GOCCL NAVIGATOR: MANAGING YOUR FIT BOOKING

Quick Tips for Managing Your FIT Booking Using GoCCL Navigator

In the following instructional guide, you will understand how to:
- **Send a Booking Confirmation**
- **Add Special Requests**
- **Modify Selections for Rate Code, Category or Stateroom**
- **Add Extend Option**
- **Add Dining Cross Reference**
- **Review Cancellation Penalties and/or Cancel an FIT Booking**
- **Reactivate a Cancelled FIT Booking**
- **Add a Guest**
- **Cancel a Guest**
- **Add a Transfer**
- **Remove a Transfer**

Send a Booking Confirmation

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In (Figure 1).
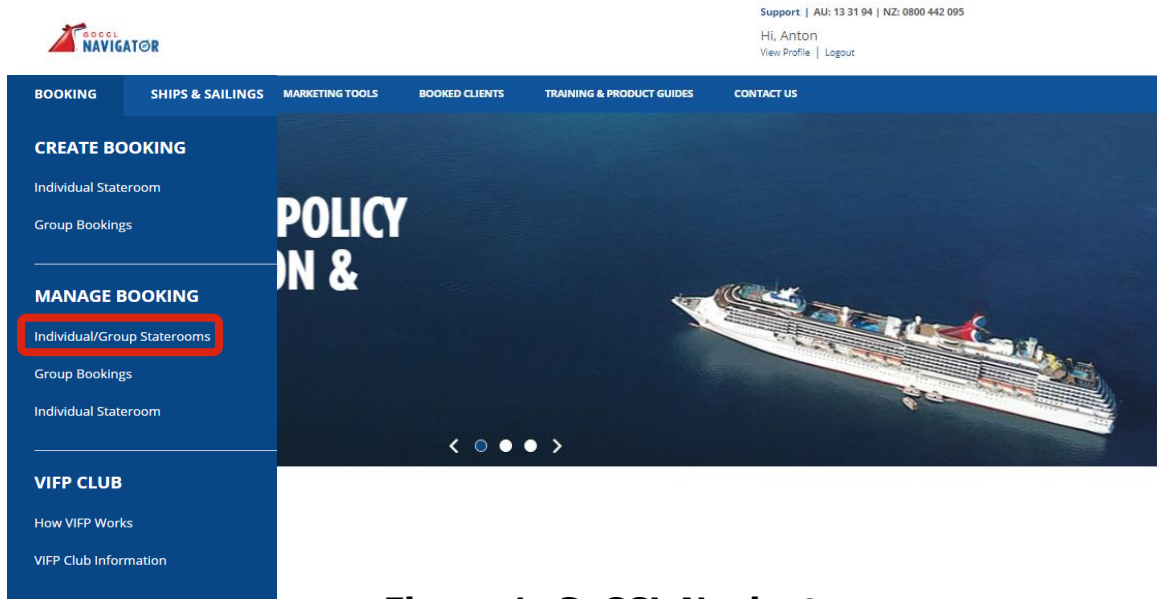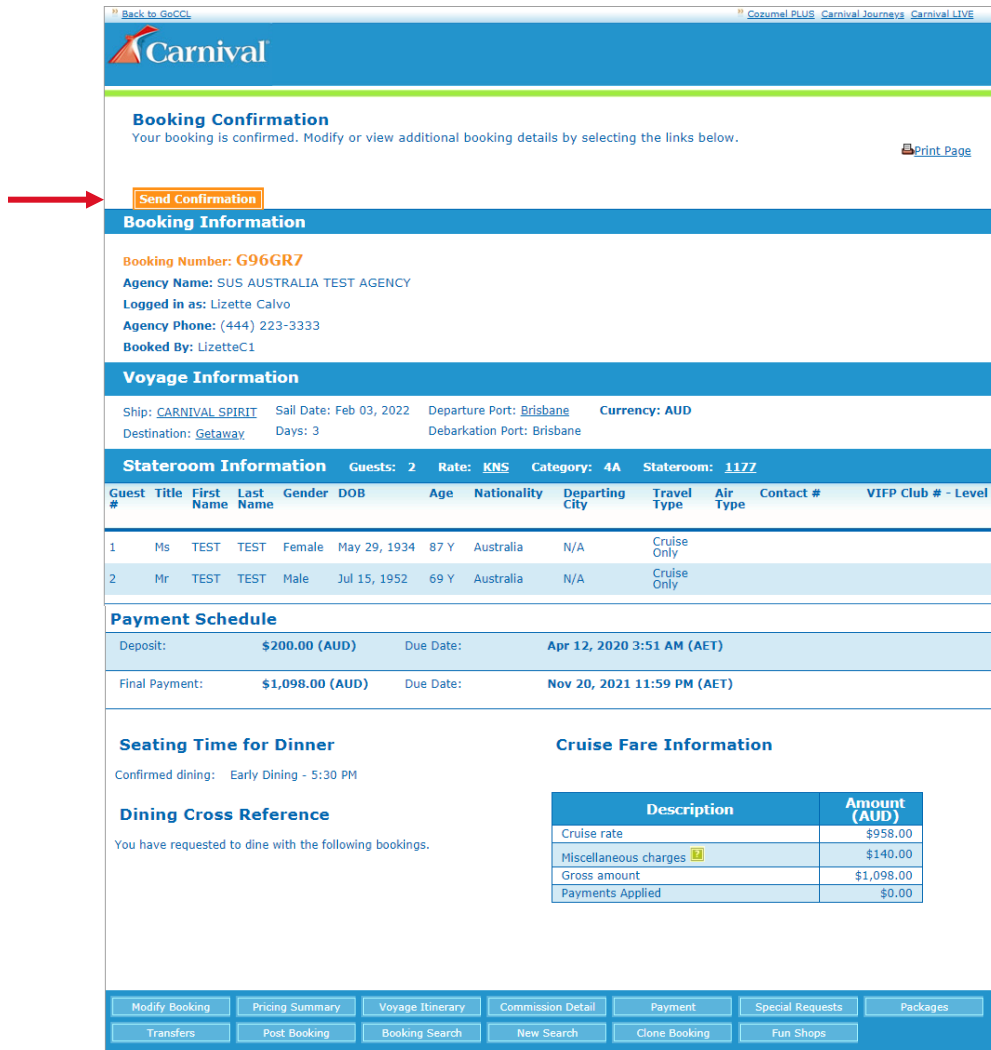

Figure 1: GoCCL Navigator

2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).

Figure 2: Search Booking Page

3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 3: Booking Confirmation

4. **Select Send Confirmation:** Select the orange Send Confirmation button on the booking confirmation page (Figure 3).

Figure 4: Confirmations Request

5. Select from the list the available confirmation options for bookings. Current confirmation options are (Figure 4):

  a. Agent Copy – Confirmation which includes agent's commission details.
    • Can send a copy to the email address for the main agency and the email address for the GoCCL Profile
  b. Guest Copy
    • Can send a copy to the email address for the main agency and the email address for the GoCCL Profile
    • In addition, can send a copy directly to guests by adding any email address here.
  c. Then select Send Confirmation.

Add Special Requests

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 5: Booking Confirmation Page

4. **Add Special Requests:** Select special requests at the bottom of screen (Figure 5).

Figure 6: Add Special Requests

5. Select Special Request to add

    a. On the special request page, select the items you wish to add (Figure 6):

        i. Medical requests -
- Wheelchair assistance
- Diabetic
- Blind
- Deaf
- Allergies
- Pregnant Less than 24 weeks
- Sharps Container
- Dialysis
- Other
- Oxygen

        ii. Occasion -
- Honeymoon
- Birthday

- Anniversary

b. Then select the Save & Continue button.

Figure 7: Review Page

6. **Review Booking Changes:** Review the changes made to the booking and select Confirm Changes (Figure 7).
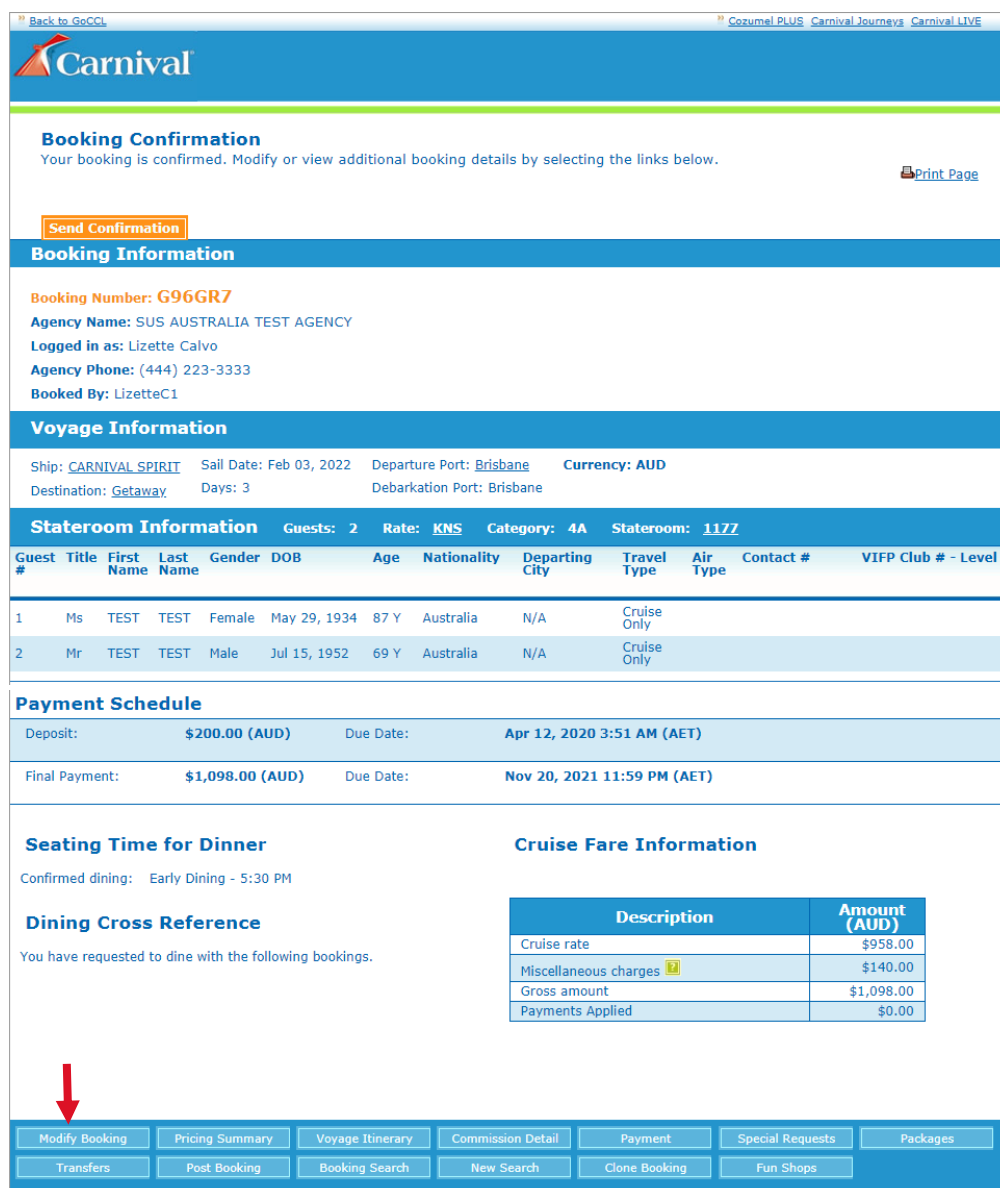
Figure 8: Booking Confirmation

7. **Updated Booking Confirmation:** Booking Confirmation will be updated and will display a message indicating that special requests have been added to this particular booking (Figure 8).

Modify Selections for Rate Code, Category or Stateroom

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).

3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 9: Booking Confirmation Page

4. **Modify Bookings:** Select modify booking at the bottom of screen (Figure 9).

Figure 10: Modify Options

5. **Modify Selections:** Under Modify Options, select Modify Selections (Figure 10).
6. **Modify Rate Code, Category and Stateroom**

Figure 11: Modify Selections

a. *Rate Code:*
  i. Click on the orange select button for the rate code you wish to apply to this booking. For a description of the rate code select the hyperlink for the three letter rate code. If you choose to keep your current rate code, select the green keep button (Figure 11).

b. *Category:*
  i. Click on the orange select button for the category you wish to apply to this booking. If you choose to keep your current category, select the green keep button (Figure 11).

c. *Stateroom:*
  i. Click on the orange select button for the stateroom you wish to apply to this booking. For an image of the stateroom, select the hyperlink for the stateroom number. In addition, here you will see the Location, deck, stateroom type, accommodations (i.e. convertible twin/king) and additional miscellaneous information (i.e. shower), and if the cabin is a connecting stateroom. If you choose to keep your current rate code, select the green keep button (Figure 11).

Figure 12: Modify Selections

7. **Review Booking Changes:** Review the changes made to the booking and select Confirm Changes (Figure 12).

Add Extend Option

This option is only available if applicable for the particular booking. This would allow the option to extend the deposit due date for the particular booking.

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 13: Booking Confirmation Page

4. Modify Bookings: Select modify booking at the bottom of screen (Figure 13).

Figure 14: Modify Options

5. **Select Extend Option:** Under modify options, select extend option. You will be directed to the bottom of the page where you will need to select the extend option check box. If the box is disabled or does not appear then this option is not available. Then select Save & Continue to proceed (Figure 14).

Description	Guest #1 (AUD)	Guest #2 (AUD)	Total (AUD)
Cruise rate	$479.00	$479.00	$958.00
Miscellaneous charges	$70.00	$70.00	$140.00
Gross amount			$1,098.00

Payment Schedule

Final Payment:	$898.00 (AUD)	Due Date:	Nov 20, 2021 11:59 PM (AET)

Please refer to the Payment History for payment status.
Click here to make a payment.

◄ Back To Previous Step   Confirm Changes

Figure 15: Confirm Changes

6. **Review Booking Changes:** Review the changes made to the booking and select Confirm Changes (Figure 15).

Add Dining Cross Reference

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 16: Booking Confirmation Page

4. Modify Bookings: Select modify booking at the bottom of screen (Figure 16).

Figure 17: Modify Options

5. **Update Dining Preferences and Add Dining Cross Referencing:**
   a. Under Dining Preferences, you will see your client's preferred dining time that is selected. To change the dining preferences, select an option from the dropdown (Figure 17).
   b. Under Dining Cross Referencing, add the booking numbers you wish to cross reference. You can have up to 20 bookings cross referenced (Figure 17).
   c. Then select Save & Continue to proceed.

Description	Guest #1 (AUD)	Guest #2 (AUD)	Total (AUD)
Cruise rate	$479.00	$479.00	$958.00
Miscellaneous charges	$70.00	$70.00	$140.00
Gross amount			$1,098.00

Payment Schedule

Final Payment:	$898.00 (AUD)	Due Date:	Nov 20, 2021 11:59 PM (AET)

Please refer to the Payment History for payment status.
Click here to make a payment.

◄ Back To Previous Step   Confirm Changes

Figure 18: Confirm Changes

6. **Review Booking Changes:** Review the changes made to the booking and select Confirm Changes (Figure 18).

Review Cancellation Penalties and/or Cancel an FIT Booking

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 19: Booking Confirmation Page

4. Modify Bookings: Select modify booking at the bottom of screen (Figure 19).

Figure 20: Modify Options

5. Cancel Booking: Under Modify Options, select cancel booking (Figure 20).

Are you sure you want to cancel this reservation?

Penalty Amount: $0.00 (AUD)

Penalty amount is inclusive of Cruise Fare, Air Supplement, Transfers Services and Pre/Post Cruise Vacation Packages.

Yes   No

Any additional funds will be automatically refunded 5 to 10 business days after cancellation. Please be advised for Group Bookings, if any cash was allocated, it will be returned back to the group level.

Figure 21: Cancellation Popup

6. **Cancel Cabin:** When you click on cancel booking, a pop-up with a breakdown of any penalties applicable if booking is cancelled will appear. This pop-up will have a Yes or No button for you to select. Selecting Yes will proceed with cancelling your booking. You will be directed back to the Search by Booking number page (Figure 21).

Figure 22: Search by Booking Number – This Booking is Cancelled

7. **Receiving a Cancellation Confirmation:**
   a. If you need a cancellation confirmation, enter the booking number on the search page.
   b. Select Cancellation Confirmation (Figure 22).

Figure 23: Cancelled Booking Confirmation

c. A pdf cancellation confirmation will appear. You can print or save the document (Figure 23).

Reactivate a Cancelled FIT Booking

1. Items to consider when reactivating a booking:
   a. You cannot reactivate a cancelled Group booking or a Group Individual Booking Record (IBR) in GoCCL
   b. You cannot reactivate a cancelled individual stateroom booking that was subject to a penalty
   c. You are not able to reactivate a booking where the original booked stateroom and or rate code is no longer available, you will need to re-book these types of booking as new reservations in GoCCL at the current prevailing rates
   d. When the above items exist on a cancelled booking and you attempt to reactivate the reservation, the screen will display the cancelled FIT booking option with a red advisory message **The booking is cancelled and cannot be reactivated**
2. Enter the booking on the search page (Figure 2).
3. Click on the Reactivate Booking button (Figure 23).

Figure 24: Booking Confirmation

4. The booking will reactivate and then appear in the booking display mode
   a. If the same stateroom and rate code is available, the option will reinstate with the same stateroom number and the same rate code.
   b. Please review the rates to determine if the rates changed, there is no advisory about rate changes.
5. Booking cannot be reinstated:
   a. If the original stateroom number booked is not available and/ or the original rate code that was booked is now closed, an advisory message will appear, informing you that the Booking cannot be reinstated
   b. In this case, you will need to create a new FIT booking option

Add a Guest

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 25: Booking Confirmation

4. Modify Bookings: Select modify booking at the bottom of screen (Figure 25).

Carnival

Modify Booking

Modify your booking by selecting one of the options listed below

* Required

🖶 Print Page

Booking Information

Booking Number: G96GR7

Agency Name: SUS AUSTRALIA TEST AGENCY

Logged in as: Lizette Calvo

Agency Phone: (444) 223-3333

Booked By: LizetteC1

Voyage Information

Ship: CARNIVAL SPIRIT	Sail Date: Feb 03, 2022	Departure Port: Brisbane	Currency: AUD
Destination: Getaway	Days: 3	Debarkation Port: Brisbane	

Stateroom Information   Guests: 2   Rate: KNS   Category: 4A   Stateroom: 1177

Modify Options

[Select Item To Change ▼]

Guest Information

Guest 1

VIFP Club Number [?] [_____]   VIFP Club # Lookup
(AKA Past Guest #)

* Title	* First Name	* Last Name	* Gender	* DOB [?]	Age [?]	* Nationality
Ms ▼	TEST	TEST	Female ▼	May ▼ 29 ▼ 1934 ▼	87 years	Australia ▼

* Contact #   Air

[Country + Area + Number]   [No ▼]

☐ Cancel Guest

Guest 2

VIFP Club Number [?] [_____]   VIFP Club # Lookup
(AKA Past Guest #)

* Title	* First Name	* Last Name	* Gender	* DOB [?]	Age [?]	* Nationality
Mr ▼	TEST	TEST	Male ▼	Jul ▼ 15 ▼ 1952 ▼	69 years	Australia ▼

* Contact #   Air

[Country + Area + Number]   [No ▼]

☐ Cancel Guest

[Add Guest]

Payment Schedule

Deposit:	$200.00 (AUD)	Due Date:	Apr 12, 2020 3:51 AM (AET)
Final Payment:	$1,098.00 (AUD)	Due Date:	Nov 20, 2021 11:59 PM (AET)

Dining Request

Select your preferred confirmed dining time:
[Early Dining - 5:30 PM ▼]

Select your preferred waitlisted dining time (optional):
[No Waitlisted Dining Times Are Available ▼]

Dining Cross Reference

If you wish to dine with another guest not in your reservation party, please provide the reservation number(s). Please note dining is on a request. Not supported by Group Reservations.

[____] [____] [____] [____]

[____] [____] [____] [____]

add more bookings

Cruise Fare Information
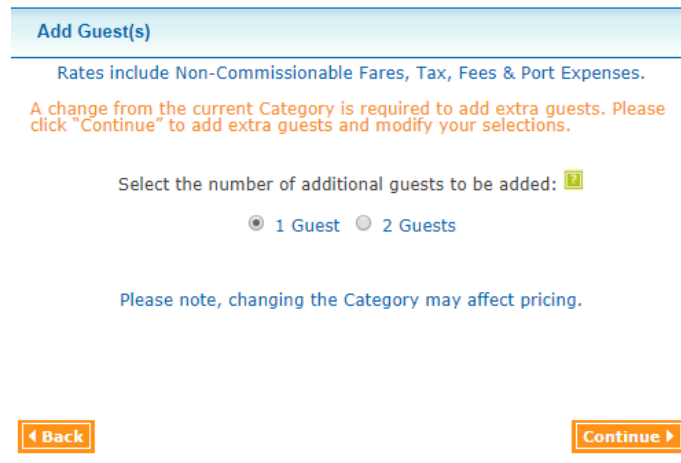
Description	Amount (AUD)
Cruise rate	$958.00
Miscellaneous charges [?]	$140.00
Gross amount	$1,098.00

[◄ Back to Booking Confirmation]   [Save & Continue]

Figure 26: Modify Options
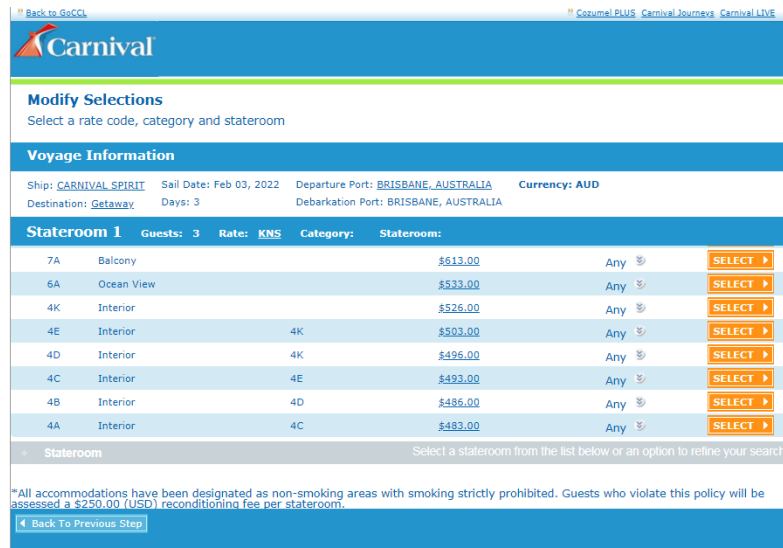
5. Add Guest: Select Add Guest to continue (Figure 269).

Figure 27: Add Guest(s) Popup Window

6. Add Guest(s): A popup window will appear. Asking you how many additional guest you wish to add to the booking. Select 1 or 2 Guests and then Select Continue (Figure 27).

Figure 28: Modify Selections

7. Modify Selections: For this example, a change from the current category is required to add extra guests. Select a new category (Figure 28).

Figure 29: Modify Selections – Select a Stateroom

8. **Select a Stateroom:** Review the list of staterooms and select a stateroom from the available list (Figure 29).

Figure 30: Modify Options

9. **Complete Guest Field:** An additional guest field will appear. Enter in the guest details and select Save & Continue to proceed (Figure 30).

Figure 31: Review Information

10. **Review Information:** Review booking changes and select Confirm Changes to continue (Figure 31).

Figure 32: Booking Confirmation

11. **Booking Confirmation:** Booking confirmation will appear. Select Send Confirmation if you wish to send a copy of the booking confirmation to your client (Figure 32).

Cancel a Guest

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 33: Booking Confirmation

4. Modify Bookings: Select modify booking at the bottom of screen (Figure 33).

Figure 34: Cancel Guest

5. **Cancel Guest:** Select cancel guest under the particular guest information and then select Save & Continue to proceed (Figure 34).

Figure 35: Review

6. **Review Changes:** Review the changes to the booking and select Confirm Changes to proceed (Figure 35).

Figure 36: Booking Confirmation

7. **Booking Confirmation:** Booking confirmation will appear. Select Send Confirmation if you wish to send a copy of the booking confirmation to your client (Figure 36).

Add Transfers

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 37: Booking Confirmation

4. **Transfers:** Select transfers at the bottom of screen (Figure 37).

Figure 38: Add Transfers

5. **Add Transfers:** Check the transfers you wish to add and then select Save & Continue (Figure 38).

Updated: 15 April 2020

Figure 39: Confirm Changes

6. **Review Changes:** Review the changes that have been made. You will notice the transfers have been added. Select Confirm Changes to proceed (Figure 39).

Figure 40: Booking Confirmation

7. **Booking Confirmation:** Booking confirmation will appear. Select Send Confirmation if you wish to send a copy of the booking confirmation to your client (Figure 40).

Remove Transfers

1. **Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
2. **Manage Booking:** Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu (Figure 1).
3. **Search for Booking:** You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search (Figure 2).

Figure 41: Booking Confirmation

4. **Transfers:** Select transfers at the bottom of screen (Figure 41).

Figure 42: Removing Transfers

5. **Remove Transfers:** Uncheck the transfers you wish to remove and then select Save & Continue (Figure 42).

Figure 43: Review

6. **Review Changes:** Review the changes that have been made. You will notice the transfers have been removed. Select Confirm Changes to proceed (Figure 43).

Figure 44: Booking Confirmation

7. Booking Confirmation: Booking confirmation will appear. Select Send Confirmation if you wish to send a copy of the booking confirmation to your client (Figure 44).