








Travel Agent - How to Make a Reservation for Double Occupancy

<p>Step 1</p> <p>Welcome to the RezA home screen. When you have signed in you will see your Logged in as ID on the right. Create a new Travel Agent reservation by clicking the 3 bars  on the left side of the screen. This will open a drop-down menu.</p>	
<p>Step 2</p> <p>On the drop-down Main menu, click the New Reservation box.</p>	
<p>Step 3</p> <p>The Reservation screen will appear. Under the Choose Agency and Agent you will see the Agency and the Agent Name.</p>	
<p>Step 4</p> <p>Under the Additional Reservation Information is the Adults section. Adults will automatically default to 2 Adults. If needed, you can Add  and Subtract  the Adults by using the minus and plus symbols.</p>	

Step 5

The next section will allow you to add the Adult Information for both Guests. Under the Adult section you will see the **Adult #1** and **Adult #2** lines. Let us add the information for both Adults #1 and #2.

The screenshot shows the Azamara Reservation form. The 'Additional Reservation Information' section is expanded. The 'Adults' section is highlighted with a red box, showing fields for Adult #1 and Adult #2. The 'Adults' count is 2, 'Children' is 0, and 'Infants' is 0. The 'Adult #1' and 'Adult #2' sections are visible, each with fields for Title, First Name, Last Name, Gender, and Age. The 'Delete' and 'Clear' buttons are also visible for each adult line.

Step 6

Add the Adult #1 information. Enter the following:

Title
First Name
Last Name
Gender
Age

The **delete** button deletes the Adult line.
The **Clear** button clears all the information on the Adult line.

The screenshot shows the 'Adult #1' section of the form. The fields are filled with: Title: Mr, First Name: John, Last Name: Doe, Gender: M, Age: 54. The 'Delete' and 'Clear' buttons are highlighted with red boxes.

Step 7


Add the Adult #2 information.


Repeat adding the same information for **Adult #2**. When complete click **Continue** at the bottom of the screen.

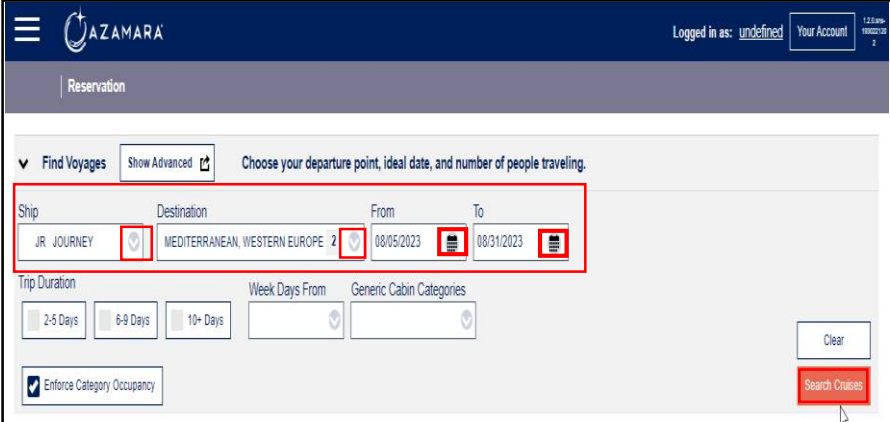
The screenshot shows the 'Adult #2' section of the form. The fields are filled with: Title: Ms, First Name: Jane, Last Name: Doe, Gender: F, Age: 45. The 'Continue' button is highlighted with a red box.

Step 8


This will bring us to the Cruises screen. Under the Find Voyages use the following to select your voyage.

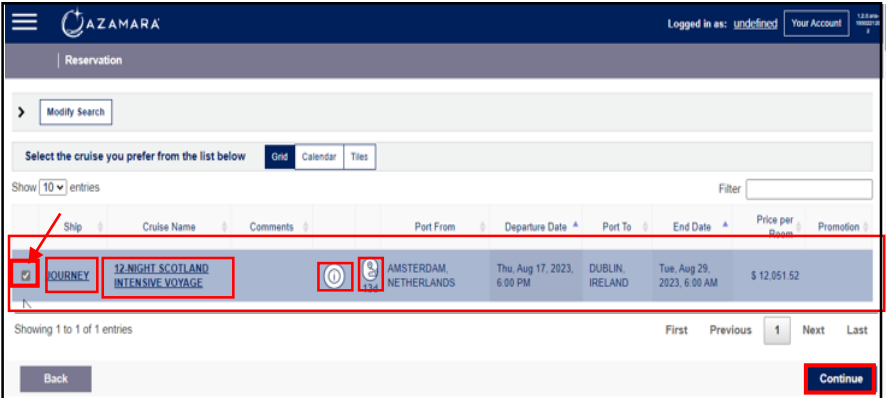
Ship and Destination – Click on the  next to **Ship** and **Destination** to open and make your selections.

From and To – Use both **Calendars** to select your dates. Click on the hyperlink **Calendar** symbol  next to **From** and **To** and select your dates. When you have completed making your selections click the **Search Cruise** button.



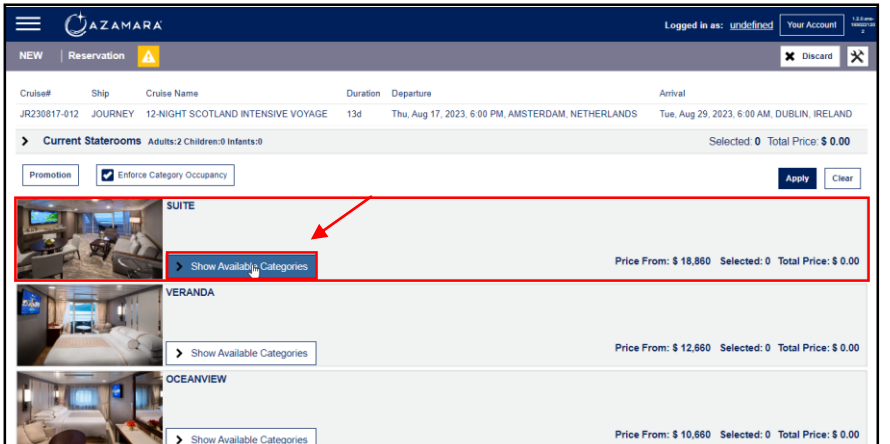
Step 9

You will see our available Cruise(s) displayed. Review your choices. To view additional information, click **Hyperlinks** on each line. Select your Voyage by clicking the  **Check Box** next to the Ship name. Then click the **Continue** button.



Step 10

This will bring you to the **Current Stateroom** screen. With this example you will select the **Stateroom Suite**. Then click the **Show Available Categories**.



Step 11

The Categories section will open. With this example you will select the **Continent Suite** category. Go to the **# of Staterooms** column for Continent Suites. Click the **Plus + Symbol** to add one Stateroom. You may only select one Stateroom per booking. When you see the number **1** appear go to the bottom of the screen and click **Continue**.

Category	Price From	Selected	Total Price	# of Staterooms
World Owner's Suite	\$ 32,260	0	\$ 0.00	0
Ocean Suite	\$ 27,860	0	\$ 0.00	0
Continent Suite	\$ 19,260	1	\$ 19,260.00	1
Continent Suite	\$ 18,860	0	\$ 0.00	0

Step 12

This will bring us to the **Edit Stateroom** screen. Here you will see a diagram image of the following.

Description of the Voyage Guest Information Deck & Stateroom

Seaware Touch automatically assigns the Stateroom based on the category ranking. This will display your Stateroom number highlighted in **green**. To accept the assigned Stateroom, click the **Continue** box.

Deck #8

8054 8057
8056 8059
8058 8061
8060 8063
8062 8065
8064 8067
8066 8069
8068 8071
8070 8073
8088 8090 8093 8091

Step 13

You will be brought back to the **Passenger** screen. Here we will need to add the following information for **Adult #1** and **Adult #2**.

Title	Age
First Name*	Residency*
Last Name*	Email*
Gender	Intl. Code
Birth Date*	Telephone

Enter the information for **Adult #1**. Then click the **Next** button.

Step 14

This will bring you to the **Adult #2** screen. Repeat by adding the Adult #2 information. Then click **Save & Continue** at the bottom of the screen.

Step 15

You will arrive on the **Summary** screen. The Summary screen has four sections.

1. **Reservation**
2. **Invoice Total**
3. **Reservation Review**
4. **Shopping Cart**

Store Button – Click the Store button to save your booking and generate a Reservation number.

Pay Now – Click the **Pay Now** button and this will allow you to pay your down payment, partial payment, or Full Payment.

Note: Before using the **Store** or **Pay Now** buttons, we will continue learning about the Reservation Summary screens.

The screenshot shows the Azamara reservation summary screen. Four red boxes with numbers 1 through 4 are placed over the top navigation tabs: 1. Reservation, 2. Invoice Total, 3. Reservation Review, and 4. Shopping Cart. The main content area displays reservation details for a 12-Night Scotland Intensive Voyage. A table lists the staterooms, showing one N2 Continent Suite with a capacity of 2 and occupancy of 2. The right sidebar contains a summary of the booking, including the ship name, itinerary, and a total invoice amount of \$13,171.52. At the bottom right, there are buttons for 'Store' and 'Pay Now'.

Step 16

Reservation

This section will have sub-sections which feature all reservation categories. Each sub-section will have a drop-down menu. Click the right facing (**Hyperlink** ➤ **Arrow**) on each of the sections to open their menus.

Click the down facing (**Hyperlink** ▼ **Arrow**) to close the open sections.

The screenshot shows the Azamara reservation screen. Red boxes with numbers 1 through 6 are placed over various elements: 1. Reservation tab, 2. Invoice Total, 3. Reservation Review, 4. Reservation # NEW, 5. Agency, and 6. Guests. The main content area displays reservation details for a 12-Night Scotland Intensive Voyage. A table lists the staterooms, showing one N2 Continent Suite with a capacity of 2 and occupancy of 2. The right sidebar contains a summary of the booking, including the ship name, itinerary, and a total invoice amount of \$13,171.52. At the bottom right, there are buttons for 'Store' and 'Pay Now'.

Step 17

Invoice Total

This section will feature the Invoice Details. The **Invoice Details** provides specific details on the following.

Per Reservation will provide the following.

CRUISE FARE – Individual Fare

NCF – Non-Commissionable Fee

TAX – Tax on the Cruise

Click the **Drop-Down > arrow** next to the following.

Payments – Display the amount paid.

Guest Payment Schedule – This displays the payment schedule on the reservation.

Reservation		Invoice Total: \$ 13,171.52	Reservation Review
Invoice Details:			
<input checked="" type="radio"/> Per Reservation <input type="radio"/> Per Guest			
CRUISE FARE		\$ 10,780	
NCF		\$ 1,338	
TAX		\$ 1,053.52	
Invoice Total		\$ 13,171.52	
Amount Paid		\$ 2,200	
> Payments		\$ 2,200	
> Guest Payment Schedule			Payment Due Date: 5/19/23
Amount Due		\$ 10,971.52	
Financial Transactions			

Step 18

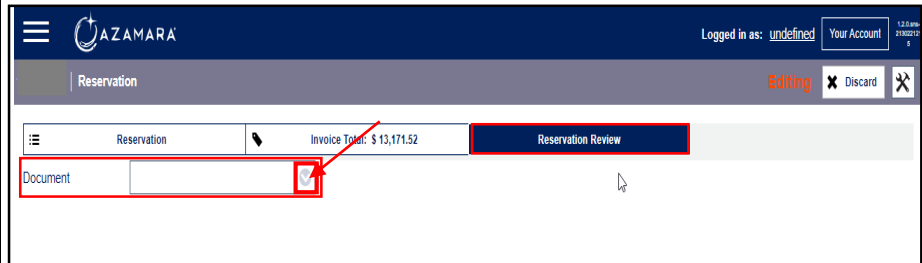
Click the ☒ **Per Guest** box. This will open the Per Guest screen displaying the Guest Invoice information.

Reservation		Invoice Total: \$ 13,171.52	Reservation Review
Invoice Details:			
<input type="radio"/> Per Reservation <input checked="" type="radio"/> Per Guest			
Ms ROSE DIAZ CRUISE FARE \$ 5,390 NCF \$ 669 TAX \$ 526.76 Invoice Total \$ 6,585.76			
Ms CARRIE DOE CRUISE FARE \$ 5,390 NCF \$ 669 TAX \$ 526.76 Invoice Total \$ 6,585.76			

Step 19

Reservation Review

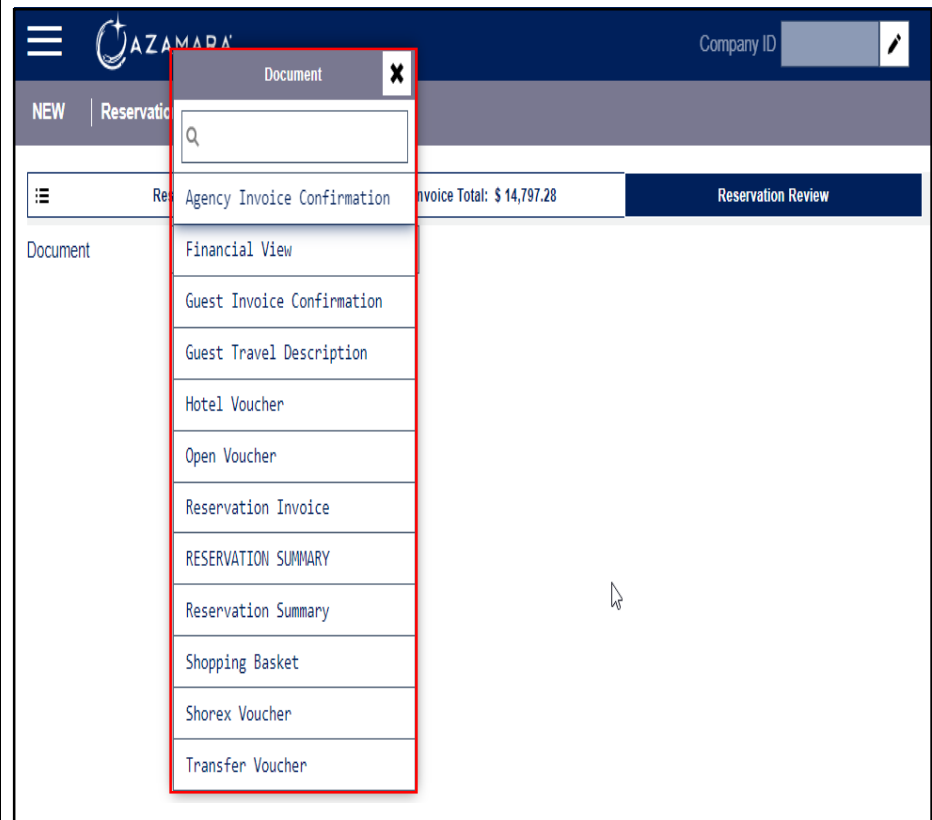
Click the **Document** drop-down **Arrow** symbol next to **Document**.



Step 20

This will open a menu which provides information on the following. Click on each of the following listed for additional information.

Financial View
Guest Invoice Confirmation
Guest Travel Descriptions
Hotel Vouchers
Open Vouchers
Reservation Invoices
Reservation Summary
Shopping Basket
Shorex Voucher
Transfer Voucher



Step 21

Shopping Cart

This section is found on the right side of the Summary screen. The Shopping Cart provides a condensed summary of all the essential information on our reservation.

Reservation Number – Number on the reservation.

Created – The creation date and time of the reservation.

Status – This displays the status of the reservation.

Agency – The Agency Name on the reservation.

Agency Phone Number – The phone number of the agency.

Agent – The Agents Name on the reservation.

Your Journey Starts in XXX days – Number of days from the start of your sailing.

Starts – This provides the start location and the embarkation date.

Ends – This provides the end location and the disembarkation date.

Sail Length – The number of days sailing.

Adults – Children: Infants: - Click the ➤ to open. This provides the Name of the Guests and the classification of the Guest.

Stateroom – Click the **Stateroom hyperlink** for the Stateroom details.

Ship: - This provides the name of the ship, name of departure locations, dates of the sailing, and number of Guests.

Cruise Number – Cruise Number for the Cruise.

Cruise Name – The name of the Cruise.

Staterooms – Click the **Staterooms Hyperlink** for more information.

Insurance – This will show the insurance on the reservation.

Special Requests – This will display a Guest's special request.

Addons – Click the **Addons hyperlink 2 Booked** for more information.

Air – This will list the Air information on the reservation.

Excursion – This will display the Excursions on the reservation.

Hotels – This will display the Hotels on the reservation.

Transfers – This will display all the Transfers our Guests have requested.

Payment Due Date: - The Date of first deposit.

Invoice Total: - The Final Payment Price.

*Use the Price Total section for complete details)

Res # NEW	
Created	Dec 16, 2022, 8:59:41 AM
Status	IN PROCESS
Agency	TEST CONSORTIA AGENCY
Agent	JOHN CASH
Your Journey Starts in 244 days	
Starts AMSTERDAM, NETHERLANDS, Aug 17, 2023	
Ends DUBLIN, IRELAND, Aug 29, 2023	
Sail Length: 12	
✓ Adults:2 Children:0 Infants:0	
#1	Mr JOHN DOE ADULT
#2	Ms CARRIE DOE ADULT
Staterooms	
① Ship: JOURNEY	
AMSTERDAM, NETHERLANDS - DUBLIN, IRELAND	
[→ Thu, Aug 17, 2023, 6:00 PM	
→] Tue, Aug 29, 2023, 6:00 AM	
Guests: 1,2	
Cruise#	JR230817-012
Cruise Name	12-NIGHT SCOTLAND INTENSIVE VOYAGE
Staterooms	N2: Qty. 1
Insurance	-
Special Requests	-
Addons	-
Air	-
Excursions	-
Land Programs	-
Hotels	-
Transfers	-
Payment Due Date: 12/23/22	
Invoice Total: \$ 21,251.52	

Step 22

You reviewed the **Summary** screen. Now click on the **Store** button at the bottom of the screen. This will allow you to save all the selections you have made for our reservation.

Summary

Reservation # NEW Agent Ref: Status: IN PROCESS

Agency: TEST CONSORTIA AGENCY Agency ID: 100000

Guests: Adults: 2 Children: 0 Infants: 0

Cruise: JAZZ0017-012 Ship: JAZZ0017
Package Name: 12-NIGHT SCOTLAND INTENSIVE VOYAGE
Departure: Thu, Aug 17, 2023, 6:00 PM AMSTERDAM, NETHERLANDS
Arrival: Tue, Aug 29, 2023, 6:00 AM DUBLIN, IRELAND
Guests: 1,2

Total # of Staterooms: 1

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

Air: Nothing Booked

Insurance: Nothing Booked

Special Requests: Nothing Booked

Addons: Nothing Booked

Excursions: Nothing Booked

Store

Res # NEW

Created: Dec 16, 2022, 8:59:41 AM
Status: IN PROCESS
Agency: TEST CONSORTIA AGENCY
Agent: JOHN CASH

Your Journey Starts in 244 days

Starts: AMSTERDAM, NETHERLANDS, Aug 17, 2023
Ends: DUBLIN, IRELAND, Aug 29, 2023
Sail Length: 12

Adults: 2 Children: 0 Infants: 0

#1 Mr JOHN DOE ADULT
#2 Ms CARRIE DOE ADULT

Staterooms

1 Ship: JOURNEY
AMSTERDAM, NETHERLANDS - DUBLIN, IRELAND
[+] Thu, Aug 17, 2023, 6:00 PM
[-] Tue, Aug 29, 2023, 6:00 AM
Guests: 1,2

Cruise# JR230817-012
Cruise Name 12-NIGHT SCOTLAND INTENSIVE VOYAGE
Staterooms N2: Qty: 1

Insurance -
Special Requests -
Addons -
Air -
Excursions -
Land Programs -
Hotels -
Transfers -

Payment Due Date: 12/23/22
Invoice Total: \$ 21,251.52

Step 23

This will give you a **Confirm** message providing a **Reservation #** number and **Stored Successfully** confirmation.

You will then be asked the following.

Yes – To Continue working on the reservation.

No – To End the process

Print/View Confirmation –

Print and View the reservation.

Confirm

Reservation #10000623 is stored successfully.

Would you like to continue working with the reservation?

Yes No Print/View Confirmation