

Quick Reference Manual

Groups eChannel Project (GEC)

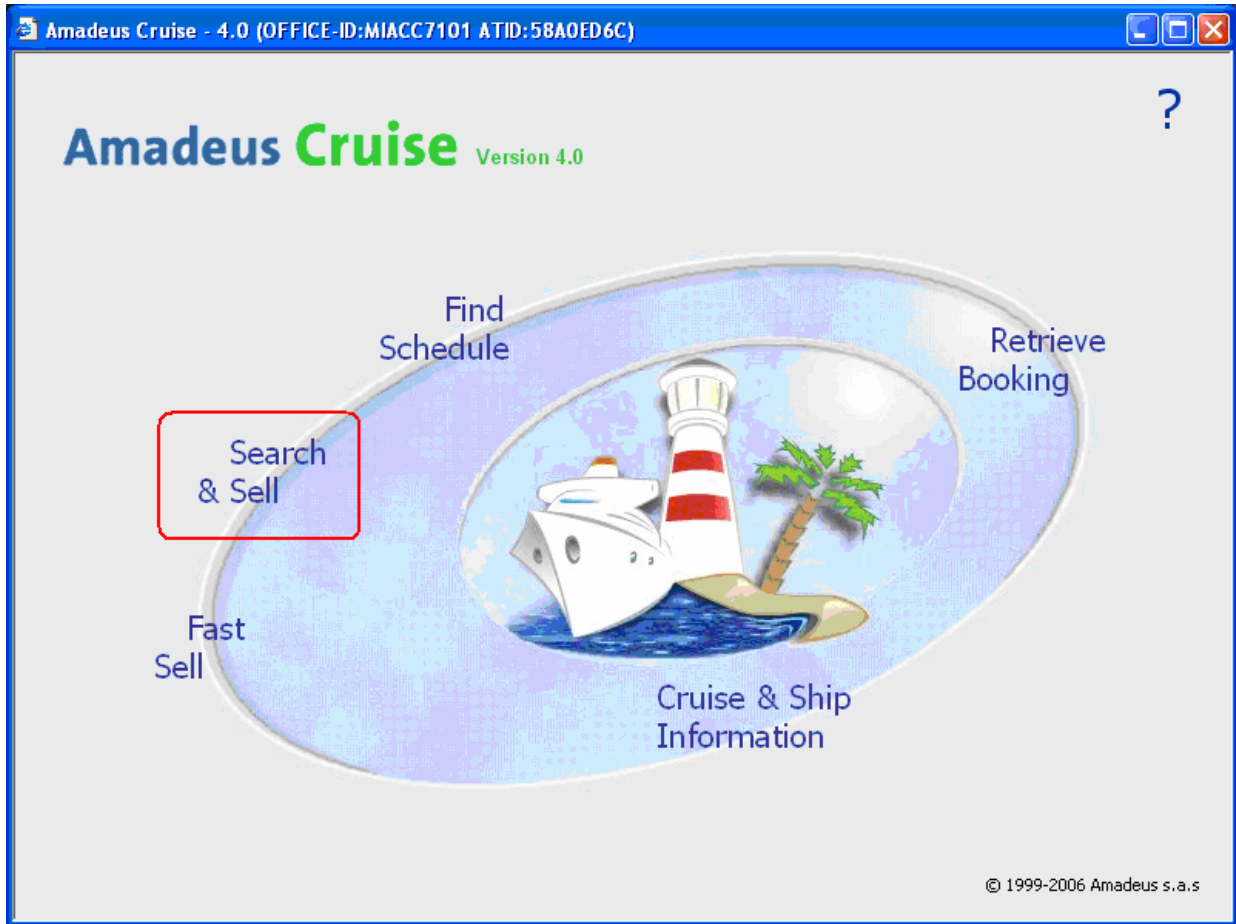
Amadeus Cruise


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, this new online feature allows YOU to be in charge of your group business.

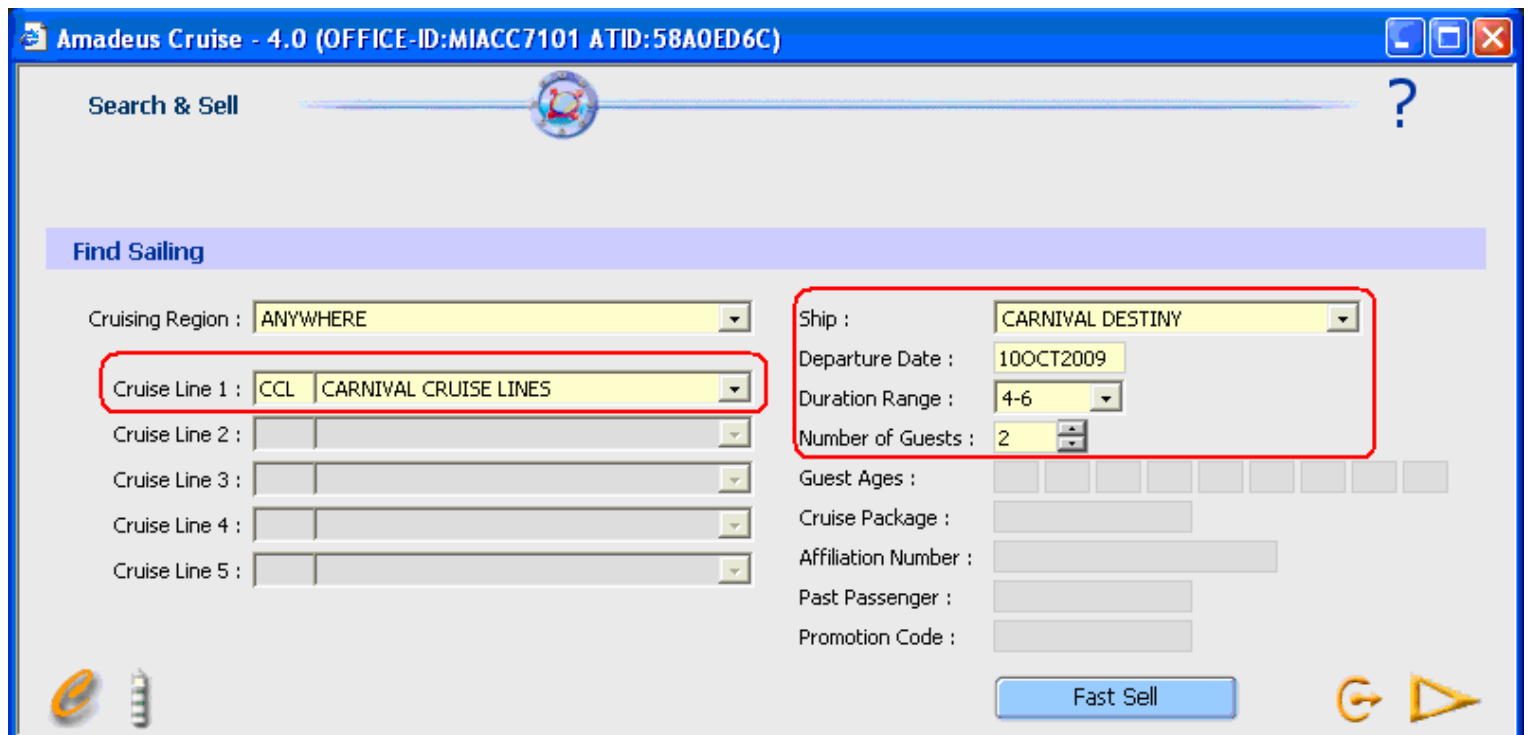
Here is a Quick Reference Manual (QRM) with more details on what you can expect:

| | |
|---------------------------------|--|
| 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 | <p>Make an online payment using the following:</p> <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 | <p>Request a stateroom confirmation (Account Summary of the stateroom) to be sent via:</p> <ul style="list-style-type: none"> • Fax • eMail • Mail |

To begin, please click on the "Search & Sell" icon on the Amadeus Cruise home page.



In the next screen, select the Cruise Line, Ship, Departure date, Duration range, and number of guests to assign. Click on the triangular arrow  at the bottom right to continue.



You will receive a list of ship and sail dates. There is a Group indicator on the far left to advise if you are holding a group contract on that ship and sail date.

Amadeus Cruise - 4.0 (OFFICE-ID:MIACC7101 ATID:58A0ED6C)

Sailings

Sailing Availability

| Ship | Region | Departure | Nights | Ports | Status | Max | Dining | From | To | Group |
|----------------------|--------|-------------|--------|-------|--------|-----|----------|------|-----|-------|
| CCL CARNIVAL DESTINY | CAW | 10 Oct 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | G |
| CCL CARNIVAL DESTINY | CAW | 15 Oct 2009 | 4 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | | 19 Oct 2009 | 5 | 3 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 24 Oct 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 29 Oct 2009 | 4 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 02 Nov 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 07 Nov 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |

Fast Sell

To highlight a specific ship and sail date, please click on it. Once the ship and sail date you desire is highlighted, please enter the "Find Fare" information:

- Mode of Transport
- Guest City
- Guest(s) ages.

Click on the triangle at the bottom right to continue.

Amadeus Cruise - 4.0 (OFFICE-ID:MIACC7101 ATID:58A0ED6C)

Sailings

Sailing Availability

| Ship | Region | Departure | Nights | Ports | Status | Max | Dining | From | To | Group |
|----------------------|--------|-------------|--------|-------|--------|-----|----------|------|-----|-------|
| CCL CARNIVAL DESTINY | CAW | 10 Oct 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | G |
| CCL CARNIVAL DESTINY | CAW | 15 Oct 2009 | 4 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | | 19 Oct 2009 | 5 | 3 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 24 Oct 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 29 Oct 2009 | 4 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 02 Nov 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |
| CCL CARNIVAL DESTINY | CAW | 07 Nov 2009 | 5 | 2 | AVL | 5 | ONR, ONR | MIA | MIA | |

Find Fare

Mode of Transport : CRUISE ONLY

Guest City : ATL ATLANTA (ATL), US, GA

Currency : U.S. DOLLAR

Promotion Code :

Number of Guests : 2

Guest Ages : 30 30

Affiliation number :

Past Passenger :

Fast Sell

Amadeus Cruise will return a list of fare codes applicable. The group contract rates will be displayed with the Group contract number and 01, 02, BST as shown. 8BDZ5101 is the fare code for the categories held under group contract 8BDZ51.

Amadeus Cruise - 4.0 (OFFICE-ID:MIACC7101 ATID:58A0ED6C)

Fares

Booking : CCL - CARNIVAL DESTINY - 10OCT2009 - 5 nights - ATL - CRUISE ONLY - USD

Fare Availability

| Fare | Status | Description - Group Name | Remark |
|-----------------|--------|-------------------------------|---------------------------|
| BCA | AVL | BEST FARE CABIN ASSIGNED | NO UPGRADES APPLY |
| BGU | AVL | BEST FARE GUARANTEED CATEGORY | NO UPGRADES APPLY |
| PCD | AVL | GUARANTEE PROGRAMS | NO UPGRADES APPLY |
| PNS | AVL | SUPER SAVER | NO UPGRADES APPLY |
| T | AVL | TARIFF RATES | NO UPGRADES APPLY |
| 8BDZ5101 | AVL | TEST AM PGY - 8BDZ51 | UPGRADES MAY APPLY SUPPOR |
| 8BDZ51BST | AVL | TEST AM BST - 8BDZ51 | UPGRADES MAY APPLY SUPPOR |

NO MESSAGES
Select up to 4 fares

Fast Sell

The list of staterooms within the group contract under the 01 rate code verifier is returned for selection. Click on the desired category then the triangle ▶ at the bottom right to continue.

Amadeus Cruise - 4.0 (OFFICE-ID:MIACC7101 ATID:58A0ED6C)

Categories

Booking : CCL - CARNIVAL DESTINY - 10OCT2009 - 5 nights - ATL - CRUISE ONLY - USD

Category Availability Currency : U.S. DOLLAR

| Fare | 8BDZ5101 | | | |
|-------------|-------------|-------|--------|---------------|
| Description | TEST AM PGY | | | |
| Category | Loc | Space | Priced | Double Adult |
| 8C | | AVL | 8A | 519.00 |
| 8A | Out | AVL | 8A | 519.00 |
| 6E | | AVL | 6A | 419.00 |
| 6A | Out | AVL | 6A | 419.00 |
| 4C | | AVL | 4A | 349.00 |
| 4A | In | AVL | 4A | 349.00 |

PRICES INCLUDE NON COMMISSIONABLE CHARGES

Pricing Fast Sell

A list of available staterooms for the category selected is displayed. Select the stateroom number or GUAR to assign. Click on the circle at the bottom right to continue.

Amadeus Cruise - 4.0 (OFFICE-ID:MIACC7101 ATID:58A0ED6C)

Cabins

Booking : CCL - CARNIVAL DESTINY - 10OCT2009 - 5 nights - ATL - CRUISE ONLY - USD - 8BDZ5101 - 8BDZ51 - 4A

Cabin Availability

| Category | cabin | Occ | Deck name | Beds | Pos | Side | Loc | Size | Remark |
|----------|-------|-----|----------------|------|-----|------|-----|------|--------|
| 4A | 6265 | 2 | UPPER | CK | | | In | | |
| 4A | 6232 | 2 | UPPER | CK | | | In | | |
| 4A | 6257 | 3 | UPPER | CK | | | In | | |
| 4A | 6228 | 2 | UPPER | CK | | | In | | |
| 4A | 6253 | 2 | UPPER | CK | | | In | | |
| 4A | 6220 | 2 | UPPER | CK | | | In | | |
| 4A | 6245 | 2 | UPPER | CK | | | In | | |
| 4A | 6204 | 2 | UPPER | CK | | | In | | |
| 4A | 6229 | 2 | UPPER | CK | | | In | | |
| 4A | GUAR | 5 | TO BE ASSIGNED | | | | | | |

Select up to 1 cabin

Pricing Fast Sell

You will now be asked to enter the guest information to be assigned. Once completed, click on the triangle on the bottom right to continue.

Amadeus Cruise - 4.0 (OFFICE-ID:MIACC7101 ATID:58A0ED6C)

Guest Details

Booking : CCL - CARNIVAL DESTINY - 10OCT2009 - 5 nights - ATL - CRUISE ONLY - USD - 8BDZ5101 - 8BDZ51 - 4A - 6265

1 2 Booking 1 2 Booking

Guest 1

Guest ID

Last Name : TEST
 First Name : JAMES
 Title : MR M F
 Age : 30 (At time of sailing departure)
 Date of Birth :
 Nationality : UNITED STATES OF AMERICA
 Occupation :

This Booking

Guest City : ATL ATLANTA (ATL), US, GA
 Transport City : ATLANTA (ATL), US, GA
 Mode of Transport : CRUISE ONLY Fare Code : 8BDZ5101
 Past Passenger : Air deviation Requested
 Insurance : VACATION PROTECTION PLAN

Bedding

Bedding : TK CONV 5 SOFA 1 UPPER
 Bedding configuration cannot be modified

Dining

Seating : MAIN SEATING - ONR
 Table Size : Smoking
 Age Group :

Guest 2

Guest ID

Last Name : TEST
 First Name : JANET
 Title : MRS M F
 Age : 30 (At time of sailing departure)
 Date of Birth :
 Nationality : UNITED STATES OF AMERICA
 Occupation :

This Booking

Guest City : ATL ATLANTA (ATL), US, GA
 Transport City : ATLANTA (ATL), US, GA
 Mode of Transport : CRUISE ONLY
 Past Passenger : Air deviation Requested
 Insurance : VACATION PROTECTION PLAN

Bedding

For Guest 2 : See Guest 1
 For additional Guests : Additional berths

Dining

See Guest 1

Guest Contact Information
 Passport/Visa Information

Ignore Pricing 15 mn

The next screen is the Booking Summary of your reservation. Click on the square at the bottom right to continue.

Booking Summary

Pending End Transaction ...

?

Summary

- ▼ **Guests**
 - 1. Mr James Test
 - 2. Mrs Janet Test
- ▼ **Sailing**
 - Cruise Line : CARNIVAL CRUISE LINES
 - Ship : CARNIVAL DESTINY
 - Date : 10 Oct 2009
 - From / To : MIAMI (MIA), US, FL / MIAMI (MIA), US, FL
 - Cruise Length : 5 nights
- ▼ **Fare**
 - Currency : U.S. DOLLAR
 - Fare Code : 8BDZ5101
 - Group Code : 8BDZ51
 - Promotion Code :
- ▼ **Cabin**
 - Category : 4A AVL Priced as : 4A
 - Cabin : 6265 Location : Inside
 - Deck : UPPER Bedding : No Selection
 - Dining : MAIN SEATING - ONR
 - ▶ **Waitlist Categories**
 - ▶ **Packages**
 - ▶ **Shore Excursions**
 - ▶ **Payment**
 - ▶ **Special Services**
 - ▶ **Booking Admin**

Guest 1 Mr James Test

- ▼ **Guest Details**
 - Guest City : ATLANTA (ATL), US, GA
 - Transport City : ATLANTA (ATL), US, GA
 - Mode of Transport : CRUISE ONLY
 - Age : 30 years
 - Fare : 8BDZ5101
 - Insurance : VACATION PROTECTION PLAN
 - Past Passenger : None

Ignore

Pricing

15 mn

The Price Display screen is returned for you to review the rates for the reservation. Click on the square at the bottom right to continue.

Price Display

?

Sailing Summary CARNIVAL CRUISE LINES

Ship : CARNIVAL DESTINY
Date : 10 Oct 2009
Cruise Length : 5 nights
Booking Currency : USD

Payment Information Prices Shown in U.S. Dollar

Fare Code : 8BDZ5101
Promotion Code :

Deposit Amount : 518.00
Net Amount Due : 954.06

Deposit Due Date :
18 Apr 2008 00:00
Final Due Date :
11 Aug 2009 00:00

Line Items by Guests

| | Booking Total | James Test | Janet Test |
|-----------------------|-------------------|---------------|---------------|
| Price Details | | | |
| Cruise Rate | 460.00 USD | 230.00 | 230.00 |
| Non Comm Cruise Fare | 238.00 USD | 119.00 | 119.00 |
| Air Add On | 0.00 USD | 0.00 | 0.00 |
| Packages | 0.00 USD | 0.00 | 0.00 |
| Insurance | 118.00 USD | 59.00 | 59.00 |
| Miscellaneous | 99.86 USD | 49.93 | 49.93 |
| Fuel Supplement | 50.00 USD | 25.00 | 25.00 |
| Administration Fee | USD | 0.00 | 0.00 |
| Gross Totals : | 965.86 USD | 482.93 | 482.93 |

Add Payment

14 mn

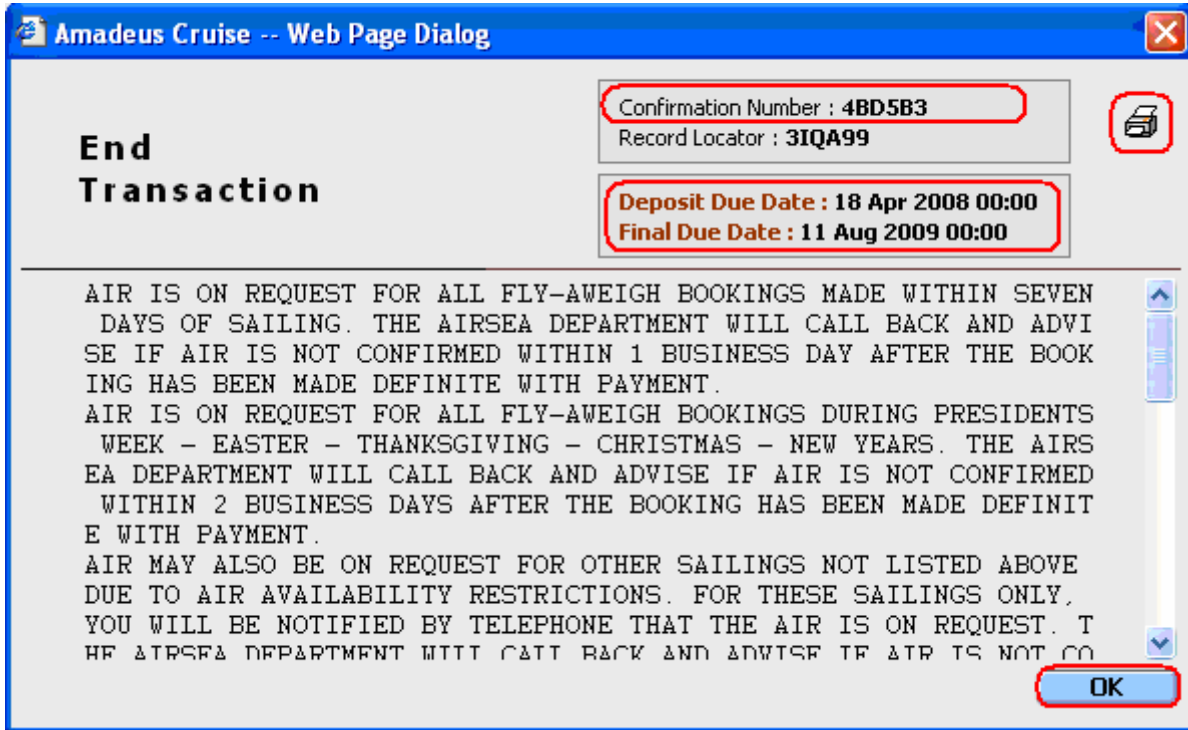
The "End Transaction" (complete reservation) window will appear. Please enter the requested information and click the "OK" button.

The screenshot shows the Amadeus Cruise - 4.0 interface. The main window is titled "Price Display" and contains sections for "Sailing Summary" and "Payment Information". The "Sailing Summary" section includes details for the ship (CARNIVAL DESTINY), date (10 Oct 2009), cruise length (5 nights), and booking currency (USD). The "Payment Information" section shows a deposit amount of 518.00 and a net amount due of 954.06. A "Deposit Due Date" of 18 Apr 2008 00:00 and a "Final Due Date" of 11 Aug 2009 00:00 are also displayed. A "Line Items by Guests" section is visible on the left. Overlaid on the main window is a "Web Page Dialog" titled "End Transaction". This dialog has a section for "Integrate in:" with radio buttons for "New PNR" (selected) and "Other PNR:". Below this are input fields for "Receive from:" and "Contact:". A checkbox for "Booking Confirmation Fax" is checked. At the bottom of the dialog are "Cancel" and "OK" buttons. The "OK" button is highlighted with a red box. In the background, the "Gross Totals" section is partially visible.

Amadeus will book your stateroom and provide a booking number.

This screenshot shows the same Amadeus Cruise - 4.0 interface as the previous one, but with the "End Transaction" dialog box updated. The dialog now displays "Booking confirmed : # 4BD5B3" in a red-bordered box. Below this, there is a section for "PNR Integration" with a right-pointing arrow. At the bottom of the dialog, it says "... in Progress ...". The background shows the "Line Items by Guests" section with columns for "Booking Total", "James Test", and "Janet Test". The "Gross Totals" section is also visible. The "OK" button from the previous dialog is still present but now appears disabled.

Your group stateroom is now assigned. A confirmation and the Amadeus record locator is displayed.



Once you have noted the confirmation number and click the "OK" button, you are returned to the Amadeus home page:

