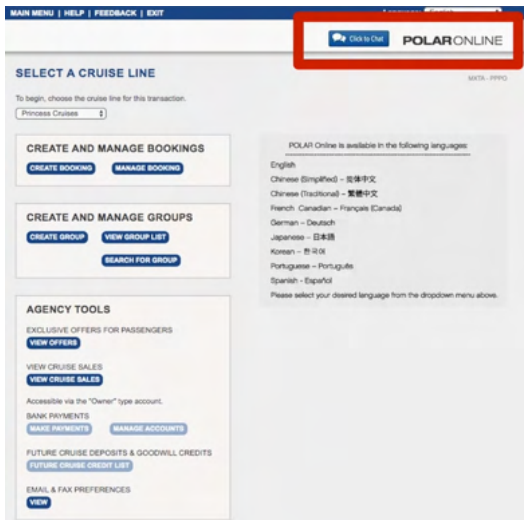


# LOCATING A MEMBER NUMBER IN POLAR ONLINE



MAIN MENU | HELP | FEEDBACK | EXIT

Click to Chat POLAR ONLINE

SELECT A CRUISE LINE

To begin, choose the cruise line for this transaction.  
Process Cruises

CREATE AND MANAGE BOOKINGS  
CREATE BOOKING MANAGE BOOKING

CREATE AND MANAGE GROUPS  
CREATE GROUP VIEW GROUP LIST  
SEARCH FOR GROUP

AGENCY TOOLS

EXCLUSIVE OFFERS FOR PASSENGERS  
VIEW OFFERS

VIEW CRUISE SALES  
VIEW CRUISE SALES

Accessible via the "Owner" type account.

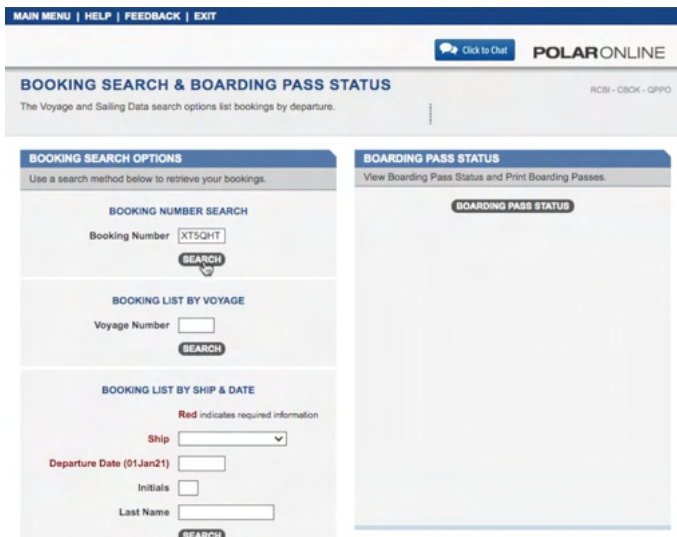
BANK PAYMENTS  
MAKE PAYMENTS MANAGE ACCOUNTS

FUTURE CRUISE DEPOSITS & GOODWILL CREDITS  
FUTURE CRUISE CREDIT LIST

EMAIL & FAX PREFERENCES  
VIEW

POLAR Online is available in the following languages:  
English  
Chinese (Simplified) - 简体中文  
Chinese (Traditional) - 繁體中文  
French - Canadian - Français (Canada)  
German - Deutsch  
Japanese - 日本語  
Korean - 한국어  
Portuguese - Português  
Spanish - Español  
Please select your desired language from the dropdown menu above.

1: For assistance while in POLAR Online, select the 'Click to Chat' button to be connected with our friendly and knowledgeable Chat team.



MAIN MENU | HELP | FEEDBACK | EXIT

Click to Chat POLAR ONLINE

BOOKING SEARCH & BOARDING PASS STATUS

The Voyage and Sailing Data search options list bookings by departure.

BOOKING SEARCH OPTIONS

Use a search method below to retrieve your bookings.

BOOKING NUMBER SEARCH

Booking Number XTSOHT  
SEARCH

BOOKING LIST BY VOYAGE

Voyage Number  
SEARCH

BOOKING LIST BY SHIP & DATE

Red indicates required information

Ship  
Departure Date (01-Jan-21)  
Initials  
Last Name  
SEARCH

BOARDING PASS STATUS

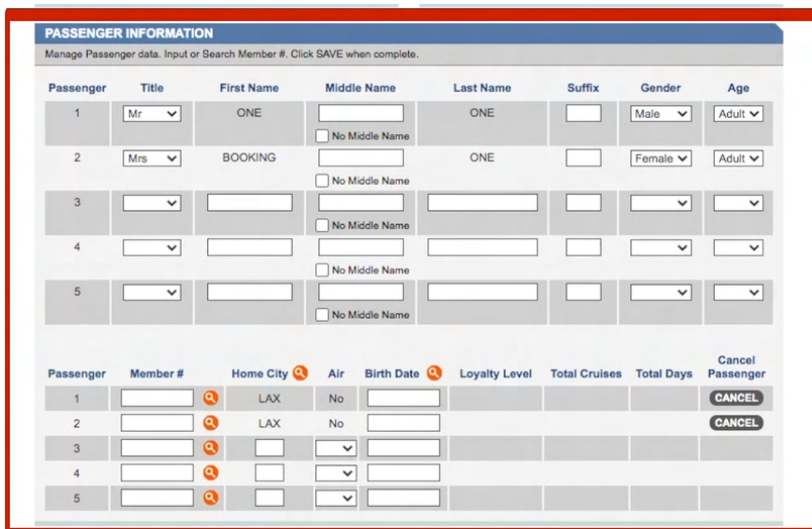
View Boarding Pass Status and Print Boarding Passes.

BOARDING PASS STATUS

2: To apply a member number to a current booking, access POLAR Online.

- On the Main Menu screen, select 'Manage Booking'
- Enter the Booking Number to retrieve your booking
- Select the 'Booking Information' button at the bottom of the screen

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.



PASSENGER INFORMATION

Manage Passenger data. Input or Search Member #. Click SAVE when complete.

Passenger	Title	First Name	Middle Name	Last Name	Suffix	Gender	Age
1	Mr	ONE	<input type="text"/>	ONE	<input type="text"/>	Male	Adult
2	Mrs	BOOKING	<input type="text"/>	ONE	<input type="text"/>	Female	Adult
3		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
4		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
5		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		

Passenger	Member #	Home City	Air	Birth Date	Loyalty Level	Total Cruises	Total Days	Cancel Passenger
1	<input type="text"/>	LAX	No	<input type="text"/>				CANCEL
2	<input type="text"/>	LAX	No	<input type="text"/>				CANCEL
3	<input type="text"/>			<input type="text"/>				
4	<input type="text"/>			<input type="text"/>				
5	<input type="text"/>			<input type="text"/>				

3: Scroll down to view passenger information. Select the orange magnifying glass to the right of the passenger.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

# LOCATING A MEMBER NUMBER IN POLAR ONLINE

## PASSENGER SEARCH

Choose one of the search methods below to find a passenger.

RDTX - DPPX - QPPO

RDTX-0007! ENTER REQUIRED INFORMATION

### PASSENGER SEARCH

You can search by Member Number or Phone Number

Option #1: Search by Member #.

(1234567890)

SEARCH

Click the button below if the client is new to the brand.

NEW PASSENGER

Option #2: Search by Phone Number.

(661-555-1212)

SEARCH

Option #3: Search by Email Address.

SEARCH

4: On the Passenger Search screen you may search by member #, phone #, or email address registered to their account. Select the correct member number for all guests on the reservation.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

## PASSENGER INFORMATION

Manage Passenger data. Input or Search Member #. Click SAVE when complete.

Passenger	Title	First Name	Middle Name	Last Name	Suffix	Gender	Age
1	Mr	ONE	<input type="text"/>	ONE	<input type="text"/>	Male	41
2	Mrs	BOOKING	<input type="text"/>	ONE	<input type="text"/>	Female	Adult
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Passenger	Member #	Home City	Air	Birth Date	Loyalty Level	Total Cruises	Total Days	Cancel Passenger
1	8588816126	LAX	No	XXXXXXXX	BLUE			CANCEL
2	8588850183	LAX	No	<input type="text"/>	BLUE			CANCEL
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

5: Once you have selected the guest member number, you may confirm that it has been added correctly on the Booking Information screen under passenger information.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

SEARCH > AVAILABILITY > PRICING > FARES > UP-SELL > CABINS > PASSENGER INFO > CONFIRMATION

## SAILING SEARCH

Search for cruises or cruisetours. Cruisetour number is not required. Use Search by Price to sort cruise departures by price.

RDLT - AWAL - PPPO

### TRAVEL AGENT INFORMATION

Booking Agent:

Member Number:

### PASSENGER MEMBER NUMBER

Enter your client's Member Number to find the best fares. You can search by Member Number or Phone Number.

Option #1: Search by Member #.

(1234567890)

SEARCH

Search Results

Passenger Member #

Option #2: Search by Phone Number.

(661-555-1212)

SEARCH

\*To Add new Passengers, type ADD into the above phone number field

### CRUISE SEARCH

Search By Offer Code

SEARCH

Red indicates required information

### CRUISETOUR SEARCH

Red indicates required information

6: Adding a member number during the create a booking process:

- On the Main Menu screen, select 'Create a Booking'
- On the Sailing Search screen, you may search by member # or phone #

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

# LOCATING A MEMBER NUMBER IN POLAR ONLINE

## PASSENGER LIST

Your search matched the following passengers, who reside in the same household. If one of your clients is not on this list, then conduct a new search for that client.

DPPX-0004I END OF FILE REACHED

RDTY - DPPX - QPPO

### PASSENGERS

Designate passenger numbers, then click SELECT PASSENGERS.

PREVIOUS NEXT

Title	First Name	Last Name	Suffix	Member #	Phone Number	Offers
MRS	BOOKING	ONE		8588850183	123 456-7890	GO

SELECT PASSENGERS NEW PASSENGER

7: Use the drop-down menu to select the guest and then click on 'Select Passengers'.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

SEARCH AVAILABILITY PRICING FARES UP-SELL CABINS PASSENGER INFO CONFIRMATION

## SAILING SEARCH

Search for cruises or cruisetours. Cruisetour number is not required. Use Search by Price to sort cruise departures by price.

RDLT - AVAL - QPPO

### TRAVEL AGENT INFORMATION

Booking Agent: Member Number:

### PASSENGER MEMBER NUMBER

Enter your client's Member Number to find the best fares. You can search by Member Number or Phone Number.

Option #1: Search by Member #.

(1234567890) SEARCH

Search Results

Passenger Member #

Option #2: Search by Phone Number.

(661-555-1212) add SEARCH

\*To Add new Passengers, type ADD into the above phone number field

### CRUISE SEARCH

Search By Offer Code SEARCH

### CRUISETOUR SEARCH

8: When creating a booking for a new guest you may create a new member number by typing **Add** in the phone number field and clicking the 'Search' button followed by clicking on the 'New Passenger' button.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

## ADD NEW PASSENGER

Input required information and then click SAVE & CONTINUE.

RATZ - DPPX - QPPO

### PASSENGER INFORMATION

Red indicates required information

Title First Name Middle Name Last Name Suffix Gender  
 Mrs booking one Female

### PASSENGER ADDRESS

Red indicates required information

Street 24305 town center dr  
 Street 2  
 Street 3  
 City valencia  
 State / County ca  
 ZIP Code / Post Code 91355  
 Country us  
 E-mail none@none.com  
 Phone 1234567890

9: Complete the required fields marked in red under the Add New Passenger screen and click the 'Save and Continue' button at the bottom of the screen.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.



# LOCATING A MEMBER NUMBER IN POLAR ONLINE

**PASSENGER LIST** RDY - DPPX - OPPO

Your search matched the following passengers, who reside in the same household. If one of your clients is not on this list, then conduct a new search for that client. DPPX-0004I END OF FILE REACHED

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**PASSENGERS** PREVIOUS NEXT

Designate passenger numbers, then click SELECT PASSENGERS.

	Title	First Name	Last Name	Suffix	Member #	Phone Number	Offers
<input type="checkbox"/>	MRS	BOOKING	ONE		8588850183	123 456-7890	<b>GO</b>

**SELECT PASSENGERS** **NEW PASSENGER**

10: You can now use the drop-down and click on the 'Select Passenger' button under passenger list.

**Note:** Click on Chat at the top of the page if you should need any assistance during the booking process.

Thank you for choosing Princess!



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