

Book Norwegian Complete Manual

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Accessing Book Norwegian

To access Book Norwegian please go to <http://www.ncl.eu> 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. <http://www.agents.ncl.eu/>

BOOK NORWEGIAN RIGHT HERE

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 agency-support-europe@ncl.com.

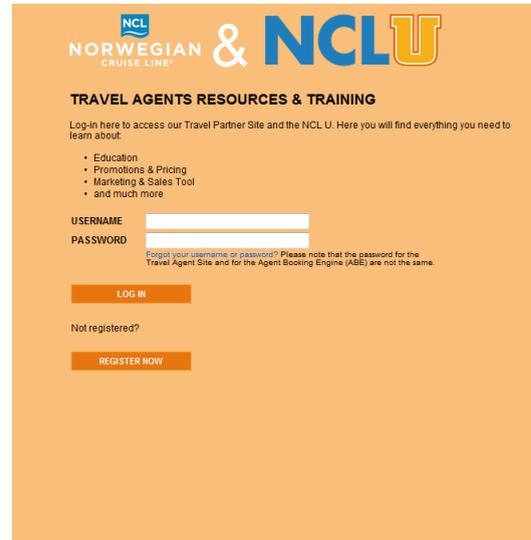
[START BOOKING](#)

Forgotten your password? Click [here](#) and we'll send you an email reminder.

Norwegian Partner Agency – register now

To sell Norwegian and access our online booking tool Book Norwegian, you'll need to become a Partner Agency. Registration is easy and we'll be delighted to have you 'on board'.

[REGISTER NOW](#)



NORWEGIAN & NCLU
CRUISE LINE

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:

- Education
- Promotions & Pricing
- Marketing & Sales Tool
- and much more

USERNAME

PASSWORD

Forgot your username or password? Please note that the password for the Travel Agent Site and for the Agent Booking Engine (ABE) are not the same.

[LOG IN](#)

Not registered?

[REGISTER NOW](#)

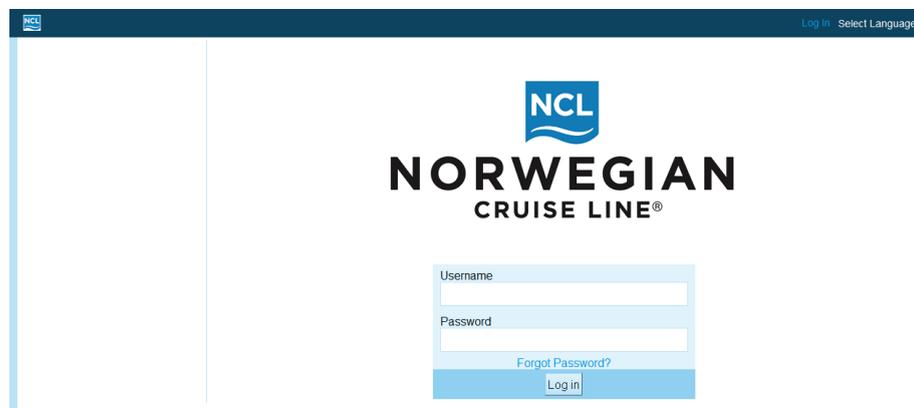
In order to access the Travel Agents Area content you will need to Log-In with your personal username and password. This Log-In is not yet the Log-In for Book Norwegian, it's just to enter the information area, where you can find for example marketing materials, agent rates, online seminars, etc. If 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.

Log-In Screen



[Log in](#) [Select Language](#)

NCL
NORWEGIAN
CRUISE LINE®

Username

Password

[Forgot Password?](#)

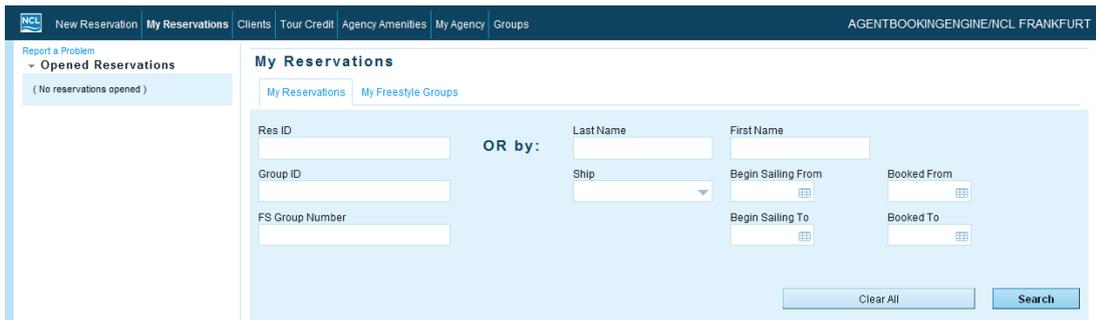
[Log in](#)

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

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 agencysupport@ncl.com 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**.



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: 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.

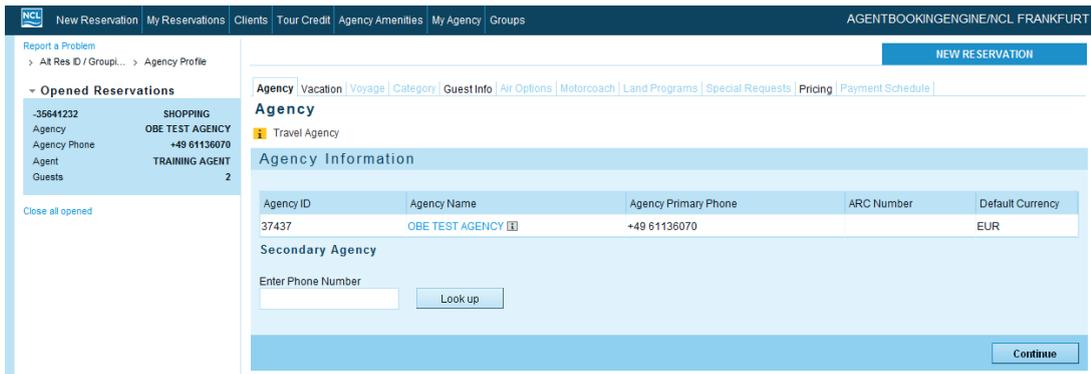
Groups: Review and book into existing groups that are set up under your account.

New Reservation

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

Agency Screen

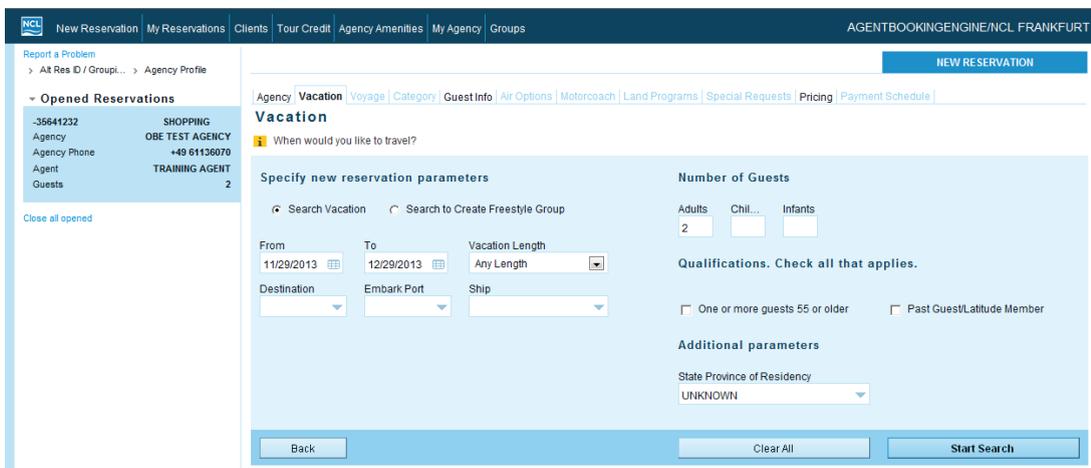
The Agency screen will display your Agency ID, name and phone number.



Click on the **Continue** button.

Vacation

The search vacation screen will now appear.



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

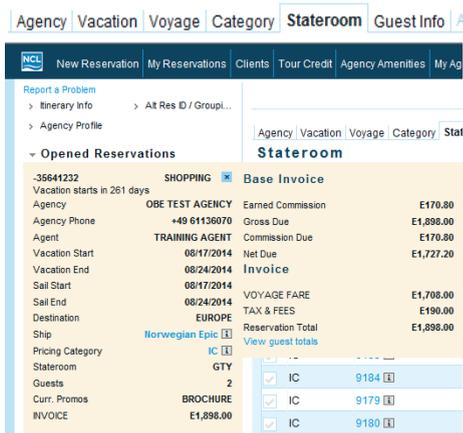
If the guest is more than 55 years old, you can mark the check box. If there are any best ager rates, they will be displayed automatically.

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.



The screenshot shows the NCL reservation system interface. At the top, there is a navigation bar with tabs: Agency, Vacation, Voyage, Category, **Stateroom** (highlighted in blue), Guest Info, Air Options, Motorcoach, Land Programs, Special Requests, Pricing, and Payment Schedule. Below this is a secondary navigation bar with tabs: New Reservation, My Reservations, Clients, Tour Credit, Agency Amenities, and My Ag. On the left side, there is a sidebar menu with options: Report a Problem, Itinerary Info, Agency Profile, and Opened Reservations. The main content area displays a 'Base Invoice' for reservation -35641232, including details for agency (OBE TEST AGENCY), agent (TRAINING AGENT), and various charges like Earned Commission, Gross Due, Commission Due, and Net Due. A 'Continue' button is visible on the right side of the invoice details.

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  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  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 / Group...](#) > [Agency Profile](#)

Opened Reservations

40276220 SHOPPING
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 Guests 2

[Close all opened](#)

NEW RESERVATION

[Agency](#) | [Vacation](#) | [Voyage](#) | [Category](#) | [Guest Info](#) | [Air Options](#) | [Motorcoach](#) | [Land Programs](#) | [Special Requests](#) | [Pricing](#) | [Payment Schedule](#)

Voyage

 Prices displayed on this screen are 'lead in' cruise-only prices per meta category. Taxes are not included. Please select one of the following voyages to see full detailed pricing.

5 cruises found

Grouping: Destination Show Res Total Estimate Show Estimate for Guest 1

Ship	Vacation...	Star...	Sai...	Itinera...	Comments	SUITE	MINI-SUITE	BALCONY	INSIDE	La...	
▼ Destination: CARIBBEAN; (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...		E398.00	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 / Group...](#)
[Agency Profile](#)
Opened Reservations
 -40276220 **SHOPPING**
 Vacation starts in 31 days
 Agency **OBE TEST AGENCY**
 Agency Phone **+49 61136070**
 Agent **TRAINING AGENT**
 Vacation Start **01/04/2014**
 Vacation End **01/11/2014**
 Sail Start **01/04/2014**
 Sail End **01/11/2014**
 Destination **CARIBBEAN**
 Ship **Norwegian Epic**
 Pricing Category **ID**
 Stateroom **GTY**
 Guests **2**
 Curr. Promos **CSEEB**
 INVOICE **E1,298.00**

NEW RESERVATION

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

Category

Please select a stateroom category to continue. Price reflects initial price quote per person based on selected occupancy. This quote is preliminary and only includes applicable cruise fares. Additional guest fares, charges for features and taxes will be added to your final price based upon your selections in the shopping process. To view additional promotional codes, please click the link in the "Current Promo" column, then click Select Promos.

Select Cabin Category
 Destination: CARIBBEAN Vacation Start: 01/04/2014 Ship: Norwegian Epic Vacation End: 01/11/2014

Grouping: No grouping
Quick Search
Clear
 Show My Freestyle Group Only
Select Air

Ca...	Up...	Up...	Description	M...	Crib	S...	C...	Current Pro...	Res. Total	Quote Gue...	Quote Gue...	FS Group T...
S2			THE HAVEN DEL...	4	OK	OK	1	CSEEB	E6,618.00	E3,309.00		Select
M9			SPA MINI SUITE...	3	OK	OK	3	CSEEB	E2,318.00	E1,159.00		Select
M3			FAMILY MINI SUI...	3	OK	OK	7+	CSEEB	E2,018.00	E1,009.00		Select
MA			MID-SHIP MINI S...	3	GTY	GTY	1	CSEEB	E2,058.00	E1,029.00		Select
MB			MID-SHIP MINI S...	3	OK	OK	3	CSEEB	E2,038.00	E1,019.00		Select
MC			MID-SHIP MINI S...	3	OK	OK	7+	CSEEB	E1,998.00	E999.00		Select
MD			MID-SHIP MINI S...	3	OK	OK	1	CSEEB	E1,998.00	E999.00		Select
B9			SPA BALCONY	3	OK	OK	1	CSEEB	E2,298.00	E1,149.00		Select
B1			FAMILY BALCON...	3	OK	OK	7+	CSEEB	E1,938.00	E969.00		Select
B2			FAMILY BALCON...	4	OK	OK	7+	CSEEB	E1,838.00	E919.00		Select
B3			FAMILY BALCON...	3	OK	OK	7+	CSEEB	E1,838.00	E919.00		Select
B4			FAMILY BALCONY	3	OK	OK	7+	CSEEB	E1,778.00	E889.00		Select
B5			FAMILY BALCONY	4	OK	OK	2	CSEEB	E1,798.00	E899.00		Select
B6			LARGE BALCONY	3	OK	OK	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	OK	OK	7+	CSEEB	E1,778.00	E889.00		Select
BC			BALCONY STAT...	3	OK	OK	7+	CSEEB	E1,718.00	E859.00		Select
BD			BALCONY STAT...	3	GTY	GTY	0	CSEEB	E1,718.00	E859.00		Select

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:	<p>OK indicates that staterooms are available and a specific stateroom number can be assigned.</p> <p>GT indicates that staterooms are available but no specific stateroom number can be assigned at time of booking (**see below)</p> <p>** Guarantees are not available for back to back sailing, suites or special staterooms such as family or spa staterooms **</p>
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

- > Itinerary Info
- > Agency Profile

Alt Res ID / Group...

Opened Reservations

-55409259 SHOPPING

Vacation starts in 163 days

Agency OBE TEST AGENCY

Agency Phone +49 61136070

Agent TRAINING AGENT

Vacation Start 06/01/2014

Vacation End 06/08/2014

Sail Start 06/01/2014

Sail End 06/08/2014

Destination EUROPE

Ship Norwegian Epic

Pricing Category BA

Stateroom GTY

Guests 2

Curr. Promos BROCHURE, CAMPAIGN

INVOICE E2,038.00

Close all opened

NEW RESERVATION

[Agency](#) | [Vacation](#) | [Voyage](#) | [Category](#) | [Stateroom](#) | [Guest Info](#) | [Air Options](#) | [Motorcoach](#) | [Land Programs](#) | [Special Requests](#) | [Pricing](#) | [Payment Schedule](#)

Price Programs

Current Invoice & Promos

Code	Price
VOYAGE FARE	1848
TAX & FEES	190
Total	2038

Code	Name	Guest
BROCHURE	Brochure rate	Guest #1
BROCHURE	Brochure rate	Guest #2
CAMPAIGN	Special Offers-	Guest #1
CAMPAIGN	Special Offers-	Guest #2

Fare Calculator

Code	Price
VOYAGE FARE	1848
TAX & FEES	190
Total	2038

Code	Name	Guest
BROCHURE	Brochure rate	Guest #1
BROCHURE	Brochure rate	Guest #2
CAMPAIGN	Special Offers-	Guest #1
CAMPAIGN	Special Offers-	Guest #2

Price Programs

Promo Code	Name	Description	Guest #1	Guest #2
BROCHURE	Brochure rate	Brochure rate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CAMPAIGN	Special Offers-	Special Offers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CEPSC	Prepaid Service Charges	Prepaid Service Charges CE	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Back
Refresh prices
Apply Promotions

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

-55409259 SHOPPING

Vacation starts in 163 days

Agency OBE TEST AGENCY

Agency Phone +49 61136070

Agent TRAINING AGENT

Vacation Start 06/01/2014

Vacation End 06/08/2014

Sail Start 06/01/2014

Sail End 06/08/2014

Destination EUROPE

Ship Norwegian Epic

Pricing Category BA

Stateroom GTY

Guests 2

Curr. Promos BROCHURE, CAMPAIGN

INVOICE E2,038.00

Close all opened

Prices are updated

Current Invoice & Promos

Code	Price
VOYAGE FARE	1848
TAX & FEES	190
Total	2038

Code	Name	Guest
BROCHURE	Brochure rate	Guest #1
BROCHURE	Brochure rate	Guest #2
CAMPAIGN	Special Offers-	Guest #1
CAMPAIGN	Special Offers-	Guest #2

Fare Calculator

Code	Price
VOYAGE FARE	1848
SERVICE CHARGES	126
TAX & FEES	190
Total	2164

Code	Name	Guest
BROCHURE	Brochure rate	Guest #1
BROCHURE	Brochure rate	Guest #2
CAMPAIGN	Special Offers-	Guest #1
CAMPAIGN	Special Offers-	Guest #2
CEPSC	Prepaid Service Charges	Guest #1
CEPSC	Prepaid Service Charges	Guest #2

Price Programs

Promo Code	Name	Description	Guest #1	Guest #2
BROCHURE	Brochure rate	Brochure rate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CAMPAIGN	Special Offers-	Special Offers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CEPSC	Prepaid Service Charges	Prepaid Service Charges CE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Back
Refresh prices
Apply Promotions

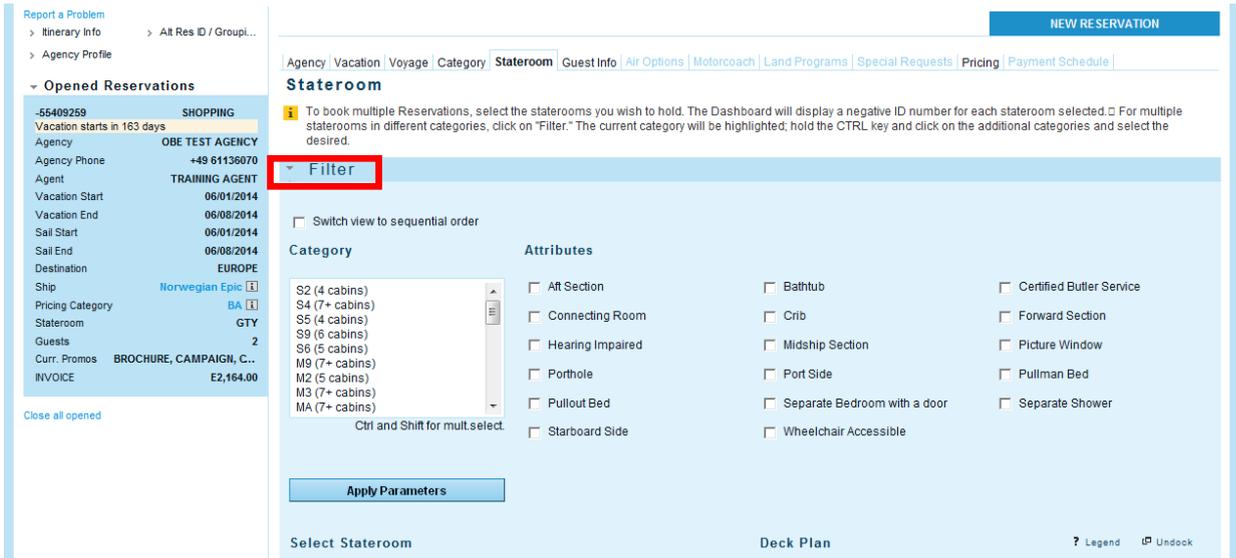
On this page you can see a comparison „Current Invoice & Promos“ (old invoice) and “Fare Calculator” (new invoice).

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**.

✪ If 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 / Group...
 > Agency Profile

NEW RESERVATION

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

Stateroom

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.

Filter

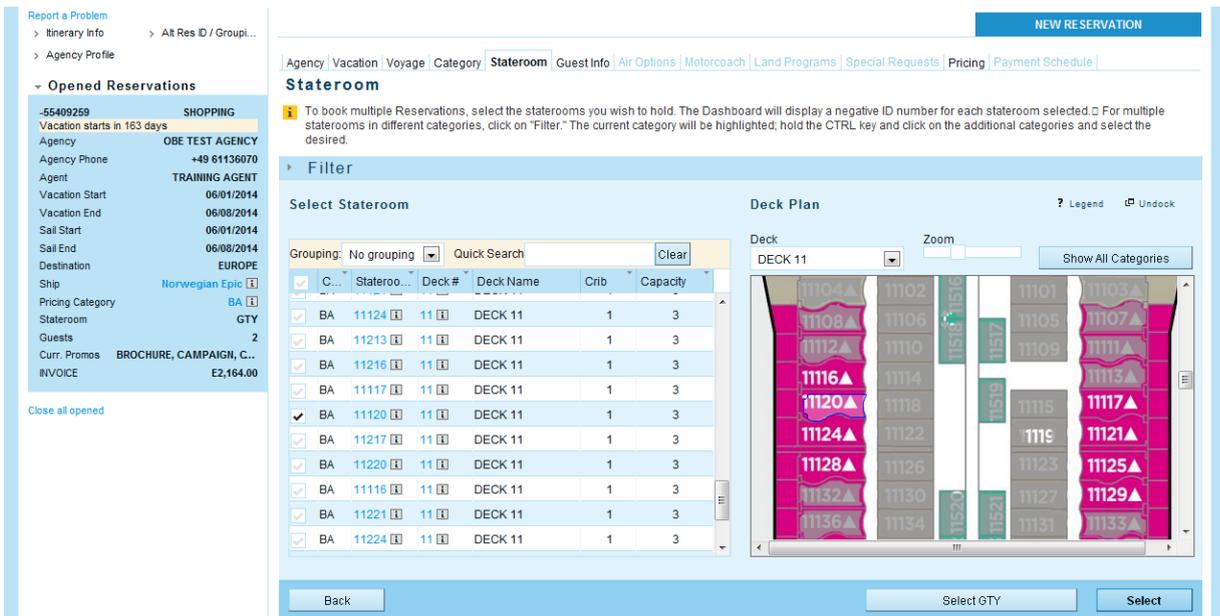
Switch view to sequential order

Category	Attributes
S2 (4 cabins)	<input type="checkbox"/> Aft Section
S4 (7+ cabins)	<input type="checkbox"/> Bathtub
S5 (4 cabins)	<input type="checkbox"/> Connecting Room
S9 (6 cabins)	<input type="checkbox"/> Crib
S6 (5 cabins)	<input type="checkbox"/> Hearing Impaired
M9 (7+ cabins)	<input type="checkbox"/> Midship Section
M2 (5 cabins)	<input type="checkbox"/> Porthole
M3 (7+ cabins)	<input type="checkbox"/> Pullout Bed
MA (7+ cabins)	<input type="checkbox"/> Starboard Side
	<input type="checkbox"/> Separate Bedroom with a door
	<input type="checkbox"/> Wheelchair Accessible
	<input type="checkbox"/> Certified Butler Service
	<input type="checkbox"/> Forward Section
	<input type="checkbox"/> Picture Window
	<input type="checkbox"/> Pullman Bed
	<input type="checkbox"/> Separate Shower

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 / Group...
 > Agency Profile

NEW RESERVATION

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

Stateroom

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.

Filter

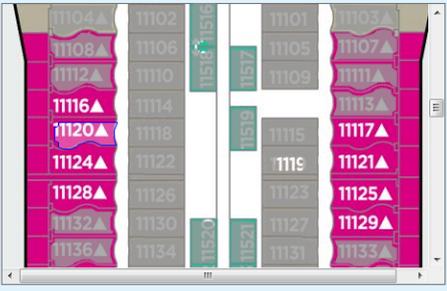
Select Stateroom

Grouping: No grouping Quick Search

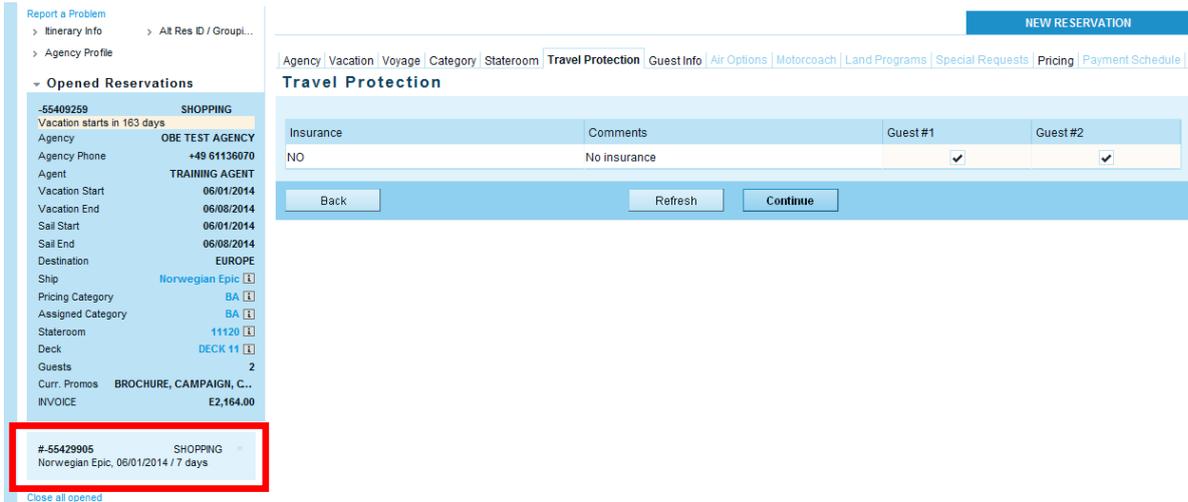
<input type="checkbox"/>	C...	Stateroo...	Deck #	Deck Name	Crib	Capacity
<input type="checkbox"/>	BA	11124	11	DECK 11	1	3
<input type="checkbox"/>	BA	11213	11	DECK 11	1	3
<input type="checkbox"/>	BA	11216	11	DECK 11	1	3
<input type="checkbox"/>	BA	11117	11	DECK 11	1	3
<input checked="" type="checkbox"/>	BA	11120	11	DECK 11	1	3
<input type="checkbox"/>	BA	11217	11	DECK 11	1	3
<input type="checkbox"/>	BA	11220	11	DECK 11	1	3
<input type="checkbox"/>	BA	11116	11	DECK 11	1	3
<input type="checkbox"/>	BA	11221	11	DECK 11	1	3
<input type="checkbox"/>	BA	11224	11	DECK 11	1	3

Deck Plan ? Legend ⊞ Undock

Deck: DECK 11 Zoom



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").



Report a Problem
 > Itinerary Info > Alt Res ID / Group...
 > Agency Profile

NEW RESERVATION

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

Travel Protection

Insurance	Comments	Guest #1	Guest #2
NO	No insurance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Back Refresh Continue

Opened Reservations

-55409259 SHOPPING
 Vacation starts in 163 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 Vacation Start 06/01/2014
 Vacation End 06/08/2014
 Sail Start 06/01/2014
 Sail End 06/08/2014
 Destination EUROPE
 Ship Norwegian Epic
 Pricing Category BA
 Assigned Category BA
 Stateroom 11120
 Deck DECK 11
 Guests 2
 Curr. Promos BROCHURE, CAMPAIGN, C...
 INVOICE E2,164.00

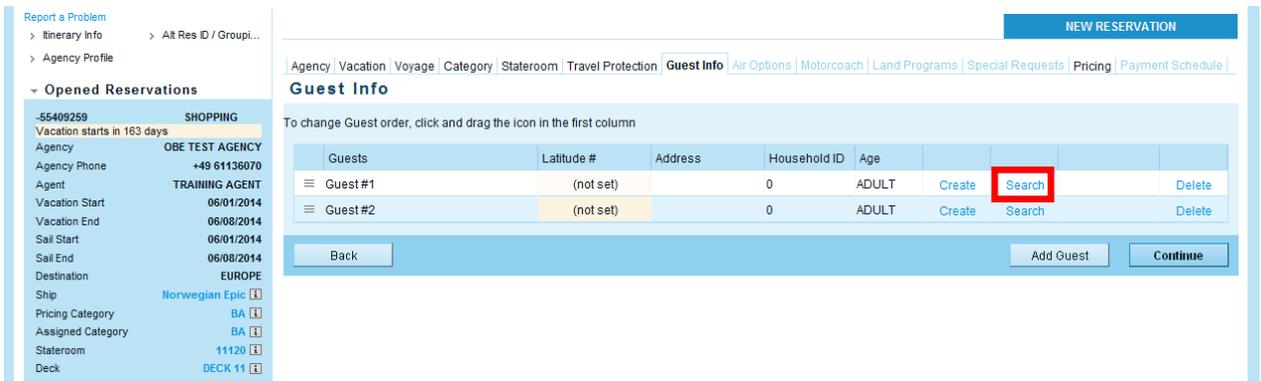
#55429905 SHOPPING
 Norwegian Epic, 06/01/2014 / 7 days

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: <http://www.ncl.eu/already-booked/travel-insurance/>.

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
 > Itinerary Info > Alt Res ID / Group...
 > Agency Profile

NEW RESERVATION

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

Guest Info

To change Guest order, click and drag the icon in the first column

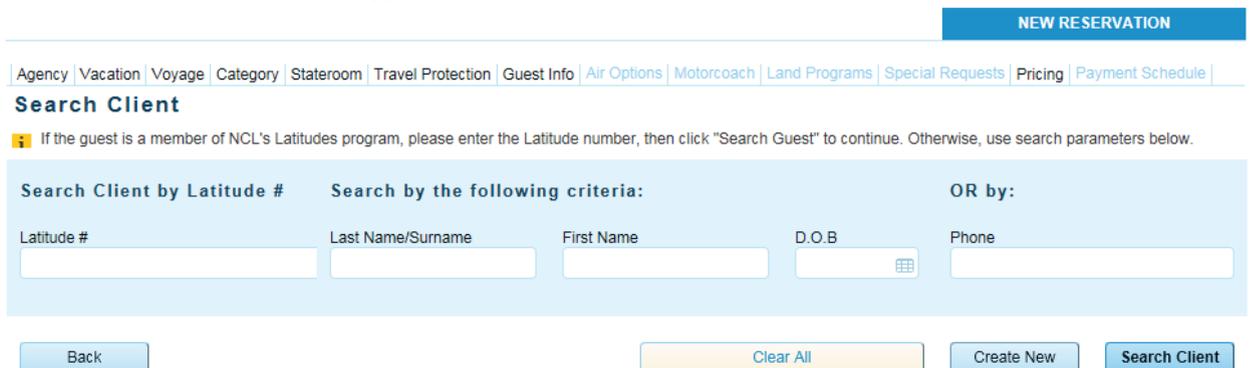
Guests	Latitude #	Address	Household ID	Age	Create	Search	Delete
≡ Guest #1	(not set)		0	ADULT	Create	Search	Delete
≡ Guest #2	(not set)		0	ADULT	Create	Search	Delete

Back Add Guest Continue

Opened Reservations

-55409259 SHOPPING
 Vacation starts in 163 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 Vacation Start 06/01/2014
 Vacation End 06/08/2014
 Sail Start 06/01/2014
 Sail End 06/08/2014
 Destination EUROPE
 Ship Norwegian Epic
 Pricing Category BA
 Assigned Category BA
 Stateroom 11120
 Deck DECK 11

The **Search Client** screen will appear.



NEW RESERVATION

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

Search Client

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 # **Search by the following criteria:** **OR by:**

Latitude # Last Name/Surname First Name D.O.B Phone

Back Clear All Create New **Search Client**

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 | Stateroom | Travel Protection | Guest Info | Air Options | Motorcoach | Land Programs | Special Requests | Pricing | Payment Schedule

Search Client

i 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 #	Search by the following criteria:			OR by:
Latitude #	Last Name/Surname	First Name	D.O.B	Phone
<input type="text"/>	<input type="text" value="Freestyle"/>	<input type="text" value="Andy"/>	<input type="text" value="01/01/1980"/>	<input type="text"/>

Back
Clear 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.

Latitude #	Last Name/Surname	First Name	D.O.B	Phone
<input type="text"/>	<input type="text" value="Freestyle"/>	<input type="text" value="Andy"/>	<input type="text" value="01/01/1980"/>	<input type="text"/>

Back
Clear All
Create New
Search Client

Client Search Results

<input checked="" type="checkbox"/>	Latitude #	Ac...	First Name	Mid...	Last Name	Birthday	Age	Phone	Household ID	
<input checked="" type="checkbox"/>	218132274	<input checked="" type="checkbox"/>	ANDY		FREESTYLE	01/01/1980	33	+49 61136070	24811160	Coupons

Add to Reservation

Report a Problem
NEW RESERVATION

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

Guest Info

To change Guest order, click and drag the icon in the first column

Guests	Latitude #	Address	Household...	Age					
☰ ANDY FREESTYLE	218132274	KREUZBERGE...	24811160	ADULT	Coupons	View	Search	Remove	Delete
☰ Guest #2	(not set)		0	ADULT		Create	Search		Delete

Back
Add Guest
Continue

Report a Problem
NEW RESERVATION

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

Report a Problem

> Itinerary Info > Alt Res ID / Group...

> Agency Profile

▼ Opened Reservations

-55409259 SHOPPING

Vacation starts in 163 days

Agency OBE TEST AGENCY

Agency Phone +49 61136070

Agent TRAINING AGENT

Vacation Start 06/01/2014

Vacation End 06/08/2014

Sail Start 06/01/2014

Sail End 06/08/2014

Destination EUROPE

Ship Norwegian Epic

Pricing Category BA

Assigned Category BA

Stateroom 1120

Deck DECK 11

Guests 2

Curr. Promos BROCHURE, CAMPAIGN, C...

INVOICE E2,164.00

Guest Info

To change Guest order, click and drag the icon in the first column

Guests	Latitude #	Address	Household...	Age					
☰ ANDY FREESTYLE	218132274	KREUZBERGE...	24811160	ADULT	Coupons	View	Search	Remove	Delete
☰ Guest #2	(not set)		0	ADULT		Create	Search		Delete

Back
Add Guest
Continue

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](#) | [Stateroom](#) | [Travel Protection](#) | [Guest Info](#) | [Air Options](#) | [Motorcoach](#) | [Land Programs](#) | [Special Requests](#) | [Pricing](#) | [Payment Schedule](#)

Modify Client

Profile

Client ID (none)						Language ▼
*Title ▼	*First/Given Name	Middle Name	*Last Name/Surname	*Gender Male ▼	Birthdate <input type="text"/>	*Citizenship ▼
Latitude Level PROSPECT						E-Mail <input type="text"/>

Household
[24811160] FREESTYLE ▼

[Addresses](#) | [Phones](#)

Address #1

Address Type HOME ADDRESS	Address 1 KREUZBERGER RING 68	Address 2 (none)
Country DE	Zip Code 65205	City WIESBADEN
		State(US or Ca... (none)

Back
Save and Continue

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

i 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 Reservation](#) | [My Reservations](#) | [Clients](#) | [Tour Credit](#) | [Agency Amenities](#) | [My Agency](#) | [Groups](#)
AGENTBOOKINGENGINE/NCL FRANKFURT

[Report a Problem](#) | [Itinerary Info](#) | [Agency Profile](#)
NEW RESERVATION

[Agency](#) | [Vacation](#) | [Voyage](#) | [Category](#) | [Stateroom](#) | [Travel Protection](#) | [Guest Info](#) | **Air Options** | [Motorcoach](#) | [Land Programs](#) | [Special Requests](#) | [Pricing](#) | [Payment Schedule](#)

Air Options

! Independent Air requests and deviations to Standard Air can result in fare increase. For Independent Air and Air Deviation policies, [please click here](#).

Grouping: by Request Type

Air Request Type	Guest	Gateway Outbound	Timing	Gateway Return	Timing
▼ No Air Request					
No Air Request	ANDY FREESTYLE				
No Air Request	SARAH FREESTYLE				

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.

! Independent Air requests and deviations to Standard Air can result in fare increase. For Independent Air and Air Deviation policies, [please click here](#).

Grouping: by Request Type

Air Request Type	Guest	Gateway Outbound	Timing	Gateway Return	Timing
▼ No Air Request					
No Air Request	ANDY FREESTYLE				
No Air Request	SARAH FREESTYLE				

Add or Change Gateway

Select guests request applies to

ANDY FREESTYLE
 SARAH FREESTYLE

Select Air Type: Independent | Select Air Directions: Round Trip

Outbound				Return			
*Dep. Airport	Arr. Airport	*Carrier	*Flight	Dep. Airport	*Arr. Airport	*Carrier	*Flight
FRA	BCN	LH	123	BCN	FRA	LH	124
*Departure Date	Time of 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

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

i 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**.

[New Reservation](#) | [My Reservations](#) | [Clients](#) | [Tour Credit](#) | [Agency Amenities](#) | [My Agency](#) | [Groups](#) AGENTBOOKINGENGINE/NCL FRANKFURT

[Report a Problem](#) | [Itinerary Info](#) | [Agency Profile](#) | [NEW RESERVATION](#)

[Agency](#) | [Vacation](#) | [Voyage](#) | [Category](#) | [Stateroom](#) | [Travel Protection](#) | [Guest Info](#) | **Air Options** | [Motorcoach](#) | [Land Programs](#) | [Special Requests](#) | [Pricing](#) | [Payment Schedule](#)

Air Options

! Independent Air requests and deviations to Standard Air can result in fare increase. For Independent Air and Air Deviation policies, [please click here](#).

Grouping: by Request Type

Air Request...	Guest	Gateway Outbo...	Timing	Gateway Return	Timing	Edit Request	Delete Request
INDEPENDENT							
INDEPENDE...	ANDY FREESTYLE	FRA	SAME DAY	FRA	SAME DAY	Itinerary Details	Delete
INDEPENDE...	SARAH FREESTYLE	FRA	SAME DAY	FRA	SAME DAY	Itinerary Details	Delete

[Close 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 [here](#) to see our transfer prices.

Reservation Summary

Res ID: 24512465
Status: OFFER
Initial Date: 12/24/2013
Booking Source: INTERNETA
Agency:

Name: OBE TEST AGENCY
Phone: +49 61136070
Address: KREUZBERGER RING 68
City/State/Zip: WIESBADEN/65205
Agent:

Name: TRAINING AGENT

Guests

Guest	Citizenship	Age	Guest Type	Latitude Level	Online Check-in
FREESTYLE ANDY	DE	34	REGULAR	PROSPECT	N/A
FREESTYLE SARAH	DE		REGULAR	PROSPECT	N/A

Reservation Header

Destination: EUROPE
Vacation Start Date: 06/01/2014
Vacation End Date: 06/08/2014
Ship: [Norwegian Epic](#)
Pricing Category: [BA](#)
Assigned Category: [BA](#)
Stateroom: [11120](#)
Guests: 2

Air Information

Guest	OUT				RET			
	Gateway	Flight#	Departure	Arrival	Gateway	Flight#	Departure	Arrival
FREESTYLE ANDY	FRA	123	06/01/2014 08:00 AM	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 08:00 AM	06/01/2014 10:00 AM	FRA	124	06/08/2014 04:50 PM	06/08/2014 07:05 PM

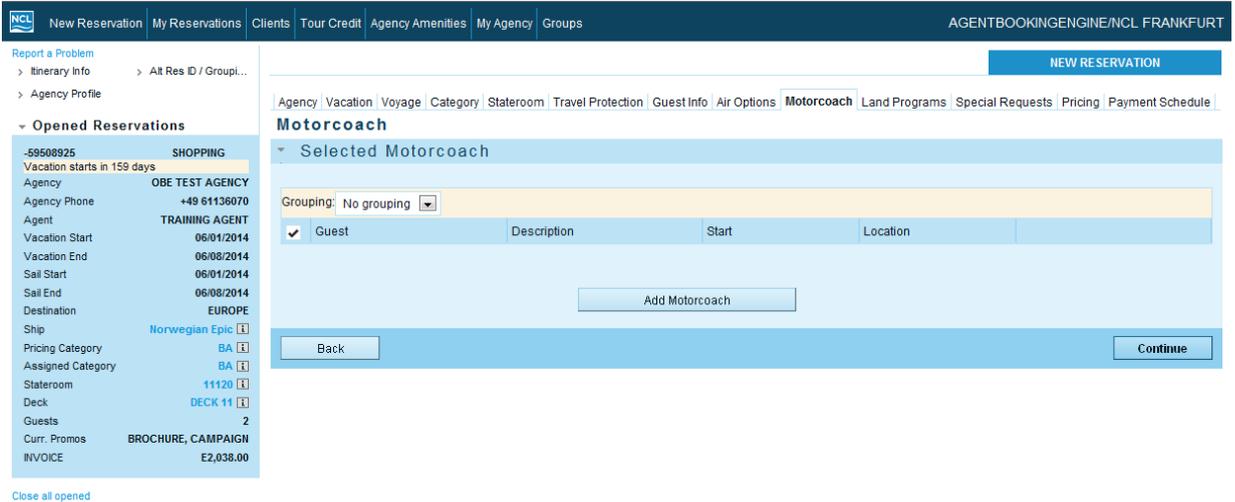
Motorcoach

FREESTYLE ANDY From BCN (AIRPORT) to BCN (PORT)
 FREESTYLE ANDY From BCN (PORT) to BCN (AIRPORT)
 FREESTYLE SARAH From BCN (AIRPORT) to BCN (PORT)
 FREESTYLE SARAH From BCN (PORT) to BCN (AIRPORT)

Travel Protection

Motorcoach

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



Report a Problem
 > Itinerary Info > Alt Res ID / Groupi...
 > Agency Profile

Opened Reservations

-59508925 SHOPPING
 Vacation starts in 159 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 Vacation Start 06/01/2014
 Vacation End 06/08/2014
 Sail Start 06/01/2014
 Sail End 06/08/2014
 Destination EUROPE
 Ship Norwegian Epic ⓘ
 Pricing Category BA ⓘ
 Assigned Category BA ⓘ
 Stateroom 11120 ⓘ
 Deck DECK 11 ⓘ
 Guests 2
 Curr. Promos BROCHURE, CAMPAIGN
 INVOICE E2,038.00

Close all opened

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

Motorcoach

Selected Motorcoach

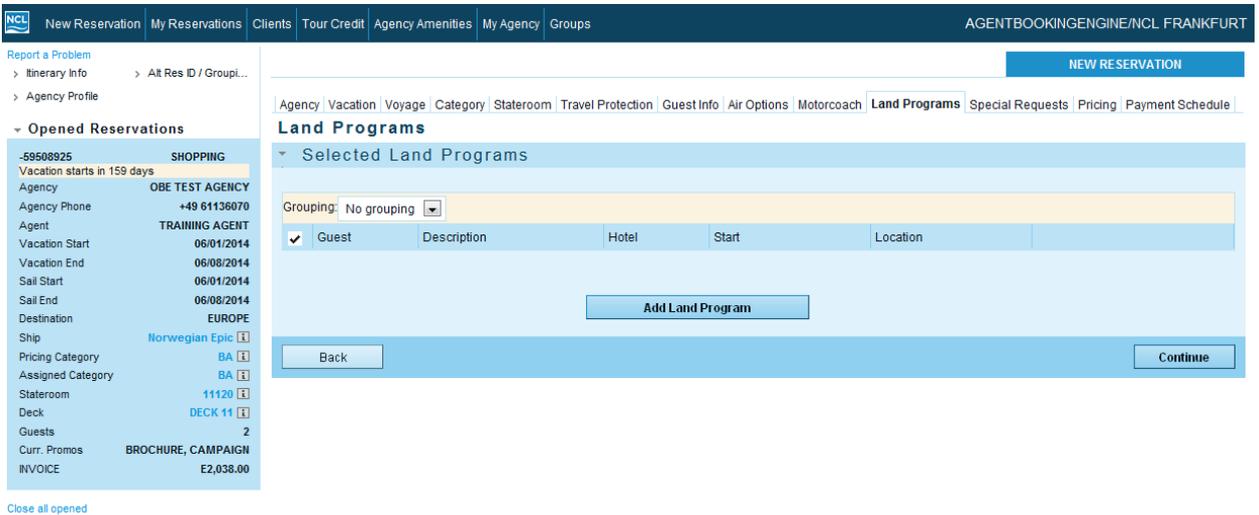
Grouping: No grouping ▾

<input checked="" type="checkbox"/>	Guest	Description	Start	Location
Add Motorcoach				

Back Continue

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.



Report a Problem
 > Itinerary Info > Alt Res ID / Groupi...
 > Agency Profile

Opened Reservations

-59508925 SHOPPING
 Vacation starts in 159 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 Vacation Start 06/01/2014
 Vacation End 06/08/2014
 Sail Start 06/01/2014
 Sail End 06/08/2014
 Destination EUROPE
 Ship Norwegian Epic ⓘ
 Pricing Category BA ⓘ
 Assigned Category BA ⓘ
 Stateroom 11120 ⓘ
 Deck DECK 11 ⓘ
 Guests 2
 Curr. Promos BROCHURE, CAMPAIGN
 INVOICE E2,038.00

Close all opened

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

Land Programs

Selected Land Programs

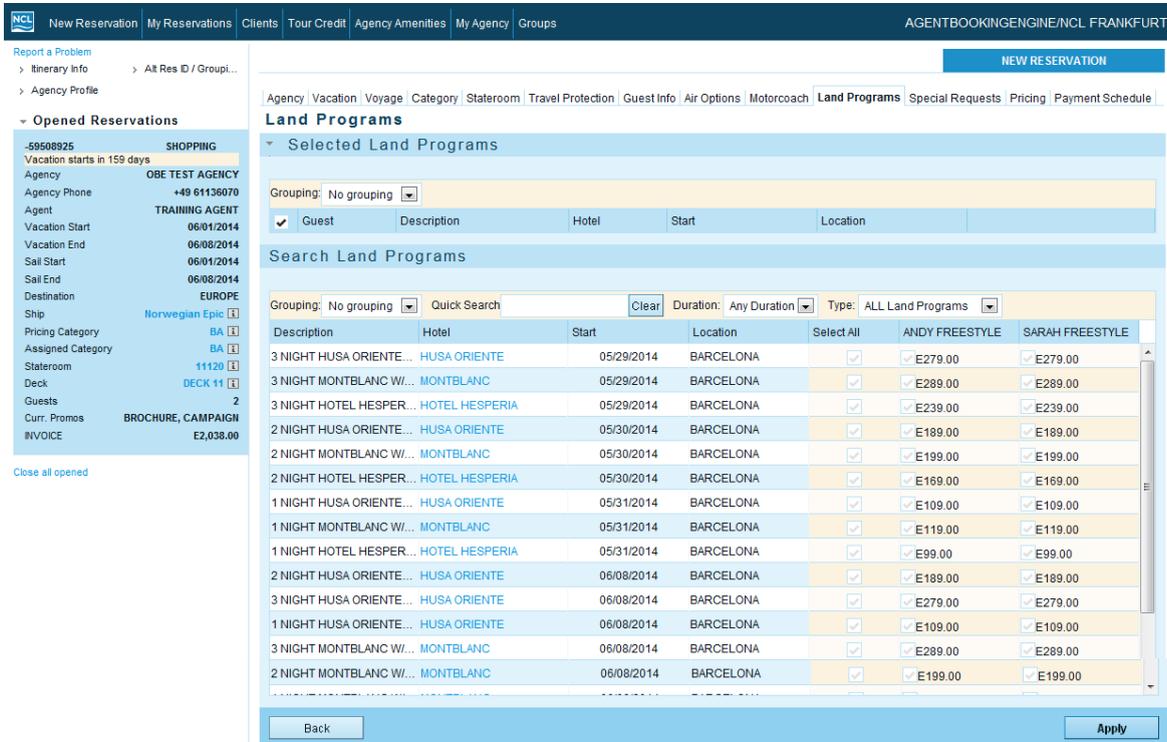
Grouping: No grouping ▾

<input checked="" type="checkbox"/>	Guest	Description	Hotel	Start	Location
Add Land Program					

Back Continue

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

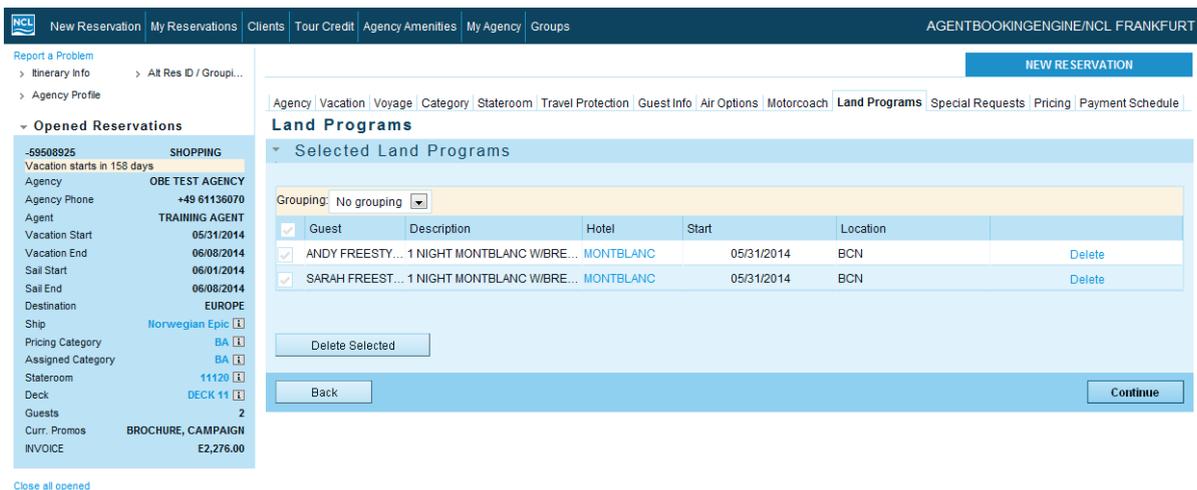
The Land Programs screen will display any packages offered on the sailing. A detailed description of the hotels can be found on our website <http://www.ncl.eu/already-booked/hotels/>.



The screenshot shows the 'Land Programs' section of the NCL booking engine. On the left, there is a sidebar with reservation details for reservation -59508925, including agency information (OBE TEST AGENCY), dates (06/01/2014 to 06/08/2014), destination (EUROPE), and ship (Norwegian Epic). The main area displays a table of 'Selected Land Programs' with columns for Description, Hotel, Start, Location, and pricing for two different packages: 'ANDY FREESTYLE' and 'SARAH FREESTYLE'. Each row includes a 'Select All' checkbox. At the bottom of the table, there are 'Back' and 'Apply' buttons.

Description	Hotel	Start	Location	Select All	ANDY FREESTYLE	SARAH FREESTYLE
3 NIGHT HUSA ORIENTE...	HUSA ORIENTE	05/29/2014	BARCELONA	<input type="checkbox"/>	E279.00	E279.00
3 NIGHT MONTBLANC W...	MONTBLANC	05/29/2014	BARCELONA	<input type="checkbox"/>	E289.00	E289.00
3 NIGHT HOTEL HESPER...	HOTEL HESPERIA	05/29/2014	BARCELONA	<input type="checkbox"/>	E239.00	E239.00
2 NIGHT HUSA ORIENTE...	HUSA ORIENTE	05/30/2014	BARCELONA	<input type="checkbox"/>	E189.00	E189.00
2 NIGHT MONTBLANC W...	MONTBLANC	05/30/2014	BARCELONA	<input type="checkbox"/>	E199.00	E199.00
2 NIGHT HOTEL HESPER...	HOTEL HESPERIA	05/30/2014	BARCELONA	<input type="checkbox"/>	E169.00	E169.00
1 NIGHT HUSA ORIENTE...	HUSA ORIENTE	05/31/2014	BARCELONA	<input type="checkbox"/>	E109.00	E109.00
1 NIGHT MONTBLANC W...	MONTBLANC	05/31/2014	BARCELONA	<input type="checkbox"/>	E119.00	E119.00
1 NIGHT HOTEL HESPER...	HOTEL HESPERIA	05/31/2014	BARCELONA	<input type="checkbox"/>	E99.00	E99.00
2 NIGHT HUSA ORIENTE...	HUSA ORIENTE	06/08/2014	BARCELONA	<input type="checkbox"/>	E189.00	E189.00
3 NIGHT HUSA ORIENTE...	HUSA ORIENTE	06/08/2014	BARCELONA	<input type="checkbox"/>	E279.00	E279.00
1 NIGHT HUSA ORIENTE...	HUSA ORIENTE	06/08/2014	BARCELONA	<input type="checkbox"/>	E109.00	E109.00
3 NIGHT MONTBLANC W...	MONTBLANC	06/08/2014	BARCELONA	<input type="checkbox"/>	E289.00	E289.00
2 NIGHT MONTBLANC W...	MONTBLANC	06/08/2014	BARCELONA	<input type="checkbox"/>	E199.00	E199.00

1. 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!
2. Once the package has been selected, click on the **Apply** button.



This screenshot shows the 'Land Programs' screen after a selection. The table now includes two rows with 'Delete' links in the pricing column. The 'Delete Selected' button is visible below the table, and the 'Apply' button has been replaced by a 'Continue' button.

Description	Hotel	Start	Location	Delete
ANDY FREESTY... 1 NIGHT MONTBLANC WBRE...	MONTBLANC	05/31/2014	BCN	Delete
SARAH FREEST... 1 NIGHT MONTBLANC WBRE...	MONTBLANC	05/31/2014	BCN	Delete

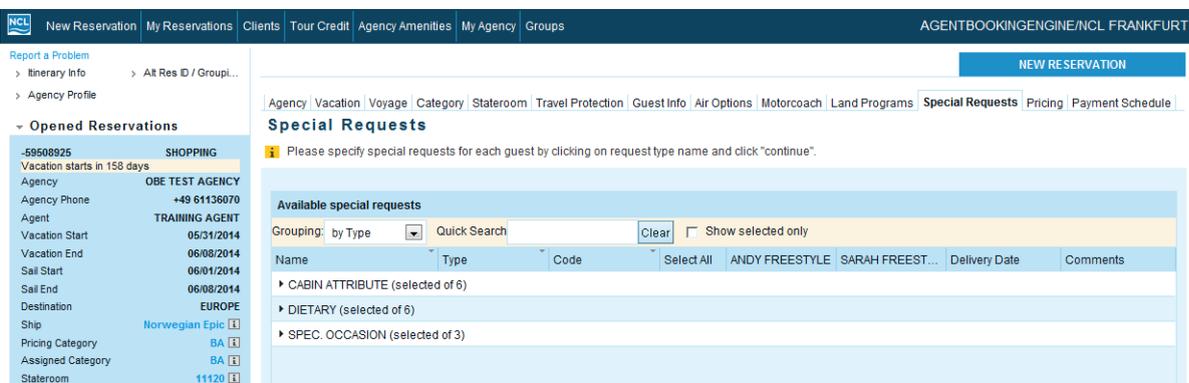
Once stored, the package details will appear on the Reservation Summary.

- ⓘ 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

- 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.
- 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.
- 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.



Report a Problem
 > Itinerary Info > Alt Res ID / Groupi...
 > Agency Profile

NEW RESERVATION

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

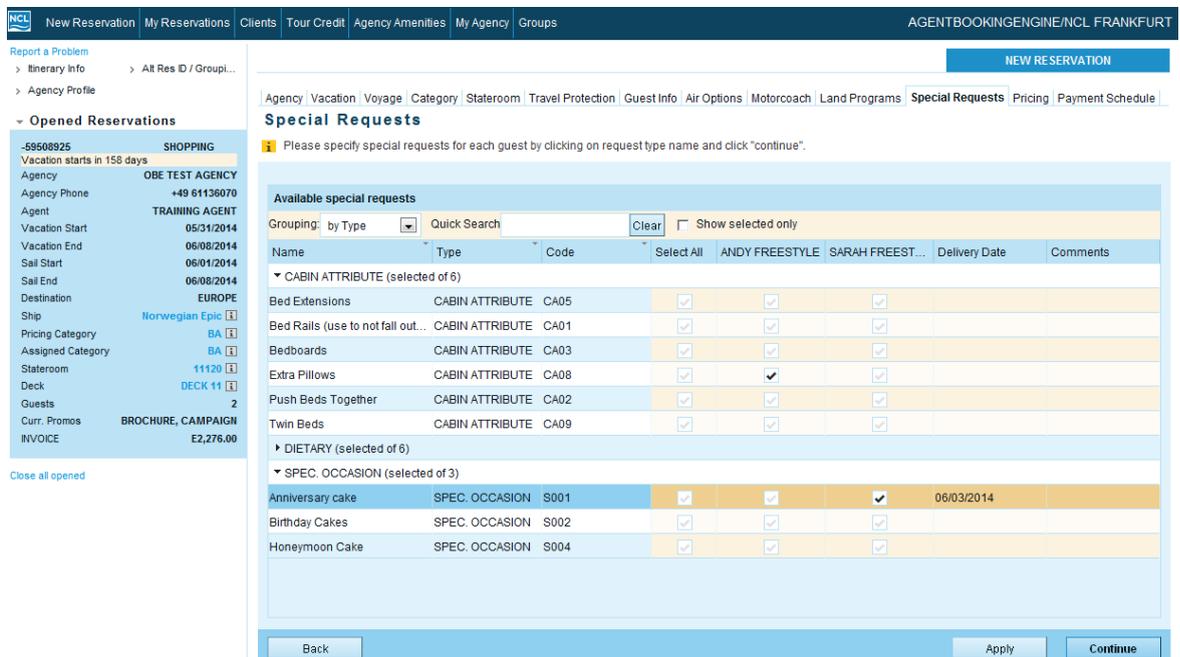
Special Requests

Please specify special requests for each guest by clicking on request type name and click "continue".

Available special requests

Grouping: by Type Quick Search Clear Show selected only

Name	Type	Code	Select All	ANDY FREESTYLE	SARAH FREEST...	Delivery Date	Comments
CABIN ATTRIBUTE (selected of 6)							
DIETARY (selected of 6)							
SPEC. OCCASION (selected of 3)							



Report a Problem
 > Itinerary Info > Alt Res ID / Groupi...
 > Agency Profile

NEW RESERVATION

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

Special Requests

Please specify special requests for each guest by clicking on request type name and click "continue".

Available special requests

Grouping: by Type Quick Search Clear Show selected only

Name	Type	Code	Select All	ANDY FREESTYLE	SARAH FREEST...	Delivery Date	Comments
CABIN ATTRIBUTE (selected of 6)							
Bed Extensions	CABIN ATTRIBUTE	CA05	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Bed Rails (use to not fall out...	CABIN ATTRIBUTE	CA01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Bedboards	CABIN ATTRIBUTE	CA03	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Extra Pillows	CABIN ATTRIBUTE	CA08	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Push Beds Together	CABIN ATTRIBUTE	CA02	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Twin Beds	CABIN ATTRIBUTE	CA09	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
DIETARY (selected of 6)							
SPEC. OCCASION (selected of 3)							
Anniversary cake	SPEC. OCCASION	S001	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	06/03/2014	
Birthday Cakes	SPEC. OCCASION	S002	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Honeymoon Cake	SPEC. OCCASION	S004	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Back Apply Continue

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.

AGENTBOOKINGENGINE/NCL FRANKFURT

Report a Problem | Itinerary Info | Agency Profile | **NEW RESERVATION**

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

Pricing

Destination	Ship	Pricing Category	Berth Category	Stateroom
EUROPE	Norwegian Epic	BA		11120

Promo Code	Guest Name	Promo Name
BROCHURE	FREESTYLE ANDY	Brochure rate
CAMPAIGN	FREESTYLE ANDY	Special Offers-
BROCHURE	FREESTYLE SARAH	Brochure rate
CAMPAIGN	FREESTYLE SARAH	Special Offers-

Invoice

Invoice Item	FREESTYLE ANDY	FREESTYLE SARAH	Total
VOYAGE FARE	E924.00	E924.00	E1,848.00
TAX & FEES	E95.00	E95.00	E190.00
LAND PROGRAMS	E119.00	E119.00	E238.00
Reservation Total	E1,138.00	E1,138.00	E2,276.00

Commissions

Code	Amount
10% FLAT RATE	E208.60
Total	E208.60

Base Invoice

Charge Total	E0.00
Funds Avail	E0.00
Earned Commission	E208.60
Gross Due	E2,276.00
Commission Due	E208.60
Net Due	E2,067.40

Review Cruise Add-ons

Component Type	Guest Name	Code	Sub Code1	Sub Code2	Date
HOTEL	FREESTYLE ANDY	STANDARD	MONTBLANC	LAND/SEA	05/31/2014 12:00 AM
HOTEL	FREESTYLE SARAH	STANDARD	MONTBLANC	LAND/SEA	05/31/2014 12:00 AM
HTL TO PORT	FREESTYLE ANDY	BUS			06/01/2014 12:00 AM
HTL TO PORT	FREESTYLE SARAH	BUS			06/01/2014 12:00 AM

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

[Report a Problem](#)

> Itinerary Info > Alt Res ID / Group...

> Agency Profile

▼ Opened Reservations

-59508925 **SHOPPING**

Vacation starts in 158 days

Agency OBE TEST AGENCY

Agency Phone +49 61136070

Agent TRAINING AGENT

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

Pricing Category BA

Assigned Category BA

Stateroom 11120

Deck DECK 11

Guests 2

Curr. Promos BROCHURE, CAMPAIGN

INVOICE E2,276.00

[Close all opened](#)

NEW RESERVATION

[Agency](#) | [Vacation](#) | [Voyage](#) | [Category](#) | [Stateroom](#) | [Travel Protection](#) | [Guest Info](#) | [Air Options](#) | [Motorcoach](#) | [Land Programs](#) | [Special Requests](#) | [Pricing](#) | **Payment Schedule**

Payment Schedule

Vacation starts in 158 days. Cancellation Fee

Explanation	Payment Due Date	Amount
FIRST DEPOSIT	12/28/2013 11:59 PM	E184.80
FINAL PAYMENT	05/02/2014 11:59 PM	E2,091.20

[Credit Card](#) | [Coupons](#) | [Extend Option](#) | [Check/Wire Payment](#)

Credit Card Info

Payment Source *Name on Credit Card

Guest *Address 1

Payment Amount Credit Card Type *Expiration Date

*Credit Card Number

MANDATORY - Billing Address

*Country *Zip *City State(US or Ca...

OPTIONAL - Automatic Final Payment

If the check box is selected, the amount equal to final payment or its remainder will be automatically withdrawn from this credit card.

Schedule Final Payment Amount of 2091.2
 Schedule another amount

Enable Automatic Final 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 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**

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 auto-cancelled 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.

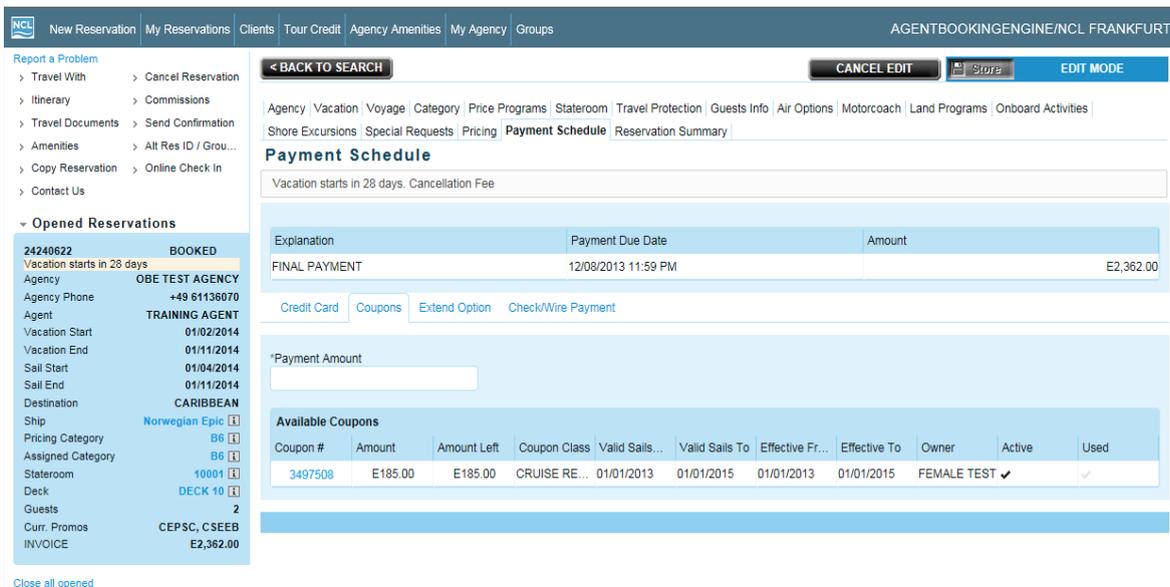
If no deposit is mentioned, you have to confirm the option immediately.

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.



The screenshot shows the NCL booking engine interface. The top navigation bar includes 'New Reservation', 'My Reservations', 'Clients', 'Tour Credit', 'Agency Amenities', 'My Agency', and 'Groups'. The user is logged in as 'AGENTBOOKINGENGINE/NCL FRANKFURT'. The main content area is titled 'Payment Schedule' and shows a table with the following data:

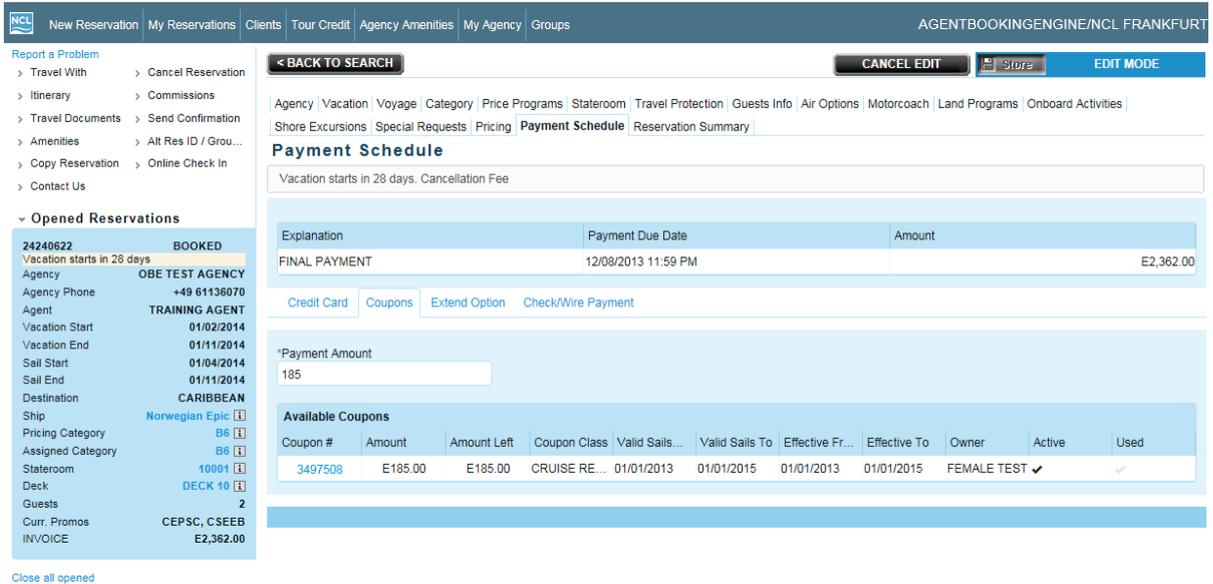
Explanation	Payment Due Date	Amount
FINAL PAYMENT	12/08/2013 11:59 PM	E2,362.00

Below the table, there are tabs for 'Credit Card', 'Coupons', 'Extend Option', and 'Check/Wire Payment'. The 'Coupons' tab is active, showing a table of available coupons:

Coupon #	Amount	Amount Left	Coupon Class	Valid Sails...	Valid Sails To	Effective Fr...	Effective To	Owner	Active	Used
3497508	E185.00	E185.00	CRUISE RE...	01/01/2013	01/01/2015	01/01/2013	01/01/2015	FEMALE TEST	✓	✓

On the left side, there is a sidebar with 'Opened Reservations' for booking 24240622, showing details like 'Vacation starts in 28 days', 'Agency: OBE TEST AGENCY', 'Agent: TRAINING AGENT', 'Destination: CARIBBEAN', and 'Ship: Norwegian Epic'.

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



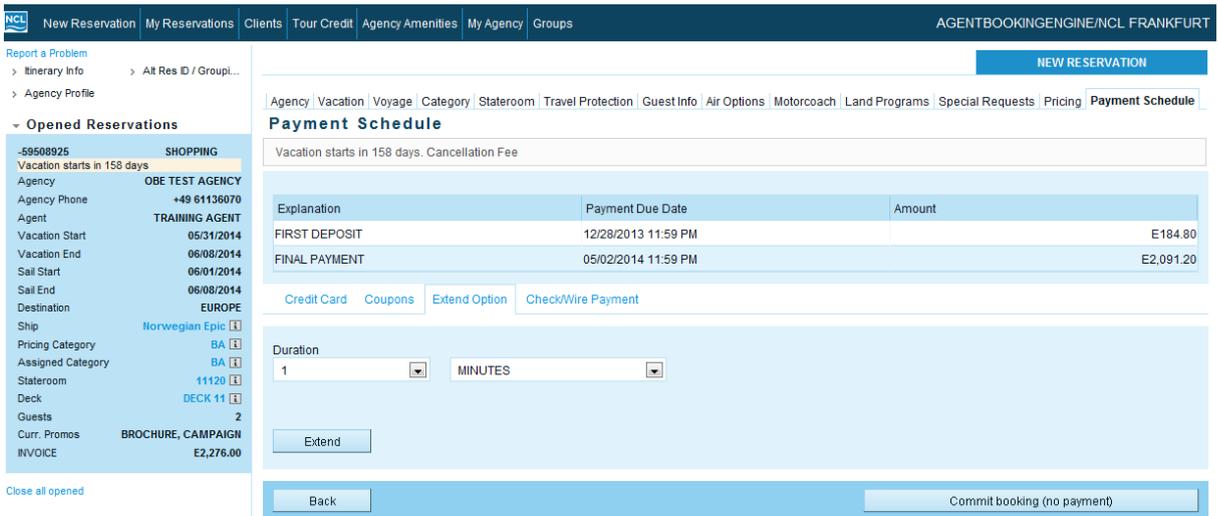
The screenshot shows the 'Payment Schedule' and 'Available Coupons' sections. The 'Payment Schedule' table is as follows:

Explanation	Payment Due Date	Amount
FINAL PAYMENT	12/09/2013 11:59 PM	E2,362.00

The 'Available Coupons' table is as follows:

Coupon #	Amount	Amount Left	Coupon Class	Valid Sails...	Valid Sails To	Effective Fr...	Effective To	Owner	Active	Used
3497508	E185.00	E185.00	CRUISE RE...	01/01/2013	01/01/2015	01/01/2013	01/01/2015	FEMALE TEST	✓	✓

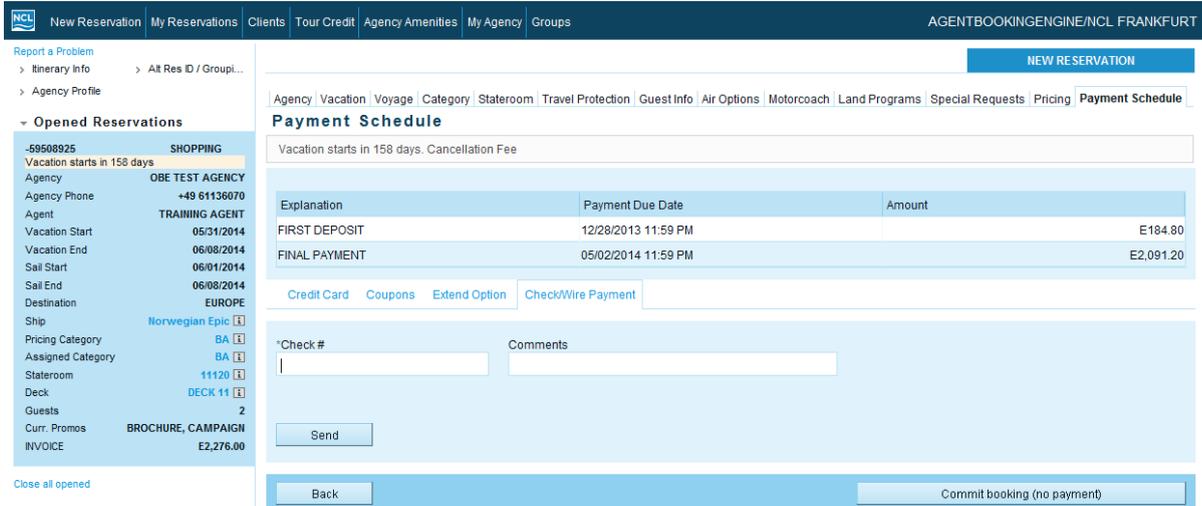
The third tab “Extend Option” allows you to extend an option within the given possibilities.



The screenshot shows the 'Extend Option' tab selected in the 'Payment Schedule' section. The 'Duration' field is set to 1 MINUTES. The 'Extend' button is visible at the bottom of the section.

- 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:



Report a Problem | NEW RESERVATION

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

Payment Schedule

Vacation starts in 158 days. Cancellation Fee

Explanation	Payment Due Date	Amount
FIRST DEPOSIT	12/28/2013 11:59 PM	E184.80
FINAL PAYMENT	05/02/2014 11:59 PM	E2,091.20

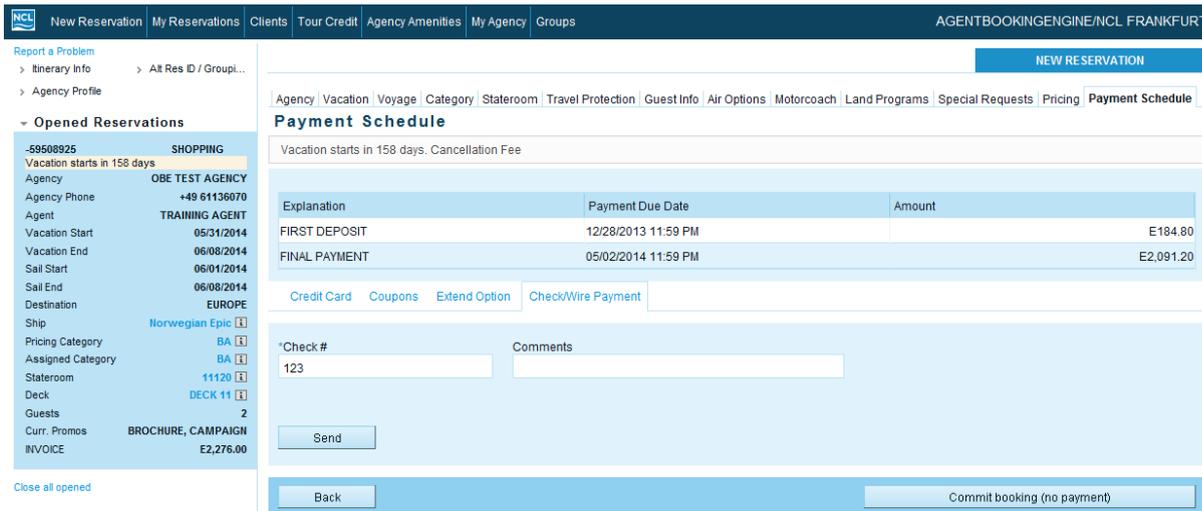
Credit Card | Coupons | Extend Option | **Check/Wire Payment**

*Check # | Comments

Send

Back | Commit booking (no payment)

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



Report a Problem | NEW RESERVATION

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

Payment Schedule

Vacation starts in 158 days. Cancellation Fee

Explanation	Payment Due Date	Amount
FIRST DEPOSIT	12/28/2013 11:59 PM	E184.80
FINAL PAYMENT	05/02/2014 11:59 PM	E2,091.20

Credit Card | Coupons | Extend Option | **Check/Wire Payment**

*Check # | Comments

123

Send

Back | Commit booking (no payment)

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.

NCL
New Reservation | My Reservations | Clients | Tour Credit | Agency Amenities | My Agency | Groups
AGENTBOOKINGENGINE/NCL FRANKFURT

[Report a Problem](#)

- > Send Confirmation > Travel With
- > Cancel Reservation > Itinerary
- > Commissions > Travel Documents
- > Amenities > Charge Total
- > Copy Reservation > Online Check In
- > Contact Us

Opened Reservations

24512683 OFFER

Vacation starts in 158 days

Agency **OBE TEST AGENCY**

Agency Phone **+49 61136070**

Agent **TRAINING AGENT**

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](#)

Pricing Category [BA](#)

Assigned Category [BA](#)

Stateroom [11120](#)

Deck [DECK 11](#)

Guests **2**

Curr. Promos **BROCHURE, CAMPAIGN**

INVOICE **E2,276.00**

[Close all opened](#)

[< BACK TO SEARCH](#)
[Switch To Edit Mode](#)
[VIEW MODE](#)

Price Programs | Stateroom | Travel Protection | Guests Info | Air Options | Motorcoach | Land Programs | Special Requests | Pricing | Payment Schedule

Reservation Summary

Reservation Summary

Res ID: 24512683
 Status: OFFER
 Initial Date: 12/24/2013
 Booking Source: INTERNETA
 Agency: OBE TEST AGENCY
 Name: OBE TEST AGENCY
 Phone: +49 61136070
 Address: KREUZBERGER RING 68
 City/State/Zip: WIESBADEN//65205
 Agent: TRAINING AGENT

Guest	Citizenship	Age	Guest Type	Latitude Level	Online Check-in
FREESTYLE ANDY	DE	34	REGULAR	PROSPECT	N/A
FREESTYLE SARAH	DE		REGULAR	PROSPECT	N/A

Reservation Header

Destination: EUROPE
 Vacation Start Date: 05/31/2014
 Vacation End Date: 06/08/2014
 Ship: [Norwegian Epic](#)
 Pricing Category: [BA](#)
 Assigned Category: [BA](#)
 Stateroom: [11120](#)
 Guests: 2

Motorcoach

FREESTYLE ANDY: From MONTBLANC (HOTEL) to BCN (PORT)
 FREESTYLE SARAH: From MONTBLANC (HOTEL) to BCN (PORT)

Land Summary

Name	Date From	Date To	Pre/Post	Comments
FREESTYLE ANDY	05/31/2014	06/01/2014	PRE	1 NIGHT MONTBLANC W/BREAKFAST PRE CRUISE PACKAGE
FREESTYLE SARAH	05/31/2014	06/01/2014	PRE	1 NIGHT MONTBLANC W/BREAKFAST PRE CRUISE PACKAGE

Special Requests

FREESTYLE SARAH: Anniversary cake
 FREESTYLE ANDY: Extra Pillows

Travel Protection

FREESTYLE ANDY: NO
 FREESTYLE SARAH: NO

Invoice and Payments

Charge Total	E0.00
Funds Avail	E0.00
Earned Commission	E208.60
Gross Due	E2,276.00
Commission Due	E208.60
Net Due	E2,067.40

Payments Schedule

Explanation	Payment Due Date	Amount
FIRST DEPOSIT	12/28/2013	E184.80
FINAL PAYMENT	05/02/2014	E2,091.20
TOTAL DUE:		E2,276.00

[To Reservation Search](#)

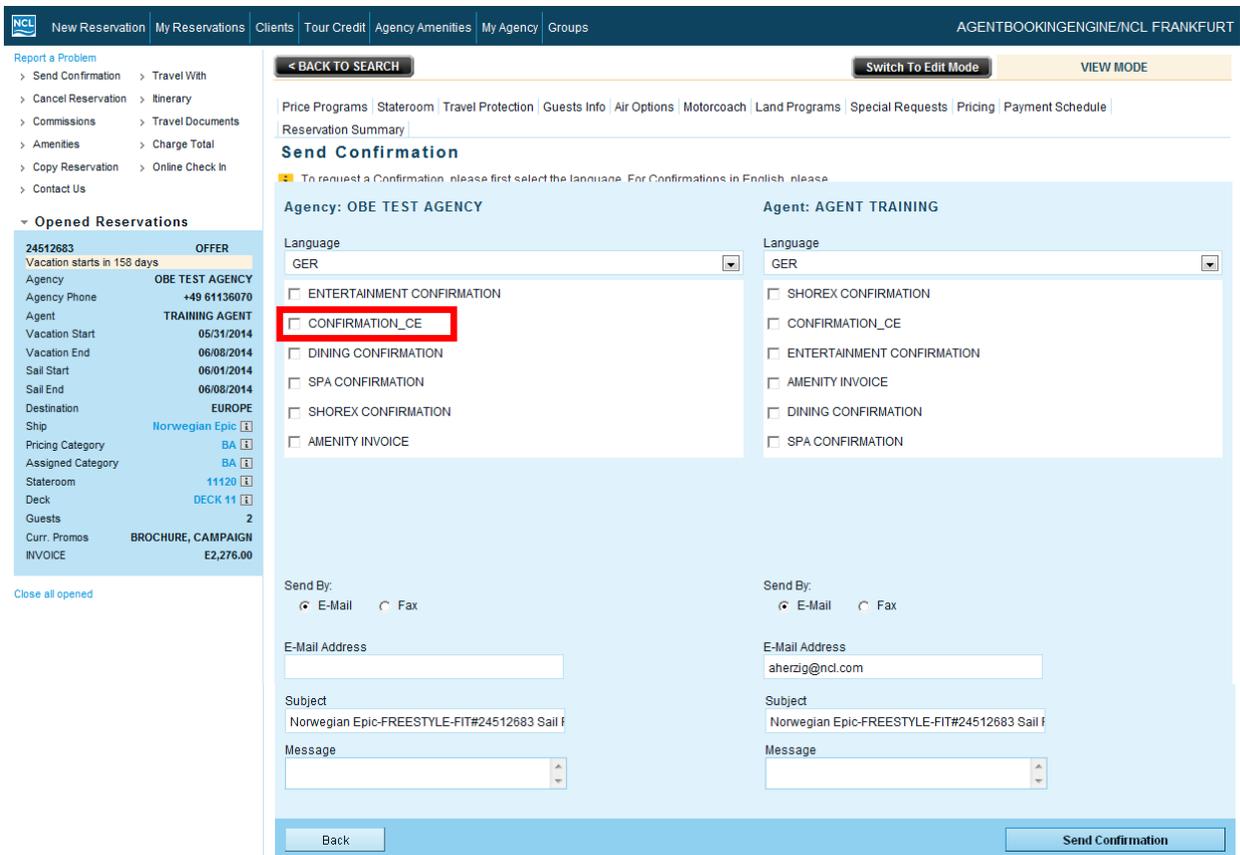
Requesting a Reservation Confirmation

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.



The screenshot displays the 'Send Confirmation' screen in the NCL booking engine. It features a navigation menu on the left with options like 'Send Confirmation', 'Cancel Reservation', and 'Commissions'. The main content area is divided into two columns for 'Agency' and 'Agent' options. The 'Agent' option is selected, and the 'CONFIRMATION_CE' checkbox is highlighted with a red box. Below the checkboxes, there are fields for 'Send By' (E-Mail or Fax), 'E-Mail Address', 'Subject', and 'Message'. A 'Send Confirmation' button is located at the bottom right.

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”

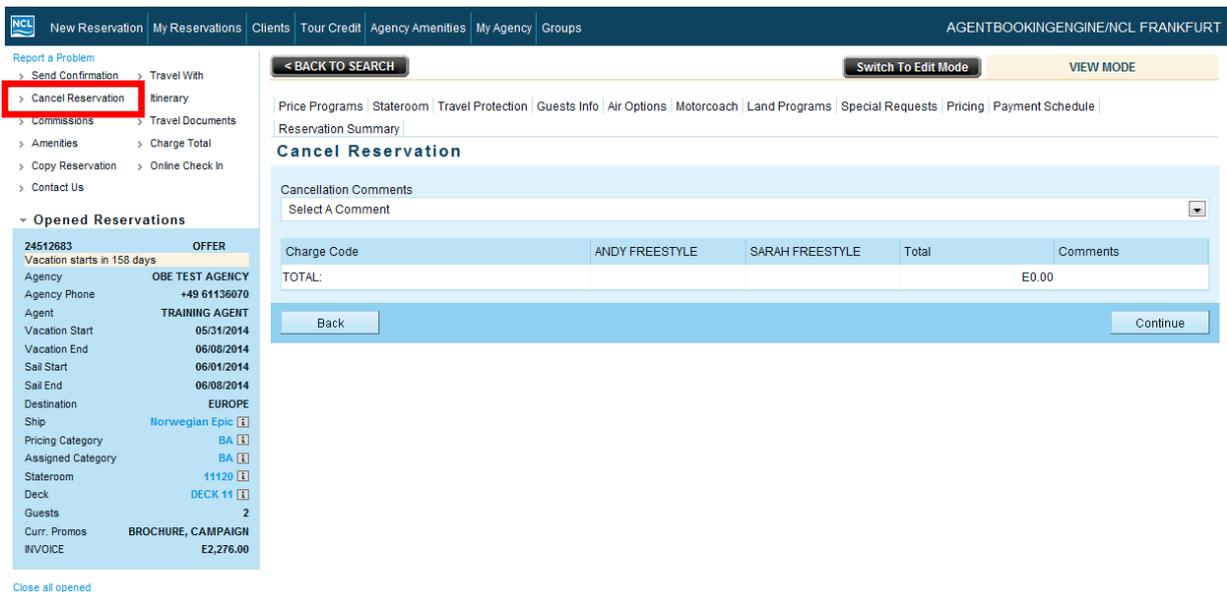
The following is a list of the different reservation status:

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.



The screenshot shows the NCL Agent Booking Engine interface. The left sidebar contains a navigation menu with 'Cancel Reservation' highlighted in a red box. The main content area displays the 'Cancel Reservation' summary page. At the top, there are navigation links like '< BACK TO SEARCH' and 'Switch To Edit Mode'. Below that, there are tabs for 'Price Programs', 'Stateroom', 'Travel Protection', etc. The main section is titled 'Cancel Reservation' and includes a 'Cancellation Comments' field with a dropdown menu. Below this is a table showing charges:

Charge Code	ANDY FREESTYLE	SARAH FREESTYLE	Total	Comments
TOTAL:			E0.00	

At the bottom of the table, there are 'Back' and 'Continue' buttons.

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

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

AGENTBOOKINGENGINE/NCL FRANKFURT

[New Reservation](#) | [My Reservations](#) | [Clients](#) | [Tour Credit](#) | [Agency Amenities](#) | [My Agency](#) | [Groups](#)

[Report a Problem](#) | [Send Confirmation](#) | [Travel With](#) | [Reinstate Reserva...](#) | [Itinerary](#) | [Commissions](#) | [Travel Documents](#) | [Amenities](#) | [Charge Total](#) | [Copy Reservation](#) | [Online Check In](#) | [Contact Us](#)

[< BACK TO SEARCH](#) | [VIEW MODE](#)

[Price Programs](#) | [Stateroom](#) | [Travel Protection](#) | [Guests Info](#) | [Air Options](#) | [Motorcoach](#) | [Land Programs](#) | [Onboard Activities](#) | [Shore Excursions](#) | [Special Requests](#) | [Pricing](#) | [Payment Schedule](#) | [Reservation Summary](#)

Reservation Summary

Res ID: 24512683
Status: CANCELED
Initial Date: 12/24/2013
Booking Source: INTERNETA
Agency:
Name: OBE TEST AGENCY
Phone: +49 61136070
Address: KREUZBERGER RING 68
City/State/Zip: WIESBADEN/65205
Agent:
Name: TRAINING AGENT

Guest	Citizenship	Age	Guest Type	Latitude Level	Online Check-in
FREESTYLE ANDY	DE	34	REGULAR	PROSPECT	N/A
FREESTYLE SARAH	DE		REGULAR	PROSPECT	N/A

Reservation Header
Destination: EUROPE
Vacation Start Date: 05/31/2014
Vacation End Date: 06/08/2014
Ship: Norwegian Epic

Opened Reservations
 24512683 CANCELED
 Vacation starts in 158 days
Agency: OBE TEST AGENCY
Agency Phone: +49 61136070
Agent: TRAINING AGENT
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
Pricing Category: BA
Guests: 2
Curr. Promos: BROCHURE, CAMPAIGN
INVOICE: E2,276.00

My Reservations

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

AGENTBOOKINGENGINE/NCL FRANKFURT

[New Reservation](#) | [My Reservations](#) | [Clients](#) | [Tour Credit](#) | [Agency Amenities](#) | [My Agency](#) | [Groups](#)

[Report a Problem](#) | [Opened Reservations](#)

(No reservations opened)

My Reservations

[My Reservations](#) | [My Freestyle Groups](#)

Res ID: OR by: Last Name: First Name:
 Group ID: Ship: Begin Sailing From: Booked From:
 FS Group Number: Begin Sailing To: Booked To:

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  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.

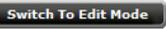
If you are in Edit Mode, any changes you make can be deleted again by selecting 'Cancel Edit'. Only if you select the orange 'Store' button, the changes will become permanent.

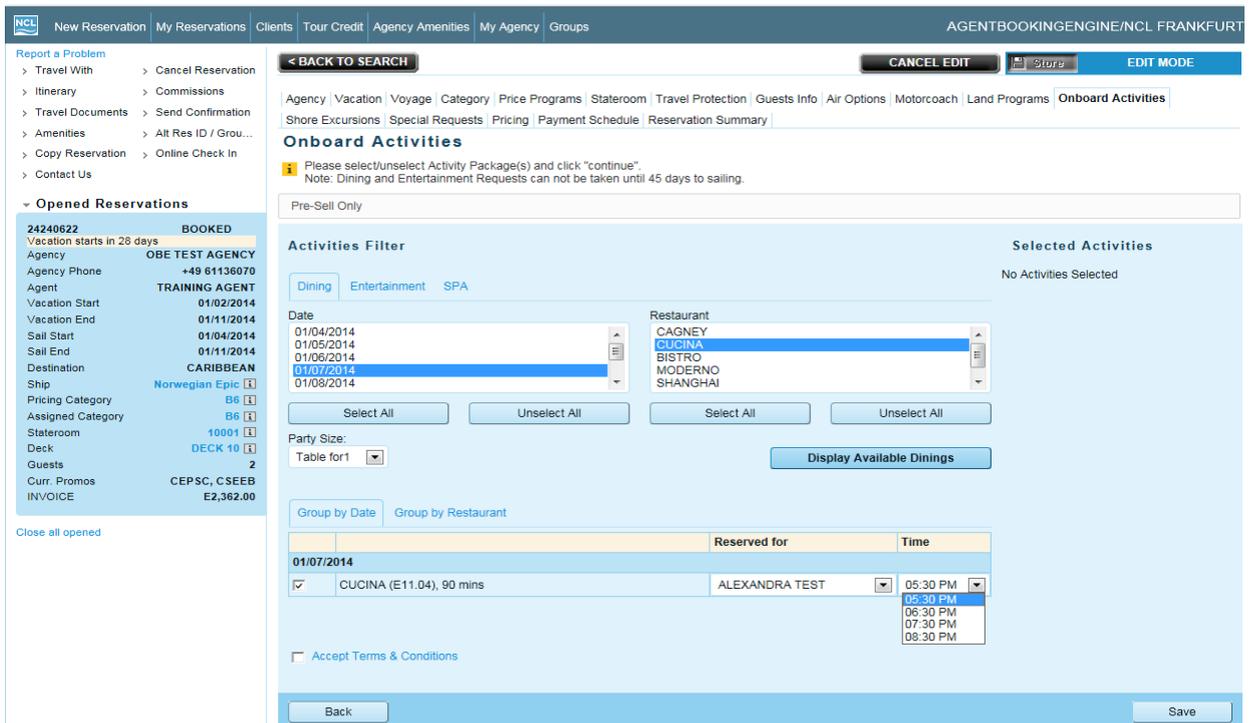
Onboard Activities



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 4 days 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.

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



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.

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.

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.

- Opened Reservations | Pre-Sell Only

24240622 | **BOOKED** | **Base Invoice**

Vacation starts in 28 days

Agency: OBE TEST AGENCY | Earned Commission: E205.40

Agency Phone: +49 61136070 | Gross Due: E2,546.23

Agent: TRAINING AGENT | Commission Due: E205.40

Vacation Start: 01/02/2014 | Net Due: E2,340.83

Vacation End: 01/11/2014

Sail Start: 01/04/2014

Sail End: 01/11/2014

Destination: CARIBBEAN

Ship: Norwegian Epic

Pricing Category: B6

Assigned Category: B6

Stateroom: 10001

Deck: DECK 10

Guests: 2

Curr. Promos: CEPSC, CSEEB

INVOICE: E2,546.23

Invoice

VOYAGE FARE	E1,516.00
SERVICE CHARGES	E126.00
TAX & FEES	E182.00
LAND PROGRAMS	E538.00
ONBOARD ENT	E58.84
ONBOARD DIN	E22.07
ONBOARD SPA	E103.32
Reservation Total	E2,546.23

View guest totals

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

01/07/2014

Show: CIRQUE DREAMS & DINNER PREMIUM SEATING (CRQNEP)

Date/Time: 01/07/2014 05:45 PM
Duration: 90min
Price: E58.84
Guests: ALEXANDRA TEST, FEMALE TEST

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

	Reserved for	Time
01/05/2014		
<input type="checkbox"/>	CUCINA (E22.07), 90 mins	ALEXANDRA TEST 07:00 PM

Accept Terms & Conditions

To complete your pre-purchase, don't forget to click on  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 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 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	E538.00
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 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	E538.00
Reservation Total	E1,181.00	E1,181.00	E2,362.00

- > Amenities
- > Copy Reservation
- > Contact Us
- > Charge Total
- > Online Check In

Opened Reservations

24240622 **BOOKED**
 Vacation starts in 28 days
 Agency **OBE TEST AGENCY**
 Agency Phone **+49 61136070**
 Agent **TRAINING AGENT**
 Vacation Start **01/02/2014**
 Vacation End **01/11/2014**
 Sail Start **01/04/2014**
 Sail End **01/11/2014**
 Destination **CARIBBEAN**
 Ship **Norwegian Epic**
 Pricing Category **B6**
 Assigned Category **B6**
 Stateroom **10001**
 Deck **DECK 10**
 Guests **2**
 Curr. Promos **CEPSC, CSEEB**
 INVOICE **E2,546.23**

Close all opened

Reservation Summary

Reservation has been stored

Res ID: 24240622
 Status: BOOKED
 Initial Date: 12/05/2013
 Booking Source: INTERNETA
 Agency:
 Name: OBE TEST AGENCY
 Phone: +49 61136070
 Address: KREUZBERGER RING 68
 City/State/Zip: WESBADEN/65205
 Agent:
 Name: TRAINING AGENT

Guests

Guest	Citizenship	Age	Guest Type	Latitude Level	Online Check-in
TEST ALEXANDRA	CA	44	REGULAR	PROSPECT	N/A
TEST FEMALE	DE		REGULAR	PROSPECT	N/A

Reservation Header

Destination: CARIBBEAN
 Vacation Start Date: 01/02/2014
 Vacation End Date: 01/11/2014
 Ship: Norwegian Epic
 Pricing Category: B6
 Assigned Category: B6
 Stateroom: 10001
 Guests: 2

Motorcoach

TEST ALEXANDRA: From HOLIDAY INN MIA (HOTEL) to MIA (PORT)
 TEST FEMALE: From HOLIDAY INN MIA (HOTEL) to MIA (PORT)

Land Summary

Name	Date From	Date To	Pre/Post	Comments
TEST FEMALE	01/02/2014	01/04/2014	PRE	2 NIGHT HOLIDAY INN MIAMI BEACH PRE CRUSIE PACKAGE
TEST ALEXANDRA	01/02/2014	01/04/2014	PRE	2 NIGHT HOLIDAY INN MIAMI BEACH PRE CRUSIE PACKAGE

Special Requests

TEST ALEXANDRA: Anniversary cake
 TEST FEMALE: Anniversary cake
 TEST ALEXANDRA: Vegetarian Meals
Addons
 TEST ALEXANDRA: Prepaid Service Charges
 TEST FEMALE: Prepaid Service Charges

Dining

Reserved for	Restaurant	Date / Time	Table For
TEST ALEXANDRA	CUCINA	01/05/2014 05:30 PM	2

Entertainment

Guest	Show	Date / Time
TEST ALEXANDRA	CIRQUE DREAMS & DINNER PREMIUM SEATING	01/07/2014 05:45 PM
TEST FEMALE	CIRQUE DREAMS & DINNER PREMIUM SEATING	01/07/2014 05:45 PM

Spa

Guest	Spa	Date / Time	Duration
TEST ALEXANDRA	ELEMIS SKIN SPECIFIC FACIAL	01/08/2014 08:00 AM	50 min

Travel Protection

TEST ALEXANDRA: NO
 TEST FEMALE: NO

Invoice and Payments

Charge Total: E0.00
 Funds Avail: E0.00
 Earned Commission: E205.40
 Gross Due: E2,546.23
 Commission Due: E205.40
 Net Due: E2,340.83

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.

[< BACK TO SEARCH](#)
[CANCEL EDIT](#)
[Store](#)
[EDIT MODE](#)

[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](#)

Shore Excursions

Shorex Pre-Sell Only

Selected Shore Excursions

Grouping: No grouping ▾

<input checked="" type="checkbox"/>	Guest	Description	Date / Time
<div style="border: 2px solid red; display: inline-block; padding: 5px 15px; background-color: #0070C0; color: white; border-radius: 3px;">Add Shore Excursion</div>			

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

Shore Excursions

Shorex Pre-Sell Only

Selected Shore Excursions

Grouping: No grouping ▾

<input checked="" type="checkbox"/>	Guest	Description	Date / Time

Available Shore Excursions

Grouping: No grouping ▾ Quick Search [Clear](#) Destination: All ▾

Destination	Date	Description	Time	Select All	ALEXANDRA TE...	FEMALE TEST
STT	01/08/2014	BOSS UNDERWATER ADVENTURE	08:01 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E87.56
STT	01/08/2014	TURTLE COVE POWER SNORKEL	08:15 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E58.13
STT	01/08/2014	TURTLE COVE CATAMARAN SAIL & SNORKEL	08:15 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E47.09
STT	01/08/2014	CAPTAIN NAUTICA SNORKEL	08:15 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E58.13
STT	01/08/2014	MINI BOAT ADVENTURE	08:15 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E72.84
STT	01/08/2014	POWERCAT SNORKEL & BEACH	08:15 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E47.09
STT	01/08/2014	CORAL WORLD OCEAN PARK	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E36.05
STT	01/08/2014	SEA TREKKIN' HELMET DIVE	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E72.84
STT	01/08/2014	AQUA SEA BLASTER & SNORKEL	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E47.09
STT	01/08/2014	SEA LION SWIM & CORAL WORLD OCEAN PARK	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E102.27
STT	01/08/2014	CERTIFIED TWO-TANK DIVE	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E94.92
STT	01/08/2014	DISCOVER SCUBA & SNORKEL TOUR	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E72.84
STT	01/08/2014	DISCOVER ST. THOMAS & MAGENS BAY	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E39.73
STT	01/08/2014	ST. JOHN BEACH ESCAPE	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E50.77

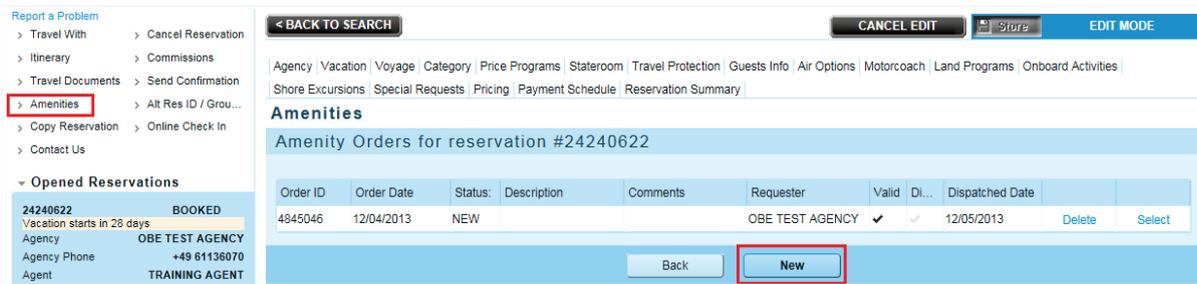
Back
Apply

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  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

- > Travel With
- > Itinerary
- > Travel Documents
- > Amenities
- > Copy Reservation
- > Contact Us

Cancel Reservation

- > Commissions
- > Send Confirmation
- > Alt Res ID / Grou...
- > Online Check In

Opened Reservations

24240622 **BOOKED**
 Vacation starts in 28 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT

[BACK TO SEARCH](#) [CANCEL EDIT](#) [Store](#) [EDIT MODE](#)

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 |

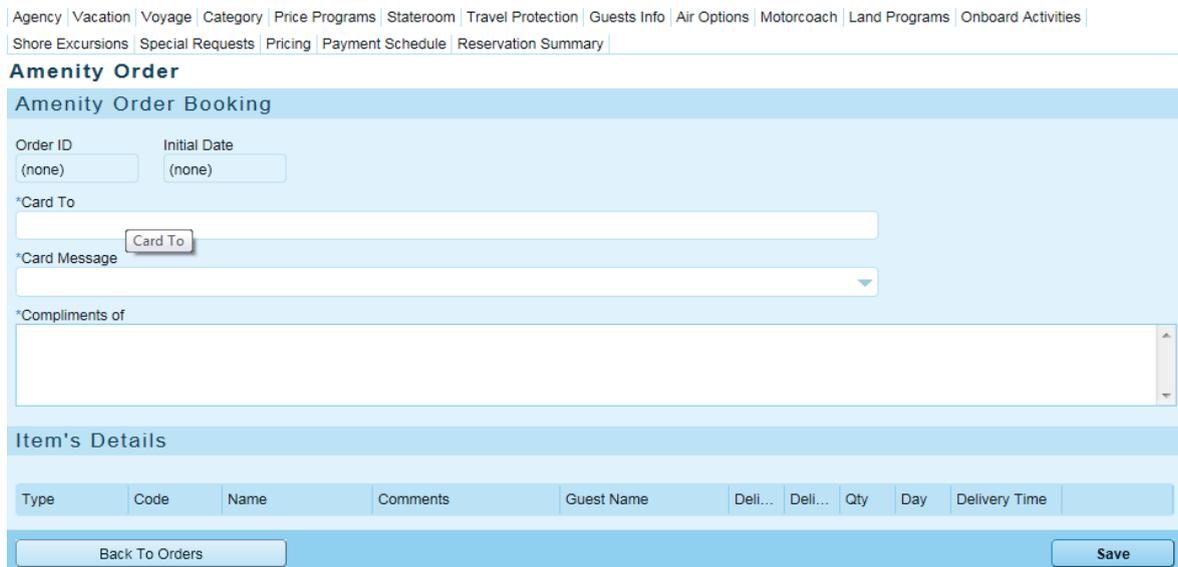
Amenities

Amenity Orders for reservation #24240622

Order ID	Order Date	Status	Description	Comments	Requester	Valid	Di...	Dispatched Date		
4845046	12/04/2013	NEW			OBE TEST AGENCY	✓	✓	12/05/2013	Delete	Select

[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 Order

Amenity Order Booking

Order ID (none) Initial Date (none)

*Card To

*Card Message

*Compliments of

Item's Details

Type	Code	Name	Comments	Guest Name	Deli...	Deli...	Qty	Day	Delivery Time
Back 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 Order Booking

Order ID: Initial Date:

*Card To:

*Card Message:

*Compliments of AGENCY:

Item's Details

Type	Code	Name	Comments	Guest Name	Deli...	Deli...	Qty	Day	Delivery Time
------	------	------	----------	------------	---------	---------	-----	-----	---------------

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

Grouping: No grouping Quick Search Clear filter By Category filter By Type

Category	Type	Code	Name	Price	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	<input type="text"/>	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

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 Order

Amenity Order Booking

Order ID: Initial Date:

*Card To:

*Card Message:

*Compliments of AGENCY:

Item's Details

Type	Code	Name	Comments	Guest Name	Delivery...	Deli...	Qty	Day	Delivery Time	
FRUIT	308R	The Captains Choic...		TEST ALEXANDRA	PER CABIN SAIL		1	1		Delete

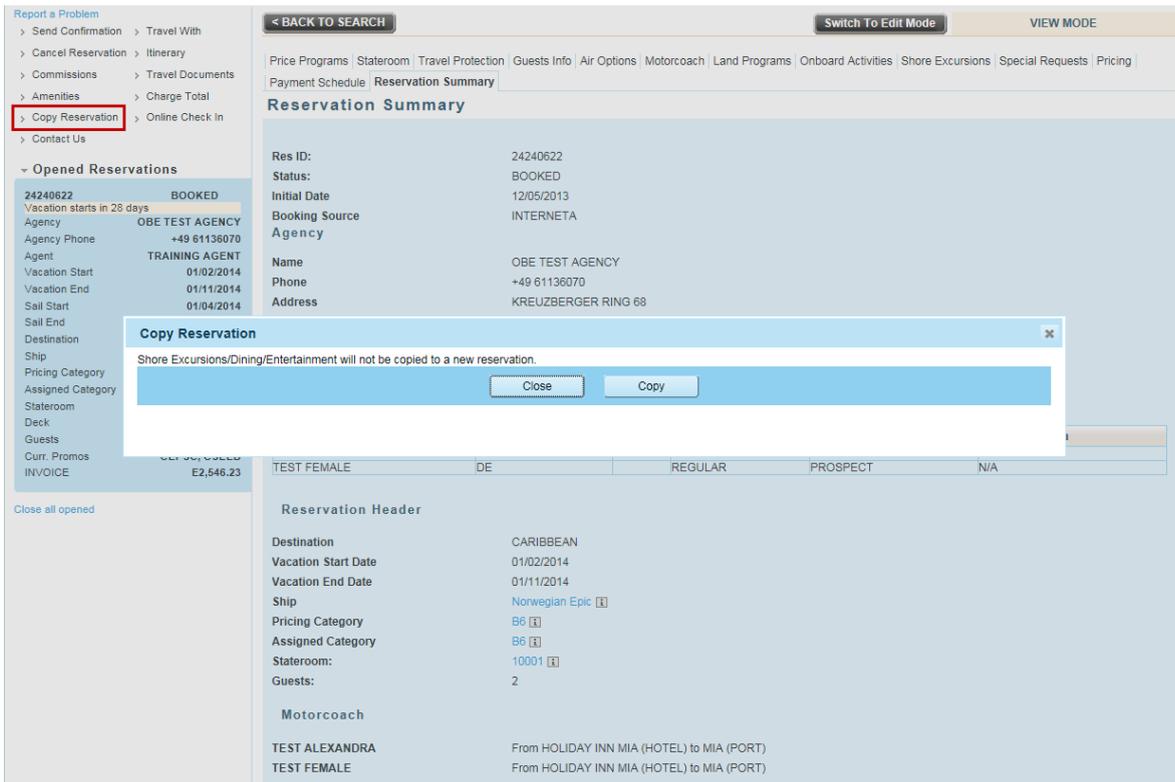
QTY	This column displays the Quantity per day.
Day	This column displays the Day of Delivery.
Delivery Time	This column displays the Delivery Time. Don't change this time!!!

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.



The screenshot shows the 'Reservation Summary' page for Res ID: 24240622. A 'Copy Reservation' dialog box is open, displaying the message: 'Shore Excursions/Dining/Entertainment will not be copied to a new reservation.' with 'Close' and 'Copy' buttons. The background reservation details include:

- Res ID: 24240622
- Status: BOOKED
- Initial Date: 12/05/2013
- Booking Source Agency: INTERNETA
- Name: OBE TEST AGENCY
- Phone: +49 61136070
- Address: KREUZBERGER RING 68

Below the dialog, the 'Reservation Header' section shows:

- Destination: CARIBBEAN
- Vacation Start Date: 01/02/2014
- Vacation End Date: 01/11/2014
- Ship: Norwegian Epic
- Pricing Category: B6
- Assigned Category: B6
- Stateroom: 10001
- Guests: 2

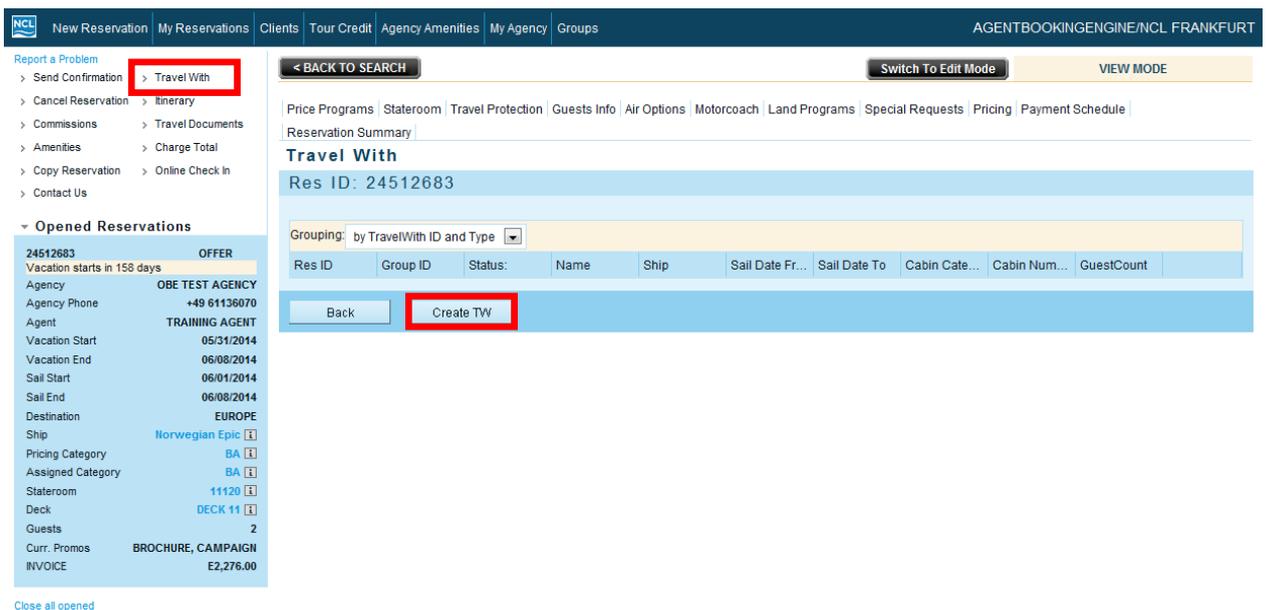
The 'Motorcoach' section lists:

- TEST ALEXANDRA: From HOLIDAY INN MIA (HOTEL) to MIA (PORT)
- TEST FEMALE: From HOLIDAY INN MIA (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.



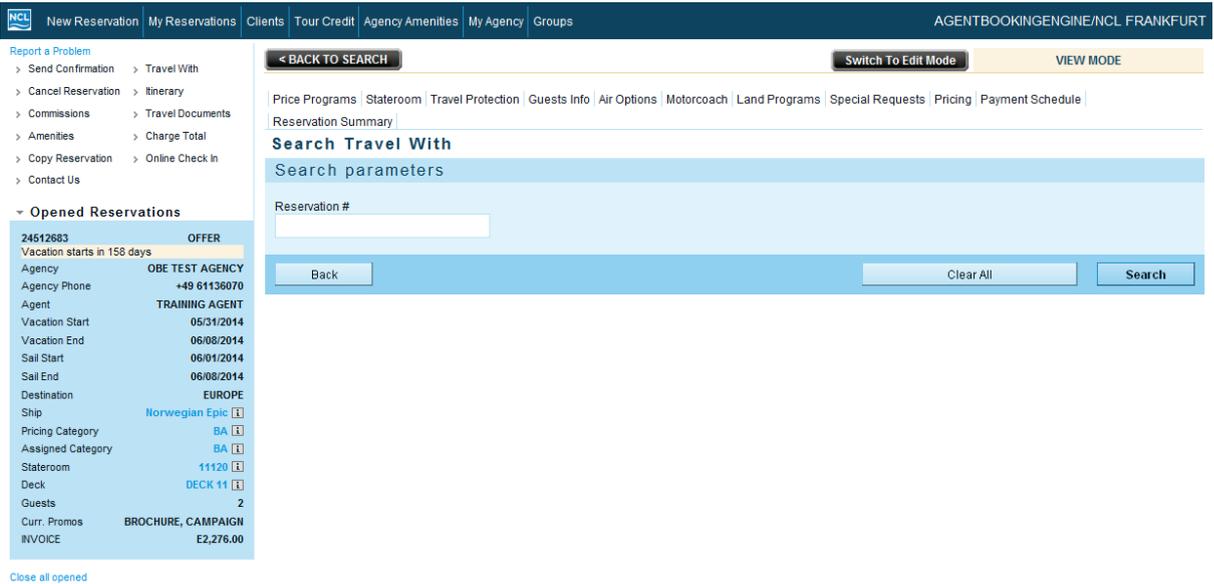
The screenshot shows the 'Travel With' functionality on the reservation summary for Res ID: 24512683. The 'Travel With' menu item is highlighted in the left sidebar. The main content area shows:

- Res ID: 24512683
- Grouping: by TravelWith ID and Type
- Buttons: Back, Create TW

The reservation details for Res ID 24512683 include:

- Status: OFFER
- Vacation starts in 158 days
- Agency: OBE TEST AGENCY
- Agency Phone: +49 61136070
- Agent: TRAINING AGENT
- 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
- Pricing Category: BA
- Assigned Category: BA
- Stateroom: 11120
- Deck: DECK 11
- Guests: 2
- Curr. Promos: BROCHURE, CAMPAIGN
- INVOICE: E2,276.00

Click on **Create TW**:



Report a Problem
 > Send Confirmation > Travel With
 > Cancel Reservation > Itinerary
 > Commissions > Travel Documents
 > Amenities > Charge Total
 > Copy Reservation > Online Check In
 > Contact Us

< BACK TO SEARCH Switch To Edit Mode VIEW MODE

Price Programs | Stateroom | Travel Protection | Guests Info | Air Options | Motorcoach | Land Programs | Special Requests | Pricing | Payment Schedule |
 Reservation Summary

Search Travel With

Search parameters

Reservation #

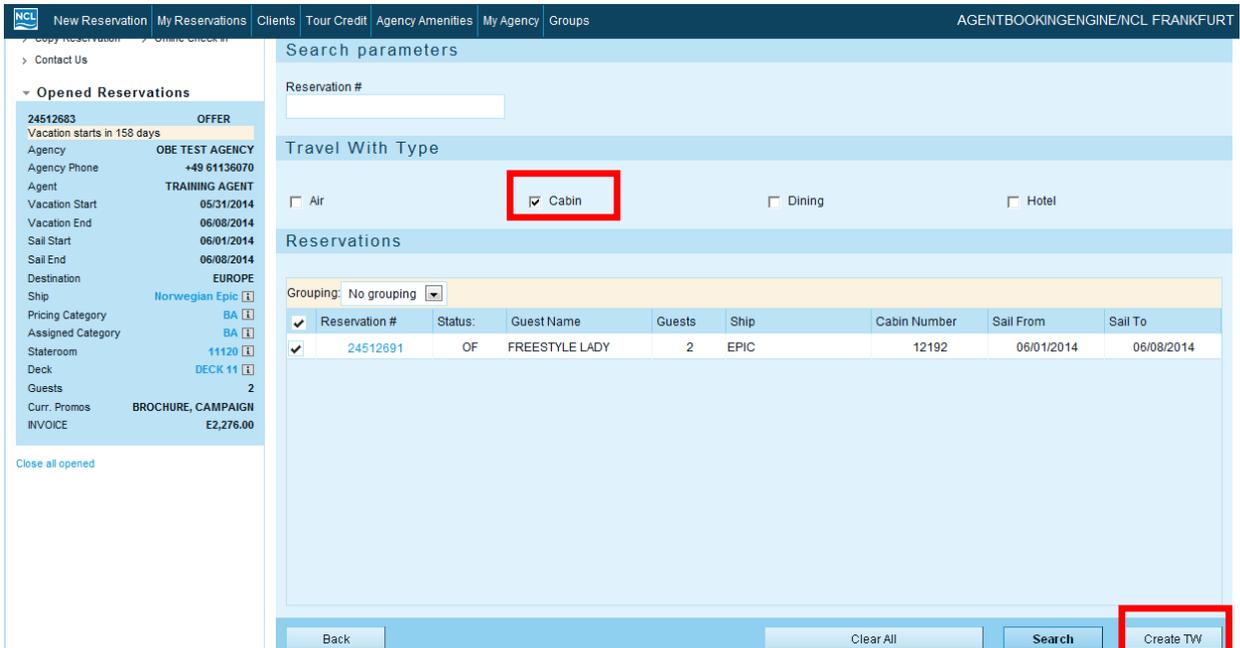
Back Clear All Search

24512683 OFFER
 Vacation starts in 158 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 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
 Pricing Category BA
 Assigned Category BA
 Stateroom 11120
 Deck DECK 11
 Guests 2
 Curr. Promos BROCHURE, CAMPAIGN
 INVOICE E2,276.00

Close 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 Reservation | My Reservations | Clients | Tour Credit | Agency Amenities | My Agency | Groups AGENTBOOKINGENGINE/NCL FRANKFURT

> Contact Us
 > Copy Reservation > Online Check In

< BACK TO SEARCH Switch To Edit Mode VIEW MODE

Price Programs | Stateroom | Travel Protection | Guests Info | Air Options | Motorcoach | Land Programs | Special Requests | Pricing | Payment Schedule |
 Reservation Summary

Search Travel With

Search parameters

Reservation #

Travel With Type

Air Cabin Dining Hotel

Reservations

Grouping: No grouping

Reservation #	Status	Guest Name	Guests	Ship	Cabin Number	Sail From	Sail To
24512691	OF	FREESTYLE LADY	2	EPIC	12192	06/01/2014	06/08/2014

Back Clear All Search **Create TW**

24512683 OFFER
 Vacation starts in 158 days
 Agency OBE TEST AGENCY
 Agency Phone +49 61136070
 Agent TRAINING AGENT
 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
 Pricing Category BA
 Assigned Category BA
 Stateroom 11120
 Deck DECK 11
 Guests 2
 Curr. Promos BROCHURE, CAMPAIGN
 INVOICE E2,276.00

Close all opened

Click on **Create TW** button to complete the link.

The screenshot shows the NCL Agent Booking Engine interface. At the top, the NCL logo and 'NORWEGIAN CRUISE LINE' are displayed. Below the logo is a navigation bar with links like 'New Reservation', 'My Reservations', 'Clients', 'Tour Credit', 'Agency Amenities', 'My Agency', and 'Groups'. The user is logged in as 'AGENTBOOKINGENGINE/NCL FRANKFURT'. The main content area is titled 'Travel With' and shows a reservation summary for 'Res ID: 24512683'. A table lists reservations grouped by 'TravelWith ID and Type', showing two records: one for 'ANDY FREE...' and another for 'FREESTYLE...'. A sidebar on the left provides details for the reservation, including 'Vacation starts in 158 days', 'Agency: OBE TEST AGENCY', 'Ship: Norwegian Epic', and 'Guests: 2'.

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

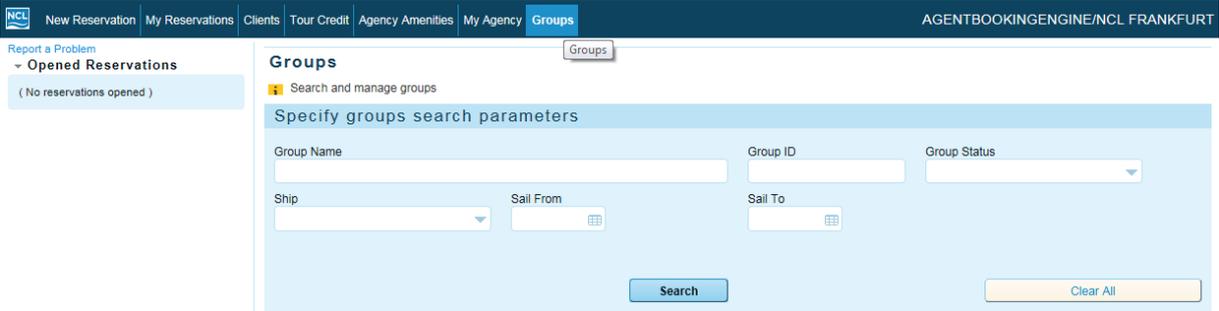
- Create bookings within your allotment and enter names.
- Change names before the release date.
- Choose stateroom numbers directly and access detailed information about the staterooms.
- Enter special requests such as cribs or pushing the beds together.
- Book shore excursions and/or onboard activities.

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.



The screenshot shows the 'Groups' management interface. At the top, there is a navigation bar with the following tabs: New Reservation, My Reservations, Clients, Tour Credit, Agency Amenities, My Agency, and Groups (which is highlighted). To the right of the navigation bar, it says 'AGENTBOOKINGENGINE/NCL FRANKFURT'. Below the navigation bar, there is a 'Report a Problem' link and a 'Opened Reservations' section showing '(No reservations opened)'. The main content area is titled 'Groups' and contains a sub-section 'Search and manage groups'. Below this, there is a 'Specify groups search parameters' section with the following fields: Group Name (text input), Group ID (text input), Group Status (dropdown menu), Ship (dropdown menu), Sail From (calendar icon), and Sail To (calendar icon). At the bottom of the search parameters section, there are two buttons: 'Search' and '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



Change Password

Change your password

Please provide old and new passwords

Old Password

New Password

Repeat New Password

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**.



Click on **View Agents** and select an agent.

My Agency

Agency Maintenance

Agency ID: 37437 Agency Name: OBE TEST AGENCY

Currency: EUR Office Code: NCL FRANKFURT Contact Name: (none)

ARC #: (none) IATA: (none) CLIA: U0442977 Floating Deposit: N

bdm/isr: (none) Consortium Name: (none)

Addresses

Type	Street Address	City	State	Zip	Country
1 PRIMARY	KREUZBERGER RING 68	WIESBADEN		65205	DE

Phones

Type	Country C...	Phone Number	Ext.
1 BUSINESS	49	61136070	
2 BUSINESS	49	6113607099	

Commission	Tier Level	Currency	Revenue From	Revenue To	Effective From	Effective To
10% FLAT RATE	10%	USD	0	99999999.99	02/11/2002	12/31/2039

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 Agents

Search by: Agent Name Search String: Search

Found 29 agencies

Quick Search: Clear

Agent ID	Agent Name	Phone	Edit
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: reservations@ncl.com or groups-europe@ncl.com