



## **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:

The screenshot shows a web form titled "Electronic Cruise Group Selection". At the top right, there are two links: "Add New Group Space" and "Administration Home". Below the title is a section labeled "SEARCH OPTIONS" with the following fields:

- Vendor Group ID:** A text input field.
- Cruise Ship:** A dropdown menu.
- Sailing Date:** Three separate dropdown menus for day, month, and year.
- Website:** A dropdown menu currently set to "All Websites".
- Group Type:** A dropdown menu currently set to "Any".

A "Search" button is located at the bottom left of the form.

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

The screenshot shows a web form titled "Cruise Itinerary Selection". A message box at the top states: "Before you can create new **Electronic Group Space**, please specify the Cruise Ship and Sailing Date." Below this are two dropdown menus:

- Cruise Ship:** A dropdown menu currently set to "- Cruise Ship -".
- Sailing Date:** A dropdown menu.

A "Continue" button is located at the bottom center of the form.

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				
<b>Group Name:</b>	PCL TEST	<b>Agency:</b>	Galileo Leisure AAA TRAVEL HOLDINGS, INC.	
<b>Vendor Group ID:</b>	123456	<b>Agent:</b>	[All Agents]	
<b>Group Leader:</b>		<b>Group Entered By:</b>	108845, qctest	
<b>Cruise Itinerary:</b>	<a href="#">Princess Cruises - Caribbean Princess</a> <a href="#">7 Night Southern Caribbean Explorer Cruise - February 5, 2012</a>			
<b>Call To Action:</b>	This is a test TEST TEST TEST TEST			
<b>Group Type:</b>	Open/Promo	<b>Tour Conductor Ratio:</b>		
<b>Total Number of Cabins:</b>	0	<b>Customer Tour Conductor Ratio:</b>		
<b>Status:</b>	Active	<b>Commission Percentage:</b>		
<b>Cancellation Deadline 1:</b>	November 7, 2011	<b>90 - 61 days</b>	<b>Penalty 1:</b> Deposit	
<b>Cancellation Deadline 2:</b>	December 7, 2011	<b>60 - 31 days</b>	<b>Penalty 2:</b> 50%	
<b>Cancellation Deadline 3:</b>	January 6, 2012	<b>30 - 0 days</b>	<b>Penalty 3:</b> 100%	
<b>Amenity Options and Group Details:</b>				
<div style="border: 1px solid gray; padding: 5px; min-height: 40px;">This is a test</div>				
<b>Agent Notes:</b>				
<div style="border: 1px solid gray; padding: 5px; min-height: 40px;">test test test test</div>				
<input type="button" value="Edit Contract"/>				
Group Options				
Option	Customer Cost	House Cost	Commission	Option Level
<input type="button" value="Add Group Option"/>				
Group Bonus Commission				
Bonus Amount	Condition	Minimum Required	Paid To	
<input type="button" value="Add Group Bonus Commission"/>				
<input type="button" value="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:

Electronic Cruise Group Space Option

[Return to Electronic Group Space Contract](#)

Option Item: \$100 per Cabin Ship Board Credit & \$50 per Cabin in Casino Chips

[Add New Option Item](#)

Description: \$100 per Cabin Ship Board Credi

Customer Cost:  USD

House Cost:  USD

Commission Amount:  USD

Level:

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:

Electronic Cruise Group Space Bonus Commission	
<a href="#">Return to Group Space Contract</a>	
<b>Commission Amount:</b>	<input type="text" value="0.00"/>
<b>Minimum Required:</b>	<input type="text" value="1"/>
<b>Condition:</b>	<input type="text" value="Per X Cabins Sold"/>
<b>Paid To:</b>	<input type="text" value="Agency"/>
<input type="button" value="Store and Return to Contract"/> <input type="button" value="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	
<a href="#">Add New Group Space</a>   <a href="#">Administration Home</a>	
<b>SEARCH OPTIONS</b>	
<b>Vendor Group ID:</b>	<input type="text"/>
<b>Cruise Ship:</b>	<input type="text"/>
<b>Sailing Date:</b>	<input type="text"/> <input type="text"/> <input type="text"/>
<b>Website:</b>	<input type="text" value="All Websites"/>
<b>Group Type:</b>	<input type="text" value="Any"/>
<input type="button" value="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.

<ul style="list-style-type: none"><li>• <a href="#">Inventory Administration</a></li><li>• <a href="#">Group Management</a></li><li>• <a href="#">Reconciliation Report</a></li></ul>	Celebrity Eclipse January 2, 2011	6 Night Western Caribbean Group Number: 21720	Allied Test Group 1 Test 1 Galileo Leisure AAA TRAVEL HOLDINGS, INC.
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### 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.

**Cruise Search Results**

1 2 3 4 5 6 7 8 9  
 Cruise Search Number of Rate Code Category Cabin Options Payment Booking  
 Search Results Passengers Selection Selection Selection & Review Confirmation

There are 5 results that match your criteria from 1  
 January 1, 2011 to January 31, 2011 . Modify Search

Sort Order

Displaying 1-5

**7 Night SOUTHERN CARIBBEAN**

**Vendor:** [Royal Caribbean International](#)  
**Ship Name:** [Adventure Of The Seas](#)  
**Departing from:** San Juan, Puerto Rico  
**Ports of Call:** San Juan, Puerto Rico | Willemstad, Curacao | Oranjestad, Aruba | Roseau, Dominica | St. Thomas, U.S. Virgin Islands  
 The actual Ports of Call visited are dependent on the selected itinerary and may NOT include all ports listed.

**Please be advised that rates start from the prices listed below.  
 Please complete the booking process before quoting any rates.**

More Info	Interior	Oceanview	Balcony	Suite	Check Dining	Groups	Compare	Select & Continue	Add to Favorites
<a href="#">January 2</a>	779 USD	879 USD			<input type="checkbox"/>	<b>Karl Test</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Check Availability	<input type="checkbox"/>
<a href="#">January 9</a>	599 USD	899 USD	1049 USD	1249 USD	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/> Check Availability	<input type="checkbox"/>
<a href="#">January 16</a>	619 USD	739 USD	859 USD		<input type="checkbox"/>	<b>SSPLATEST</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Check Availability	<input type="checkbox"/>
<a href="#">January 23</a>	609 USD	899 USD	1129 USD		<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/> Check Availability	<input type="checkbox"/>
<a href="#">January 30</a>	599 USD	849 USD	1189 USD	1349 USD	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/> Check Availability	<input type="checkbox"/>

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:

**Rate Code Selection**

1 2 3 4 5 6 7 8 9  
 Cruise Search Number of Rate Code Category Cabin Options Payment Booking  
 Search Results Passengers Selection Selection Selection & Review Confirmation

  
**Ship Name:** Adventure Of The Seas  
**Plan Name:** 7 Night Southern Caribbean Cruise  
**Departing:** Sunday, January 16, 2011 [View Itinerary](#)  
**Departure Port:** San Juan, Puerto Rico  
**Passengers:** 2 adults



1 Choose one or more Rate Codes then click Continue.

Cruise Group	Description	Remarks	Rate Code	<input type="checkbox"/>
	Group 19171 (SSPLATEST)		<a href="#">19171_BRKA02N</a>	<input checked="" type="checkbox"/>

**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.**

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

6. Continue with the booking process as normal.