

Create New Polar Reservation in Live Connect

Step 1) Retrieve the desired client profile, create a new Res Card and after entering basic Res Card info, launch Live Connect by clicking the Live Connect icon in toolbar. (You can also launch Live Connect from the Profile action gear, or from the Live Connect icon anywhere it is visible on the toolbar.)

Res Card - Matsumoto/Kimberly

Res Card No.: 1325	Agent: Sharon Meyer	Trip Start Date: 8/1/08
Res Total: 1,600.00	Status: Active	Trip End Date: 8/1/08
Invoiced Total: 500.00	Res. Cycle: Under Deposit	
Balance: 1,100.00	Trip Name: Hawaii 2008	

Live Connect Settings

Vendor:

Connect To:

User Name:

Password:

Account No.:

Branch: [Travel With the Stars]

Agent: Sharon Meyer

Import Existing Reservation

Confirmation No.:

Buttons: Cancel, Import Existing Reservation, Create New Reservation

Step 2) Select Princess Cruise Lines as the Vendor and Polar Online from the drop-down menu by Connect To. (You do not need to enter any login information as this is entered at the POLAR Online Web site.)

Step 3) Click the *Create New Reservation* button.

Step 4) Select any Profile, Passenger, Branch and Res Card information you want to use to book the reservation. This data is **NOT** passed to POLAR Online, but you are able to view it at the top of your booking screen and can highlight it, copy, and paste it into the booking fields to save you time during the booking process. Click *Connect* to launch the on-line booking engine.

Step 5) Although you are still in ClientBase, you are now on-line at the Live Connect Provider's booking site running the on-line booking engine through a ClientBase window.

Complete the reservation and when the reservation is confirmed, click *Import Reservation* from the confirmation page. All reservation data booked on-line is now located in the reservation fields in ClientBase.

Live Connect

Profile: Anderson/Liz

Passengers: Anderson/Liz

Buttons: Back, Forward, Print, Exit

Import Reservation

PRINCESS CRUISES CUNARD

WELCOME ABOARD

WELCOME TO POLAR ONLINE

Please log in using your Username and Password. If you forgot your password, we can email it to you.

Import Existing Polar Reservation Made Outside of ClientBase

Step 1) Create a new Res Card or open an existing one and launch Live Connect by clicking the Live Connect icon.

Step 2) Complete the Live Connect settings by identifying the vendor, the Live Connect Provider and appropriate Login information if not autopopulated.

Step 3) Do not enter a confirmation number for the reservation but browse for the reservation you want to import and click *Import Existing Reservation*.

Retrieve an Existing Polar Reservation for Editing or Cancelling

To edit or cancel an existing reservation using Live Connect, follow these steps:

Step 1) Launch Live Connect from inside the Live Connect **reservation** to edit or cancel. Click *Live Connect*.

Step 2) Confirm all Live Connect settings including confirmation number, and click *Retrieve Reservation*.

Step 3) Live Connect launches the booking engine site. Edit or cancel the reservation using instructions supplied by the booking engine, and click *Import Reservation*. All reservation data edited or cancelled online is now located in the reservation fields in ClientBase.