

NATIONWIDE

Cruises & Vacations

Cruise Complete Tip Sheet: Making Cruise Complete Work for You!

Before you start searching for cruises in Cruise Complete, keep these essential tips in mind to make the quote and booking workflow smooth and successful:

Traveler Profiles Matter

- Always create a complete profile for travelers with full legal names (first and last), dates of birth, email, and phone numbers.
- Before creating a new traveler profile, search Cruise Complete for existing profiles—duplication can cause confusion!
- Using accurate traveler profiles is crucial as it feeds into the search and booking process.

Age Range Accuracy

- When selecting age ranges from dropdown menus during the cruise search, be precise.
- Incorrect age ranges will trigger errors when adding customer information—this is a critical step to getting right.
- Past guest numbers: enter these when you are the screen for ages and closest airport. For some cruise lines you may not get the correct fares for your guests.

•

Number of passengers 2 Passengers

Passenger 1

Passenger Type *
Seniors (55 and older)
Please select passenger age at day of sailing

Your Residency *
Orlando Intl Arpt (MCO)
Enter nearest MAJOR airport city in your state/province or country of residence. Required for at least one passenger.

☐ Past Passenger?

Passenger 2

Passenger Type *
Adults (18 to 54 years old)
Please select passenger age at day of sailing

Your Residency
Orlando Intl Arpt (MCO)
Enter nearest MAJOR airport city in your state/province or country of residence. Required for at least one passenger.

☐ Past Passenger?

REMOVE PASSENGER

Fare Code Selection

- You can select multiple fare codes in the search bar; however:
 - For **Royal Caribbean and Celebrity**, use only the Group (TLN ADD US) STANDARD GROUP or GROUPX fare code. Of course, use best fare and other fare codes along with Group (TLN ADD US) STANDARD GROUP.
 - **Avoid** group fares that include senior, resident, or other discounts with Group (TLN ADD US) STANDARD GROUP.
 - For **Celebrity Cruises**, use the **GROUPX** fare code for the best rates.
 - Do **not** combine GROUPX with senior, resident, or other discounts to avoid timeouts. But use GROUPX and best or all in.

Once you start searching for Royal Caribbean and Celebrity you will see that Group X or TLN ADD cannot be combined with senior, resident or other promotions.

If you are unsure what group codes to use for Royal Caribbean or Celebrity ask for a one on one. Remember to use best, resident, senior etc.

- For other cruise lines, pick the correct promotions:
 - Princess: Princess Plus or Princess Premier

- Holland America: Have It All
- Always double-check the fare code's accuracy for each cruise line to quote correctly.

These details are provided by the cruise line. If you have any questions, contact the cruise line. Cruise.com is not responsible for incomplete or missing information.

Due to the number of rate codes returned, you can only choose a maximum of 20 rate codes. Legend Promotions HQ Headquarters Group Non-Refundable Cruise Groups GA Group Access Group

RATE CODE	CRUISE GROUPS	PROMOTIONS	DESCRIPTION	REMARKS	ACTION
EGRP-5313614_DF621882		 1	Group 5313614 (TLN ADD USD) STANDARD GROUP		<input type="checkbox"/> Select
EGRP-5313614_DSC-CJ923867	 HQ	 1	Group 5313614 (TLN ADD USD) Ref Dep Chg		<input type="checkbox"/> Select
EGRP-5313614_DSC-CG010305	 HQ	 1	Group 5313614 (TLN ADD USD) Kids Sail Free		<input type="checkbox"/> Select
EGRP-5313614_DSC-CJ923541	 HQ	 1	Group 5313614 (TLN ADD USD) Ref Dep Chg		<input type="checkbox"/> Select
EGRP-5313614_DSC-FE261698	 HQ	 1	Group 5313614 (TLN ADD USD) Savings		<input type="checkbox"/> Select
EGRP-5313614_DSC-CF056023	 HQ	 1	Group 5313614 (TLN ADD USD) BOGO60		<input type="checkbox"/> Select
EGRP-5313614_DSC-FE262082	 HQ	 1	Group 5313614 (TLN ADD USD) Savings		<input type="checkbox"/> Select
EGRP-5313614_DSC-CJ923869	 HQ	 1	Group 5313614 (TLN ADD USD) Ref Dep Chg		<input type="checkbox"/> Select

Due to the number of rate codes returned, you can only choose a maximum of 20 rate codes.

Legend

Promotions HQ Headquarters Group Non-Refundable
 Cruise Groups Group Access Group

RATE CODE	CRUISE GROUPS	PROMOTIONS	DESCRIPTION	REMARKS	ACTION
CJ923869			USD) Ref Dep Chg		<input type="checkbox"/> Select
BESTRATE			Best Rate	Restrictions May Apply	<input type="checkbox"/> Select
BVL			Best Value	Restrictions May Apply	<input type="checkbox"/> Select
CY267737			BROCHURE	BROCHURE PRICE	<input type="checkbox"/> Select
FO279901			STANDARD	STANDARD	<input type="checkbox"/> Select
DSC-CD381350			BOGO60 NRD	Nonrefundable - All Categories ** May be combinable with: DSC-FE264740 or DSC-FE264833 or DSC-FE263369 **	<input type="checkbox"/> Select
INT-K8787349			Interline NRD	Interline Deep Discount	<input type="checkbox"/> Select
INT-N2796301			Interline NRD	KSF	<input type="checkbox"/> Select
DSC-FE264740			Savings NRD	6N Longer ** May be combinable with: DSC-CD381350 **	<input type="checkbox"/> Select

SENGERS

CONTINUE

2

Rate Code

Active

3

Category Selection

Pending

4

Cabin Selection

Pending

5

Passenger Details/Options

Pending

6

Payment

Pending

7

Review

Pending

8

Confirmation

Pending

●On the left side bar, use and easily search for only the categories or fare your codes needed for our customers.

Cruise Groups
☒ All
☐ Yes
☐ No

Non-Refundable
☒ All
☐ Yes
☐ No

Rate Code
☐ Group 5313614 (TLN ADD USD) STANDARD GROUP
☐ BOGO60 NRD
☐ Group 5313614 (TLN ADD USD) STANDARD GROUP
☐ STANDARD
☐ Group 5313614 (TLN ADD USD) STANDARD
☐ Group 5313614 (TLN ADD USD) BROCHURE

Cabin Type
☐ Inside
☐ Oceanview (Outside)
☐ Balcony
☐ Suite

Status

<small>Added</small> <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>		BOGO60 NRD	2V / 2V	Inside	Available	SELECT
<small>HQ</small> Interior (2V) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	1	EGRP-5313614_DF621882 Group 5313614 (TLN ADD USD) STANDARD GROUP	2V / 2V	Inside	\$1,077 USD Available (10 Available)	SELECT
<small>HQ</small> Interior (4V) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	1	EGRP-5313614_FH100664 Group 5313614 (TLN ADD USD) STANDARD GROUP	4V / 4V	Inside	\$1,086 USD Available (5 Available)	SELECT
Interior (4V) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	0	DSC-CD381350 ⓘ BOGO60 NRD	4V / 4V	Inside	\$1,164 USD Available	SELECT
Interior (2V) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	0	DSC-CD381350 ⓘ BOGO60 NRD	2V / 2V	Inside	\$1,193 USD Available	SELECT
Promenade View Interior (2T) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	0	DSC-CD381350 ⓘ BOGO60 NRD	2T / 2T	Inside	\$1,213 USD Available	SELECT
Connecting Promenade (CP) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	0	DSC-CD381350 ⓘ BOGO60 NRD	CP / CP	Inside	\$1,233 USD Available	SELECT
Oceanview Guarantee (YO) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	0	DSC-CD381350 ⓘ BOGO60 NRD	YO / YO	Oceanview (Outside)	\$1,244 USD Available	SELECT
<small>HQ</small> Interior (2V) <small>Taxes and fees of \$158 USD included. Port charges of \$230 USD included.</small>	1	EGRP-5313614_FH100664 Group 5313614 (TLN ADD USD) STANDARD GROUP	2V / 2V	Inside	\$1,254 USD Available (10 Available)	SELECT

Hold & Quote Smartly

- For cruise lines that permit holding and quoting, consider holding multiple cruise options for your client to protect against fare increases.
- Clearly communicate that rates are guaranteed only once payment is made.
- After holding a cruise and becoming comfortable with Cruise Complete's workflow, verify booking details and fare codes with the cruise line.

Efficient Navigation

- Use the **right sidebar** to navigate between categories and fare codes instead of the back button to save time and avoid losing your place.

From the time the cabin is selected, you will have 15 minutes to complete the booking process.

You may purchase only one cabin at a time, so please select the appropriate number of passengers per cabin. If you would like to reserve more than one cabin, complete your booking then repeat the search for this sailing to add additional cabins.

Legend

Accessible Cabin
View On Deck

STY/GUAR/GUARANTEED Cabins

Certain categories offer the option to book a guaranteed stateroom. The stateroom/cabin assignment will be allocated by the cruise line (at their discretion) and at any time up until checking in at the port.

Viewing Mode

Standard View Interactive View

Upper Promenade 2 Cabins Available

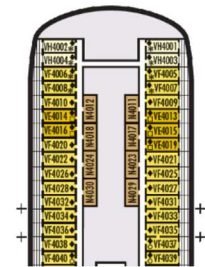
CABIN	BED TYPE	ACTION
Upper Promenade		
4180	KING	SELECT
4185	KING	SELECT

Stateroom Legend

C Ocean View (Some Accessible)
D Ocean View (Some Accessible)

Upper Promenade

Available Cabins are Indicated by



Passenger Selection
1 Adult
1 Senior

Rate Code
N22

Category Selection
Neptune Suites (SB)
Rate HAVE IT ALL PL
US
Rate Code N22

Cabin Selection
Active

Passenger Details/Options
Pending

Payment
Pending

Review
Pending

After Booking

- Once booked and confirmed, use the **expand button** at the bottom of the reservation for:
 - Adding the same cruise for other categories or undecided clients
 - Exporting to Agent Mate
 - Synchronizing with the vendor
 - Accessing other options
- This helps with upselling and managing multiple options for the same client/sail date.

SYNCHRONIZE WITH VENDOR	VIEW/MODIFY PNR	CONFIRM BOOKING	CHECK CANCELLATION PENALTY FEE	CANCEL CRUISE	EXPORT TO AGENTMATE	LOG AN ACTIVITY	VIEW LOG ACTIVITY
ASSIGN VENDOR GROUP NUMBER	GENERATE PDF	ADD/REMOVE PROMOTIONS	SEND BOOKING CONFIRMATION EMAIL	SEND BON VOYAGE EMAIL	ADD SAME CRUISE	MAKE PAYMENT	CHANGE BOOKING AGENT
ADD AGENT/CUSTOMER NOTE	ADD A REMINDER	VIEW REMINDERS	CREATE CROSS REFERENCED BOOKING	ADD/REMOVE CROSS REFERENCE			

Synchronize Before Exporting

- When the client is ready to book, retrieve the reservation and:
 - Use **Expand Options > Synchronize with Vendor** to update changes like insurance, gratuities, or stateroom adjustments.

- After synchronization, use **Export to Agent Mate** to finalize the booking.
- Clean up the booking after entry into Agent Mate to ensure everything is accurate.

💡 **Final Thoughts**

- Practice makes perfect—regular use of Cruise Complete will boost your confidence and efficiency.
- If you ever need help, please don't hesitate to ask me or reach out to the Cruise Complete and Agent Mate teams at TLN. These are just a few highlighted tips for Cruise Complete.

Safe sailing with Cruise Complete, and here's too smooth bookings every time! 🚢