



# PAYIN FULL PROGRAM

## PROCESS GUIDE

### Objective:

Azamara is offering an incentive for guests who decide to pay their reservation in full ahead of their final payment date. For those guests that pay in full 210 days or more prior to sailing, they will be eligible for a special program which can be applied in Seaware Touch.

### For the Agent:

- The Pay in Full program entitles the recipient to a 5% OBC based on their base cruise fare.
- Only guests with payments due 210 days out or more will be notified of this special incentive.
- The program is being tied to a guest's Client ID. As such, a guest can apply this incentive on up to five (5) active bookings as long as the sailing is 210 days or more to sailing.

*NOTE: If a guest has a reservation booked under their Client ID before July 11, 2024, the incentive will not appear in Seaware and the guest will not be eligible to apply it.*

- Once the incentive is selected, the OBC will show on the booking **immediately**; meaning the guest can choose to add it to any Shorex or add-on on that same call without having to wait the usual 24 hours.
- For those guests participating in this program, Seaware will require payment of the full Cruise Fare balance on the day the booking is created, for new bookings, or when the incentive is applied, for existing bookings.

*NOTE: Pay in full is ONLY for Cruise Fare. Guests who add flexible air, add-ons, hotels, etc. will still be able to pay for those additional components 120 days prior to sailing.*

- If a guest changes their mind about participating in the program before taking payment, you simply need to remove the incentive from the booking.
- Guests who participate in this program will still follow the usual cancellation windows.
- If there is a fare change leading up to the 210 days prior to sailing, the discount or OBC will recalculate to reflect the new Cruise Fare.

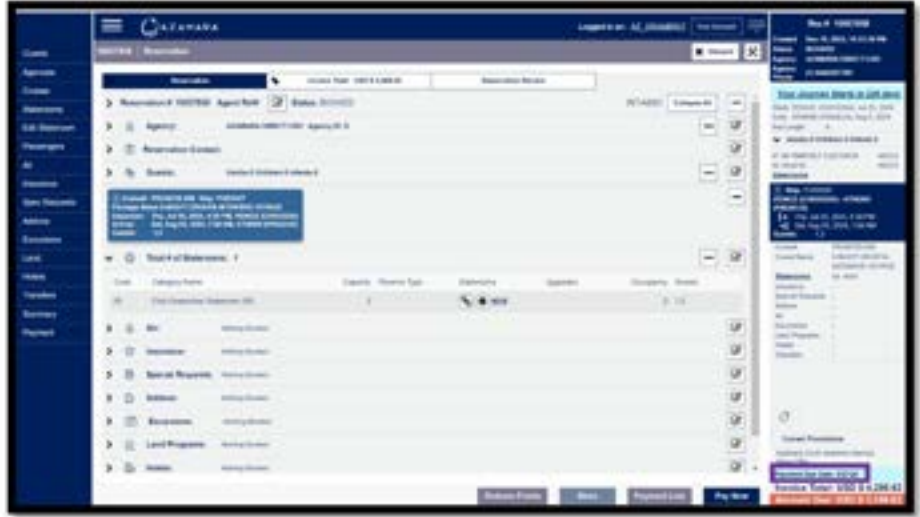
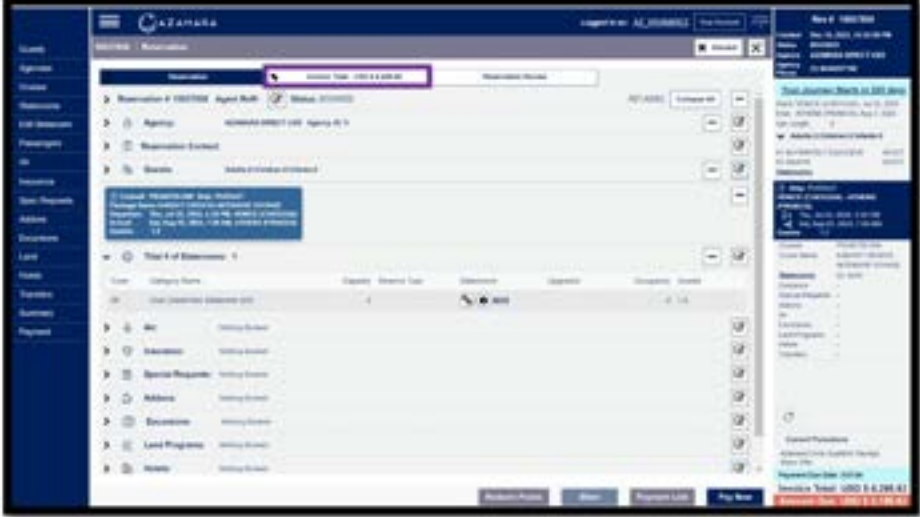
*EXAMPLE: A guest who chose the OBC incentive chooses a different cruise and it goes up from \$3,000 to \$4,000, SeaWare will recalculate the OBC.*

- This program is combinable with all other promotions, except for:
  - o Net Rates
  - o Travel Partner rates
  - o Groups
  - o Employee cruises
  - o Statement Agencies where agency has Terms on "SAIL" basis.



**Applying Program to an Existing Booking:**

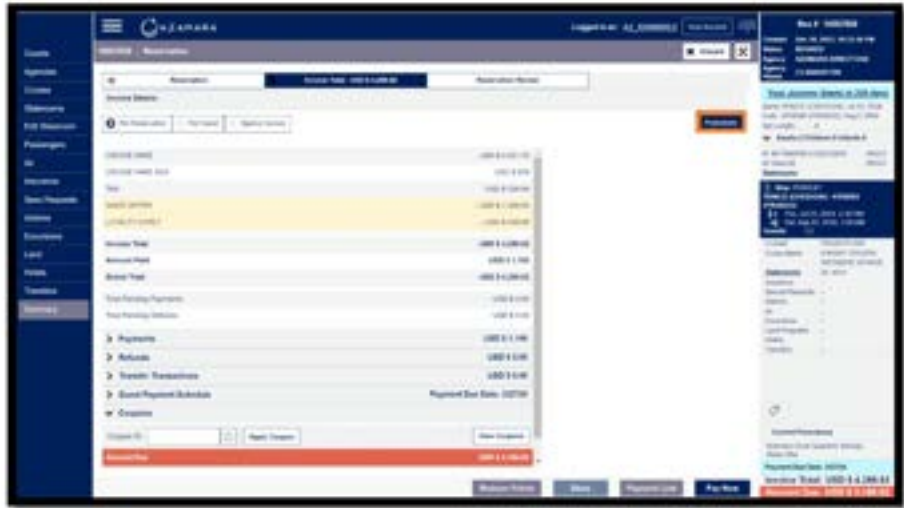
When you pull up the booking in Seaware Touch:

<p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>Verify the final payment date so you can verify it changes when you add incentive.</li> </ul>	
<p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>Click on Invoice tab.</li> </ul>	



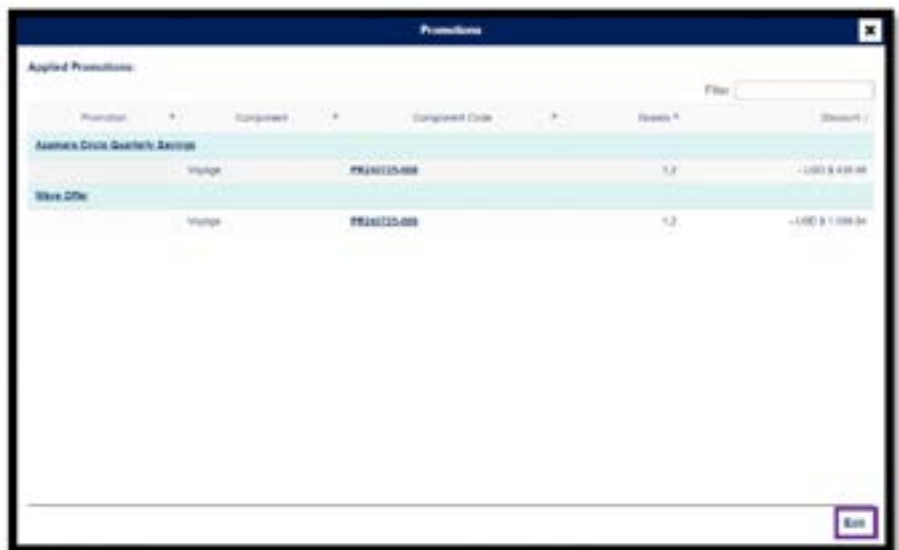
Step 3

- Click on **Promotions** button.



Step 4

- Click on **Edit**.





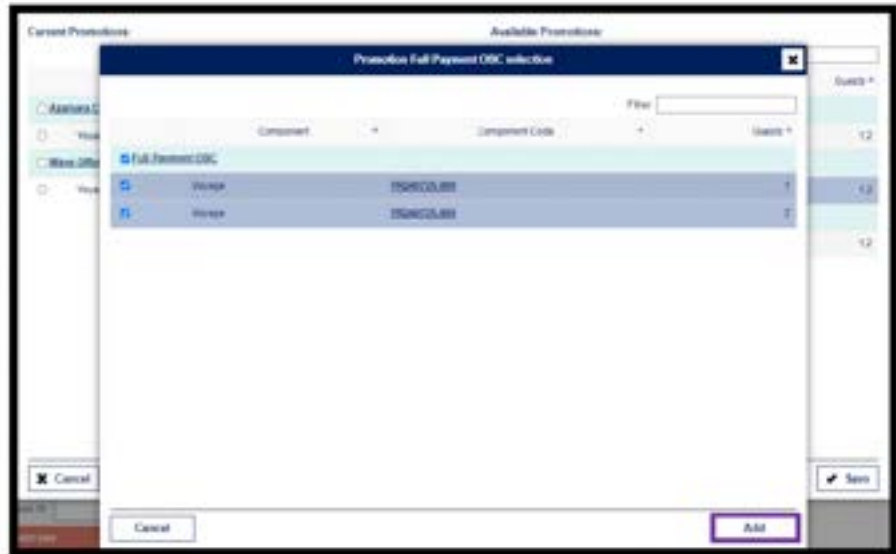
**Step 5**

- Check the box next to the **Full Payment OBC** option.
- After selecting the incentive, click **Include**.



**Step 6**

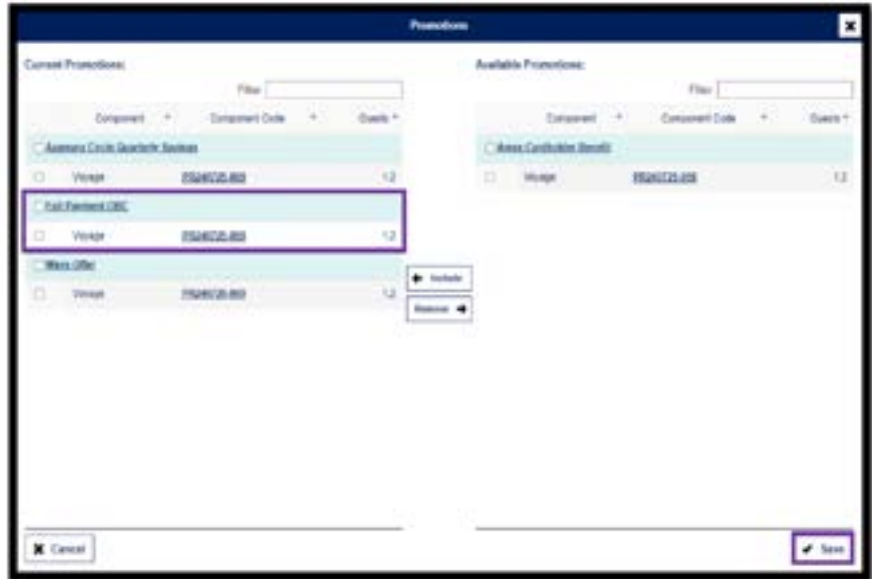
- Click **Add**.





**Step 7**

- Verify that the incentive, is included under the Current Promotions column.
- Click Save.



**Step 8**

- Click the X to exit the screen.





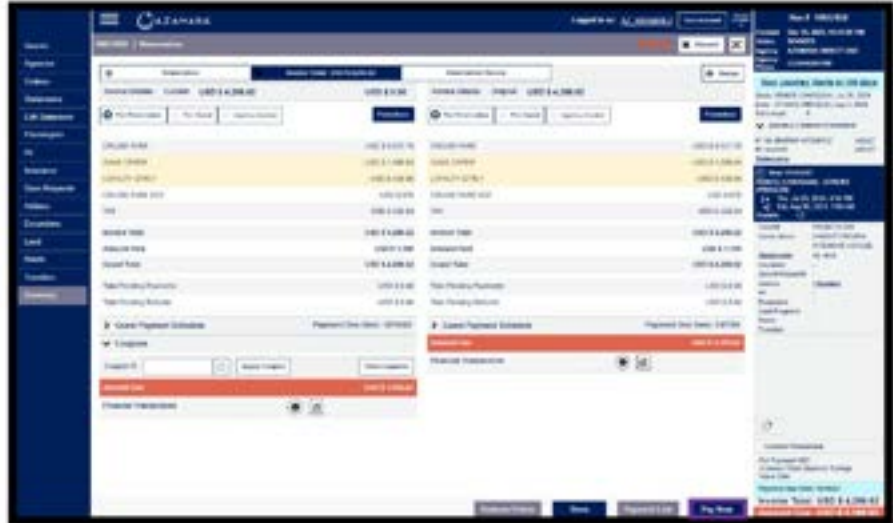
**Step 9**

- Since you are adding an OBC promotion, there will be no rate difference.
- Advise that payment for Cruise Fare is due in full at that moment and collect payment.  
*NOTE: If the guest advised they do not want to pay in full, click on Promotions tab once more and remove the OBC.*



**Step 10**

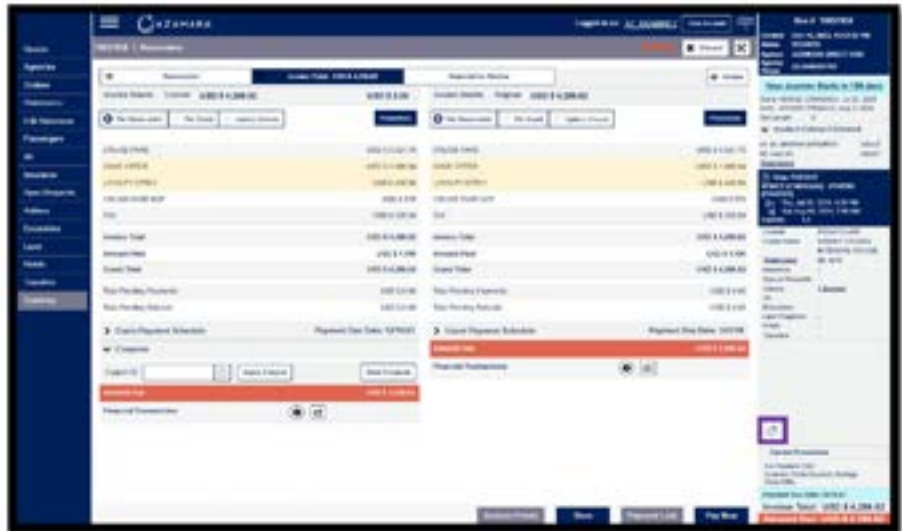
- Click on Pay Now button.
- Follow the *Taking a Guest Payment on Booking Process Guide*.





Step 11

- To verify the coupon:
  - Click on the coupon icon.



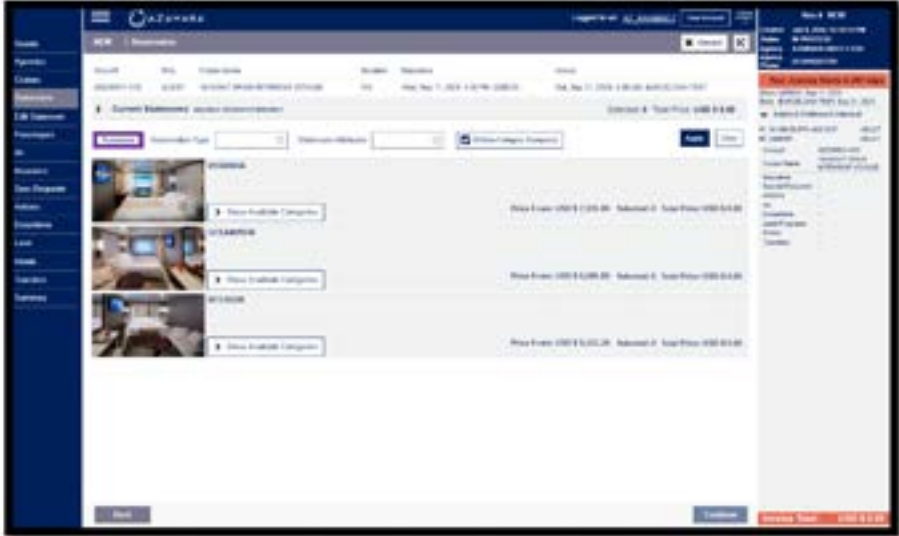



- The OBC will show up immediately and will reflect that it is part of the Full Payment incentive





Applying Incentive to a New Booking:

- Create a booking following the Process Guide – Creating a Booking document, paying close attention to Step 4.  
NOTE: You must search for the guest and capture the correct Client ID that is tied to the promotion for the initial group of guests invited to this test.
- Once on the Staterooms tab:

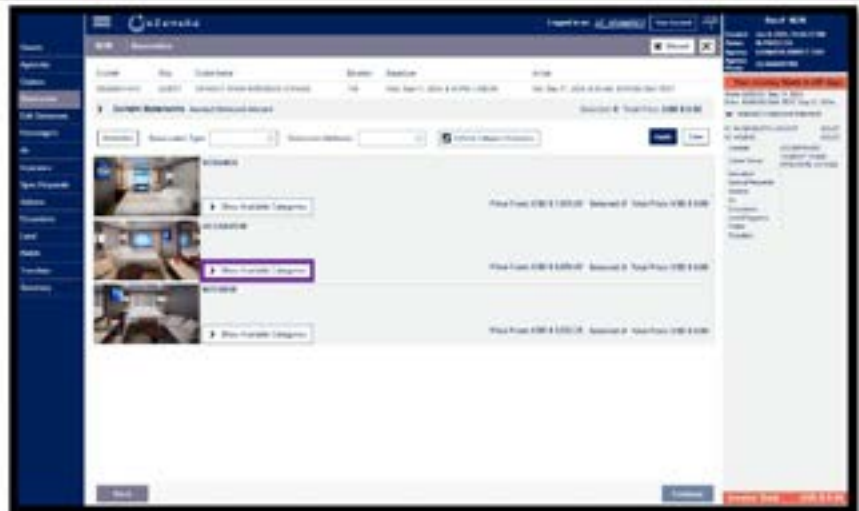
<p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>• Click on the <b>Promotion</b> button.</li> </ul>	
<p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>• Click on the first drop down.</li> </ul>	
<p><b>Step 3</b></p> <ul style="list-style-type: none"> <li>• From the drop-down, click and select the <b>Full Payment OBC</b></li> </ul>	
<p><b>Step 4</b></p> <ul style="list-style-type: none"> <li>• Click on <b>Apply</b>.</li> </ul>	





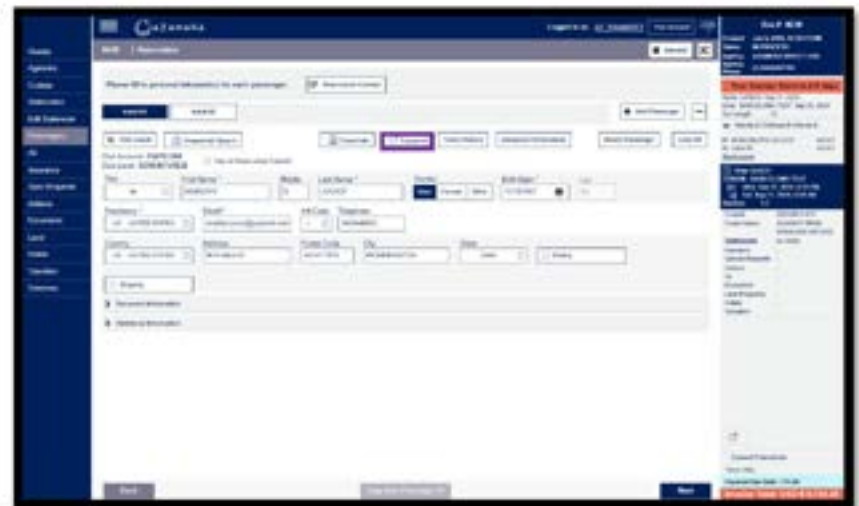
**Step 5**

- Select a Stateroom category as requested by your caller.
- Proceed with the booking per usual.

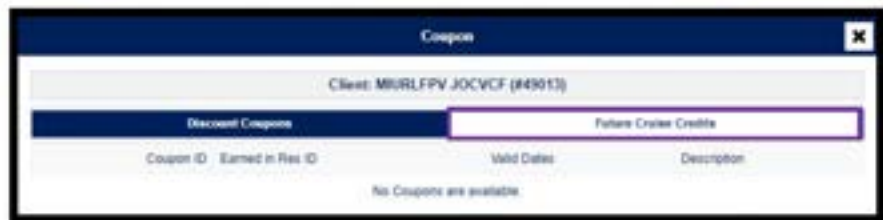


**Step 6**

- When you reach the Passengers tab, you can verify that the Full Payment OBC is on the booking by clicking on the Coupons tab.



- Click on Future Cruise Credit.



- Verify the description reads the 5% OBC incentive.

Client: MIURLFPV JOCVCF (#43913)							
Discount Coupons				Future Cruise Credits			
Coupon ID	Earned in Res ID	Valid Dates	Description	Currency	Total	Remaining Balance	Description
295048	10058108	Dec 26, 2023 - Dec 25, 2024	FULL PNT 5% OBC	EUR	EUR € 147.77	EUR € 147.77	FULL PNT 5% OBC