

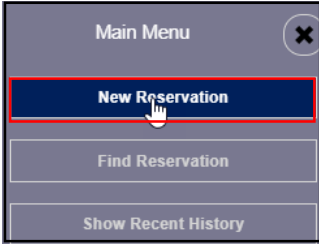

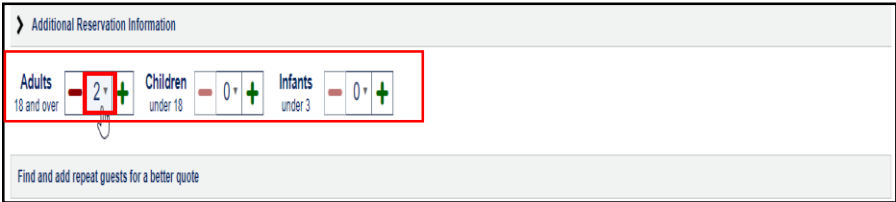


## Travel Agent - How to Make a Reservation for a Triple Occupancy

|  |  |
|--|--|
| <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 <b>3 bars</b>  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 <b>New Reservation</b> box.</p>   |    |
| <p>Step 3</p> <p>The Reservation screen will appear. Under the <b>Choose Agency and Agent</b> we will see the Agency and the Agent Name.</p>   |  |
| <p>Step 4</p> <p>Under the Additional Reservation Information is the <b>Adults</b> section. Adults will automatically default to <b>2 Adults</b>. If needed, you can <b>Add+</b> and <b>Subtract-</b> the Adults by using the minus and plus symbols. On the next step we will look at how to add an Adult.</p>                                      |  |

## Step 5

### Triple Occupancy

To add an Adult to your reservation, do this by clicking on the Plus **+** symbol in the Adults field. The Adult number will change to number 3. We will now see a third Adult #3 field added.



## Step 6

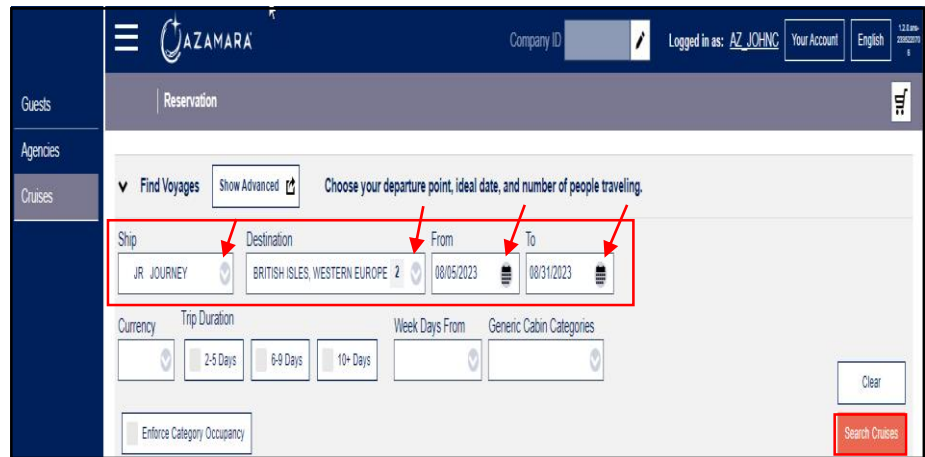
**Add the Adult #1** information. Repeat the same for **Adults #2** and **Adult #3**. Enter the following for each Adult.

|                   |               |
|-------------------|---------------|
| <b>Title</b>      | <b>Gender</b> |
| <b>First Name</b> | <b>Age</b>    |
| <b>Middle</b>     |               |
| <b>Last Name</b>  |               |


You have added all the required information for **Adult #1, Adult #2, and Adult #3**. Click the **Continue** button at the bottom of the screen to proceed with the booking process.

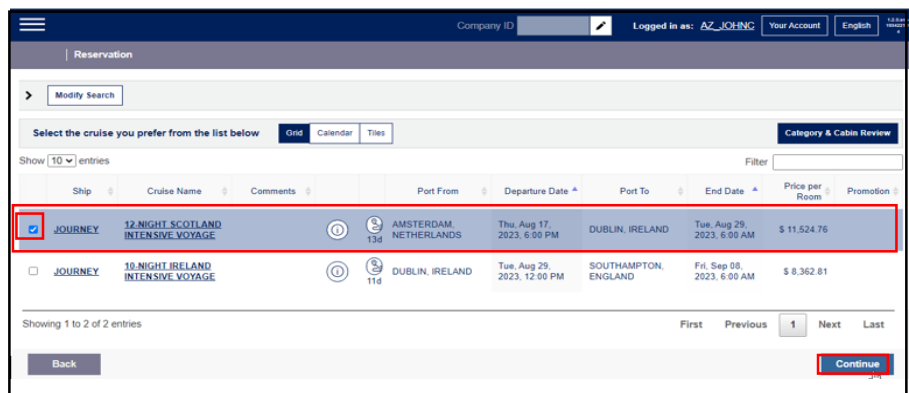
## Step 7

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  drop-down arrow 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 8

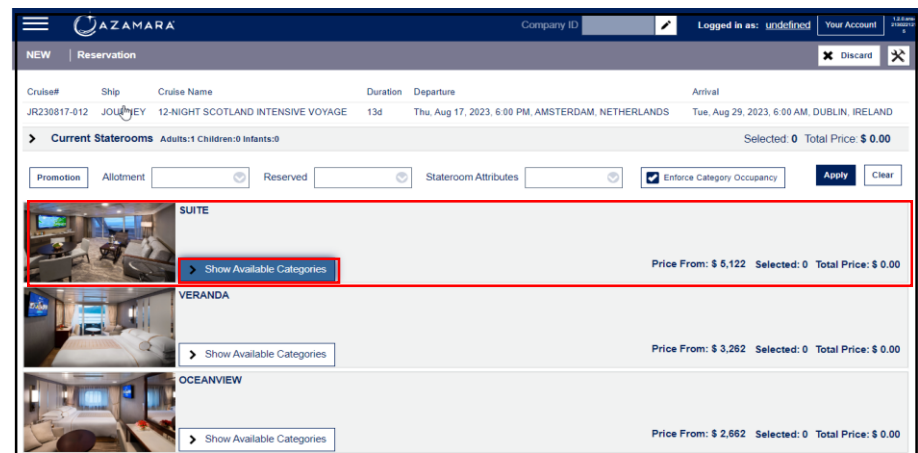
The search will select all the available Voyages. We will see our Voyages displayed. Select the Voyage by clicking the  **Check Box** left next to the Ship name. Then click the **Continue** button.



| Ship   | Cruise Name                        | Comments | Port From              | Departure Date              | Port To              | End Date                   | Price per Room | Promotion |
|--|------------------------------------|----------|------------------------|-----------------------------|----------------------|----------------------------|----------------|-----------|
| <input checked="" type="checkbox"/> JR JOURNEY | 12-NIGHT SCOTLAND INTENSIVE VOYAGE |          | AMSTERDAM, NETHERLANDS | Thu, Aug 17, 2023, 6:00 PM  | DUBLIN, IRELAND      | Tue, Aug 29, 2023, 6:00 AM | \$ 11,524.76   |           |
| <input type="checkbox"/> JR JOURNEY            | 18-NIGHT IRELAND INTENSIVE VOYAGE  |          | DUBLIN, IRELAND        | Tue, Aug 29, 2023, 12:00 PM | SOUTHAMPTON, ENGLAND | Fri, Sep 08, 2023, 6:00 AM | \$ 8,362.81    |           |

## Step 9

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



| Cruise#      | Ship    | Cruise Name                        | Duration | Departure  | Arrival                                     |
|--------------|---------|------------------------------------|----------|--|---|
| JR230817-012 | JOURNEY | 12-NIGHT SCOTLAND INTENSIVE VOYAGE | 13d      | Thu, Aug 17, 2023, 6:00 PM, AMSTERDAM, NETHERLANDS | Tue, Aug 29, 2023, 6:00 AM, DUBLIN, IRELAND |

**Current Staterooms** Adults:1 Children:0 Infants:0 Selected: 0 Total Price: \$ 0.00

| Promotion | Allotment | Reserved | Stateroom Attributes      | Enforce Category Occupancy                            | Apply | Clear |
|-----------|-----------|----------|---------------------------|---|-------|-------|
|           | SUITE     |          | Show Available Categories | Price From: \$ 5,122 Selected: 0 Total Price: \$ 0.00 |       |       |
|           | VERANDA   |          | Show Available Categories | Price From: \$ 3,262 Selected: 0 Total Price: \$ 0.00 |       |       |
|           | OCEANVIEW |          | Show Available Categories | Price From: \$ 2,662 Selected: 0 Total Price: \$ 0.00 |       |       |

## Step 10

The **Suite** section will open. Let us select the **N2 - Continent Suite** category. Go to the **# of Staterooms** column. Click the **+** symbol on the line of your selected category. You may only select one Stateroom Category per booking. When you see the number **1** symbol appear go to the bottom of the screen and click **Continue**.

The screenshot shows the Azamara reservation system interface. At the top, there's a header with the Azamara logo, Company ID, and login information. Below this, a navigation bar shows 'NEW' and 'Reservation'. The main content area displays details for a cruise: JR230817-012, JOURNEY 12-NIGHT SCOTLAND INTENSIVE VOYAGE, 13d, departing Thu, Aug 17, 2023, 6:00 PM from AMSTERDAM, NETHERLANDS, and arriving Tue, Aug 29, 2023, 6:00 AM in DUBLIN, IRELAND. The 'Current Staterooms' section shows a table with columns for Promotion, Allotment, Reserved, Stateroom Attributes, and a 'Selected' column. The 'N2 - Continent Suite' is selected, and the '# of Staterooms' column shows a '1' with a '+' button. Below the table, there are sections for 'SUITE', 'VERANDA', and 'OCEANVIEW'. At the bottom, there are 'Back', 'Preview', and 'Continue' buttons.

## Step 11

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

### Description of the Voyage Guest Information Deck & Stateroom #

RezA 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.

The screenshot shows the 'Edit Stateroom' screen. On the left, there's a sidebar with cruise details: JR230817-012, JOURNEY 12-NIGHT SCOTLAND INTENSIVE VOYAGE, 13d, departing Thu, Aug 17, 2023, 6:00 PM from AMSTERDAM, NETHERLANDS, and arriving Tue, Aug 29, 2023, 6:00 AM in DUBLIN, IRELAND. Below this, there's a section for 'Guest Information' showing three guests: JOHN A. DOE (Male), JANE D. DOE (Female), and MARY R. DOE (Female). The 'Deck & Stateroom #' section shows a diagram of the ship's deck with stateroom numbers. The assigned stateroom, 8069, is highlighted in green. At the bottom, there are 'Back' and 'Continue' buttons.

## Step 12

You will return to the Passenger screen. Review the **Adult #1** information.

Note! All Fields with an Asterisk \*mark must be filled in.

**First Name**  
**Last Name**  
**Birth Date**  
**Residence**  
**Email Address**

Continue by clicking the **Next** button.

## Step 13

This will bring you to Adult #2. Review the **Adult #2** information. Make sure all required fields are filled in.

Continue by clicking the **Next** button.

## Step 14

You will return to the Passenger screen. Review the **Adult #3** information. Make sure all required fields are filled in.

Continue by clicking the **Save & Continue** button.

## 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 RezA+ Summary screen. Four red circles with numbers 1 through 4 highlight specific sections:
 

- 1. **Reservation**: Located at the top left, below the navigation bar.
- 2. **Invoice Total**: Located at the top center, below the reservation details.
- 3. **Reservation Review**: Located at the top right, below the invoice total.
- 4. **Shopping Cart**: Located on the right side, below the reservation details.

 The screen displays reservation details for a cruise named "JOURNEY" with a departure date of August 17, 2023, and an arrival date of August 29, 2023. The invoice total is \$14,797.28. The reservation is in the "IN PROCESS" status. The reservation review section shows details for the cruise, including the ship name, departure/arrival dates, and guest information. The shopping cart section shows the total number of staterooms (1) and a list of items, including a credit of \$150.00. The bottom of the screen features "Store" and "Pay Now" buttons, along with the invoice total.

## 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 **(Hyperlink > Arrow)** on each of the sections to open their menus.

The screenshot shows the Azamara RezA+ Reservation screen. Red arrows point to various sub-sections on the left side of the screen:
 

- Reservation**: The main section, highlighted with a red arrow.
- Agency**: Located below the reservation section, highlighted with a red arrow.
- Guests**: Located below the agency section, highlighted with a red arrow.
- Total # of Staterooms**: Located below the guests section, highlighted with a red arrow.
- Air**: Located below the staterooms section, highlighted with a red arrow.
- Insurance**: Located below the air section, highlighted with a red arrow.
- Special Requests**: Located below the insurance section, highlighted with a red arrow.
- Addons**: Located below the special requests section, highlighted with a red arrow.
- Excursions**: Located below the addons section, highlighted with a red arrow.
- Land Programs**: Located below the excursions section, highlighted with a red arrow.
- Hotels**: Located below the land programs section, highlighted with a red arrow.
- Transfers**: Located below the hotels section, highlighted with a red arrow.

 The screen displays reservation details for a cruise named "JOURNEY" with a departure date of August 17, 2023, and an arrival date of August 29, 2023. The invoice total is \$12,644.76. The reservation is in the "IN PROCESS" status. The reservation review section shows details for the cruise, including the ship name, departure/arrival dates, and guest information. The bottom of the screen features "Store" and "Pay Now" buttons.

## Step 17

### Invoice Total

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

#### Per Reservation

Click the **Drop-Down** > arrow next to **Payments** and **Guest Payment Schedule** to see additional payment information.

**Per Guest** – See next step.

The screenshot shows the Azamara reservation system interface. At the top, there's a header with the Azamara logo and a 'Company ID' field. Below the header, there's a 'NEW | Reservation' section. The main content area is divided into three tabs: 'Reservation', 'Invoice Total: \$14,797.28' (highlighted), and 'Reservation Review'. Under the 'Invoice Details' section, there are two radio buttons: 'Per Reservation' (selected and highlighted) and 'Per Guest'. Below this, there's a table showing the breakdown of the invoice total:

| Item                          | Amount                           |
|-------------------------------|----------------------------------|
| CRUISE FARE                   | \$ 11,879                        |
| NCF                           | \$ 1,338                         |
| TAX                           | \$ 1,580.28                      |
| <b>Invoice Total</b>          | <b>\$ 14,797.28</b>              |
| <b>Payments</b>               | <b>\$ 0.00</b>                   |
| <b>Guest Payment Schedule</b> | <b>Payment Due Date: 1/11/23</b> |
| <b>Amount Due</b>             | <b>\$ 14,797.28</b>              |

At the bottom, there's a 'Financial Transactions' section with a circled 'i' icon.

## Step 18

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

The screenshot shows the Azamara reservation system interface. At the top, there's a header with the Azamara logo and a 'Company ID' field. Below the header, there's a 'NEW | Reservation' section. The main content area is divided into three tabs: 'Reservation', 'Invoice Total: \$14,797.28' (highlighted), and 'Reservation Review'. Under the 'Invoice Details' section, there are two radio buttons: 'Per Reservation' and 'Per Guest' (selected and highlighted). Below this, there's a table showing the breakdown of the invoice total for each guest:

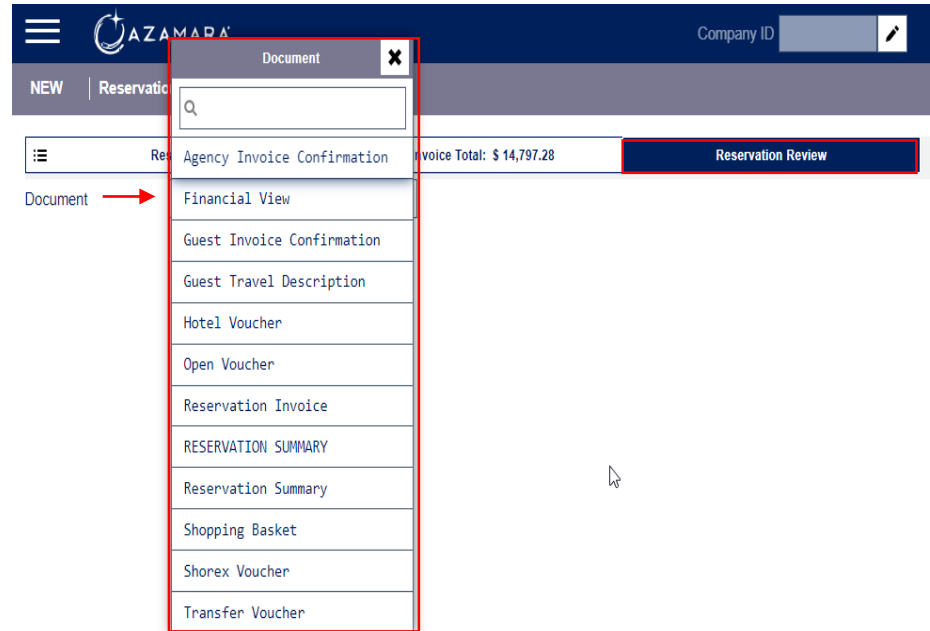
| Guest Name    | Item                 | Amount             |
|---------------|----------------------|--------------------|
| Mr JOHN DOE   | CRUISE FARE          | \$ 5,390           |
|               | NCF                  | \$ 669             |
|               | TAX                  | \$ 526.76          |
|               | <b>Invoice Total</b> | <b>\$ 6,585.76</b> |
| Mrs JANE DOE  | CRUISE FARE          | \$ 5,390           |
|               | NCF                  | \$ 669             |
|               | TAX                  | \$ 526.76          |
|               | <b>Invoice Total</b> | <b>\$ 6,585.76</b> |
| Miss MARY DOE | CRUISE FARE          | \$ 1,099           |
|               | TAX                  | \$ 526.76          |
|               | <b>Invoice Total</b> | <b>\$ 1,625.76</b> |

## Step 19

### Reservation Review

Click the Document drop-down **Arrow** symbol next to **Document**. This will open a menu which provides information on the following.

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





## Step 20

### Shopping Cart

This section is found on the right side of the Summary screen. It will provide 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.

### Current & Wave Promotions

**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** Jan 4, 2023, 8:01:02 AM  
**Status** IN PROCESS  
**Agency** TEST CONSORTIA AGENCY  
**Agent** JOHN CASH

### Your Journey Starts in 225 days

**Starts** AMSTERDAM, NETHERLANDS, Aug 17, 2023

**Ends** DUBLIN, Aug 29, 2023

**Sail Length:** 12

▼ **Adults:3 Children:0 Infants:0**

#1 Mr JOHN DOE ADULT  
 #2 Mrs JANE DOE ADULT  
 #3 Miss MARY DOE ADULT

### Staterooms

① **Ship: JOURNEY**  
**AMSTERDAM, NETHERLANDS - DUBLIN**

➔ Thu, Aug 17, 2023, 6:00 PM

➔ Tue, Aug 29, 2023, 6:00 AM

**Guests:** 1-3

**Cruise#** JR230817-012  
**Cruise Name** 12-NIGHT SCOTLAND  
 INTENSIVE VOYAGE

**Staterooms** N2: 8069

**Insurance** -  
**Special Requests** -  
**Addons** 2 Booked

**Air** -  
**Excursions** -  
**Land Programs** -  
**Hotels** -  
**Transfers** -

### Current Promotions

**Wave Promotion**

**Payment Due Date:** 1/11/23

**Invoice Total:** \$ 14,797.28

## Step 21

Once you have reviewed the **Summary Reservation** screen click on the **Store** button. This will allow us to save all the selections we have made for our reservation.

The screenshot shows the Azamara reservation system interface. On the left, a sidebar lists various reservation components: Guests, Cruises, Staterooms, Edit Stateroom, Passengers, Air, Insurance, Spec Requests, Addons, Excursions, Land, Hotels, Transfers, and Summary. The 'Summary' option is highlighted with a red box. The main content area displays reservation details for a new reservation. It includes fields for Reservation #, Agent Ref, Status (IN PROCESS), and Referral. A summary box shows the Cruise # (JR230817-012), Ship (JOURNEY), 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), and Guests (1-3). Below this, a list of add-ons is shown, including Total # of Staterooms (1), Air, Insurance, Special Requests, Addons, Excursions, Land Programs, Hotels, and Transfers, all currently set to 'Nothing Booked'. At the bottom right, the 'Store' button is highlighted with a red box, and a 'Pay Now' button is also visible.

## Step 22

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

You will then be asked if you would like to continue working on the reservation.

**Yes** – To Continue working on the reservation.

**No** – To End the process

**Print/View Confirmation** – Print and View the reservation.

The screenshot shows a 'Confirm' dialog box. The title bar says 'Confirm'. The main text reads: 'Reservation #10001009 is stored successfully.' followed by the question 'Would you like to continue working with the reservation?'. At the bottom, there are three buttons: 'Yes', 'No', and 'Print/View Confirmation'. The 'Yes' button is highlighted with a red box.