

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 [Print Summary](#)

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

Total Price (USD): 8,286.56

Deposit (USD): 500.00 [Payment History](#)
Due Date: 11APR2022

Payments Received (USD): 500.00 [View Payment and Cancellation Schedules](#)

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

[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 May 2022

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

[+ 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.

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 |

Card Number

Use this credit card for all payments

Card Holder Name

Expiration

Postal Code

Cancel
Save Credit Card

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](#)

| | |
|--------------------------------------|-----------------|
| 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](#)

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 |
| | | | | Total Balance Due (USD): | 2,103.34 |
| | | | | Scheduled Payments (USD): | 2,103.34 |
| | | | | Vacation Total Balance (USD): | 0.00 |

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 |
| | | | | Total Balance Due (USD): | 2,103.34 |
| | | | | Scheduled Payments (USD): | 2,103.34 |
| | | | | 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 |

+ Add Additional Payment Cancel All Upcoming Payments

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"/> |

+ 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): | 2,603.34 |
| <hr/> | |
| Vacation Total Balance (USD): | -500.00 |

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

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](#)

| | |
|--------------------------------------|-----------------|
| 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 |

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

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](#)

| | |
|--------------------------------------|-----------------|
| 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 |

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

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 |

| | |
|-------------------------------|----------|
| Vacation Total (USD): | 8,954.70 |
| Payments Received (USD): | 3,641.36 |
| <hr/> | |
| Total Balance Due (USD): | 5,313.34 |
| Scheduled Payments (USD): | 5,313.34 |
| <hr/> | |
| Vacation Total Balance (USD): | 0.00 |

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

Edit Payments

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