


Travel Agent – How to Add a Special Request

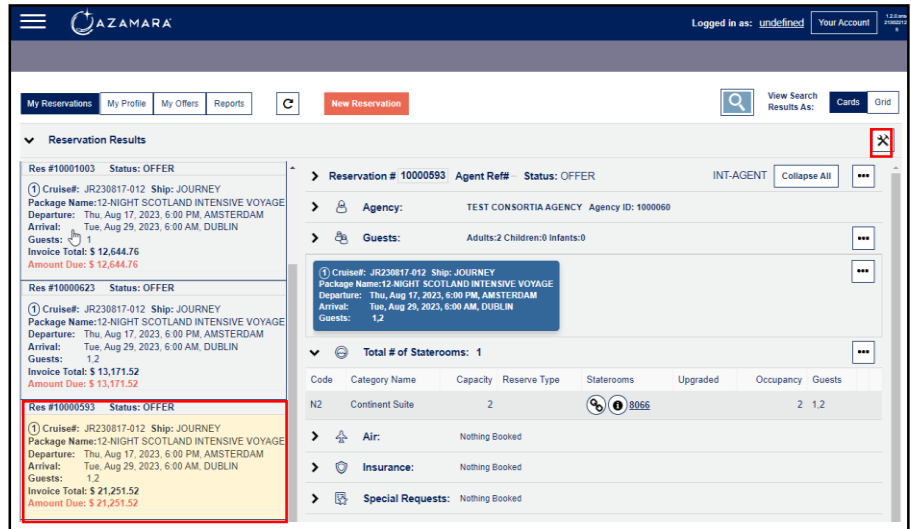
Step 1

Let us start by clicking on the **Your Account** tab. This will open a drop-down menu. Click the **My Reservations** tab.



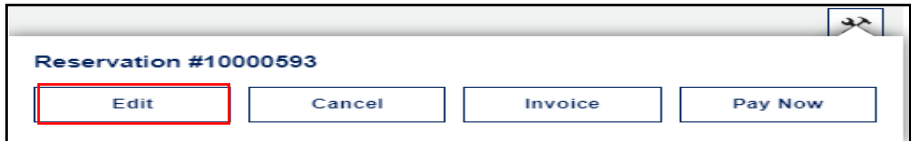
Step 2

Here we will be brought to the My Reservations screen. Under the **Reservation Results** section we will be able to see all our reservations. Click on the Reservation you want to work with, and it will become **highlighted**. Then go to the right side of the Reservation screen click the **Tools**  symbol.




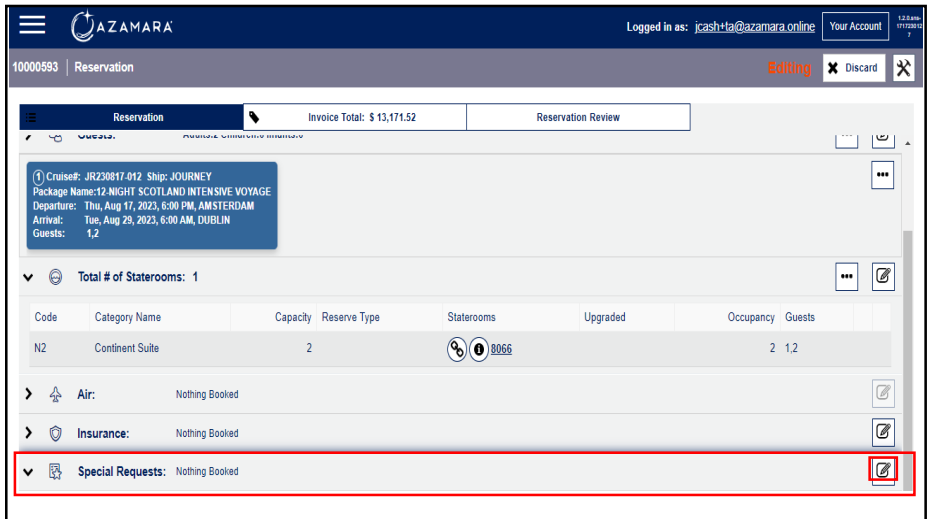
Step 3

This will open the Tools menu. Click the **Edit** tab.



Step 4

We will be brought to the Summary Screen. Scroll down to the **Special Requests** line. On the right side of the line click the **Pen & Pad**  symbol.



Step 5

This will open the Special Requests section. We will see under Available Items the following.

Bedding
Medical

Click the drop-down Arrow > next to each one.

Step 6

We will see the Bedding and Medical items that are available for our guests. Each Item is underlined with a link. For additional details on each item click their links. With this example we will select Diabetic. Click the **Add** button on the right side of the Diabetic line.

Step 7

This will open the Diabetic screen. Here we will see both Guests. You will be able to select both Guests by clicking the **Add For All Guests** or check the Guest boxes individually.

Guests – Select one or both.
Delivery Place – Use the Arrow > drop-down selection.
Notes – Add a note for additional details.

(continued next step)

Step 8

Here we select our **Guest**, **Delivery Place**, and have added a **Note**. Click the **Done** button at the bottom of the screen.

Diabetic

1) Cruise#: JR230817-012 Ship: JOCRANEY
 Package Name: 12-NIGHT SCOTLAND INTENSIVE VOYAGE
 Departure: Thu, Aug 17, 2023, 6:00 PM, AMSTERDAM
 Arrival: Tue, Aug 29, 2023, 6:00 AM, DUBLIN
 Guests: 1,2

Guest	Full Name	Delivery Place	Status	Notes
1	Mr JOHN DOE	RESTAURANT	<input checked="" type="checkbox"/>	Please keep foods under diabetic guideline.
2	Ms JANE DOE		<input type="checkbox"/>	

Add For All Guests Cancel Done

Step 9

This will bring us back out to the Special Request screen. Here on the Diabetic line, we will see our [Booked](#) hyperlink. Click on the Booked to see the details. When finished reviewing click the **Continue** button at the bottom of the screen.

AZAMARA Logged in as: jcash1fa@azamara.online Your Account 12:00 PM 7/1/2023

10000593 | Reservation Editing Discard

SPECIAL REQUESTS Show Booked Items Import Client Preferences Grid Tiles

Available Items Filter

Sp Request Name	Description	
BEDDING		
Combined bed		Add
MEDICAL		
Arthritis		Add
Celiac		Add
Deaf		Add
Diabetic		Booked Add
Disabled		Add
Epileptic		Add
Hearing Impaired		Add
Medical Review		Add
Pacemaker		Add
Paraplegic		Add

Back Continue

Step 10

We will be brought back to the Summary screen. Click the **Store** button at the bottom of the screen.

Reservation # 10000593 | Agent Ref: TEST CONSORTIA AGENCY | Status: OFFER

Agency: TEST CONSORTIA AGENCY | Agency ID: 1000060

Guests: Adults:2 Children:0 Infants:0

Cruise: JRC230817-012 Ship: JOURNEY
Package Name: 12-RG011 SCOTLAND INTENSIVE VOYAGE
Departure: Thu, Aug 17, 2023, 6:00 PM, AMSTERDAM
Arrival: Tue, Aug 29, 2023, 6:00 AM, DUBLIN
Guests: 1,2

Total # of Staterooms: 1

Code	Category Name	Capacity	Reserve Type	Staterooms	Upgraded	Occupancy	Guests
N2	Continent Suite	2		8066		2	1,2

Air: Nothing Booked

Insurance: Nothing Booked

Special Requests:

Sp Request Name	Delivery From	Delivery To	Guests	Delivery Place	Status	Notes
MEDICAL						
Diabetic	Thu, Aug 17, 2023, 6:00 PM	Tue, Aug 29, 2023, 6:00 AM	1	RESTAURANT		

Addons:

Add-on Name	Delivery From	Delivery To	Guests	Delivery Place	Add-on Status	Qty	Total Price	Notes
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Store **Pay Now**

Step 11

This will give us a **Confirm** message asking if we would like to save the changes. Click the **Yes** tab.

Confirm

There are some unsaved changes. Would you like to save changes?

Yes **No**

Step 12

We will receive another **Confirm** message telling us that the reservation has been **stored successfully**.

Yes – To Continue
No – To End the process
Print/View Confirmation – Print and View the reservation.

Confirm

Reservation #10000593 is stored successfully.

Would you like to continue working with the reservation?

Yes **No** **Print/View Confirmation**