CRUISE VENDOR API GROUP MANAGEMENT

This tool is used to create and administer live cruise group space. 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. Payments for the group can be made direct with the cruise line manually or applied at a group level by the agency.

1.1. Create 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 Cruise Vendor Group API Management link. It displays the following:

4. Click the Create a Group link. It displays the following:

5. Select the appropriate website from the drop down in **Website Selection**.

6. Use the **From** and **To** drop downs to set the date range to search for the sailing itinerary of the group – **OR** – use the calendar icons to set the date range.

7. Choose the cruise line and ship from the **Vendor** and **Ship** drop down lists.

8. Click on **Search for a Cruise**. It displays the search results similar to the Cruise Results as follows:

Cruise Vendor Group API: Sailing Selection

Cruise Vendor Group API Admin | Administration Menu

There are **93** results that match your criteria from **June 15, 2011** to **July 15, 2011**.

9 Night CANADA / NEW ENGLAND			
Vendor:	Royal Caribbean International		
Ship:	Enchantment Of The Seas		
Departing from:	Baltimore, Maryland		
Ports of Call:	Baltimore, Maryland	Portland, Maine	Bar Harbor, Maine	Saint John, New Brunswick	Halifax, Nova Scotia	Boston, Massachusetts _The actual Ports of Call visited are dependent on the selected itinerary and may NOT include all ports listed._		
More Info	**Group Amenity Points**	**Dining**	**Select**
June 16	View		Select
July 14	View		Select

12 Night EUROPE			
Vendor:	Royal Caribbean International		
Ship:	Mariner Of The Seas		
Departing from:	Civitavecchia (Rome), Italy		
Ports of Call:	Civitavecchia (Rome), Italy	Naples, Italy	Piraeus (Athens), Greece	Haifa, Israel	Kusadasi (Ephesus), Turkey	Rhodes, Greece _The actual Ports of Call visited are dependent on the selected itinerary and may NOT include all ports listed._		
More Info	**Group Amenity Points**	**Dining**	**Select**
June 16	View		Select

9. The **Group Amenity Points** are returned from the vendor for informational purposes to identify which sailings have Group Amenity points available and if provided, the value.

10. Click the **Dining** icon to view the available dining options for a particular sailing. This is for informational purposes only and may not be supported by all vendors and GDS's.

11. Click **Select** for the appropriate sailing – OR – **New Search** to change search parameters

1.2 Create a Group: Policy Type Selection*
Select one Group policy type.

Carnival will offer the following types for Group Policy:
Affinity-Coworkers	**Holiday Sailings**
Affinity-Family	**Open Promotion**
Affinity-Friends	
Affinity-Incentive	
Affinity-Organization	
Affinity-Reunion	

For RCCL Brand Group Policies:
Non Deposit: Promotional groups (RCCL and CEL) are Minimum of 8 staterooms, 16 passengers and Max 16 staterooms, 32 passengers.

Deposit: Affinity groups (RCCL) are Minimum of 8 staterooms, 16 passengers and Max 50 staterooms, 100 passengers.

Please note: Azamara Cruise Line groups have a lower maximum threshold (25 passengers) with the same potential variation by sailing and no Group policy selection is required.

Group policies are subject to change at the vendors' discretion.

1.3 Create a Group: Rate Code Selection
1. Select the desired rate codes to be used for the group.

1.4 Create a Group: Category Selection & Allocation
1. Enter the number of cabins for each category in the group in the **Cabins** column.

The total number of cabins allotted will be displayed at the bottom of the page as **Grand Total Group Cabins**.

Cruise Vendor Group API: Category Selection & Allocation

Cruise Vendor Group API Admin | Administration Menu

RoyalCaribbean
INTERNATIONAL

Ship: Oasis Of The Seas
Plan Name: 7 Night Western Caribbean Cruise
Departing: Saturday, June 25, 2011 View Itinerary
Departure Port: Fort Lauderdale, Florida

Group Policy: NONDEPOSIT
Minimum Cabins Required: 8
Maximum Cabins Allowed: 16

⊟ **Double Occupancy**

Vendor Info: NCCF: 159.00 MISC AMT: 112.61

Group Amenity Points: 2

Rate Code	Category Code	Category	Amenities Available	Inventory	Price	Cabins	
BRKA13	N	Interior Stateroom	Y	10+	1,399.00 USD		Double
BRKA13	M	Interior Stateroom	Y	10+	1,439.00 USD		Double
BRKA13	L	Interior Stateroom	Y	10+	1,479.00 USD		Double
BRKA13	I	Ocean View Stateroom	Y	10+	1,579.00 USD		Double
BRKA13	H	Ocean View Stateroom	Y	10+	1,629.00 USD		Double
BRKA13	B1	Boardwalk View Stateroom with Balcony	Y	10+	1,929.00 USD		Double

Grand Total Cabins   0   Double

⊞ **Single Occupancy**

Grand Total Group Cabins 0

Back   Continue

Note: Carnival Cruise Lines will only allow for Double Occupancy Cabins. Royal Caribbean will allow for Single and Double Occupancy Cabins.

1.5 Create a Group: Group Data
1. Fill out all fields marked with an asterisk (*).

Please Note: Group data collected and options available on this screen varies by vendor.

2. Choose the **Group Type** from the drop down list. For example with Royal Caribbean, the choices are either **Affinity** or **Promotional**.

3. Some group types require a selection of a subtype. For example with Royal Caribbean, if **Affinity** is selected, the **Group Subtype** will appear. Choose the **Group Subtype** from the drop down list. For example with Royal Caribbean, the choices are **Business**, **Family**, or **Association**.

4. Assign **Dining Allocation** for passengers. Note all passengers must be allocated.

5. Assign **Seating Type** for all passengers based on **Dining Allocation**. For example with Royal Caribbean, the choices are **Together** or **Apart**. Note that **My Time/Open Dining** defaults to **Do Not Seat**.

6. Accept or decline **Pre Paid Gratuities** at the Group Level.

7. Designate between **Cruise Only** or **Cruise and Cruise Line Air** for **Air Gateway Allocation**.

8. If **Cruise and Cruise Line Air** is selected, enter the **Departure Airport/City** code and **Passenger Count**. Additional airport gateways may be entered as well.

Please Note: If only a gateway or passenger count is provided that allocation will be ignored.

9. **Insurance** must be added on a per booking basis when names are added during the booking process or with the cruise line directly through their call center.

1.6 Create a Group: Review & Confirm
Review all information on the page. If any corrections or adjustments are needed, then click on **Back**. If all information is correct, then click on **Create Group**.

Please Note: If available, payment and penalty schedules will be displayed.

1.7 Create a Group: Creation Confirmation
Group ID is now generated along with **Penalty Schedule** and **Payment Schedule**.

To edit or make changes to the group click on **Modify Cruise Vendor API Group**.

2. Modify Cruise Vendor API Group

Please Note: Data displayed on this screen varies by vendor.

2.1 Modify Cruise Vendor API Group: Group Summary
1. Click on **Edit** next to **Group Information**.

2.1.1 Modify Cruise Vendor API Group: Edit Group Information
1. From here edits can be made to the following Group Information:

Group Name	**Group Amenity Points**
Agent Name	**Option Extension**
Address Details	**Phone**
Email Address	

Please Note: The data available to edit on this screen varies by vendor.

2. To adjust **Cruise Inventory** click on **Allocate** button for the appropriate **Category**. This will allow for the allocation of specific cabins as opposed to Guarantees. *(Varies by vendor)*

Group Pricing

NCCF	Tariff	Options Price	Air Price	Taxes/Fees	Total Price	Commission
2544.00	26550.00	1092.00	0.00	1801.76	31987.76	2655.00

Penalty Schedule

67 to 30 days to sailing: 250.00 per Passenger
29 to 8 days to sailing: 50.00%
7 to 0 days to sailing: 100.00%
Assessed penalty: 596.80. Assessed date: 2010-06-15.

Payment Schedule

Description	Due Date	Amount Per Cabin
Current Option Date	Sunday, December 12, 2010	500.00
Final Deposit Date	Sunday, December 12, 2010	0.00
Final Payment Date	Saturday, April 16, 2011	0.00

Cruise Inventory

Category	Priced Category	Berthed Category	Occupancy	Waitlisted	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Rate Code	Cabins
Boardwalk View Stateroom with Balcony	B1	B1	Double	0	0	8	0	0	BRKA13	Allocate

Result of **Allocate** button selection:

2.2 Modify Cruise Vendor API Group: Cabin Selection
(Varies by vendor)

1. Select the desired cabins. Note not to select more cabins than listed in **Total Cabin Allocation** at the top of the page. Cabins may be de-allocated and/or swapped on this screen.

3. To cancel the group click on the **Cancel** button.

Please Note: For some vendors, the button display is based on the vendor's indication. For example, Carnival lets you cancel a group even if there are bookings in it. For others, if there are group reservations already booked, then the individual group reservations will need to be cancelled individually first before the Group Contract can be cancelled.

2.3 Modify Cruise Vendor API Group: Amenities
(Varies by vendor)

1. To view and select **Amenities** click on **Edit**.
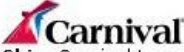
2. Amenities displayed are returned from the vendor. Click on the **Amenity** name for more information.

3. Enter the **Quantity** for the desired **Amenity**.

4. Click on **Continue** to save.

Cruise Vendor Group API: Amenities Selection

Cruise Vendor Group API Admin | Administration Menu

Ship: Carnival Legend
Start Date: Sunday, January 30, 2011
Group (ID): RevelexXYZ (15TT60)

Maximum Amenity Selections Allowed: 10

Amenity	Quantity Available	Quantity Booked	Point Value	Quantity	Points Selected
$100 Per Cbn Onboard Credit	1	0	4	0	0
$100 per cabin onboard credit. Complimentaries or partial comps earned , agent rates, or other net rates will not qualify for onboard credit. Onboard credits will be issued based on sailed number of paid cabins.					
$100/Cabin Bonus Commission	1	0	7	0	0
$20 Per Person Bus Allowance	1	0	3	0	0
$20 Per Person Off 3/4 Guest	1	0	3	0	0
$25 Per Cbn Onboard Credit	1	0	1	0	0
$25/Cabin Bonus Commission	1	0	2	0	0
$30 Per Person Bus Allowance	1	0	4	0	0
$50 Per Cbn Onboard Credit	1	0	2	0	0
$50/Cabin Bonus Commission	1	0	4	0	0
$75 Per Cbn Onboard Credit	1	0	3	1	3
$75/Cabin Bonus Commission	1	0	5	0	0
1 Category Upgrade	1	0	1	0	0
1-10 Promotional Comps	1	0	4	0	0
1-12 Promotional Comps	1	0	2	0	0
1-8 Promotional Comps	1	0	6	0	0
2 Category Upgrade	1	0	2	0	0
Agent Rate Stateroom	1	0	2	0	0
Bon Voyage Memory Box	1	0	1	0	0
Bon Voyage Sparkling Cider	1	0	1	0	0
Bottle Of Red Wine	10	0	1	0	0

3. Payments

3.1 Payments: Group Payment Information
To view payments click on the **View Payments** button.

1. To allocate payments click on the **Allocate** button.

Please Note: Not all payments can be allocated and this restriction varies by vendor.

3.2 Payments: Group Payment Allocation

The purpose of this section is to allocate a payment from a credit card which is used to apply multiple payments to multiple reservations in various amounts.

1. Input dollar amount into the **Amount to Allocate** field next to the appropriate passenger name.

Please Note: Payment must not exceed passenger's balance. For some vendors, a credit card payment can only be applied once to a passenger.

2. Click on **Allocate Payment**.

Cruise Vendor Group API: Group Payment Allocation			

Cruise Vendor Group API Admin | Administration Menu

RoyalCaribbean
INTERNATIONAL
Ship: Splendour Of The Seas
Start Date: Saturday, July 3, 2010
Group (ID): AMEX MIA GROUP (1336433)

Passenger List

Confirmation Number	Name	Amount to Allocate	Balance Due
806938	MARK ANDRINGA	0.00	2377.90
807479	EMILY ANDRINGA	0.00	1052.90
807479	PETER ANDRINGA	0.00	2352.90
807479	TYLER ANDRINGA	0.00	2352.90
811604	ALEXANDER MCKINNON	0.00	2312.90
811604	DEIRDRE MCKINNON	0.00	2312.90
814010	GRACE MCKINNON	0.00	2377.90
814010	JOHN MCKINNON	0.00	2377.90
	Allocated:	0.00	
	Funds still to be allocated:	575.00	
	Total funds to be allocated:	575.00	

Cancel   Allocate Payment

2. To add a payment to the group click on **Add a Payment**.

3.3 Payments: Add a Group Payment
Enter in all required fields and click on **Add a Payment**.

4. Booking into Cruise Vendor API Group

1. Under the **Products** tab click on **Quick Cruise Search**. (Note **Quotes**, **Fast Path**, **Advanced**, and **Enhanced** cruise searches can also be used.)

2. Select number of passengers and any additional information then click **Continue**.

3. On the **Rate Code Selection** screen the **Group Rate Codes** and **Standard Rate Codes** which are displayed for selection. Upon Selection of a rate code, the corresponding **Categories** and **Cabins** that are associated with each **Rate Code** will be returned for selection.

5. Vendor Cruise Group API Search Options

5.1 Find all groups
1. Fill in as much information as available (**Vendor** and **Website** are required) then click **Search**.

2. The search will generate a list of as groups as returned by the vendor. Click on **View** for the appropriate group.

5.2 Find a specific group
1. Fill out all required fields and click **Search**.

5.3 View History
(Button availability varies by vendor)

1. From the **Modify Cruise Vendor API Group: Group Summary** page click on **View History**.

2. This will display the recorded group history maintained by the vendor.

PLEASE NOTE: Use of the browser's auto complete functionality will not trigger the calculation logic used on many of the screens and will produce errors that will prevent form submission.