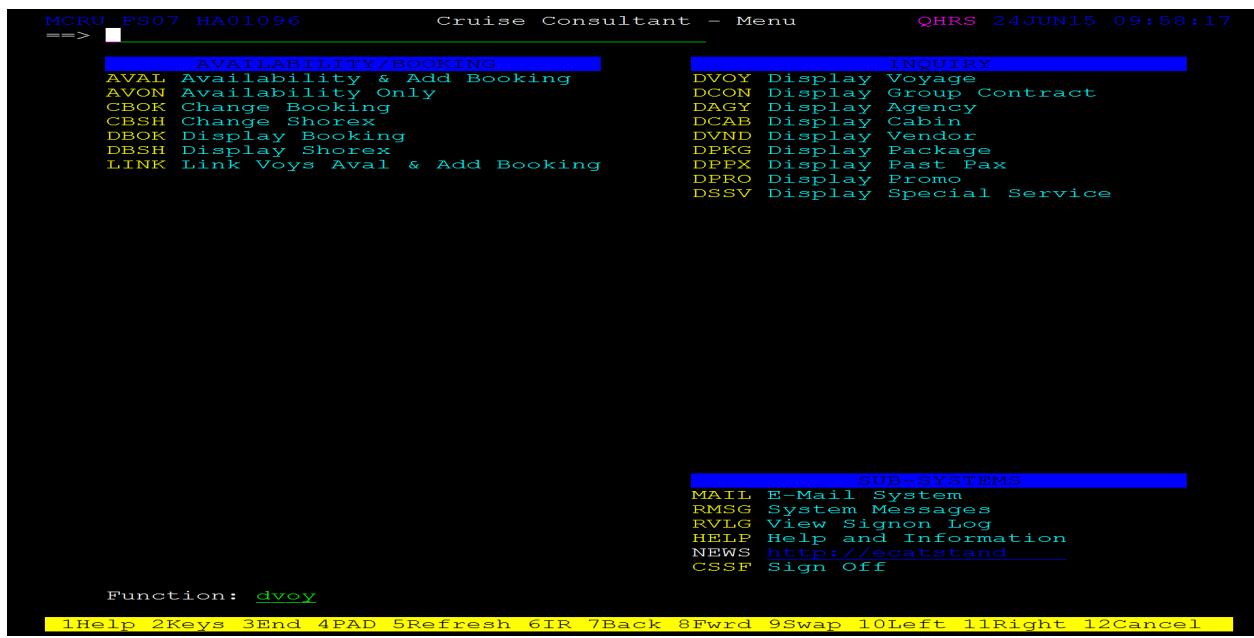


# Polar Basics

## Viewing Voyage Information

- DVOY (Display Voyage)
- Displays specific information related to a particular voyage
- Enter DVOY in the Function: field, Press Enter



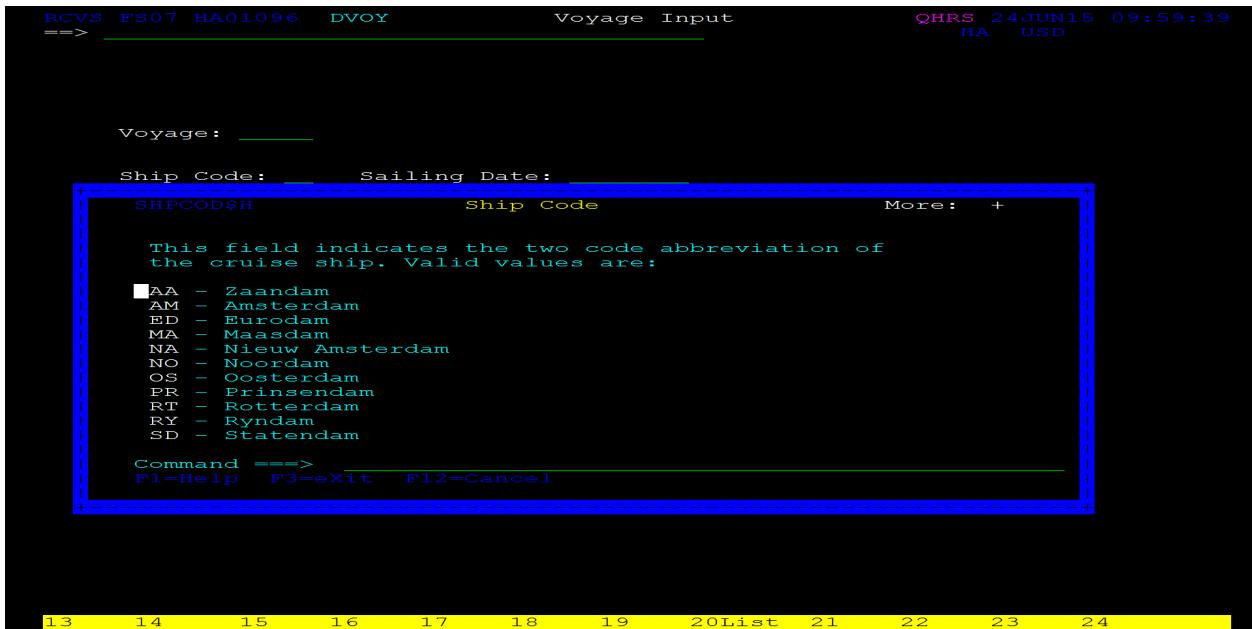
### 1. Voyage Input screen

- Enter the Voyage number or the ship and sailing date, Press Enter



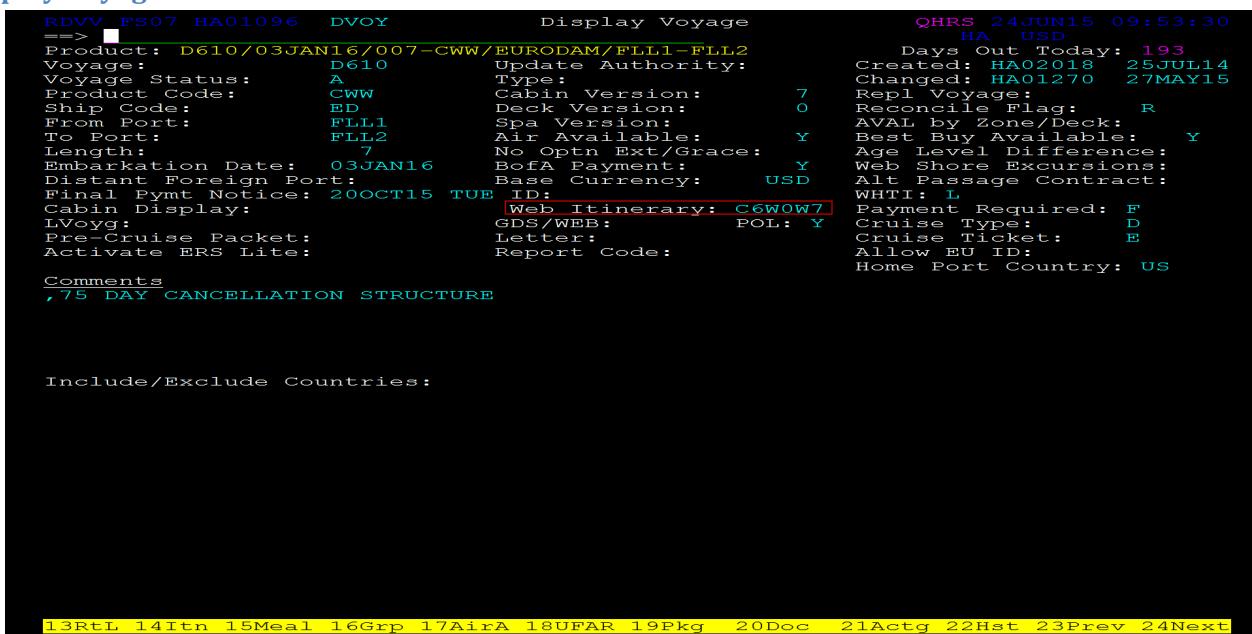
## Polar Basics

NOTE: For a list of POLAR ship codes, move your cursor to the Ship Code field and Press F1 Help



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

## 2. Display Voyage screen



NOTE: This screen is mainly useful for quickly finding the Web Itinerary for a specific voyage that corresponds with the web itinerary code we use for our website.

## Polar Basics

### Viewing a Voyage Itinerary

#### 2a. Voyage Itinerary screen

- F14ltn (Shift + F3) from the Display Voyage screen

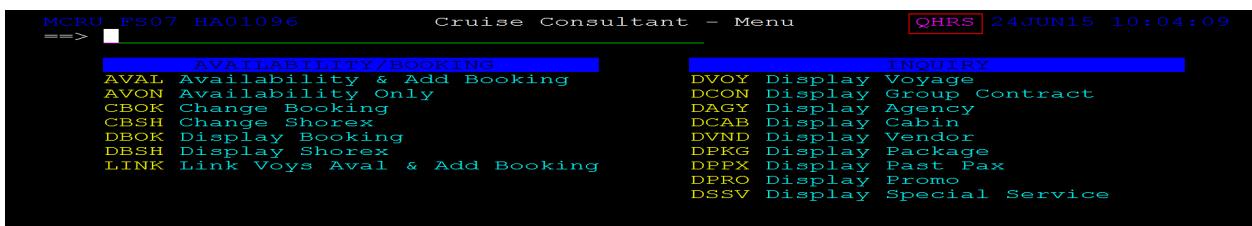
RDLI FS07 HA01096 DBOK		Voyage Itinerary				QHRS 24JUN15 09:52:16		
		ERM				DIR	HA	MORE:
==> ■ Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2								
Itinerary		Date	Day					
Fort Lauderdale, Florida, US		03JAN16	SUN				DEPART	4:00PM
PIER: PORT EVERGLADES		CHECK IN STARTS AT 0100P						
Half Moon Cay, Bahamas		04JAN16	MON	ARRIVE	8:00AM	DEPART	4:00PM	
TENDER REQUIRED								
At Sea		05JAN16	TUE	AT SEA				
Ocho Rios, Jamaica		06JAN16	WED	ARRIVE	8:00AM	DEPART	4:00PM	
Georgetown, Cayman Islands		07JAN16	THU	ARRIVE	10:00AM	DEPART	6:00PM	
TENDER REQUIRED								
At Sea		08JAN16	FRI	AT SEA				
Key West, Florida, US		09JAN16	SAT	ARRIVE	8:00AM	DEPART	5:00PM	
TIMES SUBJECT TO DAYLIGHT								
Port Lauderdale, Florida, US		10JAN16	SUN	ARRIVE	7:00AM			
PIER: PORT EVERGLADES								
Evening attire: Formal:      Semiformal:      Casual: 7								
Remarks: RDLI-00041 END OF FILE REACHED								
13Aqy 14Pax 15 16 17Lnk 18Imm 19SSV 20 21 22 23 24Crs								

## Polar Basics

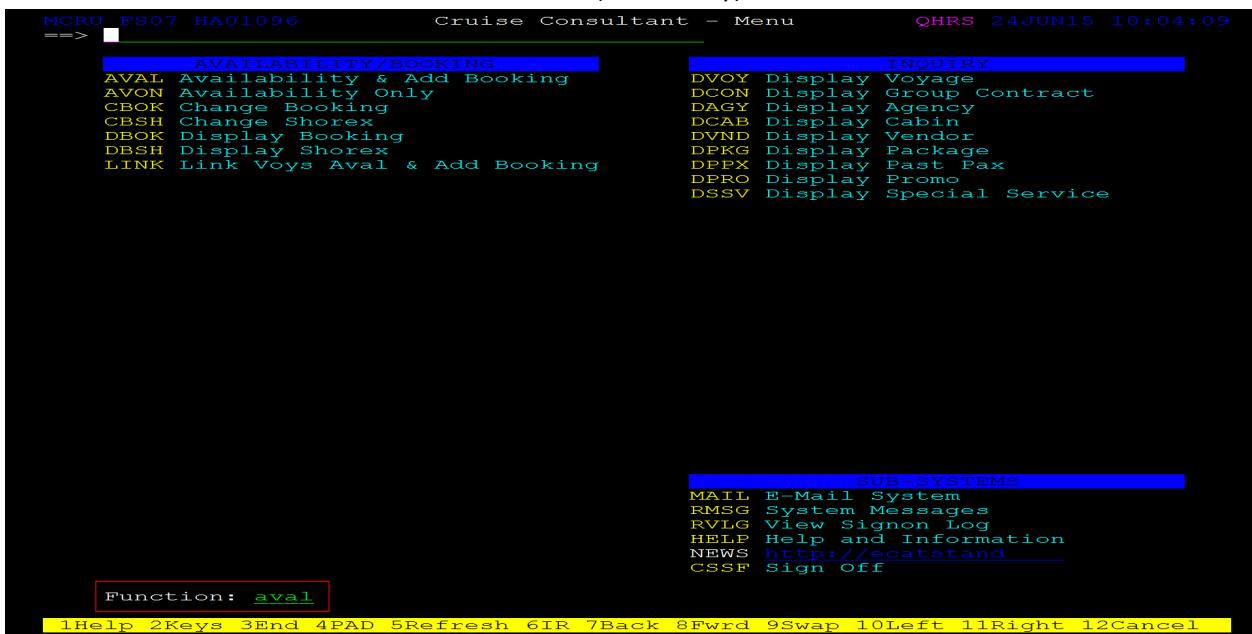
### Creating a new booking

To check the stateroom availability on a voyage or to make a booking

**(IF YOU ARE MAKING A BOOKING PLEASE ALWAYS ENSURE YOU ARE IN THE TEST ENVIRONMENT!!!!!!) THE TOP RIGHT CORNER OF YOUR SCREEN WILL ALWAYS REFLECT THE REGION YOU ARE IN, HAQ DISPLAYS AS QHRS IN BRIGHT PINK.**



- In the Cruise Consultant Menu screen enter AVAL(Availability) in the Function field, Press Enter.



# Polar Basics

## 1. Travel Agency screen

- Enter your name or initials as the Contact Name
- Enter the phone number of agency ID for a test agency, Press Enter

RTAI FS07 HA01096 AVAL	Travel Agency	QHRS 24JUN15 10:04:39
==> _____		
Enter contact name: <u>e</u> _____		
Enter one of the following Travel Agency identifiers:		
Phone:	(845) 454-1600	
ARC/IATA/ABTA:	_____	
CLIA:	_____	
Name:	_____	
Agency ID:	_____	
PostCode:	_____	
City:	_____	
Country:	_____	
Enter 'D' for direct booking or 'N' for new agency: _____		

## 2. Travel Agent List screen

- Press Enter to bypass the Travel Agent List screen

RDIU FS07 HA01096 AVAL	Travel Agent List	QHRS 24JUN15 10:05:01		
==> _____				
Agency: 33754722 HOOKER AVENUE TRAVEL				
S	First Name	Last Name	Agent CCN	Academy Status
<input checked="" type="checkbox"/>	ANNETTE	WAGNER	664332587B	
<input type="checkbox"/>	CAROLINE	ANKELE	664884445B	
<input type="checkbox"/>	CHERYL	DECKER	714212610B	
<input type="checkbox"/>	HAROLD	CHRISTIE	452610497A	
<input type="checkbox"/>	KIMBERLY	HOAG	711757440B	
<input type="checkbox"/>	MARY	TRUNCAL	630381959B	
<input type="checkbox"/>	MARY	TRUNCAL	692619416B	

## 3. Sailing Search screen

- For a broad search, enter info into the following fields. This info will vary depending on the need for the test booking.
- Home/Air/Gateway
- Stateroom Type: "O" (Open)
- Occupancy (enter anything between 1 and 5)
- Voyage ID: POLAR voyage code (you could alternatively enter a ship + sailing date in lieu of a voyage code. There are many ways to narrow down the search for a specific cruise.)
- Press Enter

RDLT FS07 HA01096 AVAL	Sailing Search	QHRS 24JUN15 10:05:27
==> _____		
Association: VACATION.COM US		
Primary:	00027958	IATA/ABTA: 00027958
Name:	VACATION.COM	Secondary: 33754722 IATA/ABTA: 33754722
Phone:	(703) 740-4100	Name: HOOKER AVENUE TRAVEL
DSM:	DIVISIONAL ACCOUNT	Phone: (845) 454-1600
MULTIPLE CRS SUBSCRIBERS		
Search Parameters		
Home/Air/Gatwy:	sea n	
Date:	_____	
Stateroom Type:	o	
Occupancy:	2	
Trade:	_____	
Tour:	_____	
Voyage:	d610	Route Sector From: _____ To: _____
Ship/Land:	_____	
Duration:	_____	
Past Pax:	1	Search: Phone: _____
Campaign ID:	1: _____	2: _____ 3: _____
Share Cabin Occupancy:	_____	4: _____
Offer Code:	_____	5: _____
Gender:	_____	Age: _____
Group:	_____	Promo: _____

## Polar Basics

#### 4. Availability by Voyage screen

- The voyages that appear here are the voyages that most closely match the criteria you entered in the previous screen
- Press Enter

RDLV FS07 HA01096 AVAL Availability by Voyage  
 ==> E QHRS 24JUN15 10:05:44  
 1) WCWC 2) ACAC  
 EURODAM EURODAM  
 27DEC15 03JAN16  
 14 CXH 7 CWW  
 D580A 07 D610 04  
 FLL1-FLL3 FLL1-FLL2  
 PS4 W PS4 W  
 SA4 SA4  
 SB4 SB4  
 SC4 SC4  
 SS3 SS3  
 SU3 W SU3  
 SY3 SY3  
 SZ3 W SZ3 W  
 VQ VQ  
 VT VT  
 V 4 V 4  
 VA3 VA3  
 VB4 VB4  
 VC4 VC4  
 VD4 VD4 G  
 VE4 VE4 G  
 VF4 VF4 G  
 VH W VH W  
 CQ W CQ  
 C 4 C 4  
 D 4 D 4  
 DD4 DD4  
 E 4 E 4  
 F 4 F 4  
 G 3 G 3  
 H H  
 HH3 W HH3 W  
 IQ W IQ  
 I 4 I 4  
 J 4 J 4  
 K 3 K 3  
 L L  
 Selection/Voyage: **D610**  
 13Catg 14 15CItn 16 17 18Route 19 20 21 22DAGY 23 24

## Polar Basics

### 5. Category Pricing - Best Buy screen

- Displays all stateroom categories w/availability based on promo code. (NOTE: If the agency you entered has a group on the voyage, you will see an additional column on this screen.)
- Enter 1 in the column field
- Enter the stateroom category you want to book in the Cat: field
- Press Enter

```

RDIC FS07 HA01096 AVAL Category Pricing - Best Buy      QHRS 24JUN15 10:05:55
====> Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2      E
Fare: B/B Fare:          QHRS 24JUN15 10:05:55
Cat Avl DBL Pro Avl DBL APO KAL EXPLORE 4
PS4 C 4,299* KAL FIT SIGNATURE FARES
SA4 7 2,599* KAL
SB4 1 2,149* KAL
SC4 4 1,999* KAL
SS3 9 1,799* KAL
SU3 1 1,649* KAL
SY3 3 1,499* KAL
SZ3 W/ 3,219 FIT
VQ 9 1,039 KAL
VT 4 1,009 KAL
V 4 979 KAL
VA3 9 949 KAL
VB4 9 919 KAL
VC4 9 889 KAL
VD4 G 859 KAL
VE4 G 849 KAL
VF4 G 799 KAL
VH W/ 2,019 FIT
CQ 4 739 KAL
C 4 9 719 KAL
D 4 9 689 KAL
DD4 9 669 KAL
E 4 9 649 KAL
F 4 9 629 KAL
G 3 9 609 KAL
H 9 599 KAL
HH3 W/ 1,719 FIT
IQ 4 589 KAL
I 4 0 569 KAL
J 4 0 549 KAL
K 3 0 529 KAL
L 9 519 KAL
M 9 509 KAL
MM 9 499 KAL
N W/ 1,419 FIT
Adjacent Cabins: —
Occ: DBL Col: 1 Cat: v Berths: 2 Home/Air/Gatwy: SEA N
13Cat 14 15CItn 16DPRO 17 18Rte 19 20Deal 21FOpt 22DAGY 23BBuy 24

```

## Polar Basics

### 6. Promo Remarks Recap screen(s)

Enter Y then Press Enter

```
RDIA FS07 HA01096 AVAL      Promo Remarks Recap      QHRS 24JUN15 10:06:17
==>  Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2
      HA USD
      Shut Off: 31DEC15
      Promo: KAI      Effective: 01JAN14
      EXPLORE 4
      SIGNATURE BEVERAGE PACKAGE AND PINNACLE GRILL
      DINNER FOR 2. PLUS: BOOK A SUITE AND ALSO RECEIVE
      150 DOLLARS USD PP SBC AND CANALETTO DINNER FOR 2

      Promo Remarks Recapped: X
      13 14 15 16 17 18 19 20 21 22DAGY 23 24
```

NOTE: There may be multiples of these screens. Any itinerary changes, terms & conditions for applicable promos, or special alerts will appear here.

### 7. Pricing Detail screen

- Press Enter (there are modifiable fields on this page, if you need to remove air fare or transfers from the booking)

```
RDIA FS07 HA01096 AVAL      Pricing Detail      QHRS 24JUN15 10:06:33
      HA USD
      Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2
      Pax  Ins  Hom  Air  Gatwy  Age  XFR  Grp  Promo  Deals Included  Past  Pax
      1   n    SEA  N    AD    n    KAI
      2   n    SEA  N    AD    Y    KAI
      3   -    -    -    -    -    -
      4   -    -    -    -    -    -
      5   -    -    -    -    -    -
      Fare:    1   979.00    2   979.00    3
      Offer Code  4   5   Total  Grstot: 2,519.76
      1,958.00  C: 10.0  181.60
      O:
      Air:    76.00  GST:
      Pkg:   38.00
      Mods:   38.00
      SSV:   198.00  TAFee:
      Ins:   99.00   99.00
      TFPB:  143.88   143.88
      AFee:   287.76
      Misc:   Net: 2,338.16
      FCC:   1,259.88   1,259.88
      Grs:   Rcvd: 2,338.16
      2,519.76  Bal: 2,338.16
      IAFT:   Due: 20OCT15
      NCF:   170.00   170.00  Dep: 898.00
      OBC:   340.00  Due: 29JUN15
      GST:
      Category: V  Berths: 2
      Confirm Minors on Booking: -
      AIR SYSTEM IS NOT AVAILABLE AT THIS TIME

      13Catg 14BITn 15Cith 16FCC 17 18Route19 20 21 22DAGY 23 24
```

## Polar Basics

### 8. Suggested Up-Sell screen

- Press Enter to bypass

```

RDIF FS07 HA01096 AVAL          Suggested Up-Sell      E          QHRS 24JUN15 10:06:58
==> Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2          HA  USD

Select NEW CATEGORY, Price CRUISE-TOUR, or Press ENTER TO CONTINUE
Current Category: V          979.00

FOR ONLY          520.00 more, (          74.28 per day) you can book a category SY
                      MOVE TO SIGNATURE SUITE W/50% MORE SPACE

                      820.00 more, (          117.14 per day) you can book a category SS
                      MOVE TO MIDSHIP SIGNATURE SUITE

                      1,020.00 more, (          145.71 per day) you can book a category SC
                      MOVE TO NEPTUNE SUITE W/ NEPTUNE LOUNGE ACCESS

New Category: ■

```

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

### 9. Cabin Selection screen

- Press Enter (or enter another stateroom number from the list and Press Enter to select that stateroom)

```

RDLC FS07 HA01096 AVAL          Cabin Selection      E          QHRS 24JUN15 10:07:09
==> Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2          HA  USD MORE: +
Voyage total avl: 9+
Category/Cabin: V 6054          V 5053          V 5055
Position/Feet: MID PORT 173 sq ft MID STAR 173 sq ft MID STAR 173 sq ft
Berths: QUEEN/TWN          QB/TWN SOFA+PULLMAN          QB/TWN SOFA+PULLMAN
Bath/Window: SHOWER/TUB/WINDOW          SHOWER/TUB/WINDOW          SHOWER/TUB/WINDOW
Cabin notes: BATH/SHOWER          BATH/SHOWER          BATH/SHOWER
Docmnt Notes 1:
Docmnt Notes 2:

Location:          MIDSHIP          MIDSHIP          MIDSHIP

Category/Cabin: V 5056          V 5057          V 5058
Position/Feet: MID PORT 173 sq ft MID STAR 173 sq ft MID PORT 173 sq ft
Berths: QB/TWN SOFA+PULLMAN          QB/TWN SOFA+PULLMAN          QB/TWN SOFA+PULLMAN
Bath/Window: SHOWER/TUB/WINDOW          SHOWER/TUB/WINDOW          SHOWER/TUB/WINDOW
Cabin notes: BATH/SHOWER          BATH/SHOWER          BATH/SHOWER
Docmnt Notes 1:
Docmnt Notes 2:

Location:          MIDSHIP          MIDSHIP          MIDSHIP

Category/Cabin: V 5059          V 5060          V 5061
Position/Feet: MID STAR 173 sq ft MID PORT 173 sq ft MID STAR 173 sq ft
Berths: QUEEN/TWN W/SOFA          QB/TWN SOFA+PULLMAN          QUEEN/TWN W/SOFA
Bath/Window: SHOWER/TUB/WINDOW          SHOWER/TUB/WINDOW          SHOWER/TUB/WINDOW
Cabin notes: BATH/SHOWER          BATH/SHOWER          BATH/SHOWER
Docmnt Notes 1:
Docmnt Notes 2:

Location:          MIDSHIP          MIDSHIP          MIDSHIP

Adjacent To Cabin:
Hold cabin(s): V 5055■          Max Distance:          Age:          Staff:          Wheelchair access: ■

```

13Catg 14 15CITn 16 17 18Route 19DCAB 20 21Lst 22DAGY 23 24

## Polar Basics

## 10. Create Booking screen

- Enter the following required fields for each guest to proceed with making a booking
- Last Name
- First Name
- Title (Mr/Ms/Dr, etc.)
- S (M(ale) or F(emale)
- Bed (K(ing), Q(ueen), T(win)
- Press Enter (you will not be allowed to proceed if you have missed any required information, your cursor will move to the field that needs to be completed, and it should highlight in red)

## Polar Basics

## 11. Pricing Summary screen

- Press F21

**RCBB FS07 HA01096 CBOK**      **Pricing Summary**      **QHRS 24JUN15 10:08:07**  
**Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2**      **HA USD MORE: >\***  
**Stat: B Cat: V Cab: 5055 Grp: Loc: 1 Curr: USD**      **Booking #: VCMG6W PRN**  
**Last Name I U Ins Hom Air Gwy AF CC ABO NF**      **Fri: FLL1 To: FLL2**  
**TEST O D N SEA N**      **Promotions**  
**TEST T D E SEA N**      **KAI**  
  
  
  
  
**Fare:**      **1 979.00 2 979.00 3 4 5 Total 1,958.00 Cx1Fee: 0.00**  
**Air:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**Pkg:**      **0.00 38.00 0.00 0.00 0.00 0.00**  
**Mods:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**SSv:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**Int:**      **0.00 95.00 0.00 0.00 0.00 0.00**  
**IMPE:**      **143.00 143.00 0.00 0.00 0.00 0.00**  
**AFee:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**Misc:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**FCC:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**Grs:**      **1,122.88 1,259.88 0.00 0.00 0.00 0.00**  
  
**NCF:**      **170.00 170.00 0.00 0.00 0.00 0.00**  
**IAFT:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**OBC:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**OBCA:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**GST:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
  
**Lndx:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
**Rcvd:**      **0.00 0.00 0.00 0.00 0.00 0.00**  
  
**AIR SYSTEM IS NOT AVAILABLE AT THIS TIME**  
**Pax Refund: 0.00 Agency Refund: 0.00**  
  
  
**RCBB-0993W BOOKING DEPOSIT REQUIREMENTS HAVE NOT BEEN FULLY MET**  
**13BIn 14Man 15Lst 16GST 17Air 18Bith 19Doc 20Com 21Rcp 22Hst 23Ref 24Add**

## 12. Booking Confirmation screen

- Enter Y in all fields
- Press Enter

RCBD FS07 HA01096 CBOK Booking Confirmation E QHRS 24JUN15 10:10:08  
 Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2 HA USD MORE: \*  
 Open: 24JUN15 HA01096 Grp: Loc: 1 Curr: USD Booking # 7CMG6W PRN  
 Open: 24JUN15 HA01096 Grp: Loc: 1 Curr: USD Fri: 24JUN15 To: 24JUN15  
 Recap (Y/N) Days Out Today: 193  
 Booking # 7CMG6W Chgstd: 24JUN15 HA01096  
 Status: B Hist:  
 Voyage: D610 Ship Name: EURODAM  
 Start Date: 03JAN16 Rte Sec: FLL1 - FLL2 Booking Agency Contact: E  
 Tour ID: Cabin: 5055 Bed: Q IATA/ABTA: 33754722  
 Category: V Sufx First Name S Hom Primary Agency Contact: NICOLE G  
 Last Name TEST ONE M SEA IATA/ABTA: 00027958  
 TEST TWO M SEA  
 TEST  
 Booking Totals  
 Fare: 1,958.00 CxlFees: 0.00  
 Dining: O Status: OY WL: Air: 0.00 Subtotal: 2,382.76  
 Packages/Transfers Air Gwy AF Ins Pkg: 35.00 Com 10.0 171.70  
 TRANSFER FLL AIRPO T N M Misc: 0.00 OR 0.0 0.00  
 TRANSFER FLL SHIP/ 2 N P SSV: 0.00 TA Fee: 0.00  
 3 Ins: 99.00 AgGft: 0.00  
 4 TFPE: 287.76 Net: 2,211.06  
 5 AFee: 0.00 AirRcvd: 0.00  
 Misc: 0.00 TotRcvd: 0.00  
 Fare Details  
 Deposit: 799.00 Due On: 29JUN15 FCC: 0.00  
 Balance: 2,211.06 Due On: 20OCT15 Grs: 2,382.76  
 Cancel Fee Schedule (Per Person) OBC: 0.00  
 20OCT15 \$350.00 19DEC15 100.0% OBCA: 0.00  
 05JUN15 75.0% Lndx: 0.00  
 06JUN15 75.0% GST: 0.00  
 Important Notes  
 PASSPORT OR WHTI REQ BOOKING HAS GIFT  
 U.S. DOLLARS  
 QUEEN BED  
 Upgrade (Comp Rgst) (Y/N) Y Does Xmit Mode  
 Shoredx Booking Dispute: Reason:  
 Form:  HOOKERAVETRAVEL@ATT.NET  
 AIR SYSTEM IS NOT AVAILABLE AT THIS TIME  
 CR Card: -  
 CHECK-GOSSX BOOKING NUMBER REQUIRED  
 13Bln 14Far 15Lst 16GST 17Air 18Bln 19Doc 20Com 21CREV 22Rst 23 24Add

## Polar Basics

Congratulations you have made a booking! The booking number is found in the top right hand corner of the screen.

```
RCBD FS07 HAO1096 CBOK Booking Confirmation E
Product: D610/03JAN16/007-CWW/EURODAM/FLL1-FLL2
Open: 24JUN15 HAO1096 Grp: Loc: 1 Curr: USD
Recap (Y/N)
Booking # VCMG6W
Status: B
Voyage: P610 Ship Name: EURODAM
Serial Dte: 03JAN16 Rte Sec: FLL1 - FLL2 Booking Agency Contact: E
Tour ID:
Category: V Cabin: 5055 Bed: Q
Last Name Suffix First Name S Hom Primary Agency Contact: NICOLE G
TEST ONE M SEA IATA/ABTA: 00027958
TEST TWO M SEA
Booking Totals
Fare: 1,958.00 CxlFees: 0.00
Dining: O Status: OY WL: Air: 0.00 Subtotl: 2,382.76
Com 10.0 171.70
OR 0.0 0.00
Packages/Transfers Air Gwy AF Ins Air: 0.00 Subtotl: 2,382.76
TRANSFER FLL AIRCO 1 N N Misc: 0.00 GST: 0.00
TRANSFER FLL SHIP/ 2 N P Ssv: 0.00 TA Fee: 0.00
3 Ins: 99.00 AgGft: 0.00
4 TFPE: 287.76 Net: 2,211.06
5 AFee: 0.00 AirRcvd: 0.00
Misc: 0.00 TotRcvd: 0.00
Fare Details
Deposit: 799.00 Due On: 29JUN15 PCC: 0.00
Balance: 2,211.06 Due On: 20OCT15 Grs: 2,382.76
Cancel Fee Schedule (Per Person)
20OCT15 $350.00 19DEC15 100.0%
08NOV15 50.0%
06DEC15 75.0%
GST: 0.00
Important Notes
PASSPORT OR WHTI REQ BOOKING HAS GIFT
U.S. DOLLARS
QUEEN BED
Upgrade (Comp Rqst) (Y/N) Does Xmit Mode
Sherex: Booking Disptg: Reason:
BOOKINGAVETRAVELGATT.NET
AIR SYSTEM IS NOT AVAILABLE AT THIS TIME
CR Card: -
RCBD-00921 BOOKING RECAP COMPLETED
13BIN 14Far 15Lst 16GST 17Air 18Bithn 19Doc 20Com 21CREV 22Hst 23 24Add
```