

GOCCL NAVIGATOR: MAKING PAYMENTS

In the following instructional guide, you will understand how to:

- Add a FunShip Pay Account
- View your FunShip Pay Account Information
- Assign Permission to Make Direct Deposit Payments via FunShip Pay
- Make a Direct Deposit or Credit Card Payments via FunShip Pay
- Make Payments
- View your Installment Plan
- Cancel your Installment Plan
- View your Payment History

Add a FunShip Pay Account

Please note: You must have Owner/Manager access to set up FunShip Pay Accounts.

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

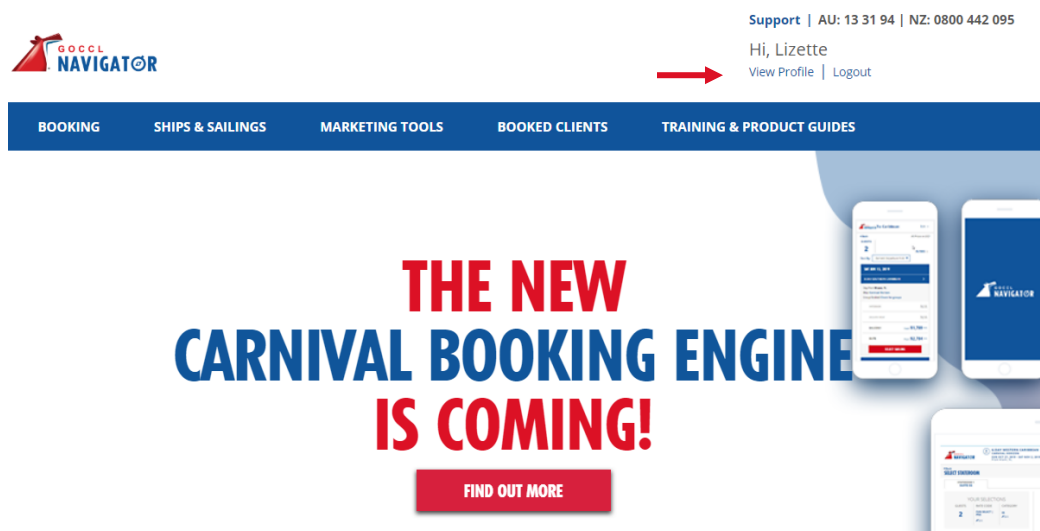



Figure 1: GoCCL Navigator

2. User Profile: Select View Profile (Figure 1).



[Support](#) | AU: 13 31 94 | NZ: 0800 442 095
 Hi, Lizette
[View Profile](#) | [Logout](#)

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PROFILE
 MY PROFILE
 PENDING REQUESTS
 MANAGE AGENTS
 ADD NEW AGENT
 VIEW AGENCY
 CHANGE ACCESS LEVEL
 TRAVEL AGENT FINDER INFORMATION
 DOWNLOADABLE PRODUCT FILES
FUNSHIP PAY
 ACCOUNT INFORMATION
 ADD ACCOUNT
 ASSIGN ACCOUNTS




LIZETTE CALVO
[Edit](#)
ACCOUNT INFORMATION
 Username:
 LizetteC1
 Access Level:
 Owner
 Funship Pay User:
 Not ACH Agent
 Notification Emails for New Pending Request:
 Not Subscribed to Receive Emails
AGENT INFORMATION
 Travel Agent Email:
 lcalvo@carnival.com
 Travel Agent Phone Number:
 4442233333

Figure 2: User Profile

3. Add an Account: Under FunShip Pay, select Add Account (Figure 2).



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FUNSHIPPAY™
 New Account Information
 Account Currency: AUD NZD
 Account Name:
 Account Number:
 Account Type: Savings
 BSB number:
 Bank Name:

FunShipPay supports payments in **AUD** and **NZD** currency for Australia and South Pacific sailings. Payments for US and Europe sailings can be made by accessing the booking via the 'Manage Booking' feature.

 Bank Account must be numeric.

☐ You request and authorize Carnival PLC-608968 to arrange, through its financial institution, a debit to your nominated account any amount Carnival Cruise Line has deemed payable by you.
 This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated by providing the relevant account details and will be subject to the terms and conditions of the Direct Debit Request (DDR) Service Agreement, as well as the banks terms and conditions that relate to your bank account and then later.
 By clicking 'Add Account' and/or providing us with a valid instruction in respect to your DDR, you have understood and agreed to the [terms and conditions](#) governing the debit arrangements between you and Carnival Cruise Lines as set out in this Request and in your DDR Service Agreement.
 TO CLICK 'Add Account' YOU MUST BE AN AUTHORISED SIGNATORY OF THE ACCOUNT WHO HAS AUTHORITY TO ACCEPT ON BEHALF OF ALL SIGNATORIES OF THE ACCOUNT..

Figure 3: Add Account

4. Add Account Details (Figure 3):

- Enter the account details into the following fields
 - Account Currency: Select which currency, AUD or NZD, your account is

Updated: 15 April 2020

in. The T&Cs at the bottom of the page will update based upon the currency selected.

- Account Name
 - BSB Number
 - For AUD Users: The BSB Number is required.
 - For NZD Users: The BSB Number is not required.
 - Account Number
 - Account Type: Cheque or Savings
 - Bank Name
 - Accept terms and conditions. The “Add Account button will only be enabled once you have entered all the required fields and accepted the terms and conditions.
- Select Add Account

View Your FunShip Pay Account Information

Please note: You must have Owner/Manager access to view FunShip Pay Accounts.

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

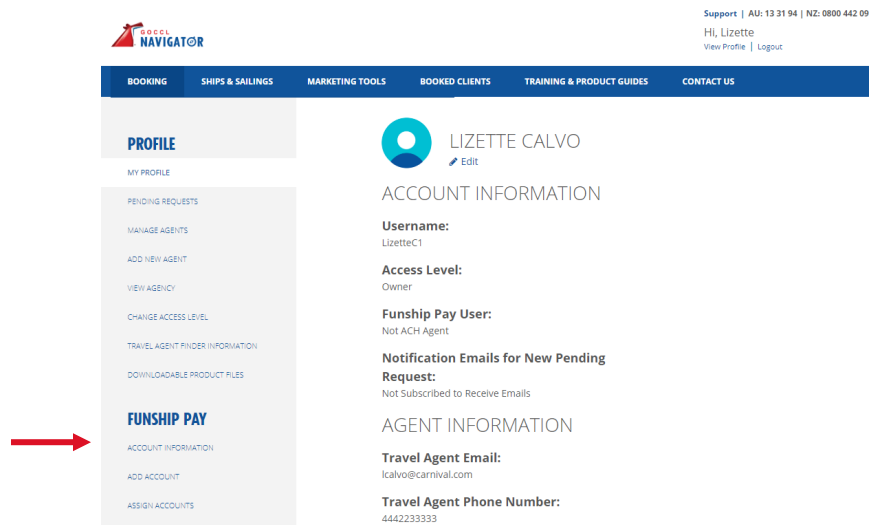



Figure 4: Account Information

- 3. FunShip Pay:** Select Account Information (Figure 4).

BOOKING	SHIPS & SAILINGS	MARKETING TOOLS	BOOKED CLIENTS	TRAINING & PRODUCT GUIDES	CONTACT US
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FunShipPay supports payments in **AUD** and **NZD** currency for Australia and South Pacific sailings. Payments for US and Europe sailings can be made by accessing the booking via the 'Manage Booking' feature.

Routing Number	Account Number	Account Name	Bank Name	Account Type	Status	Actions	List First
852321456	*****9631	AU_TEST	AU_TEST_BANK	Savings ▼	New	---	●
	*****1122	JDDK	HSNC	Savings ▼	New	---	●
	*****1602	NEW NZD	NZDBANK	Savings ▼	New	---	●
	*****5902	NEWZEALAND	NIVI NZD	Savings ▼	New	---	●
876345602	*****0921	NEXT AUD	BANK OF AUD	Savings ▼	New	---	●
	*****6789	ONLINE NZD	NEW BANK OF AUS	Savings ▼	New	---	●
032456721	*****1690	PRODTEST	NEW TEST BANK	Savings ▼	New	---	●
	*****7123	PRODTEST_ACCOUNT	TEST_BANK	Savings ▼	New	---	●
	*****1111	PRUEBAPROD	BANK	Savings ▼	New	---	●
	*****4321	TEST_ACCOUNT C	TEST BANK	Checking ▼	New	---	●
111111111	*****4569	TEST ACCOUNT NZ	KIWIS BANK	Savings ▼	New	---	●
	*****9654	TEST?NZD	AU_TEST	Savings ▼	New	---	●
	123	TESTING LENGTH	TESTING NAME	Checking ▼	New	---	●
	*****6543	TESTSIXTEENLENG	TEST BANK	Checking ▼	New	---	●

Add Account
Submit

Figure 5: FunShip Pay Accounts Available

4. FunShip Pay Accounts Available: A list of current accounts that you have available to use for FunShip Pay will appear (Figure 5).

Assign Permission to Make Direct Deposit Payments via FunShip Pay

Please note: For each team member that you wish to make Direct Deposit Payments via FunShip Pay, they must be assigned to your particular FunShip Pay account. Credit card payments via FunShip Pay is available for all users. In addition, you must have Owner/Manager access to assign FunShip Pay Accounts to your team members.

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

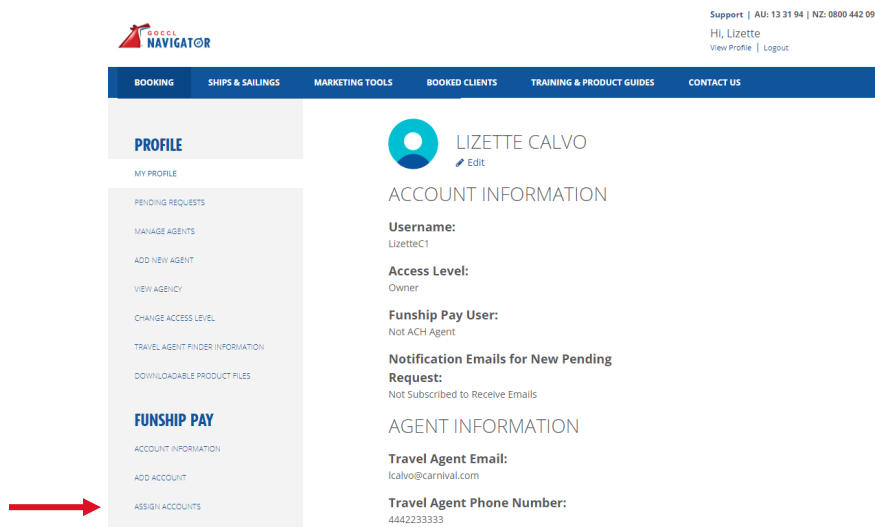


Figure 6: Assign Accounts

3. Assign Accounts: Under your FunShip Pay, select Assign Accounts (Figure 6).

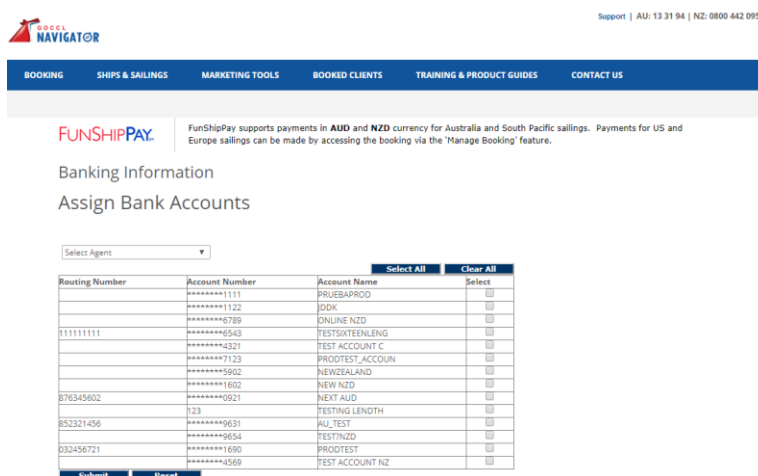


Figure 7: Assign Bank Accounts

4. Assign Bank Accounts (Figure 7):

- Select a team member from the dropdown list.
- If the agent you wish to assign an account to is not appearing on the drop down, complete the following steps.
 - Their profile needs to be updated to reflect that they are a FunShip pay user.
 - Under their GoCCL Navigator profile page, select Edit.
 - Select Yes, under FunShip Pay User. Then select update profile.
- Select the accounts you would like the agent to have access to.
- Select Submit.

Updated: 15 April 2020

Make a Direct Deposit or Credit Card Payment via FunShip Pay

Please Note: FunShip Pay only supports payments in AUD and NZD for Australia and South Pacific sailings. If you are posting a payment for a US or Europe sailings, please use "Manage Bookings" from the Booking Tools Options.

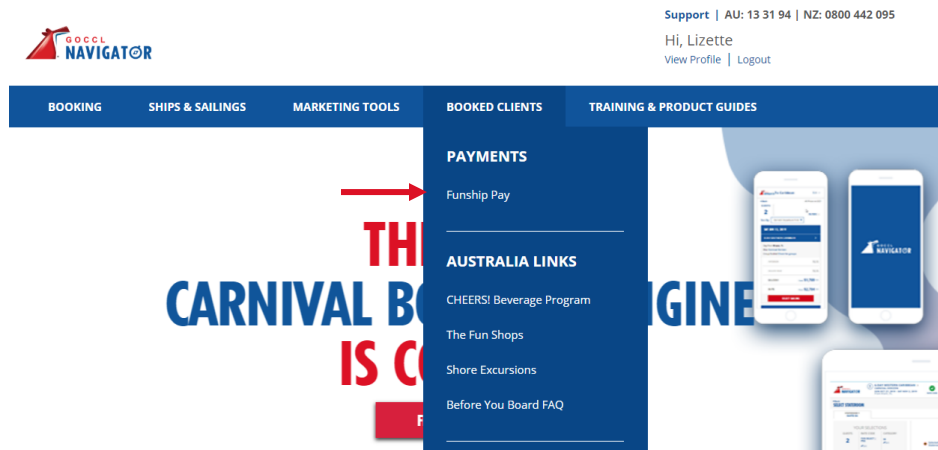


Figure 8: GoCCL Navigator

- 1. Select FunShip Pay:** On the GoCCL Navigator Home Page, Select FunShip Pay under the Booked Clients Tab (Figure 8).

The image shows the FunShipPay website. At the top, there's a header with the 'FUNSHIPPAY' logo and a note: 'FunShipPay supports payments in AUD and NZD currency for Australia and South Pacific sailings. Payments for US and Europe sailings can be made by accessing the booking via the "Manage Booking" feature.' Below the header, there's a section titled 'PAYMENT OPTIONS' with the text 'Please select your payment method:'. There are two radio buttons: 'Direct Deposit' (selected) and 'Credit/Debit Card'. Below this, there's a section titled 'The following payments need your attention' with a sub-header 'Bookings Due count displays bookings with payments due for sailings in all markets. Viewing the booking list displays FunShipPay eligible bookings for Australia and South Pacific sailings.' There's a summary box showing '0 bookings with payment due' and '5 Bookings Due View bookings due in the next 7 days'. Below this, there's a search bar with two tabs: 'PAYMENT METHOD 1 PAY FOR BOOKING(S)' and 'PAYMENT METHOD 2 SEARCH PAYMENTS DUE'. The 'PAYMENT METHOD 1' tab is selected. There's a dropdown menu for 'Number of bookings:' with '5' selected. Below the search bar, there's a field for 'Enter booking numbers:' with five input boxes. A red 'SUBMIT' button is at the bottom right.

Figure 9: Payment Options

2. Select a Payment Option (Figure 9):

- Select one of the following two payment methods:
 - *Direct Deposit:* Use this feature to make electronic payments using the bank information that has been set up.
 - *Credit Card:* Use this feature to make card payments to multiple bookings all at once.

For Direct Deposits

3. Select Direct Deposit: Select the radio button for Direct Deposit.

4. Select a Payment Option: To make a payment you can select one of the following options to proceed:

- Select number of bookings with a payment due.
- Select number of bookings with a payment due in the next 7 days.
- Select pay for booking(s).
 - Enter your booking number(s) into the fields.
 - Select Submit.
- Select Search Payments Due
 - Enter in the Payments Due From and Due To Dates
 - Select Booking Type
 - Select Ship
 - Sailing From and To
 - Guest Last Name
 - Agency Phone Number
 - Select Submit

Please note: If a US Booking is entered into this field, you will receive the following error once you hit submit, "Payment is not allowed for this booking via FunShip Pay. To make a payment, please use "Manage Bookings" from the Booking Tools Options." To make a payment on a US/Europe Sailing use the "Manage Bookings" from the booking tools options.

PAYMENTS DUE



SELECT PAYMENTS

☐ BOOKINGS IN AUD ☒ BOOKINGS IN NZD

Showing 1 Bookings with Payments Due.

All prices in NZD

Booking list displays FunShipPay eligible bookings for Australia and South Pacific sailings. Use the radio buttons above to view bookings in AUD or NZD currency.

Select All / Deselect All

PAGE 1 of 1

SELECT	BOOKING/ TYPE	CABIN	SAILING INFO	GUEST/ GRP NAME	NET PAYMENT DUE	NET BALANCE	GROSS BALANCE	OPTIONAL PROGRAM FEE	GROSS BALANCE + OPT. PRGM FEE DUE	DUE DATE	AMOUNT
<input type="checkbox"/>	G97SH3 INDV	1123	SP-03 Mar 2, 2022	TOBON N/A	\$180.00	\$988.00	\$1,113.08	N/A	\$1,113.08	Jan 1, 0001	

* Net balance due shown does not include payments applied directly into the stateroom level.

Total: \$0.00
(0 Bookings)

PREVIOUS

PAYMENT SUMMARY

Figure 10: Payments Due

5. Select Payment (Figure 10):

- Make sure to select the radio button for which booking currency you wish to view, i.e.: Bookings in AUD or NZD. You can only make a payment using one currency at a time.
- Select the booking you want to make a payment on.
- Enter the payment amount for each booking.
- Select Payment Summary.

PAYMENTS DUE



PAYMENT SUMMARY

You have chosen to apply payments to the following bookings:

Remove All

All prices in AUD

REMOVE	BOOKING/ TYPE	CABIN	SAILING INFO	GUEST/ GRP NAME	DUE DATE	NET BALANCE	GROSS BALANCE	OPTIONAL PROGRAM FEE	GROSS BALANCE + OPT. PRGM FEE DUE	NET PAYMENT DUE	ACCOUNT	AMOUNT
<input checked="" type="checkbox"/>	G96GR7 INDV	1177	SP-03	TEST	Jan 1, 0001	\$976.80	\$1,098.00	N/A	\$1,098.00	\$200.00	AU.TEST	\$200.00

Total: \$200.00
(1 Bookings)

Enter password to confirm payment:

PREVIOUS

SUBMIT PAYMENT

Figure 11: Payment Summary

6. Review Payment Summary (Figure 11):

- A list of the payments that will be applied to the bookings will appear here.
- Select the account that you wish to make a payment with.
- Enter your GoCCL password to confirm your payment.
- Select Submit Payment.

FUNSHIPPAY FunShipPay supports payments in **AUD** and **NZD** currency for Australia and South Pacific sailings. Payments for US and Europe sailings can be made by accessing the booking via the 'Manage Booking' feature.

PAYMENTS DUE

CONFIRMATION [PRINT THIS PAGE](#)

Thank you for using Carnival Cruise Line FunShipPay.
Your transaction has been submitted and the details are given below.
You will receive a confirmation email when your payment is submitted to be processed.
(Please allow 24 hours for balances to be updated in FunShipPay.)

All prices in AUD

DATE	CONFIRMATION NUMBER	ACCOUNT	STATUS	AMOUNT
Apr 9, 2020	000020040900016	AU_TEST - 9631	PASS	\$200.00

BOOKING/TYPE	POSTED	VOUCHER	AMOUNT	STATUS	NAME
G96GR7 INDV	PASS	0000000000	\$200.00	Payment Posted	TEST

[SEARCH OTHER BOOKINGS](#)

Figure 12: Confirmation

7. Review Confirmation (Figure 12):

- You will be directed to the confirmation page, where you can see the details of the payments that have been submitted. When banking information is added, there is no validation in the back end that the information is accurate. **It is important that you review the information you provide to ensure that the payment goes through.**
- All payments will be approved and the money will be posted on the booking. If a payment is declined by the bank, the notification will take up to 9 days for us to receive.

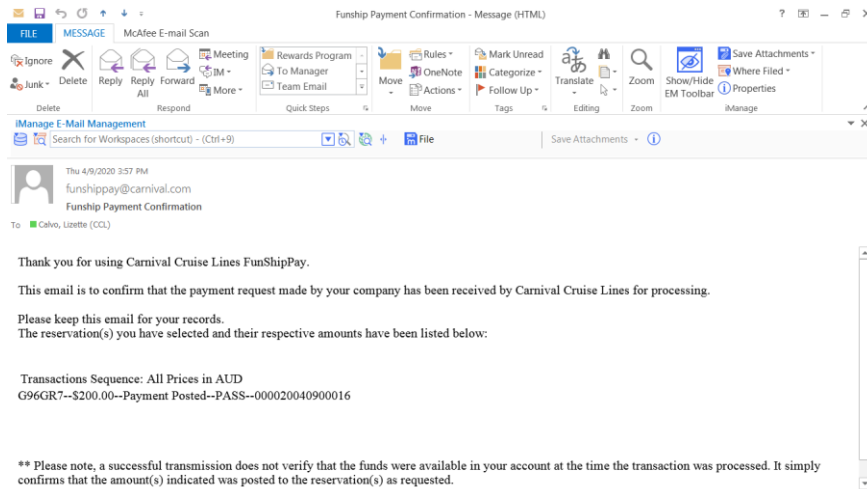


Figure 13: Email Confirmation

- In addition, you will receive a confirmation email detailing the payments that were made (Figure 13). Confirmation email will be sent to the email address for the agent submitting the payment that is listed on their GoCCL profile. Owners/managers will not receive a heads up that a payment has been made on the booking.

For Credit Card Payments

Please note: You can only make payments with one currency at a time.

FunShipPay supports payments in **AUD** and **NZD** currency for Australia and South Pacific sailings. Payments for US and Europe sailings can be made by accessing the booking via the 'Manage Booking' feature.

PAYMENT OPTIONS

Please select your payment method:

☐ Direct Deposit
 ☒ Credit/Debit Card

The following payments need your attention

Bookings Due count displays bookings with payments due for sailings in all markets. Viewing the booking list displays FunShipPay eligible bookings for Australia and South Pacific sailings.

0 bookings with payment due

5 Bookings Due [View bookings due in the next 7 days](#)

PAYMENT METHOD 1
 PAY FOR BOOKING(S)

PAYMENT METHOD 2
 SEARCH PAYMENTS DUE

Number of bookings:

5

Enter booking numbers:

SUBMIT

Figure 14: Payment Options

Updated: 15 April 2020

1. Enter Booking Numbers (Figure 14):

- Enter your booking number(s) into the fields. You can enter up to 50 booking numbers at a time. If you don't know the booking numbers, select search payments due to search for bookings with payments due.
- Select Submit.
- Please note:* If a US Booking is entered into this field, you will receive the following error once you hit submit, "Payment is not allowed for this booking via FunShip Pay. To make a payment, please use "Manage Bookings" from the Booking Tools Options." To make a payment on a US/Europe Sailing use the "Manage Bookings" from the booking tools options.

FUNSHIPPAY | FunShipPay supports payments in **AUD** and **NZD** currency for Australia and South Pacific sailings. Payments for US and Europe sailings can be made by accessing the booking via the 'Manage Booking' feature.

PAYMENTS DUE

SELECT PAYMENTS

☐ BOOKINGS IN AUD ☒ BOOKINGS IN NZD

Showing 1 Bookings with Payments Due. All prices in NZD

Booking list displays FunShipPay eligible bookings for Australia and South Pacific sailings. Use the radio buttons above to view bookings in AUD or NZD currency.

Select All / Deselect All PAGE 1 of 1

SELECT	BOOKING/TYPE	CABIN	SAILING INFO	GUEST/GRP NAME	NET PAYMENT DUE	NET BALANCE	GROSS BALANCE	OPTIONAL PROGRAM FEE	GROSS BALANCE + OPT. PRGM FEE DUE	DUE DATE	AMOUNT
<input type="checkbox"/>	G97SH3 INDV	1123	SP-03 Mar 2, 2022	TOBON N/A	\$180.00	\$988.00	\$1,113.08	N/A	\$1,113.08	Jan 1, 0001	

* Net balance due shown does not include payments applied directly into the stateroom level.

Total: (0 Bookings) **\$0.00**

PREVIOUS **PAYMENT SUMMARY**

Figure 15: Payments Due

2. Select Payments (Figure 15):

- Make sure to select the radio button for which booking currency you wish to view, i.e.: Bookings in AUD or NZD
- You can only pay with one currency at a time.
- Select the booking you want to make a payment on.
- Enter the payment amount for each booking.
- Select Payment Summary.

PAYMENTS DUE

SELECT PAYMENTS

PAYMENT SUMMARY

CONFIRMATION

You have chosen to apply payments to the following bookings:

Remove All

All prices in NZD

REMOVE	BOOKING/ TYPE	CABIN	SAILING INFO	GUEST/ GRP NAME	DUE DATE	NET BALANCE	GROSS BALANCE	OPTIONAL PROGRAM FEE	GROSS BALANCE + OPT. PRGM FEE DUE	NET PAYMENT DUE	AMOUNT TO PAY
<input checked="" type="checkbox"/>	G97SH3 INDV	1123	SP-03	TOBON	Jan 1, 0001	\$988.00	\$1,113.08	N/A	\$1,113.08	\$180.00	\$200.00
Total Payment Applied										\$200.00	(1Bookings)

PAYMENT INFORMATION

Please enter the required information for the card being used:

Card Type: *

Select Card

Card Number: *

Name On Card: *

Expiration Date: *

Month

Year

Please select a Card Expiry month

Please select a Card Expiry year

CVV: *

Zip Code: *

PREVIOUS

VERIFY PAYMENT

Figure 16: Payments Due

3. Review Payments Due: A list of the payments that will be applied to the bookings will appear here (Figure 16).

4. Enter Payment Details (Figure 16):

- Enter in your credit card information:
 - a. Card Type
 - b. Card Number
 - c. Name on Card
 - d. Expiration Date
 - e. CVV
 - f. Post Code
- Select Verify Payment.

PAYMENTS DUE

SELECT PAYMENTS

PAYMENT SUMMARY

CONFIRMATION

PAYMENT SUMMARY

You have chosen to apply payments to the following bookings:

All prices in NZD

BOOKING/TYPE	CABIN	SAILING INFO	GUEST/GRP NAME	DUE DATE	NET BALANCE	GROSS BALANCE	GROSS BALANCE + OPT. PRGM FEE DUE	NET PAYMENT DUE	*CREDIT CARD SURCHARGE AMOUNT	AMOUNT TO PAY	TOTAL AMOUNT
G975H3 INDV	1123	SP-03	TOBON	Jan 1, 0001	\$988.00	\$1,113.08	\$1,113.08	\$180.00	\$2.20	\$200.00	\$202.20
*Surcharges do not apply to debit cards. A credit card surcharge will apply: 1.10%								Total Amount	\$2.20	\$200.00	\$202.20
(1Bookings)											

PAYMENT INFORMATION

Card Type:Master Card

Card Number:xxxxxxxxxxxx3336

Name On Card:Tim Test

Expiration Date:Dec 2023

Zip Code:33178

PREVIOUS

SUBMIT PAYMENT

Figure 17: Payment Summary

5. Review Payment Summary (Figure 17):

- You will be directed to the payment summary page where you can see the payments you have chosen to make.
- For all credit card payments a surcharge will be applied.
- Select Submit Payment to continue.

PAYMENTS DUE

SELECT PAYMENTS

PAYMENT SUMMARY

CONFIRMATION

CONFIRMATION

PRINT THIS PAGE

Thank you for using Carnival Cruise Line FunShipPay.

Your transaction has been submitted and the details are given below.

You will receive a confirmation email when your payment is submitted to be processed.

(Please allow 24 hours for balances to be updated in FunShipPay.)

All prices in NZD

BOOKING/TYPE	CARDHOLDER NAME	*CREDIT CARD SURCHARGE AMOUNT	AMOUNT	TOTAL AMOUNT	STATUS	COMMENTS
G975H3 INDV	Tim Test	\$2.20	\$200.00	\$202.20	Timeout	PAYMENT REQUEST PENDING APPROVAL OR DENIAL. PLEASE DISPLAY THE BOOKING TO CONFIRM

SEARCH OTHER BOOKINGS

Figure 18: Payments Due

6. Payment Confirmation:

- You will be directed to the confirmation page, where you can see the details of the payments that have been submitted (Figure 18).

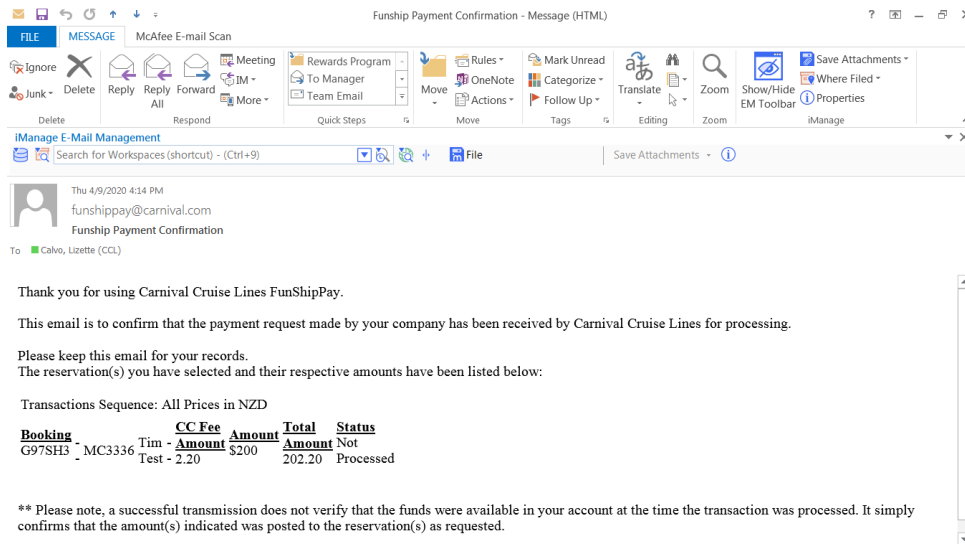


Figure 19: Email Confirmation

- In addition, you will receive a confirmation email detailing the payments that were made (Figure 19).

Making Payments

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

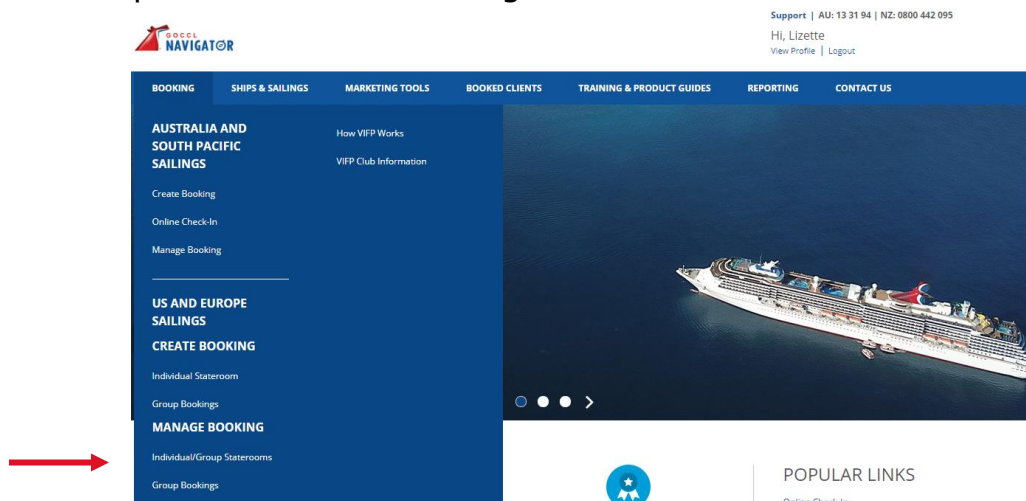


Figure 20: GoCCL Navigator

2. Access Your Client's Booking: Select Individual/Group Staterooms under Manage Booking on the Booking dropdown menu (Figure 20).

Figure 21: Search Booking Page

3. Search Bookings: Type in the Booking number in the field and then select search (Figure 21).

Guest #	Title	First Name	Last Name	Gender	DOB	Age	Nationality	Departing City	Travel Type	Air Type	Contact #	VIFP Club # - Level
1	Ms	TEST	TEST	Female	May 29, 1934	87 Y	Australia	N/A	Cruise Only			
2	Mr	TEST	TEST	Male	Jul 15, 1952	69 Y	Australia	N/A	Cruise Only			

Updated: 15 April 2020

Stateroom Information												
Guests: 2		Rate: KNS		Category: 4A		Stateroom: 1177						
Guest #	Title	First Name	Last Name	Gender	DOB	Age	Nationality	Departing City	Travel Type	Air Type	Contact #	VIFP Club # - Level
1	Ms	TEST	TEST	Female	May 29, 1934	87 Y	Australia	N/A	Cruise Only			
2	Mr	TEST	TEST	Male	Jul 15, 1952	69 Y	Australia	N/A	Cruise Only			

Payment Schedule

Deposit:	\$200.00 (AUD)	Due Date:	Apr 13, 2020 2:00 PM (AET)
Final Payment:	\$1,098.00 (AUD)	Due Date:	Nov 20, 2021 11:59 PM (AET)

Seating Time for Dinner

Confirmed dining: Early Dining - 5:30 PM

Dining Cross Reference

You have requested to dine with the following bookings.

Cruise Fare Information

Description	Amount (AUD)
Cruise rate	\$958.00
Miscellaneous charges	\$140.00
Gross amount	\$1,098.00
Payments Applied	\$0.00

[Modify Booking](#)
[Pricing Summary](#)
[Voyage Itinerary](#)
[Commission Detail](#)

[Transfers](#)
[Post Booking](#)
[Booking Search](#)
[New Search](#)

[Make Payment](#)
[Payment History](#)

[Special Requests](#)
[Packages](#)
[Fun Shops](#)

Figure 22: Make Payment

4. Payment Button: Select Make Payment from the Payment Button (Figure 22).

3 DAY

GETAWAY >
CARNIVAL SPIRIT >
THU FEB 03, 2022 - SUN FEB 06, 2022
From Brisbane

BOOKING #
G96GR7

GROSS TOTAL
\$ 1,098.00

[Back to booking](#)
MAKE A PAYMENT

CREDIT CARD

☒ \$ 898.00 - Full Balance (Nov 20, 2021 11:59 PM (AET))

☐ \$ Custom Amount
(Must be at least minimum due)

☐ Use primary guest information
☐ Pay with more than one card

All the fields are required

Card Number:

Card Holder's Name:

Expires:

Month

Year

PAYMENT SCHEDULE



GROSS TOTAL	\$ 1,098.00
NET TOTAL	\$ 976.80
PAYMENTS APPLIED	\$ 200.00
GROSS BALANCE DUE (without opt. program fee)	\$ 898.00
NET BALANCE DUE (without opt. program fee)	\$ 776.80

Credit card fees apply ⓘ

Security Code: Zip Code/Postal Code:

PAYMENT PLANS

Select the payment plan that's right for your client. A minimum payment of \$1.00 is required to participate in an installment plan.

☒ No installment plan
☐ Schedule automated final payment on the same credit card (Nov 20, 2021 11:59 PM (AET)) 
☐ Carnival Easy Pay: See below for number of payment installments and amount 

	Number of Installments	Amount
Carnival Easy Pay	19	\$ 47.26

Figure 23: Make a Payment

- 5. Review Payment Schedule (Figure 23):** Review your payment schedule to determine the amount you wish to pay on the booking. We have provided you an accounting section that shows the Gross and Net total amounts, the Payments Applied already, and the balance due.
- 6. Choose One of the Following Payment Amount Options (Figure 23):**
 - a. Deposit - If there isn't a deposit due on the booking, you will not have the option to make a deposit on the booking.
 - b. Full Balance
 - c. Custom Amount
- 7. Select Use Primary Guest Information (Figure 23):** When selected, the primary guest first and last name will be auto populated on the Credit Card Holder's Name field. If not, leave unchecked.
- 8. Select Pay With More Than One Credit Card (Figure 23):** If you wish to make a payment using more than one credit card. You can pay with up to three credit card in one transaction. If not, leave unchecked.
- 9. Enter the Credit Card Details (Figure 23):**
 - a. Credit Card Number
 - b. Credit Card Holder's Name
 - c. Expiration month
 - d. Expiration year
 - e. Security Code
 - f. Post Code
 - g. Please note: Discover credit cards are not accepted when making payments on booking with NZD currency.

10. Select One of the Following Payment Plan Options (Figure 23):

- a. No installment plan
- b. Schedule automated final payment on the same credit card:
 - i. When you select the schedule auto final payment while applying any amount you wish, Carnival will post the final payment on the final payment due date with the same credit card used. A credit card payment surcharge will be applied.

[×](#)

PAYMENT REVIEW

Review payment details below and click on submit to finalize the payment All prices in AUD

The same surcharge percentage listed will be charged to each Easy Pay installment or scheduled automated final payment in addition to the amount charged.

CARD NUMBER	PAYMENT	SURCHARGE %	SURCHARGE	TOTAL PAYMENT
XXXX XXXX XXXX 3336	\$ 500.00	1.10%	\$ 5.50	\$ 505.50

Total**\$ 505.50**

CANCEL

SUBMIT▶

Figure 24: Payment Review

- 11. Payment Review:** When paying with a credit card a popup window will appear if a credit card surcharge applies. The popup will have details about the surcharge percentage and amount. Review the payment details and click on submit to finalise the payment (Figure 24).
- 12. Submit Your Payment:** Select the red Submit button (Figure 24).

View Your Installment Plan

1. Select Individual/Group Staterooms under Manage Booking on the Booking dropdown menu (Figure 20).
2. **Search Bookings:** Type in the Booking number in the field and then select search (Figure 21).
3. **View all installments:**
 - a. Under the payment schedule, you will see a link to view all installments.
 - b. Select the link for view all installments.
 - c. You will be able to see the installment schedule with upcoming payment amounts and due dates.
 - d. Please note a reminder message will not be sent to the agent when a payment is due to occur (Figure 25).

Carnival

Booking Confirmation
Your booking is confirmed. Modify or view additional booking details by selecting the links below. [Print Page](#)

[Send Confirmation](#)

Booking Information
Booking Number: **G96GR7**
Agency Name: SUS AUSTRALIA
Logged in as: Lizette Calvo
Agency Phone: (444) 223-3333
Booked By: [Lizette Calvo](#)

Voyage Information
Ship: [CARNIVAL SPIRIT](#) Sail Date: Feb 03, 2022 Departure Port: [BRISBANE, AUSTRALIA](#) Currency: AUD
Destination: [Getaway](#) Days: 3 Debarkation Port: [BRISBANE, AUSTRALIA](#)

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

Guest #	Title	First Name	Last Name	Gender	DOB	Age	Nationality	Departing City	Travel Type	Air Type	Contact #	VIFP Club # - Level
1	Mr	TEST	TEST	Male	May 29, 1934	87 Y	Australia	N/A	Cruise Only			
2	Mr	TEST	TEST	Male	Jul 15, 1952	69 Y	Australia	N/A	Cruise Only			

Payment Schedule

Payment Type	Amount (AUD)	Due Date	Notes
Final Payment:	\$897.00 (AUD)	Nov 20, 2021 11:59 PM (AET)	
Installment 1:	\$47.21 (AUD)	May 11, 2020	Cancel Installments Plan View all installments

Seating Time for Dinner
Confirmed dining: Early Dining - 5:30 PM

Cruise Fare Information

Description	Amount (AUD)
Cruise rate	\$958.00
Miscellaneous charges 14	\$142.21
Gross amount	\$1,100.21
Payments Applied	\$203.21

Dining Cross Reference
You have requested to dine with the following bookings.

[Modify Booking](#) [Pricing Summary](#) [Voyage Itinerary](#) [Commission Detail](#) [Payment](#) [Special Requests](#) [Packages](#)
[Transfers](#) [Post Booking](#) [Booking Search](#) [New Search](#) [Clone Booking](#)

Figure 25: View All Installments

Cancel Your Installment Plan




- 1. Access Your Client's Booking:** Select Individual/Group Staterooms under Manage Booking on the Booking dropdown menu (Figure 20).
- 2. Search Bookings:** Type in the Booking number in the field and then select search (Figure 21).
- 3. Cancel Installment Plan:**
 - a. Under the payment schedule, you will see a link to cancel your installments (Figure 25).
 - b. Select cancel installments plan (Figure 25).
 - c. A pop-up will ask you to confirm your cancellation request.
 - d. Select OK to proceed with cancelling the current installment plan.
 - e. You will return back to the booking confirmation page and will see that the installment plan has been cancelled.

View Payment History

- 1. Access Your Client's Booking:** Select Individual/Group Staterooms under Manage Booking on the Booking dropdown menu (Figure 20).
- 2. Search Bookings:** Type in the Booking number in the field and then select search (Figure 21).

Stateroom Information												
Guests: 2		Rate: <u>KNS</u>		Category: 4A		Stateroom: <u>1177</u>						
Guest #	Title	First Name	Last Name	Gender	DOB	Age	Nationality	Departing City	Travel Type	Air Type	Contact #	VIFP Club # - Level
1	Ms	TEST	TEST	Female	May 29, 1934	87 Y	Australia	N/A	Cruise Only			
2	Mr	TEST	TEST	Male	Jul 15, 1952	69 Y	Australia	N/A	Cruise Only			

Payment Schedule			
Deposit:	\$200.00 (AUD)	Due Date:	Apr 13, 2020 2:00 PM (AET)
Final Payment:	\$1,098.00 (AUD)	Due Date:	Nov 20, 2021 11:59 PM (AET)

Seating Time for Dinner		Cruise Fare Information												
Confirmed dining: Early Dining - 5:30 PM														
Dining Cross Reference														
You have requested to dine with the following bookings.														
		<table border="1"><thead><tr><th>Description</th><th>Amount (AUD)</th></tr></thead><tbody><tr><td>Cruise rate</td><td>\$958.00</td></tr><tr><td>Miscellaneous charges </td><td>\$140.00</td></tr><tr><td>Gross amount</td><td>\$1,098.00</td></tr><tr><td>Payments Applied</td><td>\$0.00</td></tr></tbody></table>	Description	Amount (AUD)	Cruise rate	\$958.00	Miscellaneous charges 	\$140.00	Gross amount	\$1,098.00	Payments Applied	\$0.00		
Description	Amount (AUD)													
Cruise rate	\$958.00													
Miscellaneous charges 	\$140.00													
Gross amount	\$1,098.00													
Payments Applied	\$0.00													

Modify Booking	Pricing Summary	Voyage Itinerary	Commission Detail	Make Payment	Special Requests	Packages
Transfers	Post Booking	Booking Search	New Search	Payment History	Fun Shops	

Figure 26: Booking Confirmation – Payment Button

Updated: 15 April 2020

3. Payment Button: Select Payment History from the Payment Button (Figure 26).

Back to GoCCL Cozumel PLUS Carnival Journeys Carnival LIVE

Carnival

Payment History [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**

Date	Time (AET)	Description	Operator Initials	Amount (AUD)
Apr 09, 2020	14:15:57	CRC-RECEIVE PAYMENT \ACH 000020040900016BSP	SYS	\$200.00

Payment Schedule

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

[Back](#)

Figure 27: Payment History

4. Payment History: Date, Time, Description of Payments, Initials of Individual Who Made the Payment and Payment Amount will appear (Figure 27).