

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:

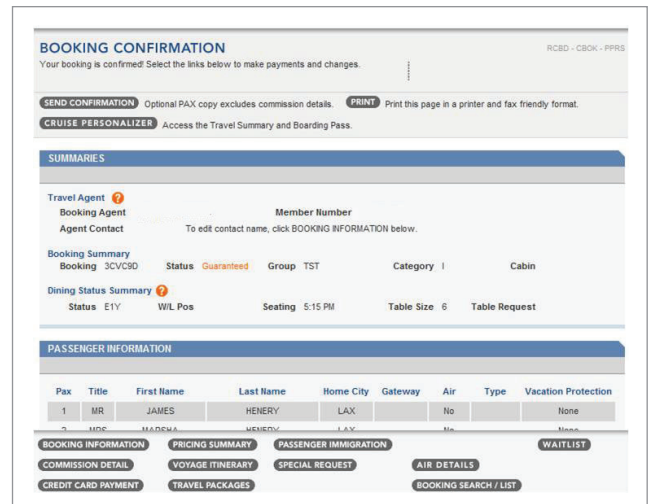
- Booking Confirmation copies
- Creating Flash rate bookings
- Option extensions
- Creating and managing Cruise Sales
- Amending booking contact name
- Cross-referencing bookings
- Changing stateroom number
- Altering bed configuration(s)
- Entering independent air information
- Opening a Group
- Changing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



BOOKING CONFIRMATION RCBD - CBOK - PPRS

Your booking is confirmed! Select the links below to make payments and changes.

[SEND CONFIRMATION](#) Optional PAX copy excludes commission details. [PRINT](#) Print this page in a printer and fax friendly format.

[CRUISE PERSONALIZER](#) Access the Travel Summary and Boarding Pass.

SUMMARIES

Travel Agent ? Booking Agent ? Member Number
Agent Contact To edit contact name, click BOOKING INFORMATION below.

Booking Summary
Booking 3CV/SD Status **Guaranteed** Group TST Category I Cabin

Dining Status Summary ?
Status E1Y W/L Pos Seating 5:15 PM Table Size 6 Table Request

PASSENGER INFORMATION

| Pax | Title | First Name | Last Name | Home City | Gateway | Air | Type | Vacation Protection |
|-----|-------|------------|-----------|-----------|---------|-----|------|---------------------|
| 1 | MR | JAMES | HENERY | LAX | | No | | None |
| 2 | MDC | MADINA | HENERY | LAX | | No | | None |

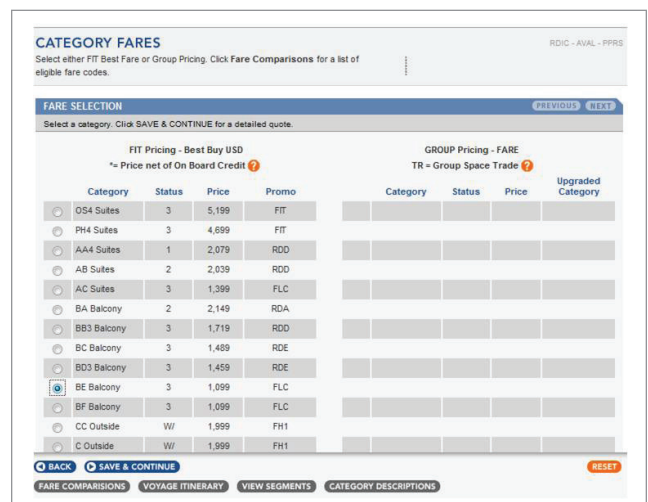
[BOOKING INFORMATION](#) [PRICING SUMMARY](#) [PASSENGER IMMIGRATION](#) [WAITLIST](#)
[COMMISSION DETAIL](#) [VOYAGE ITINERARY](#) [SPECIAL REQUEST](#) [AIR DETAILS](#)
[CREDIT CARD PAYMENT](#) [TRAVEL PACKAGES](#) [BOOKING SEARCH / LIST](#)

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.



CATEGORY FARES RDIC - AVAIL - PPRS

Select either FIT Best Fare or Group Pricing. Click Fare Comparisons for a list of eligible fare codes.

FARE SELECTION PREVIOUS NEXT

Select a category. Click SAVE & CONTINUE for a detailed quote.

FIT Pricing - Best Buy USD ?
* Price net of On Board Credit

| Category | Status | Price | Promo |
|---|--------|-------|-------|
| <input type="radio"/> OS4 Suites | 3 | 5,199 | FIT |
| <input type="radio"/> PH4 Suites | 3 | 4,699 | FIT |
| <input type="radio"/> AA4 Suites | 1 | 2,079 | RDD |
| <input type="radio"/> AB Suites | 2 | 2,039 | RDD |
| <input type="radio"/> AC Suites | 3 | 1,399 | FLC |
| <input type="radio"/> BA Balcony | 2 | 2,149 | RDA |
| <input type="radio"/> BB3 Balcony | 3 | 1,719 | RDD |
| <input type="radio"/> BC Balcony | 3 | 1,489 | RDE |
| <input type="radio"/> BD3 Balcony | 3 | 1,459 | RDE |
| <input checked="" type="radio"/> BE Balcony | 3 | 1,099 | FLC |
| <input type="radio"/> BF Balcony | 3 | 1,099 | FLC |
| <input type="radio"/> CC Outside | W/ | 1,999 | FH1 |
| <input type="radio"/> C Outside | W/ | 1,999 | FH1 |

GROUP Pricing - FARE ?
TR = Group Space Trade

| Category | Status | Price | Upgraded Category |
|----------|--------|-------|-------------------|
| | | | |
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[BACK](#) [SAVE & CONTINUE](#) [RESET](#)
[FARE COMPARISONS](#) [VOYAGE ITINERARY](#) [VIEW SEGMENTS](#) [CATEGORY DESCRIPTIONS](#)

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**

BOOKING INFORMATION RCBA - CBOK - PPRS
Access powerful modification features; add or delete passengers, extend options, change sailing and manage cross-referenced bookings.

BOOKING INFORMATION

Travel Agent ?
Booking Agent
Member Number 550874070A
Agent Contact
Status Guaranteed
Open Date 14SEP10
Cancel Date
Contact Phone
Deposit Due Date 17SEP10 **EXTEND OPTION**
Required Deposit 370.00
Currency USD
Decline Auto Upgrade About Auto Upgrade ?

CANCEL BOOKING

REBOOK
Change sailing, category or promo.
REBOOK ?

TRAVEL WITH ID (TWID)
Use Travel with ID (TWID) for passengers who are family and/or friends and they wish to dine together

DINING AND BEDS

BACK SAVE RESET

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.

CRUISE SALE DATES RCBA - CADY - PPRS

PRINT Print this page in a printer friendly format.

SCHEDULE A CRUISE SALE
Type the beginning date of your Cruise Sale and click SUBMIT.
Beginning Cruise Sale Date (01Jan00) **SUBMIT**
DDMMYY

CRUISE SALES LIST **SALE DATES** **VOYAGE NUMBERS**
EXPIRED **EXPIRED**
Please note that the CD6 (CAD) promo is a tandem promo that is automatically added when you create a CN6 (USD) promotion. Tandem promos only count as 1 cruise sale event.

| Status | Begin Sale Date | Number of Days | Promo Code | Pax Sold | Applicable Voyages |
|---------|-----------------|----------------|------------|----------|---|
| Expired | 01OCT09 | 7 | CD6 | 0 | All Applicable Voyages - CAD Cruise Sale (Tandem Promo) |
| Expired | 01OCT09 | 7 | CN6 | 0 | All Applicable Voyages - USD Cruise Sale |
| Expired | 18JUL06 | 7 | CX3 | 0 | A633 |

ANNUAL CRUISE SALE ALLOTMENT

BACK

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**

| Pax | Title | First Name | Last Name | Home City | Gateway | Air | Type | Vacation Protection |
|-----|-------|------------|-----------|-----------|---------|-----|------|---------------------|
| 1 | MR | | | LAX | | No | | Platinum |
| 2 | MS | | | LAX | | No | | Platinum |

TRAVEL WITH ID (TWID)
Use a Travel with ID (TWID) for passengers who are family and/or friends and they wish to dine together.

Create a New TWID **NEW**

Enter an Existing TWID

New Definition for TWID ?

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

TRAVEL WITH ID (TWID)
Use a Travel with ID (TWID) for passengers who are family and/or friends and they wish to dine together.

Create a New TWID **NEW**

Enter an Existing TWID

New Definition for TWID ?

TWID LIST

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**

Group: TRW Name: PRINCESS-CSSUS(TEST AGENCY)
Product: B102/02JAN11007-CXW/CARBBEANSJUI-SJUZ

GROUP DETAILS
To make changes, click MODIFY.

GROUP AND VOYAGE INFORMATION
Group Name: PRINCESS-CSSUS(TEST AGENCY)
Voyage: B102
Group Number: TRW Nights: 7
Agency Group Contact: First Name, Last Name
Currency: USD
Cross-reference Bookings: No
Group Opened: 25JUN10
Multi Agency: No
Finalized: Pending

GROUP AMENITIES
Modify the group to add group amenities.
Amenities: LG1 / GK1
Cocktail Party: None
Tour Conductor Ratio: 16
Amenity Points Remaining: 7
Assign All Points Before: 19OCT10

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.

Product: E114/13MAY11/011-EBS/EMERALD/CPH1-CPH2

GROUP AND VOYAGE INFORMATION
Make selections and click SUBMIT.
Group Name: GROUP
Voyage: E114
Group Number: TOI Nights: 11
Agency Group Contact: First Name, Last Name
Currency: USD
Group Opened: 19AUG10
Multi Agency: No
Finalized: Pending

GROUP AMENITIES
View the amenity codes to see the number of points required for each amenity. To add an amenity, type in the code and click submit. To remove an amenity, please call.
Amenities: LG1
View Amenity Codes: ?
Cocktail Party: None
Tour Conductor Ratio: 16
Amenity Points Remaining: 6
Assign All Points Before: 27FEB11

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

Product: E114/13MAY11/011-EBS/EMERALD/CPH1-CPH2

GROUP AND VOYAGE INFORMATION
Make selections and click SUBMIT.
Group Name: GROUP
Voyage: E114
Group Number: TOI Nights: 11
Agency Group Contact: First Name, Last Name
Currency: USD
Group Opened: 19AUG10
Multi Agency: No
Finalized: Pending

GROUP AMENITIES
View the amenity codes to see the number of points required for each amenity. To add an amenity, type in the code and click submit. To remove an amenity, please call.
Amenities: LG1
View Amenity Codes: ?
Cocktail Party: None
Tour Conductor Ratio: 16
Amenity Points Remaining: 6
Assign All Points Before: 27FEB11

EMAIL / FAX REPORTS
Select report to be emailed or faxed.
Email / Fax Number: ?
Report: ?
Send Email / Fax?

RECALL DATES
1. 15DEC10 **EXTEND DATE**
2. 15JAN11 **EXTEND DATE**
3. WAIVED

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**

The screenshot displays the POLARONLINE interface for a group. At the top, the product ID is E114/13MAY11/011-EBS/EMERALD/CPH1-CPH2. The interface is divided into several sections:

- Top Section:** Currency (USD), Group Opened (19AUG10), Multi Agency (No), Finalized (Pending), and a CANCEL GROUP button. A note says "To save changes, click SUBMIT".
- Right Section:** Tour Conductor Ratio (16), Amenity Points Remaining (6), and Assign All Points Before (27FEB11) with a SUBMIT button.
- EMAIL / FAX REPORTS:** A section for selecting a report to be emailed or faxed. It includes a text field for "Email / Fax Number" and a "Report" dropdown menu. The dropdown menu is open, showing options: Group Detail, Group Confirmation, Group Terms & Conditions, Group Itinerary (Tours Only), Financial Statement, and Billing Statement.
- DOCUMENT DELIVERY:** A section with a note "All Documents for this sailing will be sent Electronically." and a "Document Mode" field.
- RECALL DATES:** A table with three rows: 1. 15DEC10 (EXTEND DATE), 2. 15JAN11 (EXTEND DATE), and 3. WAIVED.
- BULK DEPOSIT DATE/AMOUNTS:** A table with three rows: 1. 0.00 Due, 2. 0.00 Due, and 3. 0.00 Due.
- VOYAGE FINAL PAYMENT DATE:** A section at the bottom right.
- Bottom:** SUBMIT and GROUP OPTIONS buttons.