

Royal Caribbean Onboard Credit (OBC) Project FAQs

1. What are the key benefits to the new Onboard Credit (OBC) 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/GAP Onboard Credits are not applicable.

3. When will this go-live? Is it applicable to all ships and sail dates?

The OBC functionality will be available fleetwide beginning March 20, 2017 for all voyages on or after April 1, 2017.

4. Are pre-purchase abilities available to guests booked within a group?

Yes, group bookings with promotional 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. If the OBC that was applied to an item purchased in the Pre-Cruise Planner (PCP) tool falls off a booking will the purchased item automatically cancel?

If there are other eligible OBCs on the booking, they will automatically get applied to cover a balance. If there is still a remaining balance, this will trigger a balance due in the Cruise Planner tool which must be paid for by credit card to ensure that the item does not cancel. The guests will receive a balance due e-mail notification that the system would trigger a cancel in the 7 days. The balance due product will get cancelled by the system if balance due is not paid in 7 days or by the PCP cutoff day (whichever comes first).

9. If an OBC is dropped will an email automatically be sent to the guest or do we have a 'grace period' before it goes out to the guest?

The balance due emails are not sent immediately after the OBC is dropped. There is a nightly process that sends the email(s) to all the guests that have product(s) in balance due status. In the instance that a booking loses one type of promotional OBC, but qualifies for a new one, the system would automatically update the Pre-Cruise Planner tool and there would be no guest impact.

10. Is the OBC at the guest or booking level?

The Cruise Planner system recognizes the OBC at the booking level. Any guest on the reservation may choose to use the OBC for any items in the Cruise Planner system and can be modified or changed as many times as they would like.

11. How long does it take to generate an update in the Cruise Planner tool for the OBC balances?
Approximately 15 minutes.

12. 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.

13. Currently, Onboard Credits are available in USD only, despite the currency of the booking. Will this 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. System currency exchange rates are updated on a weekly basis, but once an OBC is used in the Pre-Cruise Planner tool the exchange rate will get locked for any remaining Pre-Cruise purchase activity.

14. 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. The exchange rate is locked at the time of first purchase and the remaining OBC balance is converted back to USD for the voyage at the locked rate.

15. 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.

16. What changes will be visible in Espresso?

- a. 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.
- b. The link will only be present during the amendment process.
- c. The link can be located in the Manage section of the left rail, beneath the Booking Invoice link.
- d. The text for the new link will read "Cruise Planner Order History"
- e. **Please reference training document to walk through all changes made*