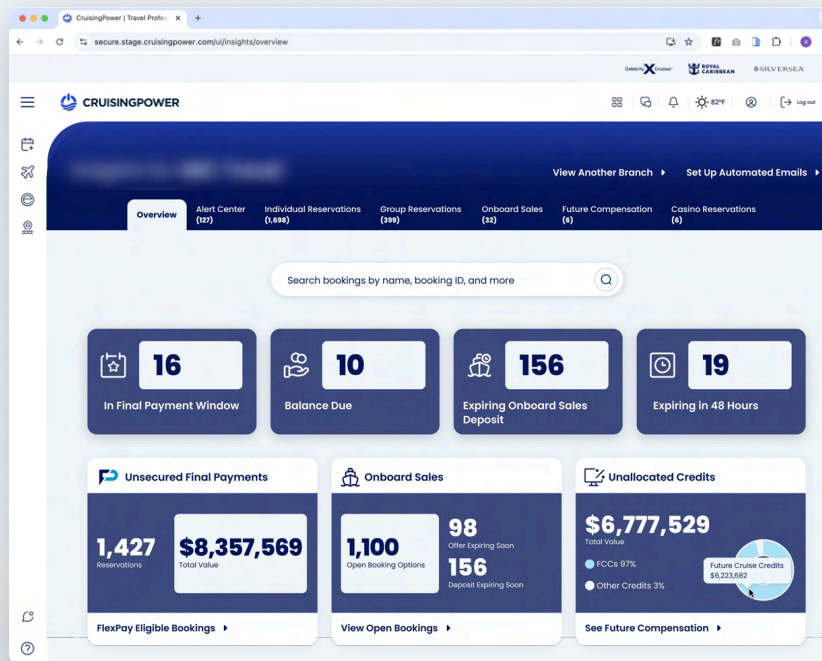


# Training Resources

## Reservation Insights (Formerly Insights)



Last Update: 04/2025

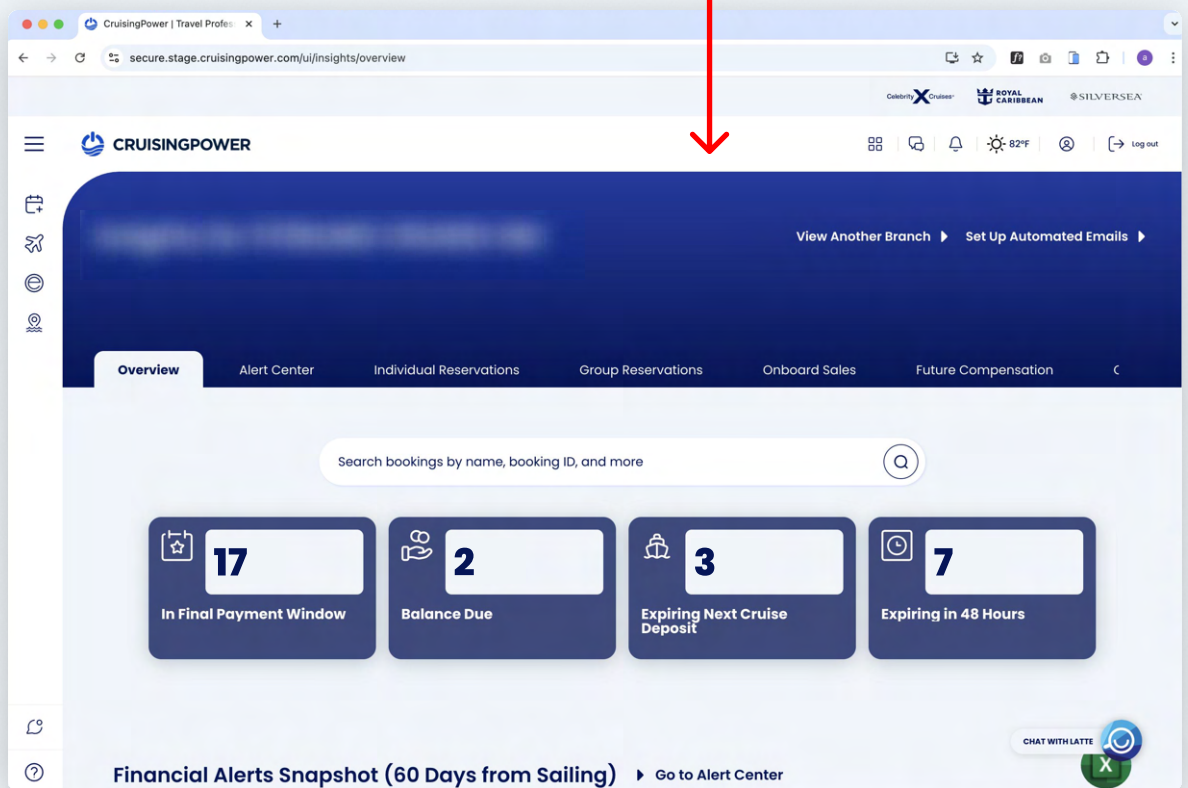
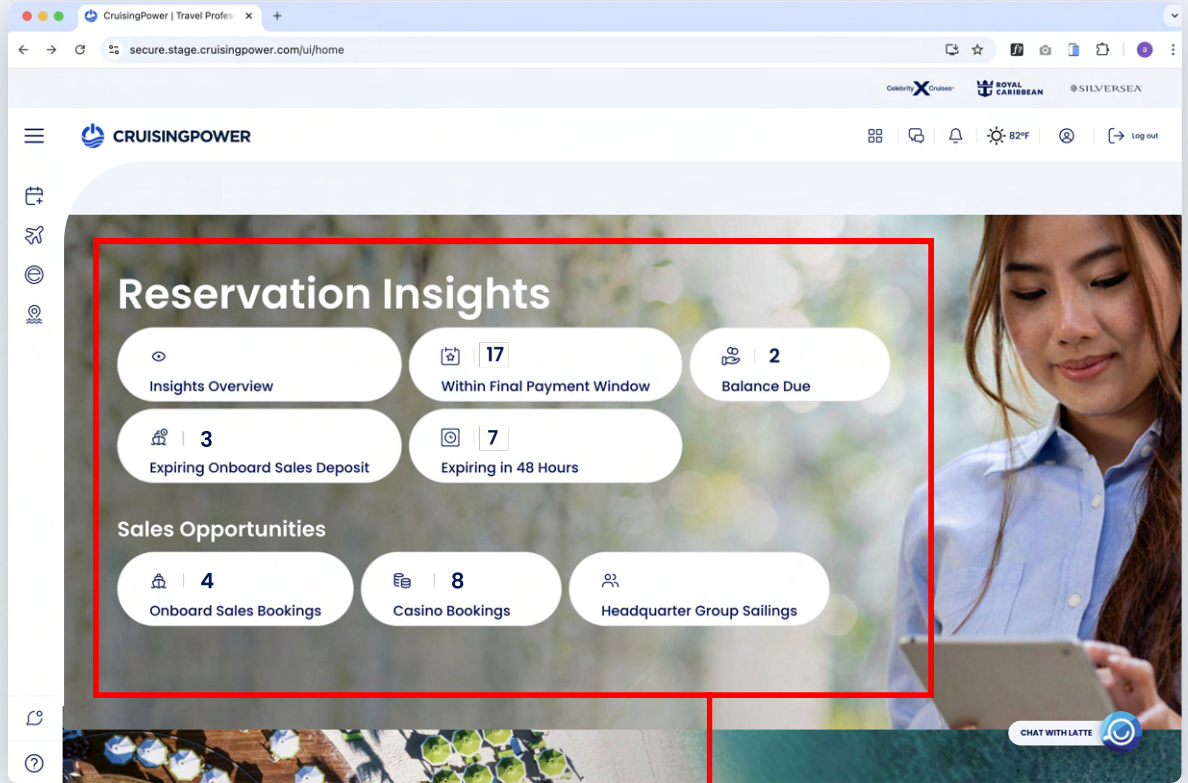
### Reservation Insights Home Page Alerts

For those with access to Reservation Insights (formerly Insights) you'll find a snapshot of all your booking alerts right on the new CruisingPower home page.

This includes bookings with a Balance Due, Booking Conflicts and guests that still need to Check In. The number above the label indicates how many of those alert types there are.

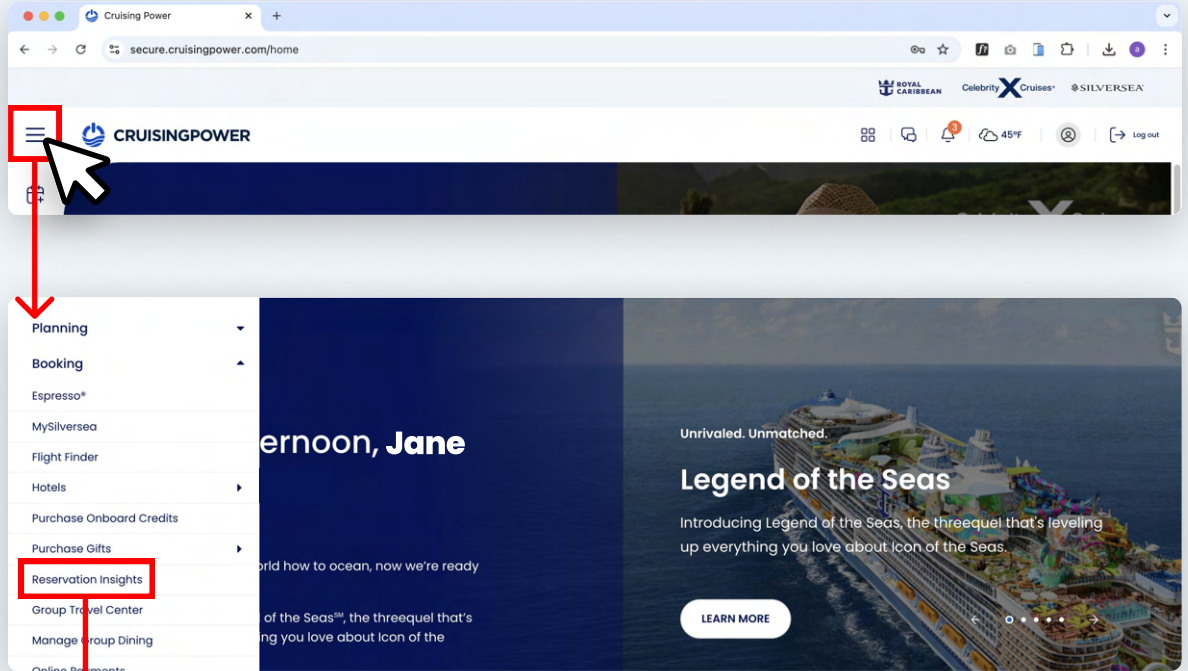
We've also highlighted bookings made on Next Cruise, Casino Bookings and Headquarter Groups.

You'll also see which bookings you can use FlexPay™ to schedule Final Payment with.



### Reservation Insights in Global Navigation

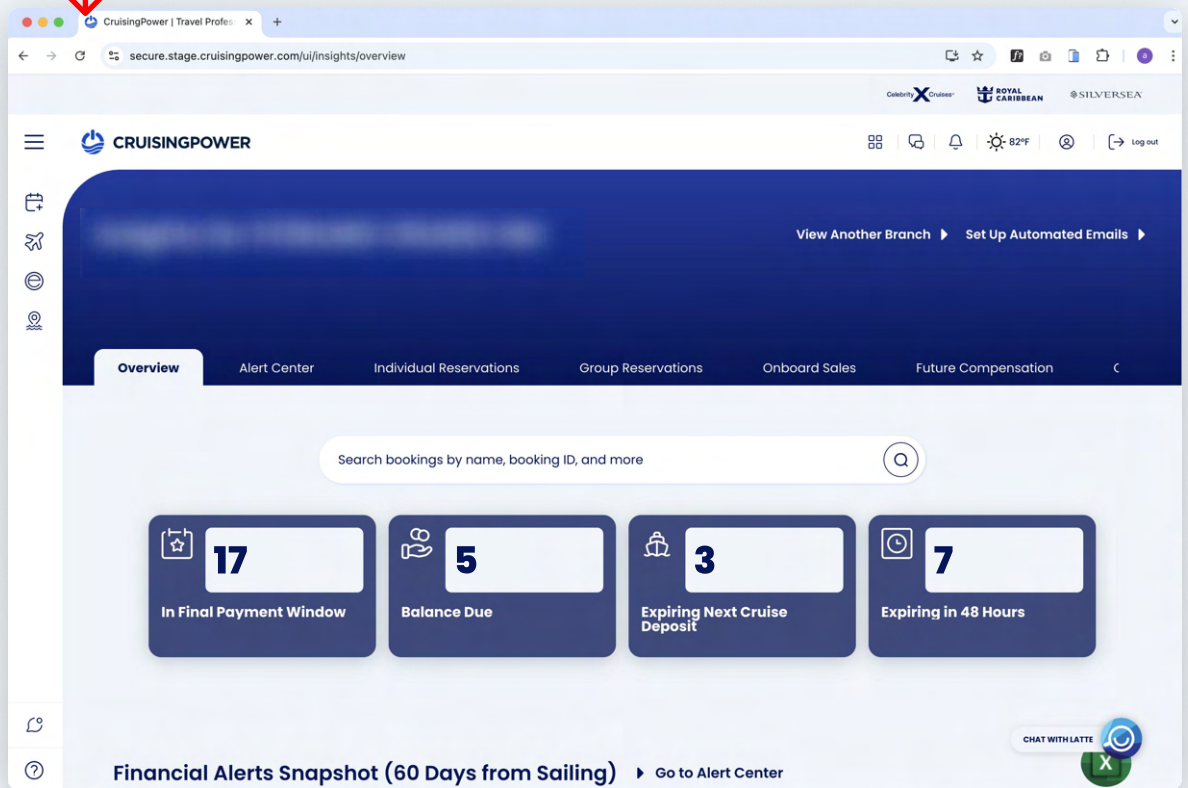
You can also access Reservation Insights from anywhere on the site using the global navigation menu. Simply click on the global navigation icon, then "Booking" and "Reservation Insights."



### Reservation Insights Landing Page

This will take you to our all-new Reservation Insights landing page.

The Overview tab gives you a snapshot of your clients' reservations, onboard sales deposits, and credits.



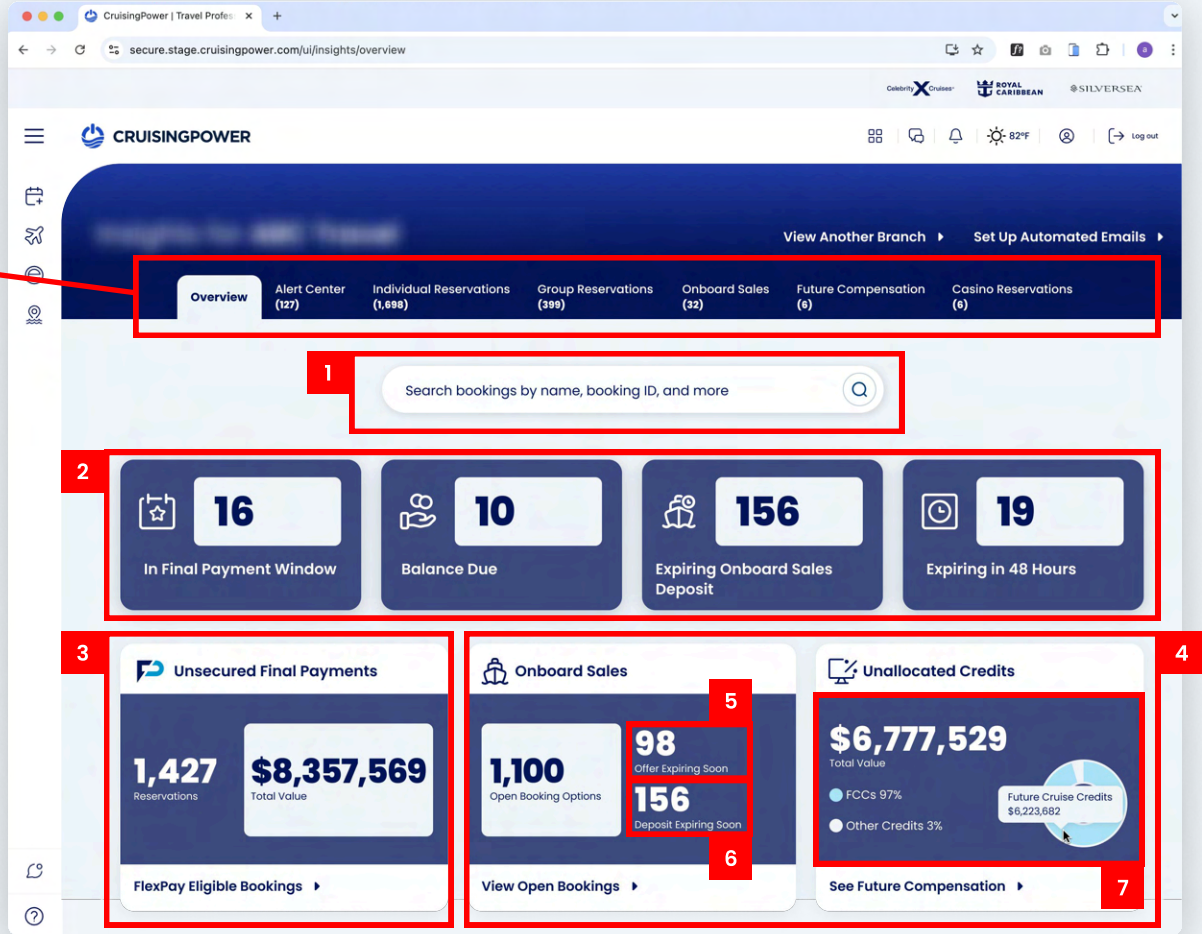
**Overview Tab**

The Reservation Insights Overview tab is a powerful snapshot of your bookings.

**Simplified Tab Navigation**

You can easily jump to the full Alert Center or the specific type of bookings you want to view:

- The number next to the booking type indicates how many reservations have alerts that require your attention.
- Click on the tab of the booking type you'd like to see more of.



1. Enter a guest's last name or booking ID to be taken directly to their reservation details.
2. Prominent financial alert cards display the number of reservations that fall within categories, including:
  - Reservations in the Final Payment Window
  - All Reservations with a balance due
  - Bookings with an expiring Onboard Sales Deposit
  - Reservations that will expire in 48 hours or less if a deposit is not made
 Click on any card to see more details on these reservations and their alerts.
3. The Unsecured Final Payments card highlights the amount (in reservations and dollars) that is eligible for FlexPay™, our proprietary, flexible scheduled payment program.
4. See the total number of Onboard Sales open bookings with a deposit made onboard via NextCruise or Future Cruise programs.
5. The number of Onboard Sales bookings with a corresponding OBC offer expiring within 60 days.
6. The number of Onboard Sales bookings with a \$100 deposit expiring within the next 90 days.
7. These are guest credits (including Future Cruise Credits) that have not been redeemed.

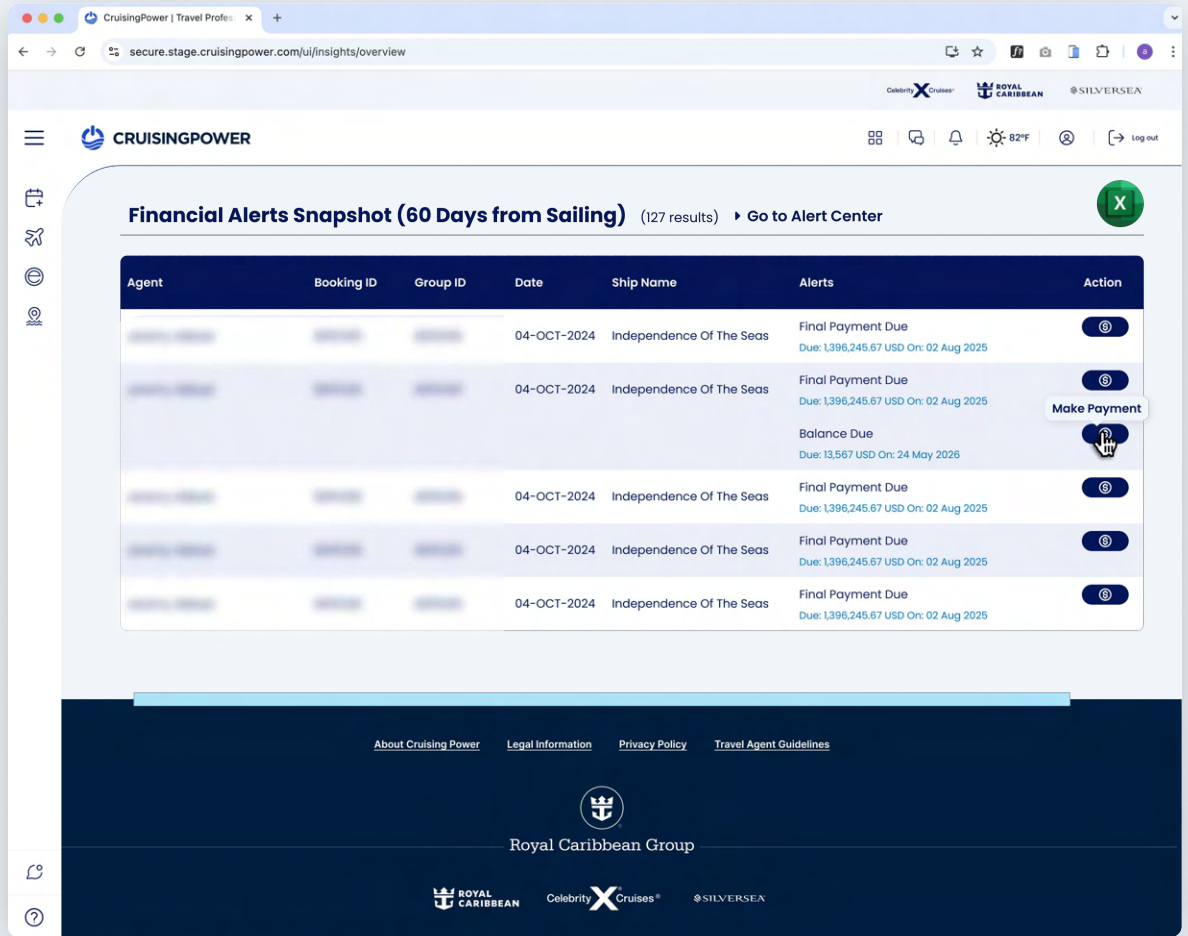
### Overview Tab/Alert Center Snapshot

When you click on a financial alert card, you'll be directed to a page with just those bookings.

On this detail page you'll be able to view information on the Agent, Booking ID, Group ID, Sail Date, Ship Name and what Alerts apply to that booking.

Click on any column category to sort the results (ascending or descending) by the column header.

Or click on the Action buttons on the right to complete the necessary action to resolve the alert.



### Simplified Overview Tab

For users who do not have access to the financial data cards, a simplified view of the Overview tab provides prominent financial alert cards displaying the number of reservations that fall within categories, including:

- Reservations in the Final Payment Window.
- All Reservations with a balance due.
- Bookings with an expiring Onboard Sales Deposit.
- Reservations that will expire in 48 hours of less if a deposit is not made.

Click on any card to see more details on these reservations and their alerts.

The screenshot shows the CruisingPower Overview tab interface. At the top, there are navigation tabs for Overview, Alert Center (127), Individual Reservations (1,698), Group Reservations (399), Onboard Sales (32), Future Compensation (6), and Casino Reservations (6). Below the tabs is a search bar for bookings. Four financial alert cards are displayed: '16 In Final Payment Window', '10 Balance Due', '156 Expiring Onboard Sales Deposit', and '19 Expiring in 48 Hours'. A 'Financial Alerts Snapshot (60 Days from Sailing)' section shows 127 results, with a 'Go to Alert Center' link. Below this is a table of alerts with columns for Agent, Booking ID, Group ID, Date, Ship Name, Alerts, and Action.

Agent	Booking ID	Group ID	Date	Ship Name	Alerts	Action
			04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	
			04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	
					Balance Due Due: 13,567 USD On: 24 May 2026	
			04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	
			04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	
			04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	

### Alert Center Tab

The Alert Center provides you with a consolidated view of reservations that have alerts associated with them.

- Alerts mean further action is required to retain or secure the booking.
- You can filter reservations with alerts by time from 1-10 Days, Reservation Type (Individual/Group), and Alert Type.
- To download an Excel (.xlsx) file of all the bookings in this section, click on the Excel icon.

The screenshot shows the CruisingPower Alert Center interface. At the top, there's a navigation bar with tabs for Overview, Alert Center (127), Individual Reservations (1,698), Group Reservations (398), Onboard Sales (32), Future Compensation (6), and Casino Reservations (123). Below the navigation bar is a filter section with dropdowns for Timeframe (1-10 days), Reservation Type (All), and Alert Type (All). A search icon and an Excel download icon are also present. The main table displays reservation details including Agent, Booking ID, Group ID, Date, Ship Name, Alerts, and Action. The Alerts column contains details like 'Final Payment Due' and 'Balance Due'. A red box highlights the filter section, and another red box highlights the Alerts column. A third red box highlights the Excel download icon.

### Alert Center Booking Details

Your results include pertinent details: Agent, Booking ID, Group ID, Sailing Date, Ship Name, Alerts and Action links.

1. Results may be sorted (ascending, descending) by clicking on any of the column headers.
2. If there are more than three alerts for a booking, you can expand the cell to view them all at once.
3. Action links offer an easy way to take the next step toward resolving the alert.
4. Some alert types may require multiple actions.

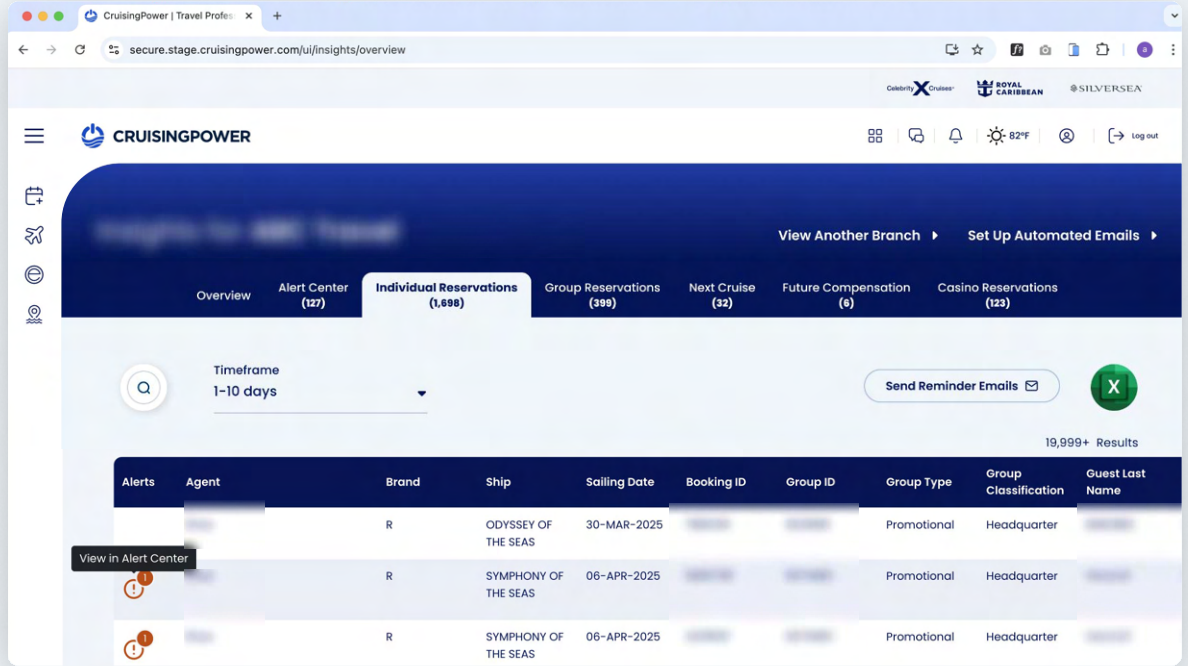
The screenshot shows the 'Alert Center' tab in the CruisingPower interface. The table displays columns for Agent, Booking ID, Group ID, Date, Ship Name, Alerts, and Action. Red callouts highlight: 1. A column header (Agent); 2. A 'Show 4 more' dropdown in the Alerts column; 3. The Action column containing various icons; 4. A specific alert row with its action icons expanded.

Agent	Booking ID	Group ID	Date	Ship Name	Alerts	Action
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Balance Due Due: 13,567 USD On: 24 May 2026	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Expiring Onboard Sale Deposit Deposit Expiring: 31 Sep 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Onboard Sale: Expiring Offer Deposit Expiring: 3 Oct 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	FCC: Sail By Date Due: 13,567 USD On: 24 May 2026	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Expiring in 48 Hours Expires: 09 Apr 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Credit Expiring Soon Expires: 23 Apr 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Check in Required Check in by: 09 Apr 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	FCC: Sail By Date Due: 13,567 USD On: 24 May 2026	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Balance Due Due: 13,567 USD On: 24 May 2026	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]
[Redacted]	[Redacted]	[Redacted]	04-OCT-2024	Independence Of The Seas	Final Payment Due Due: 1,396,245.67 USD On: 02 Aug 2025	[Action icons]

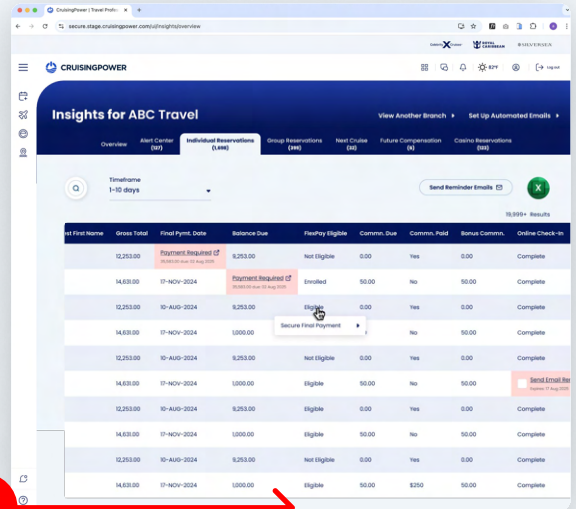
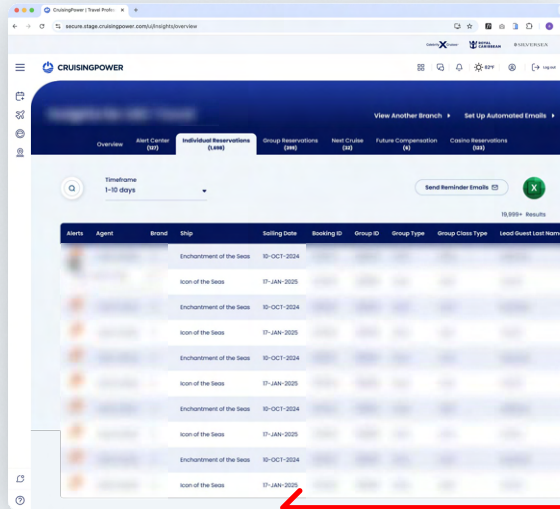


## Individual Reservations Tab

The Individual Reservations tab shows you all your individual reservations and provides details including whether there are Alerts, Agent, Brand, Ship, Sailing Date, Booking ID, Group ID, Group Type, Group Class Type, Lead Guest First Name, Lead Guest Last Name and more.



View the full details for every booking by scrolling to the right. Your browser will show a horizontal scrollbar at the bottom of the page letting you know that there is more content outside their viewport. Click and drag the horizontal scrollbar to see content to the right or left.



**1** Timeframe  
1-10 days

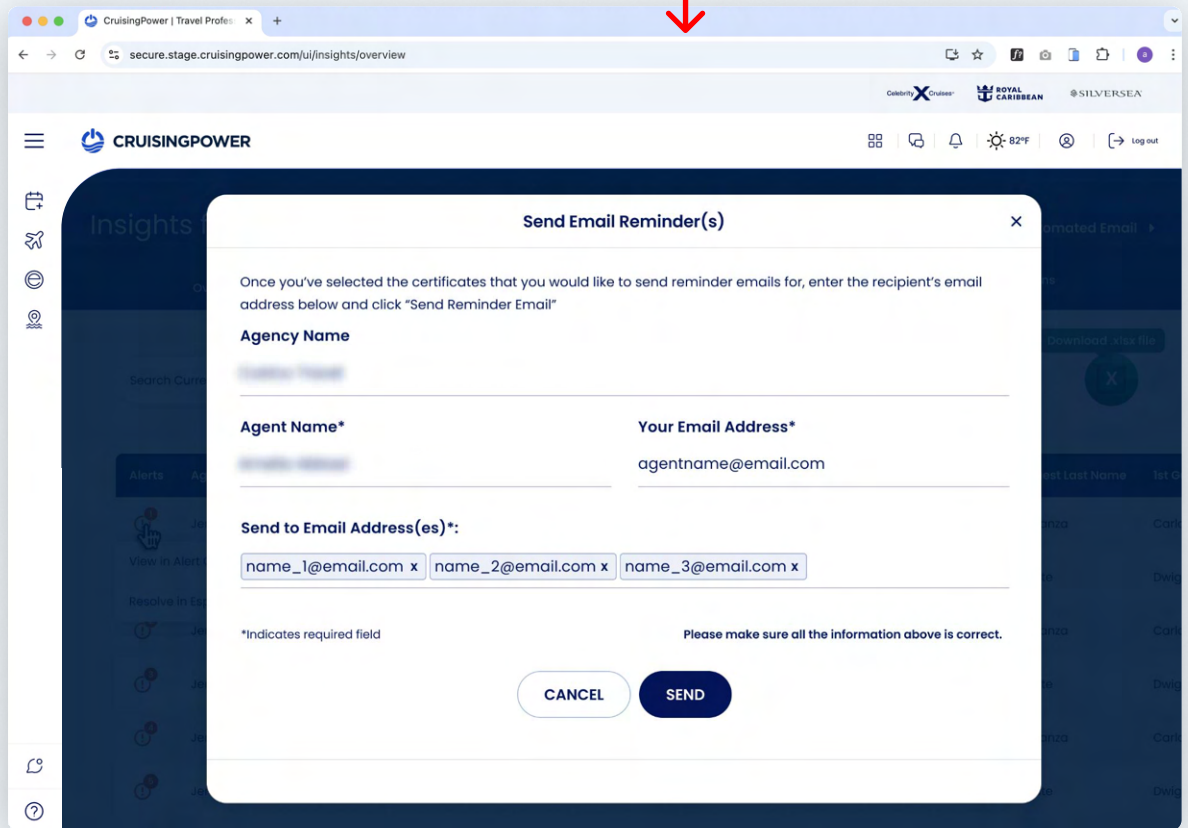
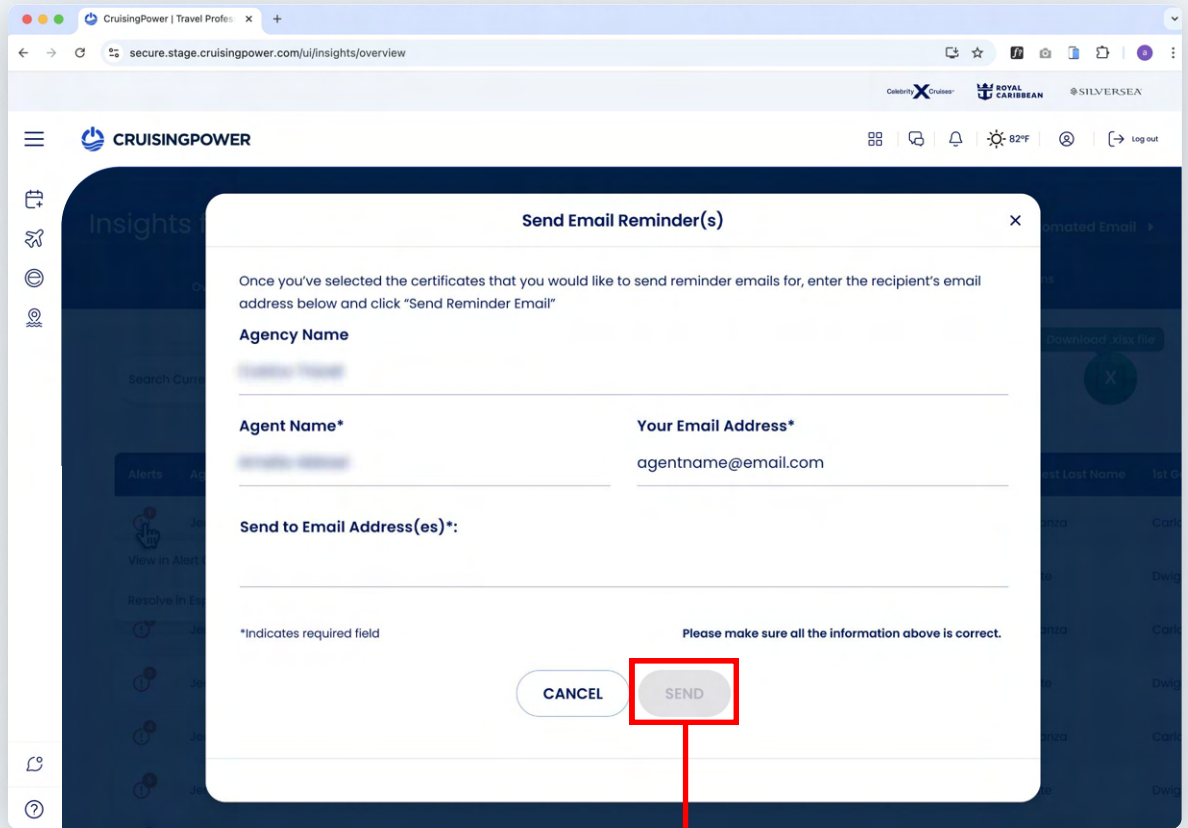
**2** Send Reminder Emails

**3**

1. The Timeframe filter allows you to view bookings within select timeframes.
2. You can send email reminders to the lead guest relating to actions they need to take. To send a reminder, click the checkbox next to the reservation(s) in question and click this button. Be sure to allow pop ups for the site.
3. To download an Excel (.xlsx) file of all the bookings in this section, click on the Excel icon.

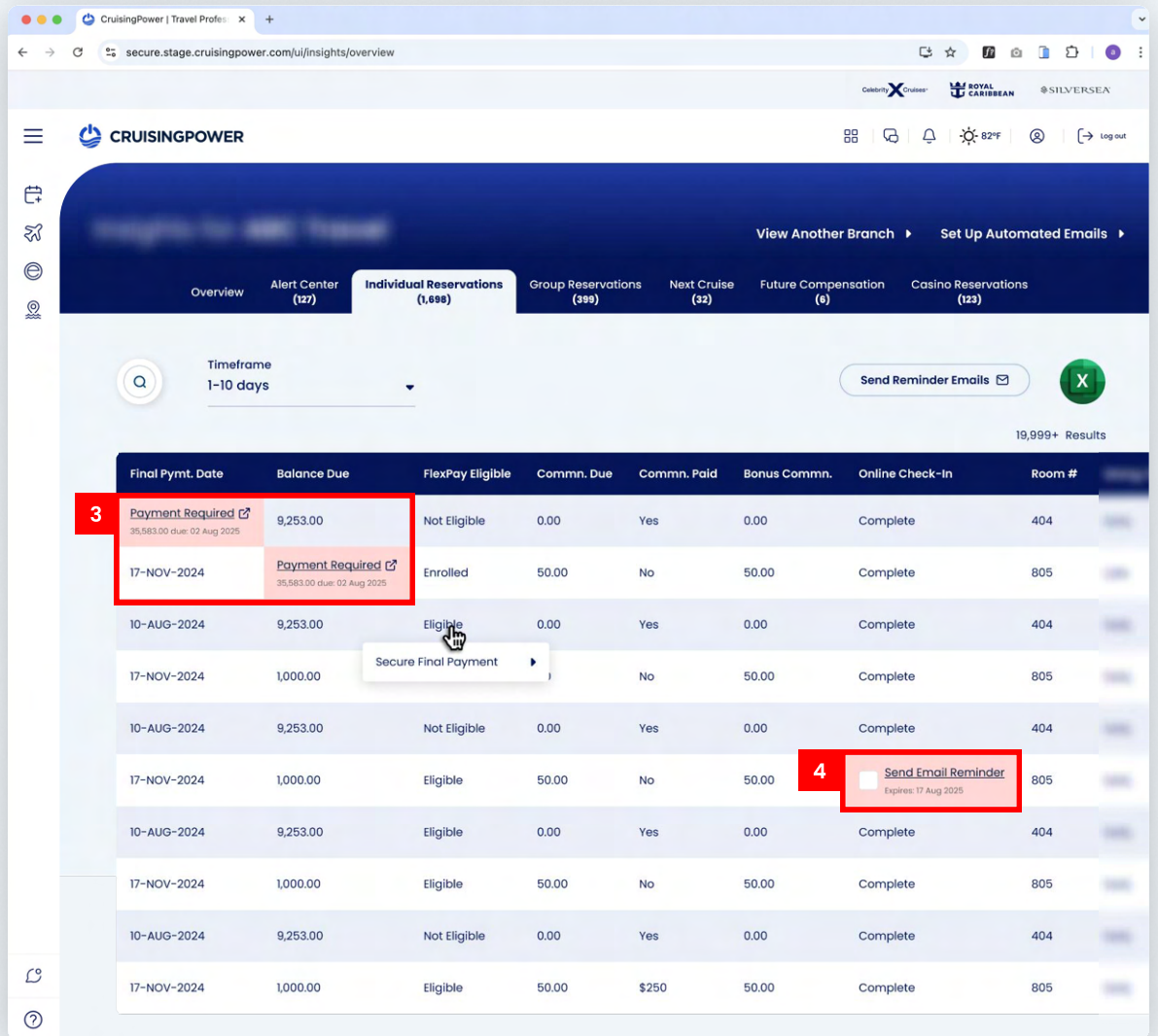
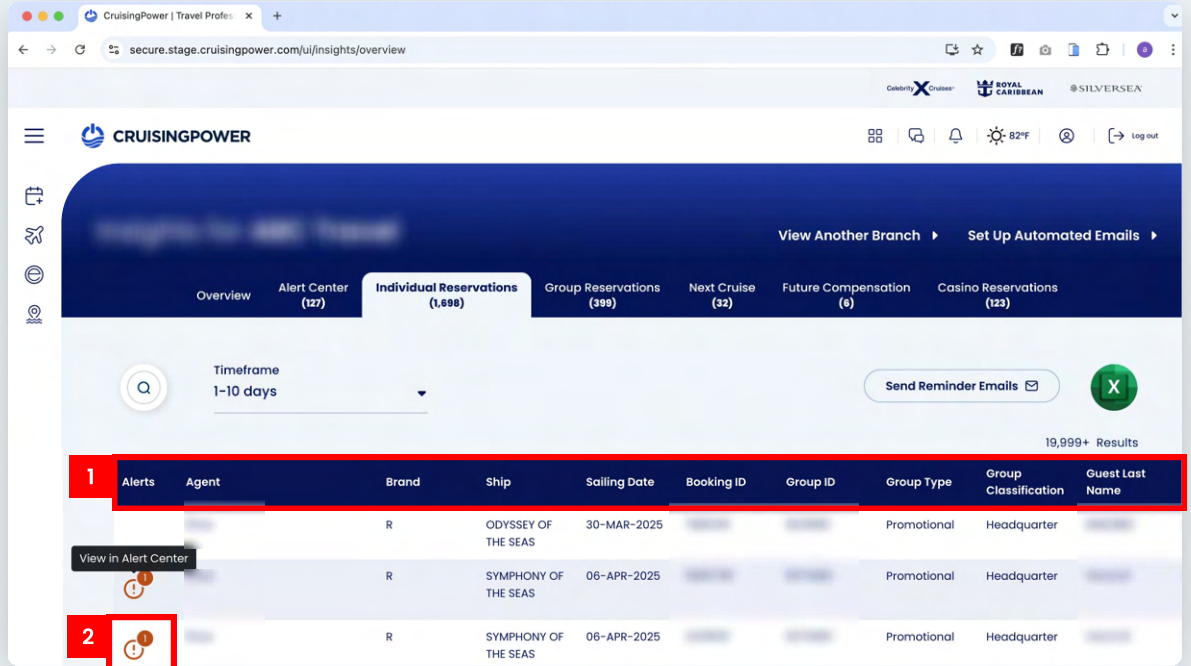
### Send an Email Reminder

To send a reminder email to a guest, type in your Agency Name, the Agent Name and email address, and what email addresses the reminders should be sent to, confirm all the information is correct and then click "SEND".



### Individual Reservations Tab

1. Results may be sorted (ascending, descending) by clicking on the column header.
2. The exclamation icon indicates the number of alerts associated with this booking. A CTA to Alert Center appears on roll over/hover or click on mobile.
3. Colored cells indicate alert status, related details and a link to take action.
4. Check the box to send an email reminder to the lead guest. You may check multiple boxes if available. Be sure to allow pop ups for the site.



## Group Reservations Tab

View all Group Reservations and any alerts that require your attention.

CRUISINGPOWER

Overview Alert Center (122) Individual Reservations (1,698) **Group Reservations (399)** Onboard Sales (32) Future Compensation (6) Casino Reservations (123)

Timeframe 1-10 days

19,999+ Results

Alerts	Agent	Partner Advocate	Brand	Ship	Sailing Date	Group ID	Group Name	Group Type	Policy Type
			R	Enchantment of the Seas	10-OCT-2024				
			R	Icon of the Seas	17-JAN-2025				
			R	Enchantment of the Seas	10-OCT-2024				
			R	Icon of the Seas	17-JAN-2025				
			R	Enchantment of the Seas	10-OCT-2024				
			R	Icon of the Seas	17-JAN-2025				
			R	Enchantment of the Seas	10-OCT-2024				
			R	Icon of the Seas	17-JAN-2025				
			R	Enchantment of the Seas	10-OCT-2024				
			R	Icon of the Seas	17-JAN-2025				

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### Onboard Sales Tab

View reservations made via onboard sales (Next Cruise and Future Cruise) and any alerts that need your attention.

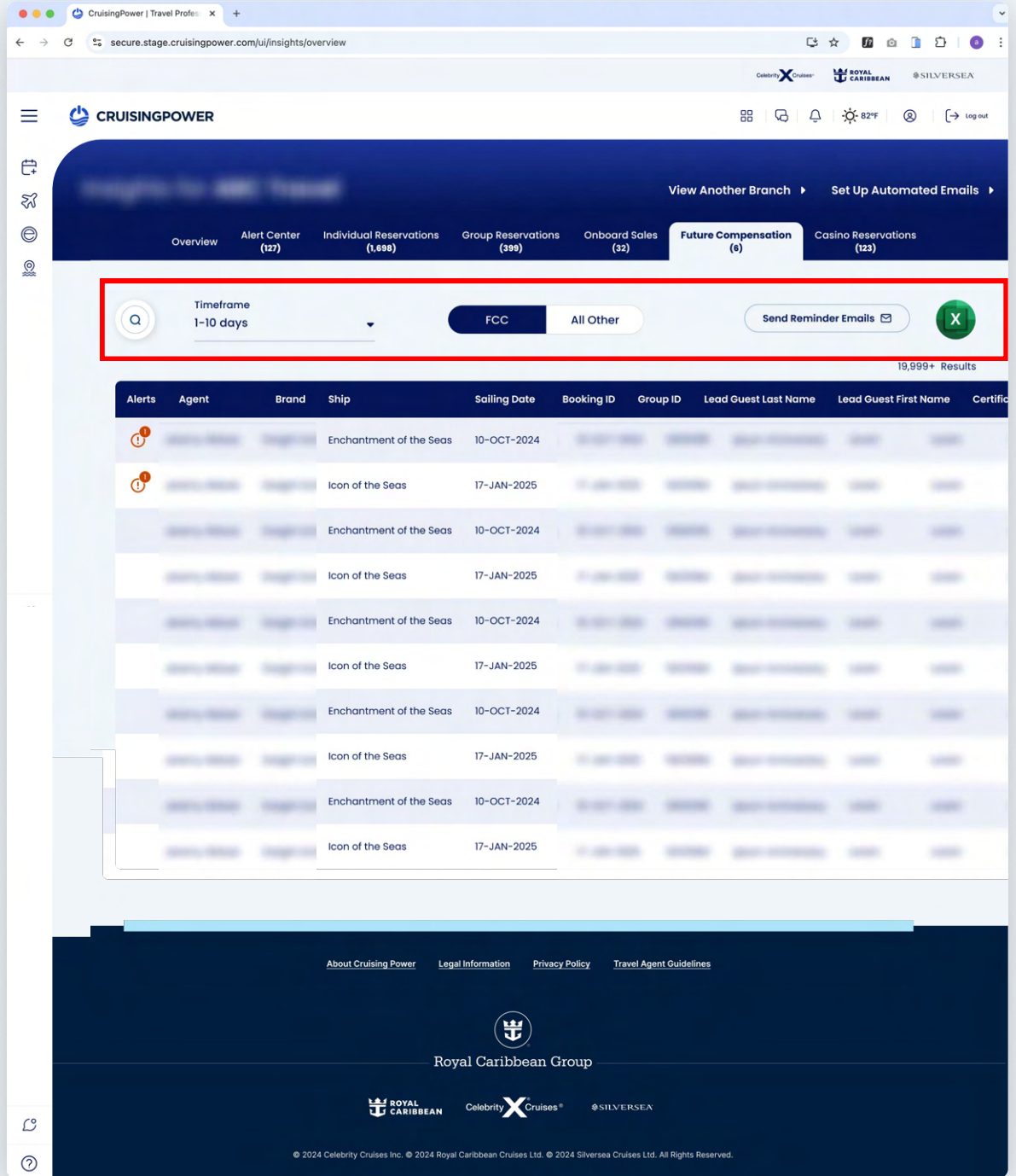
In addition to filtering by timeframe, you can use the toggle to see only "Open" onboard sales bookings, or only "Confirmed" bookings.

The screenshot displays the 'Onboard Sales' tab in the CruisingPower interface. The navigation bar includes tabs for Overview, Alert Center (127), Individual Reservations (1,698), Group Reservations (399), Onboard Sales (32), Future Compensation (6), and Casino Reservations (123). The Onboard Sales tab is selected. Below the navigation bar, there is a filter section with a search icon, a 'Timeframe' dropdown set to '1-10 days', an 'Open' button, a 'Confirmed' button, a 'Send Reminder Emails' button, and a green 'X' icon. A table of reservations is displayed below, with columns for Alerts, Brand, Booking ID, Lead Guest Last Name, Lead Guest First Name, Lead Guest Phone #, Date Created, Ship Guest Cruised On, and Offer Expiration. The table shows several rows of reservation data. At the bottom of the page, there are links for 'About Cruising Power', 'Legal Information', 'Privacy Policy', and 'Travel Agent Guidelines', along with the Royal Caribbean Group logo and logos for Royal Caribbean, Celebrity Cruises, and Silversea.

### Future Compensation Tab

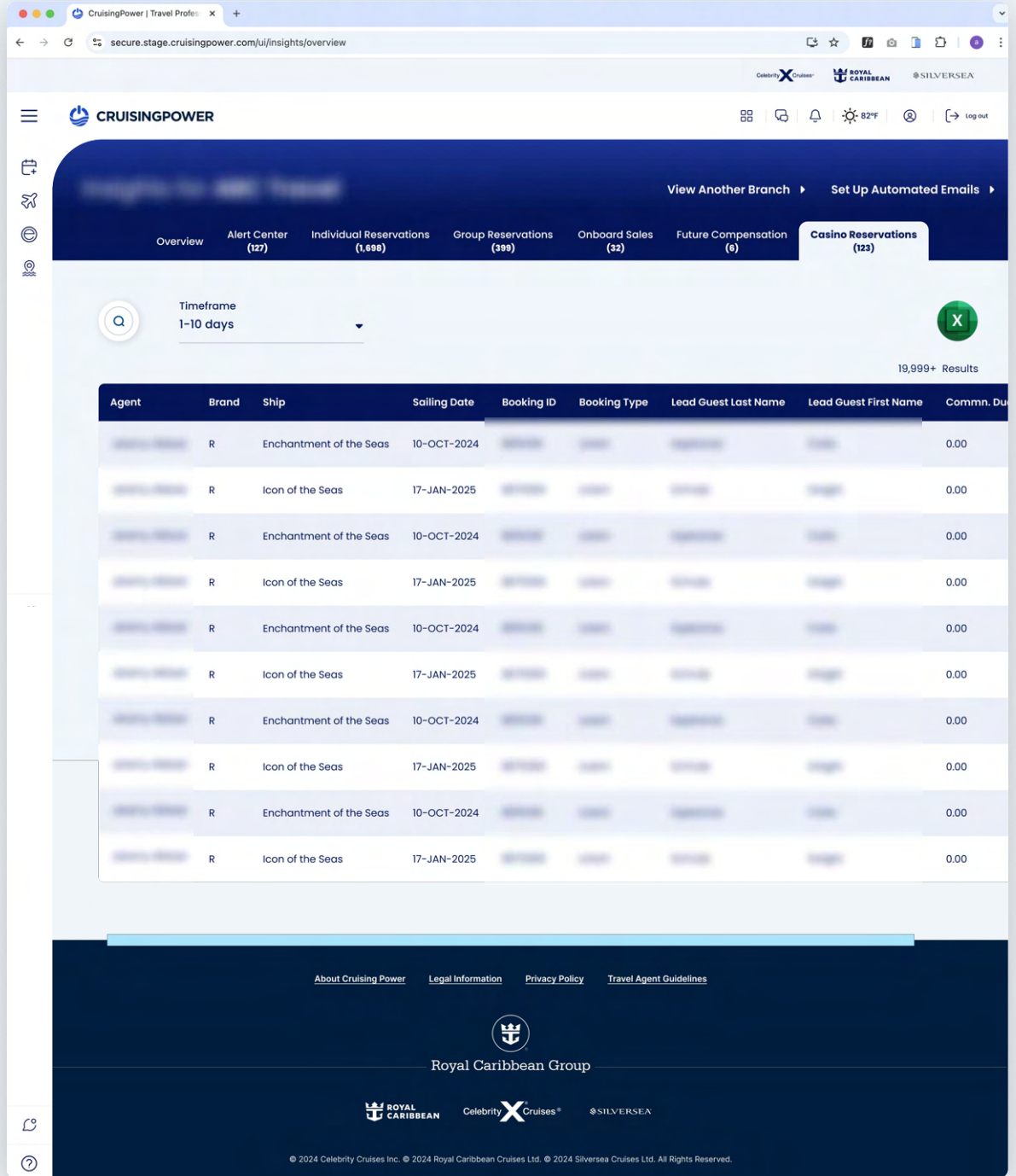
View a list of your client's Future Compensation with details such as status, type of credit, amount and more.

In addition to filtering by Timeframe, you can choose to see either "FCC" (Future Cruise Credit) reservations or those from "All Other" credit types.



### Casino Reservations Tab

View Casino Reservations and compensation details.



CRUISINGPOWER

Overview Alert Center (127) Individual Reservations (1,688) Group Reservations (399) Onboard Sales (32) Future Compensation (6) **Casino Reservations (123)**




Timeframe 1-10 days

19,999+ Results

Agent	Brand	Ship	Sailing Date	Booking ID	Booking Type	Lead Guest Last Name	Lead Guest First Name	Commn. Du
	R	Enchantment of the Seas	10-OCT-2024					0.00
	R	Icon of the Seas	17-JAN-2025					0.00
	R	Enchantment of the Seas	10-OCT-2024					0.00
	R	Icon of the Seas	17-JAN-2025					0.00
	R	Enchantment of the Seas	10-OCT-2024					0.00
	R	Icon of the Seas	17-JAN-2025					0.00
	R	Enchantment of the Seas	10-OCT-2024					0.00
	R	Icon of the Seas	17-JAN-2025					0.00
	R	Enchantment of the Seas	10-OCT-2024					0.00
	R	Icon of the Seas	17-JAN-2025					0.00

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### Set Up Automated Emails

Never miss an alert by signing up for automated emails that summarize your reservation alerts.

To start receiving alert emails, enter the email address they should be sent to, the frequency you'd like to receive them (daily/weekly), and click on "ADD NEW."

You can also delete emails you're already signed up to receive by clicking on the trashcan icon to the right of the email address you'd like to stop receiving emails at.

