



# PAYIN FULL PROGRAM

## PROCESS GUIDE

### Objective:

Azamara is offering an incentive for guests who decide to pay their reservation in full ahead of their final payment date. For those guests that pay in full 180 days or more prior to sailing, they will be eligible for a special program which can be applied in Seaware Touch.

### For the Agent:

- The Pay in Full program entitles the recipient to a 5% OBC based on their base cruise fare.
- Only guests with payments due 180 days out or more will be notified of this special incentive.
- The program is being tied to a guest's Client ID. As such, a guest can apply this incentive on up to five (5) active bookings as long as the sailing is 180 days or more to sailing.

*NOTE: If a guest has a reservation booked under their Client ID before July 11, 2024, the incentive will not appear in Seaware and the guest will not be eligible to apply it.*

- Once the incentive is selected, the OBC will show on the booking immediately; meaning the guest can choose to add it to any Shorex or add-on on that same call without having to wait the usual 24 hours.
- For those guests participating in this program, Seaware will require payment of the full Cruise Fare balance on the day the booking is created, for new bookings, or when the incentive is applied, for existing bookings.

*NOTE: Pay in full is ONLY for Cruise Fare. Guests who add flexible air, add-ons, hotels, etc. will still be able to pay for those additional components 120 days prior to sailing.*

- If a guest changes their mind about participating in the program before taking payment, you simply need to remove the incentive from the booking.
- Guests who participate in this program will still follow the usual cancellation windows.
- If there is a fare change leading up to the 180 days prior to sailing, the discount or OBC will recalculate to reflect the new Cruise Fare.

*EXAMPLE: A guest who chose the OBC incentive chooses a different cruise and it goes up from \$3,000 to \$4,000, SeaWare will recalculate the OBC.*

- This program is combinable with all other promotions, except for:
  - Net Rates
  - Travel Partner rates
  - Groups
  - Employee cruises
  - Statement Agencies where agency has Terms on "SAIL" basis.



## Applying Program to an Existing Booking:

When you pull up the booking in Seaware Touch:

### Step 1

- Verify the final payment date so you can verify it changes when you add incentive.

### Step 2

- Click on Invoice tab.



Step 3

- Click on **Promotions** button.

The screenshot shows the Azamara reservation system interface. The main area displays the invoice details for reservation 10057858. The invoice total is USD \$ 4,286.62. A 'Promotions' button is highlighted in orange. The invoice items include Cruise Fare, Tax, Wave Offer, and Loyalty QTRLY. The total amount due is USD \$ 3,196.62. The right sidebar shows reservation details, including the ship (PR240725-009) and the cruise name (VENICE (CHOOGAN) - ATHENS (PRAEUS)).

Step 4

- Click on **Edit**.

The screenshot shows the 'Promotions' modal window. It displays a table of applied promotions. The table has columns for Promotion, Component, Component Code, Guests, and Discount. Two promotions are listed: 'Azamara Circle Quarterly Savings' and 'Wave Offer'. An 'Edit' button is located at the bottom right of the modal.

Promotion	Component	Component Code	Guests	Discount
<b>Azamara Circle Quarterly Savings</b>				
	Voyage	PR240725-009	1,2	- USD \$ 439.98
<b>Wave Offer</b>				
	Voyage	PR240725-009	1,2	- USD \$ 1,099.94



**Step 5**

- Check the box next to the **Full Payment OBC** option.
- After selecting the incentive, click **Include**.

**Promotions**

Current Promotions: Filter

Component	Component Code	Guests
No data available in table		

Available Promotions: Filter

Component	Component Code	Guests
<input type="checkbox"/>	Amex Cardholder Benefit	
<input type="checkbox"/>	Voyage JR240907-007	1,2
<input checked="" type="checkbox"/>	Full Payment OBC	
<input type="checkbox"/>	Voyage JR240907-007	1

← Include  
Remove →

Cancel Save

**Step 6**

- Click **Add**.

**Promotion Full Payment OBC selection**

Current Promotions: Filter

Component	Component Code	Guests
<input checked="" type="checkbox"/>	Full Payment OBC	
<input checked="" type="checkbox"/>	Voyage PR240725-009	1
<input checked="" type="checkbox"/>	Voyage PR240725-009	2

Cancel Save

Cancel Add



**Step 7**

- Verify that the incentive, is included under the Current Promotions column.
- Click **Save**.

The screenshot shows the 'Promotions' window with two columns: 'Current Promotions' and 'Available Promotions'. Both columns have a 'Filter' input field. The 'Current Promotions' column contains three items: 'Azamara Circle Quarterly Savings', 'Full Payment OBC' (highlighted with a purple box), and 'Wave Offer'. Each item has a 'Voyage' sub-row with 'Component Code' 'PR240725-009' and 'Guests' '1,2'. The 'Available Promotions' column contains one item: 'Amex Cardholder Benefit' with a 'Voyage' sub-row. At the bottom right, there are 'Include' and 'Remove' buttons. At the bottom left is a 'Cancel' button and at the bottom right is a 'Save' button (highlighted with a purple box).

**Step 8**

- Click the X to exit the screen.

The screenshot shows the 'Promotions' window with the 'Applied Promotions' table. The table has columns for 'Promotion', 'Component', 'Component Code', 'Guests', and 'Discount'. The data is as follows:

Promotion	Component	Component Code	Guests	Discount
<b>Azamara Circle Quarterly Savings</b>	Voyage	PR240725-009	1,2	- USD \$ 439.98
<b>Full Payment OBC</b>	Voyage	PR240725-009	1,2	N/A
<b>Wave Offer</b>	Voyage	PR240725-009	1,2	- USD \$ 1,099.94

An 'Edit' button is located at the bottom right of the window.



**Step 9**

- Since you are adding an OBC promotion, there will be no rate difference.
- Advise that payment for Cruise Fare is due in full at that moment and collect payment.  
*NOTE: If the guest advised they do not want to pay in full, click on Promotions tab once more and remove the OBC.*

The screenshot shows the Azamara reservation system interface. The 'Promotions' tab is selected, and a 'Promotions' section is visible with a 'Remove' button. The 'Amount Due' is displayed as USD \$ 3,186.62. The 'Invoice Total' is USD \$ 4,286.62. The 'Payment Due Date' is 12/18/23.

**Step 10**

- Click on Pay Now button.
- Follow the *Taking a Guest Payment on Booking Process Guide*.

The screenshot shows the Azamara reservation system interface. The 'Pay Now' button is highlighted in red. The 'Amount Due' is displayed as USD \$ 3,186.62. The 'Invoice Total' is USD \$ 4,286.62. The 'Payment Due Date' is 12/18/23.



Step 11

- To verify the coupon:
  - Click on the coupon icon.

The screenshot shows the Azamara reservation system interface. The main area displays invoice details for a reservation. On the left sidebar, the 'Coupons' section is expanded, showing a coupon icon highlighted with a red box. The coupon icon is labeled 'Amount Due USD \$ 3,139.39'. The main invoice area shows a total amount due of USD \$ 4,288.82. The right sidebar contains reservation details, including the ship name 'VENICE (CHROGGIA)' and the start date 'Jul 25, 2024'.

- The OBC will show up immediately and will reflect that it is part of the Full Payment incentive

**Coupon**

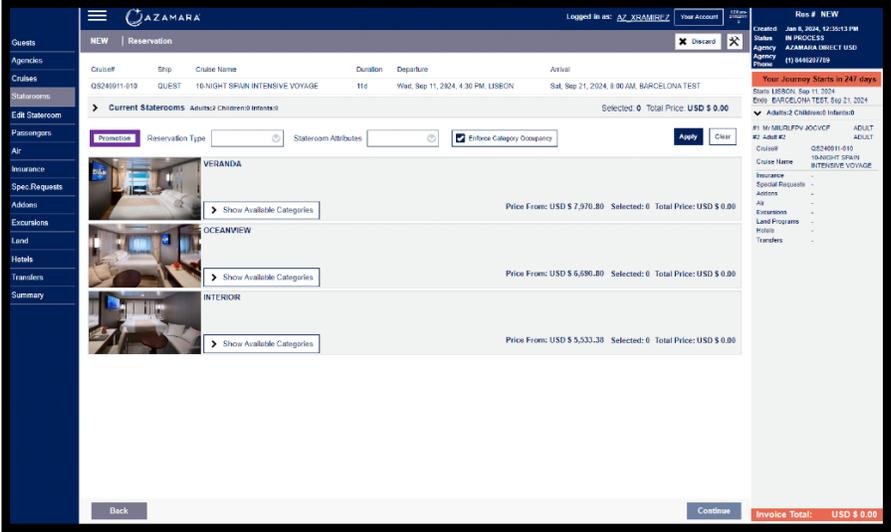
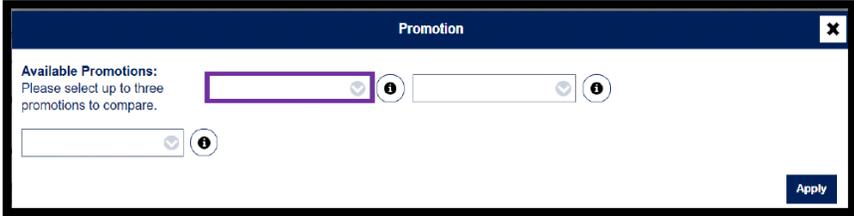
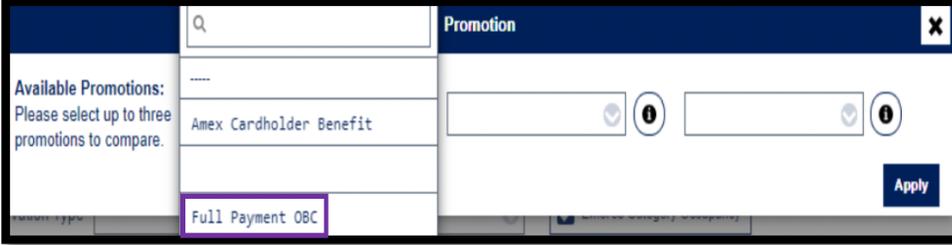
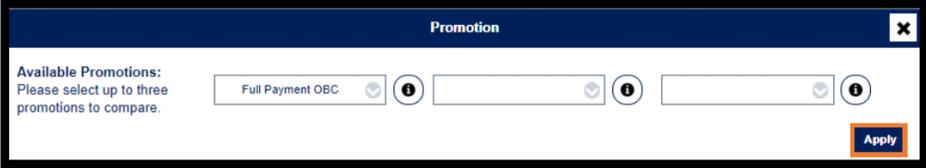
Client: JBMPMH NFSMFCO (#245774)

Discount Coupons			Future Cruise Credits			
Future Cruise Credit ID	Earned in Res ID	Valid Dates	Currency	Total	Remaining Balance	Description
295142	10056675	Dec 15, 2023 - Dec 14, 2024	USD	USD \$ 139.39	USD \$ 139.39	FULL PMT 5% OBC



## Applying Incentive to a New Booking:

- Create a booking following the Process Guide – Creating a Booking document, paying close attention to Step 4.  
NOTE: You must search for the guest and capture the correct Client ID that is tied to the promotion for the initial group of guests invited to this test.
- Once on the Staterooms tab:

<p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>• Click on the <b>Promotion</b> button.</li> </ul>	
<p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>• Click on the first drop down.</li> </ul>	
<p><b>Step 3</b></p> <ul style="list-style-type: none"> <li>• From the drop-down, click and select the Full Payment OBC</li> </ul>	
<p><b>Step 4</b></p> <ul style="list-style-type: none"> <li>• Click on <b>Apply</b>.</li> </ul>	



## Step 5

- Select a Stateroom category as requested by your caller.
- Proceed with the booking per usual.

The screenshot shows the 'Current Staterooms' section of the Azamara reservation system. It lists three stateroom categories: VERANDA, OCEANVIEW, and INTERIOR. Each category has a 'Show Available Categories' button and a price range. The VERANDA category is highlighted with a purple box.

## Step 6

- When you reach the Passengers tab, you can verify that the Full Payment OBC is on the booking by clicking on the Coupons tab.

The screenshot shows the 'Passengers' tab in the Azamara reservation system. The 'Coupons' button is highlighted with a purple box. The system displays personal information for the passenger, including name, address, and contact details.

- Click on Future Cruise Credit.

The screenshot shows the 'Coupon' window in the Azamara reservation system. The 'Future Cruise Credits' tab is selected, and the window displays 'No Coupons are available.' The 'Client: MIURLFPV JOCVCF (#49013)' is visible at the top.

- Verify the description reads the 5% OBC incentive.

The screenshot shows the 'Coupon' window in the Azamara reservation system. The 'Future Cruise Credits' tab is selected, and a coupon is displayed with the following details:

Future Cruise Credit ID	Earned in Res ID	Valid Dates	Currency	Total	Remaining Balance	Description
295046	10056508	Dec 26, 2023 - Dec 25, 2024	EUR	EUR € 147.77	EUR € 147.77	FULL PMT 5% OBC