


## Travel Agent – How to Cancel a Special Request on a Booking

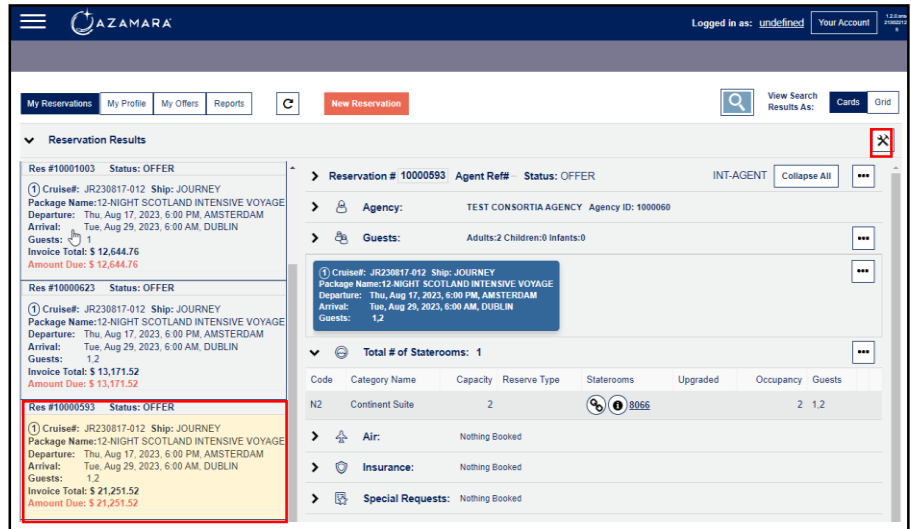
### Step 1

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



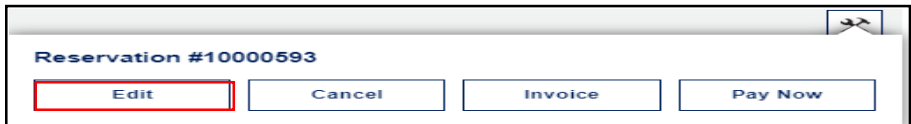
### Step 2

Here you will be brought to the My Reservations screen. Under the **Reservation Results** section you 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.




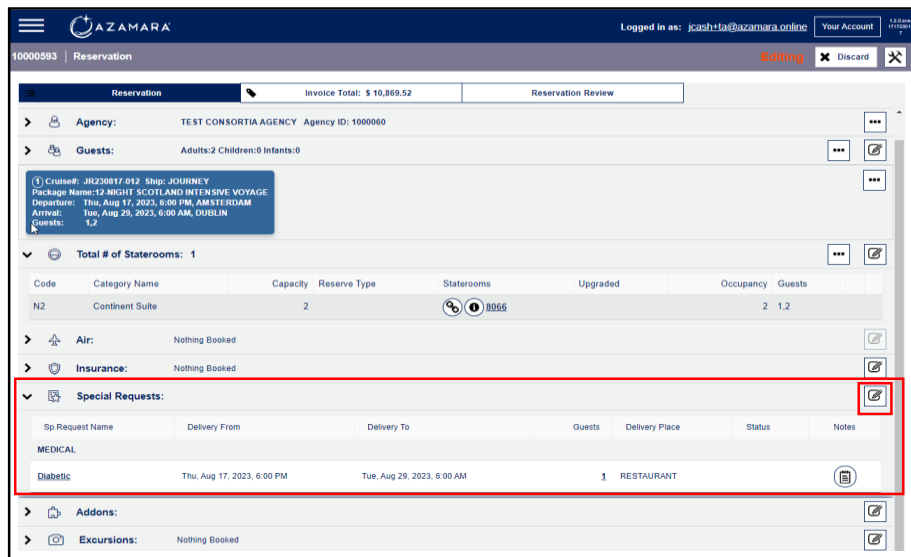
### Step 3

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




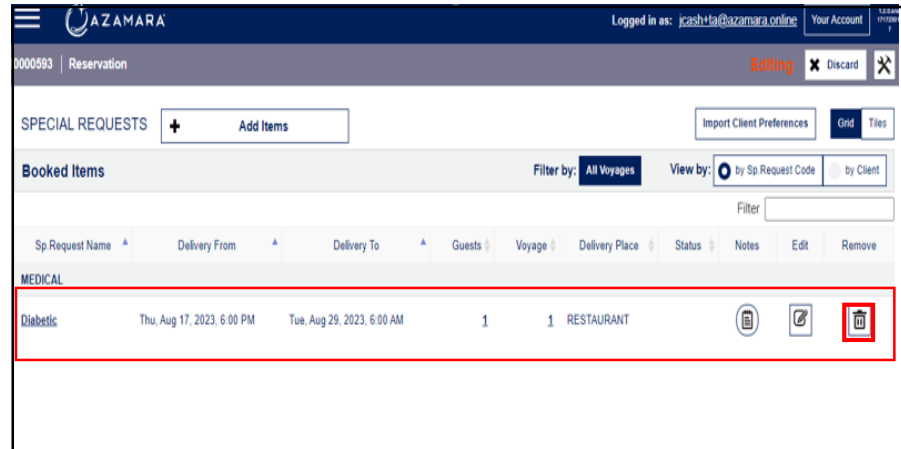
### Step 4

You 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.



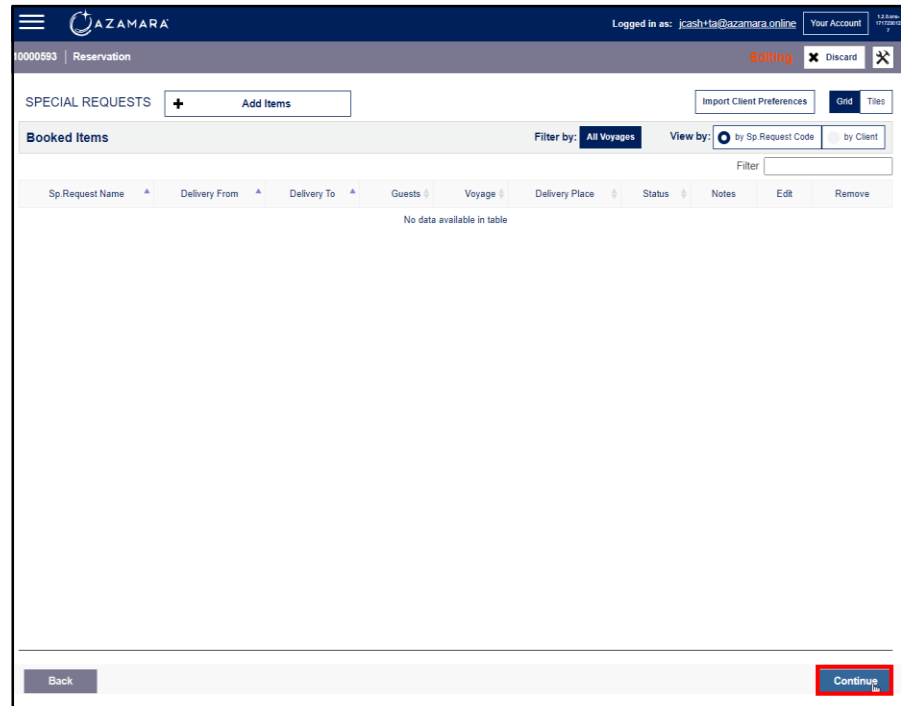
## Step 5

This will bring us to the Special Request screen. Under the Booked Items section, you will see our Special Request. With this example go to the right - side of Diabetic line. Click the Trash Can  symbol.



## Step 6

You will see the Special Request for Diabetic is now canceled. Click the **Continue** button at the bottom of the screen.



## Step 7

This will bring us to the Reservation Summary screen. Go to the bottom of the screen and click the **Store** button.

Reservation Summary screen showing details for reservation #10000593. The screen includes sections for Agency, Guests, Cruise, and Add-ons. The 'Store' button is highlighted at the bottom right.

Add-on Name	Delivery From	Delivery To	Guests	Delivery Place	Add-on Status	Qty	Total Price	Notes
CREDIT								
\$100 OBC	Thu, Aug 17, 2023, 6:00 PM	Tue, Aug 29, 2023, 6:00 AM	1			1	\$ 0.00	
\$150 OBC	Thu, Aug 17, 2023, 6:00 PM	Tue, Aug 29, 2023, 6:00 AM	1,2			4	\$ 0.00	
\$250 OBC	Thu, Aug 17, 2023, 6:00 PM	Tue, Aug 29, 2023, 6:00 AM	1,2			2	\$ 0.00	

## Step 8

You will receive a Confirm message asking you if you would like to save our changes. Click the **Yes** tab.

Confirm dialog box asking: "There are some unsaved changes. Would you like to save changes?". The **Yes** button is highlighted.

## Step 9

This will give us 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 dialog box stating: "Reservation #10000593 is stored successfully. Would you like to continue working with the reservation?". The **Yes**, **No**, and **Print/View Confirmation** buttons are highlighted.