FlexPay
Schedule Payments
Individual Reservation

FlexPay – Our new Scheduled Payment program lets you and your clients customize how and when they pay their reservation balance.

- **Schedule Payments - With FlexPay, clients can pay their balance due with up to 10 payments. They can also fully customize the payment dates and amounts.**
- **No Fees. Ever. - FlexPay is free. It's simply a more convenient way for you and your clients to manage how and when they pay.**
- **Cancel Anytime - Plans and preferences change. If your client wants to modify or cancel their FlexPay payment schedule, all it takes is a few clicks.**
- **Your clients are eligible for FlexPay if they've paid the minimum deposit, and their booking is outside final payment.**

Table of Contents

Setting Up FlexPay ***2***

FlexPay Emails ***8***

Modifying FlexPay Payments ***9***

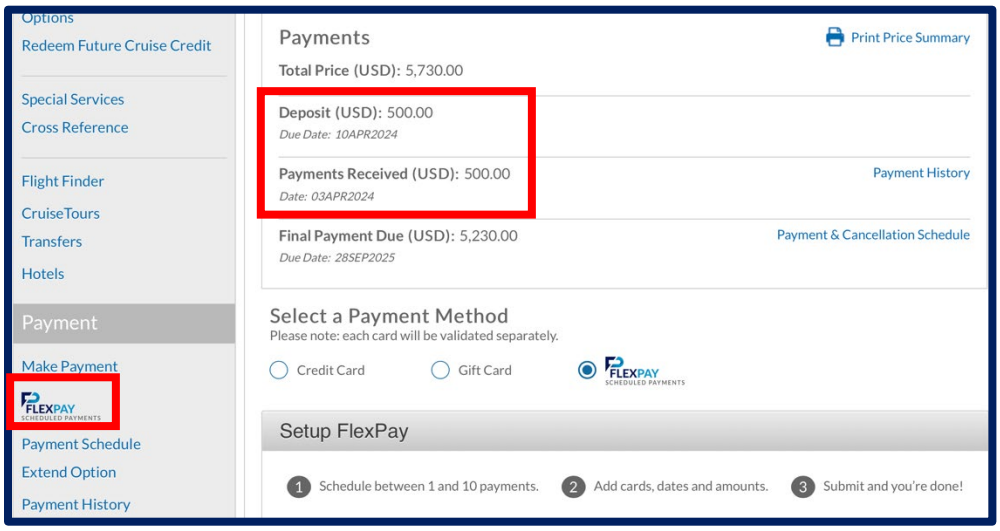
Automatic Rebalance ***15***

9/3/2024

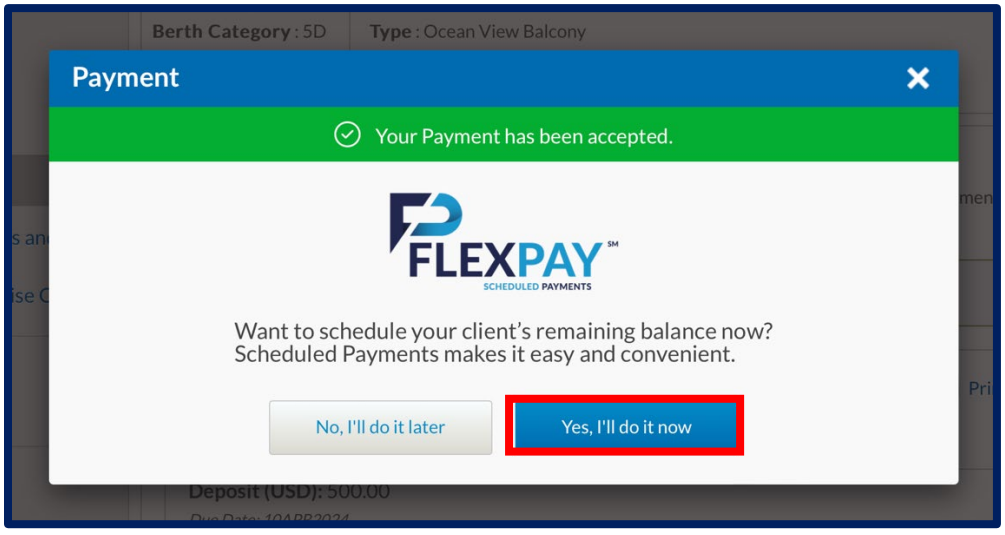
©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

Setting Up FlexPay

1. Once the minimum deposit is paid on the reservation and the booking is outside of final payment, you can set up a FlexPay schedule from inside the booking in Espresso. Begin by accessing the reservation in Espresso and reviewing the Reservation Summary section to ensure the minimum deposit for the booking is satisfied.
   - *If the minimum deposit was previously secured*: Click FlexPay in the payments section of the menu bar.

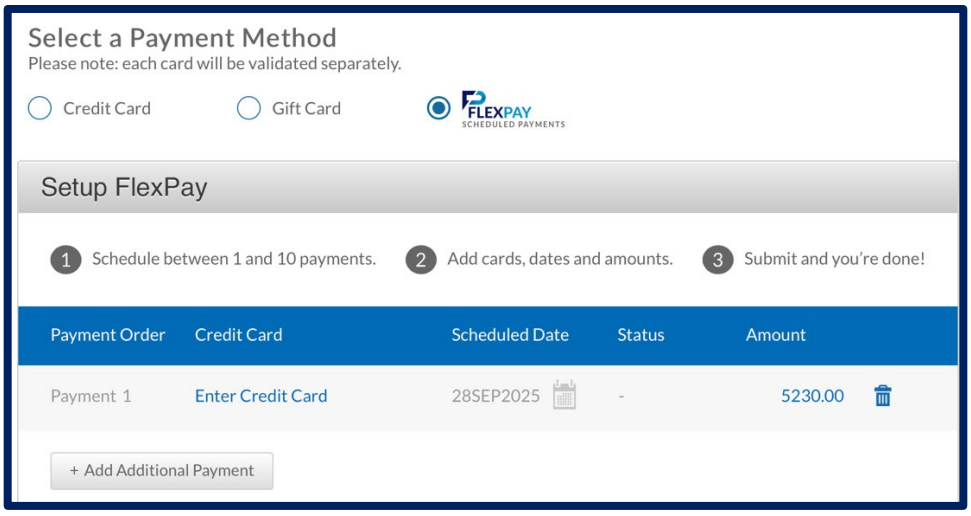


   - *If the minimum deposit has not been satisfied:* Complete the minimum deposit payment. Once the minimum deposit is submitted on the reservation, a FlexPay popup will display to set up FlexPay.



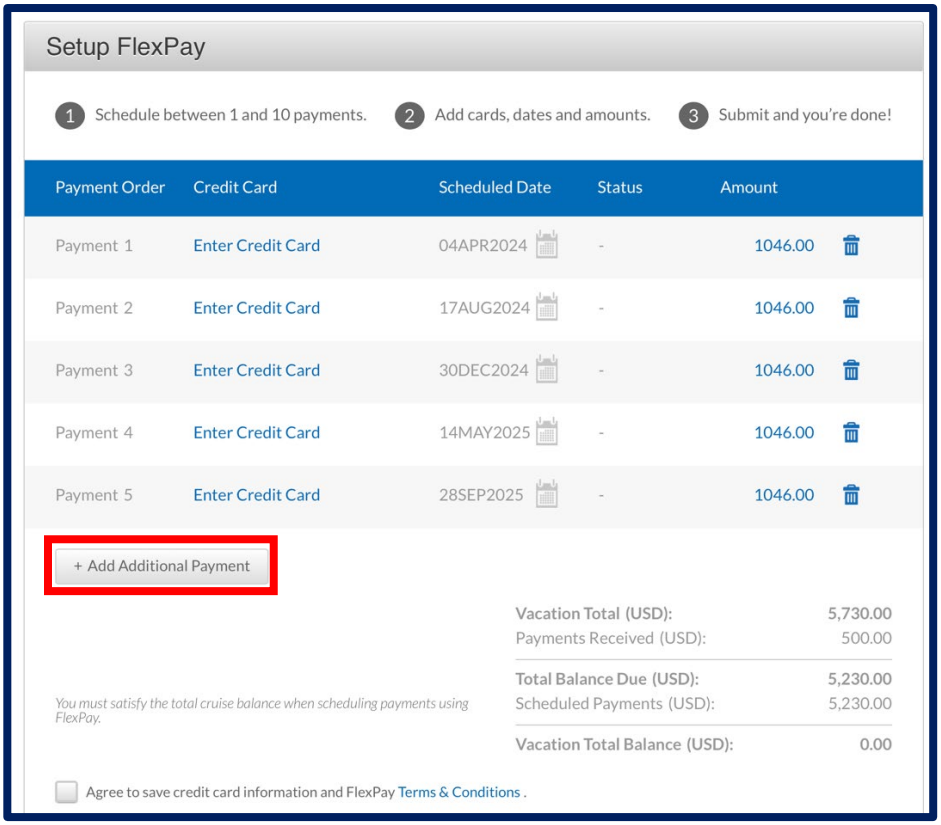
©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

1. FlexPay will automatically schedule one payment for the final payment date.



2. To increase the number of payments, click 'Add Additional Payment' below the table. The Scheduled Date continues to the last payment be the final payment date. The amount per payment adjusts automatically, dividing the total balance by the number of payments.

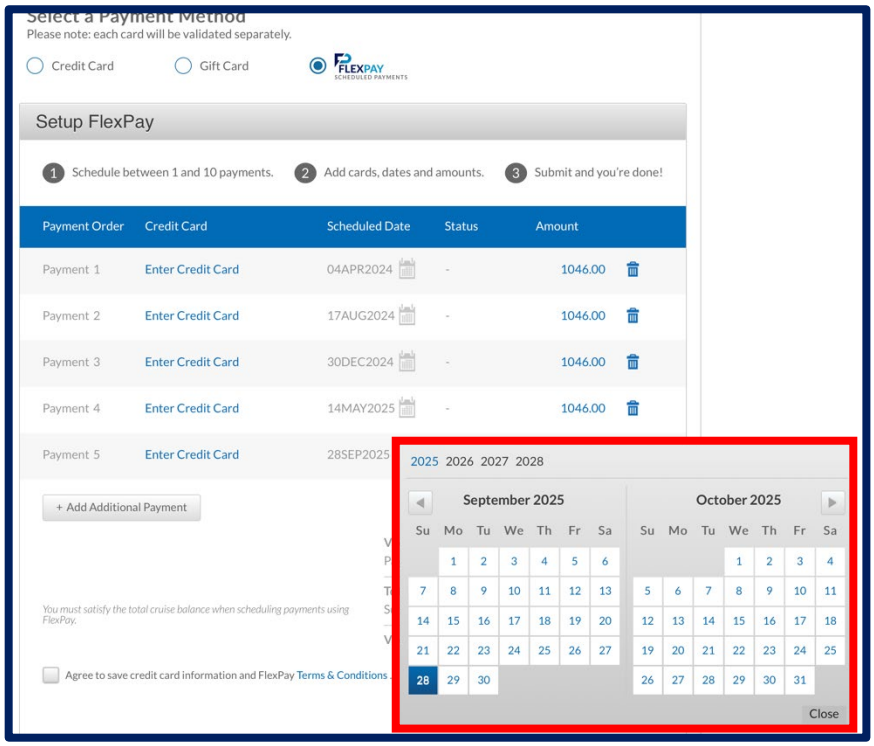
Note: FlexPay can accommodate from 1 to 10 payments. The total vacation balance must be accounted for in the FlexPay schedule.



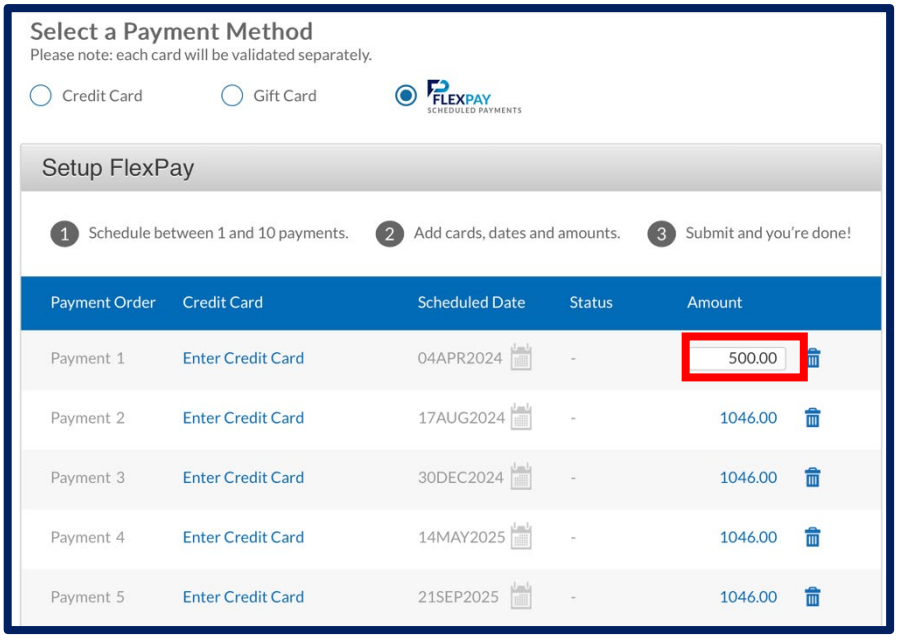
9/3/2024

©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

3. To manually adjust the date of a payment, click the calendar symbol and select a new date for that transaction.



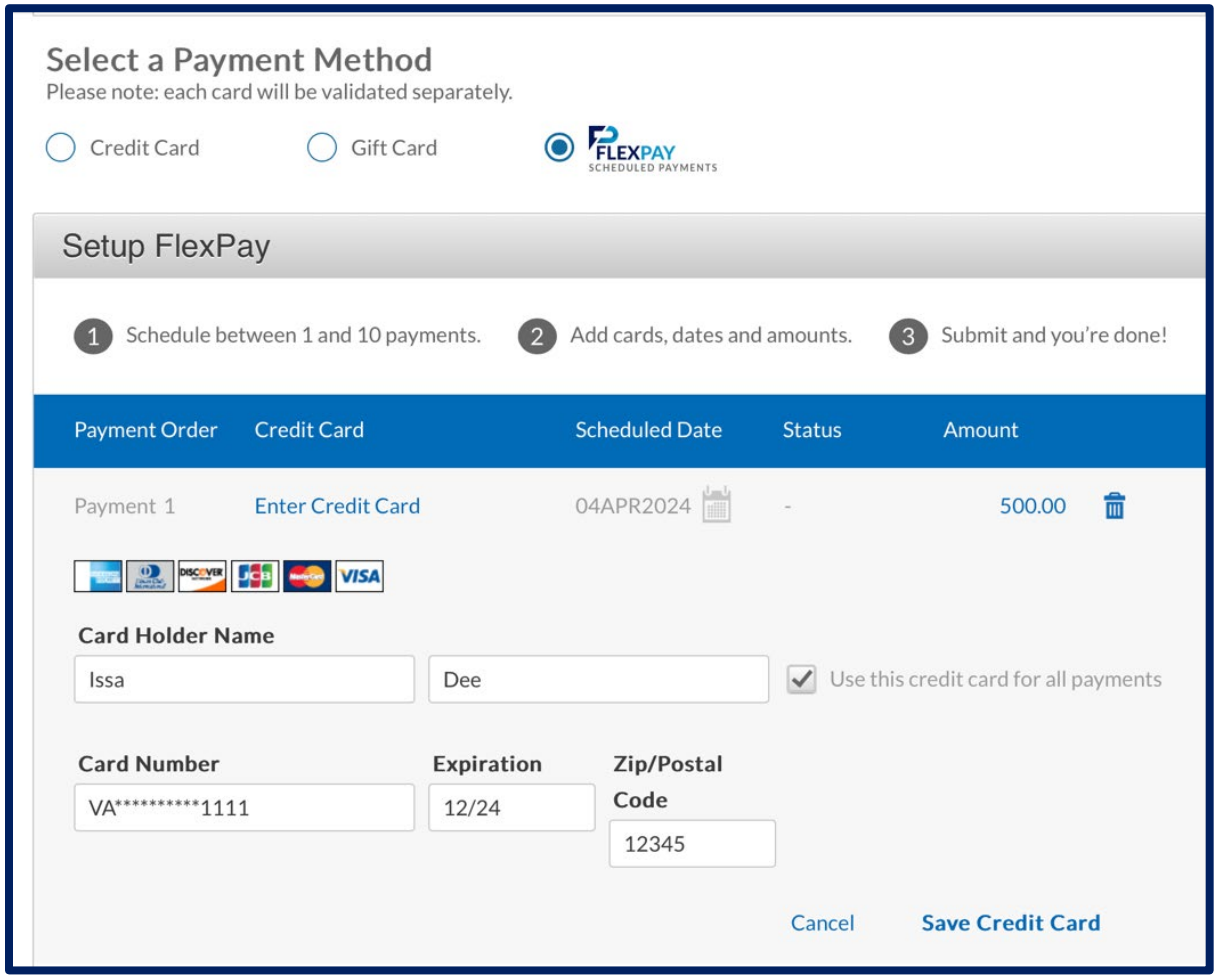
4. To manually adjust the amount of a payment, click the amount and type the new value. FlexPay will automatically adjust the amount of the other payments to ensure the full balance is paid at the completion of the schedule.



©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

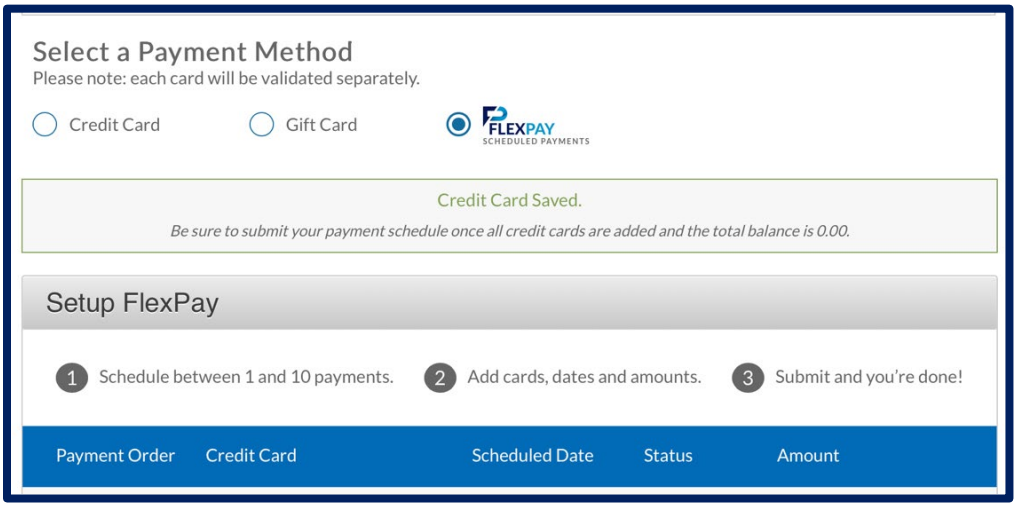
5. Once you have set up the schedule and amount per payment for your clients, click Enter Credit Card on the first payment. The section will expand, so you can enter your client's credit card details.
   - If your client would like to use this card for all payments in the schedule, click the check box and FlexPay will fill in the same credit card information for each line of the schedule.
   - If they would like to use different cards, leave the box unchecked and repeat this process for each scheduled payment.

   Once you have entered all the information for this payment, click Save Credit Card.

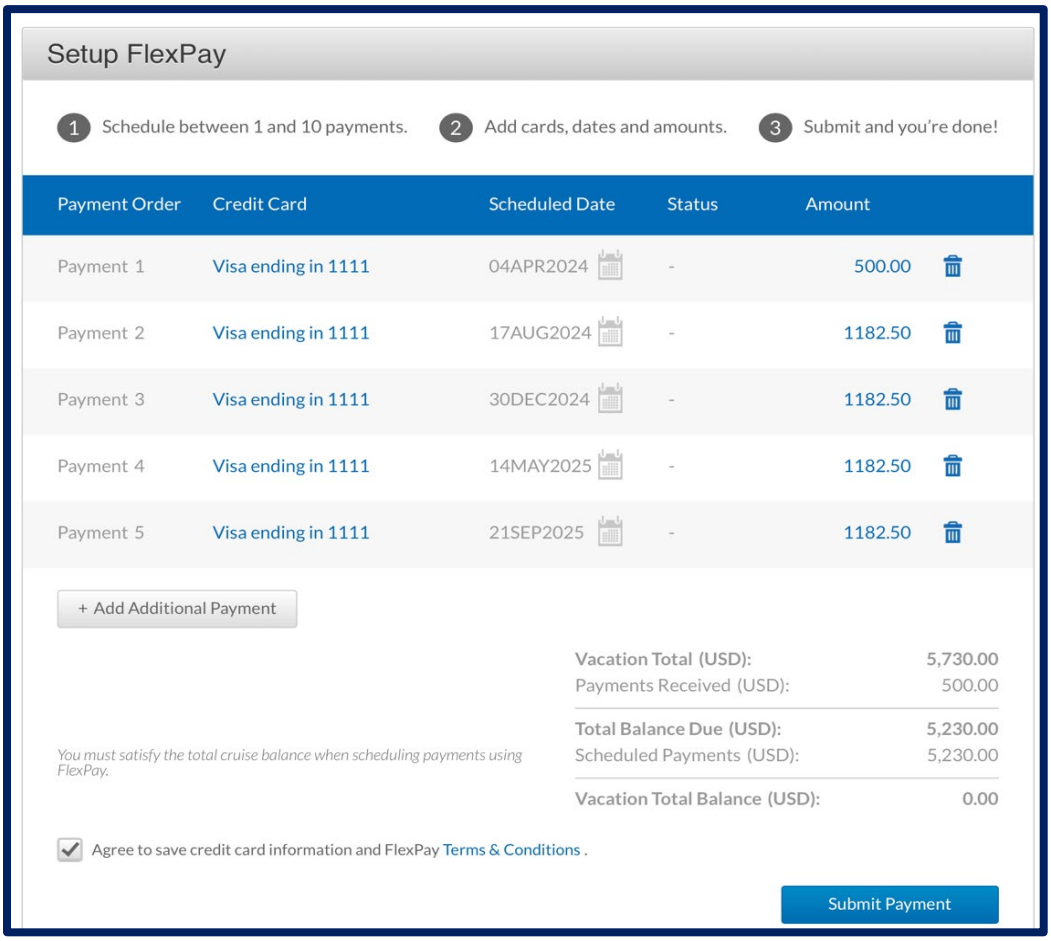


©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

A message will display confirming that the credit card is saved.

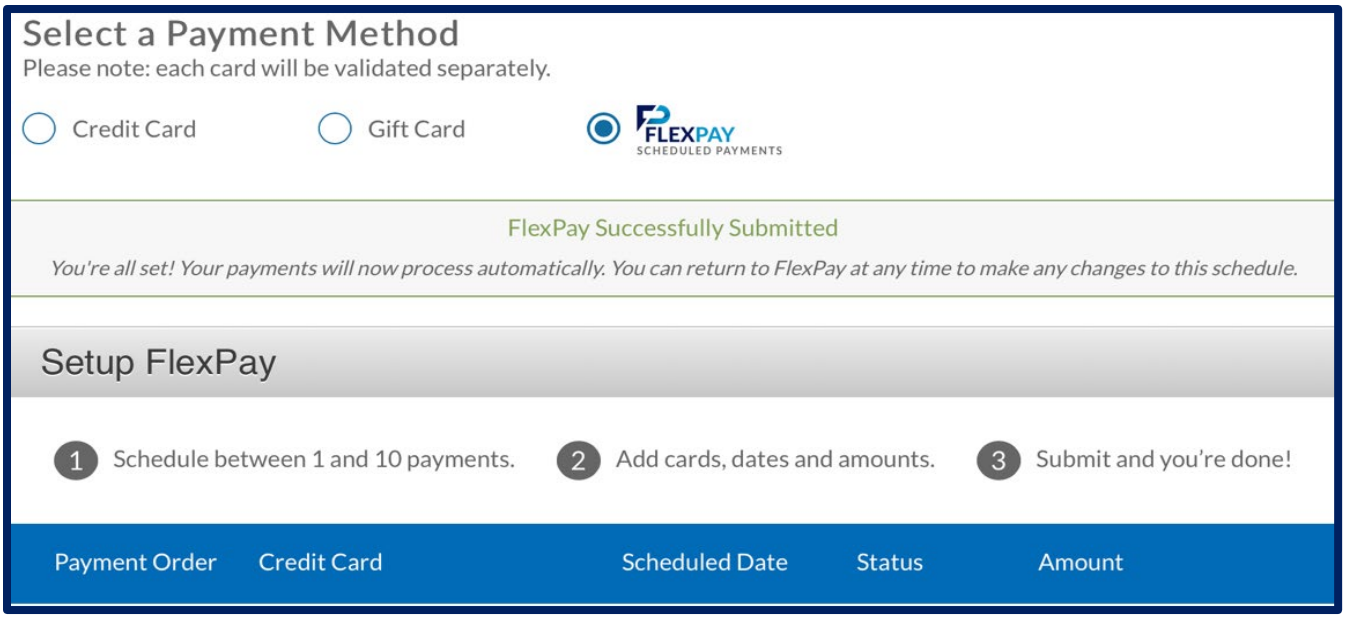


6. To save the FlexPay schedule, review the Terms & Conditions, accept the Terms & Conditions and click Submit Payment.



©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

A message will display confirming that FlexPay has been successfully set up!



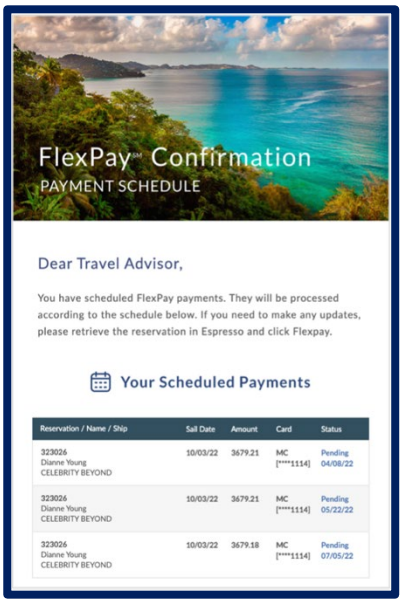
©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

FlexPay Emails

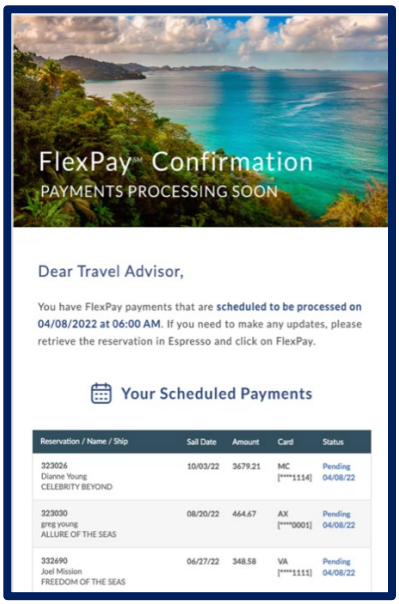
FlexPay will send a series of three emails to your *agency* email address:

- **New FlexPay Schedule Set Up:** When a new FlexPay schedule is set up, an email showing each of the scheduled payments.
- **Payments Processing Soon:** 24 hours prior to processing payments, a summary listing the bookings under your agency that are currently scheduled to process a payment the next morning.
- **Payments Processed:** Immediately following payment processing listing your agency's bookings that were processed and whether each credit card transaction was approved or decline.

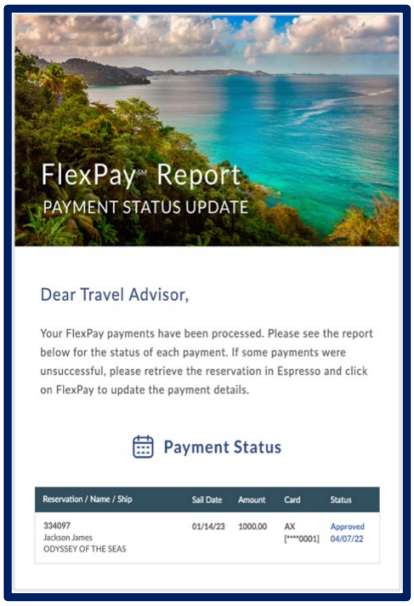
New FlexPay Schedule Set Up



Payments Processing Soon



Payments Processed

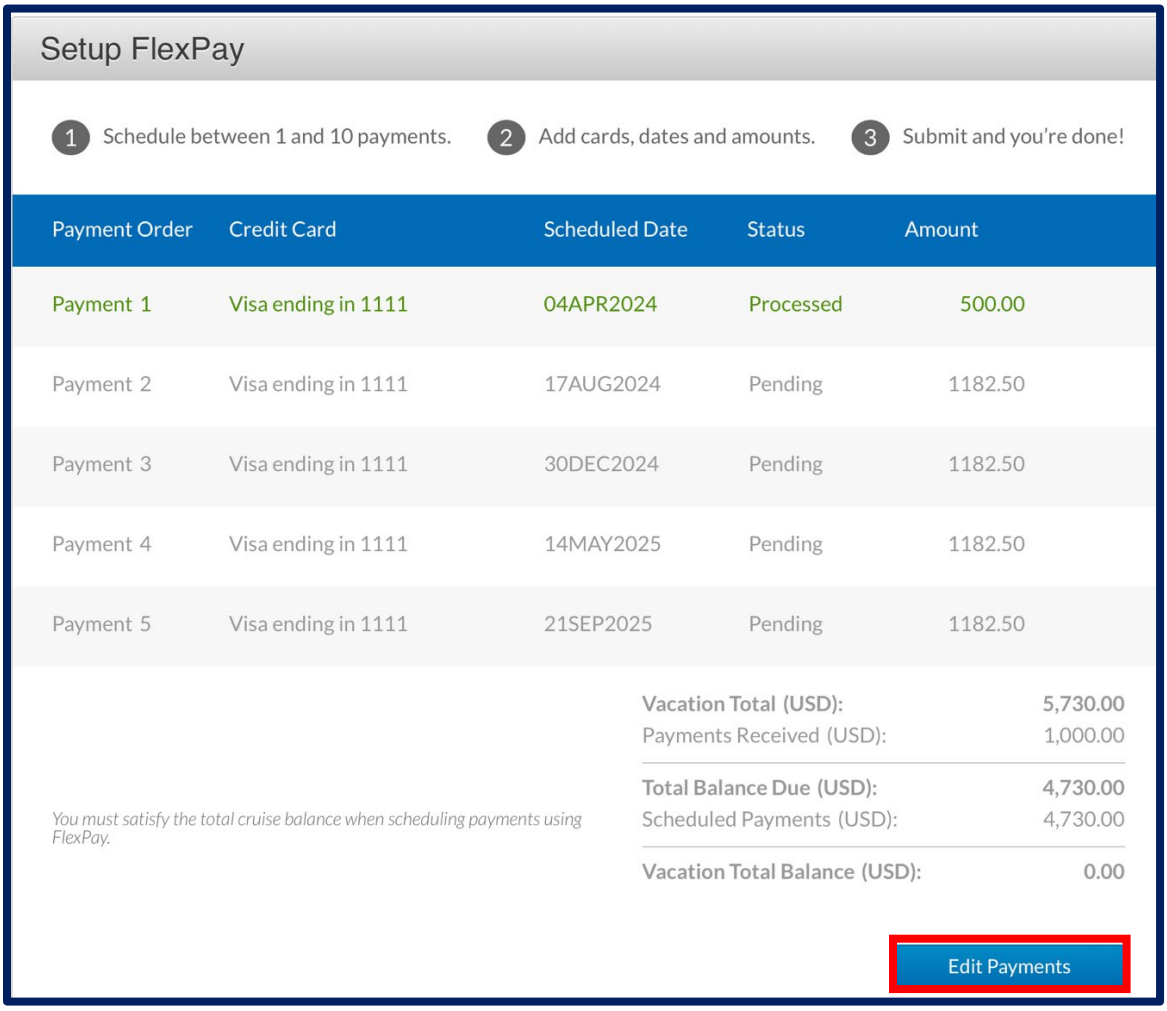


9/3/2024

©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

Modifying FlexPay Payments

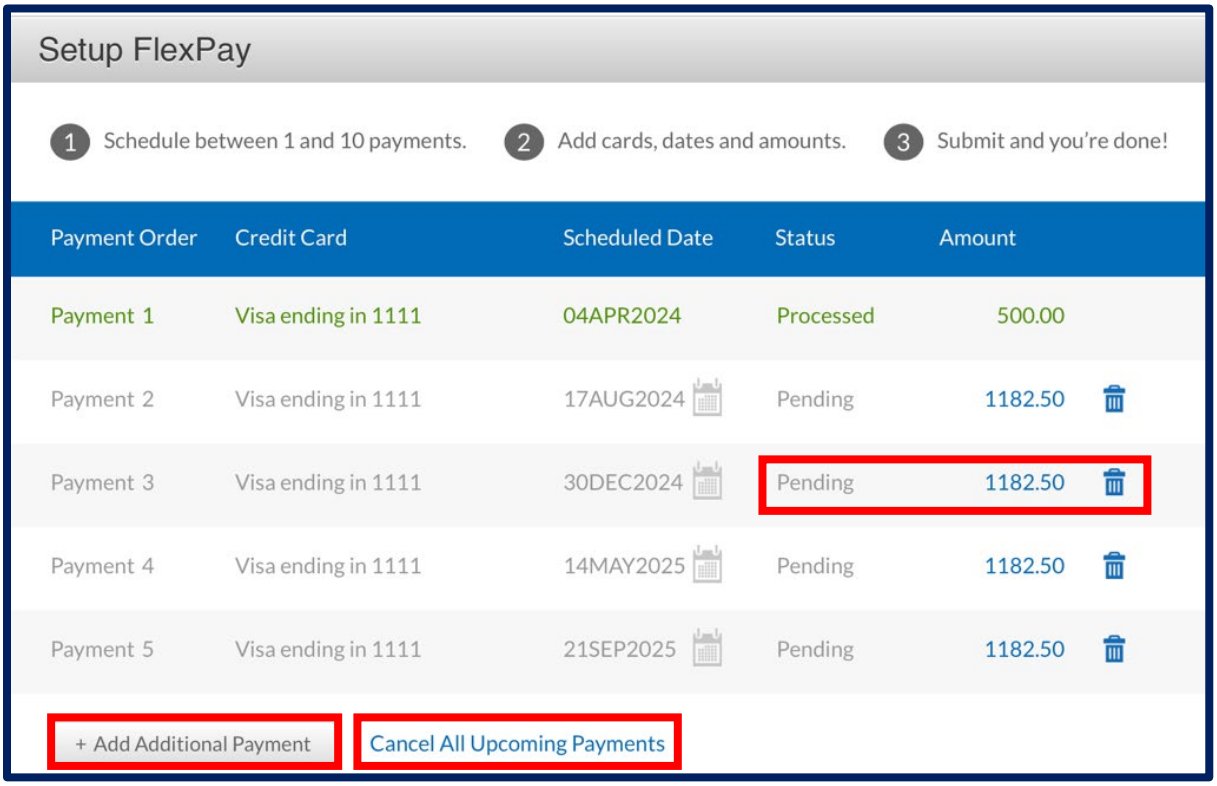
1. Once the schedule is set up, you can make manual adjustments. To change the schedule, retrieve the booking, click FlexPay in the menu bar on the left side of the screen, then click Edit Payments below the FlexPay schedule.



©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

2. You can make changes to any upcoming transactions (those in pending status), add additional payments or even cancel the remainder of the schedule. In Edit mode, making changes is very similar to setting up the schedule.

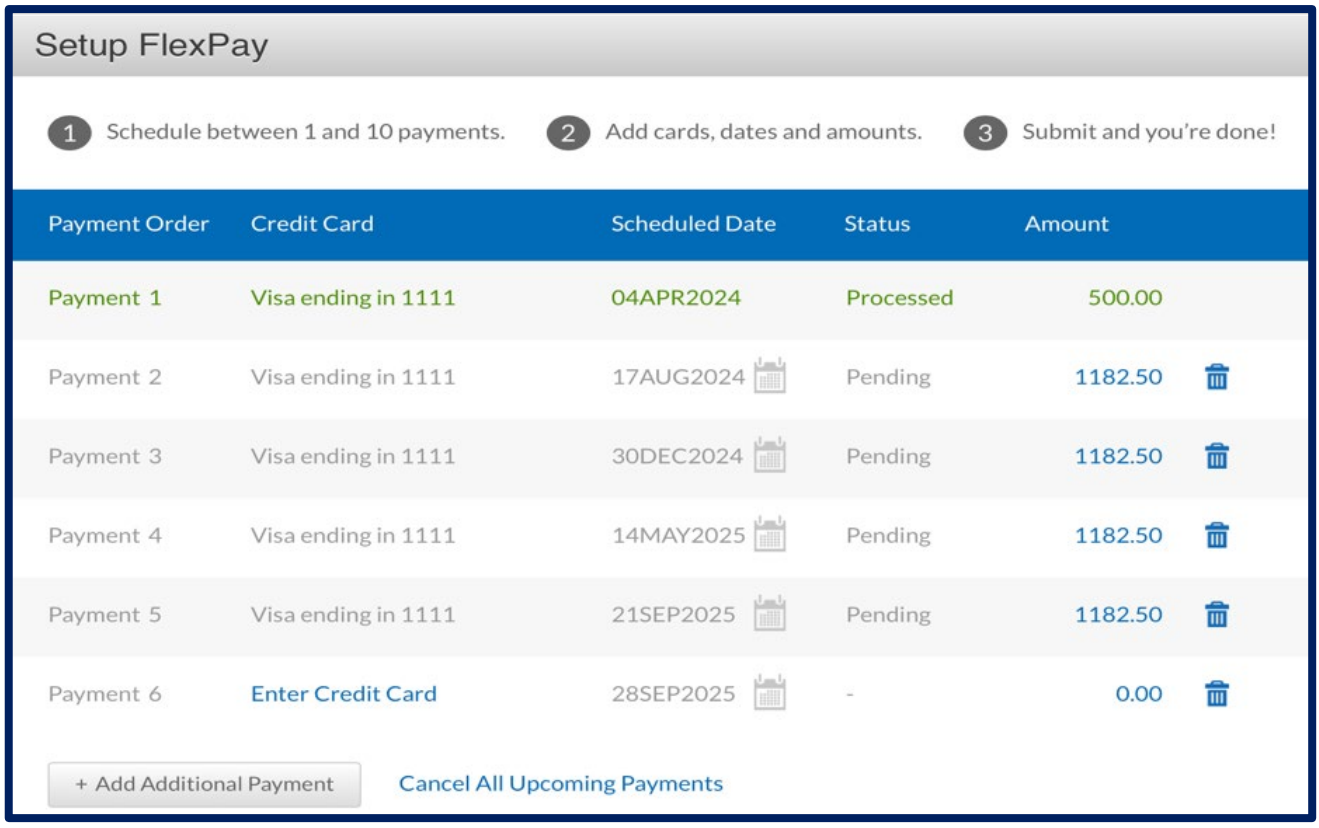
   Notice you will not be able to change the credit card number on pending transactions. In this situation, click the trash can symbol on the right to delete any payment you don't want processed with this card and add new payments with the new card.



©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

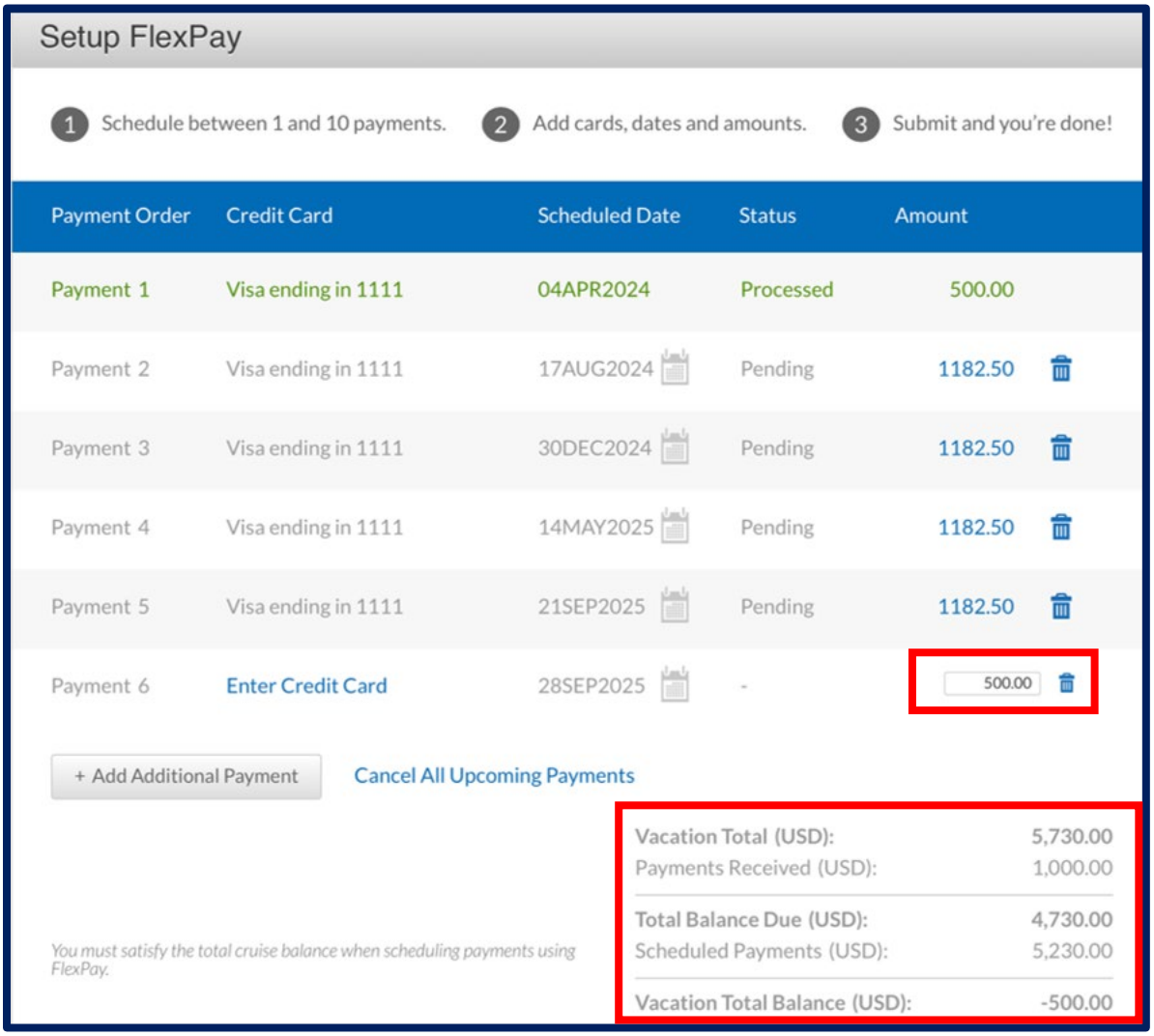
3. In this mode, you will need to manually adjust the amounts of the remaining transactions to ensure the Vacation Total Balance at the bottom shows 0.00 meaning the full gross total will be paid with the final transaction.

   For example, if we add an additional payment for this transaction, the new payment will default to value 0.00.



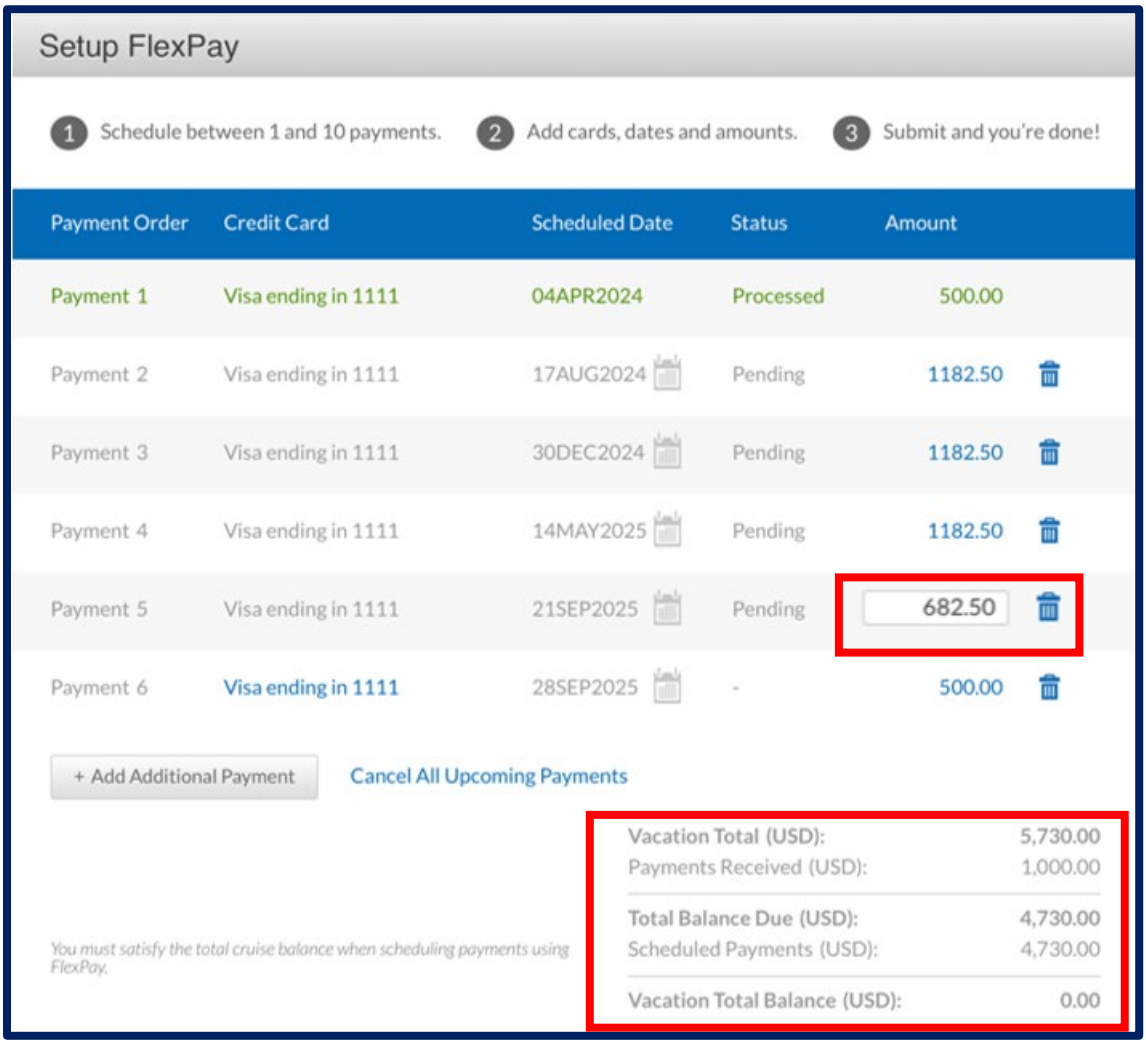
©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

4. When you change the Amount on this payment, notice that the Vacation Total Balance is now negative, indicating if we leave the schedule like this, the client would be overcharged. You will not be able to save your changes until the Vacation Total Balance at the bottom is 0.00 indicating the balance will be paid in full.



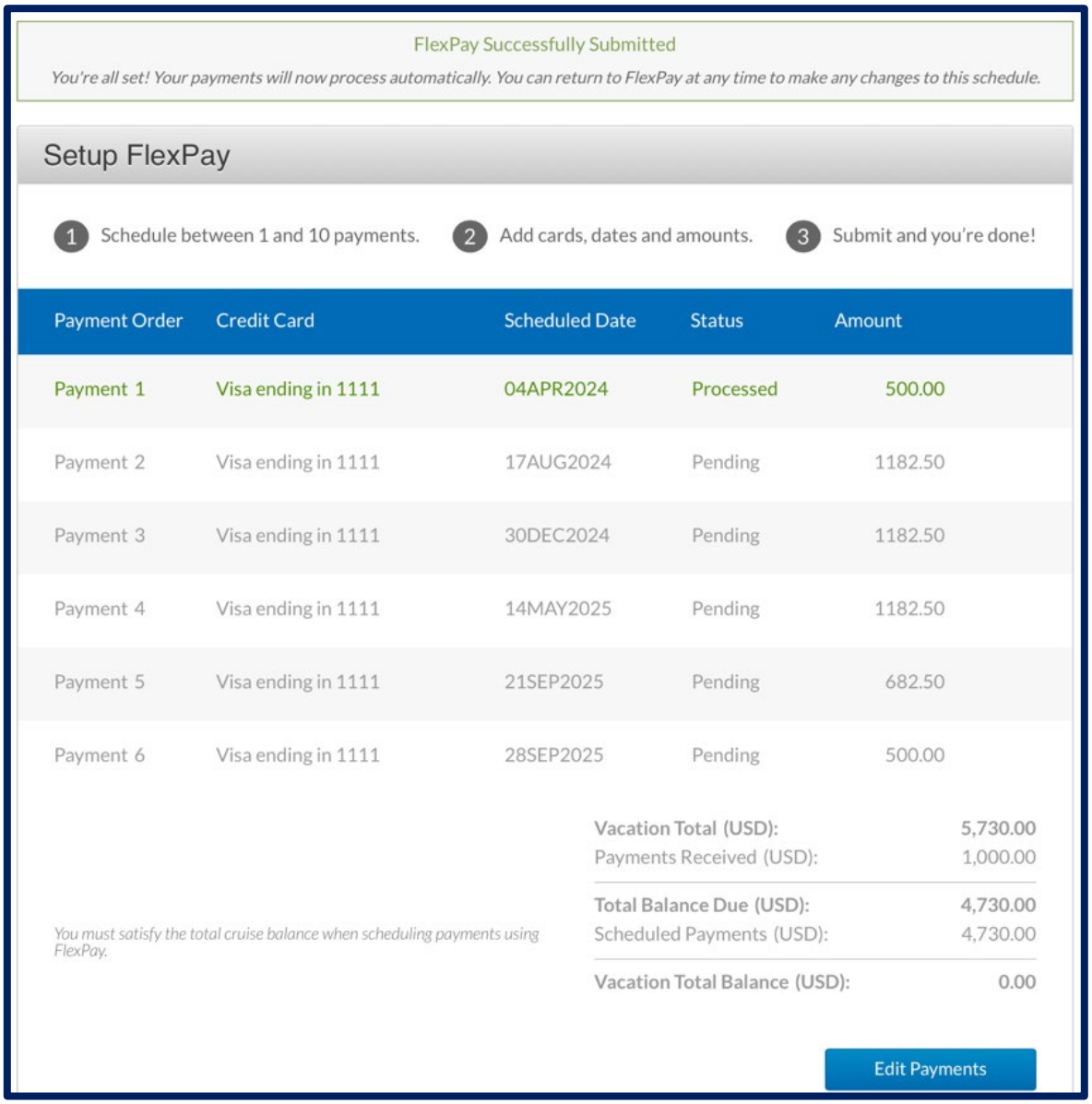
©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

5. By adjusting one of the other payments, the Vacation Total Balance is now 0.00. To save the updated FlexPay schedule, enter the credit card to be used for this payment by clicking Enter Credit Card.



©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

6. After you have saved the credit card for the new payment, click Submit Payment to save the updated FlexPay schedule. A message will display confirming that FlexPay has been successfully set up!

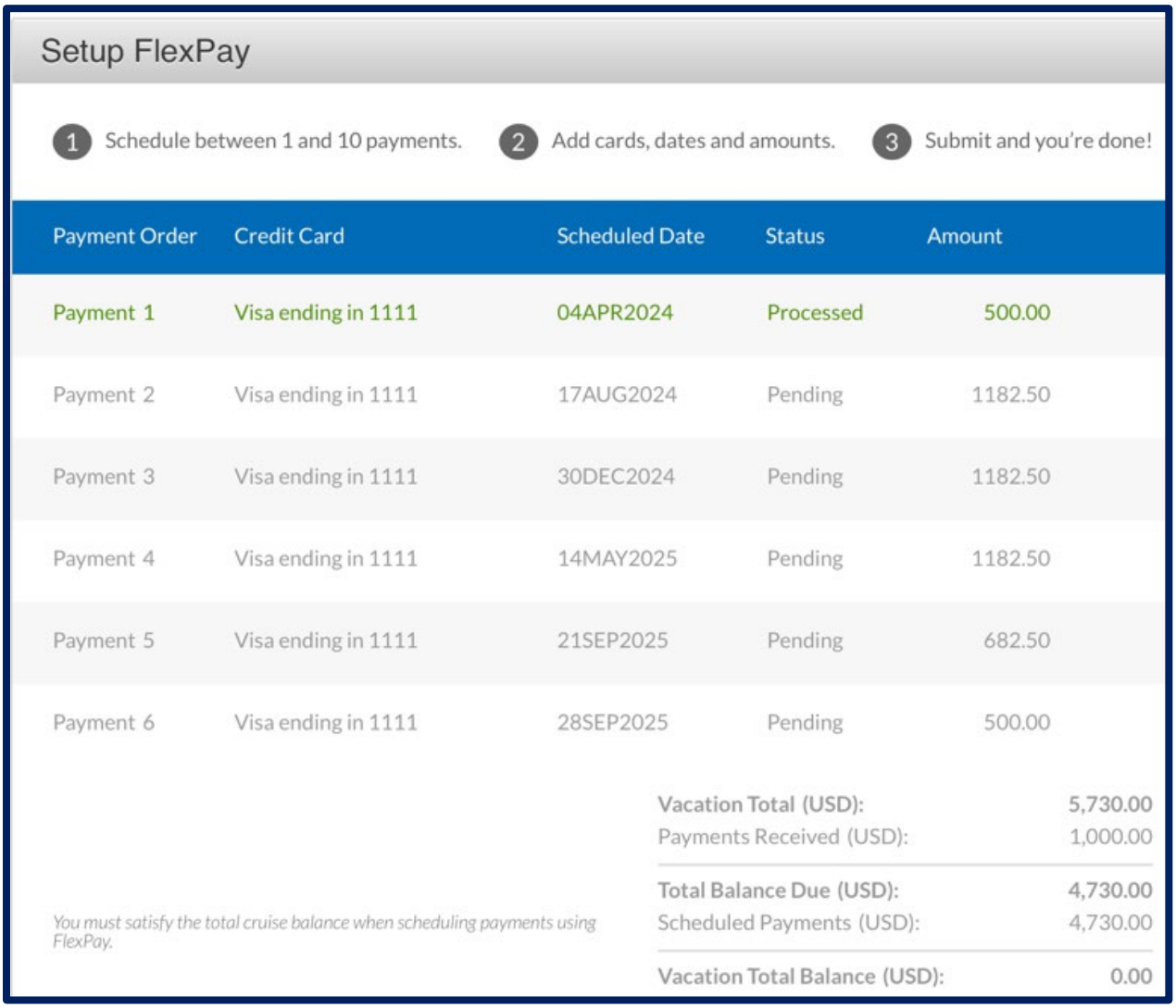


©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

Automatic Rebalance

During the life of the booking, changes are often made. Should a client want to add or remove items from the booking or make a one-time payment, FlexPay will automatically adjust the last payment for you to ensure the booking is paid in full.

For example, notice the last payment in this FlexPay schedule is $500, and the Vacation Total is $5,730.



Setup FlexPay

1 Schedule between 1 and 10 payments. 2 Add cards, dates and amounts. 3 Submit and you're done!

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Visa ending in 1111	04APR2024	Processed	500.00
Payment 2	Visa ending in 1111	17AUG2024	Pending	1182.50
Payment 3	Visa ending in 1111	30DEC2024	Pending	1182.50
Payment 4	Visa ending in 1111	14MAY2025	Pending	1182.50
Payment 5	Visa ending in 1111	21SEP2025	Pending	682.50
Payment 6	Visa ending in 1111	28SEP2025	Pending	500.00

You must satisfy the total cruise balance when scheduling payments using FlexPay.

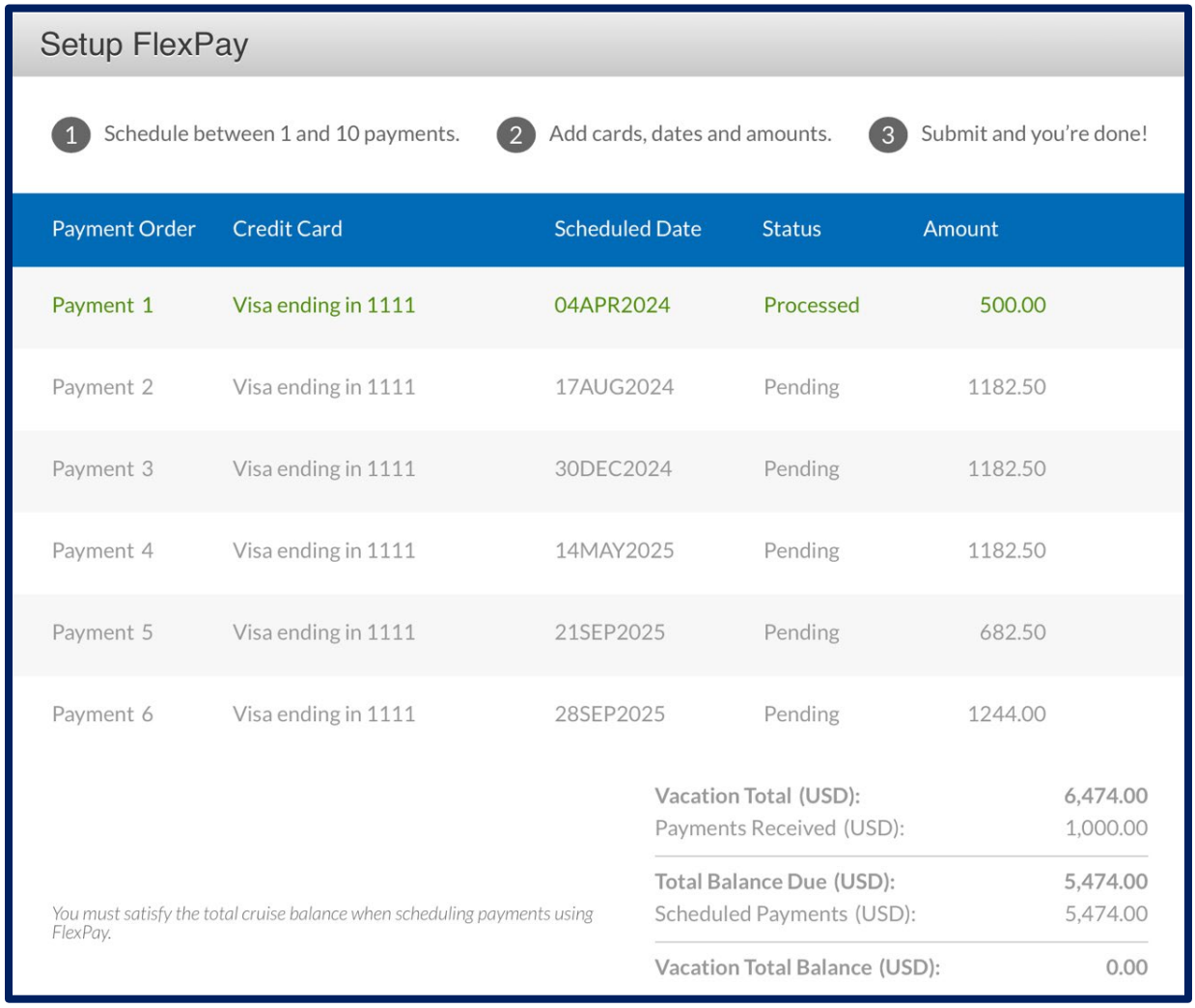
Vacation Total (USD):	5,730.00
Payments Received (USD):	1,000.00
Total Balance Due (USD):	4,730.00
Scheduled Payments (USD):	4,730.00
Vacation Total Balance (USD):	0.00

9/3/2024

©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas

If the client chooses to upgrade to a suite and add travel protection, Espresso will automatically rebalance the FlexPay schedule to ensure the booking is paid in full. When you save the changes to your booking, Espresso will alert you that FlexPay pending payments have been automatically adjusted.

The final payment is now $1,244 and the Vacation Total is $6,474. If you would like to adjust FlexPay to add additional payments, click Edit Payments.



©2024 Celebrity Cruises Inc. Ships' registry: Ecuador and Malta.
©2024 Royal Caribbean Cruises Ltd. Ships' registry: The Bahamas