



## **Future Cruise Credit (FCC) Redemption Overview**

We are thrilled to announce a major enhancement to the process of redeeming Future Cruise Credits (FCCs) through Cruisingpower and Espresso. Before this enhancement, requests for redemption were entered via Coupon Redemption or Latte then applied behind the scenes via special faring to the cruise fare for each client. Now, you will be able to redeem your clients' Cruise With Confidence (CWC), Global Suspended Sailing (GSS) and Non-Refundable Deposit Program (NRD) FCCs as a form of payment on their bookings in real time!

### **This new method provides you with many benefits including:**

- Instant application of Cruise With Confidence (CWC), Global Suspended Sailing (GSS) and Non-Refundable Deposit Program (NRD) FCCs via Cruisingpower, Espresso, Coupon Redemption and Latte, our intelligent chatbot and your personal assistant.
- Visibility into the price and promotions on the booking through enhanced clarity around payment and pricing details
- Enabling you to share the value of FCCs across multiple clients in the same booking
- The ability to submit multiple FCCs that your clients are holding (including multiple certificates held in the same client's name) onto the same booking - you asked and we answered!

### **Detailed step-by-step guides on our new, real-time FCC redemption process:**

- [CruisingPower](#)
- [Espresso](#)
- [Latte](#)

### **FAQs:**

- 1. Are all Future Cruise Credits eligible for instant redemption?**
  - Certificates issued due to Cruise With Confidence (CWC), Global Suspended Sailings (GSS) and Non-Refundable Deposit Programs (NRD) are all eligible for this enhancement. Other FCCs can still be redeemed through Coupon Redemption or Latte in Cruisingpower. These will be added to the instant redemption process at a later date.
- 2. Can Future Cruise Credits be applied to group bookings using instant redemption?**
  - Yes! Eligible certificates can be applied to individual bookings inside a group or headquarter group
- 3. How does the value of Future Cruise Credits get applied to a reservation?**
  - For CWC and NRD certificates, funds held on the original reservation are transferred to the new reservation. Global Suspended Sailing (GSS) certificates issued for 125% will be applied as a combination of funds from the original booking and the option code TBZ5 for the additional value. This option code will appear as FCC RDMPT in the Final Price view in Espresso and as TBZ5-Global Suspension FCC on the invoice.



- 4. If Global Suspended Sailing Certificates are applied as a combination of funds from the old booking and an option code, how does this affect my commission?**
  - Option code TBZ5 does not affect the commission amount calculation. Rest assured that your commission earned will not be impacted by this enhancement!
  
- 5. I am trying to submit an FCC for my client and the system says the booking is already paid in full. What should I do?**
  - The FCC redemption process will apply the value to satisfy the outstanding balance of cruise fare and will not set up a refund for funds already on the booking. We recommend that you check with your clients prior to booking or making payment to see if they have any certificates to redeem. Also, utilize our “Check FCC Status” features to ensure you are able to apply all FCCs prior to using another form of payment for the balance.
  
- 6. I have already had my client’s certificate applied to their new reservation. Will their booking be converted to the new application method?**
  - All existing bookings that have already had Cruise With Confidence, Global Suspended Sailing or Non-Refundable Deposit program certificates applied will be converted to the new application method automatically. This means that you will now have enhanced visibility into the details of the promotions booked and any payments applied.
  
- 7. I have a client that has multiple certificates. Can more than one certificate be applied to the same client at the same time? Is there a limit?**
  - Yes, multiple certificates can be applied to the same client if they were all issued in response to Cruising With Confidence or our Global Sailing Suspension; this also includes Non Refundable Deposit FCCs issued through Cruise with Confidence. If your client has multiple FCCs in their name that were created outside of these programs, they cannot be combined with each other at this time. Cruisingpower, Coupon Redemption and Espresso can be used to submit up to 8 certificates per client per transaction. If you need to redeem more certificates, you are able to repeat this step again as needed. Certificates in Latte are submitted and applied one at a time.
  
- 8. How will the application of FCCs be displayed in Espresso?**
  - Along with the ability for FCCs to be redeemed in real-time, Royal Caribbean Group made several system enhancements to make interpreting your clients’ booking invoices easier than before. Previously, any FCCs applied would reflect as a reduction in cruise fare, making it difficult to ensure everything was correct within your clients’ bookings. Now, you will see the true, full value of your clients’ reservations, see any promotions added, and also see the FCCs applied as a credit within the “Future Cruise Credit Certificates” section of Espresso.



- 9. What happens if the FCC value for one of my clients in the booking is more than the amount they individually owe and they want to use the remaining balance to cover payment for others in their reservation?**
- As you are submitting certificates for redemption, you have the option to indicate whether the value of those certificates should be shared among clients in the same reservation. If you decide to share the value, once the eligible charges for the client named on the certificate are satisfied, the system will automatically proceed to apply the remaining value of that certificate to other clients in the same booking starting with client 1 and proceeding to clients 2, 3, then 4.
- 10. How do I indicate the value of certificates should be shared?**
- All of the redemption tools in Cruisingpower, Coupon Redemption, Espresso and Latte include the ability to share the value among clients in the same reservation number. Specific instructions for activating sharing are included in the walkthrough document for each system.
- 11. If I have clients who are traveling together in the same booking but want to retain any extra value on their certificates for their own future use, do they have to share the value of all certificates?**
- Sharing is completely optional and is indicated for each redemption submission individually. If there is remaining value after redeeming a certificate, a new certificate will be created for the balance and reissued to that specific individual.
- 12. My client has a certificate for a Non-Refundable Deposit Program that was issued several years ago. Will older certificates also be applied in the same way?**
- Certificates issued for sailings before January 1, 2020 will be applied as a discount to the reservation using the option code TBZ5 which appears as FCC RDMPT in the final price view in Espresso and as TBZ5-Global Suspension FCC on invoices. This option code does not affect the commission amount calculated and paid on this reservation.



### Example - Cruise With Confidence:

Future Cruise Credits were issued for clients who elected to cancel through our Cruise With Confidence program. Since the value of the certificates equals the amount held on the original booking, FCC redemption for these bookings is accomplished entirely by transferring funds from the original booking. For this example, no additional payments were made on the booking.

The full value that was redeemed for each certificate is shown in Espresso on the Reservation Summary page in a section labeled Future Cruise Credit Certificates. For this reservation, a total of \$1178.00.

- Future Cruise Credit Certificates			
Guest	Certificate Number	Status	Redeemed Amount
MICHAEL WEHMEYER	1-3D56RHG	Redeemed	589.00
NOELLE JONES	1-3D56RHI	Redeemed	589.00

*All names and details are fictitious and used for illustration only.*

The portion of this redemption that was applied as payment to the booking is included in the Payments Received section on the Reservation Summary in Espresso, as well as in the Payment History section along with information on the payment method used for the original booking.

#### Reservation Summary

[Print Summary](#)

Agent Contact Name: STERLINGCRUISES

Total Price (USD): 2,654.74

Deposit (USD): 900.00

Due Date: 31OCT2020

Payments Received (USD): 1,178.00

[Payment History](#)

Final Payment Due (USD): 1,476.74

[View Payment and Cancellation Schedules](#)

Final Payment Due Date: 10JUL2021

#### Processed Transactions(2)

Reservation ID or Client Name



Reservation Id	Processed Date	Guest Name	Amount Paid	Payment Method	Allocated to Cruise
119342	09OCT2020	MICHAEL WEHMEYER	589.00	VA*****3066	589.00
119342	09OCT2020	NOELLE JONES	589.00	VA*****3066	589.00



### Example - Global Suspended Sailing:

Future Cruise Credits were issued for clients who were originally booked on a Global Suspended Sailing and were applied to a new booking. Because the certificates were issued for 125% of the funds on the original booking, the FCCs were applied as payment on the new reservation as well as an option code for the additional value. For this example, no additional payments were made on the booking.

The full value that was redeemed for each certificate is shown in Espresso on the Reservation Summary page in a section labeled Future Cruise Credit Certificates. For this reservation, a total of \$6581.00 was applied to the reservation.

- Future Cruise Credit Certificates			
Guest	Certificate Number	Status	Redeemed Amount
STEVEN BASS	1-3DE8MYO	Redeemed	3839.00
CAROL BASS	1-3DE8MYQ	Redeemed	2742.00

The portion of this redemption that was applied as payment to the booking is included in the Payments Received section on the Reservation Summary in Espresso, as well as in the Payment History section along with information on the payment method used for the original booking.

#### Reservation Summary

[Print Summary](#)

Please review the summary below to make sure reservation details are entered correctly.

Total Price (USD): 6,632.60

Deposit (USD): 900.00

Due Date: 24NOV2020

Payments Received (USD): 5,264.80

[Payment History](#)

Final Payment Due (USD): 1,541.96

[View Payment and Cancellation Schedules](#)

Final Payment Due Date: 24NOV2020

Processed Transactions(1)				
Date Processed	Transaction Type	Amount	Payment Method	Payment Details
08DEC2020	Payment	5,264.80	Credit Card	VA *****3066



Looking at the Final Price view of the reservation, notice that the Cruise, NCCF and promotions on the booking are all visible. The amount applied as an option code is shown as the line-item FCC RDMPT totaling \$1316.20.

Note: The FCC RDMPT line item is used to reduce the amount due on the reservation. However, the commission on this line item is set to 0% and does not affect the commission amount calculated and paid on this reservation.

Vacation Charges	STEVEN BASS	CAROL BASS	Total
Cruise	5,210.00	5,210.00	10,420.00
NCCF	375.00	375.00	750.00
Dollars Off	-100.00	-100.00	-200.00
30% Savings	-1,646.00	-1,646.00	-3,292.00
REF BC 21	0.00	0.00	0.00
FCC RDMPT	-767.80	-548.40	-1,316.20
Vacation Subtotal	3,071.20	3,290.60	6,361.80
Taxes, Fees, & Port Expenses	135.40	135.40	270.80
Taxes, Fees & Port Expenses Total	135.40	135.40	270.80
<b>VACATION TOTAL</b>	<b>3,206.60</b>	<b>3,426.00</b>	<b>6,632.60</b>

So for this example, if we add the amount of funds transferred to the booking and the amount deducted as the option code, the total equals the total amount of the FCCs redeemed for the booking.

Amount of funds transferred to the booking		\$5264.80
Amount deducted as option code on the booking	+	\$1316.20
<b>Total amount of FCCs redeemed for this booking</b>		<b>\$6581.00</b>