

Princess Cruises – How to Create and Manage Groups (Select Sailings)

Create a New Group (Select Sailing)

From the POLAR Online Main Menu, you will now find:

CREATE AND MANAGE GROUPS

CREATE GROUP

VIEW GROUP LIST

To begin, please select 'Princess Cruises', then select:

CREATE GROUP

Step 1 – Create your Group (Select Sailing)

CREATE GROUP

RTAC - ACON - QARS

Choose one of the options below to start a Cruise Group.

AGENCY INFORMATION

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

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

Now you need to find your Voyage, and have two options available.

1 – If you already have the Voyage number, please enter a **VOYAGE NUMBER** on the right.

2 – If you do not know the Voyage number, on the left, simply enter the start date of the Voyage, under the section of **SAIL DATE**.

Next, select the **SHIP** from the drop down menu, and the system will generate a group on the closest voyage to the date you entered.

When you have entered all the information, simply select:

SUBMIT

NOTE: You may also link your Group (Select Sailing) with a Cruisetour code to make a Cruisetour Group (Select Sailing).

To do so, simply select : 'YES'

Add Cruisetour Yes ▾

Step 2 – Edit the Group Name, First/Last name and select your Allotments

1 – You may rename or personalize your Group (Select Sailing) here. However you must ensure your agency's trading name is always included within the Group Name.

Example: Group name, Stores name =

Group Name Jons Group - Test Agency

2 – Next, complete your First & Last name in the sections provided.

3 – Then, take note of the Amenity Points offered for this cruise.

Example: Available Amenity Points =

Available Amenity Points 4 New ! ?

4 – Next, find the section titled ‘Inventory’. From here, you hold your allotments.

NOTE: In order to establish a Princess Group (Select Sailing), you must select a minimum of 10 berths (5 cabins)

5 – Using even numbers indicate the number of berths you wish to hold in each separate 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
BA Balcony	2,829	12	<input type="text"/>
BB Balcony	2,793	12	<input type="text"/>
BC Balcony	2,752	12	<input type="text"/>
DD Outside	2,475	2	<input type="text"/>
I Inside	1,779	14	<input type="text"/>
JJ Inside	1,753	14	<input type="text"/>

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.



6 – Once your inventory has been selected, simply select: 


Step 3 – Group Details, Selecting your Amenities

Your Group (Select Sailing) has now been generated, however is not finalized. Next, you need to decide on the Amenities package for this group.

There are a number of amenity options now available on all Princess Cruises.

To view the different Amenities options available, please find: 

GROUP AND VOYAGE INFORMATION	GROUP AMENITIES
<p>Make selections and click SUBMIT.</p> <p>Group Name <input type="text" value="JONS GROUP - TEST AGENT"/></p> <p>Red indicates required information</p> <p>Voyage S220</p> <p>Group Number TNK Nights 14</p> <p>Agency Group Contact: First Name <input type="text" value="FIRST"/></p> <p>Last Name <input type="text" value="LAST"/></p> <p>Currency AUD</p> <p>Group Opened 17MAR11</p> <p>Multi Agency <input type="text" value="No"/> </p> <p>Finalized Pending</p> <p>CANCEL GROUP</p>	<p>View the amenity codes to see the number of points required for each amenity. You may add or modify amenities at any time up until the "Assign All Points Before" date.</p> <p>New ! Add & Modify Amenities <input type="text" value="LG1"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>View Amenity Codes  <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><input type="text"/> <input type="text"/></p> <p>Tour Conductor Ratio 16</p> <p>Amenity Points Remaining 4</p> <p>Assign All Points Before 02OCT12</p> <p>SUBMIT</p>

Next, select the  and you will be taken to a detailed help field, displaying the different amenities options available.

These options include the following.

Code	6-8 night cruises	9 nights or more cruises	Amenity offer (per stateroom)
GCH	1	1	Assorted canapés*
GCS	1	1	Chocolate covered strawberries**
GPI	1	1	6x8 photo or photo credit (no cash)
GS1	1	1	Shipboard credit \$10^
GS2	2	2	Shipboard credit \$25^
GS3	4	3	Shipboard credit \$50^
GS4	6	5	Shipboard credit \$75^
GTB	2	1	One Princess Cruises tote bag
GTM	1	1	Two Princess Cruises Travel Mugs**
GWB	2	1	Bottle of wine, delivered at dinner

You can now easily personalize the Amenities, that all clients booked under this group, will receive onboard.

1 – Simply compare the length of Voyage, against the Voyage you have chosen.

2 – You will note different Amenities will cost more points, depending on the length of the Voyage.

3 – From this list, you can decide on a combination of Amenities that together, total the amount of point's offered for this Group (Select Sailing), as shown earlier in this guide.

4 – Once decided, next, to apply these Amenities, simply add the appropriate 'Code' into the areas provided.

Example: The following group has taken 2 Amenity options, totaling 4 points.


Amenity 1 = GCH, Assorted Canapés = 1 Point
 Amenity 2 = GS3, Shipboard Credit \$50 = 3 Points

The 'Amenity Points Remaining' section is now shown as 0 points remaining. This indicates all available points have been used for this Group (Select Sailing).

GROUP AMENITIES

View the amenity codes to see the number of points required for each amenity. You may add or modify amenities at any time up until the "Assign All Points Before" date.

New ! Add & Modify Amenities

View Amenity Codes 

Tour Conductor Ratio 16

Amenity Points Remaining 0

Assign All Points Before 02OCT12

SUBMIT

NOTE: Please ensure you use all points offered. If you are unsure of what Amenities to choose at this time, you are welcome to complete this section later. Furthermore, all Amenities options **MUST** be applied prior to the Voyage's Final Payment dates.

Also included here, is the comment of Tour Conductor Ratio. This term indicates the number of berths required to sell in order to receive your 'FOC = Free of Charge Berth' and this can **NOT** be changed.

Recall dates

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



RECALL DATES	
1. 11JUN10	<input type="button" value="EXTEND DATE"/>
2. 11JUL10	<input type="button" value="EXTEND DATE"/>
3. 10AUG10	

Allotments may be recalled if they are not sold by the displayed date.

If you are arranging marketing activities and plan to fill your allotment after the recall date that is offered, you may extend the recall date.

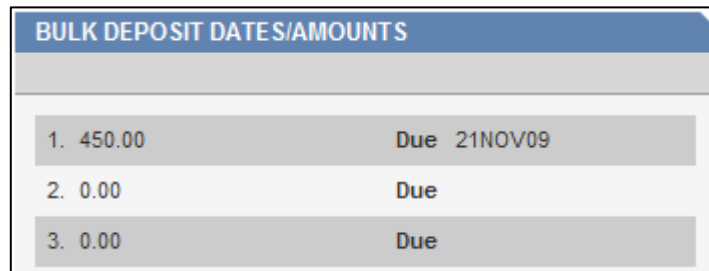
To extend your date, simply select:



NOTE: Each recall date can only be extended once.

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.

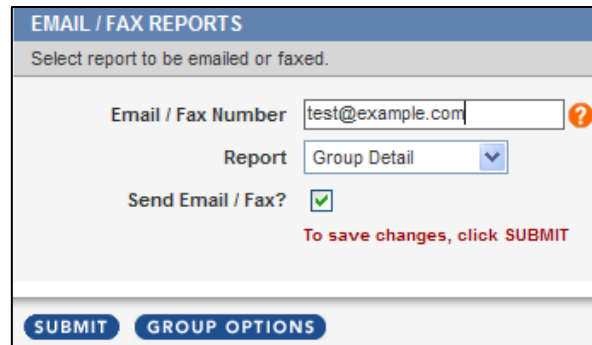


BULK DEPOSIT DATES/AMOUNTS	
1. 450.00	Due 21NOV09
2. 0.00	Due
3. 0.00	Due

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

To finish and to confirm the Group (Select Sailing), select: **SUBMIT**
Your group is now complete, and you will be emailed a copy of your group confirmation outlining all details and contract terms & conditions.

Other reports that are also available include: Financial Statement
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

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

2 – Locate your group from the list and select your Voyage by selecting:



GROUP LIST										PREVIOUS	NEXT
Select a Group to continue. You can also sort your search results based on date, destination or ship.											
Date (01JAN09)	<input type="text"/>	Destination	<input type="text"/>	Ship	<input type="text"/>						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									

3 – Next select: **SUBMIT** and you will be taken to the Group Details Screen.

Step 2 – Modify your Group

To make changes, select: **MODIFY**

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

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

The screenshot shows the 'GROUP DETAILS' screen with the following sections:

- 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 THIS, Group Opened: ETOCT09, Finalized: Pending.
- GROUP AMENITIES:** Amenities: L01, Tour Conductor Ratio: 10, Amenity Points Remaining: 4. A note states: 'Agenies must be assigned by 120 days before the sail date'.
- EMAIL / FAX REPORTS:** Last Report Enabled / Failed, Email / Fax Number: PAUL_ROOTS@POLARCRUISES.CO, Report: A.
- RECALL DATES:** 1. 20MAR10, 2. 21APR10, 3. 21MAY10.
- BULK DEPOSIT DATE SCHEDULES:** 1. 0.00 Due, 2. 0.00 Due.

Navigation buttons at the bottom include: BACK, MODIFY, FINANCIAL TOTALS, FINANCIAL HISTORY, DISPLAY ALLOTMENTS, GROUP PRICING DETAIL, BOOKING LIST, BOOK NOW, and 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

To add to or to edit the chosen allotments, please call the Groups Department.

Australia = 1300 653 819

Select: Option 8

New Zealand = 0800 543 178

Select: Option 8