



After requesting a refund for your client through the Cruise with Confidence online form, located on Cruisingpower (Brand Programs & News), you can use the service history of the booking in Espresso to track the status on a booking in a group.

It is important to note that the refund process will not start immediately after submitting the cancellation refund request.

Accessing Bookings

Group bookings (both active and cancelled) can be accessed in Espresso up to the point where the sailing is terminated (archived). This process typically happens between 45 and 60 days after the sailing ends. Currently, the archiving process has been suspended and no bookings are being archived.

Service History

The service history of a booking contains many abbreviations. Looking for the steps below will help you identify where the booking is in the refund process. Please keep in mind that the steps will not all occur at once. They may be several days apart in the history as the request makes its way through the process.

Each of the steps listed here may be listed several times in the service history with different credit cards and/or different amounts. The amounts shown will include:

- Refunds for the cruise fare, taxes, fees and port expenses, pre-paid gratuities, transfers or any other items added to the booking.
- Items purchased through the Cruise Planner (shore excursions, specialty dining, etc.)

Once the booking has been cancelled in our system, the refund (Overpayment) will appear in the service history in three stages: Requested, Posted then Disbursed.

Refund Steps: Groups

Notice that each of the three steps shown here is followed by a three-letter reason code (GCX) indicating that the reason for the refund is the cancellation of the booking in a group.

1. **OVP REQ P GCX** – The Overpayment (OVP) has been Requested (REQ). If this is the only step you see on the booking, it only means that accounting has not yet worked on posting the refund.
2. **OVP POST P GCX** – The Overpayment (OVP) has been Posted (POST) by our accounting team. If you see both step 1 and step 2 but do not yet see step 3, the funds will be sent out on the next Wednesday or Sunday of that week, whichever comes first.
3. **DSB PST P GCX** – The refund has been Disbursed (DSB) to the financial institution. This is the final step for the refund.

IMPORTANT NOTE: Please keep in mind that the time between seeing the final step in our process and when the refund appears in the guest's account is dependent on their financial institution.

Group Level vs Booking Level Service History

In groups, there are two different levels of service history: group level and booking level.

Booking Level Service History

Booking level service history will be the easiest way to track refunds for a booking in a group. Transactions shown at the booking level only pertain to guests in that specific booking.

You can access the booking level service history for any booking made under your agency in any group. This includes groups made under your agency number as well as any bookings you have made in headquarter groups or if you have access to traditional groups created by your head office.

The majority of refunds for bookings in the group will display in the booking level service history. This includes:

- Booking cancellations with reason code GCX
- Cancelled items purchased through the Cruise Planner with reason code CSE

Funds Moved from Booking Level to Group Level

There may be times when the team working on the refunds will need to move some or all of the funds off of the booking and set up the refund from group level. In this case you will see a remark in the booking level service history that looks like this:

XREF DS VA1234 XREF SMITH, JOHN 250.00 Deleted

This remark indicates that the cross-reference for \$250.00 from a Visa ending in 1234 was removed from guest JOHN SMITH and those funds are now at group level.

Group Level Service History

The group level service history will include entries for monies refunded from the group level (like group amenities or events). Group level service history also mirrors all of the entries for refunds set up at the booking level for every booking in the group.

You can access the group level service history for any group made under the same agency number you book under. For headquarter groups or for branches booking into groups created by their head office, the secondary agency will not be able to access the group level service history.

For affinity groups, refunds for group events and amenities (like cocktail parties, group shore excursions, etc.) will always happen from the group level. These refunds will have the same steps as shown above and may have different three-letter reason codes such as GCX, GOP, BOP, or CSE.

Accessing Booking Level Service History

1. Log in to Cruisingpower and use the Find Reservation section of either the Espresso widget on the homepage page of Cruisingpower or the Espresso homepage (Booking Tools -> Espresso) to retrieve the reservation. If the sail date has not passed, the predictive search functionality of the Find Reservation section will help you to locate the booking or group shell.

If the scheduled sail date has passed and predictive search does not pick up the booking, enter the booking ID in the field and press Enter on your keyboard or click the search button.

2. Make note of the booking status at the top of the screen.
 - If the status is Confirmed, the refund process has not yet started.
 - If the status is Cancelled, continue on to the service history to determine where the booking is in the refund process.

3. From the menu bar on the left side of the screen, scroll down to the Manage section and click Service History.

Reviewing the Booking Level Service History

The service history defaults to showing the most recent item at the top of the table.

Date	Activity Type	User	Service Description
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Process Starts

The first item you'll see in Espresso indicating that the cancellation and refund process has begun will be a remark like the one below. The remark will be followed by many lines indicating items being cancelled as well as financial information from the booking (total charges, taxes, etc.).

12APR2020	Service History	ORSUJS	VICTOR GARBER CANCELLED
12APR2020	Service History	ORSUJS	SILVIA GARBER CANCELLED

Step 1: Refund Requested

The first step of the refund process will then be added to the history: **OVP REQ P GCX**

14APR2020	Financial	QROBOT	OVP REQ P GCX XXXX AX ***** XXXX MIA USD 250.00
14APR2020	Financial	QROBOT	OVP REQ P GCX XXXX AX ***** XXXX MIA USD 658.21
14APR2020	Financial	QROBOT	OVP REQ P GCX XXXX AX ***** XXXX MIA USD 250.00
14APR2020	Financial	QROBOT	OVP REQ P GCX XXXX AX ***** XXXX MIA USD 658.21

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- This may not occur on the same date as the remark above and the cancellation steps.
- The refund will likely be split across several lines in the service history. Each line will indicate an amount and the form of payment for the amount. Refunds going to a credit card includes the card type and last four digits.

IMPORTANT NOTE: We must attempt to send the amount back to the original form of payment. If the customer's bank returns or rejects the refund, our collections team will then obtain the necessary information for the card holder so that a physical check can be cut and sent. We will not attempt to refund to an alternate account.

Step 2: Refunds Posted

The second step in the refund process will display: **OVP POST P GCX**

14APR2020	Financial	ACCAYG	OVP POST P GCX XXXX AX ***** XXXX MIA USD 250.00
14APR2020	Financial	ACCAYG	OVP POST P GCX XXXX AX ***** XXXX MIA USD 658.21
14APR2020	Financial	ACCAYG	OVP POST P GCX XXXX AX ***** XXXX MIA USD 250.00
14APR2020	Financial	ACCAYG	OVP POST P GCX XXXX AX ***** XXXX MIA USD 658.21

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- For this booking, steps 1 and 2 of the process happened on the same day. However, there may be a gap in the date between step 1 and step 2. This is normal.
- Refunds may be split into more lines between step 1 and 2. This is also normal. The totals add up to the same amounts as step 1.

Step 3: Refunds Disbursed

The final step in the refund process will display: **DSB PST P GCX**

19APR2020	Financial	ACCAKB	DSB PST P GCX XXXX AX ***** XXXX MIA USD 250.00
19APR2020	Financial	ACCAKB	DSB PST P GCX XXXX AX ***** XXXX MIA USD 658.21
19APR2020	Financial	ACCAKB	DSB PST P GCX XXXX AX ***** XXXX MIA USD 250.00
19APR2020	Financial	ACCAKB	DSB PST P GCX XXXX AX ***** XXXX MIA USD 658.21

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- Notice there is a gap in the date between step 2 and step 3. This is normal.

Accessing Group Level Service History

1. Log in to Cruisingpower and use the Find Reservation section of either the Espresso widget on the homepage page of Cruisingpower or the Espresso homepage (Booking Tools -> Espresso) to retrieve the group shell.

If the scheduled sail date has passed and predictive search does not pick up the group, enter the group ID in the field and press Enter on your keyboard or click the search button.

2. From the menu bar on the left side of the screen, scroll down to the Manage section and click Service History.

Reviewing the Group Level Service History

Please be aware that all entries from all refunds from all bookings in the group will also reflect at the group level. Because of the volume of entries this creates at the group level, we highly recommend starting any refund research related to a guest or booking in the booking level service history.

Group level service history is best used to track a refund for group-level funds (such as group amenities or events) or if you find entries at the booking level showing that funds have been moved to the group level (see the section Group Level vs Booking Level Service History earlier in this document).

The steps of a refund at the group level are the same as the steps at the booking level: OVP REQ, OVP POST, OVP DSB. Group level entries may include the same three-letter reason codes as the booking level such as GCX, or CSE as well as additional codes such as GOP or BOP. Overpayments with reason code CCM are related to commission being sent out, not funds going to guests.

Step 1: Refund Requested

04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 371.78
04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 371.78
04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 1490.34
04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 1490.34

Step 2: Refunds Posted

05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 371.78
05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 371.78
05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 1490.34
05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 1490.34

Step 3: Refunds Disbursed

06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 371.78
06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 371.78
06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 1490.34
06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 1490.34