ELECTRONIC CRUISE GROUP SPACE MANAGEMENT

This tool is used to create and administer cruise group space electronically. The details of the group will be provided in the form of a contract by the cruise line based on the information that was requested by the agency. By entering the Group ID into the Electronic Cruise Group Space Management, the Travelport Cruise & Tour cruise booking tool will be able associate the group with its rate code being provided electronically by the cruise line.

1. ELECTRONIC CRUISE GROUP SPACE MANAGEMENT

1.1. Add a Group

1. Click the **Admin** menu. It displays the admin menu options.

2. Click the **Administration** menu option. It displays the Administration window.

3. Click the **Electronic Cruise Group Space Management** link. It displays the following:

4. Click the **Add New Group Space** link. It displays the following:

5. Choose the **Cruise Ship** and **Sailing Date** from the drop down lists.

6. Click **Continue**. It displays the **Electronic Group Space Contract**:

7. Enter the details into the contract. Note all fields are required unless indicated by *.

Group Description

Group Name - Enter a name to identify the group.
Booking Number - Enter the group number assigned by the cruise line. This field must be filled in correctly in order for the tool to match the group with the group rate code being returned electronically by the cruise line.
Call to Action - (Optional). Displays a phrase in Agent & Consumer search results.
Action Text - (Optional). Text that will appear if the Call to Action link is clicked.

Group Ownership
Website - Choose a website using the drop down list. Multiple websites can be selected by holding down the CTRL key on your keyboard.
Agent - (Optional). Choose the agent of record from the drop down list if this group has reserved inventory.

Contract Specifics

Group Type - Click the group type from the drop down list (Incentive; Affinity; Open Promo; Unknown).
Total Number of Cabins – (Optional) Insert the total number if desired.
Status - Choose the desired status from the drop down list. (Active, Inactive).
Tour Conductor Ratio - Enter ratios provided by the cruise line.
Customer Tour Conductor Ratio - Enter the agency's ratios, can be the same as the Tour Conductor Ratio.
Cancellation Deadlines - Choose a **Date** using the drop down lists *or* a **Day Range**. Either selection populates data for the other.
*Note: If Cancellation Fields are blank, then the Standard Cruise Vendor Cancellation Policy applies.

> **Date** - Using the drop down lists choose a date – day range is automatically displayed.
> **Day Range** - Enter a day range for the first cancellation. If this field is populated first then dates will be automatically set based on the date range.
> **Penalty** - Enter description for the penalty that will be collected by the agency.

Commission Percentage - Enter a commission percentage figure.
Amenity Options and Group Details - Enter any details that are to be displayed to agents.
Agent Notes – Internal notes about the group that will only be seen by agents.
Group Leader – (Optional) Enter the name of the Group Leader.

8. Click **Save**. It displays the following:

Electronic Group Space

Group Name:	PCL TEST	**Agency:**	Galileo Leisure AAA TRAVEL HOLDINGS, INC.
Vendor Group ID:	123456	**Agent:**	[All Agents]
Group Leader:		**Group Entered By:**	108845, qctest
Cruise Itinerary:	Princess Cruises - Caribbean Princess 7 Night Southern Caribbean Explorer Cruise - February 5, 2012		
Call To Action:	This is a test TEST TEST TEST TEST		

Group Type:	Open/Promo	**Tour Conductor Ratio:**	
Total Number of Cabins:	0	**Customer Tour Conductor Ratio:**	
Status:	Active	**Commission Percentage:**	

Cancellation Deadline 1:	November 7, 2011	**90 - 61** days	**Penalty 1:**	Deposit
Cancellation Deadline 2:	December 7, 2011	**60 - 31** days	**Penalty 2:**	50%
Cancellation Deadline 3:	January 6, 2012	**30 - 0** days	**Penalty 3:**	100%

Amenity Options and Group Details:

This is a test

Agent Notes:

test test test test

Edit Contract

Group Options

Option	Customer Cost	House Cost	Commission	Option Level

Add Group Option

Group Bonus Commission

Bonus Amount	Condition	Minimum Required	Paid To

Add Group Bonus Commission

Done Working Contract

1.2 Edit Contract

Once the contract details have been entered it is possible to edit the group contract page. The Itinerary is the only item that CANNOT be edited.

     1. Click the **Edit Contract** button. The contract is displayed in edit form.

     2. Make the necessary changes.

     3. Click the **Save** button. The contract is displayed once more.

     4. Click the **Done Working Contract** button to exit back to the group space search page.

1.3 Add Group Options

This tool is used to store, edit and add options into cruise group space. Options that are stored can then be added into the contract and made available at Group, Cabin and Passenger level during the booking process.

1. Click the **Add Group Options** button. It displays the Electronic Cruise Group Space Option window:

2. Choose an **Option Item** using the drop down list. If the option is NOT available in the list see step 8 below to store an option.

3. Enter a **Customer Cost** – if applicable.

4. Enter a **House Cost** – if applicable.

5. Enter a **Commission Amount** – if applicable.

6. Choose a **Level** using the drop down list. (Cabin and Passenger options can be selected by an agent during the booking process).

7. Click the appropriate **Save and…** button to continue.

8. The **Add New Option** Item link is used for adding/editing/deleting options to and from the available list.

1.4. Deleting a Group Option

1. Click on **Edit** next to the Group Option you wish to be removed.

2. Click the **Delete this option** link. A dialog box is displayed prompting the user to confirm the action.

3. Click **OK** to delete or **Cancel** to return to options window.

1.5. Adding Group Bonus Commission
This feature is used to add bonus commission to group space based on commission from cruise line on the inventory sold.

1. Click the **Add Group Bonus Commission** button. It displays the Electronic Cruise Group Space Bonus Commission window:

Electroninc Cruise Group Space Bonus Commission

Return to Group Space Contract

Commission Amount: 0.00

Minimum Required: 1

Condition: Per X Cabins Sold

Paid To: Agency

[Store and Return to Contract] [Store and Add More]

2. **Commission Amount:** Amount of bonus commission taken from the cruise line contract.

3. **Minimum Required:** Required minimum cabins sold to earn bonus commission.

4. **Condition:** Per cabins sold or Total cabins sold.

5. **Paid To:** House, Agent or Split.

6. Click the appropriate **Save and…** button to continue.

Note: Several bonuses can be added here depending on the incentives that the agency decides.

1.6. Delete a Group Bonus Commission
This option is used to delete a group bonus commission that has been added to a group space.

1. Click on **Edit** next to the Group Bonus Commission you wish to be removed.

2. Click the **Delete this Bonus Commission Record** link. A dialog box is displayed prompting the user to confirm the action.

1.7.1. Search for a Group Space
Tool for searching for groups entered into Power Agent.

1. Click the **Admin** menu .It displays the admin menu options.

2. Click the Administration menu. It displays the Administration window.

3. Click **Electronic Cruise Group Space Management** link. It displays the following:

Electronic Cruise Group Selection

Add New Group Space | Administration Home

SEARCH OPTIONS

Vendor Group ID:

Cruise Ship:

Sailing Date:

Website: All Websites

Group Type: Any

[Search]

4. Enter your search criteria.

5. Click the **Search** button. It displays the following page:

Note: Any groups created via the Cruise Vendor Group API Management tool will automatically appear in the Electronic Cruise Group search results.

• Inventory Administration • Group Management • Reconciliation Report	Celebrity Eclipse January 2, 2011	6 Night Western Caribbean Group Number: 21720	Allied Test Group 1 Test 1 Galileo Leisure AAA TRAVEL HOLDINGS, INC.

1.8. Inventory Administration
Tool to access an existing Group contract, Options and Bonus commissions. In all cases search for the group and then edit as required. See section **1.2 Edit Contract**..

1.9 Group Management
Group Management is a comprehensive reporting tool to view every aspect of the groups in the system. It has further links to **Passenger Manifest**, **View Itinerary**, **Go to Sailing**.

Passenger Manifest - Gives details about the group. It gives the information of the passenger (Customer name, Category, allocation of seats, cabin total, discount, commission, Passengers traveling amount, Payment details).

View Itinerary - Displays the sailing's itinerary in a pop up window.

Go to Sailing - This link will take you directly to the **Select Number of Passengers** page.

1.10 Reconciliation Report
This link enables the admin user to get an idea on the amount spent by the agency on different aspects and the commission earned by that group space.

The accounting details like passenger, cruise fare, port charges, government fees and other details are displayed. Also the commission earned from the group space is displayed. The amount earned from Tour Conductor Ratio is also displayed.

2.1 Booking into Electronic Cruise Group Space

1. Use your preferred method of booking (**Quick Cruise**, **Enhanced** search, etc…)

2. On the **Cruise Search Results**, the **Call to Action** will appear in the **Groups** column.

3. Click on **Check Availability** for the sailing with a group.

4. Select the appropriate number of passengers and click **Continue**. It displays the following:

5. **Cruise Group** denotes that you are now booking into the group.

6. Continue with the booking process as normal.