

FlexPay – Individual Reservations

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.

Setting up FlexPay

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.

Reservation Summary

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

Total Price (USD): 8,286.56

Deposit (USD): 500.00
Due Date: 11APR2022

Payments Received (USD): 500.00

Final Payment Due (USD): 7,786.56
Final Payment Due Date: 16OCT2022

[Print Summary](#)

[Payment History](#)

[View Payment and Cancellation Schedules](#)

[Make Payment](#)

In the Payments section of the menu bar on the left side of the screen, click FlexPay.

Payment

[Make Payment](#)

FlexPay

[Payment Schedule](#)
[Extend Option](#)
[Payment History](#)

FlexPay will automatically set up a schedule with 3 payments. By default:

- The first payment will be the day after you are setting up the schedule and the last payment will be on the final payment date of the booking. The second payment will be halfway between the first and last payment.
- The Total Balance Due will be evenly divided among the payments.

Note: FlexPay can accommodate from 1 to 10 payments.

Select a Payment Method

Please note: each card will be validated separately.

☐ Credit Card
 ☒ FlexPay

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	Enter Credit Card	07APR2022	-	2595.52
Payment 2	Enter Credit Card	12JUL2022	-	2595.52
Payment 3	Enter Credit Card	16OCT2022	-	2595.52

[+ Add Additional Payment](#)

Vacation Total (USD):

8,286.56

Payments Received (USD):

500.00

Total Balance Due (USD):

7,786.56

Scheduled Payments (USD):

7,786.56

Vacation Total Balance (USD):

0.00

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











☐ Agree to save credit card information and FlexPay [Terms & Conditions](#) .

Submit Payment

To increase the number of payments, click Add Additional Payment below the table.

The Scheduled Date continues to have the first payment be the day after you are setting up the schedule and the last payment be the final payment date.

The amount per payment adjusts automatically, dividing the total balance by the number of payments.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Enter Credit Card	07APR2022 	-	1557.32 
Payment 2	Enter Credit Card	25MAY2022 	-	1557.32 
Payment 3	Enter Credit Card	12JUL2022 	-	1557.32 
Payment 4	Enter Credit Card	29AUG2022 	-	1557.32 
Payment 5	Enter Credit Card	16OCT2022 	-	1557.28 
+ Add Additional Payment				

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

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Enter Credit Card	07APR2022		
Payment 2	Enter Credit Card	25MAY2022		
Payment 3	Enter Credit Card	12JUL2022		
Payment 4	Enter Credit Card	29AUG2022		
Payment 5	Enter Credit Card	16OCT2022		
+ Add Additional Payment				

2022 2023 2024 2025

April 2022

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 2022

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Close

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.

Payment Order	Credit Card	Scheduled Date	Status	Amount	
Payment 1	Enter Credit Card	10APR2022	-	1000.00	
Payment 2	Enter Credit Card	25MAY2022	-	<input type="text" value="1000.00"/>	
Payment 3	Enter Credit Card	12JUL2022	-	1928.86	
Payment 4	Enter Credit Card	29AUG2022	-	1928.86	
Payment 5	Enter Credit Card	16OCT2022	-	1928.84	
<div>+ Add Additional Payment</div> <div> <div>Vacation Total (USD):</div> <div>8,286.56</div> </div> <div> <div>Payments Received (USD):</div> <div>500.00</div> </div> <div> <div>Total Balance Due (USD):</div> <div>7,786.56</div> </div> <div> <div>Scheduled Payments (USD):</div> <div>7,786.56</div> </div> <div> <div>Vacation Total Balance (USD):</div> <div>0.00</div> </div>					

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

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.

Payment Order	Credit Card	Scheduled Date	Status	Amount	
Payment 1	Enter Credit Card	07APR2022	-	1000.00	
<div> </div> <div> <div>Card Number</div> <div><input type="text" value="AX*****0001"/></div> <div> <input checked="" type="checkbox"/> Use this credit card for all payments </div> </div> <div> <div>Card Holder Name</div> <div> <input type="text" value="Jackson"/> <input type="text" value="James"/> </div> <div> <div>Expiration</div> <div><input type="text" value="12/23"/></div> </div> <div> <div>Postal Code</div> <div><input type="text" value="33027"/></div> </div> </div> <div> <div>Cancel</div> <div>Save Credit Card</div> </div>					

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

Credit Card Saved.

Be sure to submit your payment schedule once all credit cards are added and the total balance is 0.00.

Setup FlexPay

1

Schedule between 1 and 10 payments.

2

Add cards, dates and amounts.

3

Submit and you're done!

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

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	Amex ending in 0001	07APR2022	-	1000.00
Payment 2	Amex ending in 0001	25MAY2022	-	1000.00
Payment 3	Amex ending in 0001	12JUL2022	-	1928.86
Payment 4	Amex ending in 0001	29AUG2022	-	1928.86
Payment 5	Amex ending in 0001	16OCT2022	-	1928.84

+ Add Additional Payment

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

Vacation Total (USD): 8,286.56

Payments Received (USD): 500.00

Total Balance Due (USD): 7,786.56

Scheduled Payments (USD): 7,786.56

Vacation Total Balance (USD): 0.00

☒
Agree to save credit card information and FlexPay [Terms & Conditions](#).

Submit Payment

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

FlexPay Successfully Submitted

You're all set! Your payments will now process automatically. You can return to FlexPay at any time to make any changes to this schedule.

Emails

FlexPay will send emails to your agency email address:

- When a new FlexPay schedule is set up, an email showing each of the scheduled payments.
- 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.
- Immediately following payment processing listing your agency's bookings that were processed and whether each credit card transaction was approved or declined.

New FlexPay Schedule Set up

Payments Processing Soon

Payments Processed



Dear Travel Advisor,

You have scheduled FlexPay payments. They will be processed according to the schedule below. If you need to make any updates, please retrieve the reservation in Espresso and click Flexpay.

Your Scheduled Payments

Reservation / Name / Ship	Sail Date	Amount	Card	Status
323026 Dianne Young CELEBRITY BEYOND	10/03/22	3679.21	MC [****1114]	Pending 04/08/22
323026 Dianne Young CELEBRITY BEYOND	10/03/22	3679.21	MC [****1114]	Pending 05/22/22
323026 Dianne Young CELEBRITY BEYOND	10/03/22	3679.18	MC [****1114]	Pending 07/05/22

Dear Travel Advisor,

You have FlexPay payments that are **scheduled to be processed on 04/08/2022 at 06:00 AM**. If you need to make any updates, please retrieve the reservation in Espresso and click on FlexPay.

Your Scheduled Payments

Reservation / Name / Ship	Sail Date	Amount	Card	Status
323026 Dianne Young CELEBRITY BEYOND	10/03/22	3679.21	MC [****1114]	Pending 04/08/22
323030 greg young ALLURE OF THE SEAS	08/20/22	464.67	AX [****0001]	Pending 04/08/22
332690 Joel Mission FREEDOM OF THE SEAS	06/27/22	348.58	VA [****1111]	Pending 04/08/22
332692 James Smith FREEDOM OF THE SEAS	06/27/22	154.58	VA [****1111]	Pending 04/08/22

Dear Travel Advisor,

Your FlexPay payments have been processed. Please see the report below for the status of each payment. If some payments were unsuccessful, please retrieve the reservation in Espresso and click on FlexPay to update the payment details.

Payment Status

Reservation / Name / Ship	Sail Date	Amount	Card	Status
334097 Jackson James ODYSSEY OF THE SEAS	01/14/23	1000.00	AX [****0001]	Approved 04/07/22





Modifying Your FlexPay Payments

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.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022	Pending	1570.68
Payment 4	Amex ending in 0001	17APR2022	Pending	532.66
				Vacation Total (USD): 5,744.70
				Payments Received (USD): 3,641.36
				<hr/>
				Total Balance Due (USD): 2,103.34
				Scheduled Payments (USD): 2,103.34
				<hr/>
				Vacation Total Balance (USD): 0.00
				<hr/>
You must satisfy the total cruise balance when scheduling payments using FlexPay.				Edit Payments







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.







Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022 	Pending	1570.68 
Payment 4	Amex ending in 0001	17APR2022 	Pending	532.66 
+ Add Additional Payment				Cancel All Upcoming Payments
				Vacation Total (USD): 5,744.70
				Payments Received (USD): 3,641.36
				<hr/>
				Total Balance Due (USD): 2,103.34
				Scheduled Payments (USD): 2,103.34
				<hr/>
				Vacation Total Balance (USD): 0.00
You must satisfy the total cruise balance when scheduling payments using FlexPay.				

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.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022 	Pending	1570.68 
Payment 4	Amex ending in 0001	17APR2022 	Pending	532.66 
Payment 5	Enter Credit Card	08MAY2022 	-	0.00 
<div> <div>+ Add Additional Payment</div> <div>Cancel All Upcoming Payments</div> </div>				

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.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022 	Pending	1570.68 
Payment 4	Amex ending in 0001	17APR2022 	Pending	532.66 
Payment 5	Enter Credit Card	08MAY2022 	-	<input type="text" value="500.00"/> 
<div> <div>+ Add Additional Payment</div> <div>Cancel All Upcoming Payments</div> </div>				
				<div>Vacation Total (USD): 5,744.70</div> <div>Payments Received (USD): 3,641.36</div> <hr/> <div>Total Balance Due (USD): 2,103.34</div> <div>Scheduled Payments (USD): 2,603.34</div> <hr/> <div>Vacation Total Balance (USD): -500.00</div>
<div> <div>You must satisfy the total cruise balance when scheduling payments using FlexPay.</div> </div>				

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.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022	Pending	<input type="text" value="1070.68"/>
Payment 4	Amex ending in 0001	17APR2022	Pending	532.66
Payment 5	Enter Credit Card	08MAY2022	-	500.00

[Cancel All Upcoming Payments](#)

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

Vacation Total (USD):	5,744.70
Payments Received (USD):	3,641.36
Total Balance Due (USD):	2,103.34
Scheduled Payments (USD):	2,103.34
Vacation Total Balance (USD):	0.00

☒ Agree to save credit card information and FlexPay [Terms & Conditions](#) .

After you have saved the credit card for the new payment, click Submit Payment to save the updated FlexPay schedule.

Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022	Pending	1070.68
Payment 4	Amex ending in 0001	17APR2022	Pending	532.66
Payment 5	Visa ending in 1111	08MAY2022	-	500.00

[Cancel All Upcoming Payments](#)

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

Vacation Total (USD):	5,744.70
Payments Received (USD):	3,641.36
Total Balance Due (USD):	2,103.34
Scheduled Payments (USD):	2,103.34
Vacation Total Balance (USD):	0.00

☒ Agree to save credit card information and FlexPay [Terms & Conditions](#) .

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 532.66.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022	Pending	1570.68
Payment 4	Amex ending in 0001	17APR2022	Pending	532.66

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 FlexPay pending payment(s) have been automatically adjusted due to your recent update to the reservation.
Changes saved successfully

Notice the final payment is now 3,742.66. If you would like to adjust FlexPay to add additional payments, click Edit Payments.

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	Amex ending in 0001	24MAR2022	Processed	1570.68
Payment 2	Amex ending in 0001	01APR2022	Processed	1570.68
Payment 3	Amex ending in 0001	09APR2022	Pending	1570.68
Payment 4	Amex ending in 0001	17APR2022	Pending	3742.66

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

Vacation Total (USD):

8,954.70

Payments Received (USD):

3,641.36

Total Balance Due (USD):

5,313.34

Scheduled Payments (USD):

5,313.34

Vacation Total Balance (USD):

0.00

Edit Payments

We created FlexPay to help you help your clients take the cruise of their dreams. Start using it right now!