

# POLAR ONLINE

## Creating and Managing Groups/Select Sailings on POLAR Online.

### Create a New Group/Select Sailing

From the Main Menu, you will now find new options :

CREATE AND MANAGE GROUPS	
<a href="#">CREATE GROUP</a>	<a href="#">VIEW GROUP LIST</a>

To begin, please select a cruise line, then select : [CREATE GROUP](#)

### Step 1 – Create Group/Select Sailing

Your agent details will now be displayed. Please take this opportunity to confirm your agency details are correct.

#### CREATE GROUP

Choose one of the options below to start a Cruise Group. RTAC - ACON - QARS

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##### AGENCY INFORMATION

TEST AGENT	Phone: 028424 8971
TEST ADDRESS	Fax: 028424 8971
PRINCES HIGHWAY	
ST LEONARDS , NS    2566    AU	

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##### CREATE GROUP BY DATE AND SHIP

Red indicates required information

Sail Date (01JAN06)

Ship

[SUBMIT](#)

##### CREATE GROUP BY VOYAGE NUMBER

Red indicates required information

Voyage Number  ?

[SUBMIT](#)

Next, we need to find your voyage.

If you already have the voyage number, enter a VOYAGE NUMBER on the right.

If you do not know the voyage number, enter the SAIL DATE and SHIP on the left and the system will generate a group on the closest voyage to the date entered.

When you have entered all the information, please select : [SUBMIT](#)

**NOTE :** For Princess, you may also link your Group/Select Sailing with a Cruise Tour code to make a Cruise Tour Group.

To do so, please select :

Add Cruisetour Yes ▾

## **Step 2 – Group/Select Sailing Allotment Selection**

Please complete your First and Last name.

**NOTE :** You may also rename your Group/Select Sailing, however your agency name **MUST** be included within the Group Name.

GROUP INFORMATION	
Red indicates required information	
Group Name	TEST AGENT
Agency Group Contact: First Name	<input type="text"/>
Last Name	<input type="text"/>
Group	TNW
Nights	7
Currency	AUD
Number of Berths Selected	0
Available Amenity Points	0 New! ?

**P&O Cruises Australia** : Please ignore the Inventory section of this page as we do not provide allotments for P&O Australia Groups/Select Sailings.

To proceed, please click on : [▶ SAVE & CONTINUE](#)

**Princess Cruises AND Cunard Line** : Please use the Inventory section to hold your allotments.

Here you must select a minimum of 10 berths in order to establish a Princess or Cunard Group/Select Sailing. Use even numbers to indicate the number of berths you wish to hold in each category.

INVENTORY			
Using EVEN Numbers, indicate the number of berths per Category up to the Maximum indicated. 10 total berths is the minimum per group.			
Category	Price per Lower Berth	Maximum Lower Berths	Number of Berths
AB Suites	5,579	4	<input type="text"/>
AC Suites	5,459	4	<input type="text"/>

To proceed, click on : [▶ SAVE & CONTINUE](#) Your Group/Select Sailing will now be generated.

**NOTE :** You should only hold the number of berths that you are confident you will be able to sell. Unsold allotments may be reduced automatically by the system on each of the 3 review dates, based on sales performance.

Space may be recalled at any time by the Cruise-line with or without notice.

### **Step 3 – Group/Select Sailing Details**

#### **Amenities (Select Sailings on P&O Australia, or Sun & Dawn Princess Only)**

There are 2 amenity options on most cruises. One option is a standard amount of Onboard Credit for lower berth passengers (value varies depending on length of cruise), the other option is a group cocktail party with a reduced Onboard Credit.

To view your different amenity options, select : [View Amenity Codes ?](#)

If selecting the amenity with the cocktail party, you will need to make contact with the Groups Department to organise the party details at least 21 days prior to departure.

**GROUP AMENITIES**

View the amenity codes to see the number of points required for each amenity. To add an amenity, type in the code and click submit. To remove an amenity, please call.

Amenities

[View Amenity Codes ?](#)

Tour Conductor Ratio

Amenity Points Remaining 0

All points must be assigned by 120 days before the sail date.

**SUBMIT**

**NOTE :** You must select one amenity that will apply to all bookings on your Group/Select Sailing. Once selected, choose the 3 digit code that applies to the length of the cruise and enter it in a blank amenity code field. If multiple codes are entered the system will default to the standard OBC option only.

Tour Conductor Ratio indicates the number of berths required to sell in order to receive your free of charge berth. This can **NOT** be changed.

### **Recall dates**

Recall dates will display for any Group/Select Sailing where you have chosen an allotment.

**NOTE :** You're allotment may be recalled if not sold by the displayed date.

To extend your date, select : **EXTEND DATE**

**RECALL DATES**

1. 11JUN10	<b>EXTEND DATE</b>
2. 11JUL10	<b>EXTEND DATE</b>
3. 10AUG10	

## **Bulk Deposit Dates/Amounts**

If you have chosen an allotment of 18 or more berths, a deposit is required within 30 days of the Group/Select Sailing being set up, as shown by the advertised due date.

BULK DEPOSIT DATES/AMOUNTS	
1. 450.00	Due 21NOV09
2. 0.00	Due
3. 0.00	Due

**NOTE :** You're allotment will be recalled if this deposit is not received in time.

## **Emailing or Faxing Reports**

Once you are happy with all the details on your contract, please confirm your email address, select 'Group Detail' from the 'Report' drop down menu, then check the 'Send Email / Fax?' box.

EMAIL / FAX REPORTS  
Select report to be emailed or faxed.

Email / Fax Number: test@example.com ?

Report: Group Detail

Send Email / Fax?

To save changes, click SUBMIT

SUBMIT GROUP OPTIONS

Please click submit at the bottom of the page to confirm the Group/Select Sailing.

This will email you a copy of your group confirmation outlining all details and contract terms & conditions.

Other reports available include : Financial Statement or Billing Statement

**NOTE :** The billing statement is a great tool once you have created all the bookings on your Group/Select Sailing as it will show you a snap shot of all funds received and due on each individual booking.

Your 'Select Sailing' contract is now complete and available for you to start making bookings.

You can make bookings instantly by selecting: **GROUP OPTIONS**

Please then select : **BOOK NOW**

## Manage an Existing Group

### Step 1 – Locate Your Select Sailing

From the Main Menu, select a cruise line and select : **VIEW GROUP LIST**

Next, locate your group from the list provided and select the voyage as demonstrated below.

**GROUP LIST** PREVIOUS NEXT

Select a Group to continue. You can also sort your search results based on date, destination or ship.

Date (01JAN09)  Destination  Ship  **SORT LIST**

Select	Sail Date	Group	Voyage	Ship	Destination	Group Description	Alloted	Sold	Conv
<input type="radio"/>	18SEP10	TP8	A022	Grand Princess	Europe	TEST AGENT	12		
<input type="radio"/>	03APR10	TG7	D008	Dawn Princess	Australia / South Pacific	TEST AGENT			

**BACK** **SUBMIT**

To proceed, select : **SUBMIT** You will now be taken to our Group Details Screen.

### Step 2 – Modify your Group

To make changes, select : **MODIFY**

You can now amend your : Group Name,  
Contact Name,  
Reports,  
Recall Dates,  
Bulk Deposit Dates

Please make any changes and click on : **SUBMIT**

**GROUP DETAILS** MODIFY

GROUP AND VOYAGE INFORMATION  
Group Name: TEST AGENT  
Voyage: A022  
Group Number: TP8 Rights: 7  
Agency Group Contact: First Name: TEST  
Last Name: AGENT  
Currency: AUD  
Cross-reference Bookings: No Learn about TVIDs  
Group Opened: 07OCT09  
Finalized: Pending

GROUP AMENITIES  
Modify the group to add group amenities  
Amenities: LO1  
Tour Conductor Ratio: 10  
Amenity Points Remaining: 4  
All points must be assigned by 120 days before the sail date. **MODIFY**

EMAIL / FAX REPORTS  
Last Report Emailed / Faxed:  
Email / Fax Number: PAUL.BOOTMAN@POLARCRUISES.CO  
Report: A

RECALL DATES  
1. 22MAR10  
2. 21APR10  
3. 21MAY10

BULK DEPOSIT DATES/AMOUNTS  
1. 0.00 Due  
2. 0.00 Due

**BACK** **MODIFY** **FINANCIAL TOTALS** **FINANCIAL HISTORY** **DISPLAY ALLOTMENTS**  
**GROUP PRICING DETAIL** **BOOKING LIST** **BOOK NOW** **GROUP BOOKINGS INFORMATION**

### Other options found on the Group Details screen include :

View your Financial Totals :

**FINANCIAL TOTALS**

View your Financial History :

**FINANCIAL HISTORY**

Display Allotments :

**DISPLAY ALLOTMENTS**

View Group Pricing Detail :

**GROUP PRICING DETAIL**

View a list of all the bookings on the group :

**BOOKING LIST**

Create a new booking to join the group :

**BOOK NOW**

More Information on the Groups Program:

**GROUP BOOKINGS INFORMATION**