FlexPay – Group Bookings

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.

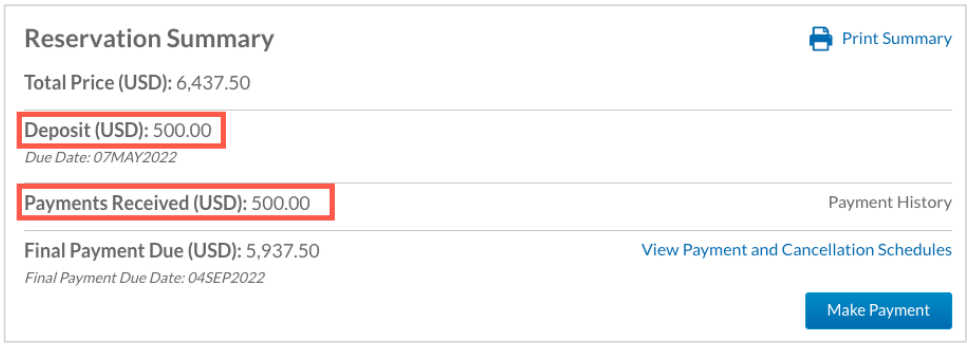
Your clients are eligible for FlexPay if they've paid the minimum deposit and their booking is outside final payment.

For bookings in a group, FlexPay will also assist you in allocating each payment to the guests in the booking.

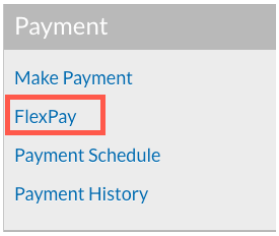
Setting up FlexPay

Once the minimum deposit is paid on the reservation and as long as 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.



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



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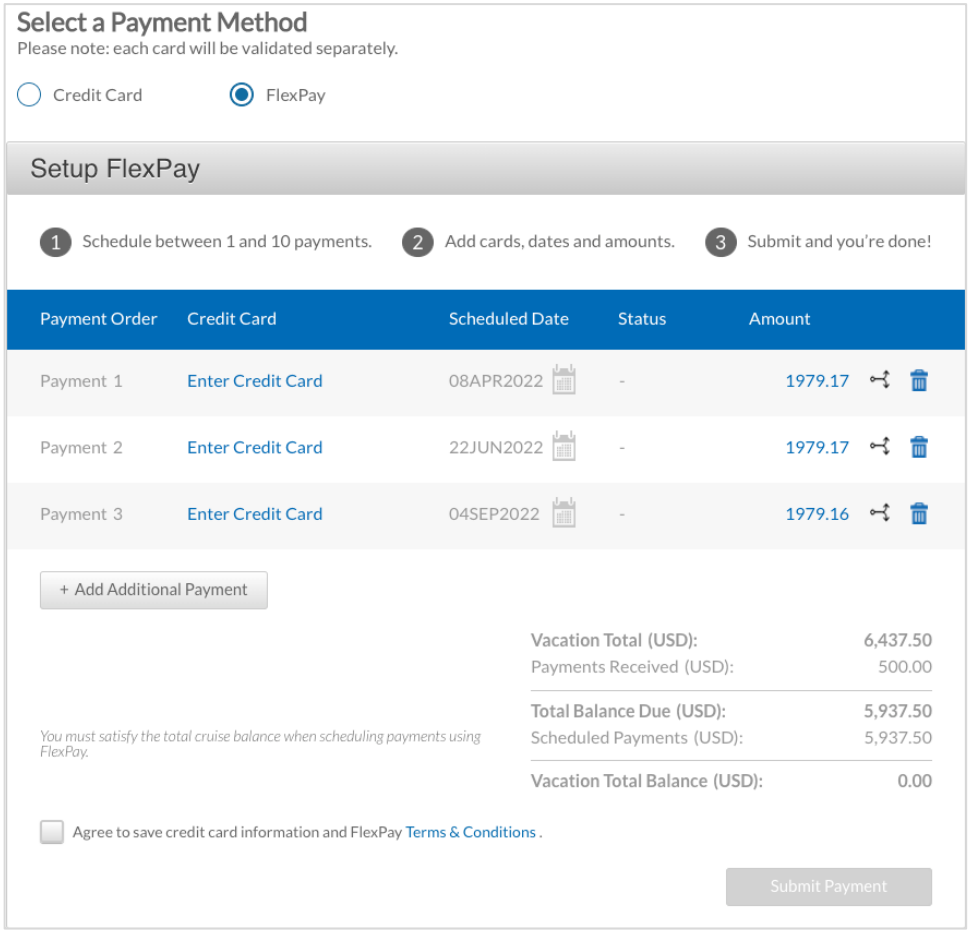
FlexPay will automatically set up a schedule with 3 payments. By default:

- 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.



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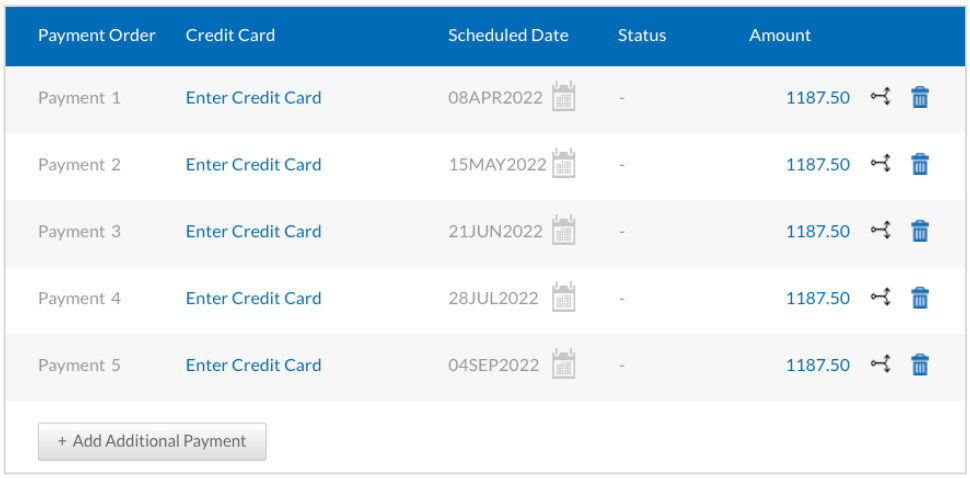
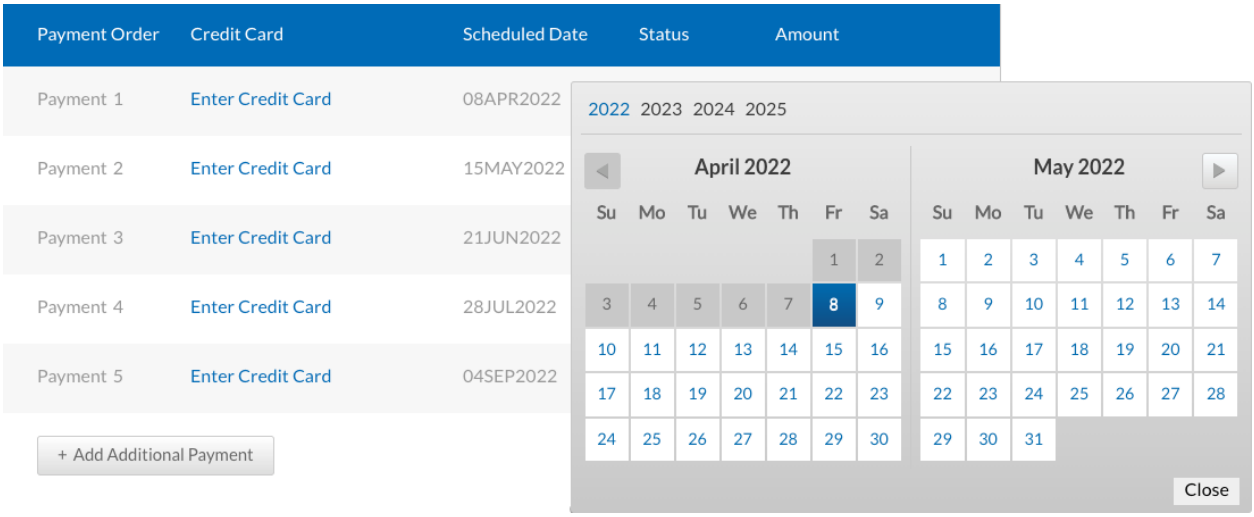
To increase the number of payments, click Add Additional Payment below the table. To reduce the number of payments, click the trash can symbol on the right.

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.



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



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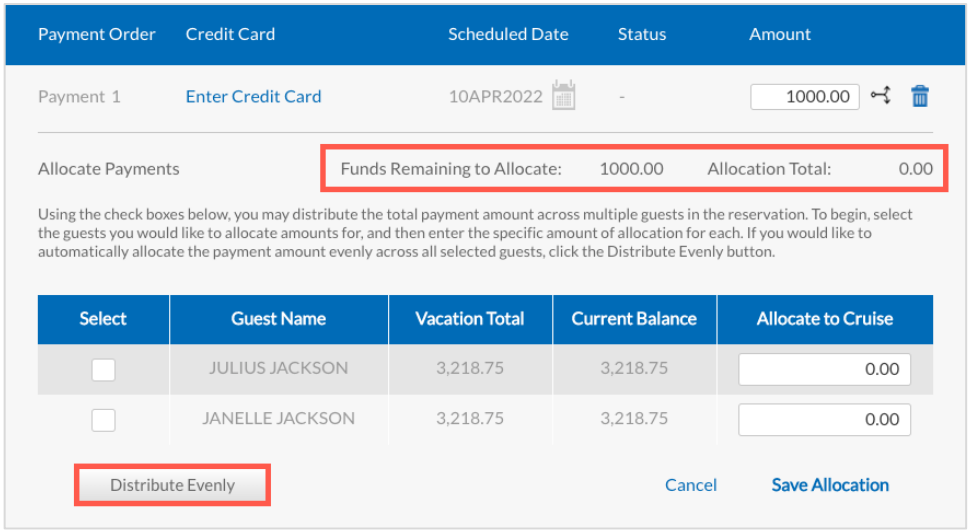
To manually adjust the amount of a payment, click the amount. The selected payment will expand allowing you to enter the new value for this payment. FlexPay will automatically adjust the amount of the other payments to ensure the full balance is paid at the completion of the schedule

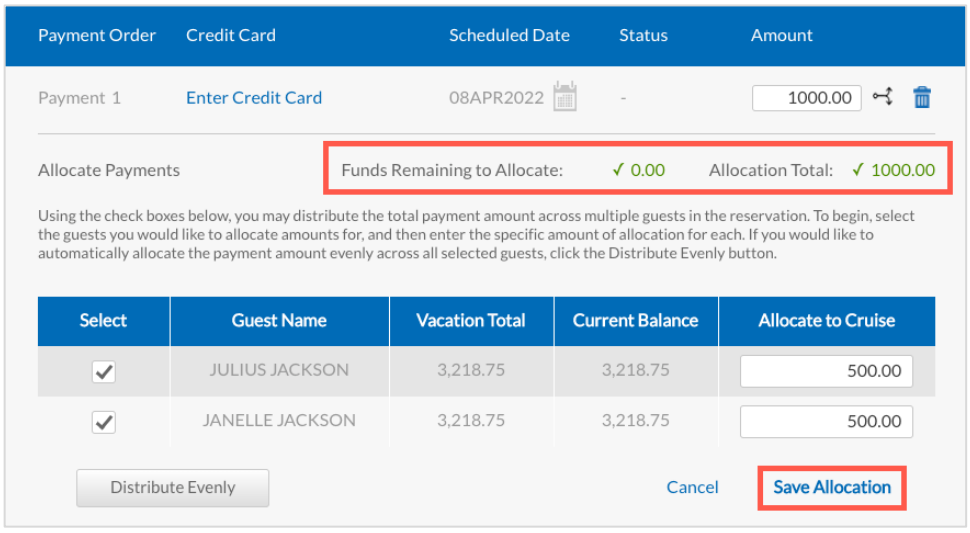
This section is also used to allocate the amount of this transaction. Notice just below the total amount for the transaction, FlexPay displays the funds from this transaction that are remaining to allocate and the total amount allocated so far.



To allocate funds, you can manually select the appropriate guest and manually enter the amount to allocate to the cruise. If this payment should be split evenly between the guests, click Distribute Evenly.

As we allocate funds to each guest, the Funds Remaining to Allocate and the Allocation Total update. Once we have allocated all the funds for this transaction, these fields will show in green with a checkmark confirming that you have allocated the full amount of this transaction.

To continue, click Save Allocation. You will need to allocate each scheduled payment to submit the schedule.



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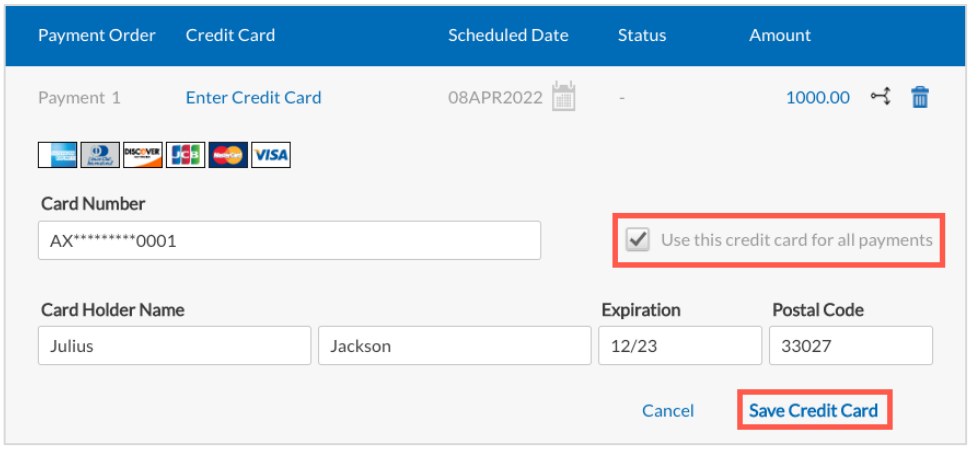
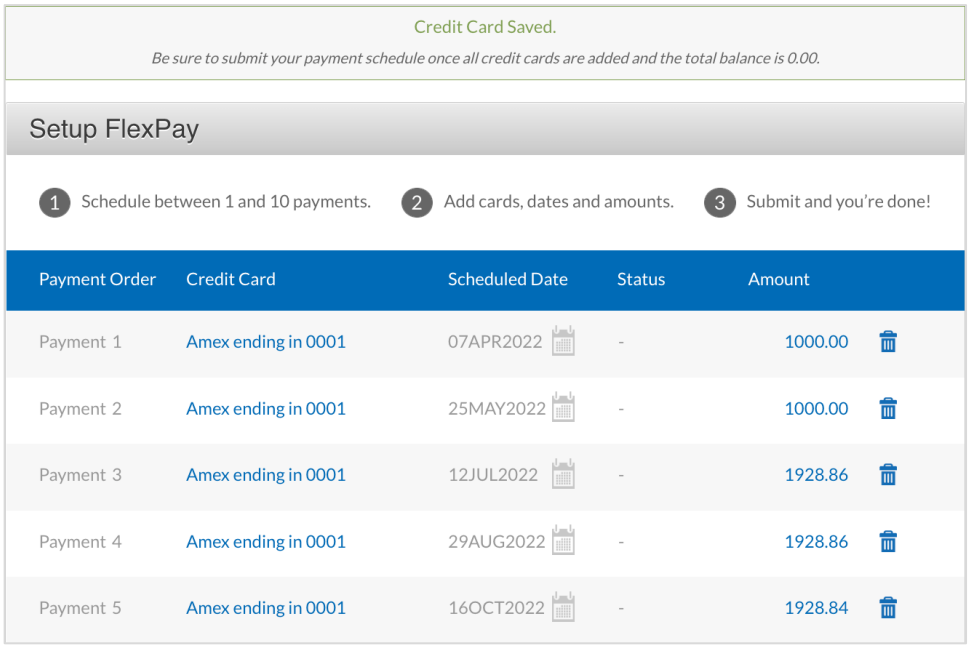
Once you have set up the schedule, amount and allocation per payment for your clients, click Enter Credit Card on the first payment. The section will expand, so you can enter your client's credit card details.

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.



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



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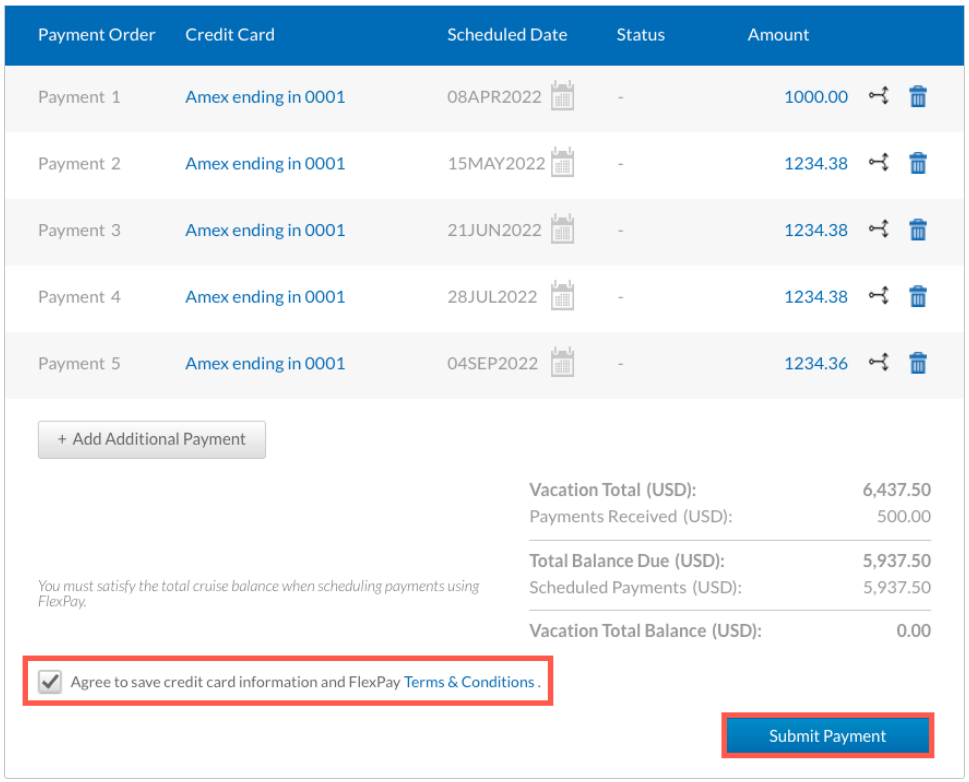
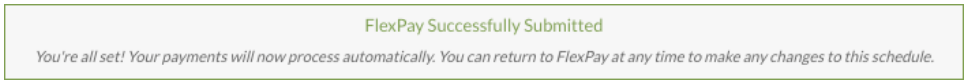
To save the FlexPay schedule, review the Terms & Conditions, accept the Terms & Conditions and click Submit Payment.



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



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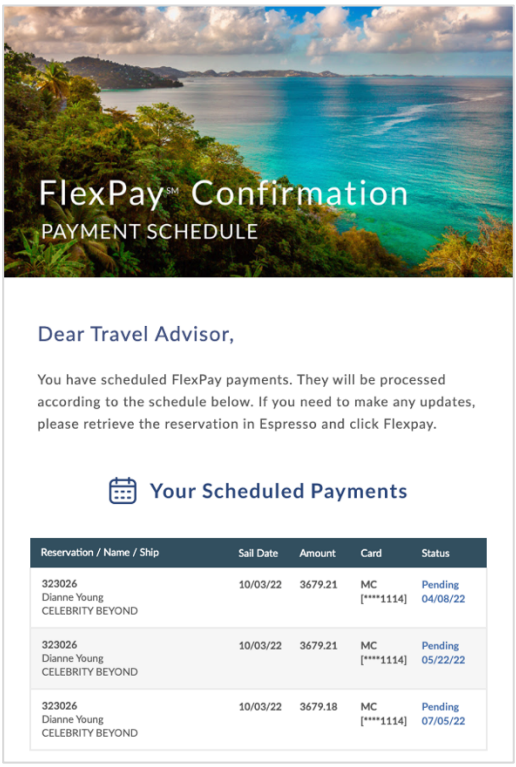
Emails

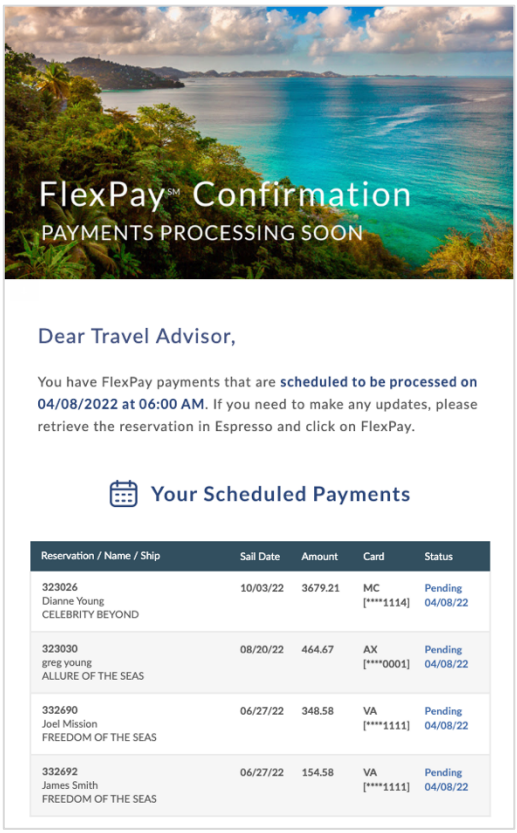
FlexPay will send emails to your agency email address:

- 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.

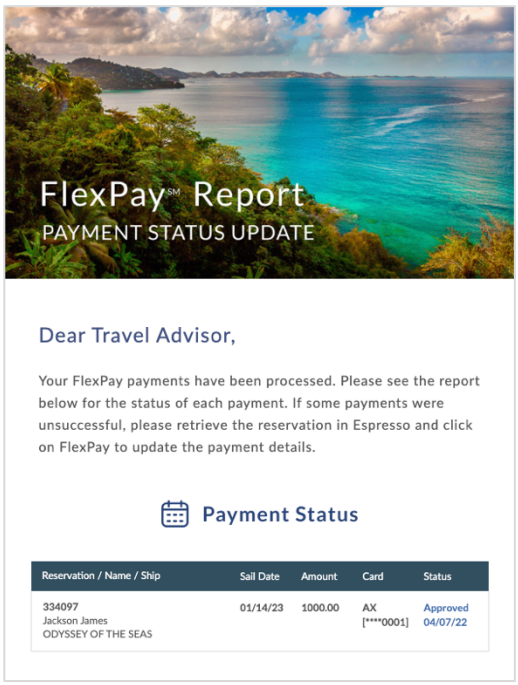
New FlexPay Schedule Set up



Payments Processing Soon



Payments Processed



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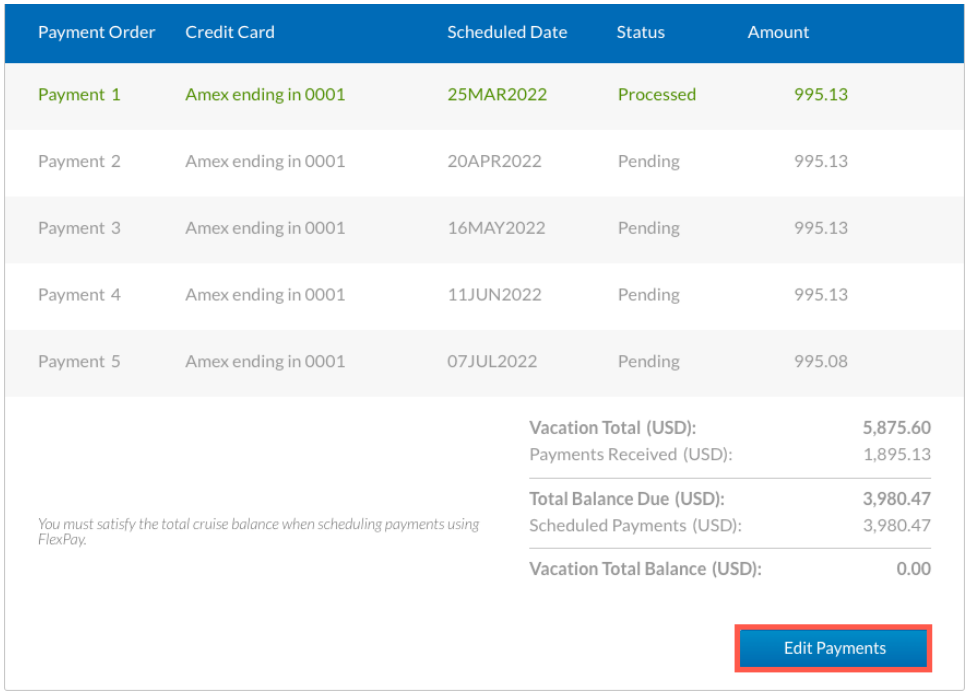
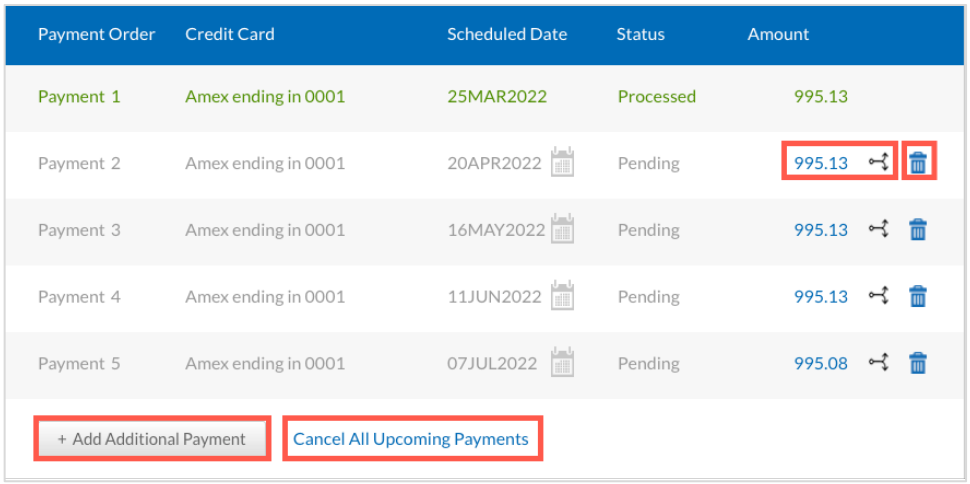
Modifying Your FlexPay Payments

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.



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.



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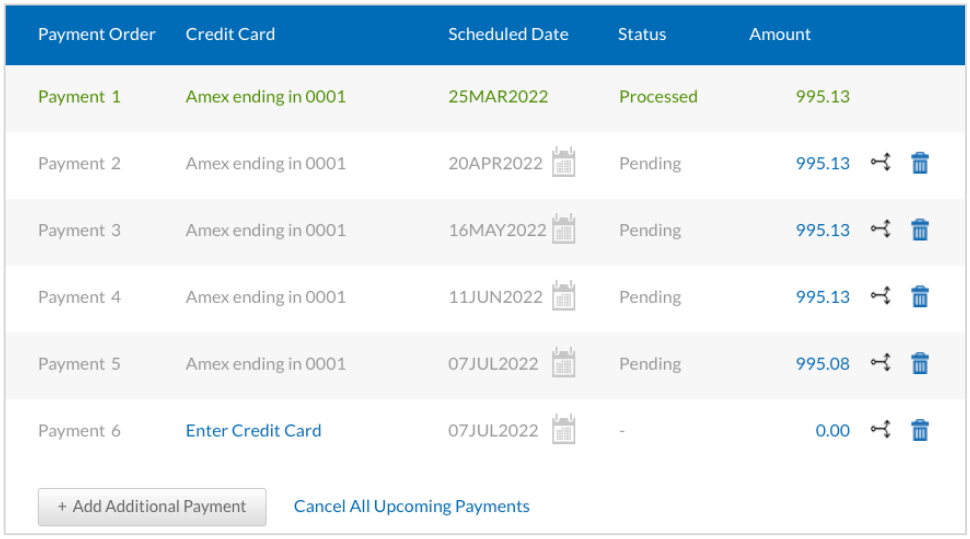
In this mode, you will need to manually adjust the amounts of the remaining transactions to ensure the Vacation Total Balance at the bottom shows 0.00 meaning the full gross total will be paid with the final transaction.

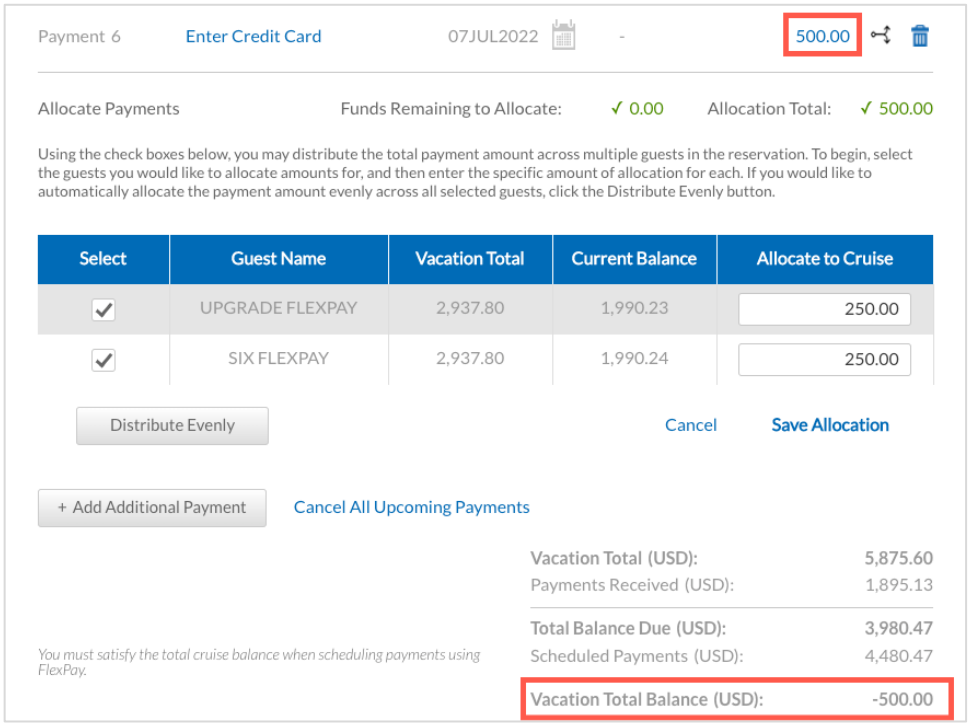
For example, if we add an additional payment for this transaction, the new payment will default to value 0.00.



Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	25MAR2022	Processed	995.13
Payment 2	Amex ending in 0001	20APR2022	Pending	995.13
Payment 3	Amex ending in 0001	16MAY2022	Pending	995.13
Payment 4	Amex ending in 0001	11JUN2022	Pending	995.13
Payment 5	Amex ending in 0001	07JUL2022	Pending	995.08
Payment 6	Enter Credit Card	07JUL2022	-	0.00

+ Add Additional Payment Cancel All Upcoming Payments

When you change the Amount on this payment and adjust the allocation, 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 6 | Enter Credit Card | 07JUL2022 | - | 500.00

Allocate Payments Funds Remaining to Allocate: ✓ 0.00 Allocation Total: ✓ 500.00

Using the check boxes below, you may distribute the total payment amount across multiple guests in the reservation. To begin, select the guests you would like to allocate amounts for, and then enter the specific amount of allocation for each. If you would like to automatically allocate the payment amount evenly across all selected guests, click the Distribute Evenly button.

Select	Guest Name	Vacation Total	Current Balance	Allocate to Cruise
☑	UPGRADE FLEXPAY	2,937.80	1,990.23	250.00
☑	SIX FLEXPAY	2,937.80	1,990.24	250.00

Distribute Evenly Cancel Save Allocation

+ Add Additional Payment Cancel All Upcoming Payments

Vacation Total (USD):	5,875.60
Payments Received (USD):	1,895.13
Total Balance Due (USD):	3,980.47
Scheduled Payments (USD):	4,480.47
Vacation Total Balance (USD):	-500.00

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

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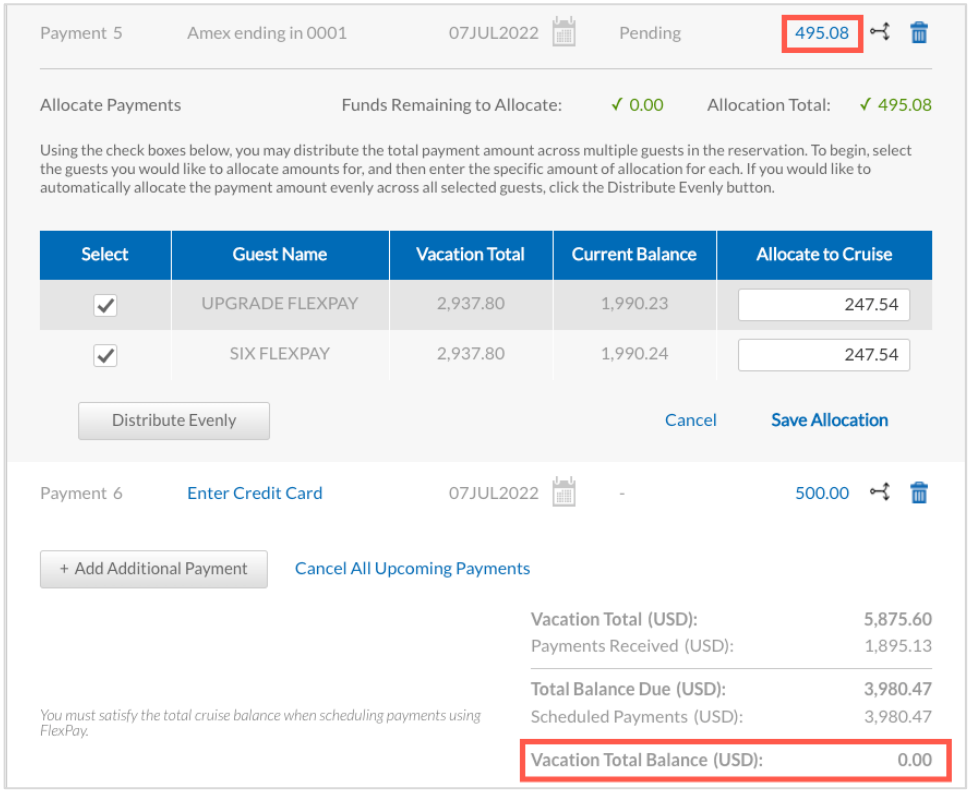
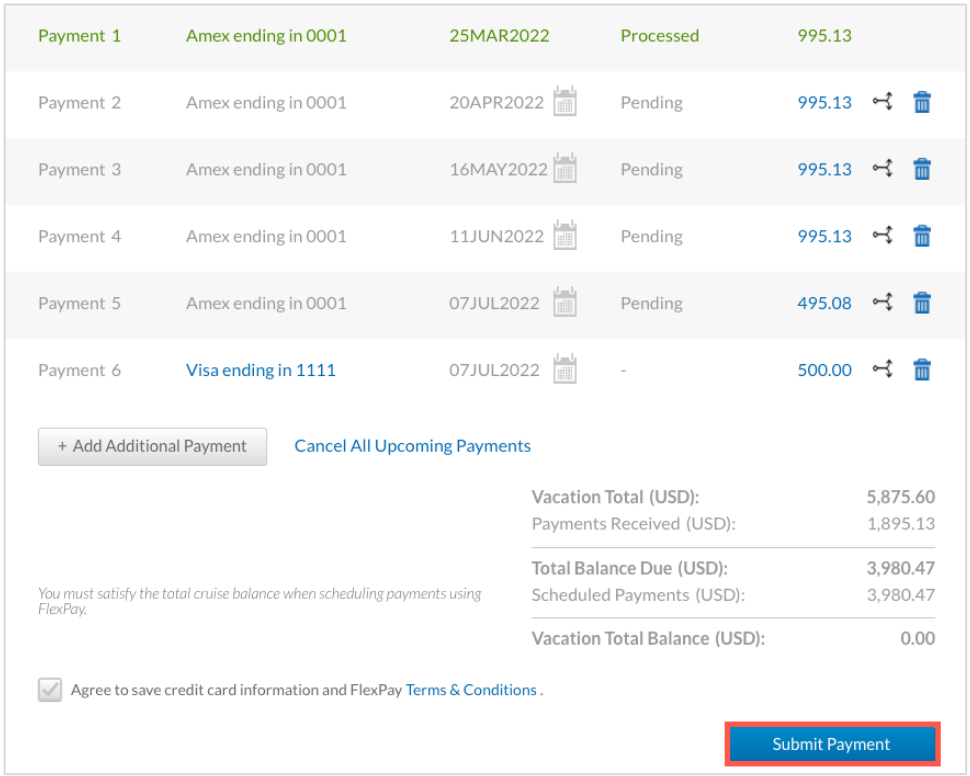
By adjusting one of the other payments and its allocation, the Vacation Total Balance is now 0.00. To save the updated FlexPay schedule, enter the credit card to be used for this payment by clicking Enter Credit Card.



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



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Automatic Rebalance

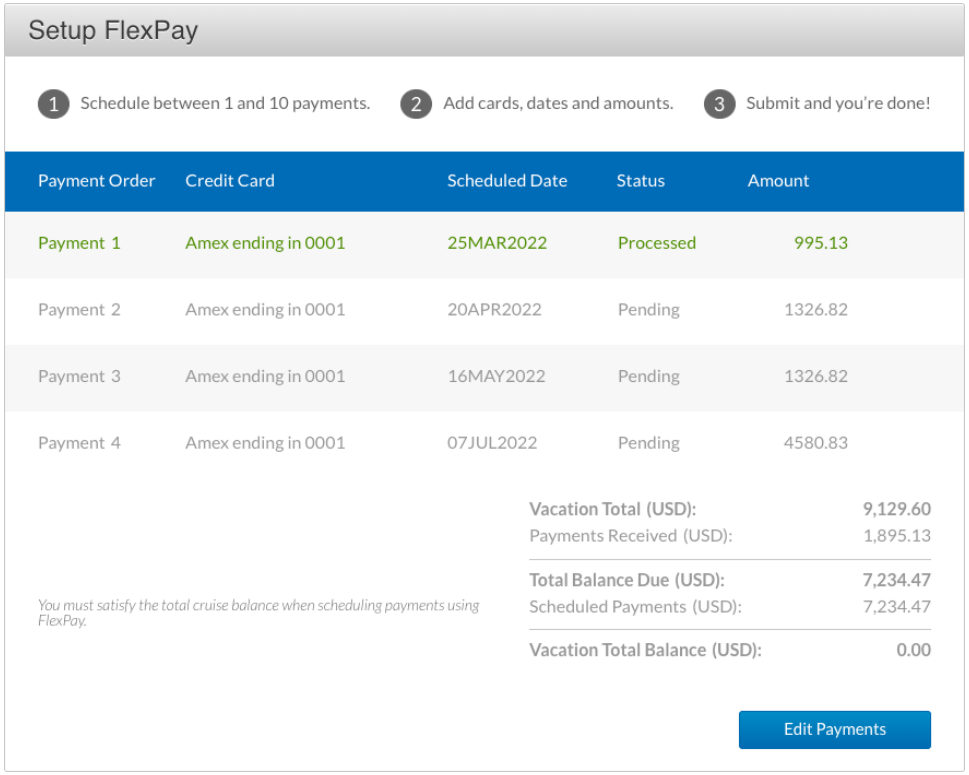
During the life of the booking, changes are often made. Should a client want to add or remove items from the booking or make a one-time payment, FlexPay will automatically adjust the last payment for you to ensure the booking is paid in full.

For example, notice the last payment in this FlexPay schedule is 1,326.83.

Payment Order	Credit Card	Scheduled Date	Status	Amount
Payment 1	Amex ending in 0001	25MAR2022	Processed	995.13
Payment 2	Amex ending in 0001	20APR2022	Pending	1326.82
Payment 3	Amex ending in 0001	16MAY2022	Pending	1326.82
Payment 4	Amex ending in 0001	07JUL2022	Pending	1326.83

If the client chooses to upgrade to a higher category 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 been automatically adjusted.

Notice the final payment is now 4,580.83. If you would like to adjust FlexPay to add additional payments, click Edit Payments.



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

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