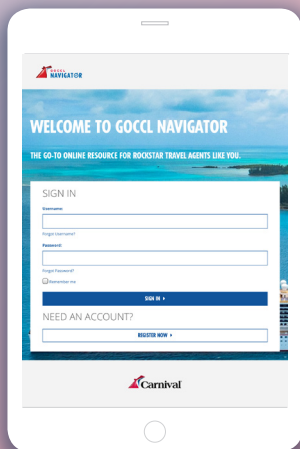
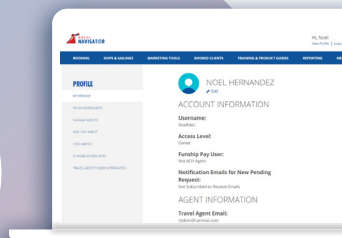




IT'S GO TIME!



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.

The launch of 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 new, modern, sleek design includes a number of new 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



CONTENTS

All New Features and Benefits	6
Accessing GoCCL Navigator	8
Approving GoCCL Navigator Access for Team Members	11
Creating Individual Bookings	14
Managing your Individual Booking	15
Group Bookings	16
New Fare Structure	17
Payment Options	18
Commission Payments	19

GoCCL Navigator www.GoCCL.com.au

For assistance with accessing GoCCL Navigator please email:
australiasupport@carnival.com

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

For sales and marketing support please email:
cclsales@carnival.com

ALL NEW 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.

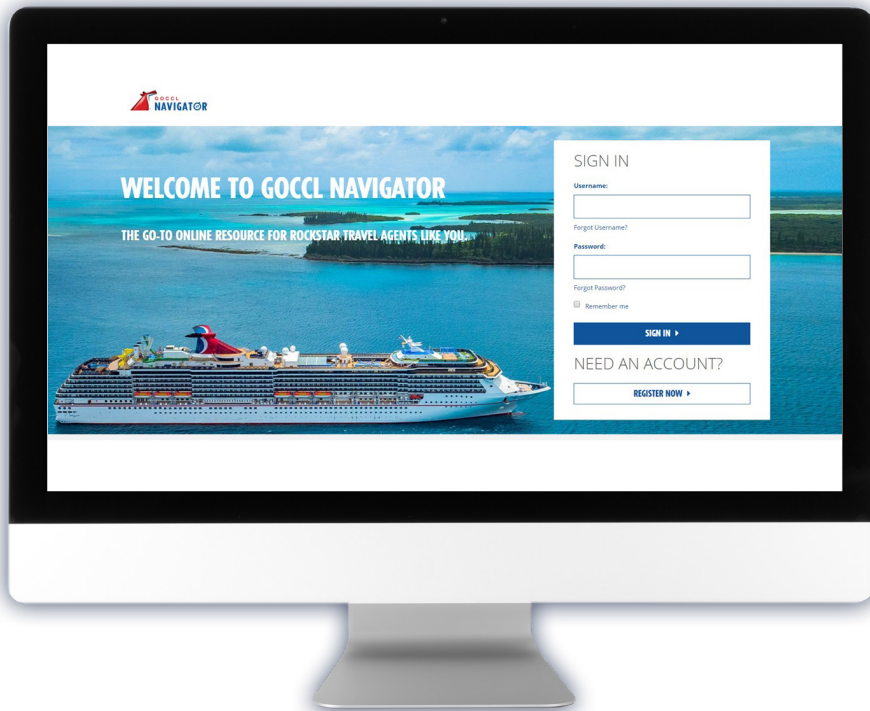


MOBILE FRIENDLY

Use the new site seamlessly across your devices.

ACCESSING GOCCL NAVIGATOR

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 ACCOUNT?

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

NEW USER REGISTRATION

Is your agency already affiliated with Carnival Cruise Register for GOCCL.com.au below. Not yet registered with us? No problem. Register here.

All fields are required unless marked optional.

Title:

First Name:

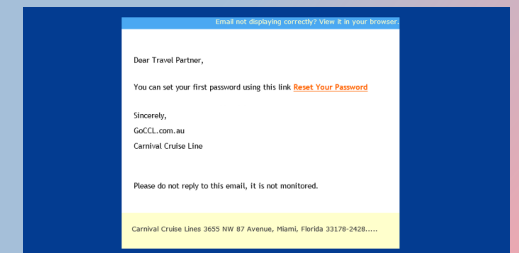
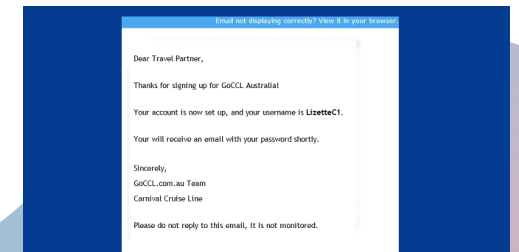
Last Name:

Date Of Birth: MM DD YYYY

Travel Agent Phone Number:

Travel Agent Email:

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:

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.

FORGOT YOUR USERNAME?

Please provide the following information and we will email the username to the email address specified.

First Name

Last Name

Travel Agent Email Address

Travel Agency Phone Number

SUBMIT

[Cancel](#)

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.

FORGOT YOUR PASSWORD?

Enter your username, and we will email you instructions to reset your password.

Username

SUBMIT

[Cancel](#)

APPROVING GOCCL ACCESS FOR TEAM MEMBERS

Please note: You require owner or manager access to approve the team member requests.

1. Type www.goccl.com.au into your web browser
2. Log into GoCCL Navigator 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 be right back and access to reset your password.

SIGN IN

Username

Forgot Password?

Password

☐ Remember me

SIGN IN

NEED AN ACCOUNT?

REGISTER NOW

3. Click on **View Profile** at the top of the home page (Figure 3a).

THE NEW CARNIVAL BOOKING ENGINE IS COMING!

ACCOUNTS TRIPS & VOUCHERS MARKETING TOOLS BOOKING TOOLS TRAINING & PRODUCT GUIDES REPORTING CONTACT US

3a

POPULAR LINKS

[Online Chat](#)

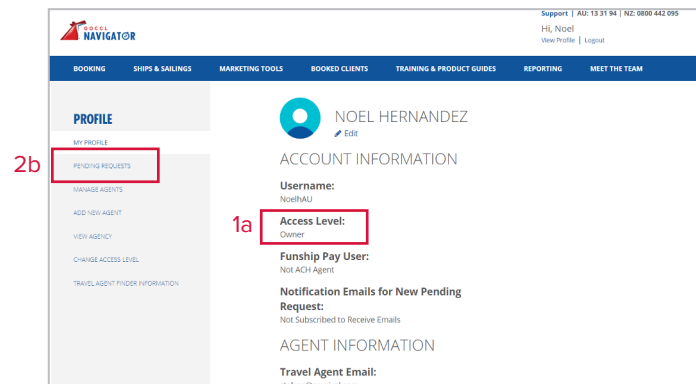
[Travel Documents](#)

[Knowledge Base](#)

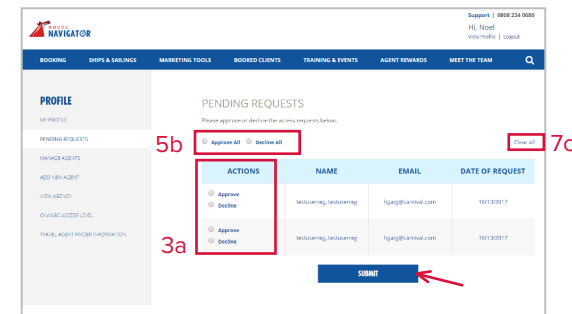
Note: You require owner or manager access to approve the automated registration request.

MY PROFILE PAGE

1. Verify that you have owner or manager access level.
(Figure 1a).
As an owner or manager, you will receive an email to the email in your profile letting you know that someone has requested access and that they are in the pending requests area.
2. To access these requests, click on the link on the left side of the page labeled **Pending Requests**. (Figure 2b).



3. Click on the radio button under the **Actions** column to give GoCCL Navigator access to your travel agent (Figure 3a) and then click on the blue **Submit** button.
The travel agent will receive an email with a link to reset their password. The travel partner is responsible for managing their own password and the owner is unable to update their password for them. If the travel agent doesn't know their username for the site, they can select forgot username on the home page of GoCCL.com.au.



4. If you wish to decline the request, click on the **Decline** radio button under the Actions column (Figure 3a) and click on the blue **Submit** button.
The travel agent will receive an email informing him/her that their GoCCL access was declined by the owner or manager.
5. If you have multiple requests for GoCCL Navigator access, you can use the **Approve All** function (Figure 5b) and then click on the blue **Submit** button.
6. You can use the **Decline All** feature (Figure 5b) to decline each listed request and then click on the blue **Submit** button.
7. You can remove any radio button selection from the Action column, by using the **Clear All** function (Figure 7c).

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
- ✓ Adding a Transfer
- ✓ Removing a Transfer

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



GROUP BOOKINGS

Whether you're coordinating a large family group or planning an incentive trip for an organisation, Carnival offers fantastic group rates and a great variety of amenities to make your clients' event unique and unforgettable.

To create a group booking in GoCCL Navigator, simply select Group Bookings from the Booking drop down menu.

To qualify for group space, you will need to have a minimum of 8 staterooms (in category 4B or higher).

Each Group sailing will show a maximum number of staterooms you can hold on that particular sailing.

For Group bookings we base stateroom requests on double occupancy space. You can convert your double occupancy spaces to triples, quads, or quints (if applicable) when you collect full deposit and names and create your individual booking record (IBR).

Carnival's Group Fun Points provide an innovative and exciting approach to group pricing. In addition to group

discounts, Fun Points provide another tool to help you succeed in developing group business.

Carnival Fun Points allow you to combine our preferred group rates with the amenities that you need to make your program work or to take advantage of an even lower rate without amenities. Fun Points allow you the flexibility to choose the price and amenities that fit your clients' needs.

You can select from a menu of items including on-board items such as champagne and chocolates, additional on-board credit, private cocktail parties or reward yourself with some bonus commission.

For detailed information, check out our Group Booking How-To Guides on GoCCL.com.au under 'Training & Product Guides'

NEW FARE STRUCTURE

As part of the move into GoCCL Navigator, the following fare structure will apply*:

	FUN SELECT	CHOICE	SUPER SAVER
Cabin Assignment	Y	Y	N
Guarantee	N	N	Y
Non-Refundable Deposit	N	Y	Y
Upgrade	2CAT^	N	N
Availability	Always	Always	Varies

^Within Meta category

*Subject to change



PAYMENT OPTIONS

The following Payment Options will be available for travel agents in Australia and New Zealand:

FunShip Pay Credit/Debit cards

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

ASSIGN PERMISSION TO MAKE FUNSHIP PAY PAYMENTS

For each team member that you wish to make payments via FunShip Pay, they must be assigned to your particular FunShip Pay account. In addition, you must have Owner/Manager access to assign FunShip Pay Accounts to your team members.

- 1. Assign Accounts:** Under your GoCCL Navigator profile page, select Assign Accounts.
- 2. Assign Bank Accounts:**
 - o Select a team member from the dropdown list.
 - o If the agent you wish to assign an account to is not appearing on the dropdown, 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.
 - o Select the accounts you would like the agent to have access to.
 - o Select Submit.

For detailed information, check out our FunShip Pay How-To Guide on GoCCL.com.au under 'Training & Product Guides'

SETTING UP FUNSHIP PAY ACCOUNTS

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.
- 2. User Profile:** Select View Profile.
- 3. Adding an Account:** Under FunShip Pay, select Add Account.
- 4. Add Account Details:** Enter relevant account details in the fields and select Add Account. You can link multiple bank accounts and credit/debit cards to your FunShip Pay account.

COMMISSION PAYMENTS (PAYMODE-X)

If you submit **GROSS** payments in AUD through to Carnival, we will refund your commission payment using a third-party provider, Paymode-X/Bottomline Technologies.

Please note: bookings made with NZD, will receive their commission via cheque from a NZ local bank. Cheques are issued for commissions earned weekly on Mon (US Eastern time) and sent to the Travel Agency address prior to end of the week. There is no set up requirement for this process.

In order to activate direct commission payments into your nominated bank account, please complete the following steps:

Step 1 - Go to www.paymode.com/commissionpayments and enter your email address

Step 2 - Create a Paymode-X Membership. In the 'Agent Number' field you will need to enter a unique Agent Number generated by Paymode-X.

We will email this to prior to the booking engine going live. In the event you do not receive this, please email cclsales@carnival.com.au and we will be able to provide this. Create a unique password and enter security questions.

Step 3 - Enter your user information

Step 4 - Enter your company information. For the Corporate Tax ID field, enter '999999999'

Step 5 - Enter your Bank Account information in which you want your payment deposited into. You need to provide your IATA number under National ID field. Please note, Paymode-X does not support SWIFT payments.

Step 6 - Review information, agree to Terms of Use and submit to Paymode-X.

Step 7 - After your enrolment has been submitted you will be asked to log into Paymode-X. Please take this time to upload the required bank validation documentation to verify your bank account.

If you already have an active membership with Paymode-X/Bottomline Technologies, please email ap_info@bottomline.com with your unique Agent Number, to link this number to your existing membership profile they have on file. Please email cclsales@carnival.com.au if you require your unique agent number for this.



Level 5, 465 Victoria Avenue, Chatswood NSW 2067
PO Box 1429, Chatswood NSW 2057

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