APRIL 2013



# E-BOOKING USER'S MANUAL





Great moments. Truly exclusive.

www.hlkf-extranet.com

# Increasing Customer Satisfaction with E-Booking



### Dear Colleagues,

With immediate effect, an updated e-booking version is available for you. For many years, we have been able to offer you a fleet of ships which is unmatched on the market. Just as exclusive as our cruise ships are the expectations of our customers.

To enable you to sell our premium-quality cruises even more effortlessly and quickly, we are offering you our e-booking. Take advantage of the opportunity, for instance, to enquire about vacancies online, to place an option for a cabin respectively cancel an option online or to book additional services to complement an existing booking. It is also possible to make prebookings online once the respective preview folders have been sent out.

We hope you have a lot of successful bookings.

Tie kirpl

Tina Kirfel Director of Sales

Carsten Sühring Director of Sales

# **Basic Data**



Select cruise	Select a cruise, either by entering the cruise code directly and then clicking on "Process" or by selecting a ship and cruise from the drop-down menu (if, for example, only the date is known).
	The info button next to the cruise links you directly with the cruise information on our homepage, <b>www.hl-cruises.com.</b> Here you will find all of the information about the cruise which has been placed on the Internet (itinerary, prices, pre-cruise and post- cruise programmes).
	<b>Add additional cruise.</b> Use this function to book combinations. The subsequent cruise will automatically be added by a click.
Cabin occupancy	Please enter the occupancy for each cabin here. If your customer requires several cabins, you can add them by selecting the function " <b>Add cabins</b> ".
	Click on the <b>info button</b> next to the cabin occupancy to find additional information, e.g. about discounts for children.
Your e-mail address	Your <b>e-mail address</b> should be filled in automatically – but it can also be changed manually. Always enter your e-mail address so that your questions can be answered immediately.
Agency employee	Please enter your name as well in case we have any questions.

# **Category Vacancy**

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					10µm 519998
Basic data     Convigora strenocy	Category vacancy			0	
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Hee • Departure programme	-	# b	ek 🔿 Unde 🔄 🖬 Save 🛛 🗞 Red	0 Guarante	ed Suite, double
Travel arrangements from Madeira	Cruise: EUR 1328 Nice-Madeira datemational	Cosise) (19/11/2013-30/1	12013	occupant	a* 4.190
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<ul> <li>Booking Price enquiry</li> </ul>	possible ;				6.304
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Booking / Rebooking /	mana (v s jans and			Suite	
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	Category	The second second	30/11/2013	1.0000000	suites (360° views, deck plans, pictures of
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	whit is at hit waranta foute t	and a state of the	Cable salection	6-7	
	True from or, surging or of t			Constantia (	the should

Cruise combination	At the top, the cr 1 <sup>st</sup> cabin will be c	ruise and the occupancy for the displayed first.
	When booking <b>co</b> 1) Whether only of for the selected of passengers to ch	ombinations, you can select: cabins which are available continuously combination, i. e., without requiring nange cabins, will be displayed;
Non-continuous cabin occupancy	2) Whether cabin for the combinati the box next to " consider a cabi choice possible	s which are not continuously available on will be displayed (place a tick in Please click here if you would n change to make your itinerary ").
Categories	The display uses Red: Yellow: Green:	the traffic light system. <b>Not available</b> <b>Limited availability</b> (exactly as many cabins as requested, or one more) <b>Available</b> (at least two cabins more than requested)
	Only those categ available for the categories for tw	jories will be displayed which are desired occupancy (e.g. no single cabin o people).
	This step is repea booking a numbe	ated for each cruise/cabin if you are er of cruises and/or cabins.
Cabin selection	When you click o will be displayed	n " <b>Cabin selection</b> ", the <b>deck plan</b>

# **Deck Plan**



Deck plan

The **decks** on which cabins in the desired category are found are displayed in **colour**.

When you click on a deck, the **cabin plan** will be displayed.

# **Category Vacancy (Cabin Plan)**

		inger: 199999
Busic data Compary Kat. 44 Sea package Antival programme Travel arrangements to Bice Departure programme	Category vacancy First please selectyour category and alterwards select your prefered ratin/sult. Effect are no mailable category with your cases acceptancy please call we 610-3679 3070.  Category 2 Seets 2 Sector 2 Sec	PReces Category Suite-type Price per per son 4 Ouaranteec Suite, double
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) Open a nervalien Resut 1 agout	Category Deck plan           D         1         1         5         MS EUROPA / Paulik Deck	<ul> <li>3 Bute</li> <li>4 Vicanda Sute</li> <li>7,214</li> <li>4-5 Vicanda Sute, angle occupancy</li> <li>10,364</li> </ul>
		Veranda Gute 7,994 8 6 Veranda Gute 8,294 6-7 Veranda Gute, single occupancy 11,554 11,554
	New (Coreant) Occard →	Veranda Suite 8.76- 8 8 Penthouse Deluxe Suite

Available cabins	Depending on availability, up to 4 vacant cabins will be shown in <b>green</b> on the cabin plan. Simply click on a cabin to select it.
Alternative cabin selection	Would your customer like to book a specific cabin? Then enter the number of the desired cabin in the white field. A click on " <b>Alternative cabin selection</b> " will reveal whether this cabin is available. If the cabin is vacant, you can book it in the normal way.
Request	If a cabin is displayed in grey, it can be requested via the system or be booked on waiting list status. To do so, please click on "Book cabin upon request" and proceed to "Booking/Price enquiry".
	After you have selected the cabin, there are two ways to continue:
1. Booking/Price enquiry	The travel arrangements to the cruise departure point and from the cruise arrival point as shown in the catalogue are added here by default. You immediately have an overview of services and prices.
2. "Next" button	This takes you to the next page, " <b>Sea package</b> ".

# Sea Package

		itigis: 589690
lative dialla	Sea package	
Cat. 2 Cab. Rat. 64 (513)	Your requirements on board	Ranki data
See package Arried programma Travel arrangements to	or fact ( * Jame ) at two ( to best	SIND ME DUROPA
Pepartus e programme Travil arrangements trons Nadelta	Contexe: 11.813329 Nove Alabeira (https://doi.org/10.1111/11.3011.2011) Thypace (https://doi.org/10.1111/11.11111/11.111111111111111111	Croixe EUR1 228 Nece-Madeira (International Cruce)
Bushing Price county		Calin allocation E 2 K 0 8 0
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You can book services provided during the cruise, e.g. table seating requests and shore excursions, in the section entitled "**Sea package**".

#### Special remarks You can enter messages about table seating requests (for (white field to be filled out) MS EUROPA, MS HANSEATIC and MS BREMEN), e.g. diabetic, window table, etc., under "Special remarks". Confirmation Here, you can let us know whether you would like to receive our confirmation/invoice by e-mail or by post. MS EUROPA, MS EUROPA 2 and MS COLUMBUS 2 golf Golf packages can also be booked on selected cruises. Shore excursions Three to four months prior to the beginning of the cruise, the English shore excursion programme will be displayed here. This will enable you to provide your customers with first-class consultation and book the excursions for them online. The possibility of booking specific shore excursions will be indicated by the use of colours. Orange: Waiting list possible resp. waiting list closed **Bookable** for individual participants, but no Yellow: longer for all of them No colour: Bookable

# Travel Arrangements to Cruise Departure Point and from Cruise Arrival Point

Basic data     Your travel to cruise departure point       Cat. & Cab. Kat. 64 [SS1] Sea package     At of the information about flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.       At of the information about flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.     Salp       At of the information about flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.     Salp       At of the information about flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.     Salp       Travel are angements to flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.     Salp       Presents Out-based at credit     Travel are angements to flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.     Salp       Presents Out-based at credit     Travel are angements to flights is non-binding and requires reconfirmation by Hapag-Lloyd Chaises.     Salp       Presents Out-based at credit     Travel are angements to cruise departure     Participant       Presents Out-based     Own travel are angements to cruise departure     Credits of the flights is non-binding angenerity to the set base       Participant 21     Model are set based     Credits of the flights is non-binding angenerity to cruise departure     Credits of the flight is non-binding angenerity to cruise departure       Participant 21     Model are set based     Credits of the flight is non-binding angenerity to cruise departure     Credits of the flight is non-binding angenerity to cruise       Parti								login: 519929
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Commensation for a table for 4	Beoking / Rebooking / Cancellation						And and	Kat. 047503
	Opensessivation							Table seating request for a table for 4

Please select the desired travel arrangements to the cruise departure and from the cruise arrival point. Preand post-cruise programmes can also be booked here. Please note that our pre- and post-cruise programmes are conducted in German.

Just as during the cruise selection above, you can click on the "info" button to access the information on the

"Info" button

Own travel arrangements

Option for cruise-only bookings

homepage, www.hl-cruises.com.

If you are organising the travel arrangements to the cruise departure and from the cruise arrival point for your customers yourself, please select "**Own travel** arrangements".

# Travel Arrangements to Cruise Departure Point and from Cruise Arrival Point

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Call & Cab. Kat. 64 [553]		Basic data
Sea package Arrival programme Travel arrangements to	er Back - 7 Week af Save - 16 Bent	Stap MS EUROPA
Bee Departure programme Travel arrangements from Madeix a	Flights Tollforing requests	Cruise EUR1328 Nice-Madeira (International Cruise)
Presents On how d credit	Display High requests Participant 1, Participant 2 Flight Fight	Cabin allocation E 2 K0 8 0
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Participant ?   Invoice a ocipient	BER NCE (Flight from Berlin to Nice ) BRE NCE (Flight from Bremen to Nice )	Category / Cabin Kat. 04/553
Booking / Rebooking / Cancellation	CON NOE (Flight from Calogre to Nice ) PORS NOE (Flight from Dvesden to Nice )	Sea parkage
Open reservation	FMO NCE (Flight from Muenster to Nice)	Table seating request for a table for 4
Reset	HAM NCE (Flight from Hamburg to Nice )	Shore excursions
Logoia	MUC NCE (Flight from Munich to Nice )	Your arrival / departure
	NUE NCE (Flight from Nuremberg to Nice )	programmine Territori or ortransme
	Call, INCE (Flight from Calogne (LH Express) to Net 81TR NOE (Flight from Stutgart to Nete) 2VM SNOE (Flight from Basel to Nice) BSL NOE (Flight from Basel to Nice) 0VA NOE (Flight from Cancer's brice) 2HH NOE (Flight from Cancer's brice)	Travel arrangements to Nice Brare of fuel costs scheduled flight Flight from Frankfurt to Nice Transfer from the airport to the pier
	OR2.NCE (Flight from Instance) de Bank in tende (al Save 16 Bent NN NCE (Flight from Instance) (billion) LN2.NCE (Flight from Ling to Nice)	Departure programme Travel arrangements from Madeira
	SZG NCE (Flight from Satzburg to Nice)	Share of fuel costs

**Details of the travel arrangements** Once you have selected the desired travel arrangement programme, you can specify the details of the arrangements to the cruise departure point and from the cruise arrival point, e. g. desired flight route, hotel room, any optional excursions within the scope of the travel arrangements, etc.

Flights Flights can currently be booked only as flight requests, subject to availability. The written flight confirmation issued by Hapag-Lloyd Cruises is authoritative. Availability of hotels and excursions The availability of hotels and excursions is shown here in colour as well. Not available Orange: Yellow: Available for some participants, but not for all No colour: **Bookable** Share of fuel costs (air) Mandatory items such as the share of fuel costs are displayed here as well, but cannot be changed. **Differing requests** Do you require differing variations of the travel arrangements to the cruise departure and from the cruise arrival point for the various members of a customer group? If you place a tick next to "Differing requests", you can book differing criteria for the travel arrangements to the cruise departure point and from the cruise arrival point (e.g. flights from/to various home airports). You can then book further optional "Presents and

on-board credits".

# **Presents/On-board Credit**



#### Agency services

This is where you can book other agency services, especially gift orders. As of 2011, these can exclusively be booked via our e-booking system.

The payment for the services will be settled via the commission.

You have the option of **showing or hiding** these services both during the **booking/price enquiry** and in the final cruise confirmation. This is possible on the monitor and the print-out. You can therefore decide yourself if the customer will be notified of the services before the start of the cruise or not (see example on the following page).

# **Booking/Price Enquiry**

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			Totalprice		13.787.60 EUR	
	Themask (	a ma	No. 23 (All		0000000000	

This is how the price presentation is displayed on the monitor.

The agency services will be settled together with your commission.

### **Personal Data**

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	Place of birth			Valid until	<b></b>		
	(Fields marked with an	* ane mandatory)					
				er Back	-1 Undo	d Save to Heat	

#### Personal data

As a minimum, the last name, first name, form of address and complete address must be entered.

The mandatory fields are marked with a \*. If any of the mandatory fields are not filled out, they will be displayed again in colour.

### **Personal Data**

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Basic data	Personal data			2	
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			W Back 2 Budo al Sav	N. Harat	

Household member

If several passengers have the same address, you can place a tick in the box beside "**Household member**" for the  $2^{nd}$  and subsequent passengers.

It will then not be necessary to re-enter the address.

### **Invoice Recipient**

Basie data						_	login 519990
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This page is simply confirmed by clicking on "Next".

# **Finishing the Booking**

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Summary of services/ Booking option	After you have entered all of the services, you will come to the summary of services and the booking option.
	The presentation has the same structure as our cruise confirmation. All of the services and prices are shown in the same layout as the written confirmation/invoice the customer will receive at a later stage.
Terms and conditions of travel	The booking cannot be finalised until our terms and conditions of travel have been accepted (can be viewed by clicking on " <b>Non-binding reservation (option)</b> ".

# **Finishing the Booking**

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Period P	Text	Single price	Total price
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	Please see the insurance certificate (delivered with your confirmation) or our	TR. TRUMPEOR	18.390,00 EOM
	main catalogue for further information. Kingty pola that the op-board language of MS ELIE/OPA for the route you have		
	booked is German. Travel documents, shore excursions, on-board		
	announcements and enrichment lectures will be conducted in Oerman only. Our crew and staff on board MS ELIBOPA, however, sceaks English fluently		
	and will be happy to assist you in all matters of your cruise with us.		
	Fair to the environment. Hapag-Lloyd Cruises offers you in cooperation with atmosfair to offset the CO2 emissions of your cruise. We will assume 25% of		
	the amount. For further information please refer to our website www.hl-		
27.03.11 12.04.11 1	2 On board MS EUROPA		
	Cat. 08, Penthouse Deluxe Suite		
27.03.11 12.04.11 1	2 Non-binding seating prebooking:		
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26.03.11 27.03.11 1	2 TRAVEL ARRAINSEMENTS TO HONOLIALI		4 030 00 51 15
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	Your requested flight in Economy Class		
	Hotet		
200011 220011 1	Overnight in a double room		
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27.03.11 27.03.11 1	2 Transfer from the airport to the pier		
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129411 120411 1	<ul> <li>consecutive field.</li> </ul>		180,00 EUR
	Fight:		11959-1209
12.04.11 13.04.11 1	2 regris rom Mexico City to Frankfull Your requested flight in Economy Class		
	Transfers:		
12.04.11 12.04.11 1 26.03.11 27.03.11 1	2 Transfer from the pier to the airport 2 Air tax		
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Summary of services with booking number Once the cruise has been booked, the summary of services and booking number will be displayed (upper left).

**Open reservation** 

This summary can also be printed out.

By clicking on "**Open reservation**", you can look at the booking again and make changes to it, if applicable.

# **Open Reservation**

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#### **Open reservation**

You can also retrieve any bookings made by your agency at a later point in time via the menu item "**Open reservation**".

If you enter the **booking number** and then press **ENTER** 

or

If you click on **Search**, a selection box with the desired booking will appear. Please click on the booking number in the window to open the booking.

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# **Open Reservation**

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Search

If the **booking number** is not known, the field can be left empty. When you click on "Search", a list with the current bookings of the agency whose number you used for the log-on will be displayed.

**IMPORTANT for group partners:** If you logged in with a 54, 55 or 56 agency number, only those transactions which have been booked under this number will be displayed. A separate log-in must be requested to display and edit bookings booked under a 57 number.

### Booking/Price enquiry The booking opens under the the menu item "Booking/Price enquiry".

Use the menu bar on the left-hand side of the screen to navigate quickly among the various items.

**Rebookings (changes of booking)** Changing a booking under an existing number has been greatly simplified. There is no longer any need to click on each page in turn before changing the booking at the end. Whenever an existing booking number is called up and something has been changed (gift order, shore excursions, address/passport details, etc.), a link appears immediately with instructions on how to access a change of booking directly with one mouse click.



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### Cancellations

A cancellation is possible only in the option status. For this purpose, simply click on "cancel" under the menu item "Booking / Rebooking / Cancellation".





If this user's manual does not provide answers to all your questions, please do not hesitate to contact our sales team:

Mondays to Fridays (CET) from 9.00 to 18.30 hrs and Saturdays from 9.00 to 14.00 hrs



In case calling is not possible due to differences between time zones, please write an e-mail to salesteam@hlkf.de