



After requesting a refund for your client through the Cruise with Confidence online form, located on Cruisingpower (Brand Programs & News), you can use the service history of the booking in Espresso to track the status on an individual (FIT) booking.

It is important to note that the refund process will not start immediately after submitting the cancellation refund request.

Accessing Bookings

FIT bookings (both active and cancelled) can be accessed in Espresso up to the point where the sailing is terminated (archived). This process typically happens between 45 and 60 days after the sailing ends. Currently, the archiving process has been suspended and no bookings are being archived.

Service History

The service history of a booking contains many abbreviations. Looking for the steps below will help you identify where the booking is in the refund process. Please keep in mind that the steps will not all occur at once. They may be several days apart in the history as the request makes its way through the process.

Each of the steps listed here may be listed several times in the service history with different credit cards and/or different amounts. The amounts shown will include:

- Refunds for the cruise fare, taxes, fees and port expenses, pre-paid gratuities, transfers or any other items added to the booking.
- Items purchased through the Cruise Planner (shore excursions, specialty dining, etc.)

Once the booking has been cancelled in our system, the refund (Overpayment) will appear in the service history in three stages: Requested, Posted then Disbursed.

Refund Steps: Individual Reservations

Notice that each of the three steps shown here is followed by a three-letter reason code (ECX) indicating that the reason for the refund is the cancellation.

1. **OVP REQ A ECX** – The Overpayment (OVP) has been Requested (REQ). If this is the only step you see on the booking, it only means that accounting has not yet worked on posting the refund.
2. **OVP POST A ECX** – The Overpayment (OVP) has been Posted (POST) by our accounting team. If you see both step 1 and step 2 but do not yet see step 3, the funds will be sent out on the next Wednesday or Sunday of that week, whichever comes first.
3. **DSB PST A ECX** – The refund has been Disbursed (DSB) to the financial institution. This is the final step for the refund.

IMPORTANT NOTE: Please keep in mind that the time between seeing the final step in our process and when the refund appears in the guest's account is dependent on their financial institution.

1. Log in to Cruisingpower and use the Find Reservation section of either the Espresso widget on the homepage page of Cruisingpower or the Espresso homepage (Booking Tools -> Espresso) to retrieve the reservation. If the sail date has not passed, the predictive search functionality of the Find Reservation section will help you to locate the booking.

If the scheduled sail date has passed and predictive search does not pick up the booking, enter the booking ID in the field and press Enter on your keyboard or click the search button.

2. Make note of the booking status at the top of the screen.
 - If the status is Confirmed, the refund process has not yet started.
 - If the status is Cancelled, continue on to the service history to determine where the booking is in the refund process.

3. From the menu bar on the left side of the screen, scroll down to the Manage section and click Service History.

Reviewing the Service History

The service history defaults to showing the most recent item at the top of the table.

Date	Activity Type	User	Service Description
------	---------------	------	---------------------

Process Starts

The first item you'll see in Espresso indicating that the cancellation and refund process has begun will be a remark like the one below. The remark will be followed by many lines indicating guests and items being cancelled as well as financial information from the booking (total charges, taxes, etc.).

28APR2020	Service History	TSOPEZ	TO CORONAVIRUS OUTBREAK
-----------	-----------------	--------	-------------------------

Step 1: Refund Requested

The first step of the refund process will then be added to the history: **OVP REQ A ECX**

29APR2020	Service History	QROBOT	OVP REQ A ECX XXXX CK CP-PMT-XXXXXXXXXXXX MIA USD 11159.78
29APR2020	Service History	QROBOT	OVP REQ A ECX XXXX AX *****XXXX MIA USD 500.00
29APR2020	Service History	QROBOT	OVP REQ A ECX XXXX AX *****XXXX MIA USD 2000.00

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- This may not occur on the same date as the remark above and the cancellation steps.
- The refund will likely be split across several lines in the service history. Each line will indicate an amount and the form of payment for the amount.
 - Refunds going to a credit card includes the card type and last four digits.
 - Refunds for payments made through electronic transfer from CruisePay will display as CK (check payment).

IMPORTANT NOTE: We must attempt to send the amount back to the original form of payment. If the customer's bank returns or rejects the refund, our collections team will then obtain the necessary information for the card holder so that a physical check can be cut and sent. We will not attempt to refund to an alternate account.

Step 2: Refunds Posted

The second step in the refund process will display: **OVP POST A ECX**

07MAY2020	Service History	QROBOT	OVP POST A ECX XXXX CK CP-PMT-XXXXXXXXXXXX MIA USD 8914.78
07MAY2020	Service History	QROBOT	OVP POST A ECX XXXX AX ***** XXXX MIA USD 221.94
07MAY2020	Service History	QROBOT	OVP POST A ECX XXXX AX ***** XXXX MIA USD 278.06
07MAY2020	Service History	QROBOT	OVP POST A ECX XXXX AX ***** XXXX MIA USD 2000.00
07MAY2020	Service History	QROBOT	OVP POST A ECX XXXX CK CP-PMT-XXXXXXXXXXXX MIA USD 2245.00

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- Notice there is a gap in the date between step 1 and step 2. This is normal.
- In the example above, the refunds have been split into more lines between step 1 and 2. This is also normal. The totals add up to the same amounts as step 1.

Step 3: Refunds Disbursed

The final step in the refund process will display: **DSB PST A ECX**

18MAY2020	Service History	ACCONPC	DSB PST A ECX XXXX CK NPC XXXXXX MIA USD 8914.78
18MAY2020	Service History	ACCONPC	DSB PST A ECX XXXX CK NPC XXXXXX MIA USD 2245.00
13MAY2020	Service History	ACCONPC	OVP TRANSMITTED NPC A ECX XXXX CK MIA USD 8914.78
13MAY2020	Service History	ACCONPC	OVP TRANSMITTED NPC A ECX XXXX CK MIA USD 2245.00
10MAY2020	Service History	ACCACM	DSB PST A ECX XXXX AX ***** XXXX MIA USD 221.94
10MAY2020	Service History	ACCACM	DSB PST A ECX XXXX AX ***** XXXX MIA USD 278.06
10MAY2020	Service History	ACCACM	DSB PST A ECX XXXX AX ***** XXXX MIA USD 2000.00

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- Notice there is a gap in the date between step 2 and step 3. This is normal.
- Notice that the payments made through CruisePay marked CK (check) occurred on different dates than the credit card refunds. They also have an additional step as they are first transmitted then disbursed.