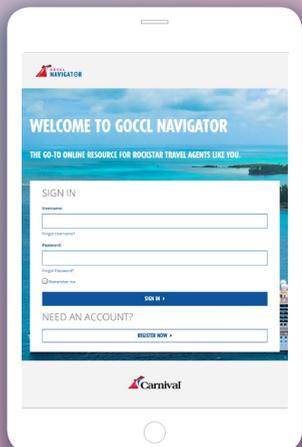
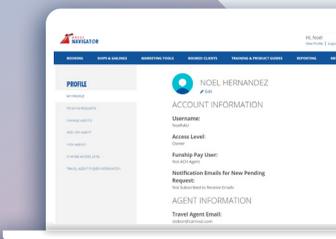




IT'S GO TIME!





WELCOME TO GOCCL NAVIGATOR!

Packed with powerful enhancements and user-friendly features, GoCCL Navigator, Carnival's bespoke booking engine, makes it easier and faster for you to book your clients on a Carnival cruise sailing from Australia and across our global fleet.

GoCCL Navigator is part of our ongoing commitment to providing our travel agent partners with the best sales tools in the industry so that you can book your clients on a Carnival cruise with ease.

The modern, sleek design includes a number of features that benefit you. From interactive deck plans to enhanced search options, personalised quotes and Carnival branded emails in just a few steps.

We're excited for you to try it!

Anton Loeb
Director of Sales

CHOOSE FUN  **Carnival**[™]

FEATURES THAT BENEFIT YOU:



COMPARE PRICES AT A GLANCE

Easier to compare prices across staterooms.



ENHANCED SEARCH

Filter cruise options in one easy step.



INTERACTIVE DECK PLANS

Select staterooms right from the deck map.



IMPROVED QUICK QUOTE PRICING & EMAIL

Personalised quotes and Carnival branded emails in just a few steps



QUICKER AND EASIER

Your one-stop, fun-shop for all things Carnival!



NEW LOOK

New, modern, clean and sleek design.



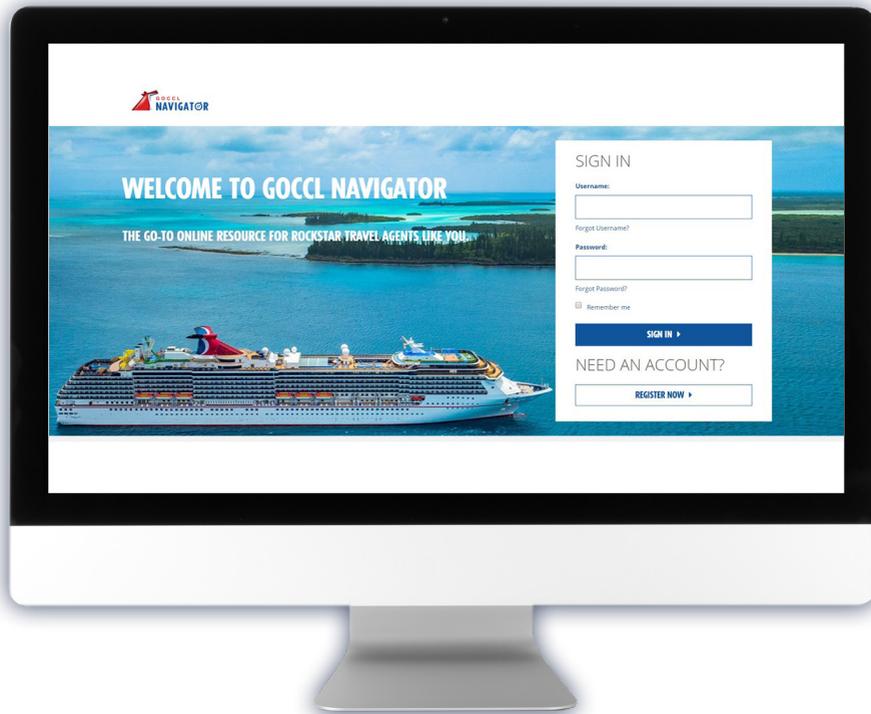
MOBILE FRIENDLY

Use the new site seamlessly across your devices.

ACCESSING GOCCL NAVIGATOR

REGISTERED TRAVEL AGENCIES

1. Type www.goccl.com.au into your web browser



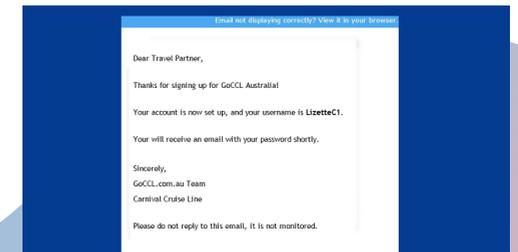
2. Log into GoCCL Navigator using your **Username** and **Password**. Select the **Sign In** Button.

NEED A GOCCL.COM.AU USER ACCOUNT?

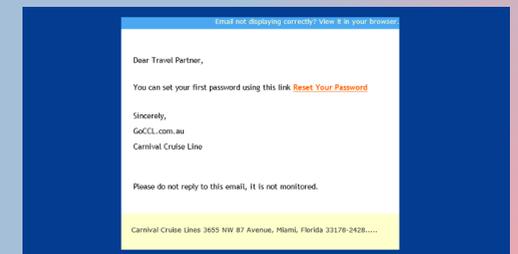
1. Type www.goccl.com.au into your web browser
2. Select the **Register Now** Button.

A screenshot of the 'NEW USER REGISTRATION' form. The form includes a title, a note about affiliation with Carnival Cruise Line, and a list of required fields: Title (dropdown), First Name, Last Name, Date of Birth (MM, DD, YYYY), Travel Agent Phone Number, and Travel Agent Email. A note states 'All fields are required unless marked optional.' A dashed blue line extends from the 'Last Name' field towards the right.

3. Complete the **New User Registration Form**.



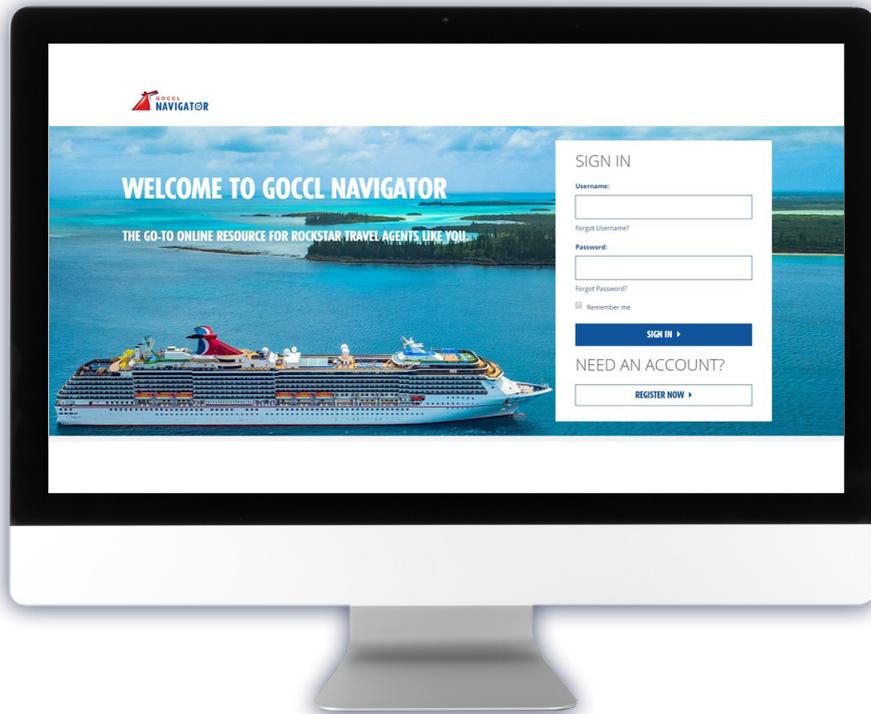
Once the account has been approved by your agency owner/manager you will receive the following two emails:



ACCESSING GOCCL NAVIGATOR

NON-REGISTERED TRAVEL AGENCIES

1. Type www.goccl.com.au into your web browser
2. Select the **Register Now** Button.



NEW AGENCY REGISTRATION

Agency Information

Name:

Email:

Phone:

Address:

City:

State:

Country:

Postcode:

Business Type:

Entity Type / Identification Number / Owner Information

Agency Email:

Agency Name:

Agency Address:

Agency Phone:

Agency Fax:

Agency Website:

CREATE

3. Complete the **New Agency Registration Form**.

This should only take a few minutes. You will need the following documents readily available to complete your registration successfully:

1. Copy of IATA / ATAS accreditation
2. ABN Certificate

You will receive a response from us about your registration request within 48-72 business hours. If you have any questions, please contact our Trade Support team via email at tradesupport@carnival.com

HELPFUL TIPS

FORGOT YOUR USERNAME?

1. Type www.goccl.com.au into your web browser.
2. Select **Forgot Username?** and fill in the below information. You will receive a GoCCL Username Recovery Email.

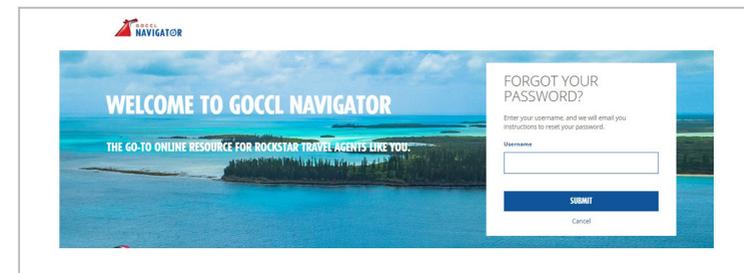


The screenshot shows the GoCCL Navigator website interface. On the left, there is a banner with the text "WELCOME TO GOCCL NAVIGATOR" and "THE GO-TO ONLINE RESOURCE FOR ROCKSTAR TRAVEL AGENTS LIKE YOU." Below the banner is an image of a cruise ship. On the right, there is a white form titled "FORGOT YOUR USERNAME?". The form contains the following fields: "First Name", "Last Name", "Travel Agent Email Address", and "Travel Agency Phone Number". Below these fields are "SUBMIT" and "Cancel" buttons. A small note above the fields says "Please provide the following information and we will email the username to the email address specified."

FORGOT PASSWORD?

1. Type www.goccl.com.au into your web browser.
2. Select **Forgot Your Password?**
3. On the Forgot Password? Screen, enter in your Username.
4. Select the **Submit** Button to continue.

You will receive a GoCCL Password Recovery Email.



The screenshot shows the GoCCL Navigator website interface. On the left, there is a banner with the text "WELCOME TO GOCCL NAVIGATOR" and "THE GO-TO ONLINE RESOURCE FOR ROCKSTAR TRAVEL AGENTS LIKE YOU." Below the banner is an image of a cruise ship. On the right, there is a white form titled "FORGOT YOUR PASSWORD?". The form contains the following fields: "Username" and "Password". Below these fields are "SUBMIT" and "Cancel" buttons. A small note above the fields says "Enter your username, and we will email you instructions to reset your password."

AGENCY PROFILE UPDATES

For assistance with updating agency details, please email: tradesupport@carnival.com

RESERVATIONS & CUSTOMER SERVICE

For any booking queries or assistance, please call: 13 31 94 (AU) 0800 442 095 (NZ)

CREATING AN INDIVIDUAL BOOKING

QUICK TIPS FOR CREATING AN FIT BOOKING USING GOCCL NAVIGATOR

- 1. Visit GoCCL Navigator:** Log into GoCCL Navigator, www.goccl.com.au, using your Username and password and select Sign In.
- 2. Create Booking:** Select Individual Stateroom from the Booking drop down menu.
- 3. Choose Search Type:** Pick Search by Sailing or by Specific Ship & Date (if you know it).
- 4. Enter Search Criteria:** Choose from dropdown choices for Date, Sail To, Ship, Depart From and Duration. The default selection will be Australia and South Pacific destinations.
- 5. Add Guest Qualifiers:** Add or lookup VIFP Number. Special offers, if available, will display when guest's VIFP number is added.
- 6. Choose Sailing:** Sort available sailings by departure date, length of the cruise/ duration and price. Select apply filters to update your search results when a new filter is added.
- 7. Select Rate Code:** Under each rate code you will see the lead rate by meta-category. You can compare up to three rate codes.
- 8. Select Stateroom Meta Category:** You can switch between each meta-category to view detail and pricing.
- 9. Send Quick Quote (Optional):** Under Average Price per Person, choose Quick Quote to email your guests a personalised quote with pricing and itinerary details. If GST is applicable for the booking, it will be displayed on the Agent View of the quick quote under total commission.
- 10. Select Stateroom:** Choose stateroom using the stateroom map or stateroom list. You can see up to 20 cabins at one time for each view.
 - a. Stateroom Map:** you can see staterooms by a section of the ship and view connecting staterooms available. Hover over a stateroom on the map to see the stateroom number, description and number of guests the cabin holds.
 - b. Stateroom List:** if you prefer a list view versus a map.
- 11. Add Guest Information:** Complete guest details and VIFP number, if applicable.
- 12. Review and book:** Review final Fare information and Payment schedule for the booking. Select your dining options such as Early, Late or Your Time dining, and add any bookings you wish to link to the reservation for guest that might be traveling together. Accept the terms and conditions for the booking and selecting either the Make a Payment button or Hold Option (Confirm) button.

For detailed information, check out the Creating Your FIT Booking How-To Guide on GoCCL.com.au under 'Training & Product Guides'

MANAGING YOUR INDIVIDUAL BOOKING

QUICK TIPS FOR MANAGING YOUR FIT BOOKING USING GOCCL NAVIGATOR

The following can be done through GoCCL Navigator:

- ✓ Sending Booking Confirmation
- ✓ Adding Special Requests, ie Medical Requests, Special Occasions
- ✓ Modifying Selections for Rate Code, Category or Stateroom
- ✓ Adding Extend Option, only available if applicable for the particular booking
- ✓ Adding Dining Cross Reference
- ✓ Cancelling an FIT Booking
- ✓ Reactivating a Cancelled FIT Booking, if available
- ✓ Adding a Guest
- ✓ Cancelling a Guest

For detailed information, check out the Managing Your FIT Booking How-To Guide on GoCCL.com.au under 'Training & Product Guides'





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Australia 13 31 94
New Zealand 0800 442 095
GoCCL.com.au

For Sales & Marketing Support
please contact your Business
Development Manager