

CITYBREAK™ AGENT CENTRAL RESERVATION SYSTEM USER MANUAL FOR **FJORD CRUISE & LUNCH** BOOKINGS

CREATING A FJORD CRUISE BOOKING + LUNCH BOOKING

ADD LUNCH TO AN EXISTING FJORD CRUISE BOOKING

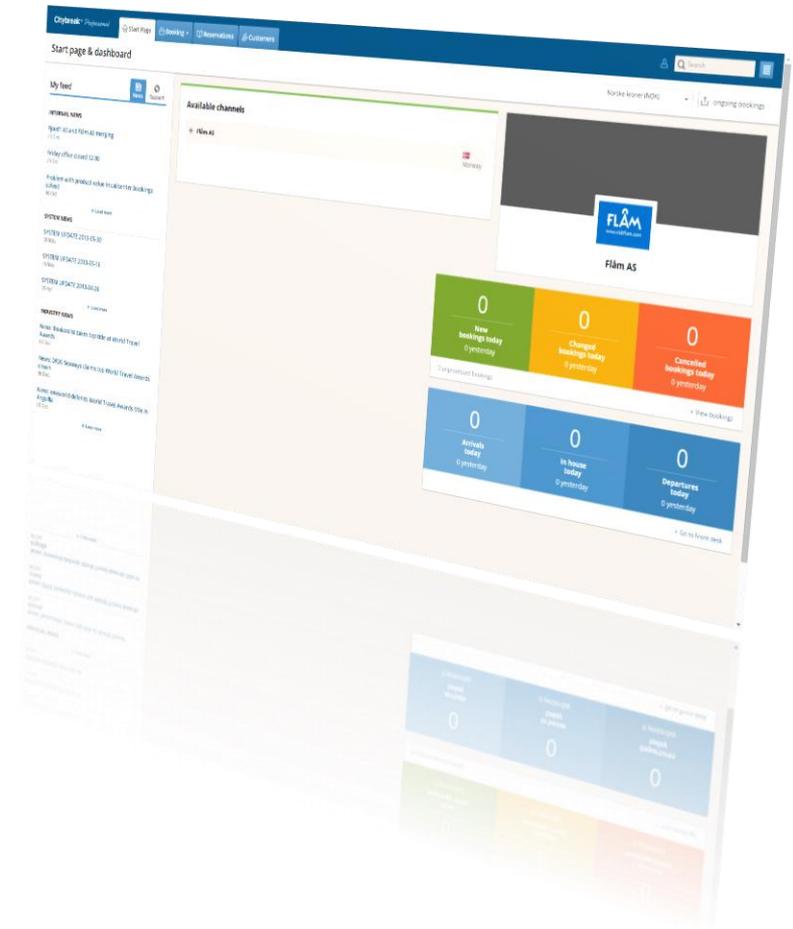
EDITING A FJORD CRUISE + LUNCH BOOKING

UPDATED: 2017-08-15 MH

1. Login

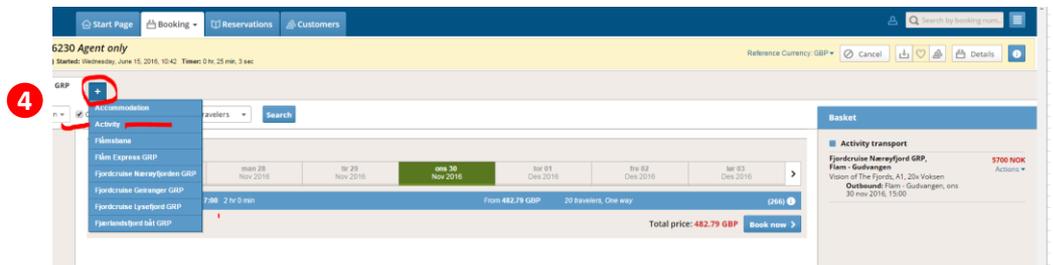
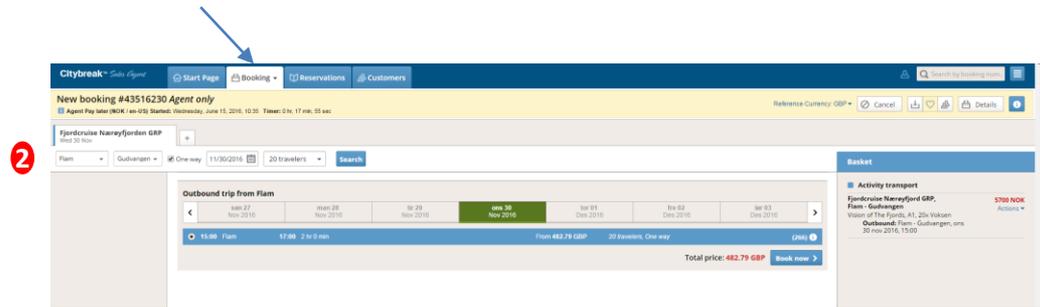
To login to Citybreak™ Sales Agent 3.0, go to <http://agent.citybreak.com>. Enter the username and password you have been given and click on **Login**.

If you don't have any login or remember your login credentials, contact your booking manager.



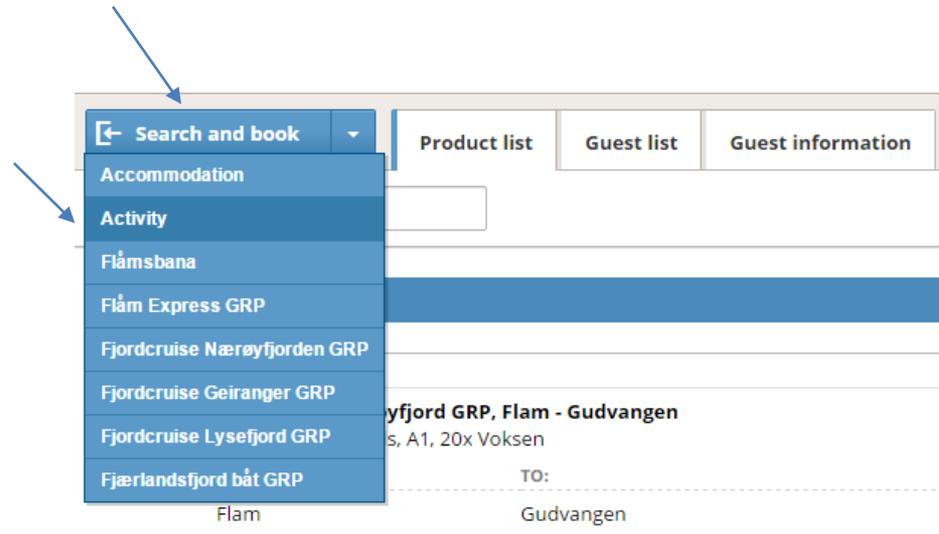
Creating a Fjord Cruise booking + Lunch Booking

1. To create a fjord cruise booking click “Booking”. From the drop down menu select the Fjord cruise product.
2. Enter your selected route, dates, and travelers, busses etc. Click “Search”. Select departure time then click “Book now”.
3. A quick view of the basket appears on the left side of the booking window. Here you see products you have added to the basket, if fees are applied to your booking and total cost.
4. To add lunch to this booking click “+” and choose “Activity”
5. Select the lunch product from the list. You can tick “Dining” to shorten the list to just dining products.
6. Follow instructions on ADDING LUNCH Page 5



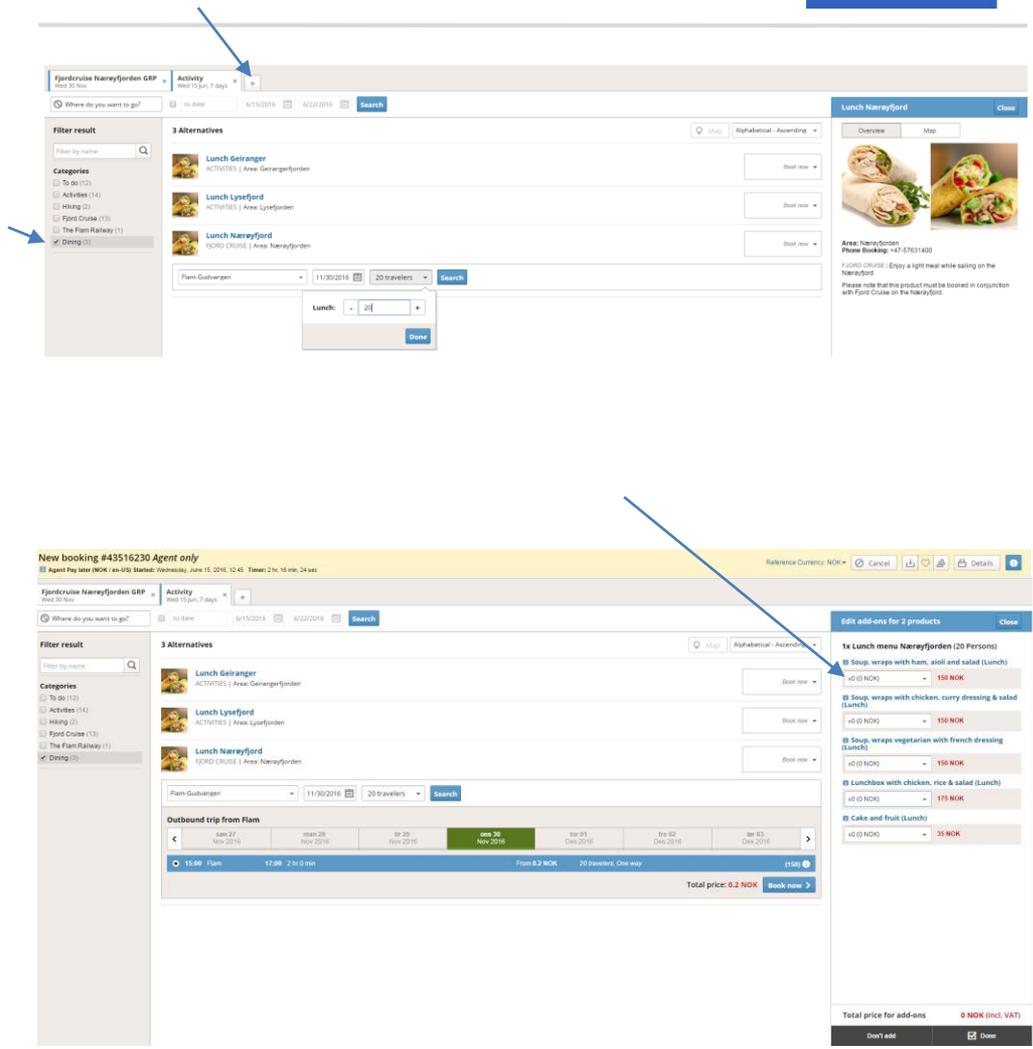
Add Lunch to a EXISTING Fjord Cruise booking

1. Open existing booking by selecting “Reservation”
2. Enter booking number
3. View booking – select edit booking
4. Your products appears
5. Click button “Search and Book” from the drop down menu select Activity
6. Select the lunch product from the list. You can tick “Dining” to shorten the list to just dining products.



ADDING LUNCH

1. To add lunch to this booking click "+" and choose "Activity"
2. Select the lunch product from the list of alternatives. You can tick "Dining" to shorten the list to just dining products.
3. Enter your selected route, dates, and number of lunches to be booked. Click "Search".
 - Only the departures which offers lunch appears.
 - 0,01nok per lunch is listed for transport price- this is necessary for product to be bookable.
 - The food items are added and priced in the next step.
4. Select departure time then click "Book now".
5. The lunch menu appears- choose the number of each items from the menu
 - Count the number of items you have ordered ensuring it matches the number of "Lunches" from the previous step.
6. Click "Done". Basket appears. Review order.
 - If correct click "check out"
 - If not correct you can click on the "bin" symbol to remove a product & then add the product again.



The image shows two screenshots of the FLAM booking system. The top screenshot displays the search results for 'Fjordcruise Nareyforden GRP' with 3 alternatives: Lunch Geiranger, Lunch Lysefjord, and Lunch Nareyford. A blue arrow points to the '+' icon in the top right corner of the search results. The bottom screenshot shows the 'Add-ons' menu for the selected product, listing various lunch options like 'Soup, wraps with ham, aolioli and salad' and 'Lunch menu Nareyforden'. A blue arrow points to the 'Add-ons' menu.

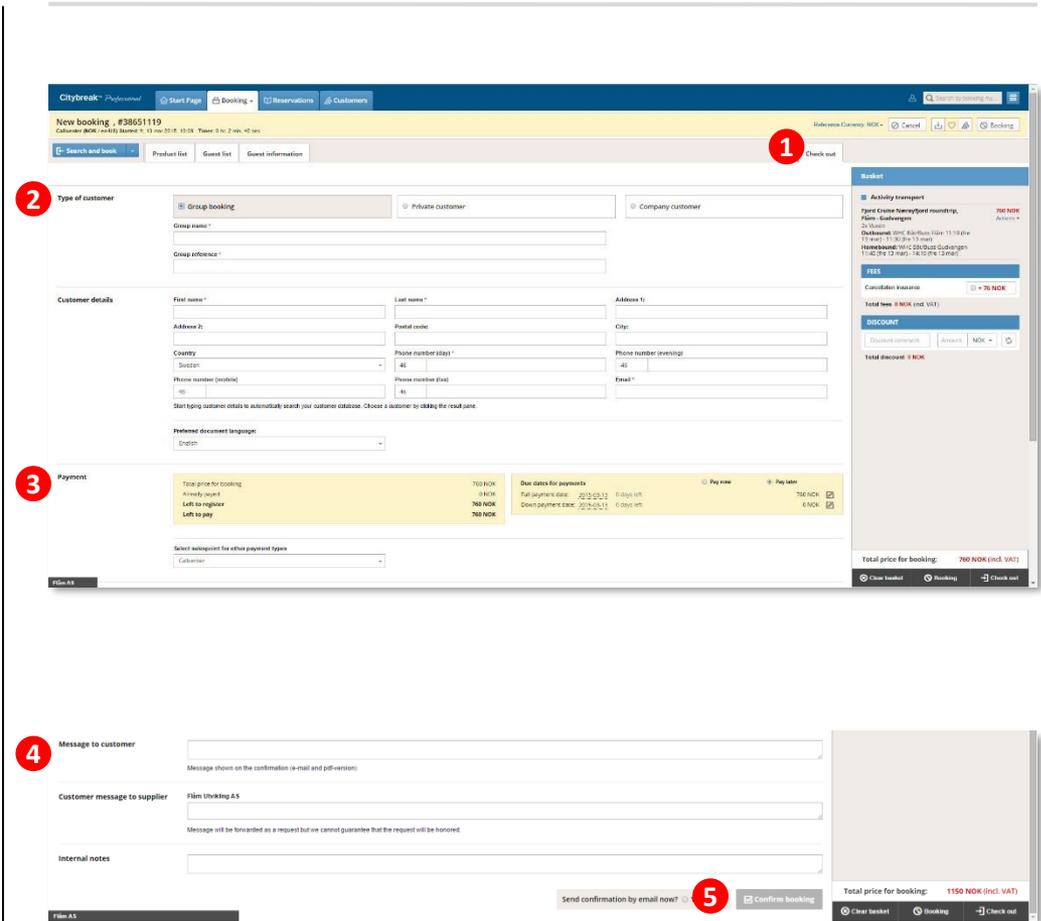
Editing a Fjord Cruise booking + Lunch Booking

1. Find existing booking:
 1. From the tab on the top of the screen choose RESERVATION then– enter booking number of your existing fjord cruise and lunch Booking.
 2. Your booking appears, click on it, a summary box of the booking appears click Edit booking, or view booking -then Edit booking.
2. Edit both Lunch & cruise portions of booking.
 1. Edit the Cruise booking by selecting Modify – Change Dates / guests. Once edited select Book now. The basket will be updated with the new dates/ passengers.
 2. Edit Lunch by selecting Modify – Change dates/guests. Once edited select Book now. The lunch menu will pop up. Update the correct number from the menu. Select Done.
 3. - Count the number of Items you have ordered ensuring it matches the number of «lunches».
3. Review Basket – ensuring that your lunch is booked on the same departure as your cruise.
4. Select Check out and then complete booking. Click on “Confirm booking”

Check out

1. To finalize your booking, click on the tab “Check out”.
2. Select customer type and fill in all customer fields. If the booking is a group booking you will also be required to enter Group name and Group reference.
3. Select payment method. Following payment methods are available when booking (note that these may vary depending on which sales point you have selected on the start page): Pay now and Pay later. When selecting Pay now you can choose to make either a cash payment or credit card transaction. The credit card transaction is made in an external payment window hosted by Payex. When selecting Pay later the customer can pay by invoice or via a payment link available in the end customer confirmation. *If you are unsure of which payment method to select, contact your booking manager.*
4. You can send messages to the supplier, ([Note: different supplier for the cruise & the Lunch products](#)), end customer or add an internal note to the reservation here.
5. Click on “Confirm booking”

Once your booking is confirmed you will be able to find it under the tab “Reservations”.



1 Check out

2 Type of customer

3 Payment

4 Message to customer

5 Confirm booking

Activity transport

Spent Cruise Norway/Spent reourtrip.
Film: Gudvangen
20 Adults
Children: 0 (incl. 4-10 years) 11 (incl. 11-14 years)
Horseback: 0 (incl. 10-12 years) 1 (incl. 13-14 years) 14 (incl. 15-16 years)

FEES

Cancellation insurance: 700 NOK
Total fees: 0 NOK (incl. VAT)

DISCOUNT

Discounts: 0 NOK
Total discount: 0 NOK

Payment

Total price for booking		Due dates for payments	
Already paid	0 NOK	Full payment date: 2025-03-11	0 days left
Left to register	700 NOK	Down payment date: 2025-03-11	0 days left
Left to pay	700 NOK		

Total price for booking: 700 NOK (incl. VAT)

Message to customer

Message shown on the confirmation (e-mail and pdf-version)

Customer message to supplier

Film Thinking AS

Message will be forwarded as a request but we cannot guarantee that the request will be honored.

Internal notes

Send confirmation by email now? **5** Confirm booking

Total price for booking: 1150 NOK (incl. VAT)