

Polar Basics

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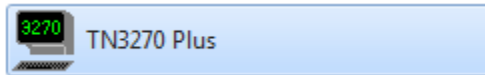
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Polar Basics

Signing in

- Go to your start menu (or desktop shortcut) and click on the TN3270 Plus.



- Enter the company code for the cruise line you need to access.
 - HA: Holland America Line Production Environment
 - HAQ: Holland America Line Test Environment
 - TSTHARES: Holland America Line Dev Environment
 - SB: Seabourn Production Environment
 - SBQ: Seabourn Test Environment
 - TSTSBRES: Seabourn Dev Environment

```
*** Welcome to the World's Leading Cruise Lines Information Network ***
http://www.worldsleadingcruiselines.com

Unauthorized access or use of this network or its systems is a violation of
Company policy and may be a violation of Local, State, or International Law.
Misuse of any company asset or data could result in disciplinary action, up to
and including termination and prosecution. Unauthorized users must log-off and
disconnect immediately. All System usage will be monitored and logged.

Please enter the company code and optional instance code to connect to POLAR

Production instance - enter the two character company code shown below
Training instance - add a T to end of the company code
QA/Testing instance - add a Q to end of the company code

Enter POLAR Company Code: haq
CU - Cunard Line
HA - Holland America Line
PA - P&O Cruises Australia
CL - Carnival
PC - Princess Cruises & Tours
PO - P&O Cruises United Kingdom
SB - Seabourn
SI - fathom
CVP - Cruise Vacation Planner

LUNAME: TCP0QN61 TELNET PORT: 53112 IP TERM: 172.21.104.89 SYSTEM: SYSP
```

NOTE: Webtst and Webdev are usually pointing to either the test or dev POLAR environment. POLAR is owned and maintained by PCL, and they are able to refresh these environments at their discretion.

- Enter your user ID & Password, Press Enter.

```
CS0N QM58 System Sign-On QHRS 24JUN15 07:14:49
Holland America Line
QATHARES - Business QA System Testing

Userid: ha01096 Valid Company Codes: HA
Password:
To change your password enter a new password below twice:
New Password: Note: Passwords must be at least 7 chars long
Verify New Password: You cannot reuse your last 13 passwords
Passwords must be changed every 60 days
```

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You will be taken to the Cruise Consultant menu which is essentially the POLAR landing page. In the Function: _____ field, depending on your access level, you can enter any of the functions displayed on the page and be taken to those screens.

```
MCRU QM58 HA01096      Cruise Consultant - Menu      QHRS 24JUN15 07:15:06
==>

  AVAILABILITY/BOOKING
AVAL Availability & Add Booking
AVON Availability Only
CBOK Change Booking
CBSH Change Shorex
DBOK Display Booking
DBSH Display Shorex
LINK Link Voys Aval & Add Booking

  INQUIRY
DVOY Display Voyage
DCON Display Group Contract
DAGY Display Agency
DCAB Display Cabin
DVND Display Vendor
DPKG Display Package
DPPX Display Past Pax
DPRO Display Promo
DSSV Display Special Service

  SUB-SYSTEMS
MAIL E-Mail System
RMSG System Messages
RVLG View Signon Log
HELP Help and Information
NEWS http://ecatstand
CSSF Sign Off

Function: _____

1Help 2Keys 3End 4PAD 5Refresh 6IR 7Back 8Fwrd 9Swap 10Left 11Right 12Cancel
```

Polar Basics

Quick commands

- **F1** – HELP! Placing your cursor over a field and pressing F1 will display basic information regarding what the field is meant to contain (NOTE: Not all fields have a help menu...which is not always 'helpful')
- **F7** – scrolls up
- **F8** – scrolls down
- **F9** – Toggles to a second POLAR screen, independent of the current screen you are using, type Menu to reach the main Cruise Consultant menu. To return to the first POLAR screen, press F9 again.
- **F10** – scrolls left
- **F11** – scroll right
- **F12** – At any time you can return to the page you previously were on by pressing the F12 key.
- **CSSF** – sign out

Polar Basics

Viewing an Existing Booking

Locating a booking for a past, current, or future voyage

1. Cruise Consultant – Menu screen

- (At any time you can return to this screen by typing 'menu' in the command line at the top of the page, and pressing enter.)
- In the Cruise Consultant Menu screen enter DBOK (Display booking) in the Function field, Press Enter.

```
MCRU QM58 HA01096      Cruise Consultant - Menu      QHRS 24JUN15 07:15:06
==> [ ]

  AVAILABILITY/BOOKING      INQUIRY
AVAL Availability & Add Booking  DVOY Display Voyage
AVON Availability Only         DCON Display Group Contract
CBOK Change Booking           DAGY Display Agency
CBSH Change Shorex            DCAB Display Cabin
DBOK Display Booking           DVND Display Vendor
DBSH Display Shorex           DPKG Display Package
LINK Link Voys Aval & Add Booking DPPX Display Past Pax
                                DPRO Display Promo
                                DSSV Display Special Service

                                SUB-SYSTEMS
                                MAIL E-Mail System
                                RMSG System Messages
                                RVLG View Signon Log
                                HELP Help and Information
                                NEWS http://ecatstand
                                CSSF Sign Off

Function: dbok
SIGNON COMPLETE - WELCOME ABOARD, ERIN
1Help 2Keys 3End 4PAD 5Refresh 6IR 7Back 8Fwrd 9Swap 10Left 11Right 12Cancel
```

Polar Basics

2. Travel Agency screen

- Press Enter again to bypass this page.

```
RTAI QY15 HA01096 DBOK Travel Agency QHRS 24JUN15 08:25:52
==>

Enter contact name: 
Enter one of the following Travel Agency identifiers:
      Phone: 
ARC/IATA/ABTA: 
      CLIA: 
      Name: 
Agency ID: 
PostCode: 
      City: 
      Country: 
```

3. Booking Search screen

- Enter the existing booking number in the Booking # field, Press Enter. (If you do not have a specific booking number, and have a ship and sailing date or a voyage number, these can also be entered on this screen to locate a booking.)

```
RCBI QM58 HA01096 DBOK Booking Search QHRS 24JUN15 07:15:48
==> HA USD E

Agency Name: 
Address: 

Phone: 
Agency #: IATA/ABTA: CLIA: 
ENTER: Booking #: N6WHW

OR: Ship Code: Sailing Date: ( Voyage: ) 
Last Name: Initials: Title: 
```

Polar Basics

Locating a booking using a voyage number

1. Booking Search screen

- Enter the voyage number in the Voyage: field, Press Enter.

```
RCBI QM58 HA01096 DBOK Booking Search E QHRS 24JUN15 07:16:34
==> HA USD

Agency Name:
Address:

Phone:
Agency #: IATA/ABTA: CLIA:

ENTER: Booking #:

OR: Ship Code: Sailing Date: ( Voyage: d610 )
Last Name: Initials: Title:
```

2. Booking List screen

- Scroll thru the Booking List to locate the guest name you need, enter an S (select) in the field directly to the left of the guest's last name and press enter.

1143 POLAR1 - TN3270 Plus 3.7.4

Host Edit View Setup Macros Language Help

RDDB QM58 HA01096 DBOK Booking List E QHRS 24JUN15 07:16:44

Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2 Phone: HA USD MORE:-+ >*

Voyage: D610 Loc: 1 Group: Sel Code: Agency #:

S	Last Name	First Name	Titl	Ct	Cabin	Book#	S	Grp	Sail	Shp	Air	Pax
	AB	TEST	MR	VC	4173	VPWQHW	B		03JAN16	ED	XXX	2
	BEFORE	SDF	MR	I	8060	VQ5TDL	B		03JAN16	ED	XXX	2
	BBNBLUX	TESZT	MR	SB	6061	VQ3GVQ	B		03JAN16	ED	XXX	2
	BOULTER	ANTHONY	MR	E	1117	VPXT2L	B		03JAN16	ED	XXX	2
	BROWN	EMMETT	DR	MM	8158	VQWCDG	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	M	7112	VN6WHW	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	4175	VN7D2L	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	4170	VN8K7R	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	4165	VNHLGG	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	5185	VC2Q7G	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	5184	VC4LHK	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	5179	VC4VMP	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	5173	VC5HMR	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	5167	VC7Q4C	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	6171	VC7Q6G	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	6167	VC8JHD	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	6159	VC8XVC	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	6163	VC8XVX	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	6160	VCDCVN	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	L	6156	VCNW3J	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8157	VNCJ6M	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8154	VNCJ7Q	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8153	VN3L8T	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8145	VN3GXX	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8141	VN4X2L	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8140	VN5KWX	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	MM	8133	VN5DWR	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	M	7113	VN5MCH	B		03JAN16	ED	XXX	2
	CLAUSE	SANTA	MR	M	7124	VN5MXW	B		03JAN16	ED	XXX	2
	DT	TEST	MR	D	1033	VC9RWC	B	TNB	03JAN16	ED	XXX	4
	BPOUR	TEST	MR	D	1023	VNMH4J	B	TNB	03JAN16	ED	XXX	2
	BURONORMAL	ARG	MR	SA	7052	VQ3GVK	B		03JAN16	ED	XXX	2
	EXPLORER	POUR	MR	E	1118	VNHLXP	B		03JAN16	ED	XXX	2
	FAKEBOOKING	JACK	MR	SB	6057	VQ2QGX	B		03JAN16	ED	XXX	2
	FEE	NAMECHANGE	MR	MM		VN2LCQ	G		03JAN16	ED	XXX	X

13 14 15 16 17 18 19 20 21 22 23 24

100 POLAR1 [2: POLAR2] [3: POLAR3]

Connected to mainframe.pcb port 4923

172.29.5.128 00:00:063 36:03 TCPQM58 NUM

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3. Booking - Basic Information screen

```
RDDBA CM58 HA01096 DBOK Booking - Basic Information QHRS 24JUN15 07:16:19
==> Voyage # Sailing Date Cruise Length Ship E DIR HA USD MORE: *
Product: D610/D3JAN16/007-CWW/EURODAM/FLL1-FLL2 Booking Number Booking #: VN6WHW BH
Stat: B Cat: M Cab: 7112 Grp: Loc: 1 Curr: USD Fr: FLL1 To: FLL2
Date booking was made Days Out Today: 193
Open: 07MAY15 XML BH Optn: Dep: Chged: 03JUN15 XML BH
Time: 15:48:36 Call: O/T: Hist:

Booking Agency: DIRECT Agency Information Agency #: DIRECT
Contact: IATA/ABTA: Phone: (213) 000-0000
CLIA:

Primary Agency: IATA/ABTA: Agency #:
CLIA:

Guest Information
Last Name Suffix First Name Middle Name Title S Ag U Birth Dte Cty Air
CLAUSE SANTA CHRISTOPHER MR M 46 D 09APR1969 ZZU N
CLAUSE ANNA CHRISTMAS MRS F 65 D 27FEB1950 ZZU N

Tbl Siz: Din St: WLPos: Din Comments:
Table: Code: Force: Bed: Q Land Bed:
Phone: (206) 558-9933 OBS: Htl Smoking: N TWID: PID:
Remarks: Link ID:
Waitlist Remarks:

Upsell Notification Sent:
Past Pax CR Sea Days Loyalty Level
1 105407803 Mariner/Loyalty
2 Information
3
4
5

Tags:
--- Dining Availability ---
Time Avl S Status
EARLY UP A
MAIN UP A
EARLY LO C
MAIN LO C
OPEN A S CONFIRMED

Offer Code:
```

NOTE: Navigate to additional pages by using the functions on the command menu; pressing F2 will display additional commands

```
1Help 2Keys 3End 4PAD 5Refresh 6IR 7Back 8Fwrd 9Swap 10Left 11Right 12Cancel
13 14Far 15Lst 16 17Air 18Bitn 19Dec 20 21Rep 22Hst 23DSPA 24TWID
```

Polar Basics

Viewing the Booking Pricing Summary

3a. Pricing Summary screen

11A) POLARIS - TN3270 Plus 3.7.4

Host Edit View Setup Macros Language Help

 F F F T 2 3 4 5 6 7 8 9

RDBB QM58 HA01096 DBOK

Pricing Summary

QHRS 24JUN15 07:17:11

==>

Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2

Stat: B Cat: M Cab: 7124 Grp: Loc: 1 Curr: USD

SSvt: Last Name T U Ins Hom Air Gwy AF CC APO NF Pr: FLL1 To: FLL2

CLAUSe S D N N ZZU N Airport Code/Home City Y

CLAUSe A D N N ZZU N Y

DIR HA USD MORE: *

Booking #: VN5MXW BH

Promotions

RH1 Cruise Promo Code + Additional Amenity Codes

RH1

	1	2	3	4	5	Total		
Fare:	609.00	609.00				1,218.00	CxlFee:	0.00
							Sub:	1,505.76
Air:	0.00	0.00				0.00	C	0.00
Pkg:	0.00	0.00				0.00	O	0.00
Mods:	0.00	0.00				0.00	GST:	0.00
SSvt:	0.00	0.00				0.00	TAFee:	0.00
Ins:	0.00	0.00				0.00	AgGft:	0.00
TFEE:	143.88	143.88				287.76	Net:	1,505.76
AFee:	0.00	0.00				0.00	AirRcv:	0.00
Misc:	0.00	0.00				0.00	TotRcv:	1,505.76
FCC:	0.00	0.00				0.00	Bal:	0.00
Grs:	752.88	752.88				1,505.76	Due:	200CT15
							COP:	0.00
NCF:	170.00	170.00				340.00	Dep:	
IAFT:	0.00	0.00				0.00	Due:	
Obt:	0.00	0.00				0.00		
OBCA:	0.00	0.00				0.00		
GST:	0.00	0.00				0.00		
Lndx:	0.00	0.00				0.00	Tot Lndx Penalty:	
Rcvd:	0.00	0.00				0.00		0.00
Pax Refund:	0.00	Agency Refund:	0.00					

13BtIn 14Man 15Lst 16GST 17Air 18BtIn 19Doc 20Com 21Rep 22Hst 23Ref 24OBC

11A) POLARIS | 2: POLARIS | 3: POLARIS

Connected to mainframe.pcb.port4923

 172.29.51.28

00:00:343 02:06 TCP00M58

NUM

Polar Basics

Viewing Booking History/Notes

View chronological changes made to the booking as well as any notes entered by users in other departments

3b. Booking History screen

F22Hst (Shift + F10) from the Booking Basic Information screen or Pricing Summary screen

```

RDBH PS07 HA01096 DBOK Booking History QHRS 24JUN15 09:52:34
== HA USD MORE: + *
Product: D610/03JAN16/007-CWW/EUROADAM/PLL1-PLL2
Booking: CLAUSE S MR A Number: VN6WHW Status: B Origin: BH
Select:
Func Task Date Time Syst User Contact Field Name
AVAL XRCV 03JUN15 08:54 QHW5 XML BH IMMIGRATION INFO
FromTo: PIF FLG 1: 1Y PIF FLG 2: 1Y
AVAL XRCV 03JUN15 08:54 QHW5 XML BH EMERG CONTACT INFO
Sys Msg: EMERGENCY CONTACT INFO ADDED
AVAL XRCV 03JUN15 08:52 QHW5 XML BH IMMIGRATION INFO
Sys Msg: IMMIGRATION INFO ADDED
AVAL XRCV 02JUN15 15:54 QHW5 XML BH PASSENGER DATA (2)
From: AGE USECODE FASTPAX =
AVAL XRCV 02JUN15 15:54 QHW5 XML BH IMMIGRATION INFO
Sys Msg: IMMIGRATION INFO ADDED
AVAL XRCV 02JUN15 15:54 QHW5 XML BH IMMIGRATION INFO
Sys Msg: IMMIGRATION INFO ADDED
AVAL XRCV 12MAY15 10:12 QHW5 XML BH IMMIGRATION INFO
Sys Msg: IMMIGRATION INFO CHANGED
AVAL XRCV 12MAY15 09:53 QHW5 XML BH IMMIGRATION INFO
Sys Msg: IMMIGRATION INFO ADDED
AVAL XRCV 12MAY15 09:52 QHW5 XML BH IMMIGRATION INFO
Sys Msg: IMMIGRATION INFO ADDED
AVAL XRCV 07MAY15 15:48 QHW5 XML BH BALANCE DUE
FromTo: 1,505.76 0.00
AVAL XRCV 07MAY15 15:48 QHW5 XML BH OPTION DATE
FromTo: 050815 000000
AVAL XRCV 07MAY15 15:48 QHW5 XML BH IMMIGRATION INFO
13Bin 14Far 15Lst 16 17Air 18Bitn 19Doc 20 21Rcp 22Hst 23Rev 24

```