POLARONLINE

CUNARD®

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Manage your business easily and conveniently 24/7 with POLAR Online.

Use this step-by-step guide to familiarize yourself on how to handle the following important functions which will be available online only:

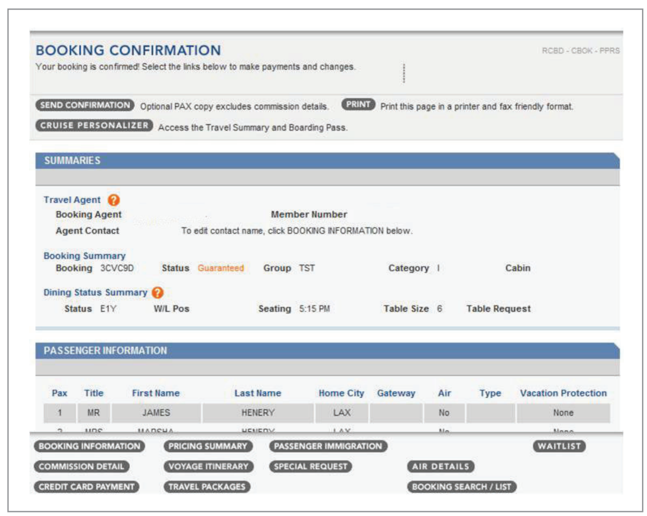
- Booking Confirmation copies
- Creating Flash rate bookings
- Option extensions
- Creating and managing Cruise Sales
- Amending booking contact name
- Cross-referencing bookings
- Changing stateroom number
- Altering bed configuration(s)
- Entering independent air information
- Opening a Group
- Changing Group name
- Adding Group Amenities
- Group recall extensions
- Group confirmations and reports

Be sure to keep this guide handy and in no time at all you'll be able to quickly perform your most common everyday activities.

Booking Confirmation copies

You can easily send a Booking Confirmation to any fax or email address.

1. From the main menu, click on **Manage Booking** and enter Booking Number.
2. From **Booking Confirmation** screen, click on **Send Confirmation**
3. Select **Agency**, **Passenger** or both
4. Enter fax or email info and click **Send**.

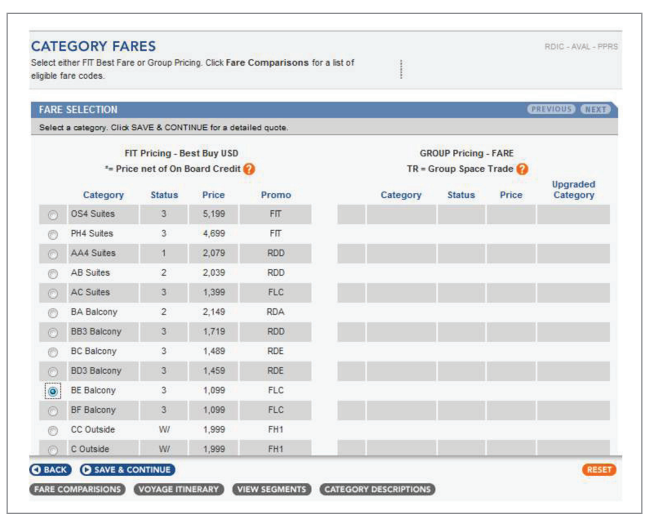


Creating Flash rate bookings*

Booking our lowest fares online is a snap. Our Flash promotions are non-refundable fares that are for new bookings only and are ideal for price-conscious clients looking to book closer in to the sailing date.

1. From the main menu, click on **Create Booking**
2. The applicable best rates will be shown, including Flash Rates on close-in sailings

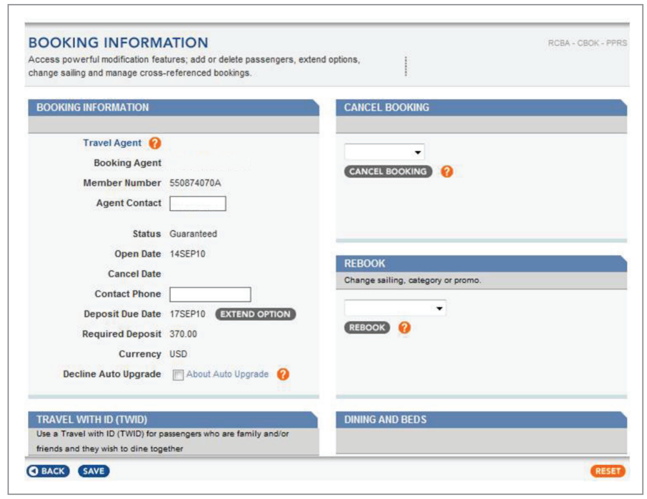
*For qualified agencies.



Option extensions

Give your clients more time to decide on accepting the booking by extending the option. We allow you to extend the deposit date depending on the promotion booked.

1. From the main menu, select **Manage Booking** and enter **Booking Number**
2. From the Booking Confirmation screen, choose **Booking Information**
3. Under **Booking Information** category, click **Extend Option**

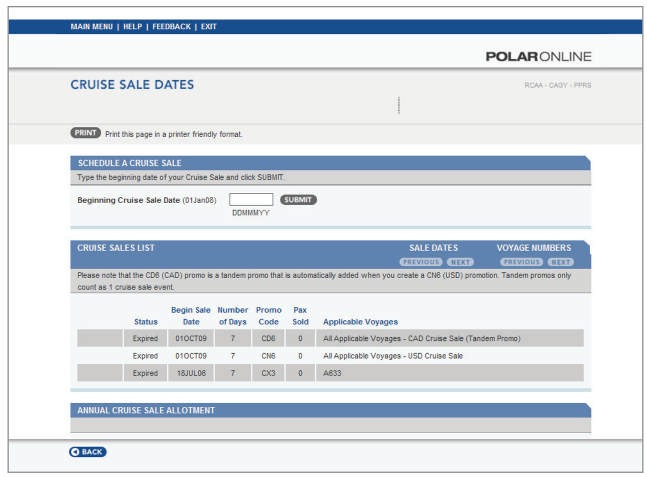


Creating and managing Cruise Sales*

It's easy to set up a one-week Cruise Sale!* Follow these easy steps and extend great offers to your clients, including a reduced deposit and a coupon booklet with up to $325 in onboard savings!

1. From the main menu, under **Agency/Owner Tools**, select **Cruise Sales**
2. Enter start date and click **Submit**
3. Select **Cruise Sale Promo** and **Submit**

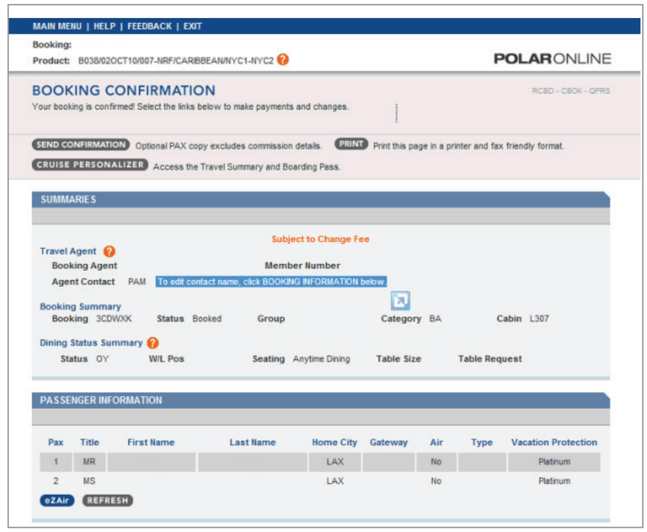
**Not applicable for Holland America Line*
Note: Agencies can hold two per quarter and we've made it easier to track by keeping the allotment updated at the bottom of the screen.

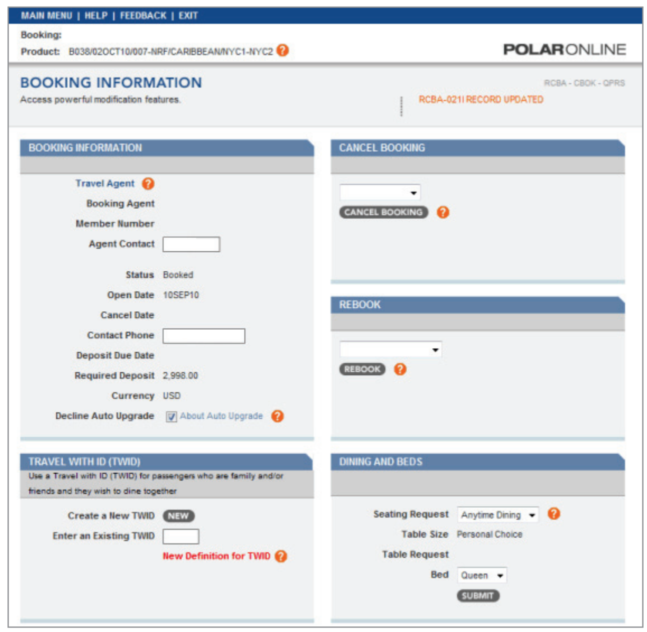


Amending booking agent contact name

Quickly edit the contact name on any booking.

1. From the main menu, click on **Manage Booking** and enter **Booking Number**.
2. From the **Booking Confirmation** screen, choose **Booking Information**
3. In the **Agent Contact** field, enter a new contact name and select **Save**





Cross-referencing bookings

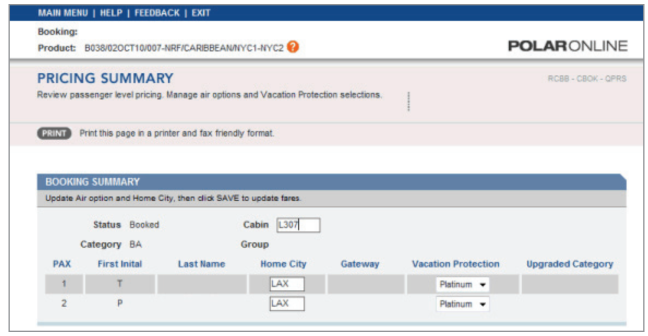
1. From the main menu, click on **Manage Booking** and enter **Booking Number**.
2. From the **Booking Confirmation** screen, choose **Booking Information**
3. To add a new TWID, click on **New** to assign the TWID code
4. To add an existing TWID code, input the three-letter code and **Save**
5. Click **TWID List** to verify bookings are correctly cross-referenced

Changing stateroom number

If you have the stateroom number handy, you can easily change staterooms, provided the new room is available.

1. From the main menu, access the **Pricing Summary** screen.
2. Type over the cabin number and **Save**

*Note: You will need the stateroom number starting with the deck letter or number. To search for a **new** cabin, start with a new booking, use **Cabin Selection** and locate an available stateroom. Then click on **Main Menu** to enter existing booking and add the new stateroom number.*

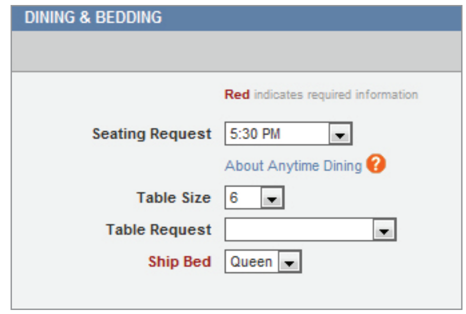


Altering bed configuration(s)*

Fulfill your client requests for bed configurations in no time at all.

1. From the main menu, click on **Manage Booking** and enter **Booking Number**.
2. Under **Booking Confirmation**, choose **Booking Information**
3. Choose new **Ship Bed** from drop-down menu

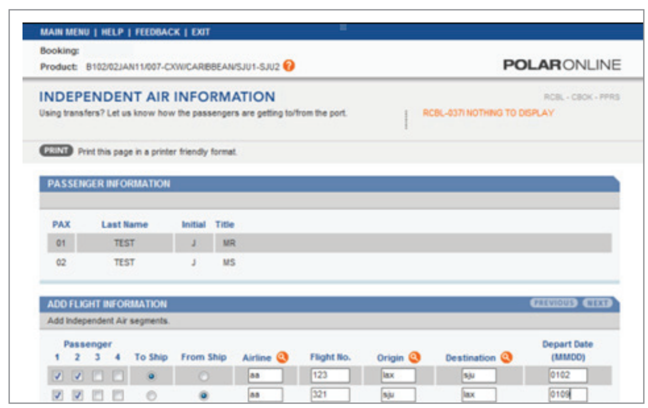
*Does not apply to guarantees or when utilizing upper berths



Entering independent air information

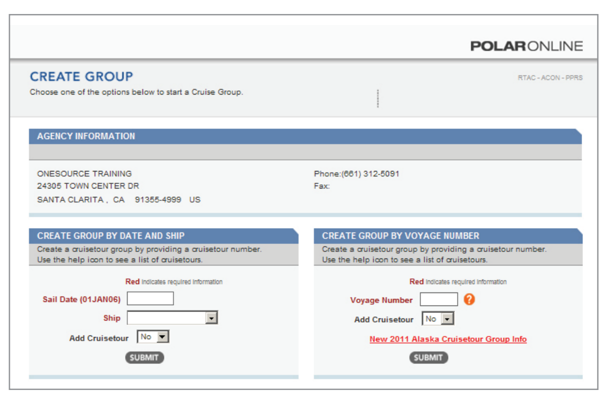
1. From the main menu, click on **Air Details**
2. Click on **Independent Air**
3. Fill in air information and click **Submit**

*Note: It can take 10–20 minutes for the flight times to come back from Sabre. Please check back to verify that the flights entered are valid. When you check back if the flights are invalid it will display on the **Independent Air** screen. The flights can then be canceled by clicking on the cancel button next to the invalid flight and then re-entered. The cancel function can also be used if flight information changes.*



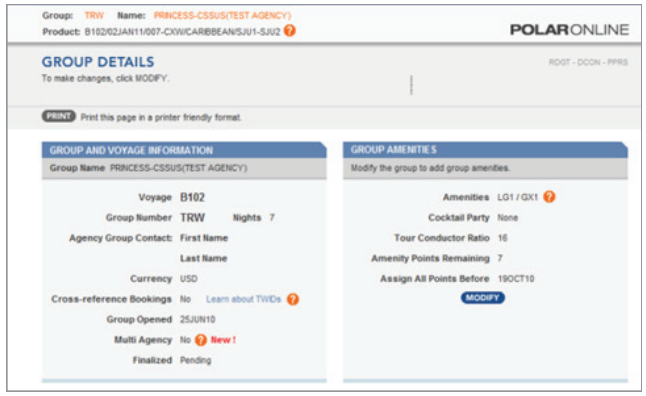
Opening a Group

1. From the main menu, click on **Create Group**
2. Enter required information and **Submit**
3. Input custom **Group Name** and **Agent Group Contact**
4. Select number of berths per category, select **Save** and continue



Changing Group name

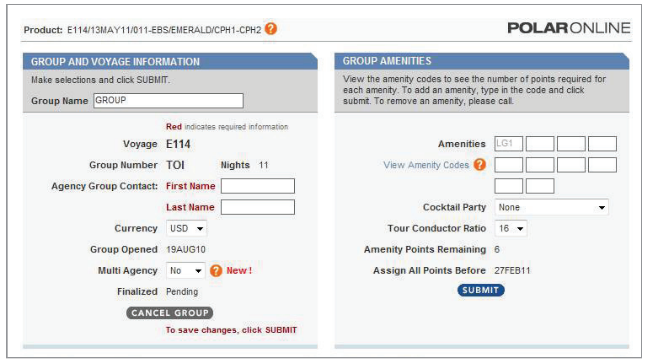
1. From the **Group Search** screen enter group and voyage then **Submit**
2. Click on **Modify** at the bottom of the screen
3. Delete name from **Group Name** field and type in new name, then **Submit**



Adding Group Amenities

1. From the main menu, **View Group List** and select group
2. Access Amenity list by clicking ? icon next to **View Amenity List**
3. Enter corresponding code and click **Submit**

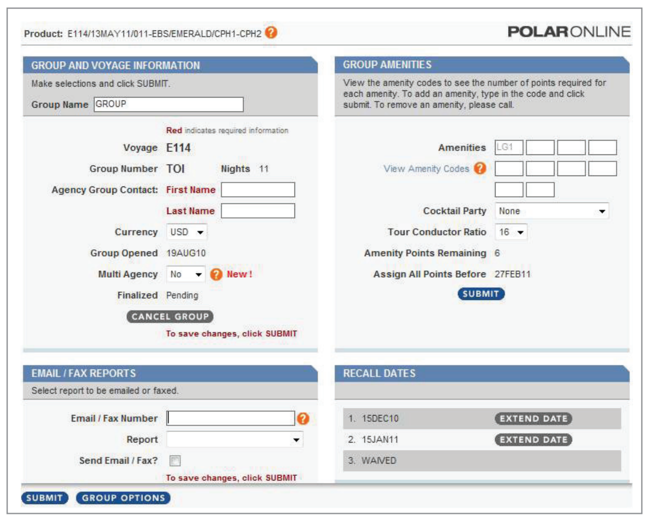
Special Note:
Some amenities cannot be added via POLAR Online, please see Amenity List for details.



Group recall extensions

Give yourself more time to sell your group allotment by extending group recall dates.

1. After creating a new group or editing an existing group, click on **View Group List** or **Search for Group**.
2. Under **Recall Dates**, click on **Extend Date** for either the first or second date of the group



Group confirmations and reports

Track your groups by sending statements to your own fax or email address!

1. From the main menu, click on **View Group List** or **Search for Group**
2. Select **Group** and click **Modify**
3. Change email/fax if desired
4. Under **Email/Fax Reports**, use the drop-down to choose:

   Group Detail
   Group Confirmation
   Group Terms & Conditions
   Group Itinerary (Tours only)
   Financial Statement
   Billing Statement

5. Click **Submit**