | [Print Quote](#) | [View Quote](#) | [Fax/Email Quote](#) | [Authorization](#) | [Authorization](#)

Caribbean Southbound - Bridgetown/bridgetown 7 Day on Dec 2, 2007 - Windstar Cruises: Wind Surf
Date Created: Mar 15, 2007 11:45 AM
Status: Sent and Confirmed
Expiration Date: Mar 15, 2007

Please select a travel item to add to the new Quote:

An email has been sent to your customer and now it's up to them to respond.

Your customer receives an email.

Sample e-mail text:

TEST EMAIL - QUOTE

Hi! Paul Christensen,

In order to complete your travel package, we will need you to complete a form by clicking on the supplied link:
https://www.reservations.net/travel/quote_authorization.cfm?acc=33A826D

If you have any problems, please copy the link below and paste it into the address bar of your browser:
<https://www.reservations.net/quote/>

And use this Quote Access Code to view your travel package: 33A826D

They can click the link to view the itinerary and add the credit card number.

What they see looks like this:

Caribbean Southbound - Bridgetown/bridgetown 7 Day on Dec 2, 2007 - Windstar Cruises: Wind Surf

Customer Package Total: 3,627.84 USD
Initial Payment Amount: 1500.00
Final Payment Amount: 2127.84

Windstar Cruises: Wind Surf
Caribbean Southbound - Bridgetown/bridgetown 7 Day
December 2, 2007
Cabin Number: 3345
More information on the [Wind Surf](#).

Windstar's ships are officially masthead sail yachts (m/y), but the designation hides the vessel's unique rigging. Utilizing a twin-bridge at the stern of a ship, sailing while still reaching to the sky, all functions are operated from the bridge by computer more-ships and recognized devices. The optional "open-bridge" operation allows guests to drop by and acquaint themselves with the vessel's captain and officers who demonstrate the ship's ongoing capabilities to modern day explorers.

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Carrying just 308 guests, the Wind Surf exudes a private yacht-like atmosphere creating camaraderie and lasting friendships between fellow sailors. Every day aboard the Wind Surf brings the promise of new horizons and harbors to explore.

Category B
Category: B
Please note: Stateroom images and features are samples only. Actual furniture, fixtures, colors, configurations, and window/portable views may vary.

Day	Location	Arrival	Departure
Sunday, December 2, 2007	Barbados	--	11:00 PM
Monday, December 3, 2007	Bequia	09:00 AM	07:00 PM
Tuesday, December 4, 2007	Roseau	08:00 AM	06:00 PM
Wednesday, December 5, 2007	Pigeon Island	07:00 AM	04:00 PM
Thursday, December 6, 2007	Mayreau	08:00 AM	05:00 PM
Friday, December 7, 2007	Grenada	08:00 AM	05:00 PM
Saturday, December 8, 2007	Tobago	07:00 AM	04:00 PM
Sunday, December 9, 2007	Barbados	04:30 AM	--

Name	Mr Paul Christensen	Mrs Patty Christensen
Birthdate	May 8, 1962 [45]	May 8, 1960 [47]
Gender	Male	Female
Includes	Cruise Fare, Taxes, Fees	Cruise Fare, Taxes, Fees

(see the next column for the rest of the page)

Quote List Status Messages

Each quote is assigned a status based on where it is on the booking process.

Status messages and their meaning are listed below:

Authorization Request Not Set

The quote as not been sent to the customer. (You are not required to send the quote to your customer. You can authorize the quote on behalf of the customer when they are ready to make payment.)

Request Sent and Unconfirmed

You sent the quote to your customer via e-mail but they have not yet replied.

Sent and confirmed

The quote was sent and returned (authorized) by your customer, or administrator.

Processing Invoice

This payment is being processed and an invoice is being built. This occurs once the quote has been authorized for payment.

Successfully Booked

The invoice has been built and payment made.

Booking failed on all items

The payment has failed due to system error, invalid credit card, or wrong details.

Partially Booked

Payment against one or more of the items in the quote has failed.

Expired

The quote has reached the expiration date. The electronic link is still available, if required. This status may be associated with Authorization Request Not Sent, or Request Sent and Unconfirmed.

This and other reference documents are created by Galileo International Training and Development and are available on the Galileo 360 Portal
www.galileo.com/360

For questions or comments send a message to training.development@galileo.com © 2007 Copyright Galileo International. All Rights Reserved. November 2007

When to use:

- **Returning customer** - Not ready to book, just wants price or information about tours to a specific destination. Interested in prices, and may be interested in booking.

Use – Customer Menu-**Enter a New Lead**

- **New customer** – ...willing to give name and phone or email. May not be ready to book, just wants price or information about tours to a specific destination. May be interested in booking once price quoted.

Use – Customer Menu-**Enter a New Lead**

Basic Steps:

1. Enter a new lead.
2. Begin the quote-Select Vacation Package Search.
3. Enter vacation search criteria.
4. Select a package.
5. Select a room type.
6. Verify your selected package.
7. Review package details.
8. Authorize Payment.
9. Enter payment information and purchase.

NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

STEP 1:

Enter a New Lead

- Use the Customer menu.
- Enter New Lead information and click continue. A name list page opens.
- Select Create New, or Accept an existing name on the list.

HOME	CUSTOMER	PRODUCTS	CONSOLE	DESTINA
Welcor	Recently Worked Leads			
	Currently Working Lead			
Custom	Enter a New Lead			
	Search for a Lead			
Work	Work Customer Request			
Unw	Reminders			
Rece	Recent Lead Activity			
	View PNR			

STEP 2:

Begin the Quote Select Vacation Package Search

- Click the **Quotes button** on the Working Lead page.

- Select **Tour Package Search** from the New Quote drop-down list.

- Click **Add Item**.

STEP 3:

Enter Vacation Search Criteria

Focus your search criteria by asking your customer open-ended questions.

- Do they have a destination in mind?
- What types of activities do they like?
- Where have they been before?
- What did they like or dislike about their last vacation.

Enter the search criteria that best fits your customer's needs/desires and **click Search Vacations**.

STEP 4:

Select a Package

This page displays all of the tours available for the search criteria you entered.

Click the tabs to sort the display according to the tab label.

- Click **Select & Continue** when your customer has made a decision.

STEP 5:

Select a Room Type

Select the number of guests to view pricing and availability for this cruise.

- Click a package type name link to view package details.

You can always return to this page and select another one, if required.

STEP 6:

Verify Your Selected Package

Package details are displayed.

You can:

- Click **Change Hotel Selection** to choose another hotel.
- Click **View All Flight Options** to choose another flight.
- Move to the bottom to view Add-on package options. To add an option, click the **Add to your package link**.

Note: Add-on packages assume the total number in party, you cannot specify a name.

When all selections have been made:

- Click **Select & Continue**.

...continued on next page

Review Package Details

Package details are displayed.

- **Review package details/prices** with your customer.

Location To Dropdead

- Please review the information below for accuracy.
- Complete and verify the guest reservation information.
- Click [Cancel](#) to complete your reservation.
- Your reservation is not complete until you receive a confirmation number.

Package Details

Hotel Name: The Hill Resort And Suites Annu
Room Category: Standard Garden View The Hill Resort & Suites Std Gdn Vw

Departure Information

Flights: US Airways (US) 943
Departure: Sat, November 17th 7:30 am
From: Chicago (Chicago) 7:30 am
To: Annu (Annu) 4:27 pm

US Airways

Returning Information

Flights: US Airways (US) 1174
Departure: Sat, November 24th 3:10 pm
From: Annu (Annu) 3:10 pm
To: Chicago (Chicago) 9:04 pm

US Airways

Cancellation & Policies

[View Booking & Cancellation Policies](#)

Hotel Specific Cancellation Information

Approximate Package Total

Total: \$ 2053.48 USD including taxes and fees

Prices displayed are approximate and subject to change during the booking process.

Each hotel room must have a unique name associated with it. Please specify the name(s) to use to reserve the room(s).
 Fields with * are required.

Room 1

Adult Traveler Name(s):

***Legal First Name** ***Legal Last Name**

Amount	Amount

This is an important notice!

The US Customs authorities have mandated that passenger name records (PNR's) must be identical to the government issued identification used by passengers. Failure to do so will result in severe penalties, and in some cases may be deemed that the passenger is not the individual that the following requirements are adhered to:

- Reservations must not be completed without a full first name along with the last name of each passenger.
- If passenger is using pseudonym, also name should be exactly the same as document being used.
- Close double barrel name: never use spaces or hyphens until a first or last name

Travelers are responsible for ensuring that they are in possession of the correct and up to date travel documentation including passports, visas, and itineraries and.

[Start Over](#)

[Modify Package](#)

[Continue](#)

Should you have any questions, please feel free to email us at info@travelagents.com.

Ask your customer if they want to save a record of this quote, or purchase the package. If no, **the process ends here**. Otherwise:

- Enter the **Traveler Names** and click **Continue**.

STEP 8:

Authorize Payment

The itinerary page appears. You can add more travel components to this itinerary.

- Just click the Add Item drop-down and select.

Vacation to Orangetop on November 7, 2007

[Authenticate](#) | [Quote List](#) | [Reserve Quote](#) | [Reserve Quote](#) | [Fulfillment Quote](#) | [Send Quote](#) | [Purchase Authorization](#)

[Add Items](#)

Agreed Notes:

Message to Customer:

Customer Notes:

[Edit Agent Notes and Message to the Customer](#)

Customer Package Total: 1649.40 USD

Initial Payment Amount: 1649.40
 Commission Total: 109.60 USD

Status: Authorization Request Not Sent
 Expiration Date: May 22, 2007

[Expiration Rate: May 22, 2007](#)

[Delete/Cancel Quote Item](#) | [Quote Quote Item](#) | [Edit Quote Item](#)

Vacation to Orangetop on November 7, 2007

Guests: Dennis Davidson, Denise Davidson



Flight: US Airways 001 3433
Departure: November 7, 2007



Flight: US Airways 001 875
Departure: November 7, 2007



Flight: US Airways 001 874
Departure: November 14, 2007



Flight: US Airways 001 1768
Departure: November 14, 2007

From: Orangetop Intl Airport (ORD) 7:45 am
To: Charlotte Douglas Intl Airport (CLT) 10:29 am

From: Charlotte Douglas Intl Airport (CLT) 11:30 am
To: Roma Braccio Airport (RGA) 4:37 pm

From: Roma Braccio Airport (RGA) 5:45 pm
To: Charlotte Douglas Intl Airport (CLT) 8:55 pm

From: Charlotte Douglas Intl Airport (CLT) 10:15 pm
To: Orangetop Intl Airport (ORD) 11:18 pm

The Hill Resort And Suites Arts
 Room Type: Suite Corner
 When a driver takes another turn right overlooking all around Andale and then invites them to celebrate New Years' Eve with his family, you know you're in an absolutely magical

[Quote List](#) | [Reserve Quote](#) | [Previous Quote](#) | [Fax/Print Quote](#)

[Authenticate](#) | [Send Quote](#) | [Purchase Authorization](#)

- When you have finalized the itinerary, click **Authorize**.

Other buttons include:

Quote List: View the quote in the customer's Quote List. Status will be *Authorization Request not Sent*.

Send Quote Purchase Authorization: This follows the same process as it does for a cruise quote. It sends an e-mail to the customer who can then authorize the booking on their own by entering a credit card number into the file. (See the QR: *Understanding the Authorization Process*)

Rename, Preview and Fax/Print Quote:
The button name reflects its purpose.

The payment page appears.

STEP 9:





Enter Payment Information and Purchase

Vacation to Oranjestad on December 7, 2007

Customer Package Total: 1,649.48 USD

Vacation to Oranjestad on December 7, 2007

Guests: Jack Jackson, Jill Jackson

	Flight: US Airways (OU) 1411 Departs: December 7, 2007	From: Ottawa Int'l Arpt (ORO) 7:45 am To: Charlotte Douglas Int'l Arpt (CLT) 10:29 am
	Flight: US Airways (OU) 871 Departs: December 7, 2007	From: Charlotte Douglas Int'l Arpt (CLT) 11:30 pm To: Reina Beatrix Arpt (AUA) 4:37 pm
	Flight: US Airways (OU) 814 Departs: December 14, 2007	From: Reina Beatrix Arpt (AUA) 8:01 pm To: Charlotte Douglas Int'l Arpt (CLT) 8:05 pm
	Flight: US Airways (OU) 1786 Departs: December 14, 2007	From: Charlotte Douglas Int'l Arpt (CLT) 10:18 pm To: Ottawa Int'l Arpt (ORO) 11:18 pm

The NFL Resort And Suites Are
Each Team's Super Bowl location. When you book your vacation package, you will receive a complimentary Super Bowl ticket. When you travel during the week of the game, you will also receive a complimentary Super Bowl party. You will also receive a complimentary Super Bowl party. You will also receive a complimentary Super Bowl party.

Secure Page

The page you are viewing was encrypted before being transmitted over the Internet.

Back Office Payment Type:

Name:

Payment Type:

Card Type:

Card Number:

Expiration Date:

Security Code:

Country:

Phone:

Address 1:

Address 2:

City:

State:

Zip Code:

- Enter the payment information and click **Authorize**.

Note: Do Not Authorize only stores the payment information. The tour is *not* confirmed.

The Admin Quote Authorization message appears confirming the payment information has been received.

Quote [283697] Vacation to Oranjestad on November 7, 2007 was successfully authorized.

The Customer Quotes list displays.

The Status is *Sent and Confirmed*. When the vendor receives it, it will change to *Successfully Booked*, and the itinerary will also appear in the Customer Itineraries list.

Customer Quotes [Return to Customer](#)

[Renewal Quote](#) | [Case Quote](#) | [Delete Quote](#) | [View Quote](#) | [Export Quote](#)

Vacation for Grandjean on November 7, 2007
Date Created: May 17, 2007 1:24 PM
Status: Sent and Confirmed
Expiration Date: May 23, 2007

Please select a travel date to add to the new quote:

NEW QUOTE **Add Item**

The Tour booking is complete.

Your Selected Package page Options

See Step 6

When you reach the Your Selected Package page, you have the opportunity to Change Hotels, Change Flights, and select package add-ons.

Note: These options do not appear for every tour.

Your Selected Package

In this section you can:

- Select & Continue.
- View Hotel Details.
- Go back to the previous page.

Modify Your Package

Modify Your Package

Flight Class: Coach **No change to package price**

Departure Information:

Flight: American Airlines (AA) 5519

Depart: Sat, November 10th 9:45 am

From: ATL (Atlanta) 9:45 am

To: LAX (Cannon) 12:17 pm

This flight has 1 connection(s).

Returning Information:

Flight: American Airlines (AA) 576

Depart: Sat, November 20th 11:35 am

From: LAX (Cannon) 11:35 am

To: ATL (Atlanta) 2:00 pm

This flight has 1 connection(s).

In this section you can:

- Change Hotel Selection –Returns you to the initial Search Results page (as in Step 3).
- View All (additional) Flight Options
- Select a Flight
- View Full Flight Itinerary.

Select an Add On Package

Select an Add-on Package:		View All Add-on Options
ATV double adult/ch Drive your own ATV through the jungle paths of the Mayan, Caribbean, arriving on a beautiful secluded beach going through the sand dunes. Includes transport, with drink and tropical style music.	Additional 48.00 USD per person	Add to your package
Sky Rider Fly together comfortably seated on board of a two storage chair at heights above 350 ft. enjoying the marvelous views of Cancun hotel zone, mangroves and open ocean. Includes 15 minutes flying time and bottled water.	Additional 50.00 USD per person	Add to your package
Jungle Tour 2 persons are assigned to each wave runner or a guide leads the speedboat to turquoise waters of the Caribbean sea. Refreshing swim. Surf dunes in 45 min or less. \$2 fee to be paid at the end.	Additional 55.00 USD per person	Add to your package

In this section you can:

- View All Addon Options.
- Add an Option To Your Package

Note: Add-on packages assume the total number in party, you cannot designate.

Quick Cruise **Travelport® Cruise & Tour**

For new customers who do not want to provide a name/e-mail address.

1. Products Menu-select Quick Cruise
2. Enter cruise search criteria.
3. Select a cruise date and check availability.
4. Select number/type of passengers, and residency.
5. Select a rate code.
6. Select a cabin category.
7. Select a specific cabin.
8. Quote price to customer.
9. Find/Enter Customer Information.
10. Review details and select Hold or Purchase.

STEP 1:

Products Menu

PRODUCTS	CONSOL
Quick Cruise	
Quick Vacations	
Quick Tour	
Cruise Group Space	
Shore Excursions	

STEP 2:

Enter Cruise Search Criteria

- Do they have a destination in mind?
- What types of activities do they like?
- Where have they been before?
- What did they like or dislike about their last trip, even if it was not a cruise.

Search for a Cruise

GO

Website Selection:

Destination:

Sailing Date:

Duration:

Cruise Line:

Cruise Ship:

ALTERNATE SEARCH

OR

OR

[More Search Options](#)

STEP 3:

Select a Cruise Date and Check Availability

To view additional information about the ship, click the [ship name](#) link. From this link you can click other links that provide every detail about the ship including statistics, decks, stateroom layouts and more.

[illegible]

- ### Select Number/Type of passengers

Select number of Passengers

✖ Select Passengers

Mr Name **Mr Name**

Plan Name **10 Night Southern Caribbean Explorer**

Departure **London, 2007-05-15**

Destination **Port of Lauroville**



Select the number of adults to book and availability for this cruise. If you would like to reserve more than one cabin, complete your booking from repeat the search for this sailing to add additional cabins. For 3 or more cabins please contact us for our group rates.

Adults: <input type="text" value="2"/> (18 years old and older)	Infants: <input type="text" value="2"/> (15 years old and older)
Children: <input type="text" value="2"/> (5 to 17 years old)	Infants: <input type="text" value="2"/> (Younger than 2)

☒ **UK/Canada residents?** ☐ **Include cruise-line insurance?**

My Province of Residence:

☐ **Fast Passenger**

Next Search **Available Dates** **Continue**

- Note:** If you would like to reserve more than one cabin, complete the booking and repeat the search for this sailing.

STEP 5:

Select a Rate Code

Rate Code Selection



Ship Name: Paradise

Flag: Netherlands

Origin: 10 North Southern Caribbean Islander

Departing: November 20, 2007 10:00:00 AM

Passenger: 2 adults



Choose one or more Rate Codes then click Continue.

Rate Code	Description	Remarks
<input checked="" type="checkbox"/> 800	BEST AVAIL NON PAST PWS W/OT AIR	EXCLUDES NON-REF FARES
<input checked="" type="checkbox"/> 800B	BEST AVAIL PAST PWS W/OT AIR	EXCLUDES NON-REF FARES
<input checked="" type="checkbox"/> 800C	BEST AVAIL NON PAST PWS W/OT AIR	EXCLUDES NON-REF FARES
<input checked="" type="checkbox"/> 800D	BEST AVAIL PAST PWS W/OT AIR	EXCLUDES NON-REF FARES
<input type="checkbox"/> 801	MAXIMUM DISCOUNT	CUSTOMER ID REQUIRED
<input type="checkbox"/> 803	2007 SPECIAL SAVINGS	
<input type="checkbox"/> 811	EARLY SAVINGS	

It is the agent's responsibility to ensure that the customer qualifies for the rate code(s) selected. There is no validation of passenger selection type or residency against rate code selected.

- ### **STEP 6:**
- #### **Select a Cabin Category**

Station	Category	Price/Rate	Rate	Location	Category	Comments
Guaranteed	Lease Double	2,344.91 USD	Interior			
Guaranteed	Lease Double	903.47 USD	Interior		MS	
Guaranteed	Lease Double	2,026.91 USD	Interior		M	
Guaranteed	Lease Double	2,263.91 USD	Interior		M	
Guaranteed	Lease Double	903.47 USD	Interior		M	
Guaranteed	Lease Double	2,574.91 USD	Interior		M	
Guaranteed	Lease Double	2,344.91 USD	Interior		M	
Guaranteed	Lease Double	903.47 USD	Interior		J	

- Use the links in the Category column to view photos and information about the cabin.
- Click links to learn more about the rates or rate code.
- **Click Select** to continue.

STEP 7: **Select a Cabin**

- Use the deck and category links on this page to view details about cabin location.
- Click **Select** to continue.

[illegible]

STEP 8: Quote the Price

The pricing summary appears at the top of the page.

If yes to either option:

- Enter passenger information and depending on the cruise line, select shore excursions at the bottom of the page and click **Continue**. (Go to Step 9 on page 2.)

- You can stop here.

[illegible]

STEP 9:

Find/Enter Customer Information

The Search Results appears.

1. Click Add New Customer.

Note: If this customer name is similar to others, a name list may appear. If the name is on the list, select it and Continue.

The Register New Customer screen appears. This page does not appear for existing customers (go to Step 10).

2. Enter Full Customer Information and click the applicable button.

Note: If you choose to enter Partial Information, you will be asked for the missing information again, so it's best to enter it now.

An e-mail address is required. If your customer does not have one, enter your own.

A credit card number is required.

You can change the form of payment at a later point in the booking process.

3. Click the **Submit Full Customer Information** button.

A Registration Successfully Completed message appears.

4. Click **Continue**.

The Cruise Payment and Review Page appears.

STEP 10:

Review Details and Select Hold or Purchase

To Purchase:

1. Click **Cancellation Notice** link and read it before beginning the purchase process.
2. Enter **Billing Information** into the fields provided.
3. Click the **Payment Method drop-down** to select Deposit, Net Fare, Full or Other Amount payment method.
4. Enter **Credit Card** Information.
5. Select '**I have Read and Agree to the terms**'.
6. Click **Purchase**.

The **Thank You for Booking With Us** page appears.

An e-mail is sent to the default e-mail address in the customer profile.

Click View Itinerary to view the complete itinerary. From here you can click a link to:

- Make a Payment
- View Payment History
- Cancel
- Add/Delete Cross Referenced Bookings.

To Hold:

1. Click the **Cancellation Notice** link and read it before beginning the Hold process.
2. Click the **Back Office Payment Type** drop-down and select **No Payment Hold** from the drop-down.

This changes the appearance of the page. The Credit card information is removed.

The 'Purchase' button at the bottom of the page changes to a 'Hold' button.

3. Select '**I have Read and Agree to the terms**'.
4. Click **Hold**.

A lead is created and a record of the cruise is now available in the Customer's Itineraries list.



NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

Quick Tours

When to use:

For customers who do not want to provide a name/e-mail address. They just want the price.

Basic Steps:

1. Products Menu-select Quick Vacations.
2. Enter vacation search criteria.
3. Select a package.
4. Select a room type.
5. Verify your selected package.
6. Review package details.
7. Add customer information.
8. Enter payment information and purchase.

Optional:

If the customer is willing to provide personal information or has booked with you before, use the Tour Quote process.

NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

STEP 1: Products Menu

Click to **select Quick Tour** from the Products menu.

PRODUCTS	CONSOL
Quick Cruise	
Quick Tour	
Cruise Group Space	
Shore Excursions	
Travel Insurance	

STEP 2: Enter Vacation Search Criteria

Focus your search criteria by asking your customer open-ended questions.

- Do they have a destination in mind?

- What types of activities do they like?
- Where have they been before?
- What did they like or dislike about their last vacation.

Enter the search criteria that best fits your customer's needs/desires and click Search for a Tour.

STEP 3: Select a Package

This page displays all of the tours available for the search criteria you entered.

Click the tabs to sort the display according to the tab label.

- Click **Select & Continue** when your customer has made a decision.

STEP 4: Select a Room Type

- Click a package type name link to view package details.

You can always return to this page and select another one, if required.

STEP 5: Verify Your Selected Package

Package details are displayed.

You can:

- Click **Change Hotel Selection** to choose another hotel.
- Click **View All Flight Options** to choose another flight.
- Move to the bottom to view Add-on package options. To add an option, click the **Add to your package** link.

Note: Add-on packages assume the total number in party, you cannot specify a name.

When your customer is happy with the selection:

- Click **Select & Continue**.

STEP 6: Review Package Details

Package details are displayed.

- **Review package details/prices** with your customer.

If your customer is ready to purchase the package, you can proceed with the booking.

Ask your customer if they want to purchase this tour or save a record of this quote. If not, the process ends here.

Otherwise:

- Enter the **Traveler Names** and click **Continue**.

To proceed with the booking you will follow the process to add this customer to Travelport Cruise and Tour.

...continued on next page

STEP 7:**Add Customer Information**

Customer selection appears.

1. Click **Add New Customer**.

Note: If this customer name is similar to others, a name list may appear.

2. Enter Full Customer Information and click the applicable button.

An e-mail address is required. If your customer does not have one, enter your own.

A credit card number is required.

You can change the form of payment at a later point in the booking process.

Note: If you choose to enter Partial Information, you will be asked for the missing information again, so it's best to enter it now.

3. Click the **Submit Full Customer Information** button.

The Registration Successfully Completed message appears.

4. Click **Continue**.

STEP 8:**Enter Payment Information and Purchase**

At this point, ensure your customer is ready to purchase the vacation package.

1. Enter the Credit Card Information and click **Continue**.

Credit Card Successfully Modified message appears

2. Click **Continue**.

3. Select the **Payment Method** from the drop-down list.
4. If credit card, enter the **CVV** – required for credit card payments. Otherwise, enter the required information for the type of payment being made. Options include, Cash, Check, Credit Card, or Electronic Funds transfer.
5. Click **Purchase** button.

The Congratulations page displays.

A confirmation e-mail is sent to the e-mail address associated with the customer, containing details of the booking.

- Use the buttons at the bottom of the Congratulations page to navigate to the next page you want to view.

This itinerary now appears in the Customer's Itineraries list (associated with the customer profile).

- Click **View Itinerary** to see it there.

Itinerary item example showing 'purchased':

Note:

In step 5, if you click **Save Itinerary**, the itinerary is stored as 'saved' in the Customer's Itineraries list.

This itinerary is *informational only* and does not represent a confirmed reservation. It is however, a useful reminder of what you discussed with your customer.

**Your Selected Package page Options**

See Step 5

When you reach the Your Selected Package page, you have the opportunity to Change Hotels, Change Flights, and select package add-ons.

Note: These options do not appear for every tour.

Your Selected Package

In this section you can:

- Select & Continue.
- View Hotel Details.
- Go back to the previous page.

Modify Your Package

In this section you can:

- Change Hotel Selection –Returns you to the initial Search Results page (as in Step 3).
- View All (additional) Flight Options
- Select a Flight
- View Full Flight Itinerary.

Select an Add On Package

In this section you can:

- View All Addon Options.
- Add an Option To Your Package

Note: Add-on packages assume the total number in party, you cannot designate.

How Do I Find a Booking?

Understanding the Authorization Process

How do I find a Booking?

NOTE: The screen captures on these pages are provided for visual orientation only. They are representative of what you will see during the booking process.

Find a Quick Cruise/Tour Customer Itinerary

Use this to add/manage payments, view details or add a new itinerary.

Note: All customer bookings with applied payments appear in the customer itineraries list.

1. Click the Customer drop-down and select Enter a New Lead.

Search Results appear.

2. Click the Work link for the applicable customer.

The Working Lead page opens.

The screenshot shows the 'Working Lead' page for a customer named Patty Christensen. The page includes a sidebar with navigation links like 'New Log Entry', 'Set Reminders', 'View Reminders', 'Customer Profile', 'Call', 'Email', and 'Done with Lead'. The main content area displays 'Quote Request' details: Received Date (5/1/07 4:21:18 PM), Local Time (Could not get leads local time), First Name (Dexter), Last Name (Dexter), Day Phone (903330444), Alt. Phone, Country (United States), Web Site (www.us.galleitour.com), Referral Source, Postal Opt-In (No), Requested Ship Name (Holland America Line), Requested Ship (Holland), Requested Sail Date (Sunday, December 9, 2007), Requested Sailing Name (10 Night Southern Caribbean Seafarer), Category Name (LARGE AVG 182 SQ FT), Category Code (M), Cabin Number (048), Passengers (2 Adults), and Selected Itinerary (Eco). At the bottom, there are buttons for 'Lead add', 'Update', 'Patty Christensen', and 'Transfer'.

3. Click the **Customer Profile** button (left).

4. Click the Customer Itineraries link.

The My Trip Planner Customer Itineraries list appears.

The screenshot shows the 'My Trip Planner' page. It has a header with the text 'Use this page to review, update, or confirm your trip itinerary.' Below this, there are two entries for Caribbean cruises: 'CARIBBEAN Cruise Departing January 12, 2008' and 'CARIBBEAN Cruise Departing December 9, 2007'. At the bottom, there are buttons for 'Back', 'View Itinerary', 'View Invoice', 'New Itinerary', and 'Delete Itinerary'.

5. Click to select the itinerary you want to see. There may be several present.
6. Click the button that applies to what you want to do:

View Itinerary: On this page you can view/modify the booking, cancel, make a payment, move itinerary item.

View Invoice: View and send the invoice.

New Itinerary: Begin a new itinerary for this customer.

Delete Itinerary: Delete this itinerary.

Rename Itinerary: Rename this itinerary.

Find a Cruise/Tour Quote

Use this to add/manage payments, view details or add a new itinerary.

1. Click the Customer drop-down and select Enter a New Lead.

Search Results appear.

2. Click the Work link for the applicable customer.

The Working Lead page opens.

This is a duplicate of the screenshot described in the previous block, showing the 'Working Lead' page for Patty Christensen with various quote request details.

3. Click the Quotes button.

The Customer Quotes list appears.

The screenshot shows the 'Customer Quotes' list. It includes a header with links like 'Request Quote', 'Copy Quote', 'Send Quote to Customer', and 'Delete Quote'. Below this, there is a quote entry for 'Caribbean Northbound - Bridgehouse/Perdigones 7 Day on New 25, 2007 - Windstar Cruises: Wild Surf'. It also shows the date created (May 24, 2007 5:10 PM), status (Authorization Request Not Sent), and expiration date (May 17, 2007). At the bottom, there are buttons for 'NEW QUOTE' and 'Add Item'.

4. Click the link that represents what you want to do:

Quote List Link Options

Click the Rename Quote link to rename the quote

Click the Copy Quote link to copy the quote. It is inserted into the Quote list. Copied Quotes are *manual* quotes. Payments can NOT be made electronically. They must be made by contacting the cruise line directly.

Click Send Quote to Customer to send them the quote for approval/authorization. From here you can also authorize the quote for the customer.

Click Modify Quote to modify/edit quote items.

Click View Quote to see it as the customer would see it with all information including notes on identification. From here you can also view the invoice.

Click Fax/Print Quote to fax or print the quote without having to open it.

Click Authorize Quote # to view the quote and authorize it on behalf of the customer.

Find a Lead Using a Vendor Reservation Number

In the Search Leads area on the Home page, enter the Vendor Confirmation number into the Reservation: field, and click **Search**.

The screenshot shows the 'Search Leads' page. It has fields for 'First Name', 'Last Name', 'Email Address', 'Phone Number', 'From', 'To', 'Leaving', 'Passenger', 'Reservation', and 'Website'. The 'Reservation' field is highlighted with a red box and contains the value '4R26W2'. Below these fields is a 'Search' button.

The customer name associated with the vendor confirmation number appears.

The screenshot shows the 'Lead Search Results' page. It has a header with 'Results Found: 1'. Below this, there is a table with columns: 'Customer Name', 'Customer Date', 'Agent', 'Agency', and 'Action'. The first row shows 'Yellow Jacket', '05-23-2007', 'You', and 'Lead [Link]'. At the bottom, there is a 'Lead [Link]' button.

- Click the View or Work link.

Understanding the Authorization Process

When you book a tour or cruise using the Quote process, you will probably 'authorize' the booking on behalf of the customer.

This is the practice that is outlined in the accompanying Cruise Quote and Tour Quote QR cards.

Authorizing generally means that you will, as directed by your customer, enter selections and options based on their requests. Eventually, you will enter credit card information and designate payment options.

There are four general types of authorization:

1. Authorize the Quote.
2. Authorize from HOLD.

Options 3 and 4 below are applicable for agencies with a B to C Website only.

3. Send Quote *Purchase* Authorization.
4. Send Quote Request Authorization.

1. AUTHORIZE the Quote

Authorizing the quote means your customer is ready to make a commitment and will give you a credit card number for payment.

Note: A credit card number *is required* for authorization, however, this can be modified when you get to the payment page. Use the Payment Type drop-down list to select an alternate form of payment/credit card number and payor.

We recommend that you Authorize the quote during the booking process.

On the applicable page, click the **Authorize** button to begin the authorization process.

This process is outlined in both the Tour Quote and Cruise Quote QR cards. They are *not* identical.

1. When a tour is authorized, payment in full is required.
2. When a cruise is authorized, payment may be made in stages, depending upon travel date, so your customer can call you back later with a credit card number.

...continued on next page

2. AUTHORIZE a Cruise Quote from HOLD (cruise Quote only)

HOLD puts the booking in the Quote list with the Status: *Authorization Request Not Sent*.

The cruise space is confirmed, but no credit card number has been entered. If payment is not made by the due date, the quote expires.

To Authorize a cruise on HOLD:

Find the lead using the Customer Menu – Enter a New Lead, or Search for a lead on the Home page using the Reservation number (see other side of this card)

1. Click the Quotes button and find the applicable quote. Status will be Authorization Not Sent.
2. Click the Authorize (#####) link. Admin Quote Authorization message appears
3. Click **Continue** to walk through the verification process. Cruise Quote page 2 opens.
4. Click **Continue**. Cruise Quote page 3 opens.
5. Click **Continue**. Cruise Quote page 4 opens.
6. Click the 'I have confirmed...' checkbox. Are you positive...? Appears.
7. When you are sure, click **OK**.
8. Click **Continue**. Cruise total box opens.
9. Click **OK**.
10. Click **Continue**. The Cruise itinerary page opens.
11. Click **Authorize**. The Cruise overview page (contains all pricing) opens.
12. Enter the required Credit Card payment information and click Authorize.

The Admin Quote Authorization 'successfully authorized' message appears.

13. Click **Continue**.

The Quote appears in the quote list. The status is *Sent and Confirmed*.

Quote List Status Messages

Each quote is assigned a status based on where it is on the booking process.

Status messages and their meanings are listed below:

Authorization Request Not Set

The quote as not been sent to the customer. (You are not required to send the quote to your customer. You can authorize the quote on behalf of the customer when they are ready to make payment.)

Request Sent and Unconfirmed

You sent the quote to your customer via e-mail but they have not yet replied.

Sent and confirmed

The quote was sent and returned (authorized) by your customer, or administrator (you).

Processing Invoice

Travelport Cruise and Tour is processing the payment and building an invoice. This occurs once the quote has been authorized for payment.

Successfully Booked

The invoice has been built and payment made.

Booking failed on all items

The payment has failed due to system error, invalid credit card, or wrong details.

Partially Booked

Payment against one or more of the items in the quote has failed.

Expired

The quote has reached the expiration date. The electronic link is still available, if required. This status may be associated with Authorization Request Not Sent, or Request Sent and Unconfirmed.

3. SEND QUOTE PURCHASE AUTHORIZATION

NOTE: This option is applicable to agencies with a B to C Website only.

This process is outlined in detail in the Cruise Quote QR, and also applies when you are creating a Tour Quote.

You can use this process to send your customer their itinerary via e-mail when they want to review the itinerary before paying, and/or do not want to give a credit card number over the phone.

In the e-mail they have the ability to click a link to view their itinerary and enter a credit card number for payment.

From the Cruise Itinerary overview page during the initial booking:

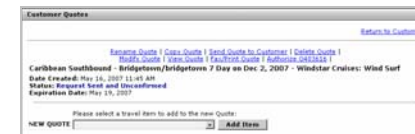
1. Click **Authorize**. Admin Quote Authorization message appears
2. Click **Continue** to walk through the verification process. Cruise Quote page 2 opens.
3. Click **Continue**. Cruise Quote page 3 opens.
4. Click **Continue**. Cruise Quote page 4 opens.
5. Click the 'I have confirmed...' checkbox. Are you positive...? Appears.
6. When you are sure, click **OK**.
7. Click **Continue**. Cruise total box opens.
8. Click **OK**.
9. Click **Continue**.
10. Click **Send Quote Purchase Authorization** button. Itinerary page displays (this is what the customer sees).
11. Click **Yes**. Quote Purchase Authorization 'successfully sent' message appears.
12. Click **Continue**. The Quote List appears showing the quote status as *Request Sent and unconfirmed*.

For a Cruise on HOLD

(Quote status: Quote Authorization Not Sent):

From the Quotes list:

1. Click the Authorize link. The Admin Quote Authorization message appears.
2. Follow steps 2-12 in the previous example.



For a Tour - From the Your Selected Package page:

After you have entered names:

1. Click **Continue**. The Itinerary page opens.
2. Click **Send Quote Purchase Authorization**. The Itinerary page opens (this is the one the customer sees).
3. Click **Yes**. The Quote Purchase Authorization message appears.
4. Click **Continue**. The Quote appears in the Quote list with the status Request Sent and Unconfirmed.

In all cases, an email is sent to your customer and now it's up to them to respond.

Once a quote has been authorized it *cannot* be modified. If a customer requests additional items, a new quote must be built.

Once the customer has authorized the purchase, a reminder is placed in your reminders list. The Quote status changes to *Request Sent and Unconfirmed*.

4. SEND QUOTE REQUEST CONFIRMATION

NOTE: This option is applicable to agencies with a B to C Website only.

This option sends the quote to the customer who has the option of accepting or rejecting the quote. They also have the ability to make changes to some of the personal information associated with the quote.

Once they have made these changes, they can send it back to you. The changes are highlighted in the customer information associated with the itinerary. Find additional information in the Agent Guide in Travelport Cruise and Tour.

Manage Cruise Group Space

Cruise Groups can be managed in two ways:

- **Cruise Line Managed** – Cruise Line manages the group and creates the rate code. You book the cruise using this rate code. This method decrements inventory from the Cruise Line. Administrative intervention is not required. *This method decrements inventory from the cruise line.*
- **Agency Managed** – *This is the most common method used to manage group space.* Your administrator would use Group Space Administration to create the group contract, manage the inventory per category and manage the group amenities and options. ***This is a Manual process.*** The group engine is designed to mimic the electronic cruise-booking engine so you can manage payments on the invoice associated with the booking.

Agency Managed group space will always use the GPRATE rate code.

There are two methods for booking into group space.

- The Quotes Process (Customer Menu): Using the Quotes method you would build a quote and take the appropriate path.
- Book Cruise Group Space from the Products Menu: Using the Cruise Group Space selection from the Products menu you will use the Go to Sailing link in the Group Space list.

Both methods deplete the inventory. When/if quotes expire the cabin(s) are put back into the group inventory.

Book Group Space – Customer Menu Quote Process

This is the preferred method of booking since this option creates a lead. This means that a record of your customer and all travel activities is started. You will be able to look at a history of quotes for this customer every time you begin a new lead.

To add customer(s) to group space:

1. Create a new lead or work an existing lead. (See applicable QR card.)
2. Click the Quotes button.
3. Click the drop down list and select Cruise Specials and Group Space Search.
4. Click Add Item. The results page appears.
5. Click any or all of the following: Cruise Line, Destination, Embarkation Date Range, Length of Cruise, and Embarkation Port using the drop down lists.
6. Click the Search for a Cruise button. It displays the Cruise Search Results page showing all sailings for the selected cruise line based on the search criteria.
7. Click the Check Availability link for the desired cruise sailing. It displays the Select Number of Passengers page.
8. Click the number of passengers (Adults, Seniors, and Children etc.) using the drop down lists.
9. Click the Continue button. It displays the Rate Code Selection page.
10. Click the GPRATE rate code for Agency Managed groups, or look for the group rate code applicable to your Cruise Line managed group.
11. Click the Continue button. It displays the Cabin Category Availability page.
12. Click the SELECT link for the desired category. It displays the Cruise Cabin Availability page.
13. Click the SELECT link for the desired cabin. It displays the Cruise Passenger Information page.
14. Enter passenger(s) information. (*) Indicates required fields.
15. Click the Continue button. It displays the Cruise Hold Verification page.
16. Verify the information and Click the Hold button. It displays the completed Cruise Quote information.

Note: Selecting Hold saves the quote, removes the selected cabin from cruise line inventory (*if Cruise Line Managed*) until

payment is made or the cabin hold expires, and display the quote.

Authorize the Quote

Click the Authorize button and walk through the authorization process as you would for any cruise quote.

Follow these steps to authorize:

When you clicked the HOLD button (Step 16 above), the Cruise Quote page opened.

1. Click the Authorize button to begin the Authorization process.

The following screens appear.

Admin Quote Authorization screen:

Travelport Cruise and Tour wants to verify all elements of the quote before continuing with the authorization.

2. Click Continue.

Cruise Quote- Page Two:

3. Make the applicable selections and click Continue.

Cruise Quote Page 3:

4. Enter the applicable information, corrections, and charges, if applicable, and click Continue.

Cruise Quote Page 4:

When Cruise Quote Page 4 is displayed, the items (in blue text) are required.

The following sections are displayed:

- **Cruise Discount** - Discount to be deducted from Cruise Price, enter \$ amount. % rate is then shown. If the \$ amount is greater than the 3% default a warning page is displayed. Cruise coupon amount will be subtracted from the total. To adjust the totals Click the Recalculate button or tab to the next field.
- **Commission** - Show commission amounts.
- **Pre-Paid Items** - Enter Pre-Paid gratuities, shore excursions details and cost.
- **Group Options** - Choose whether the cabin will come from the Surplus or Reserved list. This will adjust the

availability of cabins in the group space. Click any other options that may be available to the group.

- **Deposit, Payment and Final Payment** - Choose Deposit Date and any supplementary payment and final payment dates using the drop down list.

5. Click the 'I have confirmed...' checkbox. Are you positive...? Appears.

6. When you are sure, click OK.

7. Click Continue. Cruise total box opens. .

8. Click OK. .

9. Click Continue. .

The Cruise Overview page appears.

Travelport Cruise and Tour returns you to the page where you started.

10. Click the Authorize button. .

The (credit card) Secure page opens:

11. Enter the required credit card information and click Authorize. .

The Admin Quote Authorization response appears.

12. Click Continue. .

The booking is stored in Customer Itineraries. A payment reminder is generated on the due date.

This could be a manual (agency managed) or electronic (cruise line managed) process depending on whether the space is managed in the admin or by the cruise line.

If this is a manual booking, the cruise line must be advised that payment has been made.

See the Booking Flowcharts Quick Reference for a graphical depiction of this process.

Book Group Space from the Products Menu

Accessing Cruise Group Space from the Products Menu makes a booking against group space without building a quote. It uses the same basic process as Quick Cruise.

To add customers to group space:



1. Click to **select Cruise Group Space** from the Products menu. A list of available groups is displayed.
2. Click the **SELECT** link for the desired group. It displays the Group Space Menu page.
3. Click the **Go to Sailing** link. It displays the Select Number of Passengers page.
4. Click the passengers as normal using the drop down lists.
5. Click the **Continue** button. It displays the Rate Code Selection page.
6. Click the **GPRATE** rate code check box for *Agency Managed groups*. Uncheck any other rate codes if necessary, or look for the group rate code applicable to your Cruise Line managed group.
7. Click the **Continue** button. It displays the Cabin Category Availability page.
8. Click the **SELECT** link for the desired category. It displays the Cruise Passenger Information page.
9. Click the **Continue** button. It displays the Cruise Hold Verification page.
10. Verify the information and Click the **Hold** button. It displays the completed Cruise Quote information.

Note: Selecting Hold saves the quote, removes the selected cabin from cruise line inventory (if Cruise Line Managed)

until payment is made or the cabin hold expires, and display the quote.

11. Authorize the quote.

Authorize the Quote

Click the Authorize button and walk through the authorization process as you would for any cruise quote.

Follow these steps to authorize:

When you clicked the **HOLD** button, the Cruise Quote page opened.

1. Click the **Authorize** button to begin the Authorization process.

The following screens appear.

Admin Quote Authorization screen:

Travelport Cruise and Tour wants to verify all elements of the quote before continuing with the authorization.

2. Click **Continue**.

Cruise Quote- Page Two:

3. Make the applicable selections and click **Continue**.

Cruise Quote Page 3:

4. Enter the applicable information, corrections, and charges, if applicable, and click **Continue**.

Cruise Quote Page 4:

When Cruise Quote Page 4 is displayed, the items (in blue text) are required.

The following sections are displayed:

- **Cruise Discount** - Discount to be deducted from Cruise Price, enter \$ amount. % rate is then shown. If the \$ amount is greater than the default 3% a warning page is displayed. Cruise coupon amount will be subtracted from the total. To adjust the totals Click the Recalculate button or tab to the next field.
- **Commission** - Show commission amounts.
- **Pre-Paid Items** - enter Pre-Paid gratuities, shore excursions details and cost.

- **Group Options** - Choose whether the cabin will come from the Surplus or Reserved list. This will adjust the availability of cabins in the group space. Click any other options that may be available to the group.

- **Deposit, Payment and Final Payment** - Choose Deposit Date and any supplementary payment and final payment dates using the drop down list.

5. Click the 'I have confirmed...' checkbox. Are you positive...? Appears.
6. When you are sure, click **OK**.
7. Click **Continue**. Cruise total box opens.
8. Click **OK**.
9. Click **Continue**.

The Cruise Overview page appears.

Travelport Cruise and Tour returns you to the page where you started.

10. Click the **Authorize** button.

The (credit card) Secure page opens:

11. Enter the required credit card information and click **Authorize**.

The Admin Quote Authorization response appears.

12. Click **Continue**.

The booking is stored in Customer Itineraries. A payment reminder is generated on the due date.

Remember: If the group space is *Agency Managed*, this is a manual process. You must advise the Cruise vendor that payment has been made.

View Group Space

Group space is not viewable if it has not been added to Travelport Cruise and Tour.

Follow these steps to view group space.

1. Click the **Products** button. It displays the products menu options.
2. Click the **Cruise Group Space** menu option. It displays the Cruise Groups list.

3. Click the **SELECT** link for the desired group. It displays the Group Space Menu page.

Page References

Group Space Summary: This page displays details of the cabins that form the group. It is divided into three main areas:

Cabin Allocation: Amount of cabins that make up the group space based on cabin category and the allocation status (reserved or surplus)

Cabins Sold: Amount of cabins sold from the reserve list by category from the group space listing the customer, status and payment details

Available Cabins: Summary of cabins remaining in the group space by category and status

Note: The customers name in the *Cabin Sold* section is a direct link to the customer quote. The heading for *Category and Allocation* can be sorted by clicking the underlined heading name.

Options Summary: Displays a report by the name Options Report summarizing all options that will be available to the group space by Group, Cabin and Passenger

Passenger Manifest: This report details cabin category, allocation status, passengers allocated to cabins payment details and totals.

Group Space Statement: In this report for Reserved Cabins, details passengers to cabin category, payment details and a summary of cabin allocation by Allocated, Sold and Available for sale are given. The customer name is a link to the quote.

Air Manifest & Transfers: This report will summarize details of flights that have been bought by passengers in the quote phase. This is for manual manipulation only.

View Itinerary: When selected displays the Itinerary for this cruise.

Go to Sailing: When selected displays the Select Number of Passengers page for the group.

Cancel a Cruise Booking (Customer Itinerary)

To cancel a Cruise booking:

1. Display the lead.
2. Click the Customer Profile button (working lead page).
3. Click the Customer's Itineraries button. It displays the My Trip Planner page as shown below.

4. Click the radio button for the itinerary you want to cancel (the customer may have more than one itinerary in the list).
5. Click the View Invoice button. It displays the Invoice.
6. Click the Edit Invoice button. It displays the Edit Invoice page.
7. Click the Cancel link. It displays a page with the following page links.

8. Click the Cancel link.

9. Click the applicable No/Yes radio buttons.
10. Click the Save button. It displays the 'are you sure?' message.
11. Click the OK button to cancel this itinerary item. It displays the Cancel Item page with a confirmation message.
12. Click the Back button and/or page links to navigate back to the Itinerary selection page.

Delete/Cancel a Quote (Working Lead)

Use this process to delete/cancel the entire quote and all travel components within it.

Once a quote has been created there are several ways to delete/cancel the entire quote. Once authorization has taken place only an administrator can cancel an authorized booking.

The options for deleting or canceling a quote item are *only* available *before* the quote is authorized. Once authorization has taken place, only an administrator can cancel an authorized booking.

To delete/cancel a quote:

From the working lead page.

1. Click the Quotes button. It displays the Customer Quotes page.
2. Find the quote you want to delete.
3. Click the Delete Quote link. This action will send a cancellation to the vendor.
4. Click OK from the confirmation page to delete the quote (Cancel to return to the Customer Quotes page without deleting the quote.)

Note: If you have sent the quote to the customer using Send Quote Request Authorization/Send Quote Purchase Authorization, it cannot be deleted.

Delete/Cancel a Quote ITEM (Working Lead)

Delete/Cancel a Quote ITEM

Use this process to delete/cancel a single item within a quote that contains many items.

The options for deleting or canceling a quote item are only available before the quote is authorized. Once authorization has taken place, only an administrator can cancel an authorized booking.

To delete/cancel a quote item:

From the working lead page.

1. Click the Quotes button. It displays the Customer Quotes List page.
2. Click the Modify Quote link for the quote you want to delete. The selected quote opens.
3. Click the Delete Quote link for the item in the quote you want to delete.
4. Click OK to delete the quote item (Cancel to return to the open quote without deleting the quote item).

The selected item is deleted. You are returned to the open quote page. This action does not affect other product items that may be in the quote. Any totals are updated accordingly.

Cancel a Tour

The procedure is similar to the Cruise cancellation but there is *no electronic cancellation capability*.

Follow your agency guidelines for cancelling a Tour that cannot be cancelled electronically, then cancel the invoice in Travelport Cruise and Tour.

Follow these steps to cancel a tour item and edit to cancel the invoice:

1. Click the Customer Profile button (working lead page).
2. Click the Customer's Itineraries button. It displays the My Trip Planner page.
3. Click the desired Itinerary radio button.
4. Click the View Invoice button. It displays the Invoice.
5. Click the Edit Invoice button. It displays the Edit Invoice page.
6. Click the Cancel Item link. It displays the Cancel Item page.
7. Click the appropriate No Yes radio buttons as required.
8. Click the Save button. It displays the following page.
9. Click the OK button to cancel this itinerary item. It displays the Cancel Item page with a confirmation message.
10. Click the Back button as many times as necessary to navigate back to the Itinerary selection page.

View/Add/Edit/Delete Customer's Itineraries (Working Lead)

Customer's Itineraries

If you are searching for a customer booking and cannot find it in the customer Quotes list, check the Customer Itineraries link. This link is found on the Working Lead page.

Customer itineraries appear in this list when:

A booking was made from the Products Menu using the 'Quick' method to shop/view and quote prices, and any subsequent hold or purchase is made.

An itinerary was booked using the Customer's Itineraries / New Itinerary button/or the New Itinerary link in the itinerary list.

View Itinerary: Use this link to view the itinerary. On this page you can view/modify the booking, cancel, make a payment, move itinerary item.

View Invoice: Use this link to view and send the invoice to the customer.

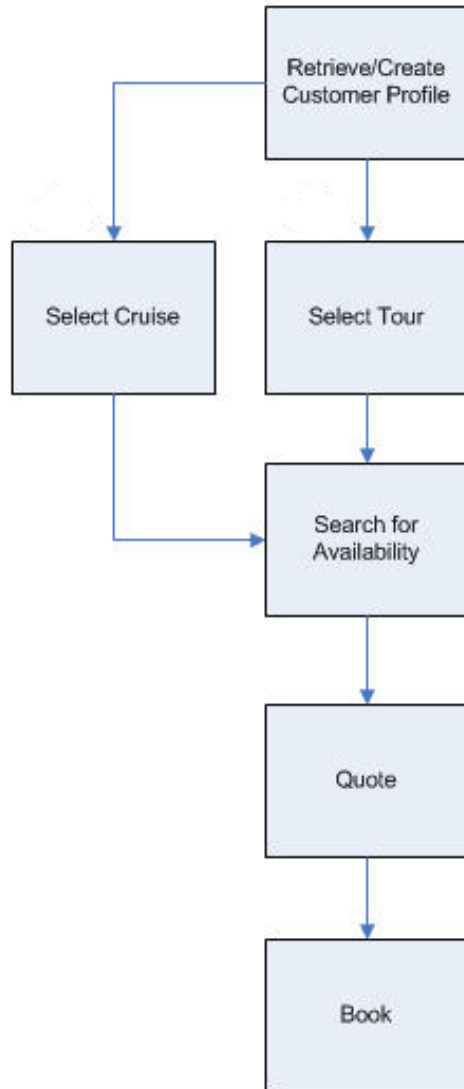
New Itinerary: Use this link to start a new itinerary for this customer. **Note:** If you already have a profile for this customer, 'Quote' is a better option.

Delete Itinerary*:** Use this link to delete this itinerary from the list of itinerary items.

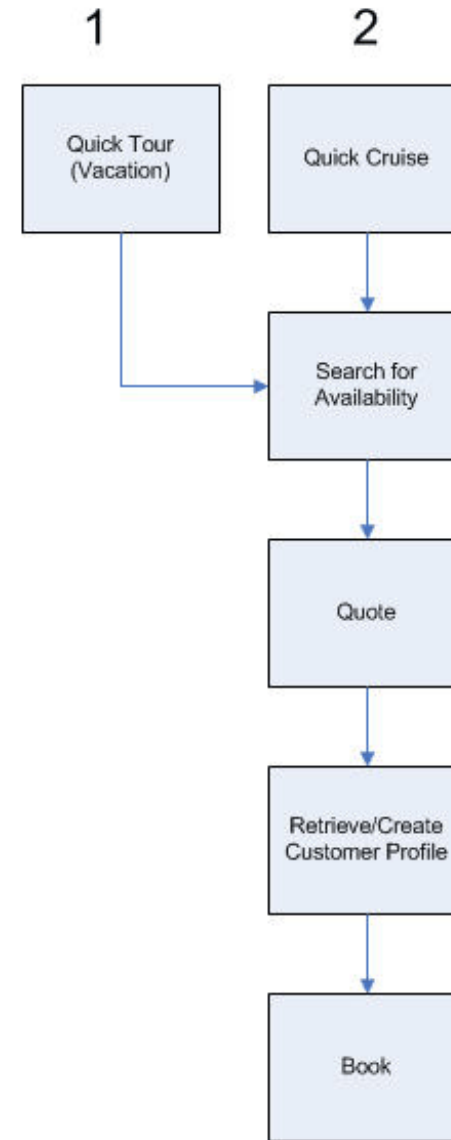
*** This action will NOT cancel reservations that have been confirmed by a vendor. It only deletes an itinerary from the list.

Rename Itinerary: Rename this itinerary. The system automatically assigns a name, but you can enter a more user-friendly name.

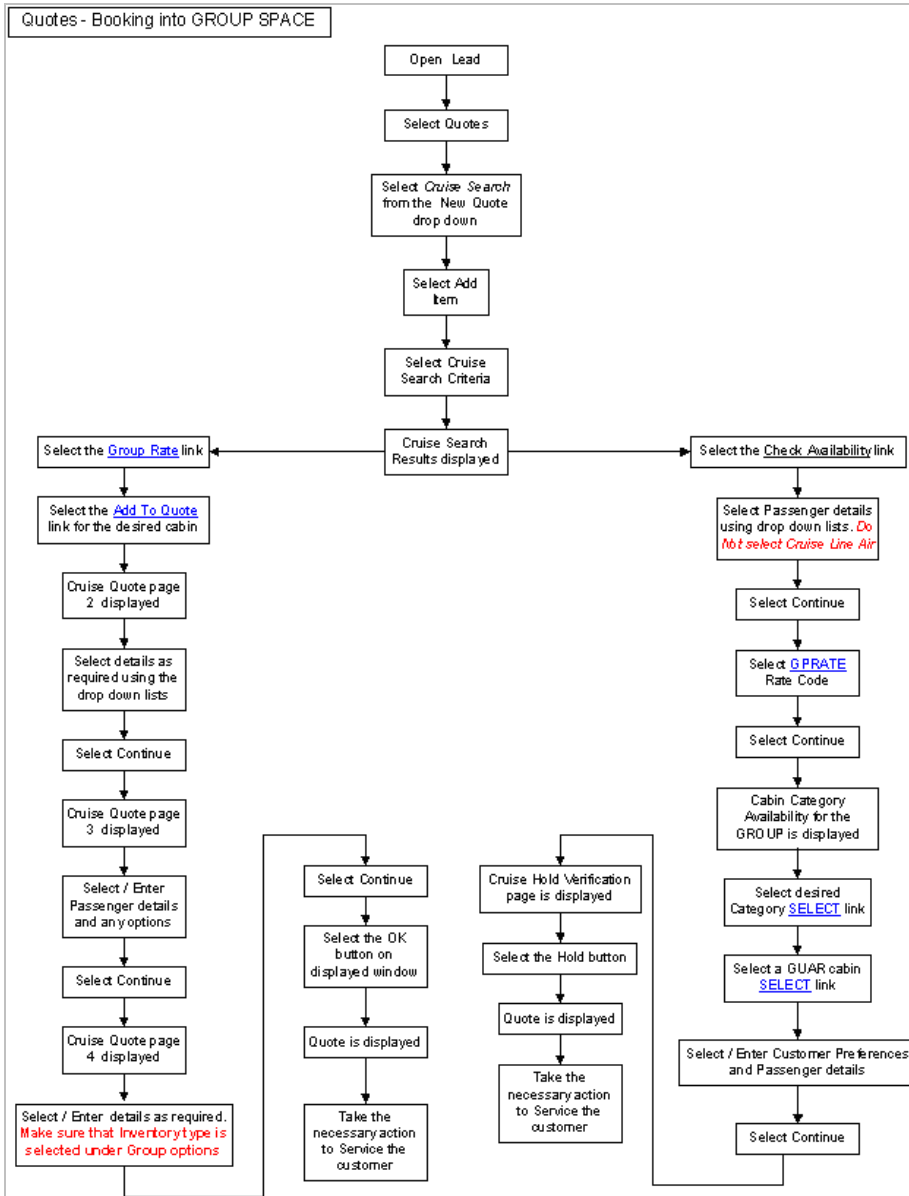
Create a Quote



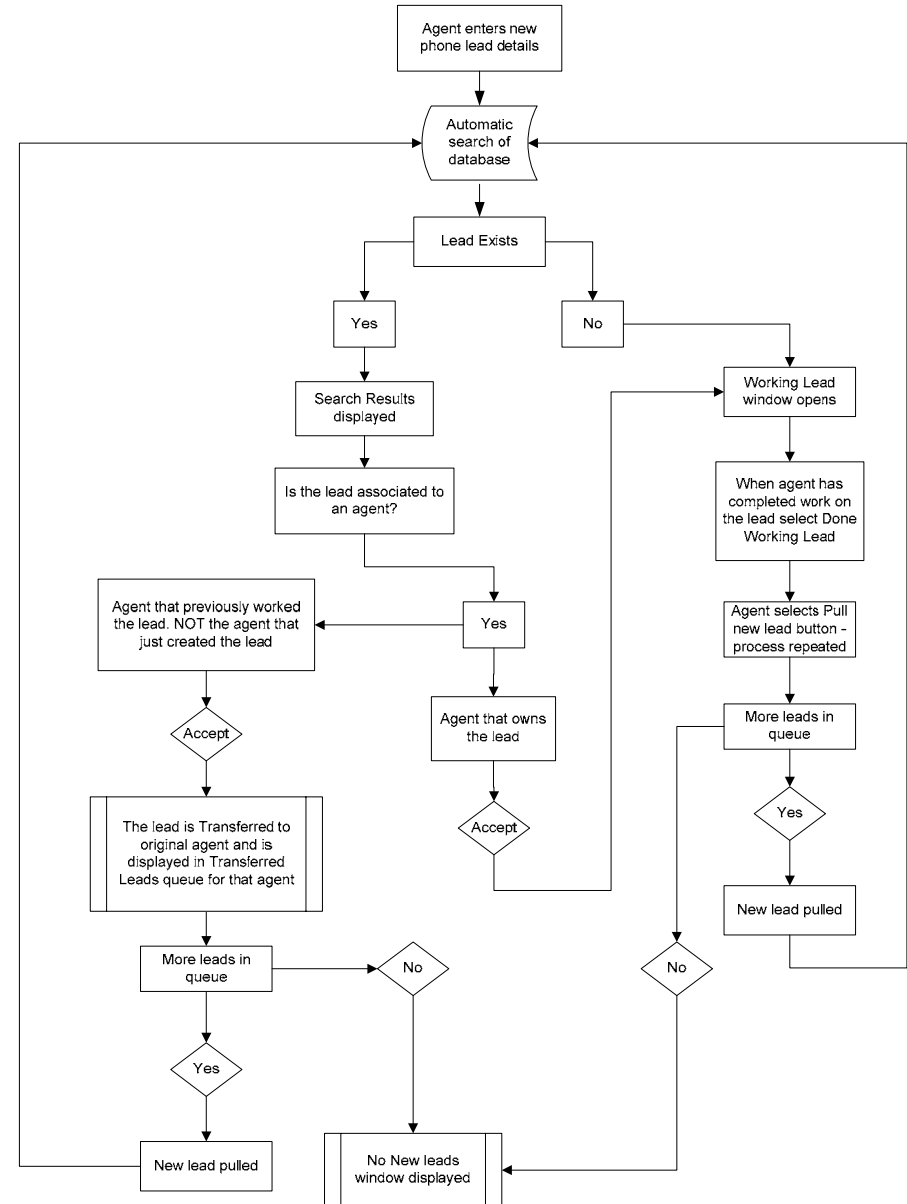
Quick Booking (Products Menu)



Booking Cruise Group Space



Enter a Phone Lead



Travelport Cruise and Tour™ Apollo® PNR Examples

1. No backroom accounting system

Generic Agency - 1CP7

<u>Passenger Name</u>	<u>Apollo Locator</u>	<u>Details</u>
Testing/Todd Testing/Cary	LGLH1G	14day, Windstar, No Air, Multiple Payments made.
Sinclair/Beth Sinclair/Bob	LGN7LS	10 Days, Holland America, No Air, Full Payment
Smith/Testing Smith/Cruise	LGNLQK	12 Days, Oceania, No Air, Deposit made.
Tester/Beth Tester/Sally	LGNMW0	Travel Impressions Tour, 7 Nights, with air, full payment
Beth/Sinclair Bill/Sinclair	LJ2LZ2	GoGo Tour, 7 Nights, with air, Full Payment

PNR #1

LGLHIG/GX QSBGX MGXGWS AG 0 21MAY F/A-98CFDBB9
1.1TESTING/TODD 2.1TESTING/CARY
1 CRU ZC BK1 LIS 10NOV-24NOV/**WINDSTAR CRUISE LINE**/CF-6W3J4V
2 CRU ZC BK1 LIS 10NOV-24NOV/**SAILING DATES: 10NOV07-24NOV07**
3 CRU ZC BK1 LIS 10NOV-24NOV/**SHIP: WIND SPIRIT**
4 CRU ZC BK1 LIS 10NOV-24NOV/**DESTINATION: TRANSATLANTIC**
5 CRU ZC BK1 LIS 10NOV-24NOV/**STATEROOM TYPE: QUEEN**
6 CRU ZC BK1 LIS 10NOV-24NOV/**CABIN: 102**
7 CRU ZC BK1 LIS 10NOV-24NOV/**PACKAGE PRICE**DUE3076.76**
8 CRU ZC BK1 LIS 10NOV-24NOV/**PMT BY CREDIT CARD**PAID1000.00**
9 CRU ZC BK1 LIS 10NOV-24NOV/**PMT BY CREDIT CARD**PAID1000.00**
10 CRU ZC BK1 LIS 10NOV-24NOV/**PMT BY CREDIT CARD**PAID1076.76**
FONE-BMIR/3033975905
ADRS-TODD TESTING@3344 FARM LANE@CHICAGO IL@Z/34334
FOP:-VIXXXXXXXXXXXXXX1111/D0111
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

PNR #2

1CP7 - GALILEO INTL DEN
LGN7LS/GX QSBGX MGXGWS AG 0 21MAY F/A-98D19759
1.1SINCLAIR/BETH 2.1SINCLAIR/BOB
1 CRU ZC BK1 NYC 31OCT-10NOV/**HOLLAND AMERICA CRUISE LINE**/CF-8J4G4D
2 CRU ZC BK1 NYC 31OCT-10NOV/**SAILING DATES: 31OCT07-10NOV07**
3 CRU ZC BK1 NYC 31OCT-10NOV/**SHIP: NOORDAM**
4 CRU ZC BK1 NYC 31OCT-10NOV/**DESTINATION: CARIBBEAN**
5 CRU ZC BK1 NYC 31OCT-10NOV/**STATEROOM TYPE: QUEEN**
6 CRU ZC BK1 NYC 31OCT-10NOV/**CABIN: 4078**
7 CRU ZC BK1 NYC 31OCT-10NOV/**PACKAGE PRICE**DUE3331.36**
8 CRU ZC BK1 NYC 31OCT-10NOV/**PMT BY CREDIT CARD**PAID3331.36
FONE-DROR/3033975905
ADRS-BETH SINCLAIR@123 OAK ST@DENVER CO@Z/80102
FOP:-VIXXXXXXXXXXXXX1111/D0108
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

PNR #3

1CP7 - GALILEO INTL DEN
LGNLQK/GX QSBGX MGXGWS AG 0 21MAY F/A-98D1F539
1.1SMITH/TESTING 2.1SMITH/CRUISE
1 CRU ZC BK1 MIA 21DEC-02JAN/**OCEANIA CRUISES**/CF-1122153
2 CRU ZC BK1 MIA 21DEC-02JAN/**SAILING DATES: 21DEC07-02JAN08**
3 CRU ZC BK1 MIA 21DEC-02JAN/**SHIP: REGATTA**
4 CRU ZC BK1 MIA 21DEC-02JAN/**DESTINATION: CARIBBEAN**
5 CRU ZC BK1 MIA 21DEC-02JAN/**STATEROOM TYPE: TW**
6 CRU ZC BK1 MIA 21DEC-02JAN/**CABIN: 6030**
7 CRU ZC BK1 MIA 21DEC-02JAN/**PACKAGE PRICE**DUE11452.00**
8 CRU ZC BK1 MIA 21DEC-02JAN/**PMT BY CREDIT CARD**PAID1000.00**
FONE-GCCR/3033975555
ADRS-TESTING SMITH@456 MAPLE DRIVE@CODY WY@Z/44556
FOP:-VIXXXXXXXXXXXXX1111/D0109
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

PNR #4

1CP7 - GALILEO INTL DEN
LGNMW0/GX QSBGX MGXGWS AG 0 21MAY F/A-98D1FEE9
1.1TESTER/BETH 2.1TESTER/SALLY
1 TUR ZZ BK1 AUA 11SEP-18SEP/**TRAVEL IMPRESSIONS**/CF-903890
2 TUR ZZ BK1 AUA 11SEP-18SEP/**TOUR DATES: 11SEP07-18SEP07**
3 TUR ZZ BK1 AUA 11SEP-18SEP/**HOTEL: MBR**
4 TUR ZZ BK1 AUA 11SEP-18SEP/**DESTINATION: ARUBA**
5 TUR ZZ BK1 AUA 11SEP-18SEP/**ROOM: 7 NTS GARDENVW -EP**
6 TUR ZZ BK1 AUA 11SEP-18SEP/**FLIGHTS: US 1536 DEPARTS DEN 11SEP 5:45AM**
7 TUR ZZ BK1 AUA 11SEP-18SEP/**FLIGHTS: US 871 DEPARTS CLT 11SEP 11:30AM**
8 TUR ZZ BK1 AUA 11SEP-18SEP/**FLIGHTS: US 1521 DEPARTS CLT 19SEP 9:35AM**
9 TUR ZZ BK1 AUA 11SEP-18SEP/**FLIGHTS: US 874 DEPARTS AUA 18SEP 4:45PM**
10 TUR ZZ BK1 AUA 11SEP-18SEP/**PACKAGE PRICE**DUE2159.40**
11 TUR ZZ BK1 DEN 11SEP-18SEP/**PMT BY CREDIT CARD**PAID2159.40**
FONE-MCOR/555-555-5555
ADRS-BETH TESTER@777 LUCKY LANE@LAS VEGAS NV@Z/89988
FOP:-VIXXXXXXXXXXXXX1111/D0108
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

PNR #5

1CP7 - GALILEO INTL DEN
LJ2LZ2/GX QSBGX MGXGWS AG 0 21MAY F/A-98FB7E4D
1.1BETH/SINCLAIR 2.1BILL/SINCLAIR
1 TUR ZZ BK1 CUN 11DEC-18DEC/**GOGO WORLDWIDE VACATIONS**/CF-5
207744729
2 TUR ZZ BK1 CUN 11DEC-18DEC/**TOUR DATES: 11DEC07-18DEC07**
3 TUR ZZ BK1 CUN 11DEC-18DEC/**HOTEL: KRYSTAL CANCUN**
4 TUR ZZ BK1 CUN 11DEC-18DEC/**DESTINATION: CANCUN AREA**
5 TUR ZZ BK1 CUN 11DEC-18DEC/**ROOM: UPC**
6 TUR ZZ BK1 CUN 11DEC-18DEC/**FLIGHTS: US 2612 DEPARTS ATL 11DEC 7:38AM**
7 TUR ZZ BK1 CUN 11DEC-18DEC/**FLIGHTS: US 807 DEPARTS CLT 11DEC 9:40AM**
8 TUR ZZ BK1 CUN 11DEC-18DEC/**FLIGHTS: US 816 DEPARTS CUN 18DEC 2:40PM**
9 TUR ZZ BK1 CUN 11DEC-18DEC/**FLIGHTS: US 1909 DEPARTS CLT 18DEC 7:55PM**
10 TUR ZZ BK1 CUN 11DEC-18DEC/**PACKAGE PRICE**DUE1750.70**
11 TUR ZZ BK1 CUN 11DEC-18DEC/**PMT BY CREDIT CARD**PAID1750.70**
FONE-DROR/555-555-5555
ADRS-BETH SINCLAIR@1898 OAK CREEK DR@LITTLETON CO@Z/80129
FOP:-VIXXXXXXXXXXXXX1111/D0108
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

2. Globalware Agency - 1CP7

<u>Passenger Name</u>	<u>Apollo Locator</u>	<u>Details</u>
Sinclair/Beth Sinclair/Bob	LGNDJ2	7Day, GoGo Tour, with Air, Full Payment (sale invoice-one payment)
Smith/Josh Smith/Julie	LJ3FP8	7Day, TI, with Air, (Multiple payments-individual method)
Doe/John Doe/Jane	LGPP5U	7Nights, Windstar cruise, full payment (one payment)
Jones/One Jones/Two Jones/Baby	LJ3N8Y	14Nights, Holland America, 2Adults/1Child, Deposit and multi payments (multi payment-individual method)
Testing/Cruise	LGPSVO	22Nights, Oceania, 1Adult, Deposit made, (multiple payments-scheduled payments)
Testing/One Testing/Two - Testing/Three - Testing/Four	LGQ0NU	16Night, Holland America, 4Adults, Full Payment, (tracking invoice-one payment)

PNR #1

```

1CP7 - GALILEO INTL      DEN
LGNDJ2/GX QSBGX MGXGWS AG 0 21MAY F/A-98D1C0C5
1.1SINCLAIR/BETH 2.1SINCLAIR/BOB
1 TUR ZZ BK1 AUA 11OCT-18OCT/**GOGO WORLDWIDE VACATIONS**/CF-5207744702
2 TUR ZZ BK1 AUA 11OCT-18OCT/**TOUR DATES: 11OCT07-18OCT07**
3 TUR ZZ BK1 AUA 11OCT-18OCT/**HOTEL: MARRIOTT ARUBA RESORT AND STELLARIS CASINO**
4 TUR ZZ BK1 AUA 11OCT-18OCT/**DESTINATION: ARUBA**
5 TUR ZZ BK1 AUA 11OCT-18OCT/**ROOM: QUL**
6 TUR ZZ BK1 AUA 11OCT-18OCT/**FLIGHTS: US 1536 DEPARTS DEN 11OCT 5:45AM**
7 TUR ZZ BK1 AUA 11OCT-18OCT/**FLIGHTS: US 871 DEPARTS CLT 11OCT 11:30AM**
8 TUR ZZ BK1 AUA 11OCT-18OCT/**FLIGHTS: US 1521 DEPARTS CLT 19OCT 9:35AM**
9 TUR ZZ BK1 AUA 11OCT-18OCT/**FLIGHTS: US 874 DEPARTS AUA 18OCT 4:45PM**
10 TUR ZZ BK1 AUA 11OCT-18OCT/**PACKAGE PRICE**DUE2803.40**
11 TUR ZZ BK1 AUA 11OCT-18OCT/@ @/PT/VCTGOG@ @
12 TUR ZZ BK1 AUA 11OCT-18OCT/@ @/Q-*FP2803.40*C10@ @
13 TUR ZZ BK1 AUA 11OCT-18OCT/**PMT BY CREDIT CARD**PAID2803.40**
FONE-LNKR/555-555-5555
ADRS-BETH SINCLAIR@123 OAK ST@OMAHA NE@Z/68124
FOP:-VIXXXXXXXXXXXXXX1111/D0108
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

```

PNR #2

1CP7 - GALILEO INTL DEN
LJ3FP8/GX QSBGX MGXGWS AG 0 21MAY F/A-98FC4F09
1.1SMITH/JOSH 2.1SMITH/JULIE
1 TUR ZZ BK1 CUN 11NOV-18NOV/**TRAVEL IMPRESSIONS**/CF-903893
2 TUR ZZ BK1 CUN 11NOV-18NOV/**TOUR DATES: 11NOV07-18NOV07**
3 TUR ZZ BK1 CUN 11NOV-18NOV/**HOTEL: REG**
4 TUR ZZ BK1 CUN 11NOV-18NOV/**DESTINATION: CANCUN AREA**
5 TUR ZZ BK1 CUN 11NOV-18NOV/**ROOM: 7 NTS LAGOONVW WFTRIFAL -EP**
6 TUR ZZ BK1 CUN 11NOV-18NOV/**FLIGHTS: F9 42 DEPARTS DEN 11NOV 9:40AM**
7 TUR ZZ BK1 CUN 11NOV-18NOV/**FLIGHTS: F9 45 DEPARTS CUN 18NOV 3:20PM**
8 TUR ZZ BK1 CUN 11NOV-18NOV/**PACKAGE PRICE**DUE1746.70**
9 TUR ZZ BK1 DEN 11NOV-18NOV/@ @/PT/VCTTIP@ @
10 TUR ZZ BK1 DEN 11NOV-18NOV/@ @/Q-*DP1064.70*C10@ @
11 TUR ZZ BK1 DEN 11NOV-18NOV/**PMT BY CREDIT CARD**PAID1064.70**
12 TUR ZZ BK1 CUN 11NOV-18NOV/@ @/PT/VCTTIP@ @
13 TUR ZZ BK1 CUN 11NOV-18NOV/@ @/Q-*DP200.00*C10@ @
14 TUR ZZ BK1 CUN 11NOV-18NOV/**PMT BY CREDIT CARD**PAID200.00**
FONE-MCOR/555-555-5555
ADRS-JOSH SMITH@1818 THIRD ST@WESTBROOK CT@Z/22332
FOP:-VIXXXXXXXXXXXXXX1111/D0109
TKTG-T/

PNR #3

1CP7 - GALILEO INTL DEN
LGPP5U/GX QSBGX MGXGWS AG 0 21MAY F/A-98D306F5
1.1DOE/JOHN 2.1DOE/JANE
1 CRU ZC BK1 BGI 02DEC-09DEC/**WINDSTAR CRUISE LINE**/CF-6W3J4H
2 CRU ZC BK1 BGI 02DEC-09DEC/**SAILING DATES: 02DEC07-09DEC07**
3 CRU ZC BK1 BGI 02DEC-09DEC/**SHIP: WIND SURF**
4 CRU ZC BK1 BGI 02DEC-09DEC/**DESTINATION: BAHAMAS**
5 CRU ZC BK1 BGI 02DEC-09DEC/**STATEROOM TYPE: QUEEN**
6 CRU ZC BK1 BGI 02DEC-09DEC/**CABIN: 102**
7 CRU ZC BK1 BGI 02DEC-09DEC/**PACKAGE PRICE**DUE3627.84**
8 CRU ZC BK1 BGI 02DEC-09DEC/@ @/PS/VVCWSC04053@ @
9 CRU ZC BK1 BGI 02DEC-09DEC/@ @/Q-*FP3627.84*C11@ @
10 CRU ZC BK1 BGI 02DEC-09DEC/**PMT BY CREDIT CARD**PAID3627.84**
FONE-LNKR/3033978888
ADRS-JOHN DOE@3322@OMAHA NE@Z/43343
FOP:-VIXXXXXXXXXXXXXX1111/D0109
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

PNR #4

1CP7 - GALILEO INTL DEN
LJ3N8Y/GX QSBGX MGXGWS AG 0 21MAY F/A-98FC86A5
1.1JONES/ONE 2.1JONES/TWO 3.1JONES/BABY
1 CRU ZC BK1 NYC 22DEC-05JAN/**HOLLAND AMERICA CRUISE LINE**/CF-8J4G5W
2 CRU ZC BK1 NYC 22DEC-05JAN/**SAILING DATES: 22DEC07-05JAN08**
3 CRU ZC BK1 NYC 22DEC-05JAN/**SHIP: NOORDAM**
4 CRU ZC BK1 NYC 22DEC-05JAN/**DESTINATION: CARIBBEAN**
5 CRU ZC BK1 NYC 22DEC-05JAN/**STATEROOM TYPE: TWIN**
6 CRU ZC BK1 NYC 22DEC-05JAN/**CABIN: 1024**
7 CRU ZC BK1 NYC 22DEC-05JAN/**PACKAGE PRICE**DUE6957.55**
8 CRU ZC BK1 NYC 22DEC-05JAN/@ @/PS/VVCHAL04052@ @
9 CRU ZC BK1 NYC 22DEC-05JAN/@ @/Q-*DP1800.00*C11@ @
10 CRU ZC BK1 NYC 22DEC-05JAN/**PMT BY CREDIT CARD**PAID1800.00**
11 CRU ZC BK1 NYC 22DEC-05JAN/@ @/PS/VVCHAL04052@ @
12 CRU ZC BK1 NYC 22DEC-05JAN/@ @/Q-*DP2000.00*C11@ @
13 CRU ZC BK1 NYC 22DEC-05JAN/**PMT BY CREDIT CARD**PAID2000.00**
14 CRU ZC BK1 NYC 22DEC-05JAN/@ @/PS/VVCHAL04052@ @
15 CRU ZC BK1 NYC 22DEC-05JAN/@ @/Q-*DP1500.00*C11@ @
16 CRU ZC BK1 NYC 22DEC-05JAN/**PMT BY CREDIT CARD**PAID1500.00**
17 CRU ZC BK1 NYC 22DEC-05JAN/@ @/PS/VVCHAL04052@ @
18 CRU ZC BK1 NYC 22DEC-05JAN/@ @/Q-*DP650.00*C11@ @
19 CRU ZC BK1 NYC 22DEC-05JAN/**PMT BY CREDIT CARD**PAID650.00**
20 CRU ZC BK1 NYC 22DEC-05JAN/@ @/PS/VVCHAL04052@ @
21 CRU ZC BK1 NYC 22DEC-05JAN/@ @/Q-*FP1007.55*C11@ @
22 CRU ZC BK1 NYC 22DEC-05JAN/**PMT BY CREDIT CARD**PAID1007.55**
FONE-BMIR/3039998876
ADRS-ONE JONES@5050 MAPLE ST@CHICAGO IL@Z/79989
FOP:-VIXXXXXXXXXXXXXX1111/D0109
TKTG-T/
*** TIN REMARKS EXIST *** >*T.

PNR #5

** THIS PNR IS CURRENTLY IN USE **

1CP7 - GALILEO INTL DEN

LGPSVO/GX QSBGX MGXGWS AG 0 21MAY F/A-98D32621

1.1TESTING/CRUISE

1 CRU ZC BK1 IST 24OCT-15NOV/**OCEANIA CRUISES**/CF-1122154

2 CRU ZC BK1 IST 24OCT-15NOV/**SAILING DATES: 24OCT07-15NOV07*

*

3 CRU ZC BK1 IST 24OCT-15NOV/**SHIP: NAUTICA**

4 CRU ZC BK1 IST 24OCT-15NOV/**DESTINATION: MEDITERRANEAN**

5 CRU ZC BK1 IST 24OCT-15NOV/**STATEROOM TYPE: TW**

6 CRU ZC BK1 IST 24OCT-15NOV/**CABIN: 6032**

7 CRU ZC BK1 IST 24OCT-15NOV/**PACKAGE PRICE**DUE24088.00**

8 CRU ZC BK1 IST 24OCT-15NOV/@ @/PS/VVCOCL01127@ @

9 CRU ZC BK1 IST 24OCT-15NOV/@ @/Q-*DP20181.13@ @

10 CRU ZC BK1 IST 24OCT-15NOV/@ @/Q-*FP3906.87*C\$3906.87*A28MAY@ @

11 CRU ZC BK1 IST 24OCT-15NOV/**PMT BY CREDIT CARD**PAID20181.13**

FONE-RSWR/3033998765

ADRS-CRUISE TESTING@4343 PALM DRIVE@PALM BEACH FL@Z/23232

FOP:-VIXXXXXXXXXXXXX1111/D0112

TKTG-T/

*** TIN REMARKS EXIST *** >*T.

PNR #6

1CP7 - GALILEO INTL DEN

LGQ0NU/GX QSBGX MGXGWS AG 0 21MAY F/A-98D3571D

1.1TESTING/ONE 2.1TESTING/TWO 3.1TESTING/THREE

4.1TESTING/FOUR

1 CRU ZC BK1 AKL 18NOV-04DEC/**HOLLAND AMERICA CRUISE LINE**/CF-8J4G5Q

2 CRU ZC BK1 AKL 18NOV-04DEC/**SAILING DATES: 18NOV07-04DEC07**

3 CRU ZC BK1 AKL 18NOV-04DEC/**SHIP: STATENDAM**

4 CRU ZC BK1 AKL 18NOV-04DEC/**DESTINATION: AUSTRALIA**

5 CRU ZC BK1 AKL 18NOV-04DEC/**STATEROOM TYPE: TWIN**

6 CRU ZC BK1 AKL 18NOV-04DEC/**CABIN: 504**

7 CRU ZC BK1 AKL 18NOV-04DEC/**PACKAGE PRICE**DUE7285.16**

8 CRU ZC BK1 AKL 18NOV-04DEC/@ @/PS/VVCHAL04052@ @

9 CRU ZC BK1 AKL 18NOV-04DEC/@ @/R7285.16*/OC-11@ @

10 CRU ZC BK1 AKL 18NOV-04DEC/**PMT BY CREDIT CARD**PAID7285.16**

FONE-YEGR/3038886543

ADRS-ONE TESTING@3838 MAPLE LEAF DR@TORONTO AB@Z/38883

FOP:-VIXXXXXXXXXXXXX1111/D0111

TKTG-T/

*** TIN REMARKS EXIST *** >*T.

3. Trams Agency - 1CP7

<u>Passenger Name</u>	<u>Apollo Locator</u>	<u>Details</u>
Sinclair/Bob Sinclair/Child Sinclair/Kid	LGQ3C2	17Night, Holland America, 1Adult, 2Children, Full Payment
Smith/Test	LJ43X4	18Night, Oceania, 1Adult, Deposit (Deposit)
Testing/Steve Testing/Sally	LGQ59A	7Nights, Windstar, Multiple Payments (Final Payment)
Sinclair/Beth Sinclair/Tester	LJ466K	7Night, GoGo Tour, Full payment (one payment)
Sinclair/Beth Poulos/Bill	LGQ8JG	7Night, Travel Impressions, Full Payment, (one payment)

PNR #1

1CP7 - GALILEO INTL DEN
 LGQ3C2/GX QSBGX MGXGWS AG 0 21MAY F/A-98D36DAD
 1.1SINCLAIR/BOB 2.1SINCLAIR/CHILD 3.1SINCLAIR/KID
 1 CRU ZC BK1 FLL 17DEC-03JAN/**HOLLAND AMERICA CRUISE LINE**/CF-8J4G5N
 2 CRU ZC BK1 FLL 17DEC-03JAN/**SAILING DATES: 17DEC07-03JAN08**
 3 CRU ZC BK1 FLL 17DEC-03JAN/**SHIP: PRINSENDAM**
 4 CRU ZC BK1 FLL 17DEC-03JAN/**DESTINATION: CARIBBEAN**
 5 CRU ZC BK1 FLL 17DEC-03JAN/**STATEROOM TYPE: TWIN**
 6 CRU ZC BK1 FLL 17DEC-03JAN/**CABIN: 408**
 7 CRU ZC BK1 FLL 17DEC-03JAN/**PACKAGE PRICE**DUE10409.57**
 8 CRU ZC BK1 FLL 17DEC-03JAN/**PMT BY CREDIT CARD**PAID10409.57**
 FONE-DROR/30355509090
 ADRS-BOB SINCLAIR@1234 OAK ST@DENVER CO@Z/80122
 FOP:-VIXXXXXXXXXXXXXX1111/D0111
 TKTG-T/
 *** TIN REMARKS EXIST *** >*T.
 TRMK-MS8C*VCVCHAL04052*SD17DEC07*ED03JAN08*CF8J4G5N
 2 MS8*TTS*TF10409.57*CM11

PNR #2

1CP7 - GALILEO INTL DEN
LJ43X4/GX QSBGX MGXGWS AG 0 21MAY F/A-98FCF9B9
1.1SMITH/TEST
1 CRU ZC BK1 SIN 22DEC-09JAN/**OCEANIA CRUISES**/CF-1122155
2 CRU ZC BK1 SIN 22DEC-09JAN/**SAILING DATES: 22DEC07-09JAN08**
3 CRU ZC BK1 SIN 22DEC-09JAN/**SHIP: NAUTICA**
4 CRU ZC BK1 SIN 22DEC-09JAN/**DESTINATION: AUSTRALIA**
5 CRU ZC BK1 SIN 22DEC-09JAN/**STATEROOM TYPE: TW**
6 CRU ZC BK1 SIN 22DEC-09JAN/**CABIN: 7068**
7 CRU ZC BK1 SIN 22DEC-09JAN/**PACKAGE PRICE**DUE18297.00**
8 CRU ZC BK1 SIN 22DEC-09JAN/**PMT BY CREDIT CARD**PAID500.00**
FONE-DLHR/3032629090
ADRS-TEST SMITH@1010 GREAT LAKES DR@MINNEAPOLIS MN@Z/65656
FOP:-VIXXXXXXXXXXXXX1111/D0112
TKTG-T/
*** TIN REMARKS EXIST *** >*T.
TRMK-MS8C*VCVCOCL01127*SD22DEC07*ED09JAN08*CF1122155*FD23SEP07
2 MS8*TTS*TF500.00*CM10*FA17797.00*FC3139.41

PNR #3

1CP7 - GALILEO INTL DEN
LGQ59A/GX QSBGX MGXGWS AG 0 21MAY F/A-98D37E0D
1.1TESTING/STEVE 2.1TESTING/SALLY
1 CRU ZC BK1 ROM 05AUG-12AUG/**WINDSTAR CRUISE LINE**/CF-6W3J4T
2 CRU ZC BK1 ROM 05AUG-12AUG/**SAILING DATES: 05AUG07-12AUG07**
3 CRU ZC BK1 ROM 05AUG-12AUG/**SHIP: WIND SURF**
4 CRU ZC BK1 ROM 05AUG-12AUG/**DESTINATION: GREECE**
5 CRU ZC BK1 ROM 05AUG-12AUG/**STATEROOM TYPE: QUEEN**
6 CRU ZC BK1 ROM 05AUG-12AUG/**CABIN: 101**
7 CRU ZC BK1 ROM 05AUG-12AUG/**PACKAGE PRICE**DUE5235.22**
8 CRU ZC BK1 ROM 05AUG-12AUG/**PMT BY CREDIT CARD**PAID3000.00**
9 CRU ZC BK1 ROM 05AUG-12AUG/**PMT BY CREDIT CARD**PAID1000.00**
10 CRU ZC BK1 ROM 05AUG-12AUG/**PMT BY CREDIT CARD**PAID600.00**
11 CRU ZC BK1 ROM 05AUG-12AUG/**PMT BY CREDIT CARD**PAID635.22**
FONE-BLIR/3036642321
ADRS-STEVE TESTING@4321 LOLLY LANE@SEATTLE WA@Z/12321
FOP:-VIXXXXXXXXXXXXX1111/D0110
TKTG-T/
*** TIN REMARKS EXIST *** >*T.
TRMK-MS8C*VCVCWSC04053*SD05AUG07*ED12AUG07*CF6W3J4T*FD24MAY07
2 MS8*TTS*TF3000.00*CM11*FA2235.22*FC0.00
3 MS11*TTS*TF635.22*FC0.00

PNR #4

1CP7 - GALILEO INTL DEN
LJ466K/GX QSBGX MGXGWS AG 0 21MAY F/A-98FD0CF9
1.1SINCLAIR/BETH 2.1SINCLAIR/TESTER
1 TUR ZZ BK1 CUN 12OCT-19OCT/**GOGO WORLDWIDE VACATIONS**/CF-5207744737
2 TUR ZZ BK1 CUN 12OCT-19OCT/**TOUR DATES: 12OCT07-19OCT07**
3 TUR ZZ BK1 CUN 12OCT-19OCT/**HOTEL: KRYSTAL CANCUN**
4 TUR ZZ BK1 CUN 12OCT-19OCT/**DESTINATION: CANCUN AREA**
5 TUR ZZ BK1 CUN 12OCT-19OCT/**ROOM: UPC**
6 TUR ZZ BK1 CUN 12OCT-19OCT/**FLIGHTS: UA 1670 DEPARTS DEN 12OCT 10:20AM**
7 TUR ZZ BK1 CUN 12OCT-19OCT/**FLIGHTS: UA 1671 DEPARTS CUN 19OCT 12:40PM**
8 TUR ZZ BK1 CUN 12OCT-19OCT/**PACKAGE PRICE**DUE1568.70**
9 TUR ZZ BK1 CUN 12OCT-19OCT/**PMT BY CREDIT CARD**PAID1568.70**
FONE-DROR/555-555-5555
ADRS-BETH SINCLAIR@1898 OAK CREEK DR@LITTLETON CO@Z/80101
FOP:-VIXXXXXXXXXXXXX1111/D0110
TKTG-T/
*** TIN REMARKS EXIST *** >*T.
TRMK-MS9C*VCCTGOC*SD12OCT07*ED19OCT07*CF5207744737
2 MS9*TTT*TF1568.70*CM10

PNR #5

1CP7 - GALILEO INTL DEN
LGQ8JG/GX QSBGX MGXGWS AG 0 21MAY F/A-98D39961
1.1SINCLAIR/BETH 2.1POULOS/BILL
1 TUR ZZ BK1 CUN 12OCT-19OCT/**TRAVEL IMPRESSIONS**/CF-903894
2 TUR ZZ BK1 CUN 12OCT-19OCT/**TOUR DATES: 12OCT07-19OCT07**
3 TUR ZZ BK1 CUN 12OCT-19OCT/**HOTEL: FCR**
4 TUR ZZ BK1 CUN 12OCT-19OCT/**DESTINATION: CANCUN AREA**
5 TUR ZZ BK1 CUN 12OCT-19OCT/**ROOM: 7 NTS SUPERIOR -EP**
6 TUR ZZ BK1 CUN 12OCT-19OCT/**FLIGHTS: UA 1670 DEPARTS DEN 12OCT 10:20AM**
7 TUR ZZ BK1 CUN 12OCT-19OCT/**FLIGHTS: UA 1671 DEPARTS CUN 19OCT 12:40PM**
8 TUR ZZ BK1 CUN 12OCT-19OCT/**PACKAGE PRICE**DUE2060.70**
9 TUR ZZ BK1 DEN 12OCT-19OCT/**PMT BY CREDIT CARD**PAID2060.70**
FONE-MCOR/555-555-5555
ADRS-BETH SINCLAIR@8777 CREEKSIDE WAY@DENVER CO@Z/99009
FOP:-VIXXXXXXXXXXXXX1111/D0109
TKTG-T/
*** TIN REMARKS EXIST *** >*T.
TRMK-MS10C*VCCTTIP*SD12OCT07*ED19OCT07*CF903894
2 MS10*TTT*TF2060.70*CM10