



TIPS & TRICKS

- To troubleshoot common questions, reference view our [Quick Reference Guide!](#)
- Reminder to log in if you haven't yet! Please refer to our [Login Guide](#) for step-by-step instructions. We want to ensure that you're able to login successfully and are happy to work with you to resolve any login issues. If you're having problems logging in, please submit a [Travel Agent form](#) or contact your agency administrator.
- Onboard Credit Update: If you need help understanding how to apply your clients' OBC, view this [guide!](#)
- Your clients can now contact you directly to use their OBC as payment for shore excursions in RezA. To ensure that you have the necessary knowledge to assist them, please find a step-by-step "How to View OBC's" in Step 1-4 and "How to Apply an OBC as Payment" in steps 8-17 [here](#).
- Your clients can fill in [Future Bookings & Loyalty Support Form \(azamara.com\)](#) to update their profile if they cannot see their loyalty information in their accounts.
- If your client cannot see their future bookings in their account, they can update their email address by using this [form](#), and we'll link the booking to their account.
- Air Reminder: airline tickets booked through Azamara are processed 30 days before the departure date. This means that although we have a record of your clients' flights, airfare will not be ticketed by the airline until 30 days before departure.

- You will need to have a deposit on a reservation to add ancillary items like Shore Excursions.
- If there is no address including state added to the guest profile, then insurance will not be available to book. We have to ensure the entire guest profile is complete to include address and state to then add insurance.
- Did you know that the payment links have trouble populating if you have another instance of RezA open on your computer? Be sure to close out all instances of RezA and then try your payment link again.
- Did you know that our payment links appear to work better on a computer vs a phone? If you are having trouble with the payment link, make sure to try it from your computer!
- If you see a red letter “R” next to your Guest/Client name in RezA, that means this person is the main reservation contact.
- When booking a guest that has sailed with Azamara before, be sure to search for the client’s name in RezA and then make their reservation. This will illuminate multiple accounts being created for the same client.
- **BookingShoreExcursions**
 - Your clients may book shore excursions online by going to Manage My Booking, calling our contact center, or contacting their Travel Advisor. For training on how to book shore excursions, please visit the guide linked [here](#). Excursions may be booked up until 7 days prior to sailing.
- **PayingForBookedShoreExcursions:**
 - If your clients have an Onboard Credit (OBC) and wish to use it to pay for their booked shore excursions, they may contact you, or give our contact center a call for assistance. Their OBC will be available to use 24 hours after first deposit on their cruise is completed.
 - If your clients do not have an OBC, they may pay in full via credit card online, they may contact you, or give our contact center a call for assistance.
 - Payment must be completed within 72 hours of booking shore excursions to secure their spot.

- **Shore Excursion Payment Policy (New!):**

- Please be aware of our new cancellation policy - any unpaid shore excursions will be automatically canceled after 72 hours. To secure their spot, please promptly complete payment

- **View OBC Balances Online (New!):**

- Your clients can now keep track of their Onboard Credit (OBC) by logging into their web account. There, they can easily view the total and remaining balance of their OBC per cruise.
- It is extremely important to use the magnifying glass icon to search for existing clients when creating a booking and confirm their email address is updated. This will ensure a smoother experience for your clients pre-cruise for the following reasons:
 - Clients can see their upcoming reservation on the website
 - Can use the new view OBC balance feature
 - Can receive the expected loyalty perks and earn points for their cruise
- For a guide on how to view the latest OBC balances and apply OBC as payment for shore excursions for your clients, please visit [Connect.Azamara.com](https://connect.azamara.com).