

## How to Create a Sabre Cruises 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.)

The screenshot shows the 'Res Card - MatsumotoKimberly' window. The 'Live Connect Settings' section is visible, with fields for Vendor, Connect To, User Name, Password, Account No., Branch (set to 'Travel With the Stars'), and Agent (set to 'Sharon Meyer'). Below this is the 'Import Existing Reservation' section with a 'Confirmation No.' field. At the bottom, there are three buttons: 'Cancel', 'Import Existing Reservation', and 'Create New Reservation'. An arrow points to the 'Create New Reservation' button, which is circled.

**Step 2)** Complete the Live Connect settings by identifying the vendor, the Live Connect Provider and appropriate Login information.

**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 and 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.

The screenshot shows the Sabre Cruises Live Connect booking site. The top navigation bar includes 'Home', 'Look Up Booking', 'Ignore & Retrieve', 'New Search', and 'FAQ'. Below this is a 'Cruise Booking Details' section with a 'Booking Recap' table. The table shows a 'Confirmation Number' of 7057396, a 'Sabre PNR Locator' of JYMN, and a 'Cruise Line' of ROYAL CARIBBEAN INTL. The 'Rate Code' is BRVA21. A circled 'Import Reservation' button is visible in the top right corner.

You are still within the ClientBase program when you use Live Connect.

## Import Existing Sabre Cruises Res 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)** Enter the confirmation number for the reservation you want to import and click *Import Existing Reservation*.

**Step 4)** Depending on the Live Connect Provider, the system either locates the reservation using the confirmation number and automatically import all reservation details, or takes you to the Live Connect Provider's site for you to use its Retrieve Reservation feature to locate the reservation. Upon displaying the existing reservation, click *Import Reservation* and the reservation details are imported into the ClientBase Res Card.

## Retrieve an Existing Reservation Sabre Cruises to Edit/Cancel

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.