

Quick Reference Manual

Groups eChannel Project (GEC) BookCCL.com Users

Great News! You will now be able to manage your group contracts online the same way you currently handle Individual Reservations bookings. Here's how it works: Call Carnival's Group Department (1.800.327.5782) to book a group contract. Once you have your group booking number, you will be able to maintain it online. From berthing the group staterooms, to making necessary adjustments, or even cancelling the group staterooms, this new online feature allows YOU to be in charge of your group business.

Here is a Quick Reference Manual (QRM) with more details on what you can expect:

Berth Staterooms	<ul style="list-style-type: none">• Berth staterooms from categories within the group.• Add a new category to berth.• Choose stateroom numbers or TBA guarantees.
Change Staterooms	<ul style="list-style-type: none">• Select or change stateroom numbers.• Assign a stateroom number to a "TBA" stateroom.
Change Categories	<ul style="list-style-type: none">• Change the category berthed for a guest to a different category within their group.• View and book the BEST available group rate for a specific sailing.
Name Changes	<ul style="list-style-type: none">• Name changes• Name corrections• Replacing (cancelling/adding) guests
Make Payments	Make an online payment using the following: <ul style="list-style-type: none">• Checks• Cashiers checks• Money orders• Credit cards
Fly Aweigh	<ul style="list-style-type: none">• Assign an air city for a group stateroom.• Change the gateway city for a guest or stateroom.• Change the guest from Fly Aweigh to Cruise only.• Change the guest from Cruise only to Fly Aweigh.
Gratuities	<ul style="list-style-type: none">• Select pre-paid gratuities for a guest or stateroom.
Packages	<ul style="list-style-type: none">• Request packages for a group stateroom.• Assign packages for a group stateroom.• Remove a package from a guest or stateroom.• Change the package a guest has booked.
Dining Request	<ul style="list-style-type: none">• Dining will be available for request by stateroom. (Please remember that dining is still on a request basis.)
Vacation Protection Plan	<ul style="list-style-type: none">• Add VPP travel insurance for guests.• Remove VPP from guests in the group.
Confirmation	Request a stateroom confirmation (Account Summary of the stateroom) to be sent via: <ul style="list-style-type: none">• Fax• eMail• Mail

Plus, useful information such as deck plans, category descriptions and stateroom amenities are also available!!

Start off by logging in to BookCCL.com. If you are not a registered user of BookCCL.com, please click on the “Not Registered? Click Here” link in order to request an ID. It takes approximately 48 hours for you to receive your new ID and password.



Welcome to BookCCL.com



Welcome to BookCCL.com, your online travel agent portal for accessing booking and marketing tools. Learn more about what BookCCL.com has to offer.

<h3>Register with BookCCL.com</h3> <p>BookCCL is a free service provided by Carnival to our travel agents. To register, please fill out our online form. Your user I.D. and password will be e-mailed to you.</p> <p>REGISTER</p> <ul style="list-style-type: none">» Today's Carnival» Vacation Guarantee» FunShipPay 	<h3>Agent Login</h3> <p>Please enter your BookCCL.com Login ID and Password below.</p> <p>Login ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>LOG IN</p> <p>Forgot your password? Click here.</p> <p>Not registered? Click here.</p>
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Once you are logged in, you will be able to select one of the following from the “Your Bookings” section: “Create a Booking” or “Edit a Booking”



Welcome to BookCCL.com

	
<h3>Your Bookings</h3> <ul style="list-style-type: none">» Create a Booking» Edit a Booking	<h3>Marketing Resources</h3> <ul style="list-style-type: none">» Documents & PDF's» Carnival's Ad Wizard
<h3>Your Account</h3> <ul style="list-style-type: none">» Edit Personal Profile» Banking Information	<h3>eMail Tools</h3> <ul style="list-style-type: none">» Learn More» Email Contact List» Agency Email Registration
	<h3>Order Brochures or DVD's</h3> <ul style="list-style-type: none">• Order Brochures and DVD's• E-Brochures <h3>Featured Updates</h3> <ul style="list-style-type: none">• "On Demand" Webinar 2/12/08• Special Spring Sailings from the West Coast!• New Features on FunShipPay!• Cruise Document - Update

Create a Booking

“Create a Booking” will allow you to assign a stateroom within your group. You can also shop for categories or rates not in your allotment and add them to the group.

Please enter the ship, sail date range & duration, and Departing City to view your group booking. (*Departing City for cruise only or fly aweigh guests mandatory*).

EDISTRIBUTION TEST AGY - DOME
Martinez, Jessica
(305) 599-2650

Destination: No Preference

Ship: Carnival Valor

Departure: From 05/29/2008 To 06/28/2008
Duration Days: From 3 To 7

of Staterooms: 1
of Guests for Stateroom 1: Adult 2, Child 0

Past Guest #:
Rate Code:

Transportation Type: Cruise Only

Departing City: Miami, FL (MIA)

Category Filter: All Categories

Category: Stateroom:

SEARCH RESET

Click submit to begin yo hit submit. Minimum rec

Edit a Booking

“Edit a Booking” will allow you to view and modify a group stateroom. Reservations are located by entering any of the following in the “Search for Reservation” page (see below):

- Reservations Number (IBR #)
- Guest’s last name, first name and ship

SEARCH FOR RESERVATION

Display By

Reservation No.

CONTINUE >

OR

Search By

*Required Fields

* Guest's Last Name Guest's First Name

Ship: No Preference

CONTINUE >

Booking Help | Contact Us



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A list of ships and sail dates is displayed. Under the “Groups” column, “YES” will be displayed if you are holding group space for that specific sailing.

Ship	Destination	Sail Date	Dur Days	Max Occ	Group	Sailing
CARNIVAL VALOR	EASTERN CARIBBEAN	06/01/2008	7	4	YES	SELECT
CARNIVAL VALOR	WESTERN CARIBBEAN	06/08/2008	7	4	NO	SELECT
CARNIVAL VALOR	EASTERN CARIBBEAN	06/15/2008	7	4	NO	SELECT
CARNIVAL VALOR	WESTERN CARIBBEAN	06/22/2008	7	4	NO	SELECT

Page # 1

Once the ship and sail date is selected, a list of fare codes applicable to the group held by the agency is displayed. The group fare codes will be displayed with the Group booking number in the front. For example: 8BC0W401 shows PGY in the description and 8BC0W404 shows PNS. The 01 & 04 at the end of the booking number 8BC0W4 is the Rate Code version from Rate Code List.

EDISTRIBUTION TEST AGY - DOME
Pichardo, Jorge
(305) 599-2650

Destination: EASTERN CARIBBEAN

Ship: Carnival Valor

Departure: From 06/01/2008 To 06/01/2008
 Duration Days: From 7 To 7

of Staterooms: 1
 # of Guests for Stateroom 1: 1
 Adult: 2 Child: 0

Past Guest #:

Rate Code:

Group Booking Num:

Transportation Type: Cruise Only

Departing City: Miami ,FL (MIA)

Category Filter: All Categories

Category: Stateroom:

Rate Code	Description	Air	Cruise	Compare	Rate
PSE	SENIOR CITIZEN SPECIALS & 3/4 PROMO CPSE - NO UPGRADES APPLY Valid from/to: 02/20/2008 / 06/01/2008	No	Yes	<input type="checkbox"/>	<input type="button" value="SELECT"/>
T	TARIFF RATES & 3/4 PROMO CT - NO UPGRADES APPLY Valid from/to: 02/20/2008 / 06/01/2008	No	Yes	<input type="checkbox"/>	<input type="button" value="SELECT"/>
8BC0W401	TEST JP5 PGY CPGY - NO UPGRADES APPLY SUPPORTS 00 AMENITIES AND COMPS Valid from/to: 02/20/2008 / 03/18/2008	No	Yes	<input type="checkbox"/>	<input type="button" value="SELECT"/>
8BC0W404	TEST JP5 PNS CPNS - NO UPGRADES APPLY SUPPORTS 00 AMENITIES AND COMPS Valid from/to: 02/20/2008 / 03/18/2008	No	Yes	<input type="checkbox"/>	<input type="button" value="SELECT"/>
8BC0W407	TEST JP5 PGY CPGY - NO UPGRADES APPLY SUPPORTS 00 AMENITIES AND COMPS Valid from/to: 02/20/2008 / 03/18/2008	No	Yes	<input type="checkbox"/>	<input type="button" value="SELECT"/>
8BC0W4BST	TEST JP5 BST - NO UPGRADES APPLY SUPPORTS 00 AMENITIES AND COMPS Valid from/to: 02/20/2008 / 03/18/2008	No	No	<input type="checkbox"/>	<input type="button" value="SELECT"/>

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The 5-DP3 (Past guest promotion & 6-PSE (Senior Citizen promotion) are Restricted to Berth fare codes that require names at the time of booking and deposit by the stateroom option date.

The booking number 8BC0W4 designates the last three letters as BST. This will return the best available rates on the sailing when adding categories that are not already in the group's allotment.

After selecting the fare code desired to berth, the list of applicable categories will be displayed. Select the category desired.

EDISTRIBUTION TEST AGY - DOME
Martinez, Jessica
(305) 599-2650

Destination: EASTERN CARIBBEAN

Ship: Carnival Valor

Departure: From 06/01/2008 To 06/01/2008
 Duration Days: From 7 To 7

of Staterooms: 1
 # of Guests for Stateroom 1: 1
 Adult: 2 Child: 0

Past Guest #:

Rate Code: 8BC0W4

Group Booking Num:

Transportation: Cruise Only

Rate	Comments
8BC0W401 - TEST JP5 PGY	CPGY - NO UPGRADES APPLY SUPPORTS 00 AMENITIES AND COMPS

Cat	Rate	Deck	Type	1st/2nd*	Up	Category
8C	8BC0W401		OB	\$1,029.00		<input type="button" value="SELECT"/>
8A	8BC0W401		OB	\$949.00		<input type="button" value="SELECT"/>
6A	8BC0W401		OS	\$829.00		<input type="button" value="SELECT"/>
4B	8BC0W401		IS	\$809.00		<input type="button" value="SELECT"/>
4A	8BC0W401		IS	\$759.00		<input type="button" value="SELECT"/>

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*INCLUDES NON-COMMISSIONABLE CRUISE AMOUNT OF \$159.00 PER PERSON
 *MISCELLANEOUS CHARGES \$96.12 PER PERSON

A list of stateroom numbers is returned along with TBA guarantee to assign the stateroom.

EDISTRIBUTION TEST AGY - DOME Martinez, Jessica (305) 599-2650		Ship: CARNIVAL VALOR 6/1/2008 7 Days	Destination: EASTERN CARIBBEAN	Date: 6/1/2008	Days: 7	Max: 4																																											
Destination: EASTERN CARIBBEAN	Ship: Carnival Valor	Rate: BBC0W401 - TEST JP5 PGY	Comments: CPGY - NO UPGRADES APPLY SUPPORTS 00 AMENITIES AND COMPS																																														
Departure: From 06/01/2008 To 06/01/2008	Duration Days: From 7 To 7	Category Rate Trans 1st/2nd Up: Category:4A Type:IS Rate:8BC0W401 Trans:Cruise Only 1/2-\$759.00																																															
# of Staterooms: 1 # of Guests for Stateroom 1: Adult 2 Child 0	<table border="1"> <thead> <tr> <th>Stateroom</th> <th>Deck</th> <th>Miscellaneous</th> <th>Stateroom</th> </tr> </thead> <tbody> <tr><td>1369</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1278</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1286</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1322</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1368</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1410</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1259</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1251</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>1247</td><td>RIVIERA</td><td>SH,N</td><td>SELECT</td></tr> <tr><td>GUAR</td><td>TO BE ASSIGNED</td><td>N</td><td>SELECT</td></tr> </tbody> </table>					Stateroom	Deck	Miscellaneous	Stateroom	1369	RIVIERA	SH,N	SELECT	1278	RIVIERA	SH,N	SELECT	1286	RIVIERA	SH,N	SELECT	1322	RIVIERA	SH,N	SELECT	1368	RIVIERA	SH,N	SELECT	1410	RIVIERA	SH,N	SELECT	1259	RIVIERA	SH,N	SELECT	1251	RIVIERA	SH,N	SELECT	1247	RIVIERA	SH,N	SELECT	GUAR	TO BE ASSIGNED	N	SELECT
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Past Guest #: Rate Code: 8BC0W4 Group Booking Num: Transportation Type: Cruise Only Departing City: Miami ,FL (MIA)	Page # 1																																																

This will take you to the Guest Info screen. There are required fields that need to be filled out to book the reservation. The tabs at the top allow you to toggle between the 1st and 2nd guest (also 3/4/5th guest if a multiple occupancy stateroom).






EDISTRIBUTION TEST AGY - DOME Pichardo, Jorge (305) 599-2650	Guest 1 Guest 2
	Personal Info Special Services
Destination: 7 Day EASTERN CARIBBEAN Itinerary on CARNIVAL VALOR Departs: 6/1/2008 Embark/Debark: MIAMI, FL Rate Code: 8BC0W401	Title: Mr. First Name: Jorge Last Name: Pichardo DOB (mm/dd/yyyy): 03/17/1975 ...OR... Age: Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female Emergency Contact Number: 3055992650 COPY NAME TO NEXT GUEST Past Guest Number: PAST GUEST Nationality: UNITED STATES Cruise Vacation Protection Plan? <input type="radio"/> Yes <input checked="" type="radio"/> No Need Air Transportation? <input type="radio"/> Yes <input checked="" type="radio"/> No Departing From: Miami ,FL (MIA)
Stateroom 1 # of Guests 2 adults Category 4A Type INSIDE Deck RIVIERA Stateroom GUAR Max Guests in this stateroom 2 Guests Coming From Miami Cruise only	Dining Information SAVE AND PROCEED TO PAYMENT
Modify Selections Change Sailing Change Rate Code Change Category Change Stateroom	

EDISTRIBUTION TEST AGY - DOME Pichardo, Jorge (305) 599-2650	Guest 1 Guest 2
	Personal Info Special Services
Destination: 7 Day EASTERN CARIBBEAN Itinerary on CARNIVAL VALOR Departs: 6/1/2008 Embark/Debark: MIAMI, FL Rate Code: 8BC0W401	Title: Mrs. First Name: Carolina Last Name: Pichardo DOB (mm/dd/yyyy): 05/03/1983 ...OR... Age: Gender: <input type="radio"/> Male <input checked="" type="radio"/> Female Emergency Contact Number: COPY NAME TO NEXT GUEST Past Guest Number: PAST GUEST Nationality: UNITED STATES Cruise Vacation Protection Plan? <input type="radio"/> Yes <input checked="" type="radio"/> No Need Air Transportation? <input type="radio"/> Yes <input checked="" type="radio"/> No Departing From: Miami ,FL (MIA)
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Modify Selections Change Sailing Change Rate Code Change Category Change Stateroom	

The "Special Services" tab allows you to select the following:

- Special Occasions
- Medical Advisories
- Special Meals
- Special Services

Please review image below. Special services refers to VPP, transfers, and to appoint a group leader. Once you have entered all the guest info and special services, please click on the "Save and Proceed to Payment" button to continue.

EDISTRIBUTION TEST AGY - DOME Pichardo, Jorge (305) 599-2650	Guest 1 Guest 2
	Personal Info Special Services
Destination 7 Day EASTERN CARIBBEAN Itinerary on <u>CARNIVAL VALOR</u>	Special Occasion:  <input type="checkbox"/> HONEYMOON BIRTHDAY <input type="text" value="N/A"/> ANNIVERSARY <input type="text" value="N/A"/>
Departs 6/1/2008 Embark/Debark MIAMI, FL MIAMI, FL	Medical Advisory:  <input type="checkbox"/> SERVICE ANIMAL <input type="checkbox"/> DIABETIC <input type="checkbox"/> BLIND <input type="checkbox"/> DEAF <input type="checkbox"/> SHARPS CONTAINER <input type="checkbox"/> DIALYSIS <input type="checkbox"/> OTHER <input type="checkbox"/> WHEELCHAIR <input type="checkbox"/> OXYGEN
Rate Code 8BC0W401	Special Meals:  <input type="checkbox"/> BLAND DIET
Stateroom 1 # of Guests 2 adults Category 4A Type INSIDE Deck <u>RIVIERA</u> Stateroom <u>GUAR</u> Max Guests in this stateroom 2 Guests Coming From Miami Cruise only	Special Services:  <input type="checkbox"/> VACATION <input type="checkbox"/> PRE-CRUISE-PROTECTION - STANDARD <input type="checkbox"/> PRE-CRUISE-TRANSFER (MIA) <input type="checkbox"/> PRE-CRUISE-TRANSFER (FLL) <input type="checkbox"/> POST-CRUISE-TRANSFER (MIA) <input type="checkbox"/> POST-CRUISE-TRANSFER (FLL) <input type="checkbox"/> GROUP LEADER <input type="checkbox"/> GROUP LEADER <input type="checkbox"/> GROUP LEADER <input type="checkbox"/> GROUP LEADER
Modify Selections Change Sailing Change Rate Code Change Category Change Stateroom	Dining Information  SAVE AND PROCEED TO PAYMENT

The reservation information is displayed:

EDISTRIBUTION TEST AGY - DDME Pichardo, Jorge (305) 599-2650	Payment Information The DEPOSIT is due on or before 2/23/2008 The BALANCE is due on or before 3/18/2008 Total Payment Due: \$1,710.24																													
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Modify Selections Guest/Dining Info Packages... Stateroom Special Services Change Fly Aweigh City Make Payment Change Doc Destination Change Sailing Change Rate Code Change Category Change Stateroom	Guest Information NAME: JORGE PICHARDO NAME: CAROLINA PICHARDO VACATION PROTECTION PLAN: No VACATION PROTECTION PLAN: No																													
	<input type="checkbox"/> Yes, I have read and agree with the Terms & Conditions of Carnival Cruise Lines. <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <input type="button" value="CREATE BOOKING"/> </div> <div style="margin-left: 20px;"> <input type="radio"/> pay deposit <input type="radio"/> pay balance in full <input checked="" type="radio"/> no payment at this time </div>																													

On this new screen you can view the following:

A	Agency Information
B	Sailing Information
C	Stateroom Information
D	Modify Selections Section
E	Payment Information (including deposit due dates)
F	Accounting Breakdown (for the stateroom)
G	Create Booking Section

At the bottom of the page (Section **G**), you will need to check the “Yes, I have read and agree with the Terms & Conditions of Carnival Cruise Lines” in order to continue. Please feel free to click on the provided link in order to review our Terms and Conditions. To obtain an IBR for the reservation, please click on the “Create Booking” button.

Once you click on the "Create Booking" button, the new booking number will appear on the left hand side. You may now request a confirmation to be e-mailed or faxed.

EDISTRIBUTION TEST AGY - DOME
Pichardo, Jorge
(305) 599-2650

Destination
 7 Day EASTERN CARIBBEAN
 Itinerary on CARNIVAL VALOR
Departs 6/1/2008
Embark/Debark
 MIAMI, FL
 MIAMI, FL
Rate Code 8BC0W401

Stateroom 1
of Guests 2 adults
Category 4A
Type TO BE ASSIGNED
Deck TO BE ASSIGNED
Stateroom GUAR
Max Guests in this stateroom 4
Guests Coming From
 MIAMI, FL
 Cruise only
Reservation No **8BDF77**
 CONFIRMED

- Reservation...
- Guest Information...
- Stateroom Special Services
- Dining Availability
- Make Payment
- Packages...
- Change Fly Aweigh City
- Change Doc Destination
- Display Booking
- Change Stateroom Options**
- Change Stateroom
- Change Category
- Change Ratecode

Payment Information

The DEPOSIT is due on or before 2/23/2008
 The BALANCE is due on or before 3/18/2008
 Total Payment Due: \$1,710.24

	GUAR	JORGE PICHARDO	CAROLINA PICHARDO
CRUISE RATE	\$1,518.00	\$759.00	\$759.00
MISCELLANEOUS CHARGES	\$122.24	\$61.12	\$61.12
FUEL SUPPLEMENT	\$70.00	\$35.00	\$35.00
BOOKING CHARGE/CREDIT	\$0.00		
Guest Subtotal	\$1,710.24	\$855.12	\$855.12
DEPOSIT	500.00		
FINAL BY CREDIT CARD	1710.24		

[Agency Statement](#) [What is Miscellaneous Charges?](#) [What is Booking Charges and Credits?](#)

Itinerary

Guest Information

Dining Information

SEND EMAIL/FAX STATEMENT TO AGENCY

