OBC PROJECT FAQs

1. What are the key benefits to the new Onboard Credit redemption enhancements on the Pre-Cruise Planner tool?
   At this time, guests do not have the ability to spend Onboard Credit funds prior to their cruise vacation. Such system enhancements now grant your clients the ability to allocate their promotional and option code driven Onboard Credits towards desired purchases pre-cruise, giving your clients the ability to plan ahead and to better arrange their vacation activities/purchases in advance.

2. Which Onboard Credit types can be redeemed pre-cruise?
   Promotional and option code driven Onboard Credits are eligible for pre-cruise redemption. At this time, pre-paid/purchased Onboard Credits are not applicable.

3. When will this go-live? Is it applicable to all ships and sail dates?
   This offer is available fleet-wide on April 7, 2017 for sailings departing on or after April 22, 2017. Those guests booked on these select sailings with promotional or option code Onboard Credits are eligible to take advantage of this.

4. Are pre-purchase abilities available to guests booked within a group?
   Yes, group bookings with applicable Onboard Credit amounts allocated at the guest booking level will have the ability to redeem their Onboard Credit for purchases pre-cruise.

5. What items can be purchased pre-cruise through the use of applicable Onboard Credits?
   Examples of purchases can include shore excursions, beverage and internet packages, spa amenities, and more!

6. Once an Onboard Credit has been leveraged for a pre-cruise purchase, can it be reversed or exchanged for a different item?
   Yes, your clients have the ability to remove a purchased item from their portfolio. This can be done multiple times pre-cruise, if desired. In the instance that your client prefers to cancel the purchase of any-and-all pre-cruise purchases, the Onboard Credit will be released for future purchases. In the event that your client incurs a balance due for purchases, reconciliation of this balance is required before the guest can make any adjustments or they can opt to cancel the item.

7. During the pre-cruise purchasing process, if a guest applies their Onboard Credit and it does not cover the full amount of the purchase, will the product cancel if a credit card is not entered to cover the balance?
   If a balance is not cleared before the end of the purchase process, upon exiting the program, all purchases will cancel and the history will be lost.

8. Will there be any indication on the booking detail screen that guests paid with an Onboard Credit instead of a credit card?
   Yes, the booking detail will show the confirmed method of payment, as will the confirmation page.

9. Currently, Onboard Credits are available in USD only, despite the currency of the booking. Will remain unchanged for Onboard Credit purchases made via the Pre-Cruise Planner tool?
   No, this is another enhancement made during the recent system upgrades. Onboard Credit purchases made pre-cruise will occur in the currency of the qualifying booking. The currency exchange rates will be updated on a weekly basis.

10. If the exchange rate was locked-in and the Onboard Credit is then removed or dropped in error, will the prior rate be protected when the Onboard Credit is replaced on the booking?
    The original exchange rate for the Onboard Credit will remain in effect throughout the life of the cruise booking, even if a new Onboard Credit is added during a re-price.

11. Where can I see if my client’s Onboard Credit was applied?
    The Onboard Credit details can be found on the booking detail screen, as well as the confirmation page.

12. What changes will be visible in Espresso?
    • Adjustments to the left rail will include a link driving users to the Onboard Credit usage page. This link is visible to both individual and group bookings.
    • The link will only be present during the amendment process.
    • The link can be located in the Manage section of the left rail, beneath the Booking Invoice link.
    • The text for the new link will read “Cruise Planner Order History”

**Please reference demo to walk through all changes made**