

# Group Transfers

**Transfers made easy in Espresso!**



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# Group Transfers

## Transfers made easy in Espresso!

With this enhancement, you can now add transfers and flight information directly to the individual booking in Espresso.

- If flights were purchased through Flight Finder but didn't include the transfers at that time, you can now add the transfers in Espresso and the flight information will be added to the transfers automatically.
- If flights were purchased independently, transfers that require flight information will remain on waitlist status and the charge will not be added to the invoice until the flights are added.

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## Add a Transfer

1. Retrieve the individual booking inside of the group. Click “Transfers” under “Add”.

The screenshot shows a reservation summary for a Royal Caribbean International cruise. The reservation number is 4828362, and the total price is CAD 3,238.00. The cruise is the Symphony Of The Seas, starting on 16MAR2025. The reservation is for a group of 21 people, with a deposit of CAD 530.00 due on 06APR2024. The 'Add' menu on the left has 'Transfers' highlighted with a red box.

2. The available transfers will populate with information for available arrival and departure options.

Description	Arrival City & Time	Departure City & Time	Price	TINA KNOWLES	SOLANGE KNOWLES
ARRIVAL - FLL AIRPORT Arrival	Ft Lauderdale 11:00 AM	-	40.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT Arrival	Miami 12:00 PM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT PICK UP Arrival	- 12:00 AM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - FLL AIRPORT Departure	-	Ft Lauderdale 1:30 PM	40.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - MIAMI AIRPORT Departure	-	Miami 12:00 PM	27.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - FLL A/P ARRIVE / FLL A/P DEPART Roundtrip	Ft Lauderdale 11:00 AM	Ft Lauderdale 1:30 PM	80.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - FLL A/P ARRIVE / MIA A/P DEPART Roundtrip	Ft Lauderdale 11:00 AM	Miami 12:00 PM	67.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P ARRIVE / FLL A/P DEPART Roundtrip	Miami 12:00 PM	Ft Lauderdale 1:30 PM	67.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P ARRIVE / MIA A/P DEPART Roundtrip	Miami 12:00 PM	Miami 12:00 PM	54.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P PICK UP / MIA A/P DEPART Departure	-	Miami 12:00 PM	54.00	<input type="checkbox"/>	<input type="checkbox"/>

3. To view more information on the available transfers, click the name of the transfer.

Description	Arrival City & Time	Departure City & Time	Price	TINA KNOWLES	SOLANGE KNOWLES
ARRIVAL - FLL AIRPORT Arrival	Ft Lauderdale 11:00 AM	-	40.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT Arrival	Miami 12:00 PM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT PICK UP Arrival	- 12:00 AM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - FLL AIRPORT Departure	-	Ft Lauderdale 1:30 PM	40.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - MIAMI AIRPORT Departure	-	Miami 12:00 PM	27.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - FLL A/P ARRIVE / FLL A/P DEPART Roundtrip	Ft Lauderdale 11:00 AM	Ft Lauderdale 1:30 PM	80.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - FLL A/P ARRIVE / MIA A/P DEPART Roundtrip	Ft Lauderdale 11:00 AM	Miami 12:00 PM	67.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P ARRIVE / FLL A/P DEPART Roundtrip	Miami 12:00 PM	Ft Lauderdale 1:30 PM	67.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P ARRIVE / MIA A/P DEPART Roundtrip	Miami 12:00 PM	Miami 12:00 PM	54.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P PICK UP / MIA A/P DEPART Departure	-	Miami 12:00 PM	54.00	<input type="checkbox"/>	<input type="checkbox"/>

Showing 10 per page

Description	Arrival City & Time	Departure City & Time	Price	TINA KNOWLES	SOLANGE KNOWLES
ARRIVAL - FLL AIRPORT Arrival	Ft Lauderdale 11:00 AM	-	40.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT Arrival	Miami 12:00 PM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT PICK UP Arrival	- 12:00 AM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - FLL AIRPORT Departure	-	Ft Lauderdale 1:30 PM	40.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - MIAMI AIRPORT Departure	-	Miami 12:00 PM	27.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - FLL A/P ARRIVE / FLL A/P DEPART Roundtrip	Ft Lauderdale 11:00 AM	Ft Lauderdale 1:30 PM	80.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - FLL A/P ARRIVE / MIA A/P DEPART Roundtrip	Ft Lauderdale 11:00 AM	Miami 12:00 PM	67.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P ARRIVE / FLL A/P DEPART Roundtrip	Miami 12:00 PM	Ft Lauderdale 1:30 PM	67.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P ARRIVE / MIA A/P DEPART Roundtrip	Miami 12:00 PM	Miami 12:00 PM	54.00	<input type="checkbox"/>	<input type="checkbox"/>
R/T - MIA A/P PICK UP / MIA A/P DEPART Departure	-	Miami 12:00 PM	54.00	<input type="checkbox"/>	<input type="checkbox"/>

**Cruise Only Transfer Information**

*Per Person (CAD):	40.00	ARRIVAL - FLL AIRPORT, TRANSFERS OPERATE APPROX. BETWEEN 10:30A 11:30AM, BUSES DEPART APPROX EVERY 60 MIN., AFTER COLLECTING LUGGAGE, GUEST SHOULD MEET CRUISE AGENT AT ANY OF THE FOLLOWING LOCATIONS: * TERMINAL 1, 2, OR 3 - BAGGAGE CLAIM AREA, * TERMINAL 4 - GUESTS SHOULD GO TO TERMINAL 3, * LATEST FLIGHT ARRIVAL 11:00AM ON THE DAY OF, EMBARKATION,
Arrival City:	FLL	
Latest Arrival:	11:00 AM	

Showing 10 per page

4. Click the checkbox for each guest for the desired transfers and click “Add”.

Description	Arrival City & Time	Departure City & Time	Price	TINA KNOWLES	SOLANGE KNOWLES
ARRIVAL - FLL AIRPORT Arrival	Ft Lauderdale 11:00 AM	-	40.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ARRIVAL - MIAMI AIRPORT Arrival	Miami 12:00 PM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
ARRIVAL - MIAMI AIRPORT PICK UP Arrival	- 12:00 AM	-	27.00	<input type="checkbox"/>	<input type="checkbox"/>
DEPARTURE - FLL AIRPORT Departure	-	Ft Lauderdale 1:30 PM	40.00	<input type="checkbox"/>	<input type="checkbox"/>

If flights have already been purchased through Flight Finder, the transfers will be displayed as “Confirmed”. Click “Save All Changes” to complete the process.

- Transfers					Edit
Guest	Arrival City & Time	Departure City & Time	Status	Flight Info	
TINA KNOWLES	FLL 11:00 AM	-	Confirmed	View/Edit	
SOLANGE KNOWLES	FLL 11:00 AM	-	Confirmed	View/Edit	

If flights were purchased independently, scroll down to add flights and continue through the process to confirm the transfers. If you do not add flights, your transfers will be marked as waitlisted and the charges won't appear in the invoice as the transfer is incomplete.

- Transfers [Edit](#)

Guest	Arrival City & Time	Departure City & Time	Status	Flight Info
TINA KNOWLES	FLL 11:00 AM	-	Waitlisted	<a href="#">Add</a>
SOLANGE KNOWLES	FLL 11:00 AM	-	Waitlisted	<a href="#">Add</a>

## Add a Flight to the Transfers

- To add flights to the transfers, click **"Add"** under Assigned Transfers.

**Assigned Transfers**

Your assigned transfers will appear here once you've added them in the section above. You may also choose to remove transfers that appear here if something changes or is incorrect.

Name	Arrival City & Time	Departure City & Time	Flight	Price	Status	Delete
TINA KNOWLES	Ft Lauderdale 11:00 AM	-	<a href="#">Add</a>	40.00	Waitlisted	
SOLANGE KNOWLES	Ft Lauderdale 11:00 AM	-	<a href="#">Add</a>	40.00	Waitlisted	

[Save All Changes](#)
[Continue](#)

- Click **"Change Flights"** to add in the flight information.

### Review Flight Information

Print Summary

**Change Flights**

Changes Saved  
[Review Reservation Summary »](#)

---

**TINA KNOWLES**

Departing Flight

Departure City & Time	Arrival City & Time	Airline	Flight #
>			

---

**SOLANGE KNOWLES**

Departing Flight

Departure City & Time	Arrival City & Time	Airline	Flight #
>			

3. Enter the flight information for each guest. If the flight information is the same for all guests, click **“Use flight information for all guests”**.

Gratuities and Options

Redeem Future Cruise Credit

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Special Services

Cross Reference

---

Flight Finder

Transfers

Hotels

---

Payment

Make Payment

FLEXPAY SCHEDULED PAYMENTS

Payment Schedule

Payment History

---

Manage

Cruise Ticket Documentation

Group Reports

Cruise Planner Purchases

Service History

**TINA KNOWLES**

Departing Flight

Departure City & Time	Arrival City & Time	Airline	Flight #	Delete
ATL >	FLL	Delta Air Lines	123	
16MAR2025	16MAR2025			
08:00 AM PM	11:00 AM PM			

+ Add Another Departing Flight

**Use flight information for all guests**

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**SOLANGE KNOWLES**

Departing Flight

Departure City & Time	Arrival City & Time	Airline	Flight #	Delete
City >	City	Airline	Flight #	
DDMMYYYY	DDMMYYYY			
HH:MM AM PM	HH:MM AM PM			

+ Add Another Departing Flight

Save All Changes   Continue

4. Once all flight information has been entered, click “Save All Changes”.

The screenshot shows a user interface for entering flight information for two passengers: TINA KNOWLES and SOLANGE KNOWLES. Each passenger's section includes a table for flight details:

Departure City & Time	Arrival City & Time	Airline	Flight #	Delete
ATL >	FLL	Delta Air Lines	123	
16MAR2025	16MAR2025			
08:00 AM PM	11:00 AM PM			

Below the flight information, there are buttons for "Add Another Departing Flight" and "Use flight information for all guests". At the bottom right, a "Save All Changes" button is highlighted with a red box, next to a "Continue" button.

5. The confirmation screen will appear, and the process is complete! The transfer status will change to Confirmed and the booking will be updated.

The screenshot shows a confirmation screen with the following elements:

- Header:** ESPRESSO GLOBAL RESERVATION SYSTEM, Home, Manage Profile, Logout, Celebrity X Cruises, Royal Caribbean.
- Image:** A scenic view of a Caribbean beach with a cruise ship in the background. Text overlay: "Nicely done! Fine white sands and clear blue Caribbean waters will be waiting. A confirmation is sailing straight to you."
- Message:** "Changes saved successfully"
- Your Reservation Summary:**
  - Reservation # 4828362 (Offered)
  - Date Created: 29 Mar 2024
  - Group #: 2773782
  - Group Name: GRANDMAS BIRTHDAY
  - Group Classification: Traditional
  - Flight Finder button
- Price Details:**
  - Total Price (CAD): 3,238.00
  - Taxes & Fees: 500.00
  - Price includes all guests, taxes, fees and port expenses.
  - Deposit (CAD): 530.00
  - Due Date: 06APR2024
  - View Payment Schedule button
  - Payments Received (CAD): 0.00
  - Payment History button
- Print Reservation Summary** button





## Confirmed Transfers

To view the confirmed transfers or flights, retrieve the booking and scroll to the bottom.

- Transfers: Click the plus sign next to “Transfers”.
- Flights: Click the plus sign next to “Flights”.

The screenshot shows the 'Guest Details' page. On the left is a navigation menu with options like 'Cruise Ticket Documentation', 'Group Reports', 'Cruise Planner Purchases', and 'Service History'. The main content area is titled '- Guest Details' and contains several sections: a table for guest information, a 'Promotional Offers' section, and expandable sections for 'Dining Options', 'Air City', 'Transfers', and 'Flight Information'. The 'Transfers' section is highlighted with a red box. At the bottom right, there are 'Save All Changes' and 'Final Price' buttons.

Title	Guest	Gender	Date of Birth	Citizenship	Loyalty Number
MRS	TINA KNOWLES	F	05MAY1985	USA	-
MISS	SOLANGE KNOWLES	F	05MAY1985	USA	-

The transfers and flights will display.

The screenshot shows the expanded 'Transfers' and 'Flight Information' sections. The 'Transfers' section shows two confirmed transfers for Tina Knowles and Solange Knowles. The 'Flight Information' section shows the flight details for both guests, including departure and arrival cities and times, the airline (Delta Air Lines), and the flight number (123).

Guest	Arrival City & Time	Departure City & Time	Status	Flight Info
TINA KNOWLES	FLL 11:00 AM	-	Confirmed	View/Edit
SOLANGE KNOWLES	FLL 11:00 AM	-	Confirmed	View/Edit

  

TINA KNOWLES			
Departing Flight			
Departure City & Time	Arrival City & Time	Airline	Flight #
ATLANTA, GA, HARTSFIELD INTL, USA 16MAR2025 08:00 AM	FT LAUDERDALE, FL, FLL INTERNATIONAL, USA 16MAR2025 11:00 AM	Delta Air Lines	123

  

SOLANGE KNOWLES			
Departing Flight			
Departure City & Time	Arrival City & Time	Airline	Flight #
ATLANTA, GA, HARTSFIELD INTL, USA 16MAR2025 08:00 AM	FT LAUDERDALE, FL, FLL INTERNATIONAL, USA 16MAR2025 11:00 AM	Delta Air Lines	123

To view the updated invoice, retrieve the booking and click “Final Pricing” under Review.

**Review**

Reservation Summary  
Itinerary  
Categories  
Promotions  
Staterooms  
Guest Details  
Flight Information  
**Final Pricing**

Exit Cancel Reservation  
Reservation # : 4828362 Offered  
Royal Caribbean International  
Symphony Of The Seas  
7 Nights Eastern Caribbean  
Starting 16MAR2025

Total Price (CAD) : 3,238.00  
Total Taxes, Fees and Port Expenses Per Person : 250.00  
Price includes all guest, taxes, fees and port expenses.  
Rate : STANDARD GROUP

Group ID : 2773782 Group Type: Affinity Price Category: 2I Stateroom : GTY  
Group Name : Grandmas Birthday Policy Type: Deposit Berth Category: 2I Type :--  
Group Classification: Traditional Waitlist Stateroom : -

Agent Contact Name: CAMARON LORITTS

**Reservation Summary** Print Summary  
Total Price (CAD): 3,238.00  
Deposit (CAD): 530.00  
Due Date: 06APR2024  
Payments Received (CAD): 0.00 Payment History  
Final Payment Due (CAD): 3,238.00 View Payment and Cancellation Schedules  
Final Payment Due Date: 16DEC2024  
Make Payment

**Staterooms** Edit  
Stateroom #: GTY Bedding: -  
Type: - Configuration: - (Edit)

The added transfers will display as a line item in the pricing details.

Cross Reference  
Flight Finder  
Transfers  
Hotels

Payment  
Make Payment  
FLEXPAY  
Payment Schedule  
Payment History

Manage  
Cruise Ticket Documentation  
Group Reports  
Cruise Planner Purchases  
Service History

Payments Received (CAD): 0.00  
Final Payment Due (CAD): 3,238.00  
Due: 16DEC2024  
Make Payment

**Pricing Details (2 Guests)**  
Final pricing details reflect the current charges for all selected components of your client's cruise vacation, including government taxes and fees.

Vacation Charges	TINA KNOWLES	SOLANGE KNOWLES	Total
Cruise	1,039.00	1,039.00	2,078.00
NCCF	290.00	290.00	580.00
<b>Transfers</b>	<b>40.00</b>	<b>40.00</b>	<b>80.00</b>
Vacation Subtotal	1,369.00	1,369.00	2,738.00
Taxes, Fees, & Port Expenses	250.00	250.00	500.00
Taxes, Fees & Port Expenses Total	250.00	250.00	500.00
<b>VACATION TOTAL</b>	<b>1,619.00</b>	<b>1,619.00</b>	<b>3,238.00</b>

+ View Agency Commission

Finish

## Cancel a Transfer

- To cancel a transfer, retrieve the booking and click “**Transfers**” under Add. Click the trash can to delete. Click “Save All Changes”.

**Assigned Transfers**

Your assigned transfers will appear here once you've added them in the section above. You may also choose to remove transfers that appear here if something changes or is incorrect.

Name	Arrival City & Time	Departure City & Time	Flight	Price	Status	Delete
TINA KNOWLES	Ft Lauderdale 11:00 AM	- -	<a href="#">View/Edit</a>	40.00	Confirmed	
SOLANGE KNOWLES	Ft Lauderdale 11:00 AM	- -	<a href="#">View/Edit</a>	40.00	Confirmed	

Save All Changes
Continue

- The confirmation screen will appear, and the process is complete!

Yes! Exhilaration, relaxation, onboard and onshore—this Royal vacation has it all.

✉ A confirmation is sailing straight to you.

Changes saved successfully

**Your Reservation Summary** [Print Reservation Summary](#)

**Reservation # 4828362** Offered

Date Created: 29 Mar 2024

**Group #: 2773782**

**Group Name: GRANDMAS BIRTHDAY**

Group Classification: Traditional

Flight Finder

**Total Price (CAD): 3,158.00**

Taxes & Fees: 500.00

Price includes all guests, taxes, fees and port expenses.

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**Deposit (CAD): 530.00**

Due Date: 06APR2024

[View Payment Schedule](#)

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Payments Received (CAD): 0.00 [Payment History](#)

CAMARON LORITTS

Royal Caribbean International

16MAR2025

Symphony Of The Seas

Eastern Caribbean

Final Payment Due: 3,158.00

Final Payment Due Date: 16DEC2024

Make Payment
Redeem Future Cruise Credit