

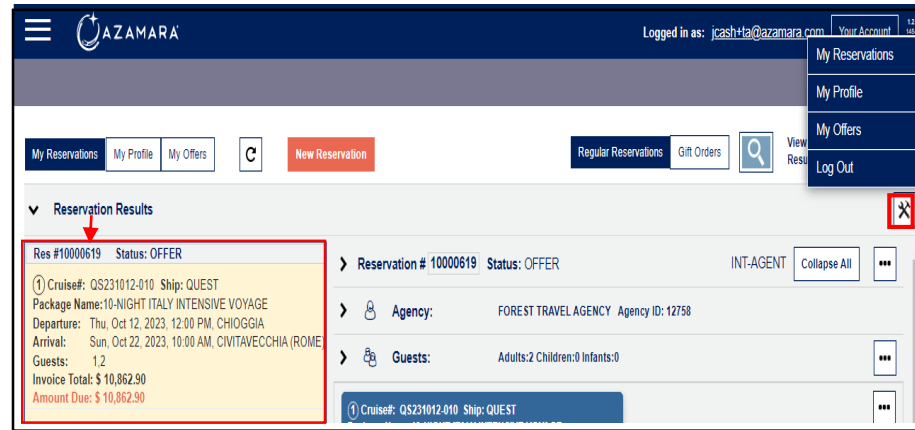
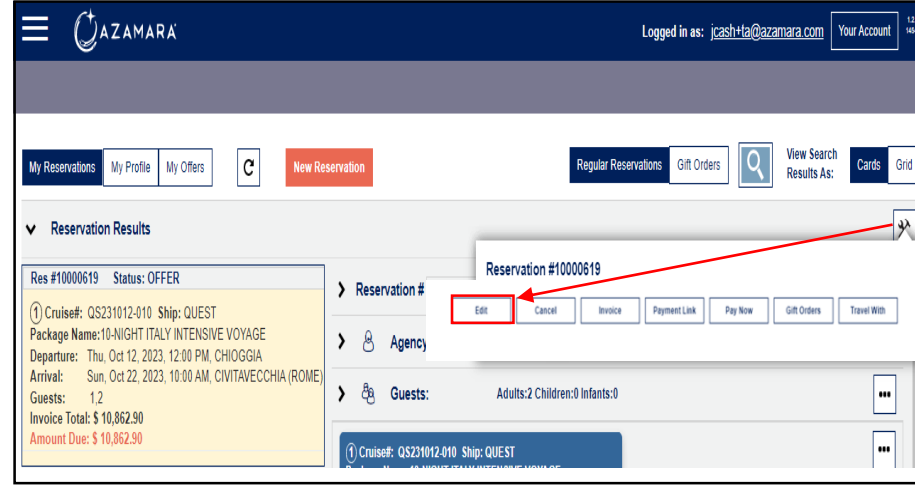

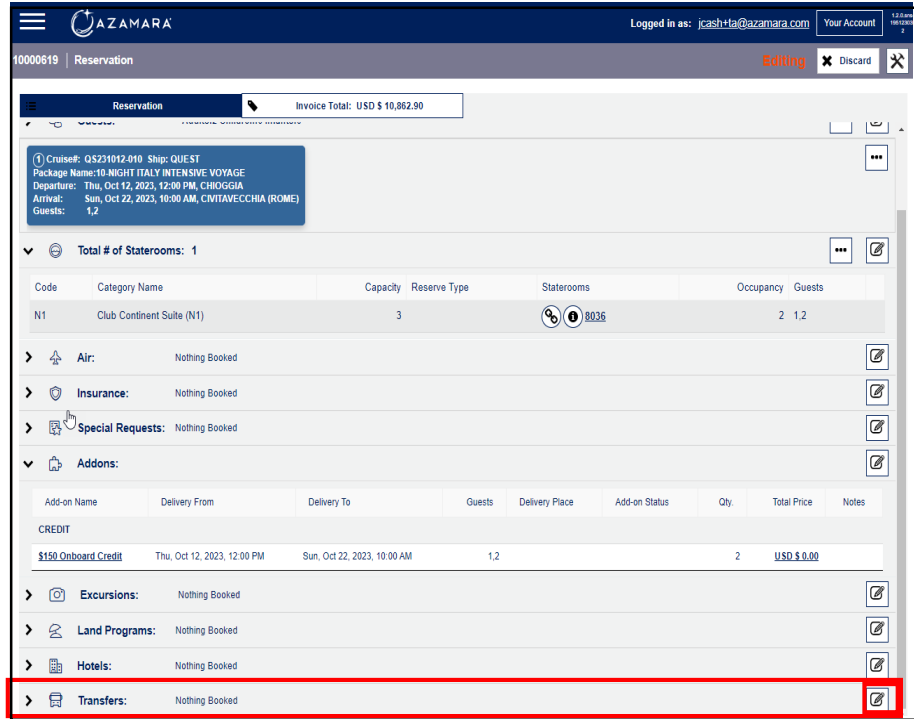


## Travel Agent – How to Cancel a Transfer on a Reservation

<p><b>Step 1</b></p> <p>Let us start by clicking on the <b>Your Account</b> tab. This will open a drop-down menu. Click the <b>My Reservations</b> tab.</p>	
<p><b>Step 2</b></p> <p>This will open the My Reservations screen. Under the <b>Reservation Results</b> click on your Reservation. With this example we will click on <b>Res #. 619</b>. Now go to the right side of the screen click the <b>Tools</b>  symbol.</p>	
<p><b>Step 4</b></p> <p>This will open the <b>Tools</b> menu. Click the <b>Edit</b> button.</p>	

## Step 4

We will be brought to the Summary screen. In the Reservations section scroll down to the **Transfers** line and on the right side click the **Pen & Pad**  symbol.



Reservation Summary for Cruise: Q5231012-010 Ship: QUEST Package Name: 10 NIGHT ITALY INTENSIVE VOYAGE. Departure: Thu, Oct 12, 2023, 12:00 PM, CHIOGGIA. Arrival: Sun, Oct 22, 2023, 10:00 AM, CIVITAVECCHIA (ROME). Guests: 1,2. Invoice Total: USD \$ 10,862.90.


Code	Category Name	Capacity	Reserve Type	Staterooms	Occupancy	Guests
N1	Club Continent Suite (N1)	3		8036	2	1,2

Transfers: Nothing Booked


## Step 5

This will open the Transfer Request screen. Here we will see the following.

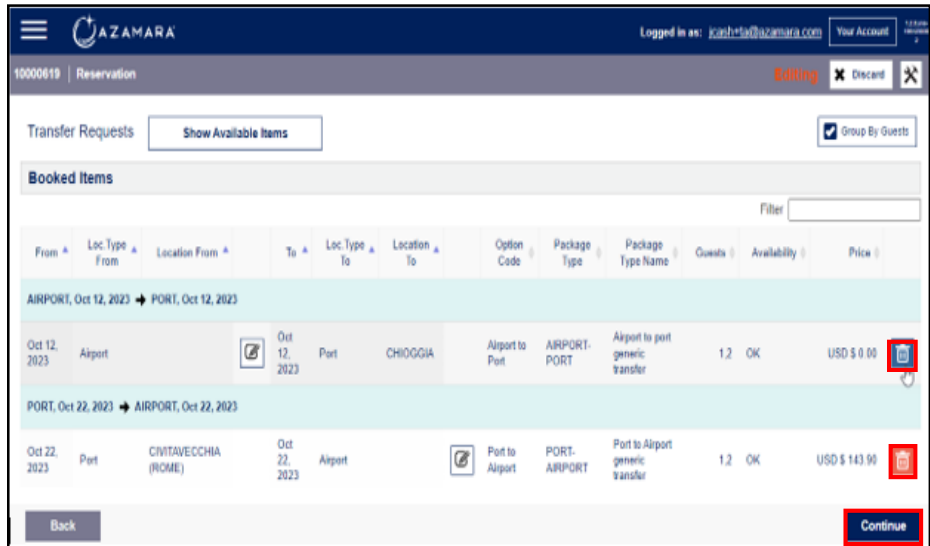
### Airport to Port

Click on the **Trash Can**  symbol to Cancel your Transfer.

### Port to Airport

Click on the **Trash Can**  symbol to Cancel your Transfer.

Click the **Continue** button.



Transfer Requests. Show Available Items. Group By Guests.

From	Loc Type	Location From	To	Loc Type	Location To	Option Code	Package Type	Package Type Name	Guests	Availability	Price
Oct 12, 2023	Airport	CHIOGGIA	Oct 12, 2023	Port	CHIOGGIA	Airport to Port	PORT-PORT	Airport to port generic transfer	1,2	OK	USD \$ 0.00
Oct 22, 2023	Port	CIVITAVECCHIA (ROME)	Oct 22, 2023	Airport	CHIOGGIA	Port to Airport	PORT-AIRPORT	Port to Airport generic transfer	1,2	OK	USD \$ 143.90

Back Continue

## Step 6

We will be brought back to the Summary screen. Under the **Transfers** line you will see the Transfers have been removed and are now canceled. Click the **Store** button.

The screenshot shows the Azamara reservation summary for reservation #10000619. The 'Transfers' section is highlighted with a red box, indicating that no transfers are booked. The 'Store' button at the bottom right is also highlighted with a red box.

## Step 7

This will give us a **Confirm** message letting us know the Invoice was changed. Click the **Continue** button.

The screenshot shows a 'Confirm' message box with the text 'Total invoice was changed. You can continue or see details.' The 'Continue' button is highlighted with a red box.

## Step 8

We will receive a **Confirm** message asking if we would like to Save the Changes. Click the **Yes** button.

The screenshot shows a 'Confirm' message box with the text 'There are some unsaved changes. Would you like to save changes?'. The 'Yes' button is highlighted with a red box.

## 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.

The screenshot shows a 'Confirm' message box with the text 'Reservation #10000619 is stored successfully. Would you like to continue working with the reservation?'. The 'Yes', 'No', and 'Print/View Confirmation' buttons are highlighted with red boxes.