

Travelport Cruise & Tour™

Agent Guide: View/Modify PNR

Revelex Corporation

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1.1 View/Modify PNR

Cruise modifications for Rate Code, Category and Cabin can be made for any cruise line that supports this function using the View/Modify PNR link inside the itinerary. Modifications to passenger information can also be made depending on the cruise line.

To make a modification search for an itinerary in the Customer Profile or, from an open itinerary do the following.

1. Click the **View/Modify PNR** link. It displays the Modify Cruise Reservation page.
1. Click the **Modify PNR** button. It displays the following.

Modify Cruise Reservation

Created on Tuesday,
Oosterdam
Departing Sunday, September 23, 2012 (Seattle, Washington) returning Sunday, September 30, 2012 (Seattle, Washington)
[Modify Rate Code, Category or Cabin](#)

Reservation number: MK5W2Q	
Rate Code: RH1	
Cabin Number: GUAR	
Deposit Due Date: October 16, 2011	
Balance Due Date: July 10, 2012	
Documents Mail Date:	
Status: CF	
Category: F	
Total: 2,963.32 USD	
Commission: 192.56 USD	

Passenger Information

Gender:	Male	<input type="button" value="v"/>
Passenger Name:	Mr	<input type="button" value="v"/> JOHN <input type="text" value=""/> <input type="button" value="v"/> CORD <input type="text" value=""/>
Birth Date:	30	<input type="button" value="v"/> Sep <input type="button" value="v"/> 1975 <input type="button" value="v"/>
Age:	36	<input type="button" value="v"/>
Passport Number:	<input type="text" value=""/>	
Dining:	Early Upper Dining (Available) <input type="button" value="v"/>	
Country:	United States <input type="button" value="v"/>	

Gender:	Female	<input type="button" value="v"/>
Passenger Name:	Ms	<input type="button" value="v"/> JANE <input type="text" value=""/> <input type="button" value="v"/> CORD <input type="text" value=""/>
Birth Date:	15	<input type="button" value="v"/> Dec <input type="button" value="v"/> 1975 <input type="button" value="v"/>
Age:	35	<input type="button" value="v"/>
Passport Number:	<input type="text" value=""/>	
Dining:	Early Upper Dining (Available) <input type="button" value="v"/>	
Country:	United States <input type="button" value="v"/>	

Extend Option to 21 October, 2011: Yes

To change **Passenger Information**, make the necessary changes where applicable and click the **Update** button. These changes can include the following:

- Gender
- Passenger Name

- Birth Date
- Age
- Passport Number
- Dining
- Country
- Extend Option

To add the **Passenger Booked Options**, check off the appropriate selection listed in the **Available Cruise Options** list and click **Update**. These options can include the following:

- Pre / Post Hotel
- Transfers
- Advisories
- Fax / Email to Guest / Agent

Available Cruise Options

Passenger #1 (Adult) : JOHN CORD

Passenger #2 (Adult) : JANE CORD

1	2	Price	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	No Cost	No Selection
<input type="checkbox"/>	<input type="checkbox"/>	No Cost	NO TRANSFER POST
<input type="checkbox"/>	<input type="checkbox"/>	28.00	TRANSFER SHIP/AIRPORT POST
PRE-CRUISE HOTEL (Pricing is Per Person)			
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No Cost	No Selection
<input type="checkbox"/>	<input type="checkbox"/>	112.12	SEATTLE AIRPORT HOTEL - 1 NT PRE
<input type="checkbox"/>	<input type="checkbox"/>	148.86	SEATTLE DOWNTOWN HOTEL - 1 NT PRE
<input type="checkbox"/>	<input type="checkbox"/>	184.80	FAIRMONT OLYMPIC HOTEL - 1 NT PRE
<input type="checkbox"/>	<input type="checkbox"/>	194.24	SEATTLE AIRPORT HOTEL - 2 NTS PRE
<input type="checkbox"/>	<input type="checkbox"/>	237.72	SEATTLE DOWNTOWN HOTEL - 2 NTS PRE
<input type="checkbox"/>	<input type="checkbox"/>	309.60	FAIRMONT OLYMPIC HOTEL - 2 NTS PRE
<input type="checkbox"/>	<input type="checkbox"/>	276.36	SEATTLE AIRPORT HOTEL - 3 NTS PRE
<input type="checkbox"/>	<input type="checkbox"/>	326.58	SEATTLE DOWNTOWN HOTEL - 3 NTS PRE
<input type="checkbox"/>	<input type="checkbox"/>	434.40	FAIRMONT OLYMPIC HOTEL - 3 NTS PRE
POST-CRUISE HOTEL (Pricing is Per Person)			

To make any necessary adjustments to the **Passenger Booked Options** selected during booking, you can do the following (click on **Update** when finished):

- Correct the passenger selected by adding or removing the check mark to the associated to the passenger.
- Adjust any dates such as Anniversary or Birthday using the drop downs.
- To **Remove** the option entirely, ensure all passengers have been deselected from the option and then click **Update**.

Passengers Booked Options

Passenger #1 (Adult) : JOHN CORD

Passenger #2 (Adult) : JANE CORD

1	2	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ANNIVERSARY
		Passenger 2 Date: September 06 2012 *
<input checked="" type="checkbox"/>	<input type="checkbox"/>	BIRTHDAY
		Passenger 1 Date: September 05 2012 *

Passengers Booked Options

Passenger #1 (Adult) : JOHN CORD

Passenger #2 (Adult) : JANE CORD

1	2	Description
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	COMPLIMENTARY UPGRADE
<input type="checkbox"/>	<input type="checkbox"/>	SEATTLE AIRPORT HOTEL - 1 NT PRE-CRUISE
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FAIRMONT OLYMPIC HOTEL - 1 NT POST-CRUISE
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HEARING IMPAIRMENT

To Remove the option entirely, ensure all passengers have been deselected from the option and then click Update.

2. Click the **Modify Rate Code, Category or Cabin** link. It displays the following.

Cruise Modification

Rate Code Selection



Ship Name: Carnival Sensation
Plan Name: 4 Night Bahamas Cruise
Departing: March 6, 2011 [View Itinerary](#) | [Add to Favorites](#)



Passengers: 2 adults

Current Rate Code PNS FUN SELECT
Choose one or more Rate Codes then click Continue.

Rate Code	Description	Remarks
<input checked="" type="checkbox"/> PNS	FUN SELECT	CPNS - NO UPGRADES APPLY
<input type="checkbox"/> PCD	FUN SAVER	CPCD - NO UPGRADES APPLY
<input type="checkbox"/> PPB	EARLY SAVER DEP REQ/NO REFUND	CPPB - NO UPGRADES APPLY
<input type="checkbox"/> DP3	PAST GUEST WINTER 2010 CURRENTS	CDP3 - UPGRADES MAY APPLY
<input type="checkbox"/> PCG	FUN SAVER/GROUPS ONLY - NO AMENITIES	CPCG - NO UPGRADES APPLY
<input type="checkbox"/> PPC	EARLY SAVER-GRP-DEP REQ/NO REF-NO AMENIT	CPPC - NO UPGRADES APPLY
<input type="checkbox"/> T	TARIFF RATES	CT - NO UPGRADES APPLY

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.

Note: There are two option buttons here; **No Change** and **Continue**. Both button options are explained in order.

No Change button – The rate code is to remain the same, when clicked it will display the Cruise Cabin Category Availability page. Follow from step 4 below.

Continue button – When a new rate code is required, when clicked it will display the Cabin Category Availability page. You can click the **Select All Rates** button to compare prices.

3. Click the **No Change** button only if the rate code is to remain the same (note that the current Rate Code is already checked and is displayed just below the cruise itinerary).

- OR -

Choose the new Rate Code(s) as necessary (note that the current Rate Code is already checked and is displayed just below the cruise itinerary).

It displays the following.

Cruise Modification

Cruise Cabin Category Availability



Ship Name: Carnival Sensation
Plan Name: 4 Night Bahamas Cruise
Departing: March 6, 2011 [View Itinerary](#) | [Add to Favorites](#)
Deck(s): [Riviera Deck](#)
Category: [Oceanview Stateroom](#) (6A)
Passengers: 2 adults

Current Cabin R33 Inside 4A PNS

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Cabin Number	Location	Passengers		Bed Type	Deck	Action
		Max.	Min.			
R204	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R206	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R207	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R208	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R220	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R225	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R224	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R229	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R228	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select
R233	Oceanview	2	1	Convertible Twins/King	Riviera Deck	Select

4. Click the **Select** link for the new cabin if necessary (note that the current Cabin, Category and Rate Code are displayed just below the cruise itinerary). It displays the following.

Modify Cruise Reservation

Created on Thursday, July 22, 2010 by
Carnival Sensation

Departing Sunday, March 6, 2011 (Port Canaveral, Florida) returning Thursday, March 10, 2011 (Port Canaveral, Florida)

[Modify Rate Code, Category or Cabin](#)

Reservation Number										
Current Booking					Changes					
Rate Code: PNS					Rate Code: PNSP44					
Category: Inside Stateroom Twin/King					Category: Oceanview Stateroom					
Cabin Number: R33					Cabin Number: R233					
Passenger	Fare	Taxes	Total	Passenger	Fare	NCCF	Taxes	Total		
#)	\$379.00	\$57.37	\$436.37 USD	#1)	\$320.00	\$99.00	\$57.37	\$476.37 USD		
#)	\$379.00	\$57.37	\$436.37 USD	#2)	\$320.00	\$99.00	\$57.37	\$476.37 USD		
Subtotal:			\$758.00	Subtotal:			\$640.00	\$198.00	\$114.74	\$952.74 USD
Change Difference: \$80.00 USD New Commission Value: \$0.00 USD										

Reservation number: 86V
 Rate Code: PNS
 Cabin Number: R33
 Deposit Due Date: July 22, 2010
 Balance Due Date: January 5, 2011
 Documents Mail Date: March 6, 2011
 Status: Confirmed
 Category: 4A
 Total: 872.74 USD
 Commission: 0 USD



5. Check to ensure that the changes have been applied.
6. Click the **Update** button to save the changes. It displays the following.

Modification Successful

Cruise Reservation

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Created on Thursday, July 22, 2010 by
Carnival Sensation

Departing Sunday, March 6, 2011 (Port Canaveral, Florida) returning Thursday, March 10, 2011 (Port Canaveral, Florida)

Reservation number: 86V
Rate Code: PNS
Cabin Number: R233
Deposit Due Date: July 22, 2010
Balance Due Date: January 5, 2011
Documents Mail Date: March 6, 2011
Status: Confirmed
Category: 6A
Total: 952.74 USD
Commission: 0 USD



Options

Able to Cancel: Yes
Allow Cruise Only Transfer: No
Available Dining: First/main Seating, Second Seating, Open Seating
Allow Extend Option: No

Passenger Information

Passenger Name: Mr JOHN CORD
Birth Date: September 30, 1975
Age: 35
Passport Number:
Dining: First/main Seating

Passenger Name: Ms JANE CORD
Birth Date: December 15, 1975
Age: 35
Passport Number:
Dining: First/main Seating

History

July 22, 2010	@CN	NBK-NEW BOOKING \CPNS/CPNS/
July 22, 2010	@CN	CBC-CHANGE CABIN \FR:R33 4A SE 20110306
July 22, 2010	@CN	CBC-CHANGE CABIN \TO:R233 6A SE 20110306
July 22, 2010	@CN	CG\$-CHANGE GROSS DOLLARS \GROSS: +758.00
July 22, 2010	@CN	CG\$-CHANGE GROSS DOLLARS \ +0.00/ +280.00/
July 22, 2010	@CN	CG\$-CHANGE GROSS DOLLARS \ +0.00/ +280.00/

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