

Book Norwegian Complete Manual

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Book Norwegian by Norwegian Cruise Line – Complete Manual / Version: 02.01.2014 NCL (Bahamas) Ltd., Wiesbaden Office, Continental Europe Branch, Kreuzberger Ring 68, D - 65205 Wiesbaden, E-mail: <u>agencysupport@ncl.com</u>



Accessing Book Norwegian

To access Book Norwegian please go to <u>http://www.ncl.eu</u> and in the center of the page on the right, below the big banner, click on "Travel Agents" to enter our Agents index page as per below. <u>http://www.agents.ncl.eu/</u>

BOOK NORWEGIAN RIGHT HERE	NORWEGIAN & NCLU
Our online booking tool Book Norwegian is fast, easy user-friendly and enabling you to search for, book and manage all your customers' cruises in just a few quick clicks. To receive access data, simply contact agencysupport-europe@ncl.com.	TRAVEL AGENTS RESOURCES & TRAINING Log-in here to access our Travel Partner Site and the NCL U. Here you will find everything you need to learn about
Forgotten your password? Click here and we'll send you an email reminder. Norwegian Partner Agency – register now To sell Norwegian, nou'll need to become a Partner Agency. Registration is easy and we'll be delighted to have you 'on bard. REGISTER HOW	USERNAME PASSWORD Travel Agent Bits and for the Agent Booking Engine (ABE) are not the same.

In order to access the Travel Agents Area content you will need to Log-In with your personal username and password. This Log-In is not yet the Log-In for Book Norwegian, it's just to enter the information area, where you can find for example marketing materials, agent rates, online seminars, etc. If you don't have username and password yet, please register yourself. This registration is meant for each travel agent individually working in an agency. If you don't have a personal e-mail address at your agency, just use your private one.

After the registration you will receive an e-mail with a link which you need to click on to activate your account.

To access Book Norwegian you don't necessarily have to log into the Travel Agents Area, you could also click on the "Start Booking" button on the left side of the screen.

A new window will open with the following Log-In screen. You may also save the direct link to Book Norwegian in your favorites in order to access it faster.

E			Log in Select Language
	NO	RWEGIA CRUISE LINE®	N
	Usern	name	
	Pass	sword	
	_	Forgot Password?	
		Log III	

Your Username and Password have been sent to you via an automatic e-mail from our system when

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Log-In Screen



your agency was originally set up with Norwegian Cruise Line. Without Norwegian Cruise Line agency ID, you won't have access to Booking Norwegian. If you have forgotten your Username or Password please click on **Forgot Password?**. If you haven't got access yet please contact <u>agencysupport@ncl.com</u> or call us at 00800 03 10 21 21 (toll-free from landline network, rates differ for calls from mobile network).

Homepage (Start Page)

Once you have successfully logged in, you will be taken to the Agent Home page also known as **My Reservations**.

New Reservation My Reservations	Clients Tour Credit Agency Amenities My Agency Groups	AGENTBOOKINGENGINE/NCL FRANKFURT
Report a Problem - Opened Reservations	My Reservations	
(No reservations opened)	My Reservations My Freestyle Groups	
	Res ID Last Name OR by:	First Name
	Group ID Ship	Begin Salling From Booked From
	FS Group Number	Begin Sailing To Booked To
		Clear All Search

From here you can make a new reservation or search for existing reservations made under your Agency ID.

At the top of the screen you will see more options available to you.

```
New Reservation My Reservations Clients Tour Credit Agency Amenities My Agency Groups
```

New Reservation: Begin shopping for available sailings

My Reservations: You can search for existing reservations by entering the reservation number **OR** the guest's first name/last name and ship and sailing date. The clearly better choice is the reservation number!

Clients: If a guest has travelled with us before, you can search for their "Latitudes" ID number or their name and date of birth.

Tour Credit: This is a future functionality and it is not working yet.

Agency Amenities: This is a future functionality and it is not working yet.

My Agency: Displays all information relevant to your Agency, i.e. address, phone number, e-mail and commission percentage if applicable. This area is only accessible for the Supervisor in your agency. It's possible to create additional agents and manage their accesses to Book Norwegian.

Groups: Review and book into existing groups that are set up under your account.



New Reservation

To begin a new reservation, click on New Reservation at the top of the screen.

Agency Screen

The Agency screen will display your Agency ID, name and phone number.

New Reservation My Reservations Cli	ents Tour Credit Agency Amen	ities My Agency Groups		AGENTBOOKINGENG	INE/NCL FRANKFURT
Report a Problem > Alt Res ID / Groupi > Agency Profile				NEW F	ESERVATION
- Opened Reservations	Agency Vacation Voyage Ca	ategory Guest Info Air Optio	ns Motorcoach Land Programs Special Requests Pricing	Payment Schedule	
-35641232 SHOPPING	Agency				
Agency OBE TEST AGENCY	i Travel Agency				
Agent TRAINING AGENT	Agency Informatio	n			
Guests 2					
Close all opened	Agency ID	Agency Name	Agency Primary Phone	ARC Number	Default Currency
	37437	OBE TEST AGENCY 🔳	+49 61136070		EUR
	Secondary Agency				
	Enter Phone Number	Look up			
					Continue

Click on the **Continue** button.

Vacation

The search vacation screen will now appear.

New Reservation My Reservations	Clients Tour Credit Agency Amenities My Agency Groups	AGENTBOOKINGENGINE/NCL FRANKFURT
Report a Problem > Alt Res ID / Groupi > Agency Profile		NEW RESERVATION
Opened Reservations -35641232 SHOPPING Agency OBE TEST AGENCY Agency Phone +49 64135070	Agency Vacation Voyage Category Guest Info Air Options Motorcoach Land Vacation	Programs Special Requests Pricing Payment Schedule
Agent TRAINING AGENT Guests 2	Specify new reservation parameters	Number of Guests
Close all opened	© Search Vacation Create Freestyle Group From To Vacation Length 11/22/2013 12/29/2013 Ary Length C Destination Embark Port Ship	Adults Chil Infants 2 Infants Qualifications. Check all that applies. Image: One or more guests 55 or older Image: Past Guest/Latitude Member Additional parameters State Province of Residency UNKNOWN Image: Past Guest/Latitude Member
	Back	Clear All Start Search

On the vacation page you will be able to enter qualifiers to help search for the most appropriate cruise for your customers. With the information provided, we will display a list of voyages that meet or closely match the request. ***You will be able to select multiple staterooms at a later stage. Please enter occupancy for the first cabin here.**

Past Guest / Latitudes Rewards Member

If the customer has cruised with Norwegian Cruise Line before, check the Latitudes Member option.

Best Ager

If the guest is more than 55 years old, you can markt he check box. If there are any best ager rates, they will be displayed automatically.



Please use the calendar to pick the departure date.

If you would like to add air transportation, please call our reservations department after you have placed the option for the cruise in the system or book it via the "Air Options" tab.

All screens in the Pricing and New Reservations function have some common features.

The first common feature, beginning on the first page is the top navigation bar.

Agency Vacation Voyage Category Stateroom Guest Info Air Options Motorcoach Land Programs Special Requests Pricing Payment Schedule

	New Reservation	My Reservations	Clients	Tour Credit	Agency Amenities	My Ag
R	eport a Problem	Alt Res ID / Groupi				
;	Agency Profile		Age	ency Vacatio	n Voyage Catego	ry Stat
	- Opened Reserva	ations	St	ateroor	n	
	-35641232 Vacation starts in 261 da	SHOPPING ×	Base	Invoice		
	Agency	OBE TEST AGENCY	Earned	Commission	Ef	70.80
	Agency Phone	+49 61136070	Gross	Due	E1,8	98.00
	Agent	TRAINING AGENT	Commis	ssion Due	Ef	70.80
	Vacation Start	08/17/2014	Net Du	е	E1,7	27.20
	Vacation End	08/24/2014	Invoi	ce		
	Sail Start	08/17/2014	VOVA	DE EADE	54.3	00 00
	Sail End	08/24/2014	TAX®	FFFS	E LI,A	00.00
	Destination	EUROPE	Basas	ation Total	E4.0	90.00
	Ship	Norwegian Epic 💵	View o	uest totals	L 1,4	30.00
	Pricing Category	IC 🔝				
	Stateroom	GTY		10	0194 🔳	
	Guests	2	: 🗠	10	3104 1	
	Curr. Promos	BROCHURE		IC	9179 👔	
	INVOICE	E1,898.00		IC	9180 🗈	

As you move from screen to screen, the page name will change from blue to black. The current page is highlighted. You will be able to go back to any previously viewed page by clicking on the screen name on this navigation bar. You will be able to modify information on that screen.

To confirm the modification, click **continue** or as appropriate. If you use the top navigation bar to return to your last displayed page or to go to another previously viewed page, no changes will be stored.

The second common feature, beginning from the Vacation page, is a booking summary display along the left side of the screen. As you move from screen to screen, additional details will be displayed. Some of the entries are hyperlinks to additional information. These hyperlinks can be identified as the words are displayed in blue. When you move your cursor over these links, your cursor will change into a hand icon.



Voyage Screen

The Voyage page returns search results based on the information entered on the Vacation page. Some of the voyages displayed may not exactly match your search criteria. The system returns the closest matches to your request.

This screen provides general information about the search results. For each voyage, the following information is provided:

Ship	This column displays the name of the ship for the voyage. Click on the \square or the ship name to display ship information.
Vacation Start	The Vacation Start column displays the start date of the vacation.
Start Day	The Start Day column displays the day of the week the sailing is scheduled to start.
Sail Days	The Sail Days column displays the number of days of the sailing.
Itinerary Info	Click on the view link or the 💷 symbol in the Itinerary Info column to view the sailing itinerary. You can select the voyage from the itinerary pop-up.
Comments	The Comments column displays any comments for the specific destination of the sailing. Place your cursor over the field to view the complete details.
Land Days	Displays any additional land packages if included in the cruise package.

Report a Problem > Alt Res ID / Grou	> Agency Profile										NEW RES	SERVAT	TION	
- Opened Rese	rvations	Agency Vacation Voya	ge Category G	uest Info	Air O	ptions Mo	torcoach Land F	Programs Special	Requests Pricin	g Payment Sche	edule			
-40276220 Agency Agency Phone Agent	SHOPPING OBE TEST AGENCY +49 61136070 TRAINING AGENT	Voyage Prices displayed on th pricing.	is screen are 'lea	ad in' cru	iise-only	/ prices pe	r meta category.	Taxes are not incl	uded. Please sele	ct one of the follo	wing voyages to s	ee full o	letailed	
Guests	2	5 cruises found												
Close all opened		Grouping: Destination	C Show	Res Tot	al Estim	nate 🖲 S	how Estimate for	Guest 1						
		Ship	Vacation	Star	Sai	Itinera	Comments	SUITE	MINI-SUITE	BALCONY	INSIDE	La*	*	*
		▼ Destination: CARIBBE	AN; (5 records)											
		Norwegian Epic 🔳	01/04/2014	Sat	7	view 🗈	7-DAY EASTE	. E3,218.00	E908.00	E758.00	E548.00	N/A	Select	
		Norwegian Epic 🗉	01/11/2014	Sat	7	view 🖬	7-DAY EASTE	-	E898.00	E758.00	E508.00	N/A	Select	
		Norwegian Epic 🚺	01/18/2014	Sat	7	view 🖬	7-DAY EASTE	. E2,028.00	E948.00	E798.00	E548.00	N/A	Select	
		Norwegian Epic 🗈	01/25/2014	Sat	15	view 🖬	15-DAY EAST	. E4,438.00	E2,118.00	E1,778.00	E1,168.00	N/A	Select	
		Norwegian Epic 🔳	01/25/2014	Sat	8	view 🚺	8-DAY EASTE	. E2,488.00	E1,128.00	E948.00	E608.00	N/A	Select	
		Back												

Please note that the prices displayed are "lead in" Cruise only prices per meta category – taxes are not included yet. Please select one of the voyages to see full detailed pricing on the next screen.

If the voyages displayed do not meet your needs, or you want to see something else, click the *Vacation* link at the top of the page. You will be returned to the Vacation page to submit new search parameters. This option is available to you throughout the booking process.

To continue, click the **Select** link to the right of your preferred sailing.



Lead in pricing per meta will display for each sailing as part of the **Voyage** screen. This allows you to determine which sailing has the best pricing at a glance:

SUITE	MINI-SUITE	BALCONY	OUTSIDE	INSIDE
E2,364.00	E1,254.00	E1,124.00	E904.00	E764.00
E2,364.00	E1,254.00	E1,124.00	E904.00	E764.00
E2,534.00	E1,524.00	E1,304.00	E1,084.00	E904.00
E2,534.00	E1,524.00	E1,304.00	E1,084.00	E904.00
E2,614.00	E1,534.00	E1,354.00	E1,134.00	E964.00

Click on a price in one of the meta columns to view pricing for all available categories within the meta.

Select a Stateroom Category

This page provides pricing information for available categories.

Report a Problem > Itinerary Info	> Alt Res ID / Grou												NEW RESERVAT	ΓΙΟΝ
> Agency Profile		Agency Vacation V	oyage Category Sta	iteroc	m Gu	iest Inf	o Ai	r Options Moto	rcoach Land Pro	ograms Special	Requests Prici	ng Paymer	nt Schedule	
- Opened Reser	vations	Category												
-40276220 Vacation starts in 31 Agency Agency Phone Agent	SHOPPING days OBE TEST AGENCY +49 61136070 TRAINING AGENT	Please select a s applicable cruise view additional pr Select Cabin	tateroom category to co fares. Additional guest omotional codes, pleas Category	ontinu fares se clic	ie. Pric , charg :k the l	e refle ges for ink in t	cts in featu he "C	itial price quote res and taxes w current Promo" o	per person base vill be added to yo column, then click	d on selected oc our final price ba Select Promos.	cupancy. This qu sed upon your se	uote is prelir elections in t	ninary and only incle the shopping proces	udes ss. To
Vacation Start	01/04/2014	Destination	Vacation	Start				Ship		Vacation End				
Vacation End Sail Start	01/11/2014 01/04/2014	CARIBBEAN	01/04/20	14				Norwegian Ep	Dic	01/11/2014				
Sail End	01/11/2014 CADIRREAN	- · · · ·												
Ship	Norwegian Epic 🔝	Grouping: No group	Quick Sea	arch			- ·	Clear	Show My Fr	eestyle Group O	nly Select Air			
Pricing Category		Ca Up Up	Description	M	Crib	S	C	Current Pro	Res. Total	Quote Gue	Quote Gue		FS Group T	
Guests	2	S2 1	THE HAVEN DEL	4	OK	OK	1	CSEEB	E6,618.00	E3,309.00		Select		î
Curr. Promos	C SEEB E1 298 00	M9 [1]	SPA MINI SUITE	3	OK	OK	3	CSEEB	E2,318.00	E1,159.00		Select		
INVOICE	L1,200.00	M3 1	FAMILY MINI SUL.	3	OK	OK	/+	CSEEB	E2,018.00	E1,009.00		Select		
Close all opened			MID-SHIP MINI S	3	OK	OK	1	CSEEB	E2,058.00	E 1,029.00		Select		
		MOR	MID-SHIP MINI S	3	OK	OK	3 7±	CREER	E2,036.00	E 1,0 19.00		Select		
		MD	MID SHIP MINI S	2	OK	OK	1	CREEP	E1,998.00	E999.00		Select		E
		B9 E	SPA BALCONY	3	OK	OK	1	CSEEB	E1,998.00	E1 149 00		Select		
		B1 II	EAMILY BALCON	3	OK	OK	7+	CSEEB	E1 938 00	E969.00		Select		
		82 1	FAMILY BALCON	4	OK	OK	7+	CSEEB	E1 838 00	E919.00		Select		
		B3 T	FAMILY BALCON	3	ок	ок	7+	CSEEB	E1.838.00	E919.00		Select		
		84 🗊	FAMILY BALCONY	3	OK	ок	7+	CSEEB	E1,778.00	E889.00		Select		
		85 1	FAMILY BALCONY	4	ок	ок	2	CSEEB	E1,798.00	E899.00		Select		
		B6 🔳	LARGE BALCONY	3	ок	ок	7+	CSEEB	E1,698.00	E849.00		Select		
		BA	BALCONY STAT	3	GTY	GTY	6	CSEEB	E1,778.00	E889.00		Select		
		BB 🔝	BALCONY STAT	3	ок	ок	7+	CSEEB	E1,778.00	E889.00		Select		
		BC	BALCONY STAT	3	ок	ок	7+	CSEEB	E1,718.00	E859.00		Select		
		BD 🔳	BALCONY STAT	3	GTY	GTY	0	CSEEB	E1,718.00	E859.00		Select		-
		Back												



Category	This column displays the category. Click on the category link in the field or the symbol to view a picture of the stateroom category.
Upgrade	This column displays whether there is an upgrade available. It will show the category that the guest can upgrade to. This feature is currently not used in Continental Europe.
Upgrades Available	The Upgrades Available column displays the number of upgrades that are available in that Category. This feature is currently not used in Continental Europe.
Description	This column displays the description of the category
Max. Capacity	The Max. Capacity column displays the maximum number of guests that can be accommodated by at least one stateroom in that category. That does not mean necessarily that this special cabin is available. You can check this in the next step.
Crib	The Crib column indicates if the category can accommodate a Foldable Sleeper/Playpen for an Infant.
Status:	OK indicates that staterooms are available and a specific stateroom number can be assigned. GTY indicates that staterooms are available but no specific stateroom number can be assigned at time of booking (**see below) ** Guarantees are not available for back to back sailing, suites or special staterooms such as family or spa staterooms **
Cabin Available	The Cabin Available column displays the number of staterooms available in that category. If the number is 7+, this means that there are 7 or more staterooms available in that category.
Current Promo	This column will display the promotion code associated with the "Current Best Fare" pricing for each specific category. Click on the promotion code link to view alternative rate codes, and add prepaid service charge.
Res. Total	The Res Total column displays the total cost of the reservation inclusive of any and all components (i.e. Land, Transfers, etc.) added to the reservation.
Quote Guest 1-2	The tab Quote Guest 1-2 shows the price for the first guest in the booking. In order to see per person pricing please click on the price.
Quote Guest 3-8	If you have selected more than two guests, the column Quote Guest 3-8 shows the price for the 3 rd person in the booking. In order to see per person pricing please click on the price.
FS Group Total	Future functionality, not working yet.

Initial prices currently exclude service charges. Click on the **Current Promo** to add prepaid service charges and view other combinable promo codes.



Report a Problem	> Alt Res ID / Groupi							NEW RE	SERVATION
> Agency Profile	,	Anongy Monster Mounds	Catagoni Stateroom Quest In	te Air Options Motor			Requests Relates Room		to l
- Opened Res	servations	Price Programs	Calegory Stateroom Guestin				rivequesis Filding Fayin		
-55409259 Vacation starts in 1 Agency	SHOPPING 163 days	Current Invoice & Pr	omos			Fare Calculator			
Agency Phone	+49 61136070	Code		Price	Code			Price	
Agent	TRAINING AGENT	VOYAGE FARE 1		1848	VOYAGE FARE		1848		
Vacation Start	06/01/2014	TAX & FEES		190		TAX & FEES		19	D
Sail Start	06/01/2014	Total		2038	Total		2038		
Sail End	06/08/2014								
Destination	EUROPE	Code	Name	Guest		Code	Name		Guest
Ship Driving Colorest	Norwegian Epic 🔝	BROCHURE	Brochure rate	Guest#1		BROCHURE	Brochure rate		Guest#1
Stateroom	GTY	BROCHURE	Brochure rate	Guest#2		BROCHURE	Brochure rate		Guest#2
Guests	2	CAMPAIGN	Special Offers-	Guest#1		CAMPAIGN	Special Offers-		Guest#1
Curr. Promos	BROCHURE, CAMPAIGN F2 038 00	CAMPAIGN	Special Offers-	Guest#2		CAMPAIGN	Special Offers-		Guest#2
Close all opened		D : D							
		Price Programs							
		Promo Code	Name		Des	scription		Guest #	1 Guest #2
		BROCHURE	Brochure rate		Bro	chure rate			
		CAMPAIGN	Special Offers-		Spe	cial Offers			
		CEPSC	Prepaid Service Charges		Pre	paid Service Charges CE			S
									Januard
		Death					2-6	Annaha D	
		Васк					keiresn prices	арріу Р	romotions

Check the applicable box and click on the Refresh prices button.

/acation starts in 1	63 days	Theorem and appaalou							
igency Igency Phone	OBE TEST AGENCY +49 61136070	Current Invoice & P	romos			Fare Calculate	r		
Agent /acation Start	06/01/2014	Code		Price		Code			Price
/acation End	06/08/2014	VOYAGE FARE		1848		VOYAGE FARE			1848
Sail Start	06/01/2014	TAX & FEES		190		SERVICE CHARG	ES		126
Sail End Destination	06/08/2014 EUROPE	Total		2038		TAX & FEES			190
Ship	Norwegian Epic 🚺					Total			2164
ricing Category	BA 🚺	Code	Name	Guest					
tateroom	GTY	BROCHURE	Brochure rate	Guest#1		Code	Name		Guest
Suests Curr. Promos	BROCHURE, CAMPAIGN	BROCHURE	Brochure rate	Guest#2		BROCHURE	Brochure rate		Guest#1
VVOICE	E2,038.00	CAMPAIGN	Special Offers-	Guest#1		BROCHURE	Brochure rate		Guest#2
se all opened		CAMPAIGN	Special Offers-	Guest#2		CAMPAIGN	Special Offers-		Guest#1
se all opened						CAMPAIGN	Special Offers-		Guest#2
						CEPSC	Prepaid Service Charges	;	Guest#1
						CEPSC	Prepaid Service Charges	;	Guest#2
		Price Programs							
		Promo Code	Name		Des	cription		Guest #1	Guest #2
		BROCHURE	Brochure rate		Broo	chure rate		v	
		CAMPAIGN	Special Offers-		Spe	cial Offers			
		CEPSC	Prepaid Service Charges	Prepaid Service Charges Pr		Prepaid Service Charges CE			

On this page you can see a comparison "Current Invoice & Promos" (old invoice) and "Fare Calculator" (new invoice).

If OK, please click on **Apply Promotions**. You can now see the selected promo codes on the left side in the dashboard in the column **Current Promos**.



Report a Problem								NEW RESERVATION
Itinerary Info > Alt Res ID / Gro	pi							
> Agency Profile	Agency Vacation Voy	yage Category Sta	teroom Guest	Info Air Op	ptions Motor	rcoach Land Programs Specia	I Requests Pricing Payme	nt Schedule
 Opened Reservations 	Stateroom							
-55409259 SHOPPING Vacation starts in 163 days	Base Invoice		he staterooms y on "Filter." The	you wish to current cat	hold. The Da tegory will be	ashboard will display a negative highlighted; hold the CTRL key	ID number for each stateroo and click on the additional ca	m selected.□ For multiple tegories and select the
Agency OBE TEST AG	ICY Earned Commission	E184.80						
Agency Phone +49 6113	070 Gross Due	E2,164.00						
Agent TRAINING A	ENT Commission Due	E184.80						
Vacation Start 06/01	014 Net Due	E1,979.20				Dock Plan		2 Legend I ^D Lindock
Vacation End 06/08	014 Invoice					Deck Fian		- Legend - Ondook
Sail Start 06/01	014 VOYAGE FARE	F1 848 00				Deck	Zoom	
Sail End 06/08	014 SERVICE CHARGES	F126.00	ch		Clear	Select Deck		Show All Categories
Destination EUI	DPE TAX & FEES	E190.00	1		· · · · · · · · · · · · · · · · · · ·	Gelect Deck		ononivaroutogoneo
Ship Norwegian Ep	Reservation Total	E2,164.00	vame C	uno C	apacity			<u>~</u>
Pricing Category E	View guest totals		12	1	3			
Stateroom	STY	12 III DECK	12	1	3	E		
Guests	2							
CUIT. Promos BROCHURE, CAMPAIGN	LINE CAMPAIGN CERSC	12 DECK	. 12	1	3			
INVOICE	INCE, CAMPAIGN, CEPSC 19	12 I DECK	12	1	3			
Close all opened	JEA 12201	12 DECK	12	1	3			
	🥪 BA 12205 🗉	12 I DECK	12	1	3			

Select a Stateroom

This screen provides you with a list of available staterooms in the category you have selected. Staterooms are listed in rank order, with the best available rooms listed first. A diagram of the ship indicating deck location is displayed. This screen is bypassed if the category you have selected has only guarantees available.

> Itinerary Info > Alt Res ID / Groupi		NEW RESERVATION
> Agency Profile	Agency Vacation Voyage Category Stateroom Guest Info Air Options Motorcoach Land Programs Special Requests Prive	cing Payment Schedule
 Opened Reservations 	Stateroom	
-55409259 SHOPPING Vacation starts in 163 days Agency OBE TEST AGENCY	To book multiple Reservations, select the staterooms you wish to hold. The Dashboard will display a negative ID number for existaterooms in different categories, click on "Filter." The current category will be highlighted; hold the CTRL key and click on the a desired.	ach stateroom selected.□ For multiple additional categories and select the
Agency Phone +49 61136070	 Filter 	
Vacation Start 06/01/2014 Vacation End 06/02/014 Sail Start 06/02/014	Select Stateroom Deck Plan	? Legend 🖉 Undook
Sail End 06/08/2014	Grouping: No grouping Quick Search Clear Select Deck	Show All Categories
Destination EUROPE	C.,, Stateroo,, Deck # Deck Name Crib Capacity	
Pricing Category BA	BA 12192 E 12 E DECK 12 1 3	
Stateroom GTY Guests 2	BA 12193 I 12 I DECK 12 1 3 E	
Curr. Promos BROCHURE, CAMPAIGN, C	BA 12196 I 12 I DECK 12 1 3	
INVOICE E2,164.00	BA 12197 I 12 I DECK 12 1 3	
Close all opened	BA 12201 1 12 1 DECK 12 1 3	
	BA 12205 1 12 DECK 12 1 3	
	BA 12212 E 12 E DECK 12 1 3	
	BA 12137 E 12 E DECK 12 1 3	
	BA 12213 I 12 I DECK 12 1 3	
	BA 12136 1 12 DECK 12 1 3	~
		4
	Back Sele	act GTY Select

The **Stateroom** screen will allow you to select a stateroom that best fits your guests' needs. Staterooms will be sorted according to the following:

- Category
- Location
- Double Occupancy
- Triple Occupancy
- Quad Occupancy
- Connecting Staterooms
- Disabled Staterooms

The staterooms are listed from most desirable stateroom to least from top to bottom.



Olf you are looking for a specific stateroom number, you can type it in the **Quick Search** field and it will display if available.

You can filter the search results based on certain stateroom attributes. To access the filter, click on the **Filter** link at the top of the page. To search for specific attributes within multiple categories, hold down the shift/arrow keys to select, tick the attributes required and click on **Apply Parameters**.

To choose a specific cabin attribute click in the box next to the attribute. To search for a cabin that matches the attribute(s), click on the **Apply Parameters** button.

Report a Problem > Itinerary Info > Alt Res ID / Groupi > Agency Profile	Agency Vacation Voyage Category Sta	ateroom Guest Info Air Options Motorcoa	ch Land Programs Special Requests Pric	NEW RESERVATION				
- Opened Reservations	Stateroom							
-55409259 SHOPPING Vacation starts in 163 days Agency OBE TEST AGENCY Agency Phone +49 61136070	To book multiple Reservations, select the staterooms you wish to hold. The Dashboard will display a negative ID number for each stateroom selected. For multiple staterooms in different categories, click on "Filter." The current category will be highlighted; hold the CTRL key and click on the additional categories and select the desired.							
Agent TRAINING AGENT	The							
Vacation Start 06/01/2014 Vacation End 06/08/2014 Sail Start 06/01/2014	Switch view to sequential order							
Sail End 06/08/2014	Category	Attributes						
Destination EUKOPE Ship Norwegian Epic I Pricing Category BA I Stateroom GTY	S2 (4 cabins) S4 (7+ cabins) S5 (4 cabins) S9 (6 cabins)	Aft Section Connecting Room	Eathtub	Certified Butler Service Forward Section				
Curr. Promos BROCHURE, CAMPAIGN, C INVOICE E2,164.00	S6 (5 cabins) M9 (7+ cabins) M2 (5 cabins)	 Hearing Impaired Porthole 	 Midship Section Port Side 	 Picture Window Pullman Bed 				
	M3 (7+ cabins) MA (7+ cabins)	Pullout Bed	Separate Bedroom with a door	Separate Shower				
Close all opened	Ctrl and Shift for mult.select.	🗖 Starboard Side	Uwww.commons.com/www.commons.com/www.commons.com/www.commons.com/www.cow/www.c					
	Apply Parameters							
	Select Stateroom		Deck Plan	? Legend 🖉 Undock				

To select a stateroom, click on the box that corresponds with the requested stateroom and click on the **Select** button. The selected cabin will be highlighted in the interactive deck plan – you could also select a cabin via the interactive deck plan.

Report a Problem > Itinerary Info > Alt Res ID / Groupi		NEW RESERVATION
> Agency Profile	Agency Vacation Voyage Category Stateroom Guest Info Air Options Motorcoach Land Programs Spe	cial Requests Pricing Payment Schedule
- Opened Reservations	Stateroom	
-55409259 SHOPPING Vacation starts in 163 days Agency Agency OBE TEST AGENCY Agency Phone +49 61136070	 To book multiple Reservations, select the staterooms you wish to hold. The Dashboard will display a negat staterooms in different categories, click on "Filter." The current category will be highlighted; hold the CTRL k desired. Filter 	ive ID number for each stateroom selected. D For multiple ey and click on the additional categories and select the
Agent TRAINING AGENT Vacation Start 06/01/2014 Vacation End 06/08/2014 Sail Start 06/01/2014	Select Stateroom Deck Plan	? Legend (^D Undock
Sail End 06/08/2014	Grouping: No grouping Quick Search Clear DECK 11 DECK 11	Show All Categories
Ship Norwegian Epic 1	C Stateroo Deck # Deck Name Crib Capacity	
Pricing Category BA 1 Stateroom GTY	BA 11124 II II DECK 11 1 3	
Guests 2 Curr Promos BROCHURE CAMPAIGN C	BA 11213 11 11 DECK 11 1 3	11110 5 11109 11111▲
INVOICE E2,164.00	BA 11216 11 1 DECK 11 1 3	11114
	BA 11117 11 11 DECK 11 1 3	
Close all opened	✓ BA 11120 I 11 I DECK 11 1 3	
	BA 11217 1 11 DECK 11 1 3	
	BA 11220 1 11 DECK 11 1 3	11126 11123 11125▲
	BA 11116 11 11 DECK 11 1 3	11130
	BA 11221 I 11 DECK 11 1 3	11134 ¹ ¹ ¹ 11131 11133▲
	BA 11224 I 11 DECK 11 1 3	
	Back	Select GTY Select

It's possible to select multiple staterooms in case you would like to do more than one booking at once. Additional bookings will be displayed on the left side of the screen, to be completed later ("Opened Reservations").

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_							
Report a Problem							NEW RESERVATION
> Itinerary Info	> Alt Res ID / Groupi						
> Agency Profile		Agency Vacation Voyage C	ategory Stateroom Travel Protection	Guest Info Air Options I	lotorcoach Land F	Programs Special Req	Jests Pricing Payment Schedule
- Opened R	eservations	Travel Protection					
-55409259	SHOPPING						
Vacation starts	n 163 days	Insurance	Commen	te		Guest#1	Guest#2
Agency	OBE TEST AGENCY	mounde	oon mee	15		Guestini	Guestinz
Agency Phone	+49 61136070	NO	No insura	nce		✓	*
Agent	TRAINING AGENT						
Vacation Start	06/01/2014	Back		Refresh Co	ntinue		
Vacation End	06/08/2014						
Sail Start	06/01/2014						
Sail End	06/08/2014						
Destination	EUROPE						
Ship	Norwegian Epic 🔝						
Pricing Category	BA 🔝						
Assigned Categ	ory BA 🔝						
Stateroom	11120 🖬						
Deck	DECK 11						
Guests	2						
Curr. Promos	BROCHURE, CAMPAIGN, C						
INVOICE	E2,164.00						
#-55429905	SHOPPING ×						
Norwegian Epic,	06/01/2014 / 7 days						
Close all opened		-					

Next page will be the **Travel Protection** screen, which you can simply disregard and click on **Continue**, as we do no longer offer this service directly, but refer you in regards to our partner Europäische Reiseversicherung AG (ERV). More information can be found here: <u>http://www.ncl.eu/already-booked/travel-insurance/.</u>

Guest Information

If you are not ready to input Guest information at this stage, click **Continue** and simply come back to this page later. Of course, this has to be done before storing the option.

To search for a guest in the Latitudes Rewards Database, click on **Search** in the row of the appropriate guest.

Report a Problem	Agency Vacation Voyage Category State	room Travel Protectio	Guest Info Air Opt	ions Motorcoa	ch Land Pro	grams Spec	NEW RESERVAT	TION ent Schedule
-55409259 SHOPPING Vacation starts in 163 days	To change Guest order, click and drag the ico	n in the first column						
Agency OBE TEST AGENCY Agency Phone +49 61136070	Guests	Latitude #	Address	Household ID	Age			
Agent TRAINING AGENT	≡ Guest#1	(not set)	(0	ADULT	Create	Search	Delete
Vacation Start 06/01/2014	≡ Guest#2	(not set)	(0	ADULT	Create	Search	Delete
Sail Start 06/01/2014								
Sail End 06/08/2014	Back						Add Guest	Continue
Destination EUROPE								
Pricing Category BA								
Assigned Category BA 👔								
Stateroom 11120								
Cuests 2								

The Search Client screen will appear.

NEW RESERVATION

Agency Vacation Voyage Category Sta	ateroom Travel Protection	Guest Info Air Options Motorco	ach Land Programs Spe	cial Requests Pricing Payment Schedule						
Search Client										
F If the guest is a member of NCL's Latitudes program, please enter the Latitude number, then click "Search Guest" to continue. Otherwise, use search parameters below.										
Search Client by Latitude #	OR by:									
Latitude #	Last Name/Surname	First Name	D.O.B	Phone						
Back			Close All	Create New Client						

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If you have the guest's Latitudes Rewards number, enter it in the Latitude # field and click on the Search Client button.

If you do not have the guest's Latitudes Rewards number, you can search using the following criteria.

- Last Name, First Name PLUS
- Date of Birth OR
- Phone #

				NEW RESERVATION		
Agency Vacation Voyage Category Sta Search Client	teroom Travel Protection Guest	t Info Air Options Motorcoach I	Land Programs Speci	al Requests Pricing Payment Schedule		
i If the guest is a member of NCL's Latit below.	tudes program, please enter the L	atitude number, then click "Sear	ch Guest" to continue. (Otherwise, use search parameters		
Search Client by Latitude #	Search by the following	g criteria:	OR by:			
Latitude #	Last Name/Surname	First Name	D.O.B	Phone		
	Freestyle	Andy	01/01/1980 🖽			
Back		Cle	ear All	Create New Search Client		

Once you have entered the search criteria, click on the **Search Client** button.

You will see the guest profile now in the Client Search Results section – select the guest and click on Add to Reservation button to insert the guest information into your booking request.

	Last Name/Surname Freestyle	First Name Andy	D.O.B 01/01/	Pho (1980 🌐	one		
Back Client Search Results	5		Clear All		Create New	Search Client	
 ✓ Latitude # Ac Fi ✓ 218132274 ✓ AN 	irst Name Mid	Last Name FREESTYLE	Birthday Age 01/01/1980 33	Phone +49 61136070	Household ID 24811160	Coupons]
Report a Problem					Add to Res	ervation	
Agency Profile Opened Reservations	Agency Vacation Voyage Category Guest Info	Stateroom Travel Protection C	Guest Info Air Options M	lotorcoach Land Prog	rams Special Reques	sts Pricing Paymer	nt Sched
-55409259 SHOPPING Vacation starts in 163 days Agency OBE TEST AGENCY Agency Phone +49 61136070 Agent TRAINING AGENT Vacation Start 06/01/2014	To change Guest order, click and drag	the icon in the first column					
Agency OBE TEST AGENCY Agency Phone +49 61136070 Agent TRAINING AGENT Vacation Start 06/01/2014	Guests = ANDY FREESTYLE = Guest #2	Latitude # Addres 218132274 KREUZI	s Household BERGE 24811160	Age ADULT Coupor	15 View Sear	ch Remove	Dele

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Creating a New Guest

If the guest has never sailed with Norwegian before, you will need to create them in the database and add them to the reservation.

To add a new guest to the reservation, click on the **Create** link. The **Modify Client** screen will appear.

NEW RESERVATION

Agency Vacation	Voyage Category Sta	teroom Travel Pro	otection Guest Ir	nfo Air Options Motorcoac	h Land Progra	ms Speci	al Requests Pr	icing Pa	yment Scheo	dule
Modify Clie	nt									
Profile										
ClientID										
(none)									anguage	-
*Title	*First/Civon Namo	Midd	la Nama	*Last Name/Surname	*Conder		Pirthdata		Citizonshin	
-	This of Went Name	WIGG	ie Name	Lastivane/Sumanie	Male	•	Diffindate	m I	Cluzenship	-
Latitude Level							E-Mail			
PROSPECT										
Household										
[24811160] FREE	ESTYLE 💌									
Addresses Pt	hones									
Address #1										
Address Type		Address 1		Address 2						
HOME ADDRESS		KREUZBERGE	R RING 68	(none)						
Country	Zip Code	City	State(US o	r Ca						
DE	65205	WIESBADEN	(none)							
Back							Save and Con	tinue		

The following fields on the **Client** screen are mandatory:

- Title
- First/Given Name and Last Name/Surname (must match passport)
- The Gender will automatically populate when the Title is selected
- Citizenship
- Very soon as well: Birthdate

() All other fields are optional however; it is recommended that you enter as much information as possible. All middle names should be entered especially if they are stated in the passport

Air Options & Transfers

Please note that flight packages cannot be purchased online. Please call our reservations team at 00800 03 10 21 21 for a quote (only available for flights from Germany, Switzerland, Austria, Spain & Italy).

If you would like to book transfers for your **individual flights**, you can do so via this screen.



New Reserve	ation My Reservations	Clients Tour Credit A	Agency Amenities My Agency	Groups		AGENTBO	OKINGENGINE/NO	CL FRANKFUR
Report a Problem > Itinerary Info	> Alt Res ID / Groupi						NEW RESERV	ATION
> Agency Profile		Agency Vacation	Voyage Category Stateroo	m Travel Protection Guest Info Ai	r Options Motorcoach Land Pr	ograms Special Req	uests Pricing Pay	ment Schedule
Opened Res	ervations	Air Option	S					
-58764993 Vacation starts in 1	SHOPPING 60 days	i Independent A	ir requests and deviations to	Standard Air can result in fare increa	se. For Independent Air and Air I	Deviation policies, ple	ase click here.	
Agency	OBE TEST AGENCY							
Agency Phone	+49 61136070	Grouping: by Re	quest Type 💌					
Agent	TRAINING AGENT				-		-	
Vacation Start	06/01/2014	Air Request Type	e Guest	Gateway Outbound	Timing	Gateway Return	Timing	
Vacation End	06/08/2014	 No Air Reques 	st					
Sall Start Soil Ead	06/01/2014	No Air Request	ANDY FREESTYLE					
Destination	FUROPE	No Air Poquest						
Ship	Norwegian Epic	No All Request	SANAHTINEESTILE					
Pricing Category	BA 🔳		1					
Assigned Category	BA	Back					Add Air	Continue
Stateroom	11120 💷							
Deck	DECK 11							
Guests	2							
Curr. Promos	BROCHURE, CAMPAIGN							
INVOICE	E2,038.00							
Close all opened								

Click on "Add Air". The Air Type needs to be "Independent". It's possible to book transfer for several persons in the booking, just repeat the process and select the respective person.

-58764993	SHOPPING	independent Air i	requests and deviation	is to Standard Air c	an result in tare increa	ise. For independent Air a	nd Air Deviation policie	es, please click nere.	
Vacation starts in 16 Agency	OBE TEST AGENCY								
Agency Phone	+49 61136070	Grouping: by Dam	eet Ture						
Agent	TRAINING AGENT	Grouping. by Requ	est lype 💌						
Vacation Start	06/01/2014	Air Request Type	Guest		Gateway Outbound	Timing	Gateway Ret	urn Timing	
Vacation End	06/08/2014	▼ No Air Request							
Sail Start	06/01/2014	No Air Request	ANDY ERFESTYLE						
Sall End Destination	06/08/2014								
Shin	Norwegian Enic	No Air Request	SARAH FREESTYLE						
Pricing Category	BA 🔋	Add or Char	nge Gateway						
Assigned Category	BA 🚺		ige outeway						
Stateroom	11120 🔃	Calact quanta request	topplica to						
Deck	DECK 11 💽	Seleci guesis requesi	applies to						
Guests	2	ANDY FREEST	YLE	SARAH FRE	ESTYLE				
Curr. Promos	BROCHURE, CAMPAIGN	Coloct Ais Turce		Calact Air Directi					
INVOICE	E2,036.00	Select Air Type		Deved Trip	ons				
Close all opened		independent		Round Thp	•	<u> </u>			
		Outbound				Return			
		*Dep. Airport	Arr. Airport	*Carrier	*Flight	Dep. Airport	*Arr. Airport	*Carrier	*Flight
		FRA 💌	BCN 🔻	LH	123	BCN 🔻	FRA 💌	LH 🔻	124
		*Departure Date	nine or Depart	Arrival Date	Time of Arrival	Departure Date	*Time of Depart	Arrival Date	*Time of Arrival
		06/01/2014 🔳	08:00 AM	06/01/2014	10:00 AM	06/08/2014 📖	04:50 PM	06/08/2014	07:05 PM
		Cancel					Clea	ar All	Save
		Back						Add Air	Continue

Flight Times need to be entered in the following format: "03:00PM / 03:00AM" otherwise you will get an error message.

() In case it is a transatlantic flight and the return flight only arrives the next day in Europe, please overwrite the arrival date accordingly.

Complete your transfer booking with **Save**.



NCL	New Reservation	n My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups			AG	ENTBO	OKINGENGINE/I	NCL FRANKFUR
Report > Itin	a Problem erary Info	> Alt Res ID / Groupi										NEW RESER	VATION
> Ag	ency Profile		Age	ency Vacatio	n Voyage Catego	ry Stateroo	m Travel Protectio	n Guest Info Air Optic	ns Motorcoach La	nd Programs Sp	ecial Rec	uests Pricing P	ayment Schedule
~ 0	pened Reser	vations	Ai	r Optio	ns								
-587 Vac	64993 ation starts in 160 (SHOPPING	i	Independent	Air requests and d	eviations to \$	Standard Air can re	sult in fare increase. Fo	Independent Air an	d Air Deviation pol	icies, ple	ase click here.	
Age	ncy	OBE TEST AGENCY											
Age	ncy Phone	+49 61136070	Gr	ouping: by R	equest Type 🖃								
Age	nt	TRAINING AGENT						-					
Vac	ation Start	06/01/2014	AI	ir Request	Guest		Gateway Outbo	Timing	Gateway Return	Timing			
Vac	ation End	06/08/2014	-	INDEPENDE	INT							Edit Request	Delete Request
Sail	End	06/08/2014	IN	DEPENDE	ANDY FREESTYLE		FRA	SAME DAY	FRA	SAME DAY		Itinerary Details	Delete
Dest	lination	EUROPE	IN	DEPENDE	SARAH FREESTYL	E	FRA	SAME DAY	FRA	SAME DAY		Itinerary Details	Delete
Ship		Norwegian Epic 🚺											
Prici	ng Category	BA 🗉		Back						Add Air	1	Clear Air	Continue
Ass	igned Category	BA 🔝		Date									Condinae
Stat	eroom	11120 🗈											
Decl	к	DECK 11											
Gue	sts Dromoo R												
Air (. rionos D	FRA/FRA											
INVO	DICE	F2.118.00											
		22,110.00											
Close a	all opened												

The individual air information and transfer details will also be shown on the Reservation Summary page now. Please note that the rate for the transfer is not stated separately, but is included in the voyage fare. Click <u>here</u> to see our transfer prices.

Reservation	Summar	У							
Res ID:			24512465						
Status:			OFFER						
Initial Date			12/24/2013						
Booking Source			INTERNETA						
Agency									
Name			OBE TEST AGEN	ICY					
Phone			+49 61136070						
Address			KREUZBERGER	RING 6	8				
City/State/Zip			WIESBADEN//65	205					
Agent									
Name			TRAINING AGEN	т					
Guests									
Guest		Citi	izenship	Ag	e Guest Type	1	Latitude Leve	I Onlin	e Check-in
FREESTYLE ANDY		DE		34	REGULAR	P	ROSPECT	N/A	
FREESTYLE SARAH		DE			REGULAR	P	ROSPECT	N/A	
Vacation End Date Ship Pricing Category Assigned Category Stateroom: Guests:			06/08/2014 Norwegian Epic BA 1 BA 1 11120 1 2	10					
Air Information									
Guest	OUT					RET			
1000	Gateway	Flight#	Departure		Arrival	Gatew	ay Flight#	Departure	Arrival
FREESTYLE ANDY	FRA	123	06/01/2014 08:	MA 00	06/01/2014 10:00 AM	FRA	124	06/08/2014 04:50 PM	06/08/2014 07:05 PM
FREESTYLE SARAH	FRA	123	06/01/2014 08:	MA 00	06/01/2014 10:00 AM	FRA	124	06/08/2014 04:50 PM	06/08/2014 07:05 PM
Motorcoach									
EREESTVI E ANDY			From BCN (AIDD		BCN (PORT)				
			From BCN (POP	T) to PC	N (AIRPORT)				
			From BCN (AIPP	OPTIM	PCN (PORT)				
EREESTVI E SARAH			From BCN (POP	T) to PC	N (AIRPORT)				
THEE STILE SMIGHT			invition (FOR	,,10 80	(and only				
Travel Protectio	n								

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Motorcoach

Via this tab you can book bus transfers from Switzerland to Venice for Norwegian Jade sailings in summer 2014.

	New Reservatio	on My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups				AGENTBOO	KINGENGI	NE/NCL FRANKFU	RT
Rep >	tinerary Info	> Alt Res ID / Groupi										NEW RE	SERVATION	
>	Agency Profile		Ag	ency Vacatio	on Voyage Catego	ry Stateroor	m Travel Prote	ection Guest Info Air Options	Motorcoach	Land Programs	Special Req	uests Pricin	g Payment Schedule	3
-	Opened Reser	vations	M	otorcoa	ch									
	59508925	SHOPPING	-	Selecte	d Motorcoa	ch								
N	/acation starts in 159	days												
4	Agency	OBE TEST AGENCY												
4	Agency Phone	+49 61136070	Gr	ouping: No g	grouping 💌									
4	Agent	TRAINING AGENT		. Guest		Dec	cription	Start		Location				
\	/acation Start	06/01/2014		Guest		Des	alpuoli	Start		Location				
\	/acation End	06/08/2014												
S	Sail Start	06/01/2014												
S	Sail End	06/08/2014						Add Motorcoach						
	Destination	EUROPE												
5	Ship	Norwegian Epic 🛄												1
F	Pricing Category	BA 🗓		Back									Continue	
4	Assigned Category	BA												
	stateroom	11120												
	Duck	DECK 11												
	Suesis													
	Jun Promos E	F2 028 00												
	NVUICE	E2,038.00												
Clo	se all opened													

Land Programs

The Land Programs tab shows any additional land packages (hotels) that take place before and after the cruise. Please note that the hotel package can only be booked for all guests in the reservation.

2 <u>0</u>	New Reservati	on My Reservations	Clients	Tour Credi	t Agency Amenities	My Agency	Groups				AGENTBO	OKINGENGINE	/NCL FRANKFURT
Re >	port a Problem Itinerary Info	> Alt Res ID / Groupi										NEW RES	ERVATION
>	Agency Profile		Ag	gency Vacat	on Voyage Categ	ory Stateroo	m Travel Protectio	n Guest Info Air Opti	ons Motorcoach	Land Programs	Special Re	quests Pricing	Payment Schedule
Ŧ	Opened Rese	rvations	L	and Pro	grams								
	-59508925	SHOPPING	-	Select	ed Land Pro	arams							
	Vacation starts in 159	days				3							
- 1	Agency	OBE TEST AGENCY											
	Agency Phone	+49 61136070	G	rouping: No	grouping 💌								
	Agent	TRAINING AGENT		Quest	Descript		11-4-1	01-4		1			
1	Vacation Start	06/01/2014		Guest	Descript	on	Hoter	Start		Location			
1	Vacation End	06/08/2014											
1	Sail Start	06/01/2014											
1	Sail End	06/08/2014						Add Land Program					
-	Destination	EUROPE											
	Ship	Norwegian Epic 💶											
-	Pricing Category	BA 🚺		Back									Continue
1	Assigned Category	BA i											
	Stateroom	11120 🗉											
-	Deck	DECK 11 🔳											
(Guests	2											
	Curr. Promos	BROCHURE, CAMPAIGN											
	INVOICE	E2,038.00											
Clo	ose all opened												

To view the listing of packages, click on Add Land Program.



The Land Programs screen will display any packages offered on the sailing. A detailed description of the hotels can be found on our website http://www.ncl.eu/already-booked/hotels/.

New Reserva	tion My Reservations C	lients Tour Credit Agency Ar	nenities My Agency Group	os			AGENTBOOKING	ENGINE/NCL FRAN	KFURT
Report a Problem	> Alt Res D / Groupi						N	EW RESERVATION	
> Agency Profile	,	Agency Vacation Voyage	Category Stateroom Tra	al Protection Guestin	fo Air Ontions Motorcoor	-h Land Program	S Spacial Paguaste	Pricing Payment Sche	adula
- Opened Res	ervations	Land Programs	Calegoly Stateroom ma	Guestin	All Options motorcoat	an cuna rogram	opecial requests	Thong T aynen Sole	dule
-59508925	SHOPPING	 Selected Land 	l Programs						
Agency Agency	OBE TEST AGENCY								
Agent	TRAINING AGENT	Grouping. No grouping		11-4-1	04-4	Lastian			
Vacation Start	06/01/2014	Guest L	rescription	Hoter	Start	Location			
Sail Start	06/01/2014	Search Land Pr	ograms						
Sail End	06/08/2014								
Ship	Norwegian Epic 🔝	Grouping: No grouping	Quick Search	Clear	Duration: Any Duration [Type: ALL	and Programs 💌		
Pricing Category	BA	Description	Hotel	Start	Location	Select All	ANDY FREESTYLE	SARAH FREESTYLE	1
Assigned Category Stateroom	BA E 11120 E	3 NIGHT HUSA ORIENTE.	HUSA ORIENTE	05/29/2014	BARCELONA		E279.00	E279.00	_
Deck	DECK 11	3 NIGHT MONTBLANC W/	MONTBLANC	05/29/2014	BARCELONA		E289.00	E289.00	
Guests Curr. Promos		3 NIGHT HOTEL HESPER	HOTEL HESPERIA	05/29/2014	BARCELONA		E239.00	E239.00	
INVOICE	E2,038.00	2 NIGHT HUSA ORIENTE.	HUSA ORIENTE	05/30/2014	BARCELONA		E189.00	E189.00	
		2 NIGHT MONTBLANC W/	MONTBLANC	05/30/2014	BARCELONA		E199.00	E199.00	
Close all opened		2 NIGHT HOTEL HESPER	HOTEL HESPERIA	05/30/2014	BARCELONA		E169.00	E169.00	E
		1 NIGHT HUSA ORIENTE.	HUSA ORIENTE	05/31/2014	BARCELONA		E109.00	E109.00	
		1 NIGHT MONTBLANC W/	MONTBLANC	05/31/2014	BARCELONA		E119.00	E119.00	
		1 NIGHT HOTEL HESPER	HOTEL HESPERIA	05/31/2014	BARCELONA		E99.00	E99.00	
		2 NIGHT HUSA ORIENTE.	HUSA ORIENTE	06/08/2014	BARCELONA		E189.00	E189.00	
		3 NIGHT HUSA ORIENTE.	HUSA ORIENTE	06/08/2014	BARCELONA		E279.00	E279.00	
		1 NIGHT HUSA ORIENTE.	HUSA ORIENTE	06/08/2014	BARCELONA		E109.00	E109.00	
		3 NIGHT MONTBLANC W/	MONTBLANC	06/08/2014	BARCELONA		E289.00	E289.00	
		2 NIGHT MONTBLANC W/	MONTBLANC	06/08/2014	BARCELONA		E199.00	E199.00	
									*
		Back						Apply	

 To add land package to a reservation, click on the Select All check box for the requested package. Land packages can only be booked for all guests in the booking!
 Once the package has been selected, click on the Apply button.

NCL	New Reservation	My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups				AGENTBO	OKINGENGINE/NCL FRANK	FURT
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Once stored, the package details will appear on the Reservation Summary.

(1) If you have booked an individual transfer before, you will get an error message as it is not possible to combine the transfer with a hotel package. If you book a hotel via Norwegian, the transfer from the hotel to the pier (pre-program) respectively pier to hotel (post-program) is included. The transfer from the airport to the hotel (or hotel to the airport) is **not** included! If you book a travel arrangement via Norwegian all necessary transfers are included (only applicable for Germany, Austria, Switzerland, Spain & Italy.



Special Requests

- 1. To add a special request, click on the Special Request tab. The **Special Request** Order screen will appear. If you select **No Grouping** in the field **Grouping** all special request are shown otherwise they will be sorted by type.
- 2. Select the request type (e.g. cabin attribute), click in the check box of the guest(s) receiving the special request and enter the appropriate delivery date if necessary.
 - Cabin Attribute and Dietary requests do not require a delivery date, for Special Occasion you should select a delivery date
 - It is not necessary to fill out the Comments field.
- 3. Click on the Continue button (new reservation) or the Apply button (existing reservation) to store the special request.

More than one special request can be added at a time to a reservation.

	ew Reservati	on My Reservations	Clients Tour Credit Agency Ar	menities My A	gency Groups			AC	GENTBOOKINGE	NGINE/NCL FRANKFURT
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Pricing

This screen will provide you with a complete pricing statement, both for the total price and on a per guest basis. The applicable currency sign will be displayed in front of the prices.

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		Earned Commis	sion E208	.60					
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The following information is provided on all reservations:

Voyage Fare is the price for the cruise portion of the booking. The first two guests in a stateroom pay the "double occupancy" rate. Any subsequent guests pay Guest 3-8 rates. Any single supplement will be included in the Guest 1 fare if applicable. If you have booked transfers, the transfer price is included already in the voyage fare. The transfer is not showing up as a separate line.

Tax & Fees is the amount of non-commissionable taxes and fees that apply for the voyage. If applicable pre-paid **service charges** and/or **land programs** are displayed separately.

The **base invoice** at the bottom of the pricing screen, details the commission in addition to the gross and net due. Please note that this commission is only applicable for the cruise portion. For any booked transfers & hotels the commission is 10%.

These prices are subject to change in the event that you make any alternative selections.

Click **Continue** to review payment schedule and confirm the booking.



Payment Schedule

> Itinerary Info > Alt Res ID / Groupi			NEW RESERVATION
> Agency Profile	Agency Vacation Voyage Category Stateroom	Travel Protection Guest Info Air Options Motorco	ach Land Programs Special Requests Pricing Payment Schedule
- Opened Reservations	Payment Schedule		
-59508925 SHOPPING Vacation starts in 158 days	Vacation starts in 158 days. Cancellation Fee		
Agency OBE TEST AGENCY			
Agent TRAINING AGENT	Explanation	Payment Due Date	Amount
Vacation Start 05/31/2014 Vacation End 06/08/2014	FIRST DEPOSIT	12/28/2013 11:59 PM	E184.80
Sail Start 06/01/2014	FINAL PAYMENT	05/02/2014 11:59 PM	E2,091.20
Sail End 06/08/2014 Destination EUROPE	Credit Card Coupons Extend Option Che	eckWire Payment	
Ship Norwegian Epic I Pricing Category BA I Assigned Category BA I	Credit Card Info	MANDATORY - Billing Add	ress
Stateroom 11120 L Deck DECK 11 L	Payment Source *Name on Credit Card	*Address 1	
Guests 2	Guest ANDY FREESTYLE		
INVOICE E2,276.00	Payment Amount Credit Card Type *Expira (none)	ation Date Country 21p	City State(US or Ca
Close all opened	*Credit Card Number		
	OPTIONAL - Automatic Final Payment		
	If the check box is selected, the amount equal to final	payment or its remainder will be automatically with	hdrawn from this credit card.
	 Schedule Final Payment Amount of 2091.2 		
	 Schedule another amount 		
	Enable Automatic Final Payment		
			Pay
	Bask		Commit booking (no normant)
	Davk		Commit booking (no payment)

Please review the payment schedule. From the **Payment Schedule** screen you can:

- Review the reservation's payment amounts and due dates (option date)
- View the number of days prior to sailing
- Enter a credit card payment
- Apply a Cruise Rewards Coupon (as payment)
- NEW: Extend the option (within the given possibilities)
- NEW: Confirm options
- Make the reservation in option status without payment *

*All reservations are options, which have to be confirmed within the option due time as otherwise they will be automatically cancelled.

The **Credit Card** tab contains the following fields:

- 1. **Payment Source** The system defaults to **Guest**. Select **Agency** from the drop down if paying with a company credit card
- 2. Payment Amount Please enter the exact amount of the deposit or final payment amount, to
- 3. avoid overpayment and extra work within our accounting department.
- 4. Name on Credit Card The system will default to the name of the first guest of the reservation (if Payment Source = Guest). Click on the dropdown to select the name of a different guest on the reservation. If Payment Source Agency is selected please type in the name of the credit card holder manually.
- 5. Credit Card Type Will automatically populate when the credit card number is entered
- 6. Credit Card Number Please enter number without any spaces
- 7. **Expiration Date** Please use format MM/YYYY
- 8. Cardholder's Billing Address

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Once all the required information has been filled out, click on the Pay button.

If you want to check if we received the money please go to the reservation summary page. In the field **Funds Available** you can see the amount you have paid. Furthermore you will now see a Transaction section at the bottom of the reservation summary screen showing the credit card payment (credit card number is not displayed completely).

If you do not wish to pay the balance due at this stage, click Commit booking (no payment) to complete the option.

By clicking the "Pay" button you are accepting Norwegian Cruise Line booking conditions which will apply immediately.

The **payment due date** for the first deposit indicates you at the same time the **option period**; you have time up to this date to reconfirm the option. If you don't reconfirm the option it will be autocancelled on the indicated date at latest 17:00 h or at whatever time is indicated by the system and you lose the blocked space. Please note that the system indicates EST (Eastern Standard Time). It's not enough to make a bank transfer to pay the deposit because the bank transfer can reach our account too late. If you want to pay via bank transfer, please additionally reconfirm the option via the Check/Wire Payment tab.

If no deposit is mentioned, you have to confirm the option immediately.

Also, take note of the second tab, named "Coupons".

When your customers are on board our ships, they can already make a down payment of US \$ 250 towards their next trip with Norwegian Cruise Line. As a thank you, customers are credited with an on-board credit to be spent during their current cruise. This is called **Cruise Rewards**.

Via the Coupons tab you can redeem a Cruise Reward, which will offset the down payment made on board against the new booking. One Cruise Reward can be redeemed per booking. Your commission is not affected by this.

If a Cruise Reward or other coupon is stored in your client's profile, you will immediately see it on the payment schedule screen on the "**Coupons**" tab.

NCL	New Reservation	My Reservations	Clients	Tour Credit	Agency Amenitie	s My Agency	Groups				AG	ENTBOOKING	GENGINE/NC	L FRANKFUR
Repor	t a Problem avel With	> Cancel Reservation		BACK TO SE	ARCH						CANCEL EDIT	Stor	EC	IT MODE
> Itir > Tri > An > Co	avel Documents of the second s	Commissions Send Confirmation Alt Res ID / Grou Online Check In	A S P	gency Vacati hore Excursion ayment	on Voyage Cate ns Special Requi Schedule	gory Price Press Pricing	rograms Statero Payment Schedu	om Travel Pro	tection Guests I n Summary	nfo Air Options	Motorcoach	Land Programs	Onboard Activit	es
> Co	ntact Us		<u>`</u>	/acation starts	in 28 days. Canc	ellation Fee								
~ 0	pened Reserv	ations					-							
242 Vac	40622 ation starts in 28 da	BOOKED	F	Explanation	NT		Payr 12/08	v2013 11:59 PI	м		Amount			E2 362 00
Age	ncy ncy Phone	OBE TEST AGENCY +49 61136070					12/00	2010 11.0011	*					22,302.00
Age	nt 	TRAINING AGENT		Credit Card	Coupons Ext	end Option	Check/Wire Payr	nent						
Vac Vac Sail	ation End Start	01/02/2014 01/11/2014 01/04/2014	4	Payment Amo	unt									
Sail Des	End tination	01/11/2014 CARIBBEAN												
Ship	ing Category	Norwegian Epic 🗓 B6 🚺]	Available Co	upons					I		1		
Ass	gned Category	B6 [Coupon #	Amount	Amount Left	Coupon Class	Valid Sails	Valid Sails To	Effective Fr	Effective To	Owner	Active	Used
Dec	eroom k	10001 L DECK 10 L]	3497508	E185.00	E185.00	URUISE RE	01/01/2013	01/01/2015	01/01/2013	01/01/2015	FEMALE TEST	~	
Gue Cun INV	sts : Promos DICE	2 CEPSC, CSEEB E2,362.00												

Close all opened



In the payment amount field, enter the coupon amount, and then click on Coupon ID.

						1	1							
New Rese	ervation	My Reservations	Clients	Tour Credit	Agency Ameniti	es My Agency	Groups				AG	ENTBOOKING	GENGINE/I	NCL FRANKFUR
Report a Problem > Travel With	>	Cancel Reservation		BACK TO SE	ARCH						CANCEL EDIT	🔚 🗎 Stor	8	EDIT MODE
 > Itinerary > Travel Docume > Amenities > Copy Reserva > Contact Us 	ents > > tion >	Commissions Send Confirmation Alt Res ID / Grou Online Check In	Ag St P	gency Vacation nore Excursion a y m e n t /acation starts	on Voyage Ca ns Special Requ Schedule in 28 days. Can	egory Price P lests Pricing cellation Fee	rograms Statero Payment Schedu	om Travel Pro ule Reservatio	tection Guests I on Summary	nfo Air Options	Motorcoach	Land Programs	Onboard Acti	vities
- Opened Re	eserva	itions												
24240622 Vacation starts i Agency Agency Phone Agent Vacation Start Vacation End Sail Start	in 28 da	BOOKED /S DBE TEST AGENCY +49 6113607/ TRAINING AGEN 01/02/201/ 01/02/201/ 01/02/201/ 01/04/201/	E 7 D 4 4 4 *F	Explanation INAL PAYMEI Credit Card Payment Amou	NT Coupons E	tend Option	Payr 12/0	ment Due Date 3/2013 11:59 Pl ment	М		Amount			E2,362.00
Sail End Destination Ship Pricing Category	у	01/11/2014 CARIBBEAN Norwegian Epic I B6 I	4 1 1 3 1 3 c	185 Available Cou	ipons Amount	Amount Left	Coupon Class	Valid Sails	Valid Sails To	Effective Fr	Effective To	Owner	Active	Used
Assigned Categ Stateroom Deck Guests Curr. Promos	ory	B6 10001	2	3497508	E185.00	E185.00	CRUISE RE	01/01/2013	01/01/2015	01/01/2013	01/01/2015	FEMALE TEST	•	·
INVOICE		E2,362.0	5											

Close all opened

The third tab "Extend Option" allows you to extend an option within the given possibilities.

	New Reservati	on My Reservations	Clients	Tour Credit	Agency Ame	nities My Agen	cy Groups		AGENTBOOKINGENGINE/NCL FRANKFURT
Report	a Problem erary Info	> Alt Res ID / Groupi							NEW RESERVATION
> Ag	jency Profile		Age	ency Vacatio	n Voyage C	ategory Stater	oom Travel Protection Guest Info Air Optio	ns Motorcoach Land Programs	Special Requests Pricing Payment Schedule
v 0	pened Rese	rvations	Pa	ayment	Schedul	e			
-598 Vac	508925 ation starts in 158	SHOPPING	Va	acation starts	in 158 days. (Cancellation Fe	Ð		
Age	ncy	OBE TEST AGENCY							
Age	ncy Phone	+49 61136070 TRAINING AGENT	E	xplanation			Payment Due Date	Amour	nt
Vac	ation Start	05/31/2014	FI	RST DEPOSI	т		12/28/2013 11:59 PM		E184.80
Vac	ation End	06/08/2014			T		05/00/0044 44-50 PM		50.004.00
Sail	Start	06/01/2014	FI	NAL PAYMEN	1		05/02/2014 11:59 PM		E2,091.20
Sail	End	06/08/2014		0	0	Estand Option	Object Mine Devenuent		
Des	tination	EUROPE		Credit Card	Coupons	Extend Option	Checkiwire Payment		
Ship	2	Norwegian Epic 🚺							
Pric	ing Category	BA 🗉	Du	iration					
Ass	igned Category	BA 🚺	1		•	MINUTES			
Stat	eroom	11120 🔳							
Dec	k	DECK 11							
Gue	sts	2			_				
INV	DICE	E2,276.00		Extend					
Close	all opened			Back					Commit booking (no payment)

- On this screen just simply click on the **Extend** button and the option will be extended as appropriate.
- To see the new option expiry date it is best to request another option confirmation via the Send Confirmation link (on Reservation Summary page).
- Please note that if you have a reservation for an Owner's Suite or any higher category or if the departure is within the next few days an option extension is not possible.



Via the fourth tab "Check/Wire Payment" you are able to confirm an option:

NCL N	lew Reservatior	My Reservations	Clients To	our Credit	Agency Amenities	My Agency	Groups			AGENTBOOKINGENGIN	E/NCL FRANKFURT
Report a l	Problem ary Info >	Alt Res ID / Groupi								NEW RES	ERVATION
> Agen	cy Profile		Agency	y Vacation	Voyage Catego	ry Stateroo	m Travel Protection G	uest Info Air Options Motorcoach	Land Program	s Special Requests Pricing	Payment Schedule
⇒ Ope	ened Reserv	ations	Payr	ment §	Schedule						
-59508 Vacatio	925 on starts in 158 da	SHOPPING	Vacati	tion starts i	n 158 days. Cance	llation Fee					
Agency	y	OBE TEST AGENCY									
Agency	y Phone	+49 61136070	Expla	anation			Payment Du	e Date	Amou	unt	
Vacatio	on Start	05/31/2014	FIRST	T DEPOSIT			12/28/2013 1	1:59 PM			E184.80
Vacatio	on End	06/08/2014	FINAL	PAYMENT	r		05/02/2014 1	1:59 PM			E2.091.20
Sail Sta	art	06/01/2014									
Sail End	d	06/08/2014	Cred	dit Card	Coupons Exter	d Option	Check/Wire Payment				
Shin	10011	Norwegian Epic									
Pricing	Category	BA 🗓	*Chac	× #		0	mmonte				
Assign	ed Category	BA 🔳		an n			inition of the second sec				
Statero	iom	11120 🔝									
Deck		DECK 11									
Guests Curr P	romos BR	2 COCHURE, CAMPAIGN									
INVOIC	E	E2,276.00		Send							
Close all o	opened			Back						Commit booking (no payn	ient)

Just enter "123" into the Check # field and click on **Send** button. Do not enter any comments as they will not be transferred.

NCL	New Reservatio	n My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups		AGE	NTBOOKINGENGINE/N	ICL FRANKFURT
Report > Itin	a Problem erary Info	> Alt Res ID / Groupi								NEW RESER	VATION
> Aç	ency Profile		Age	ency Vacatio	n Voyage Catego	ory Stateroo	m Travel Protection	Guest Info Air Options Motorcoach	Land Programs Spec	cial Requests Pricing Pa	yment Schedule
÷ 0	pened Reser	vations	Pa	yment	Schedule						
-59	508925	SHOPPING	Va	acation starts	in 158 days. Canc	ellation Fee					
Age	ncy	OBE TEST AGENCY									
Age	ncy Phone	+49 61136070	Ð	xplanation			Payment D	ue Date	Amount		
Vac	ation Start	05/31/2014	FIF	RST DEPOSI	г		12/28/2013	11:59 PM			E184.80
Vac	ation End	06/08/2014	FI	NAL PAYMEN	т		05/02/2014	11:59 PM			E2,091.20
Sail	End	06/08/2014		Credit Card	Coupons Exte	nd Option	Check/Wire Payment				
Des	tination	EUROPE									
Pric	, ing Category	BA 🗉	*0	heck#		Cr	mments				
Ass	igned Category	BA 🚺	12	23							
Dec	k	DECK 11 1									
Gue	sts	2									
Cun	r. Promos B DICE	ROCHURE, CAMPAIGN E2,276.00		Send							
Close	allopened								_		
0.030	an opened			Back					Cc	ommit booking (no paymen	t)

The booking status changes then to **BOOKED** and the reservation is confirmed. Changes or cancellation of the reservation will generate charges according to our Terms & Conditions.



Reservation Summary

The **Summary** screen will give an overview of all the components of the reservation.

New Reservat	ion My Reservations	Clients Tour Credit Agency A	Amenities My Agen	cy Groups				AGENTBO	okingengine/ncl f	RANKFURT
Report a Problem Send Confirmation	> Travel With	< BACK TO SEARCH					Switch To Edit M	lode	VIEW MODE	
> Cancel Reservation	> Itinerary	Price Programs Stateroo	m Travel Protectio	n Guests Info Air (Options Moto	rcoach Land Programs	Special Requests	Pricing Pav	ment Schedule	
> Commissions	> Travel Documents	Reservation Summary			· · ·					
 Amenities Copy Reservation 	> Charge Total > Online Check In	Reservation Su	ummary							
> Contact Us										
- Opened Rese	rvations	Res ID:		24512683						
24512683	OFFER	Initial Date		12/24/2013						
Vacation starts in 158 Agency	OBE TEST AGENCY	Booking Source		INTERNETA						
Agency Phone	+49 61136070	Agency								
Vacation Start	05/31/2014	Name		OBE TEST AGENC	Υ					
Vacation End Sail Start	06/08/2014 06/01/2014	Address		KREUZBERGER F	RING 68					
Sail End	06/08/2014	City/State/Zip		WIESBADEN//652	05					
Destination Ship	EUROPE Norwegian Epic	Agent								
Pricing Category	BA 🚺	Name		TRAINING AGENT						
Assigned Category Stateroom	BA 👔 11120 🚺	Guests								
Deck	DECK 11	Guest	Cit	tizenship	Age	Guest Type	Latitude Level		Online Check-in	
Curr. Promos	BROCHURE, CAMPAIGN	FREESTYLE ANDY	DE		34	REGULAR	PROSPECT		N/A	
INVOICE	E2,276.00	FREESTYLE SARAH	DE			REGULAR	PROSPECT		N/A	
Close all opened		Reservation Head	er							
		Destination		EUROPE						
		Vacation Start Date		05/31/2014						
		Vacation End Date		06/08/2014	1					
		Ship Pricing Category		BA I	1					
		Assigned Category		BA						
		Stateroom:		11120 🔳						
		Guests:		2						
		Motorcoach								
		FREE STYLE ANDY		From MONTBLAN	C (HOTEL) to	BCN (PORT)				
		FREESTYLE SARAH		From MONTBLAN	C (HOTEL) to	BCN (PORT)				
		Land Summary								
		Name	Date From	Date To	Pre/Post	Comments				
		FREESTYLE ANDY FREESTYLE SARAH	05/31/2014 05/31/2014	06/01/2014 06/01/2014	PRE PRE	1 NIGHT MONTBLANC	W/BREAKFAST PRE W/BREAKFAST PRE	E CRUISE PA	CKAGE CKAGE	
		Special Requests								
		FREESTYLE SARAH		Anniversary cake						
		Travel Protection		EXITA PIIIOWS						
		FREESTYLE ANDY		NO						
		FREESTYLE SARAH		NO						
		Invoice and Paym	ients							
		Charge Total		E0.00						
		Earned Commission		E208.60						
		Gross Due		E2,276.00						
		Commission Due		E208.60						
		Payments Schedu	le	E2,067.40						
		Fayments scriedu	10	-	-					
		FIRST DEPOSIT		Pa 12/2	yment Due Da 28/2013	ite		/ E	184.80	
		FINAL PAYMENT		05/0	02/2014			E	2,091.20	
		TOTAL DUE.								
		To Reservation S	Search							



Requesting a Reservation Confirmation

Within 24 hours after placing the option we will send you a confirmation as PDF summarizing all facts of your option – your option confirmation. If you don't want to wait, you can also send yourself this confirmation.

To send a confirmation, click on **Send Confirmation** link in the reservations **Dashboard** (upper left corner of the screen). The **Send Confirmation** screen will appear.

There are two options for sending confirmations:

- **Agency** Requesting an agency copy will send the confirmation to the fax or e-mail address stored in the agency profile.
- **Agent** Requesting an agent copy allows you to send the confirmation to the fax or e-mail address specified by the travel agent.

New Reservation My Reservations CI	ents Tour Credit Agency Amenities My Agency Groups	AGENTBOOKINGENGINE/NCL FRANKFURT
Report a Problem > Send Confirmation > Travel With	< BACK TO SEARCH	Switch To Edit Mode VIEW MODE
Cancel Reservation Commissions Commissions Commissions Commissions Conge Total Copy Reservation Control Us	Price Programs Stateroom Travel Protection Guests Info Air Options Motorcoach Reservation Summary Send Confirmation Image: Send Confirmatica Image: Send Confirmation	Land Programs Special Requests Pricing Payment Schedule
 Opened Reservations 	Agency: OBE TEST AGENCY	Agent: AGENT TRAINING
24512683 OFFER Vacation starts in 158 days Agency Agency OBE TEST AGENCY Agency Phone +49 61130070 Agent TRAINING AGENT Vacation Start 05/31/2014 Sall Start 06/01/2014 Sall Start 06/08/2014 Sall Start 06/08/2014 Sall Start 06/08/2014 Sall Start 06/01/2014 Sall Start 06/01/2014 Sall Start 06/01/2014 Assigned Category BA E Statercom 111/20 E Deck DECK 11 E Guests 2 Curr. Promos BROCHURE, CAMPAICH NVOICE E2,276.00	Language GER ENTERTAINMENT CONFIRMATION CONFIRMATION_CE DINING CONFIRMATION SPA CONFIRMATION SHOREX CONFIRMATION AMENITY INVOICE	Cer Cer Confirmation Confirmation_Ce Entertainment Confirmation AMENITY INVOICE DINING CONFIRMATION SPA CONFIRMATION
Close all opened	Send By: C E-Mail C Fax E-Mail Address Subject Norwegian Epic-FREESTYLE-FIT#24512683 Sail F Message	Send By: © E-Mail © Fax E-Mail Address aherzig@ncl.com Subject Norwegian Epic-FREESTYLE-FIT#24512683 Sail F Message
	Back	Send Confirmation

The language for the confirmation is preset as in your agency profile.

- 1. Select CONFIRMATION_CE document
- 2. DO NOT edit or add anything to the Subject or Message fields.
- 3. Click on the Send Confirmation button.



Reservation "Status"

The following is a list of the different reservation status:

OFFER (OF)	Option Status – the reservation is booked as an option and it has been stored in the system. There is no payment on the reservation.
BOOKED (BK)	Booked Status – the reservation is in booked status, it has been stored in the system and cancelation fees will apply if cancelled.
CANCELLED (CX)	Cancelled Status – the reservation is in cancelled status. The reservation has been cancelled.

Cancel Reservation

To cancel any reservation please select the **Cancel Reservation** link on the dashboard. The cancel reservation summary page will be displayed. Any applicable cancellation charges will be shown. Please review the charges prior to cancelling the reservation.

Cancellation of the reservation will incur cancellation charges in accordance with Norwegian Cruise Line's Terms and Conditions.

New	Reservatio	n My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups				AGE	NTBOOKINGE	NGINE/NO	CL FRANKFURT
Report a Prob > Send Con	lem firmation	Travel With	<	BACK TO SE	ARCH					Switch	1 To Edit Mode		VIEW MOI	DE
 Cancel Re Commission Amenities 	eservation ons	ttinerary Travel Documents Charge Total	Pri Re Ca	ce Programs servation Su ancel R	Stateroom Trave	I Protection	Guests Inf	fo Air Options Motore	coach Land Pro	ograms Special R	Requests Pricing	g Payment Sch	edule	
> Copy Res > Contact U - Opene	ervation s d Reserv	> Online Check In	Ca	ancellation Co Select A Com	omments ment									×
24512683 Vacation st	tarts in 158 c	OFFER ays OBE TEST AGENCY	C	harge Code				ANDY FREESTYLE	SARAH	FREESTYLE	Total	E0.00	Comments	
Agency Ph Agent Vacation S	one tart	+49 61136070 TRAINING AGENT 05/31/2014		Back								20.00	L	Continue
Vacation E Sail Start Sail End	nd	06/08/2014 06/01/2014 06/08/2014												
Ship Pricing Cate Assigned C	egory Category	Norwegian Epic I BA I BA T												
Stateroom Deck Guests		11120 E DECK 11 E 2												
Curr. Prom INVOICE	os B	ROCHURE, CAMPAIGN E2,276.00												
Close all oper	ed													

You can choose a specific cancellation comment, but it's not necessary to complete the cancellation.

Just click on **Continue** to finalize the cancellation.



New Reservatio	n My Reservations C	Clients Tour Credit Agency Amenities My Ag	gency Groups			AGE	ENTBOOKINGENGINE/NCL F	RANKFUR
Report a Problem Send Confirmation 	> Travel With	SEARCH SEARCH					VIEW MODE	
Reinstate Reserva Commissions Amenities Conv Reservation	Itinerary Travel Documents Charge Total Online Check In	Price Programs Stateroom Travel Protect Payment Schedule Reservation Summary	ction Guests Info Air Op ny	tions Motor	coach Land Programs	Onboard Activities Shor	e Excursions Special Requests	Pricing
> Contact Us		Res ID:	24512683					
- Opened Reser	vations	Status:	CANCELED					
24512683 Vacation starts in 156 of Agency Agency Phone Agent Vacation Start Vacation Start Vacation Start Sail End Destination Ship Pricing Category Guests Curr, Promos B	CANCELED 1895 OBE TEST AGENCY +49 61136070 TRAINING AGENT 06/31/2014 06/08/2014 06/08/2014 EUROPE Norwegian Epic 1 BA 1 2 ROCHURE, CAMPAIGN	Initial Date Booking Source Agency Name Phone Address City/State/Zip Agent Name Guests	12/24/2013 INTERNETA OBE TEST AGENCY +49 61136070 KREUZBERGER RIN WIESBADEN//65205 TRAINING AGENT	IG 68				
INVOICE	22,270.00	Guest	Citizenship	Age	Guest Type	Latitude Level	Online Check-in	
Close all opened		FREESTYLE ANDY FREESTYLE SARAH Reservation Header	DE DE	34	REGULAR REGULAR	PROSPECT PROSPECT	N/A N/A	
		Destination	EUROPE					
		Vacation Start Date	05/31/2014					
		Vacation End Date	06/08/2014					
		Ship	Norwegian Epic 🔳					

My Reservations

This screen allows you to retrieve a list of your reservations:

New Reservation My Reservations	Clients Tour Credit Agency Amenities My Ag	ency Groups		AGEN	TBOOKINGENGINE/NCL FRANKFURT
Report a Problem - Opened Reservations	My Reservations				
(No reservations opened)	My Reservations My Freestyle Groups				
	Res ID	OR by:	Last Name	First Name	
	Group ID	OK by.	Shin	Begin Sailing From	Booked From
			Chip		
	FS Group Number			Begin Sailing To	Booked To
				CI	ear All Search

There are 2 ways to search for a reservation:

- By reservation number
- By client name and sailing

To search by confirmation number, type the reservation number in the box and click the **Search** button. This is the narrowest search.

To search by name and sailing, enter your search criteria in at least 3 of the available fields:

- Last Name
- First Name
- Sail Date Range
- Ship
- Booked From/To Date Range



Enter additional information to refine the search.

To review a reservation, click on the reservation number. You will be taken to the Reservation Summary screen. From there you may make certain modifications* or cancel the reservation.

*Modifications permitted are add shore excursions, entertainment, dining, spa, transfers, hotel packages, purchase amenities, apply payment, extend option, confirm option and add special requests. If you change the sail date or category, charges will be applied if the booking is already in BOOKED status.

All applicable charges will be applied according to Norwegian Cruise Line booking conditions. **For all other modifications, please call 00800 03 10 21 21.**

Modify an Existing Reservation

Click on Switch To Edit Mode to update the reservation.

Use the top navigation bar to navigate to the applicable page. Screens that are not available for modification will be shaded.

 Agency
 Vacation
 Voyage
 Category
 Price Programs
 Stateroom
 Travel Protection
 Guests Info
 Air Options
 Motorcoach
 Land Programs
 Onboard Activities

 Shore
 Excursions
 Special Requests
 Pricing
 Payment Schedule
 Reservation Summary

For example, if you would like to add a special request, click the Special Request link. Please be aware that charges may be assessed for certain changes.

Cancellation charges for air, land and other add-ons may apply even if the reservation is not cancelled in full. **Please contact our Reservations Team for details.**

Any changes you make will automatically be applied to the reservation. Do not modify any item unless you are certain you want to make the change.

If you are in Edit Mode, any changes you make can be deleted again by selecting '**Cancel Edit**'. Only if you select the orange '**Store**' button, the changes will become permanent.



Onboard Activities

New Reservatio	n My Reservations	Clients Tour Credit Agency Amenities My Agency Groups	AGENTBOOKINGENGINE/NCL FRANKFURT
Report a Problem > Travel With > tinerary > Travel Documents > Amenties > Copy Reservation	 Cancel Reservation Commissions Send Confirmation Alt Res ID / Groupi Online Check In 	Agency Vacation Voyage Category Price Programs Stateroom Travel Protect Shore Excursions Special Requests Pricing Payment Schedule Reservation S Onboard Activities Placese select/unselect Activity Package(s) and click "continue".	CANCEL EDIT
 Opened Reserved 	vations	Note: Dining and Entertainment Requests can not be taken until 45 days to sail Pre-Sell Only	ing.

Dining, Entertainment and Spa Treatments can be added to a booking as of 45 days and up to 2 days before departure (Spa Treatments only up to <u>4 days</u> before departure). On-board activities are available for pre-purchase as of 55 days prior to sailing for guests of The Haven and Suites only (this exception is not available via Book Norwegian, only via our reservations department). The booking needs to be in BOOKED status (already confirmed by you).

Pre-sell for Dining is available for all our ships. Pre-sell for entertainment is only available for Norwegian Epic, Norwegian Breakaway and Norwegian Getaway. Pre-sell for spa treatments is only available for Norwegian Epic. Guests must be 18 years or older to use the Spa. **Pre-sell on-board activities are a part of the reservation and need to be paid prior to the sailing.** A credit card must be provided at the time of booking. Payments will be made in the relevant currency (EUR). Please take note of the cancelation fees.

New Re AGENTBOOKINGENGINE/NCL FRANKFURT < BACK TO SEARCH CANCEL EDIT > Travel With > Cancel Reservation > Itinerary > Commissions Agency Vacation Voyage Category Price Programs Stateroom Travel Protection Guests Info Air Options Motorcoach Land Programs Onboard Activities > Travel Documents > Send Confirmation Shore Excursions Special Requests Pricing Payment Schedule Reservation Summary > Amenities > Alt Res ID / Grou... **Onboard Activities** > Copy Reservation > Online Check In Please select/unselect Activity Package(s) and click "continue". Note: Dining and Entertainment Requests can not be taken until 45 days to sailing > Contact Us Opened Reservations Pre-Sell Only 24240622 Vacation starts in 28 days OBE TEST AGENCY **Activities Filter** Selected Activities Agency Agency Phone +49 61136070 TRAINING AGENT No Activities Selected Dining Entertainment Agent ∀acation Start 01/02/2014 Date Vacation End Sail Start Sail End Destination 01/11/2014 01/04/2014 01/11/2014 CARIBBEAN 01/04/2014 01/05/2014 01/06/2014 CAGNEY * E BISTRO MODERNO SHANGHAI 01/07/2014 egian Epic 1 B6 1 B6 1 10001 1 DECK 10 1 Pricing Category Assigned Category Stateroom Deck Select All Unselect All Select All Unselect All Party Size: Table for1 -Display Available Dinings Guests CEPSC, CSEEB INVOICE E2,362.00 Group by Date Group by Restaurant Close all opened Reserved for Time 01/07/2014 CUCINA (E11.04), 90 mins ALEXANDRA TEST -05:30 PM 06:30 PM 07:30 PM 08:30 | Accept Terms & Conditions Save Back

In order to pre-purchase onboard activities, go to the corresponding Tab and click on switch To Edit Mode



Dining Entertainment SPA			
late	Re	staurant	
11/04/2014 21/05/2014 21/05/2014 21/07/2014 01/08/2014 01/08/2014	THE STREET	AGNEY UCINA ISTRO IODERNO HANGHAI	Ì
Select All Unselect	All	Select All	Unselect All
arty Size: Table for2 Group by Date Group by Restaurant		Dis	play Available Dinings
		Reserved for	Time
01/07/2014			

Dining

Select a date and restaurant for which you would like to see the available Dining options. You can also select all days of the cruise and all available restaurants at once. Then enter the table size and click on **Display Available Dinings**.

The system shows you if there is availability on the requested date and by clicking on Reserved for scroll down menu you can select the name on which the table shall be booked and for which time. Then click the check box for the terms & conditions and **Save**. Now you can see on the right side a summary of your selected activities and you can proceed with booking of other activities.

Activities Filter Dining Entertainment SPA	
Date D1(04/2014 D1(04/2014 D1(02/2014 D1(02/2014 D1(02/2014 D1(02/2014 D1(02/2014 D1(02/2014 Group by Date Group by Date Group by Show	Show ELLIE MAN CHOUP LEDGENDS IN CONCERT MURDER MYSTERY MURDER MYSTERY NICKELODEON SILME TIME LIVEI Select All Display Available Shows
04/08/2014	Time
BLUE MAN GROUF (ED.00), 85 mins	ALEXANDRA TEST O7:00 PM FEMALE TEST

Spa

Select a date and spa treatment, click on **Display Available Spas** and then indicate the guest's name and requested appointment time. Please note that if both guests want the same spa treatment it cannot be booked for the same time. They have to select appointments one after the other. Please click on **Save** to select the spa treatment.

All selected options can be seen on the right hand side of the

screen. Here you can cancel the selected activities again as well. As the activities will be part of the reservation they will be added to the **Invoice total** in the **Reservations Summary** on the left side. We don't pay commission on onboard activities.



Entertainment

Select a date and show to see the available options and **Display Available Shows**, then choose your shows by marking the different persons in your booking and selecting a time. For shows which are included in the cruise fare of course no fees will apply (e.g. Blue Man Group, Legends in Concert, etc.). If there are costs for the entertainment selected you can see this in brackets. Click on **Save** to store your selection.

OCLADEN QUARTZ LIFT FACIAL O FACIAL FOR MEN Carbon Structure 2014 DE REGISTRA AND LIFE FACIAL FOR MEN All Liftedet All Display Available Spas	
All Unselect All Display Available Spas	Date 01/04/2014 01/05 2014
Ali Unselect Ali Display Available Spas	01/06/2014 01/07/2014 01/08/2014
Display Available Spas	Select All Unselect All
	Group by Date Group by Spa
Time	
	01/08/2014
ALEXANDRA TEST	01/08/2014



 Opened Reservations 	Pre-Sell Only		
24240622 BOOKED ▼ Vacation starts in 28 days OBE TEST AGENCY Agency Head Not Adentified Second Sec	Base Invoice Eamed Commission E205.40 Gross Due E205.40 Commission Due E205.40 Net Due E2305.40 Invoice VOYAGE FARE VOYAGE FARE E14,516.00 SERVICE CHARGES E126.00 LAND PROGRAMS E533.00 ONBOARD ENT E584.623 ONBOARD ENT E5646.23 Veraugest totals E103.32	Restaurant CAONEY CUCINA BISTRO MODERNO SHANGHAI Jinselect All Unselect All Display Available Dinings	Selected Activities 01/05/2014 Dining: CUCINA (LACN00P02) Date/Time: 01/05/2014 05:30 PM Duration: 90min Comment: LA CUCINA PARTY OF 2 Sold: LA CUCINA PARTY OF 2 Price: E22 07 Reserved For: ALEXANDRA TEST Delete 01/07/2014
Xose all opened	01/05/2014 □ CUCINA (E22.07), 90 mins	Reserved for Time ALEXANDRA TEST • 07.00 PM	Show: CIRQUE DREAMS & DINNER PREMIUM SEATING (CRQNEP) Date/Time: 01/07/2014 05:45 PM Duration: 90min Price: E58.84 Quests: ALEXANDRA TEST, FEMALE TES Delete 01/08/2014 Spa: ELEMIS SKIN SPECIFIC FACIAL (SPAN23) Date/Time: 01/08/2014 08:00 AM Duration: 50min Price: E103.32 Guests: ALEXANDRA TEST

To complete your pre-purchase, don't forget to click on screen. A pop up window with the new invoice total will appear. By clicking on **Store Changes** you accept the new invoice amount and book the activities. Please go now to the **Payment Schedule** tab and insert the credit card details (see point Payment Schedule, page 21) in order to pay the selected activities. The final payment of the cruise can be done by bank transfer or credit card according to payment due date. If you do not pay the activities immediately by credit card they will be cancelled automatically.

New reservation invoice			
Invoice			
IIIVOICE			
Invoice Item	TEST ALEXANDRA	TEST FEMALE	Total
VOYAGE FARE	E758.00	E758.00	E1,516.00
SERVICE CHARGES	E63.00	E63.00	E126.00
TAX & FEES	E91.00	E91.00	E182.00
LAND PROGRAMS	E269.00	E269.00	E538.0
ONBOARD ENT	E29.42	E29.42	E58.84
ONBOARD DIN	E22.07	E0.00	E22.07
ONBOARD SPA	E103.32	E0.00	E103.32
Reservation Total	E1,335.81	E1,210.42	E2,546.23
Old reservation invoice			
Invoice			
Invoice Item	TEST ALEXANDRA	TEST FEMALE	Total
/OYAGE FARE	E758.00	E758.00	E1,516.00
SERVICE CHARGES	E63.00	E63.00	E126.0
	E91.00	E91.00	E182.0
TAX & FEES			
TAX & FEES LAND PROGRAMS	E269.00	E269.00	E538.0

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Amentes Conv Reservation	S Charge Lotal Online Check In	Reservation Sum	mary				
Contact Us	, one or or o	Reservation has been stored					
Opened Reser	POOKED	Res ID:	24240622				
Vacation starts in 28	days	Status:	BOOKED				
Agency	OBE TEST AGENCY	Initial Date	12/05/201	3			
Agency Phone	+49 61136070	Booking Source	INTERNE	TA			
Agent Useration Chart	DU02/2014	Agency					
Vacation End	01/11/2014	Name	OPE TEC	TAGENCY			
Sail Start	01/04/2014	Name	COLIES	AGENUT			
Sail End	01/11/2014	Phone	+49 01130	5070			
estination	CARIBBEAN	Address	KHEUZBE	RGER RING 08			
hip	Norwegian Epic []]	City/state/2/p	WESBAD	EN4/00200			
ricing Category	86 [1]	Agent					
tateroom	10001 [1]	Name	TRAINING	AGENT			
leck	DECK 10 m						
uests	2	Guests					
urr. Promos	CEPSC, CSEEB	Guard	Citizenship		Count Tune	I stitude I avai	Online Check in
NOICE	E2,546.23	TEST ALEXANDRA	Citizenship	Age	DEC(II AP	PROSPECT	Online Check-In
tanana la		TEST FEMALE	DE		REGULAR	PROSPECT	NA
		Destination Vacation Start Date Vacation End Date Ship Pricing Category Assigned Category Stateroom. Guests: Motorcoach TEST ALEXANDRA TEST FEMALE Land Summary	CARIBBE 01/02/201 01/11/201 86 (1) 10001 (2) 2 From HOL	AN 4 4 5 Epic []] JDAY INN MIA (H JDAY INN MIA (H	OTEL) 10 MIA (PORT) DTEL) 10 MIA (PORT)		
		Name	Date From Date To	Pre/Post	Comments		
		TEST FEMALE TEST ALEXANDRA	01/02/2014 01/04/20 01/02/2014 01/04/20	14 PRE 14 PRE	2 NIGHT HOLIDA 2 NIGHT HOLIDA	Y INN MIAMI BEACH PRE CRUSIE Y INN MIAMI BEACH PRE CRUSIE	E PACKAGE E PACKAGE
		Special Requests TEST ALEXANDRA TEST FEMALE TEST ALEXANDRA Addons TEST ALEXANDRA TEST FEMALE	Anniversa Anniversa Veneraria Prepaid S Prepaid S	ny caike ny caike n Meals lervice Charges lervice Charges			
		Dining					
		Reserved for	Re	staurant	Date / Tin	ne	Table For
		TEST ALEXANDRA	cu	CINA	01/05/201	4 05:30 PM	2
		Entertainment					
		Guest	Show				Date / Time
		TEST ALEXANDRA	CIRQUE DREAMS	& DINNER PREM	IUM SEATING		01/07/2014 05:45 PM
		TEST FEMALE	CIRQUE DREAMS	& DINNER PREM	IUM SEATING		01/07/2014 05:45 PM
		Spa					
		Guest	Spa			Date / Time	Duration
		TEST ALEXANDRA	ELEMIS SKIN S	SPECIFIC FACIAL		01/08/2014 08:00 AM	50 min
		Travel Protection					
		TEST ALEXANDRA TEST FEMALE	NO NO				
		Invoice and Paymer	its				
		Charge Total	E0.00				
		Funds Avail	E0.00				
		Earned Commission	E205.40				
		Gross Due	E2 548 2	3			
		Commission Due	E205.40				
		Net Due	E2 340 8	3			
			LA, VT0.04				



Shore Excursions

Shore Excursions can be purchased up to 2 days before departure or by the guest once on board. The booking needs to be in BOOKED status (already confirmed by you). If you pre-purchase, you need to pay the shore excursion directly with credit card. We don't pay any commission on shore excursions.

SACK TO SEARCH		CANCEL EDIT	EDIT MODE
Agency Vacation Voyage Category Price Programs Sta Shore Excursions Special Requests Pricing Payment Sc Shore Excursions Special Requests Pricing Payment Sc	teroom Travel Protection Guests Info	Air Options Motorcoach Land Programs Onboar	rd Activities
Shorex Pre-Sell Only			
Selected Shore Excursions Grouping: No grouping 💌			
✓ Guest	Description	Date / Time	
	Add Shore Excursion]	

Go to the corresponding Shore Excursions tab and then **Switch To Edit Mode**. Next, click on **Add Shore Excursion**.

Shore E	xcursions										
Shorex Pre-	Sell Only										
Selected Shore Excursions											
Grouping: N											
✓ Guest		Description		Date / Time		-					
Availabl	o Shoro Ev	vouroiono.									
Availabi	e Shore Er	CUISIONS									
Grouping: N	o grouping 💌	Quick Search	Clear Destination: Al	l		-					
Destination	Date	Description		Time	Select All	ALEXANDRA TE	FEMALE TEST				
STT	01/08/2014	BOSS UNDERWATER ADVENTURE		08:01 AM			E87.56	-			
STT	01/08/2014	TURTLE COVE POWER SNORKEL		08:15 AM			E58.13	Ξ			
STT	01/08/2014	TURTLE COVE CATAMARAN SAIL & SNO	ORKEL	08:15 AM			E47.09				
STT	01/08/2014	CAPTAIN NAUTICA SNORKEL		08:15 AM			E58.13				
STT	01/08/2014	MINI BOAT ADVENTURE		08:15 AM			E72.84				
STT	01/08/2014	POWERCAT SNORKEL & BEACH		08:15 AM			E47.09				
STT	01/08/2014	CORAL WORLD OCEAN PARK		08:30 AM			E36.05				
STT	01/08/2014	SEA TREKKIN' HELMET DIVE		08:30 AM			E72.84				
STT	01/08/2014	AQUA SEA BLASTER & SNORKEL		08:30 AM			E47.09				
STT	01/08/2014	SEA LION SWIM & CORAL WORLD OCE	AN PARK	08:30 AM			E102.27				
STT	01/08/2014	CERTIFIED TWO-TANK DIVE		08:30 AM			E94.92				
STT	01/08/2014	DISCOVER SCUBA & SNORKEL TOUR		08:30 AM			E72.84				
STT	01/08/2014	DISCOVER ST. THOMAS & MAGENS BA	Y	08:30 AM			E39.73				
STT	01/08/2014	ST. JOHN BEACH ESCAPE		08:30 AM			E50.77				
077		07 1000 E00 UWE A DEADU						•			
		Back	Apply								

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You can group the results by port of call (destination) or date and also search for a specific excursion. Make your choice and click on **Apply**. You can then select more shore excursions or delete the selected shore excursions again. As the shore excursion will be part of the reservation they will be added to the **Invoice total** in the **Reservations Summary** on the left side.

To complete your pre-sell, don't forget to click on store on the upper right side of the screen. A pop up window with the new invoice total will appear. By clicking on **Store Changes** you accept the new invoice amount and book the shore excursion. Please go now to the **Payment Schedule** tab and insert the credit card details (see point Payment Schedule, page 26) in order to pay the selected shore excursions. The final payment of the cruise can be done by bank transfer or credit card according to payment due date. If you do not pay the shore excursions immediately by credit card they will be cancelled automatically.

Amenities

To add Amenities please select the **Amenities** button on the dashboard. The amenities summary page will be displayed.

Report a Problem			SEARCH					ANCEL	EDIT	P. Ringe	EDIT	MODE
> Travel With	> Cancel Reservation	CAPACITO	SEARCH					ANCEL	EDIT	E pible	EDIT	MODE
> Itinerary	> Commissions	Agency Vaca	ation Voyage Cate	egory Price	e Programs Stateroom	Travel Protection G	uests Info Air Options	Motorco	ach L	and Programs Onb	oard Activities	
> Travel Documents	Send Contirmation	Shore Excurs	ions Special Requ	ests Prici	ng Payment Schedule	Reservation Summary	r l					
> Amenities	> Alt Res ID / Grou	Ameniti										
> Copy Reservation	> Online Check In	America										
> Contact Us		Amenity	Orders for	reserv	vation #24240	622						
Opened Reserved	vations	Order ID	Order Date	Status	Description	Commonte	Bequestor	Valid	Di	Dispatshed Date		
0.40.40000	000//50	Order ID	Order Date	Status.	Description	Comments	Requester	valid	DI	Dispatched Date		
Vacation starts in 28	days	4845046	12/04/2013	NEW			OBE TEST AGENCY	*	~	12/05/2013	Delete	Select
Agency	OBE TEST AGENCY											
Agency Phone	+49 61136070					Back	Now					
Agent	TRAINING AGENT					Back	New					

First, click on **New** to see the Amenity Order page.

Agency Vacation Voyage Category Price Programs Stateroom Travel Protection Guests Info Air Options Motorcoach Land Programs Onboard Activities Shore Excursions Special Requests Pricing Payment Schedule Reservation Summary

Amenity C	rder									
Amenity C	rder Bo	oking								
Order ID (none)	Initial Da (none)	ate								
*Card To										
*Card Message	Card To									
						-				
*Compliments of										
										*
Item's Det	ails									
Туре	Code	Name	Comments	Guest Name	Deli D	eli Qty	Day	Delivery Time		
Bac	k To Orders							(Save	

Enter the name of the person who shall receive the Amenity in the field **Card To.** Then, choose the title of the card (e.g. Birthday greetings, Welcome aboard etc.) from the dropdown menu in **Card Message**. In the field **Compliments of**, enter your name or the name of the travel agency you are working at and if you like, an individual text which will be printed on the card. Continue with **Save**, followed by **Add Items**.



Amenity Order

Order is saved														
Amenity O	rder Bo	oking												
Order ID 4847573	Initial D 12/05/	0ate /2013												
Test														
*Card Message Have fun!								•						
*Compliments of AGENCY														*
Item's Det	ails													
Туре	Code	Name		Comments	Guest Name	Deli	Deli	Qty	Day	Delivery	Time			
Back	k To Orders]						A	dd Items		Sa	ave	

Use the possibility to group by category or the quick search to find the amenities you are looking for. Place your order by entering a number in the yellow field for each guest. Confirm by clicking on **Add to Order**.

Add Amenity Items

Search Results	6							
Grouping: No grouping	Quick Search		Clear filter By Cate	egory 💌 fi	lter By Type 💌			
Category	Туре	Code	Name	Price	Ť /	ALEXANDRA TEST	FEMALE TEST	
FOOD	DELICACIES	329	Coffee, Tea and Danish		E2.87	0	0	^
FOOD	DELICACIES	330	Assorted Individual Desserts		E3.86	0	0	
FOOD	FRUIT	1521	Fresh Strawberry		E58.00	0	0	
FRUIT BASKET	FRUIT	308R	The Captains Choice - Red		E34.41		0	
FRUIT BASKET	FRUIT	308W	The Captains Choice - Whit		E34.41	0	0	
FRUIT BASKET	FRUIT	309	The Captains choice - Non		E34.41	0	0	
ITEM	FLOWERS	800	Harmony		E37.81	0	0	
ITEM	FLOWERS	801	Tropical Delight		E41.66	0	0	
ITEM	FLOWERS	802	Springtime		E33.95	0	0	
ITEM	FLOWERS	803	Classic Dozen Roses		E45.52	0	0	
ITEM	FLOWERS	806	Holiday Cheer		E38.54	0	0	
KIDS PACKAGES	KIDS	341	Kid's Soda Package		E28.00	0	0	
KIDS PACKAGES	KIDS	DIAP1	Diapers Huggies, Size 1 for		E18.86	0	0	
KIDS PACKAGES	KIDS	DIAP2	Diapers Huggies, Size 2 for		E18.86	0	0	-
			Return	Add to Ord	ler			

On the Amenity Order summary page, it is important that you indicate now the day of delivery as otherwise, all amenities will be delivered Day 1 of the cruise.



Amenity O	rder										
Amenity O	rder Boo	oking									
Order ID 4847573	Initial Da 12/05/2	nte 1013									
*Card To											
Test											
*Card Message											
Have fun!											
*Compliments of											
AGENCY											*
Item's Deta	ails										
Туре	Code	Name	Comments	Guest Name	Delivery	Deli	Qty	Day	Delivery Time		
FRUIT	308R	The Captains Choic		TEST ALEXANDRA	PER CABIN	SAIL	1	1		Delete	
Back	To Orders					Add Item	ns	Payr	nents	Save	

QTY	This column displays the Quantity per day.
Day	This column displays the Day of Delivery.
Delivery Time	This column displays the Delivery Time. Don't change this time!!!

Finalize your amenity order with the button **Save** on the bottom of the page. Now you have to proceed with the payment. Please click on **Payments**, enter the credit card details and pay the amenities. **If you do not pay the amenities prior to the sailing, they will not be delivered.**

As amenities go on a separate invoice the total amount of the reservation will not change. Amenities are non-commissionable. Amenities can be added to the booking until 4 days prior departure.

Copy Reservation

If you would like to do the exact same booking again for another guest, you can go to the dashboard bar on the left side of your screen and click on **Copy Reservation**. This functionality will copy everything from the booking you are currently working in into a new booking, except special requests, shore excursions, dining/entertainment/spa and amenities.



Report a Problem > Send Confirmation	> Travel With	SACK TO SEARCH			Switch To Edit Mode	VIEW MODE
Cancel Reservation Commissions Amenities	Itinerary Travel Documents Charge Total	Price Programs Stateroom Travel Protection Payment Schedule Reservation Summary	on Guests Info Air Optio	Motorcoach Land Programs	Onboard Activities Shore Ex	cursions Special Requests Pricing
 Copy Reservation Contect Us 	> Online Check In	Reservation Summary				
- Opened Reser	vations	Res ID: Status:	24240622 BOOKED			
24240622 Vacation starts in 28 Agency Agency Phone Agent Vacation Start Vacation Start Sail Start	BOOKED days OBE TEST AGENCY +49 61136070 TRAINING AGENT 01/02/2014 01/11/2014 01/01/2014	Initial Date Booking Source Agency Name Phone Address	12/05/2013 INTERNETA OBE TEST AGENCY +49 61136070 KREUZBERGER RING	3 68		
Sail End Destination	Copy Reservation					×
Ship Pricing Category Assigned Category Stateroom Deck Guests Curr. Promos	Shore Excursions/Dinin	g/Entertainment will not be copied to a new ress	Close	Сору		
INVOICE	E2,546.23	TEST FEMALE DE		REGULAR	PROSPECT	N/A
Close ell'opened		Reservation Header Destination Vacation Start Date Vacation End Date Ship Pricing Category Assigned Category Stateroom: Guests: Motorcoach	CARIBBEAN 01/02/2014 01/11/2014 Norwegian Epic (\$) B6 (\$) 10001 (\$) 2			
		TEST ALEXANDRA TEST FEMALE	From HOLIDAY INN M From HOLIDAY INN M	IA (HOTEL) to MIA (PORT) IA (HOTEL) to MIA (PORT)		

Now you only need to change the names of the guests and your booking is finished. If you don't agree with the automatically selected stateroom, you can still change it. Please insert the names and complete the booking.

Travel With

If you have two bookings that are travelling together you can link them with the functionality **Travel** with on the Reservation Summary via the Dashboard.

New Reservation My Reservations CI	lients Tour Credit Agen	ncy Amenities My Agency	y Groups		AGENTBOO	KINGENGINE/NCL FRANKFURT
Report a Problem > Send Confirmation > Travel With	< BACK TO SEARCH			Sv	vitch To Edit Mode	VIEW MODE
Cancel Reservation Travel Documents Commissions Travel Documents Amenities Copy Reservation Contact Us	Price Programs State Reservation Summary Travel With Res ID: 2451	eroom Travel Protection	Guests Info Air Options	Motorcoach Land Programs Spec	ial Requests Pricing Payme	ent Schedule
 Opened Reservations 	Grouping: by Travely	With ID and Type				
24512683 OFFER Vacation starts in 158 days	Res ID Grou	ip ID Status:	Name Ship	Sail Date Fr Sail Date To	Cabin Cate Cabin Num	n GuestCount
Agency OBE TEST AGENCY Agency Phone +49 61136070 Agent TRAINING AGENT	Back	Create TW				
Vacation Start 05/31/2014 Vacation End 06/08/2014 Sail Start 06/01/2014						
Sail End 06/08/2014 Destination EUROPE						
Ship Norwegian Epic 1 Pricing Category BA 1						
Assigned Category BA Stateroom 11120 Deak DECK 11						
Guests 2 Curr. Promos BROCHURE, CAMPAIGN						
INVOICE E2,276.00						

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Click on Create TW:

	New Reservati	on My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups		AGENTBOOKINGENGI	NE/NCL FRANKFURT
Rep	ort a Problem Send Confirmation	> Travel With		BACK TO SE	ARCH			Switch To Edit	Mode VIE	W MODE
>	Commissions Amenities	Travel Documents Charge Total	Pr Re	ice Programs eservation Su	Stateroom Travel	Protection	Guests Info Air Options Motorcoach Land Programs	Special Requests	Pricing Payment Schedu	e
> >	Copy Reservation Contact Us	> Online Check In	S	earch p	arameters					
Ŧ	Opened Rese	rvations	R	eservation #						
2	4512683 acation starts in 158	OFFER days OBE TEST AGENCY			1			_		
A	gency Phone gent	+49 61136070 TRAINING AGENT	р — г	Васк					Clear All	Search
V	acation Start	05/31/2014 06/08/2014	4 4							
S	ail Start ail End	06/01/2014 06/08/2014 EUROPE	1 1 =							
S	hip ricing Category	Norwegian Epic I BA I	3							
A	ssigned Category tateroom	BA 🖬 11120 🖬								
G	eck luests		2							
IN IN	IVOICE	E2,276.00	5							
Clos	se all opened									

Enter the number of the Reservation with which you want to link the booking with and click on the **Search** button.

Now select a Travel With Type – Cabin always should be selected, any other component only if the same is booked for both reservations – and select the reservation:

New New	Reservation	My Reservations	Clients	Tour Credit 🖌	Agency Amenitie	s My Agency Groups			А	GENTBOOKINGENGI	NE/NCL FRANKFURT
> Contact L	Js	Omine Check in	Se	arch pa	rameters						
- Opene	ed Reserva	tions	Res	ervation #							
24512683 Vacation s	tarts in 158 day	OFFER /s	Te		b. T						
Agency Agency Ph	ione	OBE TEST AGENCY +49 61136070	Ifi		птуре		_				
Agent Vacation S	Start	TRAINING AGENT 05/31/2014		Air		🔽 Cabin			Dining	Hotel	
Sail Start	.iid	06/01/2014	Re	servatio	ns						
Sail End		06/08/2014									
Ship		Norwegian Epic	Gro	uping: No gr	ouping 💌						
Pricing Cat	egory Category	BA 💷	~	Reservatio	n # Statu	s: Guest Name	Guests	Ship	Cabin Number	Sail From	Sail To
Stateroom	category	11120	~	24512	2691 (OF FREESTYLE LAD	Y 2	EPIC	12192	06/01/2014	06/08/2014
Deck		DECK 11									
Curr. Prom	os BRC	CHURE, CAMPAIGN									
INVOICE		E2,276.00									
Close all oper	ned										
				Back					Clear All	Search	Create TW

Click on Create TW button to complete the link.

New Reservation My Reservations	Clients Tour Credit	Agency Ameni	ities My Agency	Groups				A	GENTBOOKI	NGENGINE/NC	L FRANKF
port a Problem Send Confirmation > Travel With	< BACK TO SE	ARCH					Sv	vitch To Edit Mo	de	VIEW MOD	E
Cancel Reservation > Itinerary Commissions > Travel Documents Amentiles > Charge Total Copy Reservation > Online Check In Contact Us >	Price Programs Reservation Su Travel W Res ID: 2	Stateroom T mmary ith 4512683	ravel Protection	Guests Info A	r Options Moto	rcoach Land P	rograms Spec	ial Requests P	ricing Paymen	t Schedule	
Opened Reservations	Grouping: but	revel\Alith ID on	d Tures 🔲								
24512683 OFFER Vacation starts in 158 days	Res ID	Group ID	Status:	Name	Ship	Sail Date Fr	Sail Date To	Cabin Cate	Cabin Num	GuestCount	
Agency OBE TEST AGENCY Agency Phone +49 61136070	▼ Type: CABIN	I, TWID: 747976	69; (2 records)							-	
Agent TRAINING AGENT Vacation Start 05/31/2014	24512683		OF	ANDY FREE FREESTYLE	Norwegian E	05/31/2014	06/08/2014	BA	11120	2	Delete /
Vacation End 06/08/2014 Sail Start 06/01/2014	Back	Crea	te TM(
Sail End 06/08/2014 Destination EUROPE Shin Networking End											
Pricing Category BA											
Stateroom 11120											
Guests 2											
Curr. Promos BROCHURE, CAMPAIGN											

NCL

Please note that you can only create those links for bookings that have been created by your agency.

Alt Res ID

If your company works with an internal reservations system and you thus would like to add your individual reservation ID to a booking done with Norwegian Cruise Line, you can do this by clicking on the **Alt Res ID** button which is located in the dashboard bar on the left side of your screen. Just enter your alternative reservation ID in the new window which opens. Note that this functionality is only available if you are in Edit Modus.

Online Check-In

Don't forget to do the Online Check-In for your guests. The ABE offers you a direct link to Norwegian's Online Check-In page by clicking on the **Online Check In** button, located on the dashboard. The Online Check-In is due until 4 days prior to departure.



Groups

Book Norwegian for Groups allows you to

- Create bookings within your allotment and enter names.
- Change names before the release date.
- Choose stateroom numbers directly and access detailed information about the staterooms.
- Enter special requests such as cribs or pushing the beds together.
- Book shore excursions and/or onboard activities.

So you can confirm a reservation to your clients right away. After completing the booking, you will receive your reservation ID, which you may retrieve anytime.

Please take note of the following points before you get started:

- **Requests in addition to your allotment:** In Book Norwegian you will see all available categories, as well those that you are not holding in your allotment. Please only book the categories within your allocation, as we only ensure the agreed rates for those categories. If you have a request for a category you are not holding in the allotment, please contact our groups department.
- After the release date: After the release date of the group no additional bookings and changes are permitted via Book Norwegian. Please contact the groups department in such cases via e-mail.
- **Special Needs:** Please continue to forward any special needs from your clients, such as special diets, allergies, disabilities etc., directly to the groups department.
- **Stateroom numbers:** If you have booked a Wheelchair Accessible Stateroom and do not require a wheelchair, we reserve the right to relocate you to another regular equivalent stateroom in order to accommodate a guest with a wheelchair.

To book delegates within a group and manage your existing groups, please go to **Groups** on the upper side of the screen.

New Reservation My Reservations	Clients Tour Credit Agency Amenities	My Agency Groups		AGENTBOOKINGENGINE/NCL FRANKFURT
Report a Problem	Groups	Groups		
(No reservations opened)	Search and manage groups			
	Specify groups searc	h parameters		
	Group Name		Group ID	Group Status
				▼
	Ship	Sail From	Sail To	
		-	⊞	
		Search		Clear All

You will be guided to the group search screen, where you will be able to retrieve your groups by entering the name, group number or ship and sail dates. Please hit the **Search** button to locate your group. Please contact our groups department for detailed instructions on how to manage groups within Book Norwegian.



Change Password

You can change your password in the scroll down menu on the upper right corner

New Reservation My Reservations	Clients Tour Credit Agency Amenities My	Agency Groups			AGENTBOOKINGENG	INE/NCL FRANKFURT
Report a Problem - Opened Reservations	My Reservations				Change Password	
#-41377925 SHOPPING	My Reservations My Freestyle Grou	ups			Print	
Close all opened	First Name	English (United States)				
	Resid	OR by:	Last Name	First Warne	Log Out	
	Oraus ID		Ohin	Deale Colling From	Peaked From	
Change Password						
changerassword						
Change your password						
Please provide old and	new passwords					
Old Password						
New Password						
Repeat New Password						
Change						

Administer My Agency

If you are set up as the supervisor/administrator of your agency, you can refresh the individual password of your agent colleagues by entering in your Agency profile **My Agency**.

NCL	New Reservation	My Reservations	Clients	Tour Credit	Agency Amenities	My Agency	Groups
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Click on View Agents and select an agent.

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geno	cy Maintenar	ce						
Ageno	cy ID		Agency Name					
3743	37		OBE TEST AGENC	Y			View Agents	
Curre	ncy		Office Code		Contact Name			
EUR NCL FRANKFURT				(none)				
ARC # IATA			IATA		CLIA		Floating	Deposit
(none	e)		(none)		U0442977		N	
odm/i	sr			Consortium Name				
(none	e)			(none)				
Add	Type	Street Address		City		State	Zip	Country
Add	Type PRIMARY	Street Address KREUZBERGE	R RING 68	City WIESBAD	DEN	State	Zip 65205	Country DE
Add	Type PRIMARY	Street Address KREUZBERGE	R RING 68	City WIESBAI	DEN	State	Zip 65205	Country DE
Add 1 Pho	Type PRIMARY	Street Address KREUZBERGE	R RING 68	City WIESBAI	DEN	State	Zip 65205	Country DE
Add 1 Pho	resses Type PRIMARY nes Type	Street Address KREUZBERGE	R RING 68 Country C.	City WIESBAI	DEN	State	Zip 65205	Country DE
Add 1 Pho	resses Type PRIMARY nes Type BUSINE	Street Address KREUZBERGE	R RING 68 Country C. 49	City WIESBAI	DEN	State	Zip 65205	Country DE Ext.
Add 1 Pho 1 2	resses Type PRIMARY nes Type BUSINE BUSINE	Street Address KREUZBERGE SS SS	R RING 68 Country C. 49 49	City WIESBAI Phone Number 61136070 6113607099	DEN	State	Zip 65205	Country DE
Add 1 Pho 1 2 Tier	resses Type PRIMARY nes Type BUSINE BUSINE	SS Additional Fields	R RING 68 Country C. 49 49	City WIESBAD 	DEN	State	Zip 65205	Country DE Ext.
Add 1 Phon 1 2 Tier	resses Type PRIMARY nes Type BUSINE BUSINE r Commissions	Street Address KREUZBERGE SS SS Additional Fields	R RING 68 Country C. 49 49	City WIESBAT Phone Number 61136070 6113607099	DEN	State	Zip 65205	Country DE Ext.
Add 1 Pho 1 2 Tier Com	resses Type PRIMARY nes Type BUSINE BUSINE r Commissions	Street Address KREUZBERGE SS SS Additional Fields	R RING 68 Country C. 49 49 Uurrency	City WIESBAT 61136070 6113607099	DEN From Rev	State	Zip 65205	Country DE Ext. Effective To

Book Norwegian by Norwegian Cruise Line – Complete Manual / Version: 02.01.2014 NCL (Bahamas) Ltd., Wiesbaden Office, Continental Europe Branch, Kreuzberger Ring 68, D - 65205 Wiesbaden, E-mail: <u>agencysupport@ncl.com</u>



If you click on **View Agents** you can see all the agents that are already set up for your agency – if you need to update anything in their profile, just click on **Edit**: Agents

Agency ID 37437	Agency Name OBE TEST AGENCY			
OBE TEST AGENCY Age	ents			
Search by: Agent Name	Search String		Search	
Found 29 agencies				
Quick Search	Clear			
Agent ID	Agent Name	Phone		
1241102	KATJA PETER			Edit
1395607	JESSICA PORT			Edit
914394	Anne-Marlene Pfeifer			Edit
1418764	RICARDO REYES			Edit
1056843	Claudia Roehl			Edit
695895	INSIDE SALES			Edit
1411645	STEFANIE STEINBORN			Edit
1286041	Daniela Schroeder			Edit
1247770	AGENT TRAINING			Edit
1355847	Agent Test			Edit
1240613	Guelten Willis			Edit
1261413	Susann Wurm			Edit
538808	redesign project			Edit
1245164	Kristof vanTomme			Edit 👻
Clear				
Back Create	a new agent			

To create a new agent profile click on **Create a new agent** button and insert First Name, Last Name, E-Mail address and click on **Save Agent Profile**. Then insert a Web Login Name for that agent and click on **Reset Password** so that the new agent will receive his/her access data for Book Norwegian by e-mail.

Agent Maintenance			
Agent Profile			
Agency Name: OBE TEST AGENCY "First Name AGENT	*Last Name TRAINING		
E-Mail aherzig@ncl.com	Phone # (none)		
WEB			
Web Login Name AGENTBOOKINGENGINE	Reset Password		
*Security Level Supervisor 🔽 🔽 Has Web Access			
Back		Save Agent Profile	Update Password

The security level differentiates between Agent and Supervisor. While the Agent can only see and update his own profile, the Supervisor can see and update the profiles of all agents working in the agency.



Contact Information

If you need additional assistance, please contact us as follows:

For Maintenance Issues regarding your agency profile/ID and passwords queries, please contact Agency Support:

E-mail: agencysupport@ncl.com

Telephone: 00800 03 10 21 21, Option 2 (toll-free from landline network, rates differ for calls from mobile network)

For calls from France: +49 1805 62 5527 (€ 0,14/min. from landline network, rates differ for calls from mobile network)

For Booking queries and amendments, please contact Reservations (FIT) or (Groups): Telephone: 00800 03 10 21 21, Option 1 (toll-free from landline network, rates differ for calls from mobile network) E-Mail: <u>reservations@ncl.com</u> or <u>groups-europe@ncl.com</u>