

## Table of Contents

### Register for Princess Academy

How to register for Princess Academy	2 - 4
How do I keep my Academy history if I have moved to another agency?	5

### Register for One Source

Register your agency for WLCL - First Step	6
Register for One Source	6 - 9

### Managing One Source Database (Owners / Managers)

#### Including Adding/Removing Users

One Source Users	10
What does the Agency Owner /Manager need to do?	10
One Source - Creating new logins for new user	10 - 12
One Source - Remove users	12 - 13
Does the agent already have One Source log ins?	13
Edit Consultant Permissions / Update First Name/ Email Address / User ID /	14 - 15
Supervisor Status	
Edit Notifications	15
Sales Reports	16
Contacts for Assistance	17

## How to register?

### 1. Log into One Source

Log into One Source which can be found [here](#).

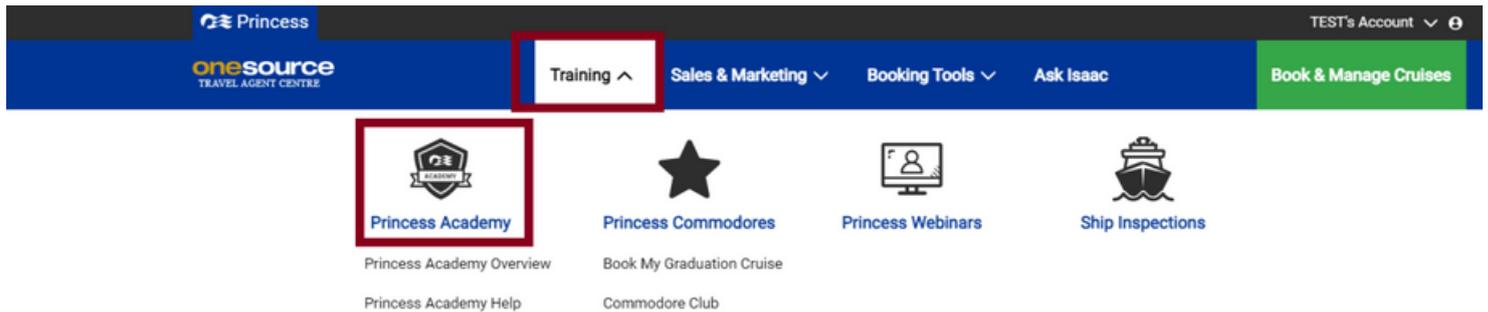
If you don't have log ins for One Source please contact your Store Manager who can create you log ins. Please email Sales Support for any assistance:

[sales.support@princesscruises.com.au](mailto:sales.support@princesscruises.com.au)

If you already have a member number and have completed Princess Academy, please [click here](#) and follow the instructions.

### 2. Click on Princess Academy

Click on "Training", then click on the "Princess Academy" logo.



### 3. Complete the Agent Enrolment form

Complete the require fields in the agent enrolment form and click "Submit". If you already have enrolled to Princess Academy in the past, please email Sales Support.



## Agent Enrolment

In order to take full advantage of your account, please take a moment to enrol and create a Member Number. This will give you immediate access to the Princess Academy. Enrolment is critical to ensure you personally receive the valuable Academy rewards and offers.

If you do not have an existing Member Number, you must create a new one. If you already have a Member Number, please register it by using the home address that it is currently registered to. Using an incorrect home address will result in the creation of a new Member Number and your existing Academy status will not attach.

\* Indicates required field

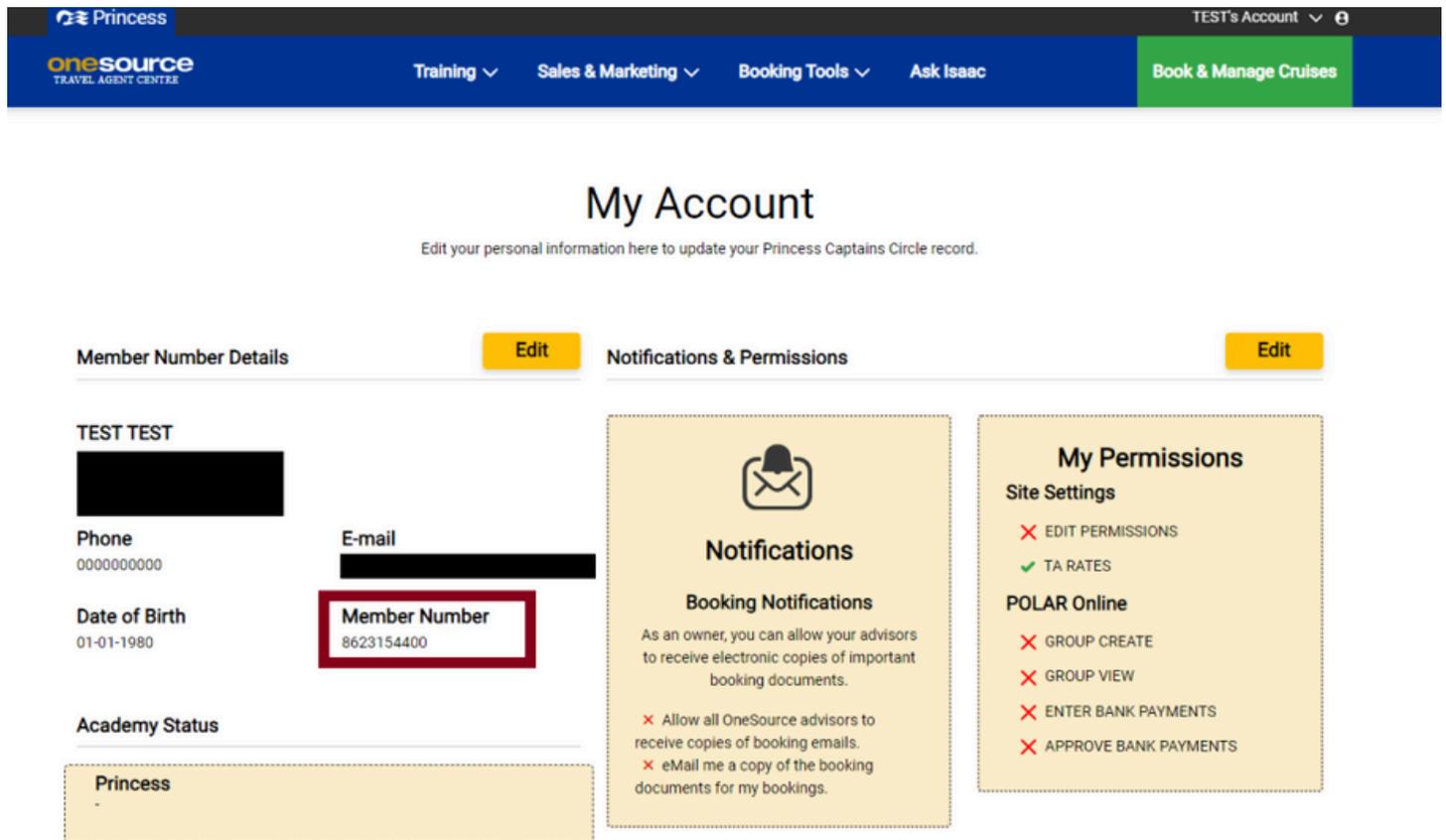
Information

### 4. Terms and Conditions

Read the Terms & Conditions and accept it by checking the tick box, and then click on the "Submit" button. You have now successfully registered for One Source.

### 5. My Account

You will now be able to view your Member Number (also known as CCN - Captain Circle Number). You can also view your account details and edit them.



**Member Number Details** Edit

TEST TEST

Phone: 0000000000

E-mail: [REDACTED]

Date of Birth: 01-01-1980

**Member Number**: 8623154400

Academy Status: Princess

**Notifications & Permissions** Edit

**Notifications**

**Booking Notifications**

As an owner, you can allow your advisors to receive electronic copies of important booking documents.

- Allow all OneSource advisors to receive copies of booking emails.
- eMail me a copy of the booking documents for my bookings.

**My Permissions**

**Site Settings**

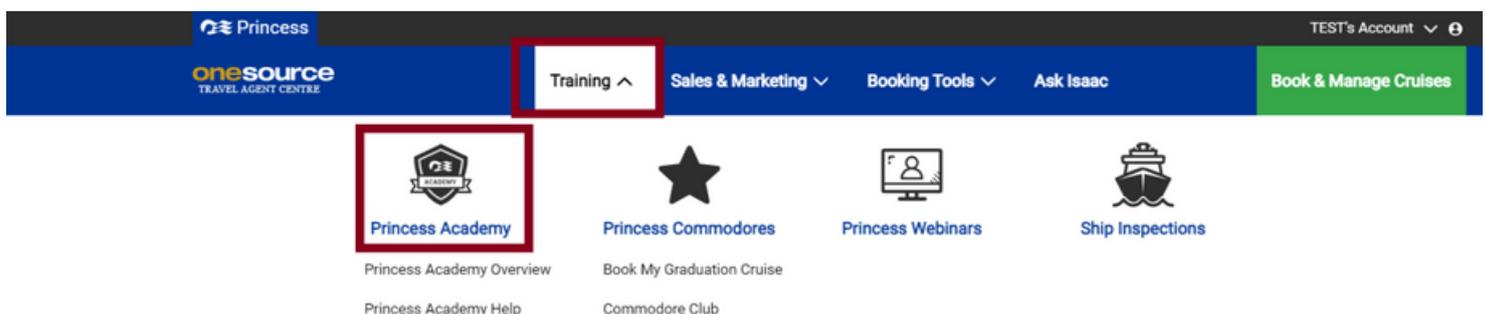
- EDIT PERMISSIONS
- TA RATES

**POLAR Online**

- GROUP CREATE
- GROUP VIEW
- ENTER BANK PAYMENTS
- APPROVE BANK PAYMENTS

### 6. Princess Academy

Click on "Training" and then "Princess Academy". You will now be redirected to our Princess Academy Portal.



Princess Academy Overview

Princess Academy Help

Princess Commodores

Book My Graduation Cruise

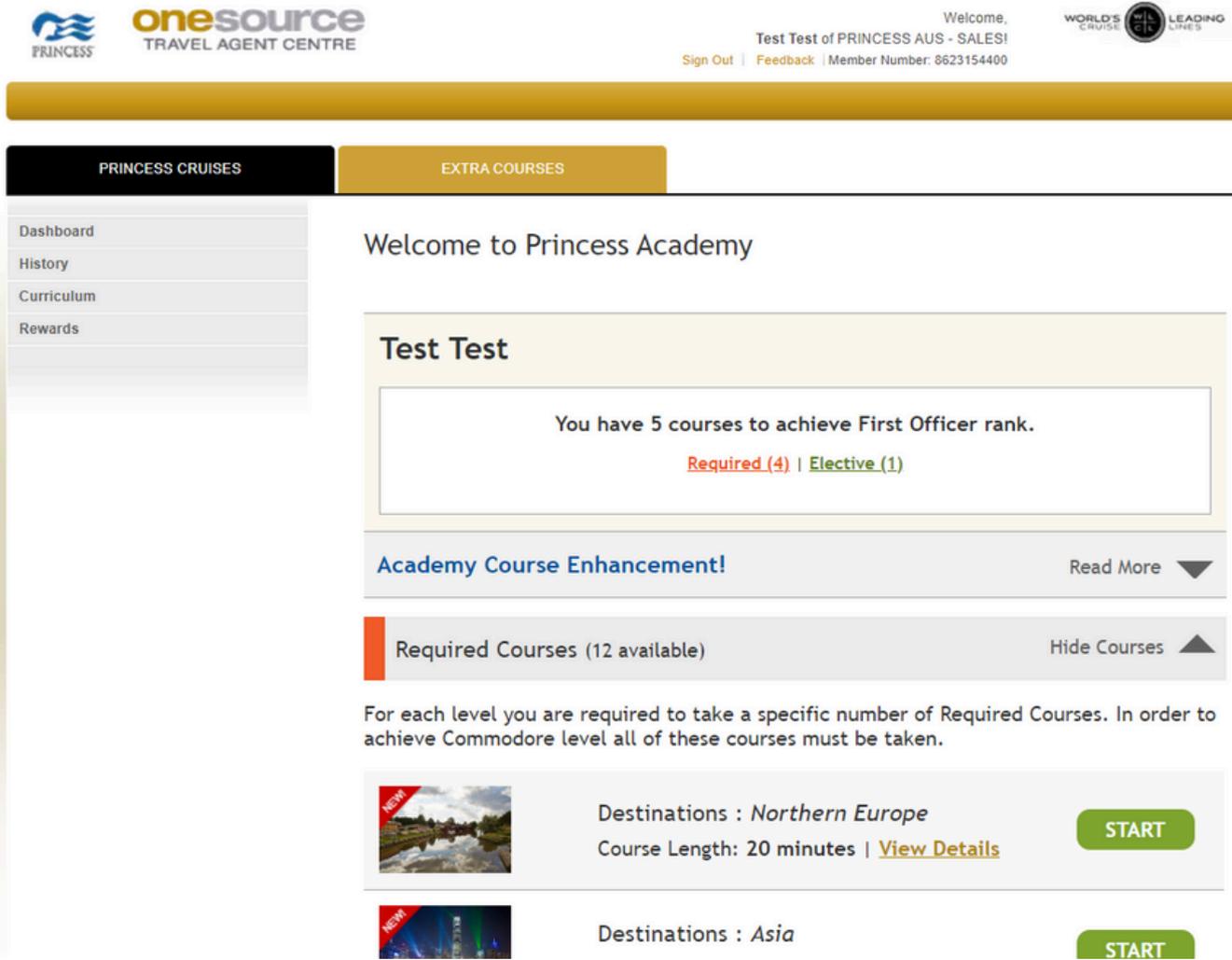
Commodore Club

Princess Webinars

Ship Inspections

### 7. Princess Academy - Training Modules

View the “Required Courses. Click “Start” next to a module to complete the training module. Once you have completed all required courses you will be a Commodore Member.



The screenshot shows the Princess Academy user interface. At the top, there are logos for Princess, OneSource Travel Agent Centre, and Princess Cruises. A navigation bar includes 'PRINCESS CRUISES' and 'EXTRA COURSES'. A sidebar on the left lists 'Dashboard', 'History', 'Curriculum', and 'Rewards'. The main content area displays a 'Test Test' section with the message: 'You have 5 courses to achieve First Officer rank.' Below this, it shows 'Required (4)' and 'Elective (1)'. There are two buttons: 'Academy Course Enhancement!' with a 'Read More' dropdown, and 'Required Courses (12 available)' with a 'Hide Courses' dropdown. A paragraph explains that for each level, a specific number of required courses must be taken to reach Commodore level. Two course cards are visible: 'Destinations : Northern Europe' with a 20-minute course length and a 'START' button, and 'Destinations : Asia' with a 'START' button.

## How to Register

### How do I keep my Academy history if I have moved to another agency?

If you have moved Travel Agencies please contact Sales Support via [sales.support@princesscruises.com.au](mailto:sales.support@princesscruises.com.au) who may be able to move your existing profile across to your new agency (if still active). Otherwise, please follow the below steps:

1. Have your agency supervisor/ owner (who has admin access to add/edit/delete users create you new logs ins under your agency through One Source.
2. Once you have been logged in, you will need to re-enrol into Academy. Click on “Training” on the tool bar and then click on “Princess Academy”.
3. Enrol for Princess Academy using your same details as previously (including address, name, date of birth, phone number) used previously. The system will recognise your information and should pull through your existing CCN number and Princess Academy rank.

If you need any assistance, please contact either:

**Sales Support** - [sales.support@princesscruises.com.au](mailto:sales.support@princesscruises.com.au)

**Academy Support** - [academysupport@princesscruises.com.au](mailto:academysupport@princesscruises.com.au)

## How to register?

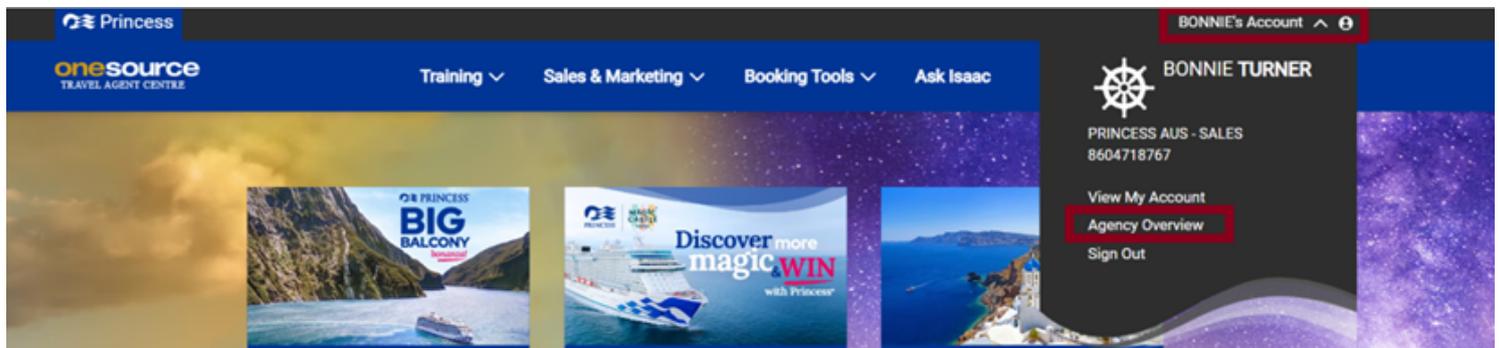
### 1. Register agency with WLCL

Your agency needs to be registered with WLCL to access One Source. If your agency is not registered, have your Store Manager [click here](#) to register your agency. Registration submissions will take approximately 1-2 weeks to be processed, depending on the validation of the attached accreditation. The Owner/Manager and Agent cannot carry out any functions available in WLCL or OneSource/Academy until the process is complete. It is also a mandatory requirement that you are set-up for EFT Refunds. As part of your new agency registration you will receive instructions on how to set up your EFT Refunds. Please contact [Registration@wlcl.com.au](mailto:Registration@wlcl.com.au) for any assistance.

### 2. Register for One Source

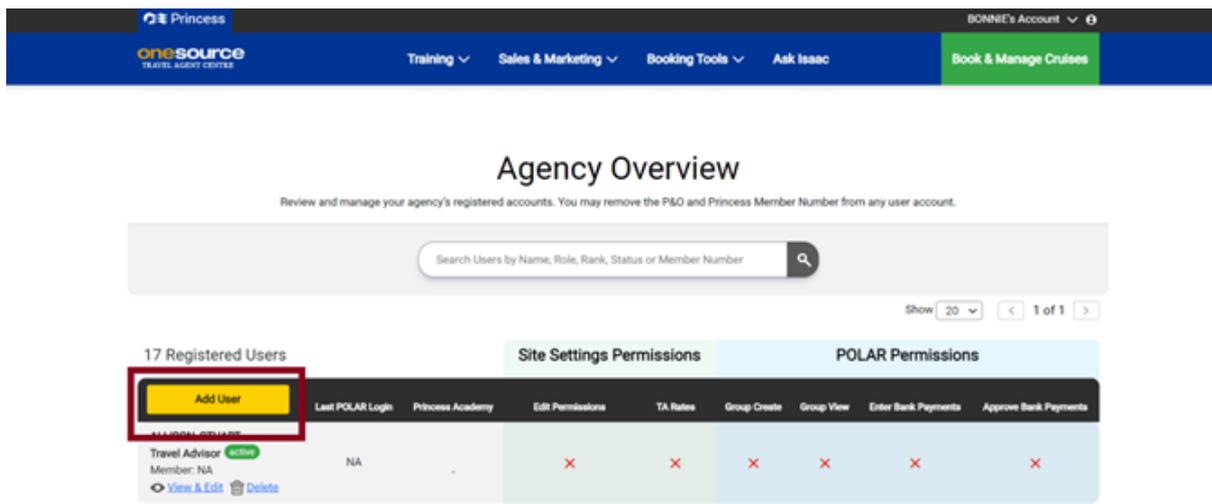
Have your Agency Owner/Supervisor log into OneSourceCruises.com. On the top of the page, click on the arrow next to you name and click “Agency Overview”

Contact Sales Support if you are unsure who had the ownership permission for your agency - permission for your agency - [sales.support@princesscruises.com.au](mailto:sales.support@princesscruises.com.au)



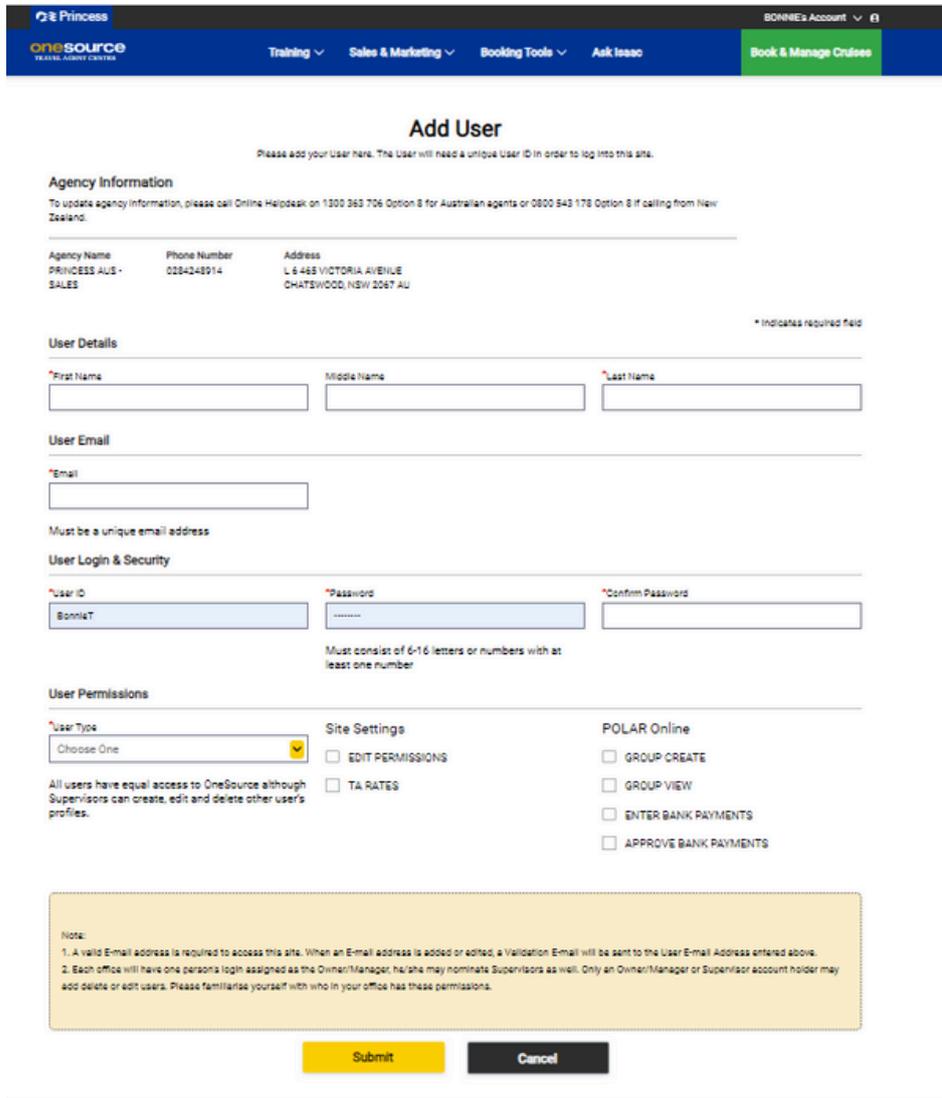
### 3. Click “Add User“

Select add user to add a new consultant.



## 4. Add user

Enter in all the required information, including your chosen username and password - please write this down. Then click on the "Submit" button.



**Add User**

Please add your user here. The User will need a unique User ID in order to log into this site.

**Agency Information**

To update agency information, please call Online Helpdesk on 1300 363 706 Option 8 for Australian agents or 0800 543 178 Option 8 if calling from New Zealand.

Agency Name PRINCESS AUS - SALES	Phone Number 0204248914	Address L 6 465 VICTORIA AVENUE CHATSWOOD, NSW 2067 AU
-------------------------------------	----------------------------	--

**User Details**

\*First Name  Middle Name  \*Last Name

**User Email**

\*Email

Must be a unique email address

**User Login & Security**

\*User ID  \*Password  \*Confirm Password

Must consist of 6-16 letters or numbers with at least one number

**User Permissions**

\*User Type

Site Settings

- EDIT PERMISSIONS
- TA RATES

POLAR Online

- GROUP CREATE
- GROUP VIEW
- ENTER BANK PAYMENTS
- APPROVE BANK PAYMENTS

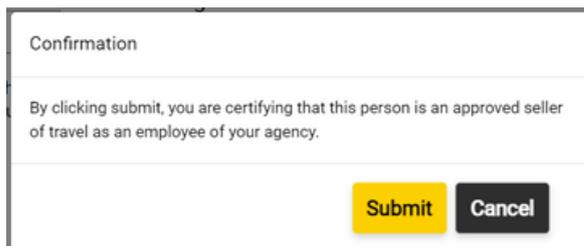
All users have equal access to OneSource although Supervisors can create, edit and delete other user's profiles.

Note:

1. A valid Email address is required to access this site. When an Email address is added or edited, a Validation Email will be sent to the User Email Address entered above.
2. Each office will have one persons login assigned as the Owner/Manager, he/she may nominate Supervisors as well. Only an Owner/Manager or Supervisor account holder may add delete or edit users. Please familiarise yourself with who in your office has these permissions.

## 5. Confirmation

Click "Submit" if you agree

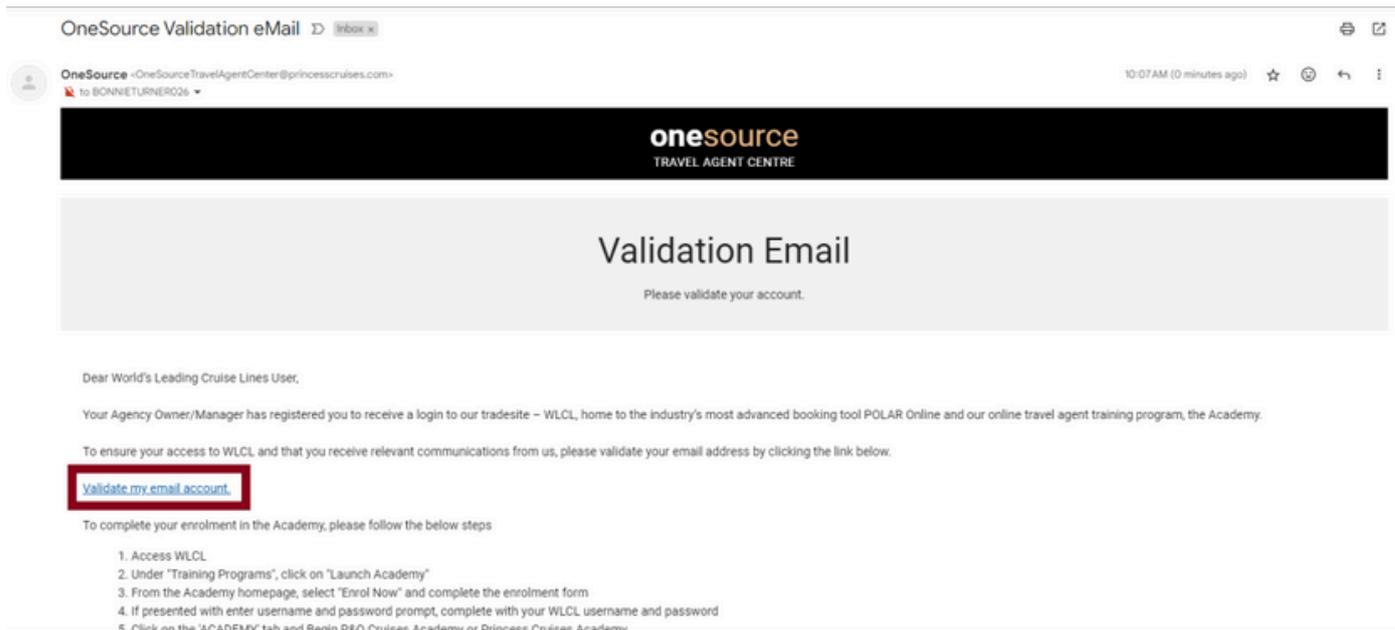


Confirmation

By clicking submit, you are certifying that this person is an approved seller of travel as an employee of your agency.

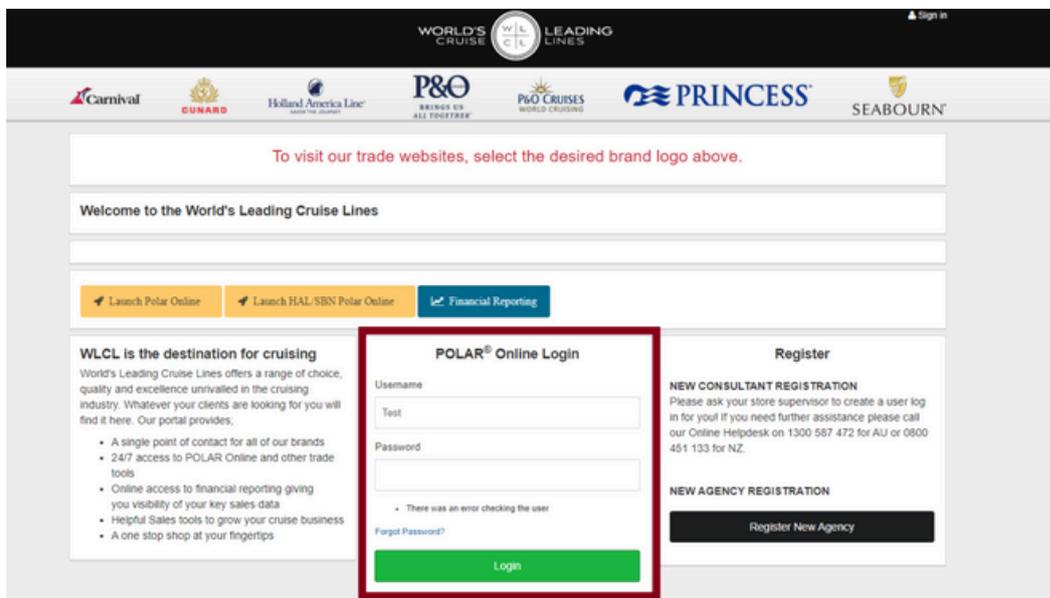
## 6. Validation Email

New user will receive an email - click on "validate my email address"



## 7. WLCL

You will be redirected to the webpage on your internet browser below. Wait to be redirected again, this time to the WLCL Login page and then login - using the username and password that was given to you when your Agency Owner/Supervisor added you to the OneSource account. If you can't remember your details, use the Forgot Password functionality.



## 8. Access One Source

Click on the "Princess" logo on the top toolbar which will then direct you to One Source.



### **9. One Source**

Read the Terms & Conditions and accept it by checking the tick box, and then click on the "Submit" button. You have now successfully registered for One Source.

### **10. Princess Academy**

Refer to instructions on One Source on how to register for Princess Academy. There can be found [here](#).

## One Source Users

Agency Owners / Supervisors have the responsibility of ensuring their Agency's One Source / Polar Online logins are kept secure and up to date.

The risk in not doing this is that Agents, who are no longer employed at the Agency, will still have access to log into their One Source account using their individual logins and access the following:

- The Agency's Polar Online bookings
- Access to Travel Agent rate cruises and Graduation Cruises (based on the agency's Producing stats)
- The Agency's performance, via the Sale Reports tool (depending on the agent's level of access)

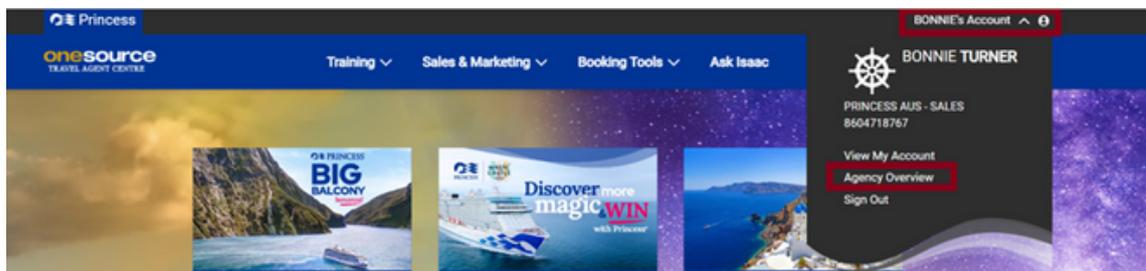
## What does the Agency Owner / Supervisor need to do?

An Agency Owner / Supervisor has the responsibility of managing their Agency's One Source User list - by deleting agents who are no longer employed at their agency and/ or adding new employees who need access. If you are unsure who has this access please contact Sales Support or Princess Academy Support.

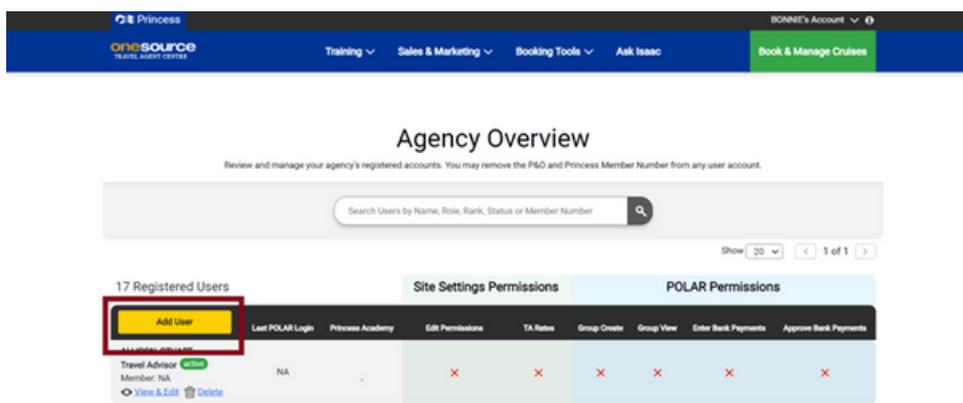
## One Source - Creating new log ins for an agent:

1. Have your Agency Owner/Supervisor log into OneSourceCruises.com. On the top of the page, click on the arrow next to you name and click "Agency Overview"

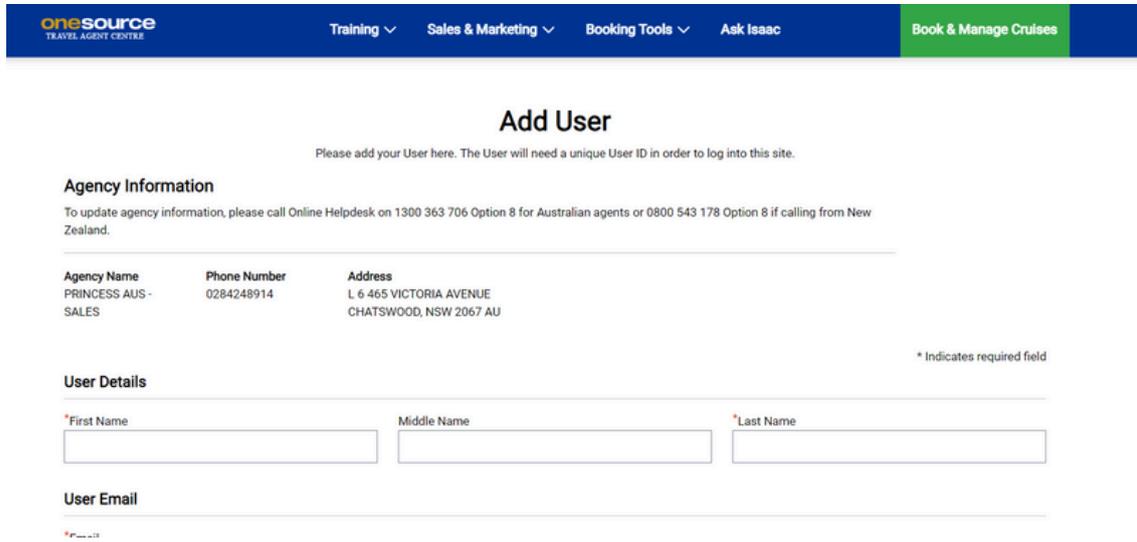
Contact Sales Support ([sales.support@princesscruises.com.au](mailto:sales.support@princesscruises.com.au)) if you are unsure who has the ownership permission for your agency.



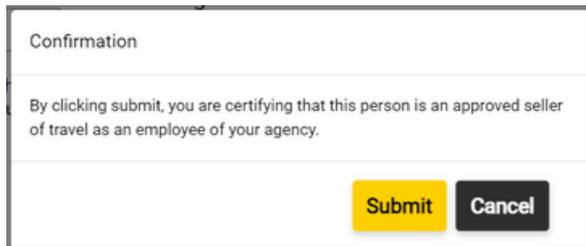
2. Select "Add user" to add a new consultant.



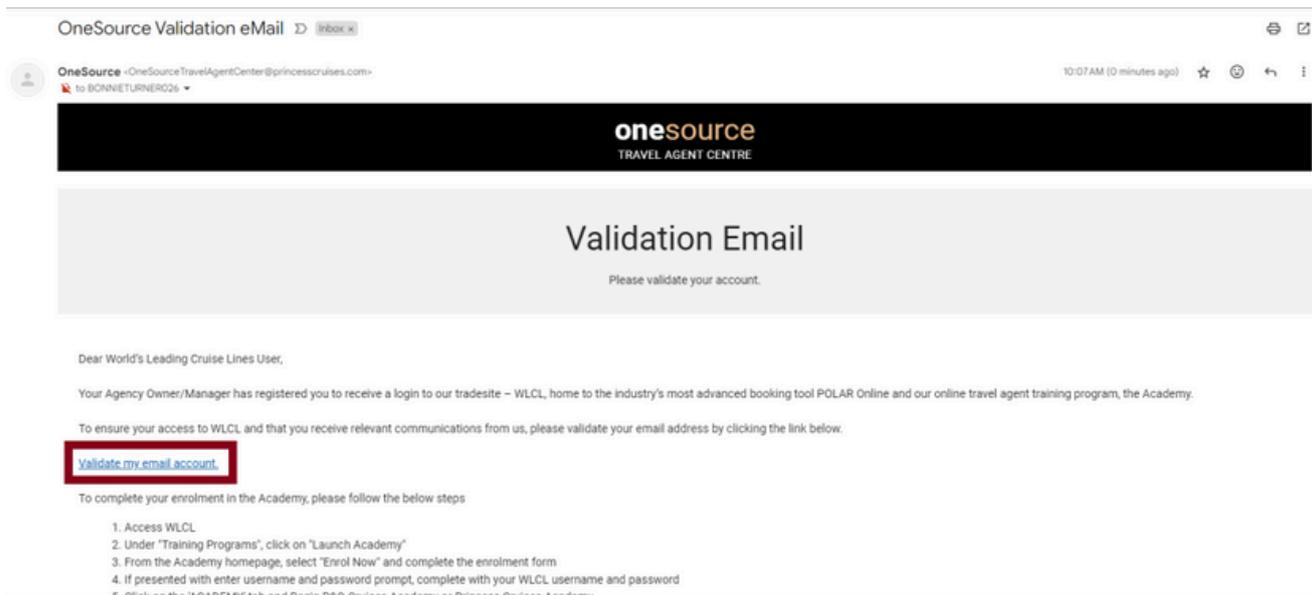
3. Enter in all the required information, including your chosen username and password - please write this down. Then click on the "Submit" button.



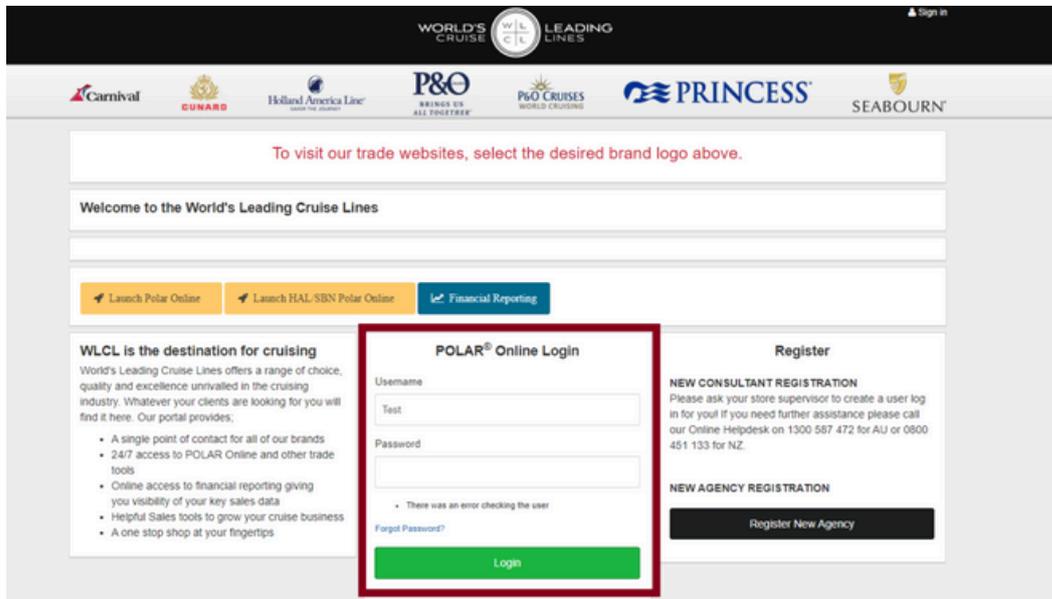
4. Click "Submit" if you agree



5. New user will receive an email - click on "validate my email address"



6. You will be redirected to the webpage on your internet browser below. Wait to be redirected again, this time to the WLCL Login page and then login - using the username and password that was given to you when your Agency Owner/Supervisor added you to the OneSource account. If you can't remember your details, use the Forgot Password functionality.



7. Click on the “Princess” logo on the top toolbar which will then direct you to One Source.

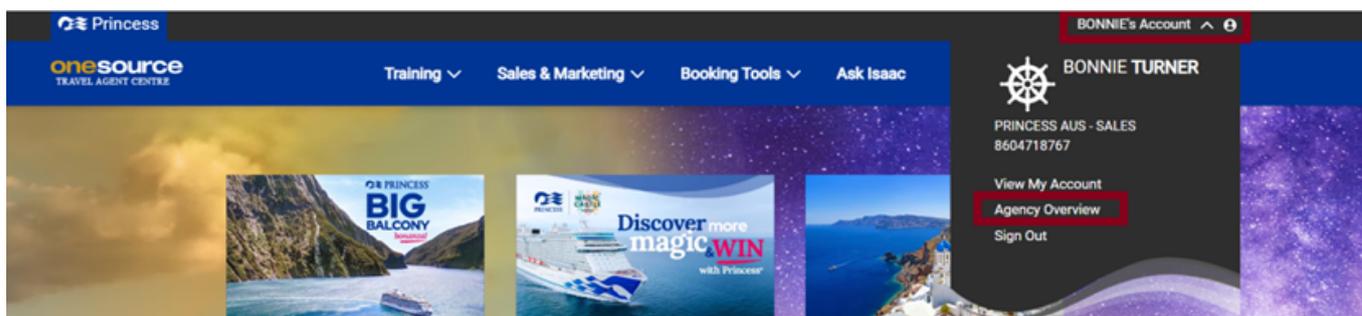


8. Read the Terms & Conditions and accept it by checking the tick box, and then click on the "Submit" button. You have now successfully registered for One Source.

9. Travel Agent can now register for Princess Academy. Instructions can be found [here](#).

## One Source - Removing a user

1. Manager/ Supervisor to log into One Source [here](#)
2. Click on “Your Account” and select “Agency Overview”



3. Click “Delete” next to the user you would like to remove.

EVES, JACQUELINE  
Travel Advisor inactive  
Member: 8621994748      NA

[View & Edit](#)  [Delete](#)

4. Click “Delete”

Delete Advisor

Are you sure you want to delete JACQUELINE EVES?

Delete Close

## Does the agent already have One Source log ins?

If the agent has had One Source log ins previously, please email Princess Academy Support or Sales Support with the below information:

- Previous Store Information
- Previous work Email Address
- One Source username
- CCN (Captain Circle Number)

If their Agent Account is still active we can transfer their log ins over to their new store.

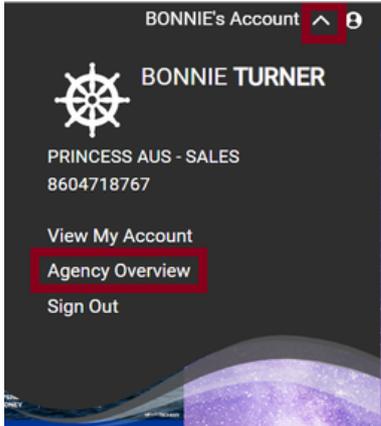
If they have received new log ins and require their previously Princess Academy to be linked please email Princess Academy or Sales Support as much of the following information:

- CCN (Captain Circle Number) - if they don't have this we require:
- Address, Phone Number, Email address or Date of Birth that would be linked to their CCN

Once the CCN is located we will provide a guide on how to link this to their new One Source log ins.

## Edit Consultant Permissions / Update First Name/ Email Address / User ID

1. Log into One Source and click the arrow next to your name. Select “Agency Overview”



2. View the consultant permissions. Click “View & Edit” to update.

19 Registered Users				Site Settings	Permissions	POLAR Permissions					
Add User				Last POLAR Login	Princess Academy	Edit Permissions	TA Rates	Group Create	Group View	Enter Bank Payments	Approve Bank Payments
EVES, ELLY	Travel Advisor <span>active</span>	05/17/2024	Commodore	✗	✓	✓	✓	✗	✗		
<a href="#">View &amp; Edit</a> <a href="#">Delete</a>											

3. Edit Use page will appear.

## Edit User

Please edit your User here. The User will need a unique User ID in order to log into this site.

### Agency Information

To update agency information, please call Online Helpdesk on 1300 363 706 Option 8 for Australian agents or 0800 543 178 Option 8 if calling from New Zealand.

<b>Agency Name</b>	<b>Phone Number</b>	<b>Address</b>
PRINCESS AUS - SALES	0284248914	L 6 465 VICTORIA AVENUE CHATSWOOD, NSW 2067 AU

4. You can update First Name, Email Address or User ID:

one source TRAVEL AGENT CENTRE

[Training](#)
[Sales & Marketing](#)
[Booking Tools](#)
[Ask Isaac](#)
[Book & Manage Cruises](#)

### User Details

<input type="text" value="ELLY"/>	<input type="text" value=""/>	<input type="text" value="EVES"/>
-----------------------------------	-------------------------------	-----------------------------------

### User Email

Must be a unique email address

### User Login & Security

<input type="text" value="ELLYEVES"/>	<input type="text" value=""/>	<input type="text" value=""/>
---------------------------------------	-------------------------------	-------------------------------

5. User Permissions: Update to Supervisor / Select what permissions you would like them to have

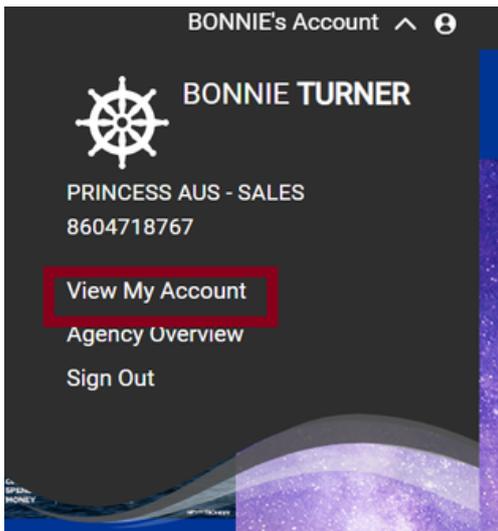
### User Permissions

<p>*User Type</p> <p>Travel Agent <span style="float: right;">▼</span></p> <hr/> <p>Supervisor</p> <hr/> <p>Travel Agent</p>	<p>Site Settings</p> <p><input type="checkbox"/> EDIT PERMISSIONS</p> <p><input checked="" type="checkbox"/> TA RATES</p>	<p>POLAR Online</p> <p><input checked="" type="checkbox"/> GROUP CREATE</p> <p><input checked="" type="checkbox"/> GROUP VIEW</p> <p><input type="checkbox"/> ENTER BANK PAYMENTS</p> <p><input type="checkbox"/> APPROVE BANK PAYMENTS</p>
--	---	---

6. Click Save to make changes.

## Edit Agency Notification

1. Log into One Source and click the arrow next to your name. Select “View my Account”



2. Notification & Permissions - Click “Edit”

### Notifications & Permissions

Edit

3. Tick the box and “update” to allow consultants to also receive copies of booking emails.

### Booking Notifications

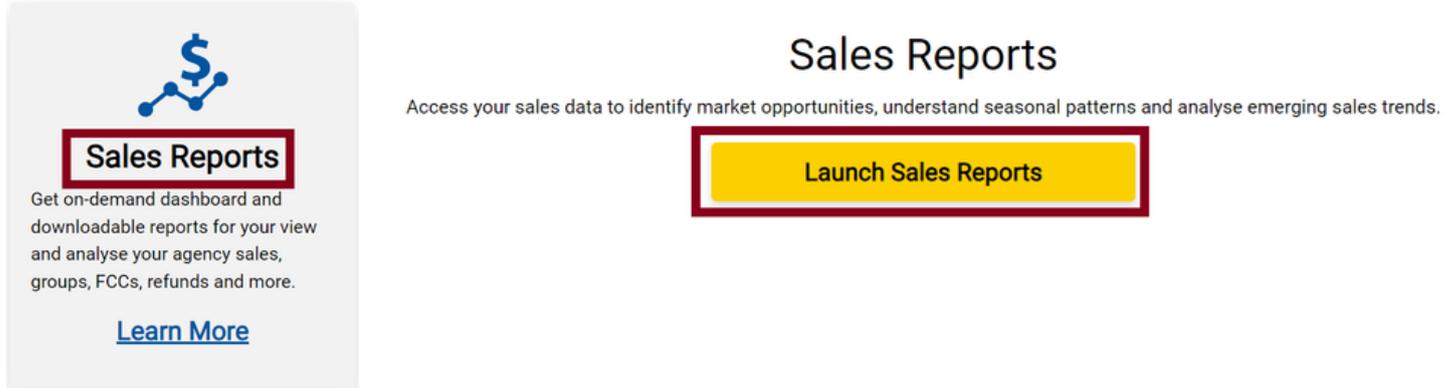
As an owner, you can allow your advisors to receive electronic copies of important booking documents.

#### My Agency Preference

Allow all OneSource advisors to receive copies of booking emails.

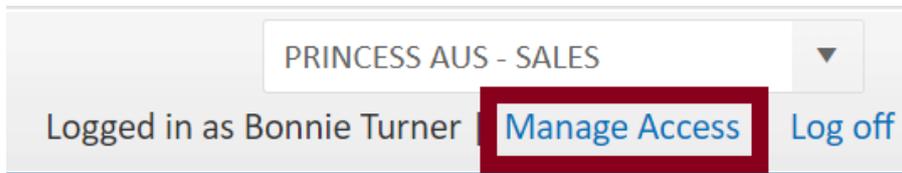
## Sales Reports

1. Click on “Sales Reports” in One Source and then click “Launch Sales Reports”



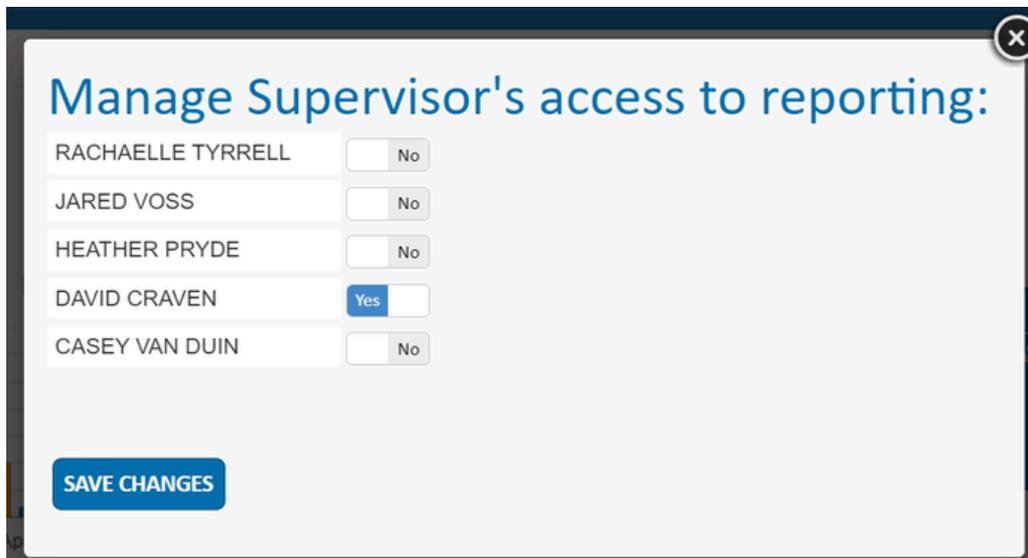
The screenshot shows the 'Sales Reports' section of the One Source interface. On the left, there is a card with a dollar sign icon and the text 'Sales Reports' highlighted with a red box. Below it, a description states: 'Get on-demand dashboard and downloadable reports for your view and analyse your agency sales, groups, FCCs, refunds and more.' A 'Learn More' link is also present. On the right, the 'Sales Reports' title is displayed above a description: 'Access your sales data to identify market opportunities, understand seasonal patterns and analyse emerging sales trends.' A yellow 'Launch Sales Reports' button is highlighted with a red box.

2. Click on “Manage Access”



The screenshot shows the user management header. It includes a dropdown menu with 'PRINCESS AUS - SALES' selected. Below the dropdown, the text 'Logged in as Bonnie Turner' is displayed. To the right of the text, the 'Manage Access' button is highlighted with a red box, and the 'Log off' button is also visible.

3. Manage who you would like access and click “Save Changes:”



The screenshot shows a dialog box titled 'Manage Supervisor's access to reporting:'. It contains a list of supervisors with checkboxes for their access status:

Supervisor Name	Access Status
RACHAELE TYRRELL	<input type="checkbox"/> No
JARED VOSS	<input type="checkbox"/> No
HEATHER PRYDE	<input type="checkbox"/> No
DAVID CRAVEN	<input checked="" type="checkbox"/> Yes
CASEY VAN DUIN	<input type="checkbox"/> No

At the bottom of the dialog, there is a blue 'SAVE CHANGES' button.

**Contacts for Assistance**

Princess Sales Support - [sales.support@princesscruises.com.au](mailto:sales.support@princesscruises.com.au)

Princess Academy Support - [AcademySupport@princesscruises.com.au](mailto:AcademySupport@princesscruises.com.au)