

GOCCL NAVIGATOR: MANAGING A GROUP BOOKING FOR US SAILINGS

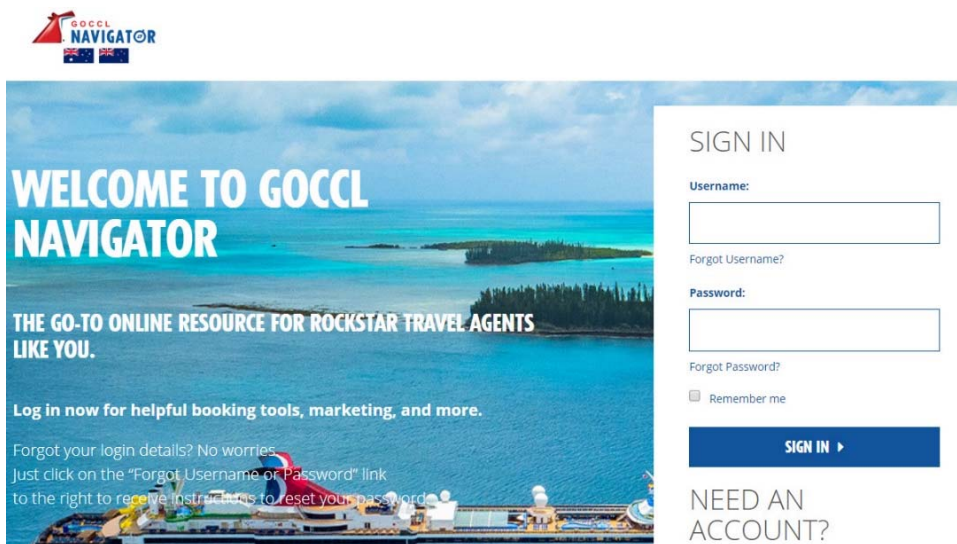
Quick Tips for Managing a Group Booking For US Sailings Using GoCCL Navigator

At the completion of this training, you will understand how to:

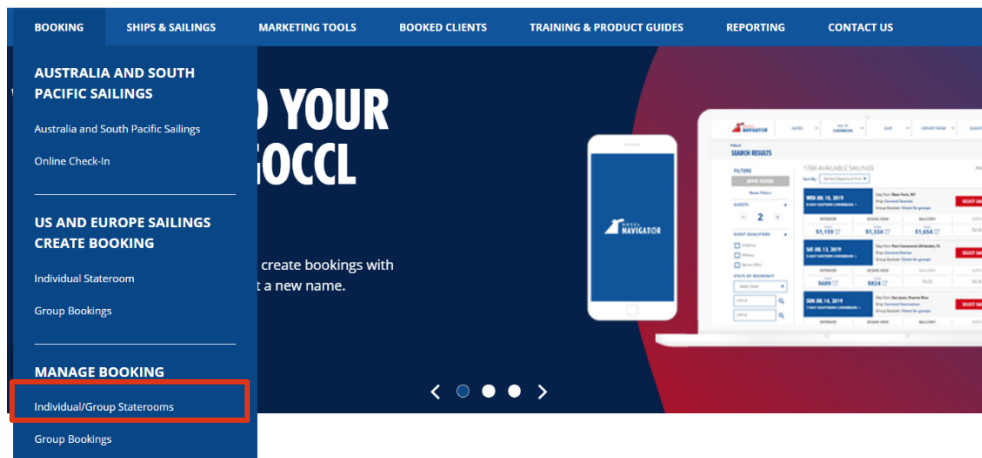
- Increase or decrease stateroom requests in an existing group reservation.
- Change your group name.

Increasing Stateroom Requests

1. **Login:** Visit GoCCL Navigator and login using your username and password.



2. **Choose Group Bookings:** Select Booking from the navigation bar. Under US and Europe Sailings Manage Booking, select Individual/Group Bookings.



- 3. Search for Group Booking:** Search for the Group by entering in the Group Booking Number and selecting Search.

Back to GoCCL Trace BookingEngine Messages:

Search Group Bookings

*** Required**
Enter the search criteria in one of the sections below and select 'Search'

Search by Group Booking Number:

Group Booking Number: *

Search by Ship & Date:

Ship: * Sail Date: *

Search by Date Range:

Start Date: * End Date: *

Ship: From Duration: To Duration:

[Back Home](#)

- 4. Modify Booking:** Select Modify Booking button.

Back to GoCCL Trace BookingEngine Messages:

Carnival

Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information Edit Print Confirmation

Group Booking #: 48WPL2 Agency Name: SUS AUSTRALIA Agency Phone: (444) 223-3333
 Group Type: AFFR Group Name: test Logged in as: Noel Hernandez
 Booked By: Noel Hernandez FunPoints/Flexi Price: 4

Voyage Information

Ship: Carnival Breeze
 Sail Date: 5/23/2020
 Duration: 7 days
 Destination: Eastern Caribbean
 Departure Port: Port Canaveral (Orlando), FL
 Debarcation Port: Port Canaveral (Orlando), FL

Stateroom Requests Guidelines

Stateroom	Category	Priced At	Description	Rate Code	Sgl	Stateroom requests and Average rate per person*					Rates (AUD)	NCF (AUD)	Comm	Total ** (AUD)
						Rates (AUD)	Dbl	Trp	Qd	Qnt				
8E	8E	Balcony	1PGY		2	\$1,951.21					\$229.67	15.00 %	\$7,964.84	
6L	6L	Deluxe Famil	1PGY		2	\$1,656.20					\$229.67	15.00 %	\$6,664.80	
4G	4G	Interior	1PGY		2	\$1,413.42					\$229.67	15.00 %	\$5,653.68	
4D	4D	Interior	1PGY		2	\$1,391.76					\$229.67	15.00 %	\$5,567.04	
Totals					8									

* Average cruise rates based on occupancy include non-commissionable fare. Cruise fees are additional for all guests.
 ** Total does not include Gratuities, Air Add on, or other optional charges.

Make Payments Search Group Bookings **Modify Booking** Cancel Group Booking Reports Guest List Birth Guests History

5. Modify Stateroom Requests: The pop up menu will give you the option to increase or decrease your current stateroom requests. For this example, select increase stateroom requests.

Back to GoCCL Trace BookingEngine Messages:

Carnival

Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information Edit Print Confirmation

Group Booking #: 48WPL2 Agency Name: SUS AUSTRALIA Agency Phone: (444) 223-3333
 Group Type: AFFR Group Name: test Logged in as: Noel Hernandez
 Booked By: Noel Hernandez FunPoints/Flexi Price: 4

Voyage Information

Ship: Carnival Breeze
 Sail Date: 5/23/2020
 Duration: 7 days
 Destination: Eastern Caribbean
 Departure Port: Port Canaveral (Orlando), FL
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Stateroom Requests Guidelines

Stateroom	Category	Priced At	Description	Rate Code	Sgl	Stateroom requests and Average rate per person*					Rates (AUD)	NCF (AUD)	Comm	Total ** (AUD)
						Rates (AUD)	Dbl	Trp	Qd	Qnt				
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4D	4D	Interior	1PGY		2	\$1,391.76					\$229.67	15.00 %	\$5,567.04	
Totals					8									

* Average cruise rates based on occupancy include non-commissionable fare. Cruise fees are additional for all guests.
 ** Total does not include Gratuities, Air Add on, or other optional charges.

Make Payments Search Group Bookings **Increase Requests** Decrease Requests Modify Amenities Reports Guest List Birth Guests History

6. Increase Stateroom Requests:

- a. Currently, we are holding a total of 8 staterooms; 2 in category 8E, 2 in category 6L, 2 in category 4G, and 2 in category 4D.

- b. In this first example, we will increase our total stateroom requests from 8 to 12 by adding two staterooms from categories 8B and 4A. Type in 2 in the fields under Additional Double Staterooms Request matrix for categories 8B and 4A.
- c. Select **Save & Continue** Button.

Category	Current Staterooms Requested	Additional Requests Allowed	New 1st & 2nd Average Cruise Rate * (AUD)	Additional Double Staterooms Requests	Triple Rate (AUD)	Quad Rate (AUD)	Quint Rate (AUD)	Payment Date & Deposit Amount (AUD) **	Comp Policy †	Rate Code	Amenities Supported
8E Balcony	2	10	\$1,992.19		\$445.63	\$1,153.42	N/A	12/25/2019 \$361.12	1-15	PGY	YES
8D Balcony		16	\$1,984.19		\$445.63	\$1,153.42	N/A	12/25/2019 \$361.12	1-15	PGY	YES
8C Balcony		8	\$1,977.19		\$445.63	\$1,153.42	N/A	12/25/2019 \$361.12	1-15	PGY	YES
8B Balcony		12	\$1,970.19	2	\$445.63	\$1,153.42	N/A	12/25/2019 \$361.12	1-15	PGY	YES
8A Balcony		1	\$1,963.19		\$445.63	\$1,153.42	N/A	12/25/2019 \$361.12	1-15	PGY	YES
7C Balcony		8	\$1,897.19		\$445.63	\$1,153.42	N/A	12/25/2019 \$361.12	1-15	PGY	YES
6L Oceanview	2	2	\$1,667.19		\$445.63	\$1,456.75	N/A	12/25/2019 \$361.12	1-15	PGY	YES
6A Oceanview		4	\$1,659.19		\$445.63	N/A	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4H Interior		8	\$1,421.19		\$1,211.20	\$777.86	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4G Interior	2	6	\$1,414.19		\$1,211.20	\$777.86	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4F Interior		8	\$1,407.19		\$1,211.20	\$777.86	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4D Interior	2	2	\$1,392.19		\$1,211.20	\$777.86	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4C Interior		2	\$1,385.19		\$1,211.20	\$777.86	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4B Interior		6	\$1,382.19		\$1,211.20	\$777.86	N/A	12/25/2019 \$361.12	1-15	PGY	YES
4A Interior		8	\$1,378.19	2	N/A	N/A	N/A	12/25/2019 \$361.12	1-15	PGY	YES

Total Current Requests 8 Total Additional Requests Allowed 38

[Back to Display Group Booking](#) [Save & Continue](#)

7. You have now successfully increased the total of stateroom requests to 12.

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information				Edit		Print Confirmation		Voyage Information							
Group Booking #:	4BWPL2	Agency Phone:	(444) 223-3333	Ship:	Carnival Breeze	Sailed:	5/23/2020	Duration:	7 days	Destination:	Eastern Caribbean	Departure Port:	Port Canaveral (Orlando), FL	Debarcation Port:	Port Canaveral (Orlando), FL
Agency Name:	SUS AUSTRALIA	Logged In as:	Noel Hernandez	Group Name:	test	Booked By:	Noel Hernandez	FunPoints/Flexi Price:	4						

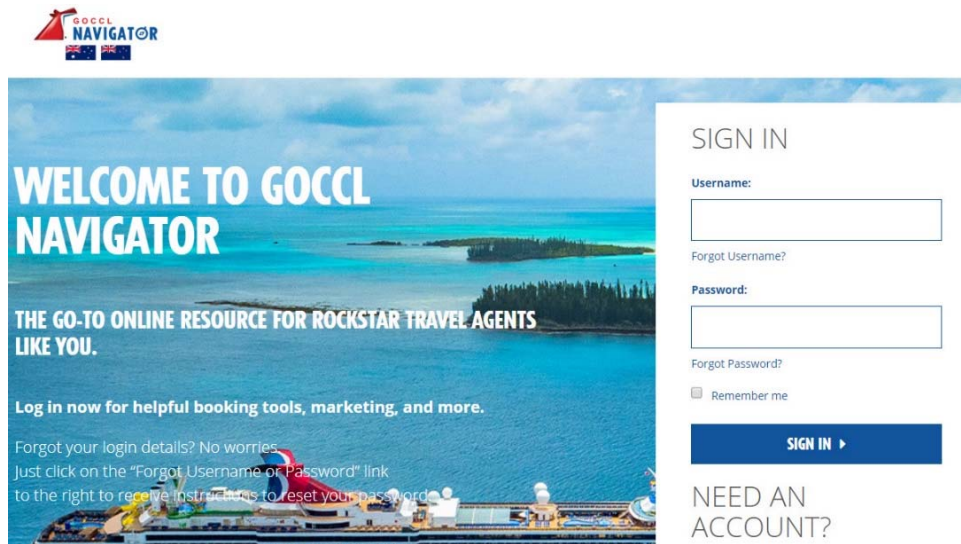
Stateroom	Category	Rate Code	Sgl	Rates (AUD)	Dbt	Rates (AUD)	Trp	Rates (AUD)	Qd	Rates (AUD)	Qnt	Rates (AUD)	NCF (AUD)	Comm	Total ** (AUD)	
8E	8E	Balcony	1PGY		2	\$1,991.21							\$229.67	15.00 %	\$7,964.84	
8B	8B	Balcony	1PGY		2	\$1,969.54							\$229.67	15.00 %	\$7,878.16	
6L	6L	Deluxe Famil	1PGY		2	\$1,666.20							\$229.67	15.00 %	\$6,664.80	
4G	4G	Interior	1PGY		2	\$1,413.42							\$229.67	15.00 %	\$5,653.68	
4D	4D	Interior	1PGY		2	\$1,391.76							\$229.67	15.00 %	\$5,567.04	
4A	4A	Interior	1PGY		2	\$1,377.31							\$229.67	15.00 %	\$5,509.24	
Totals						12										

* Average cruise rates based on occupancy include non-commissionable fare. Cruise fees are additional for all guests.
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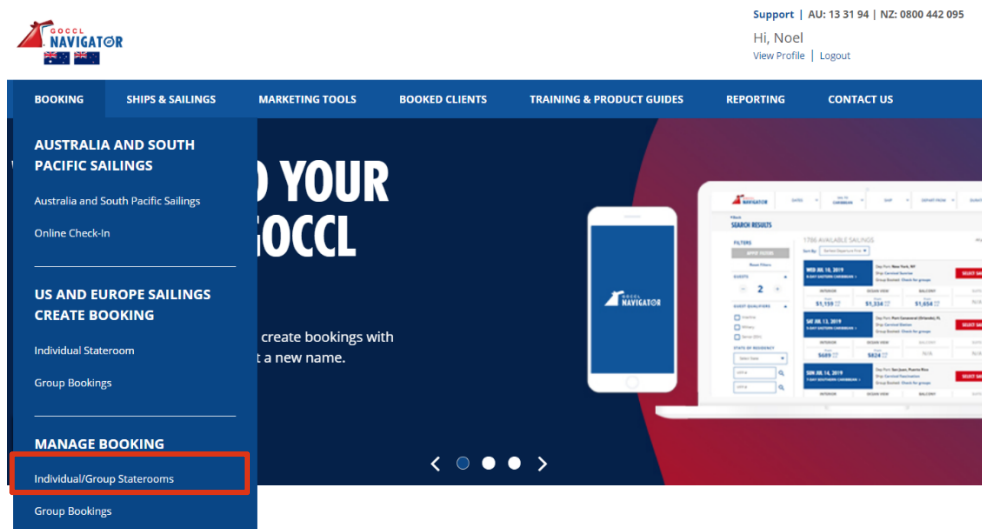
[Make Payments](#) [Modify Booking](#) [Reports](#) [Berth Guests](#)
[Search Group Bookings](#) [Cancel Group Booking](#) [Guest List](#) [History](#)

Decreasing Stateroom Requests

1. **Login:** Visit GoCCL Navigator and login using your username and password.



2. **Choose Group Bookings:** Select Booking from the navigation bar. Under US and Europe Sailings Manage Booking, select Individual/Group Bookings.



3. **Search for Group Booking:** Search for the Group by entering in the Group Booking Number and selecting Search.

Back to GoCCL Trace BookingEngine Messages:

Search Group Bookings

*** Required**
Enter the search criteria in one of the sections below and select 'Search'

Search by Group Booking Number

Group Booking Number:

Search by Ship & Date

Ship: Sail Date:

Search by Date Range

Start Date: End Date:

Ship: From Duration: To Duration:

4. Modify Booking: Select Modify Booking button.

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Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information				Edit		Print Confirmation		Voyage Information			
Group Booking #:	481071.2	Agency Phone:	(444) 223-3333	Ship:	Carnival Ecstasy	Logged In as:	Noel Hernandez	Sail Date:	5/23/2020	Duration:	7 days
Agency Name:	SUS AUSTRALIA	Group Name:	test	Destination:	Eastern Caribbean	Booked By:	Noel Hernandez	Departure Port:	Port Canaveral (Orlando), FL	Debarcation Port:	Port Canaveral (Orlando), FL
Group Type:	AFRR	FunPoints/Flexi Price:	4								

Stateroom Requests		Guidelines													
Stateroom	Category	Rate Code	Rate	Stateroom requests and Average rate per person*								NCF (AUD)	Comm	Total ** (AUD)	
	Priced At	Description	Sgl	Rates (AUD)	Dbl	Rates (AUD)	Trp	Rates (AUD)	Qd	Rates (AUD)	Qnt	Rates (AUD)			
8E	8E	Balcony	1PGY		2	\$1,321.21							\$229.67	15.00 %	\$7,964.84
6L	6L	Deluxe Famil	1PGY		2	\$1,656.20							\$229.67	15.00 %	\$6,664.80
4G	4G	Interior	1PGY		2	\$1,413.42							\$229.67	15.00 %	\$5,653.68
4D	4D	Interior	1PGY		2	\$1,391.76							\$229.67	15.00 %	\$5,567.04
Totals					8										

* Average cruise rates based on occupancy include non-commissionable fare. Cruise fees are additional for all guests.
** Total does not include Gratuities, Air Add on, or other optional charges.

5. Modify Stateroom Requests: The pop up menu will give you the option to increase or decrease your current stateroom requests. For this example, select decrease stateroom requests.

Back to GoCCL Trace BookingEngine Messages:

Carnival

Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information

Group Booking #: 4BWPL2
 Agency Name: SUS AUSTRALIA
 Group Type: AFTR

Agency Phone: (444) 223-2333
 Logged in as: Noel Hernandez
 Group Name: test
 Booked By: Noel Hernandez
 FunPoints/Flexi Price: 4

Voyage Information

Ship: Carnival Breeze
 Sail Date: 5/23/2020
 Duration: 7 days
 Destination: Eastern Caribbean
 Departure Port: Port Canaveral (Orlando), FL
 Debarcation Port: Port Canaveral (Orlando), FL

Stateroom Requests

Stateroom	Category	Price	Description	Rate Code	5gl	Rates (AUD)	Dbi	Rates (AUD)	Trp	Rates (AUD)	Qtd	Rates (AUD)	Qnt	Rates (AUD)	NCF (AUD)	Comm	Total ** (AUD)
8E	8E	Balcony	1PGY		2	\$1,991.21								\$229.67	15.00 %	\$7,964.84	
6L	6L	Deluxe Famil	1PGY		2	\$1,666.20								\$229.67	15.00 %	\$6,664.80	
4G	4G	Interior	1PGY		2	\$1,413.42								\$229.67	15.00 %	\$5,653.68	
4D	4D	Interior	1PGY		2	\$1,391.76								\$229.67	15.00 %	\$5,567.04	
Totals					8												

* Average cruise rates based on occupancy include non-commissionable fare. Cruise fees are additional for all guests.
 ** Total does not include Gratuities, Air Add on, or other optional charges.

Increase Requests
 Decrease Requests
 Modify Amenities

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6. Decrease Stateroom Requests:

- a. Currently, we are holding a total of 12 staterooms; 2 in category 8E, 2 in category 8B, 2 in category 6L, 2 in category 4G, 2 in category 4D, and 2 in category 4A.
- b. In this first example, we will decrease our total stateroom requests from 12 to 10 by decreasing our stateroom totals from category 8B from 2 to 0.
- c. Select **Save & Continue** Button.

Back to GoCCL

Carnival

Decrease Stateroom Requests

Booking Number# 4BWPL2 Ship Carnival Breeze Sail Date 5/23/2020

Decreasing your stateroom requests below 8 may impact one or more amenities. Please verify your amenities after saving your changes.

Decrease StateRoom Requests

RateCode	Category Requested	Category Priced	1st & 2nd Average Cruise Rate (AUD)	Triple Average Rate (AUD) *	Quad Average Rate (AUD) *	Quint Average Rate (AUD) *	Total Requests	Avail to Berth	Reqs 5gl	Reqs Dbi	Reqs Trpl	Reqs Quad	Reqs Qnt
	8E	8E	\$1,991.21	N/A	N/A	N/A	2	2		2			
	8B	8B	\$1,969.54	N/A	N/A	N/A	2	2		2			
1PGY	6L	6L	\$1,666.20	N/A	N/A	N/A	2	1		1			
	4G	4G	\$1,413.42	N/A	N/A	N/A	2	2		2			
	4D	4D	\$1,391.76	N/A	N/A	N/A	2	2		2			
	4A	4A	\$1,377.31	N/A	N/A	N/A	2	2		2			

* Average cruise rates based on occupancy include non-commissionable fare. Cruise fees are additional for all guests.

Increase Requests
 Decrease Requests
 Modify Amenities

Make Payments
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Save & Continue

7. You have now successfully decreased the total of stateroom requests to 10.

Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information

Group Booking #: 4BWPL2
 Agency Name: SUS AUSTRALIA
 Group Type: AFFR

Agency Phone: (444) 223-3333
 Logged In as: Noel Hernandez
 Group Name: test
 Booked By: Noel Hernandez
 FunPoints/Flexi Price: 4

Voyage Information

Ship: Carnival Breeze
 Sail Date: 5/23/2020
 Duration: 7 days
 Destination: Eastern Caribbean
 Departure Port: Port Canaveral (Orlando), FL
 Debarkation Port: Port Canaveral (Orlando), FL

Stateroom	Category	Priced At	Description	Rate Code	Sgl	Rates (AUD)	Qty	Rates (AUD)	Trp	Rates (AUD)	Qd	Rates (AUD)	Qnt	Rates (AUD)	NCF (AUD)	Comm	Total ** (AUD)
8E	8E	Balcony		1PGY			2	\$1,991.21							\$229.67	15.00 %	\$7,964.84
6L	6L	Deluxe Famil		1PGY			2	\$1,666.20							\$229.67	15.00 %	\$6,664.80
4G	4G	Interior		1PGY			2	\$1,413.42							\$229.67	15.00 %	\$5,653.68
4D	4D	Interior		1PGY			2	\$1,391.76							\$229.67	15.00 %	\$5,567.04
4A	4A	Interior		1PGY			2	\$1,377.31							\$229.67	15.00 %	\$5,509.24
Totals							10										

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Group Name Change

1. **Login:** Visit GoCCL Navigator and login using your username and password.

WELCOME TO GOCCL NAVIGATOR

THE GO-TO ONLINE RESOURCE FOR ROCKSTAR TRAVEL AGENTS LIKE YOU.

Log in now for helpful booking tools, marketing, and more.

Forgot your login details? No worries. Just click on the "Forgot Username or Password" link to the right to receive instructions to reset your password.

SIGN IN

Username:

Forgot Username?

Password:

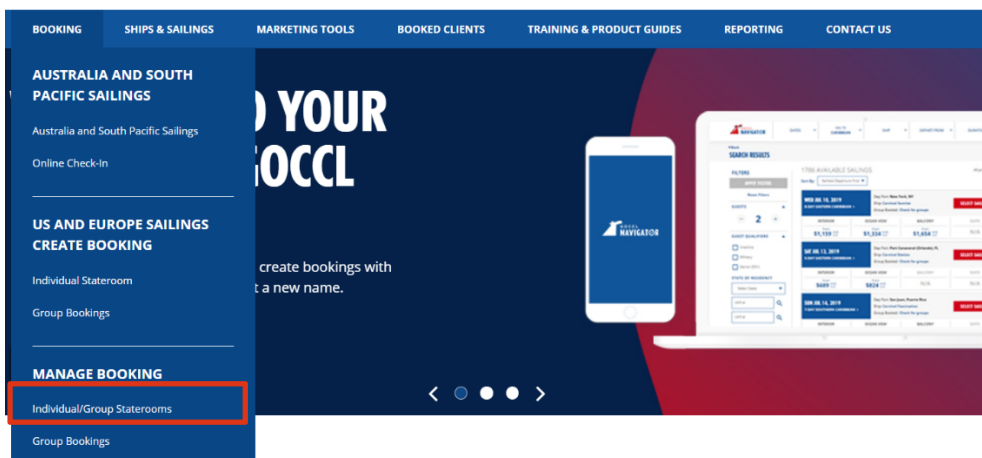
Forgot Password?

Remember me

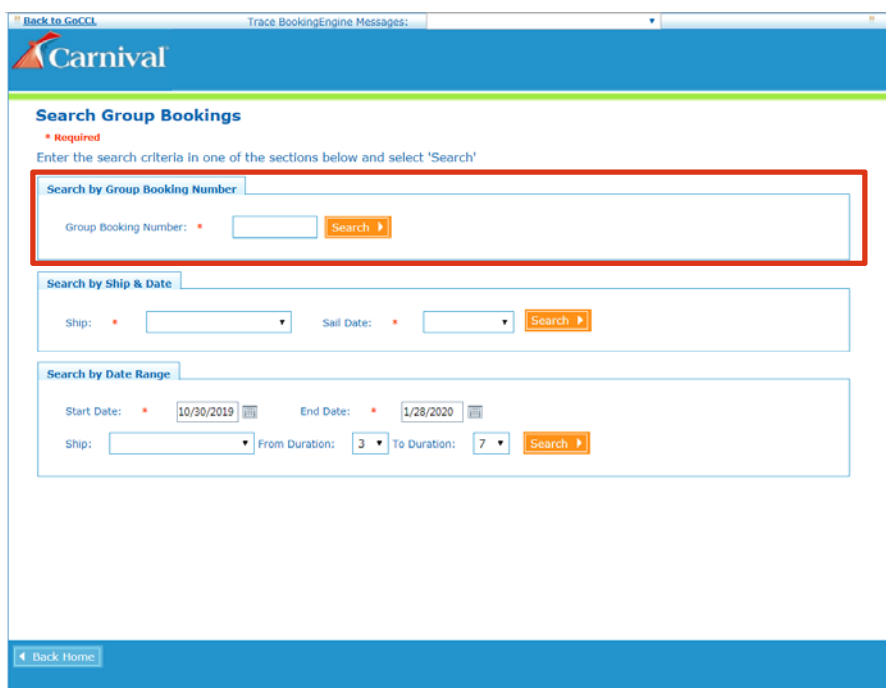
SIGN IN

NEED AN ACCOUNT?

2. **Choose Group Bookings:** Select Booking from the navigation bar. Under US and Europe Sailings Manage Booking, select Individual/Group Bookings.



3. **Search for Group Booking:** Search for the Group by entering in the Group Booking Number and selecting Search.



4. Select the **Edit** button to modify the group information.

Back to GoCCL Trace BookingEngine Messages:

Carnival

Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information

Group Booking #: 48WPL2
 Agency Name: SUS AUSTRALIA
 Group Type: AFRR

Edit Prev Confirmation

Agency Phone: (444) 223-3333
 Logged in as: Noel Hernandez
 Group Name: test
 Booked By: Noel Hernandez
 FunPoints/Flexi Price: 4

Voyage Information

Ship: Carnival Breeze
 Sail Date: 5/23/2020
 Duration: 7 days
 Destination: Eastern Caribbean
 Departure Port: Port Canaveral (Orlando), FL
 Debarcation Port: Port Canaveral (Orlando), FL

Stateroom Requests

Guidelines

Stateroom	Category	Priced At	Description	Rate Code	Sgl	Stateroom requests and Average rate per person*						NCF (AUD)	Comm	Total ** (AUD)
						Rates (AUD)	Dbt	Rates (AUD)	Trp	Rates (AUD)	Qd			
8E	8E	Balcony	1PGY			2	\$1,991.21					\$229.67	15.00 %	\$7,964.84
6L	6L	Deluxe Famil	1PGY			2	\$1,666.20					\$229.67	15.00 %	\$6,664.80
4G	4G	Interior	1PGY			2	\$1,413.42					\$229.67	15.00 %	\$5,653.68
4D	4D	Interior	1PGY			2	\$1,391.76					\$229.67	15.00 %	\$5,567.04
Totals						8								

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Cancel Group Booking

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5. Edit the name of the group and select the **Save** button to save your changes.

Back to GoCCL Trace BookingEngine Messages:

Carnival

Group Booking Display

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by 03/09/2020

Group Booking Information

Group Booking #: 48WPL2
 Agency Name: SUS AUSTRALIA
 Group Type: AFRR

Save Prev Confirmation

Agency Phone: (444) 223-3333
 Logged in as: Noel Hernandez
 Group Name: test
 Booked By: Noel Hernandez
 FunPoints/Flexi Price: 4

Voyage Information

Ship: Carnival Breeze
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Stateroom Requests

Guidelines

Stateroom	Category	Priced At	Description	Rate Code	Sgl	Stateroom requests and Average rate per person*						NCF (AUD)	Comm	Total ** (AUD)
						Rates (AUD)	Dbt	Rates (AUD)	Trp	Rates (AUD)	Qd			
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6L	6L	Deluxe Famil	1PGY			2	\$1,666.20					\$229.67	15.00 %	\$6,664.80
4G	4G	Interior	1PGY			2	\$1,413.42					\$229.67	15.00 %	\$5,653.68
4D	4D	Interior	1PGY			2	\$1,391.76					\$229.67	15.00 %	\$5,567.04
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Totals						10								

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