CRUISEBUILDER 3.0
TUTORIAL

A CONVENIENT GUIDE TO
CRYSTAL’S ONLINE BOOKING ENGINE
GO TO WWW.CRYSTALCRUISES.COM TO FIND THE PARTNER RESOURCE CENTER LINK LOCATED AT THE BOTTOM OF THE PAGE
WELCOME TO THE PARTNER RESOURCE CENTER

• THE PARTNER RESOURCE CENTER IS THE DASHBOARD FOR CRYSTAL SALES AND TRAINING TOOLS

• TO ACCESS CRUISEBUILDER 3.0, CLICK THE TILE ON THE LEFT ON THE HOME PAGE
AGENCY ADMINISTRATORS MUST RECEIVE ACCESS BY THEIR ASSIGNED SBDM

IF THE ADMINISTRATOR HAS RECEIVED ACCESS AND FORGOT THEIR PASSWORD OR LOGIN, PLEASE CLICK THE APPROPRIATE LINK SHOWN AT RIGHT AND THE LOG IN OR PASSWORD WILL BE SENT TO THE AGENCY EMAIL ADDRESS ON FILE

FOR AGENCIES NEW TO CRUISEBUILDER, PLEASE USE THE CLICK HERE TO REGISTER LINK AT BOTTOM OF PAGE
• REGISTERED CRUISEBUILDER USERS MAY LOG IN USING THEIR CURRENT AGENT ID, ARC NBR AND PASSWORD

• TIP: IF YOU CAN’T REMEMBER YOUR LOGIN ID AND/OR PASSWORD, PLEASE CLICK ON THE LINK REQUEST A NEW ONE ONLINE OR CONTACT YOUR AGENCY ADMINISTRATOR

• YOUR LOGIN ID AND/OR PASSWORD WILL BE SENT TO THE AGENCY EMAIL ADDRESS THAT WE HAVE ON FILE FOR YOUR ARC NUMBER
HOW TO USE CRUISEBUILDER 3.0

• CRUISEBUILDER 3.0 IS A STEP-BY-STEP PROCESS, THAT MAKES ONLINE BOOKING EASY

• MOVE BETWEEN TABS USING THE LEFT SIDE NAVIGATION MENU
HOW TO USE CRUISEBUILDER 3.0

• SEARCH FOR ITINERARIES IN THE CRUISE SEARCH SECTION BY CRUISE # OR BY DESTINATION, TRAVEL DATE, THEME AND/OR TYPE OF SHIP
HOW TO USE CRUISEBUILDER 3.0

• WHEN YOU ARE READY TO BOOK A SPECIFIC VOYAGE, CLICK BOOK AND YOU WILL BE REDIRECTED TO “FAST SELL”
HOW TO USE CRUISEBUILDER 3.0

• SELECT THE TYPE OF OCCUPANCY, EITHER SINGLE OR DOUBLE AND CLICK “GO”
• NEXT, SELECT A STATEROOM CATEGORY. A PRICING SUMMARY WILL THEN APPEAR BELOW
• AVAILABLE PROMOTIONS MAY BE FOUND IN THE DROP DOWN MENU. CHOOSE ONE AND CLICK “APPLY” WHEN READY
• NOTE: SEARCH FOR BACK TO BACK CRUISES HERE
HOW TO USE CRUISEBUILDER 3.0

• CLICK ON THE “SELECT STATEROOM” TAB TO VIEW DIFFERENT STATEROOM OPTIONS, ALL ENUMERATED STATEROOMS WILL APPEAR ON THE MAP TO THE RIGHT

• TO EXPAND THE MAP, CLICK ON THE ZOOM BUTTON

• SELECT A SPECIFIC STATEROOM OR CLICK THE ACCEPT GUARANTEED ROOM BUTTON

• IF YOU WISH TO SEARCH A STATEROOM BASED ON CLIENT’S PREFERENCE (E.G. POSITION ON SHIP, SIDE OF SHIP OR A SPECIFIC ROOM), YOU MAY DO SO BY CLICKING ON THE SEARCH STATEROOM BUTTON
HOW TO USE CRUISEBUILDER 3.0

• NEXT, FILL IN THE GUEST INFORMATION SECTION
• YOU MAY FIND A CURRENT CRYSTAL SOCIETY MEMBER BY SEARCHING THE NUMBER IN THE SEARCH BOX
• CHECK THE FIRST BOX IF YOU PREFER TO ENTER A NUMBER LATER
• CHECK THE SECOND BOX TO ADD TRAVEL INSURANCE
• TIP: WE ALWAYS RECOMMEND PROTECTING YOUR CLIENTS’ VACATION INVESTMENT WITH TRAVEL INSURANCE
• DEPENDING ON THE SHIP, YOU MAY HAVE THE OPTION OF OPEN DINING
• TO CONTINUE WITH YOUR BOOKING, CLICK CONTINUE
HOW TO USE CRUISEBUILDER 3.0

• YOU’LL THEN SEE A SUMMARY OF YOUR BOOKING, INCLUDING STATEROOM SELECTION, CRUISE PROTECTION, DINING PREFERENCES, PRICING AND COMMISSION DETAILS
• CLICK CONTINUE TO FILL OUT CLIENT’S PERSONAL INFORMATION
• WHEN YOU’RE READY TO BOOK, CLICK BOOK NOW
How to use CruiseBuilder 3.0

• Click the Fast Sell tab to book faster by typing the cruise number you're interested in. It will take you directly to selecting a room category and entering client information to complete the booking process.

• Click on the magnifying glass in the cruise number box and a cruise search section will be displayed for you to select a ship by name from the dropdown box.

• An additional menu option is available by clicking the three arrows next to your name at the top of the screen.

• Booking into a group is available on Fast Sell. The group selections appear (when applicable) after a cruise number is entered and the Go button is clicked.
HOW TO USE CRUISEBUILDER 3.0

• FAST QUOTE ALLOWS YOU TO QUOTE A VOYAGE USING A CRUISE NUMBER AND ROOM CATEGORY, AND TO VIEW ANY AVAILABLE PROMOTIONS

• THE “DOWNLOAD PDF” BUTTON ALLOWS YOU TO DOWNLOAD A PDF VERSION OF THE QUOTE
HOW TO USE CRUISEBUILDER 3.0

- USE THE BOOKINGS TAB TO SEARCH BOOKINGS BY AGENT NAME, RESERVATION NUMBER, CRUISE NUMBER, GROUP, RESERVATION NAME, SAILING NAME, GUEST LAST NAME AND/OR RESERVATION STATUS

- AFTER THE RESULTS ARE DISPLAYED, CLICK ON "EXPORT TO EXCEL" NEXT TO THE SEARCH BUTTON TO EXPORT THE BOOKINGS TO EXCEL. THE BUTTON ALSO DISPLAYS THE TOTAL NUMBER OF BOOKINGS FOUND.

- PLEASE NOTE THAT CURRENTLY, THIS TAB IS AVAILABLE FOR 2018+ BOOKINGS ONLY

- YOU CAN SORT THE RESULTS BY CLICKING ON ANY COLUMN HEADER
HOW TO USE CRUISEBUILDER 3.0

• The Crystal Society tab allows you to search for a society member by their society number, first and last name as it appears on their passport (or AKA first and last name)
HOW TO USE CRUISEBUILDER 3.0

• USE THE REPORTS TAB TO GENERATE DIFFERENT REPORTS (ONBOARD MANIFEST, PLANNING MANIFEST, FINANCIAL STATUS SUMMARY AND FINANCIAL DETAIL)

• PLEASE NOTE REPORTS ARE ONLY AVAILABLE FOR 2017 VOYAGES. 2018/2019 VOYAGES COMING SOON
CONVENIENTLY UPDATE YOUR PROFILE INFORMATION AND PASSWORD ON THE MY PROFILE TAB
WE HOPE YOU FIND THIS TUTORIAL USEFUL

FOR ASSISTANCE WITH CRUISEBUILDER 3.0, PLEASE CONTACT SALES SUPPORT AT 1-800-446-6620 X6

IF YOU HAVE ANY QUESTIONS REGARDING YOUR BOOKING OR NEED ADDITIONAL INFORMATION, PLEASE CALL CRYSTAL CRUISES RESERVATION EXPERTS AT 1-800-446-6620 X2

PLEASE HAVE YOUR CLIENT’S BOOKING RESERVATION NUMBER READY