AGENCY PROFILE REQUESTS

Our Trade Support team will be happy to process any of the requests below. Please submit the required documentation via email to Trade Support at tradesupport@carnival.com.

1. AGENCY ADDRESS OR NAME CHANGE (Same Owner)

a. Letter/email with both previous and new agency name, address, and CCL profile phone number.

b. Letter/email must be signed and titled by the owner or manager.

c. For agency name changes, the letter must be on the original agency letterhead reflecting the original name.

d. Copy of the ARC/IATA/CLIA/TRUE/SELLER OF TRAVEL CERTIFICATE or Business License.

e. Updated W-9 (www.irs.gov/pub/irs-pdf/fw9.pdf). Please use W-9 link provided, as it is the IRS' most updated version of the form.

IMPORTANT: Since Carnival commission payments are processed by Bottomline Technologies (Pay Mode X), you will need to notify them directly with address changes. Please contact them at 1-877-443-6944 or via email at memberservices@paymode-x.com.

2. AGENCY ADDRESS OR NAME CHANGE (New Owner)

a. Letter/email on the original agency letterhead including both previous and new agency name, address, and CCL profile phone number.

b. Letter/email must be signed and titled by previous owner and new owner (names needs to match owner/manager on profile).

c. Copy of the ARC/IATA/CLIA/TRUE/SELLER OF TRAVEL CERTIFICATE or business license.

d. Updated W-9 (www.irs.gov/pub/irs-pdf/fw9.pdf). Please use the W-9 link provided, as it is the IRS' most updated version of the form.

Note: Bill of Sale is required if the new owner is unable to submit a signed letter/email reflecting the previous and new owner.

3. PARTIAL AGENCY MERGER (Transfer selected bookings only)

An agency has been closed or sold to another agency and the acquiring agency will be accepting full responsibility for only the future bookings presently booked/under option. Send the following to process the request:

a. Letter/email on the letterhead of the agency that will cease to exist advising the agency is closing and authorizing to release the bookings, as well as any payments currently on the bookings, to the other agency.
b. The letter/email must include the booking number(s), name of the guests, CCL profile phone number, agency name, address, ARC/IATA/CLIA/TRUE/SELLER OF TRAVEL CERTIFICATE or Business License, and W-9 (US TA) of the agency taking over the bookings and contact name of the travel agent that will manage the booking(s). Please list any group bookings separately.
c. The letter/email must be signed and titled by the agency owner or manager releasing the bookings.

VERY IMPORTANT: Please send all items at the same time. If you need to send additional items later, please re-send the entire request.

4. TOTAL AGENCY MERGER (Transfer all bookings)

An agency has been closed or sold to another agency and wishes to combine ALL business under one location. The new agency will be assuming full financial responsibility for all past and future bookings, all existing GoCCL users and commission percentage will be of the acquiring agency's current level. Once completed, the merger is permanent and the office that has ceased operations will be removed from our database. All bookings, both past and future, will then appear under the new agency. Send the following to process the request:

a. Letter/email on the letterhead of the agency that will cease to exist advising the agency is closing and authorizing to transfer all bookings, both past and future, and all GoCCL users, to the merged agency. In essence, letter will indicate the surviving agency will assume all financial and legal obligations for these bookings.
b. The letter/email must include existing and surviving agency names, CCL profile phone numbers, addresses, ARC/IATA/CLIA/TRUE/SELLER OF TRAVEL CERTIFICATE or business license, and W-9s (US TA) of both agencies involved in the merger.
c. The letter/email must be signed and titled by the agency owner or manager giving up control of his/her agency.

If you have any questions, please contact our Trade Support team at 1-800-327-7276, Monday-Friday 9:00am – 6:00pm EST.