

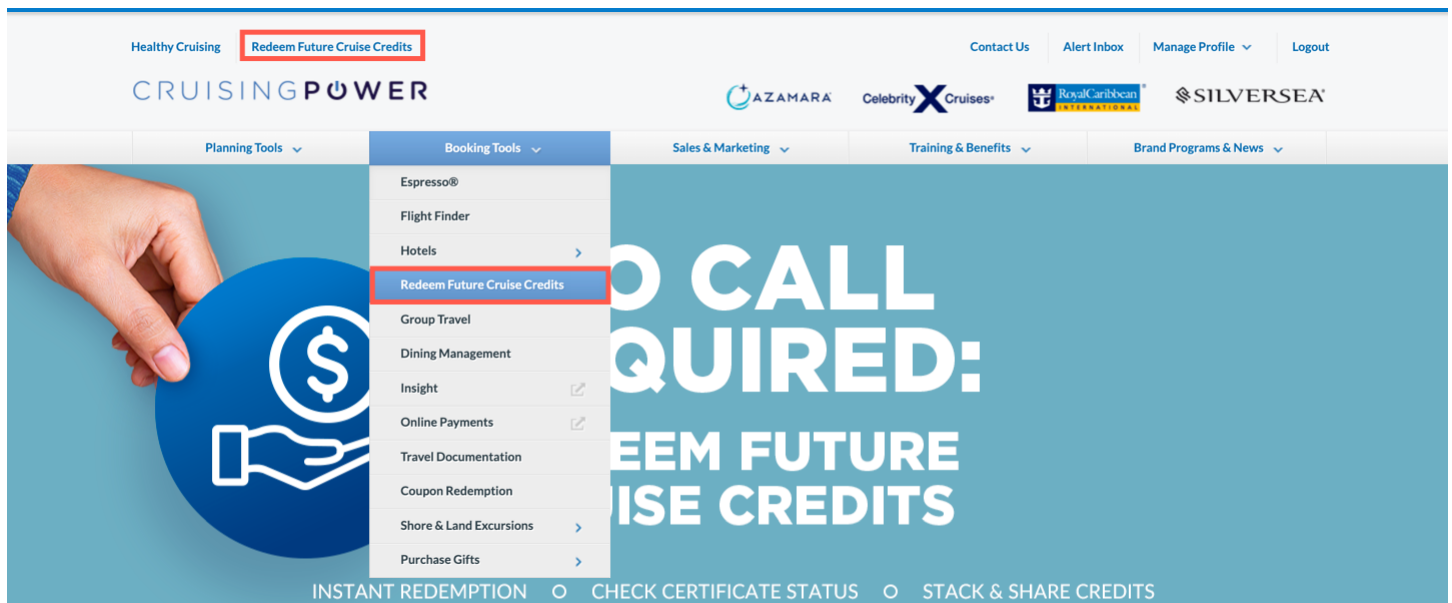
Using the Espresso Real-Time FCC Redemption Tool

With Espresso, you can look up, check the status of and instantly redeem your clients' Future Cruise Credits (FCCs). This process supports many certificate types including Global Suspension, Cruise With Confidence, Incident, Goodwill and more!

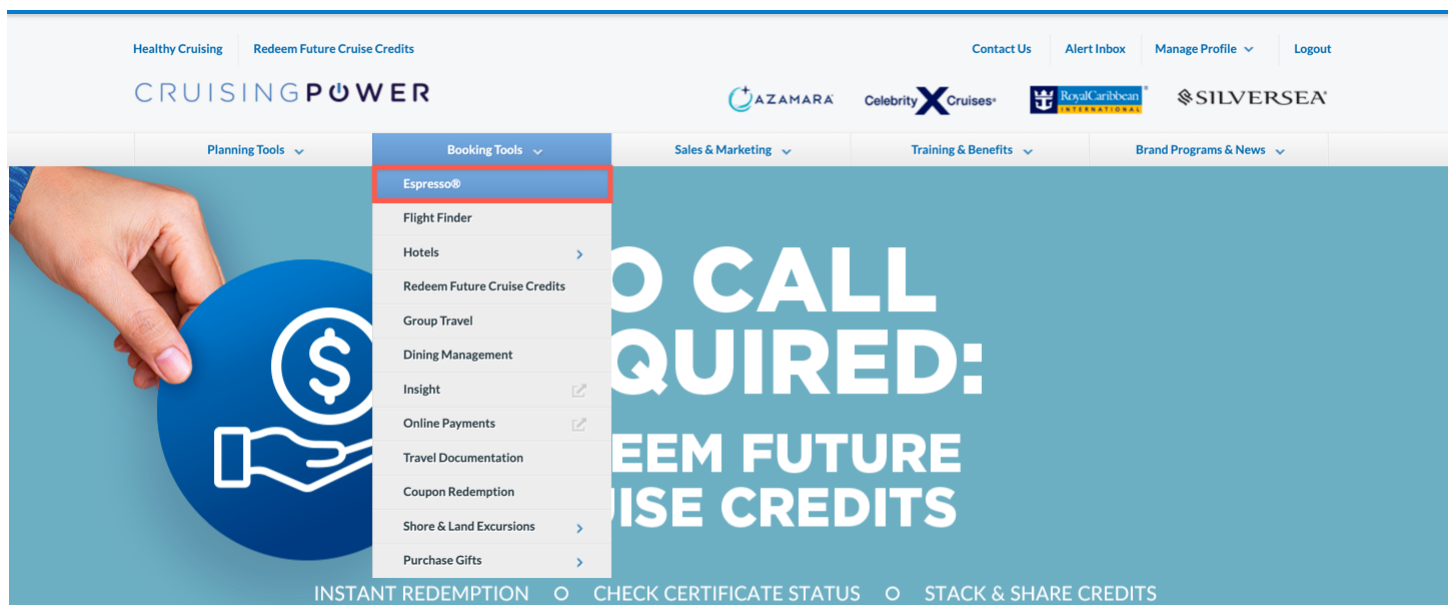
Note: certificate types Letter of Credit and Onboard Credit should be submitted via the Coupon Redemption tool.

Accessing the Espresso Real-Time Redemption Tool

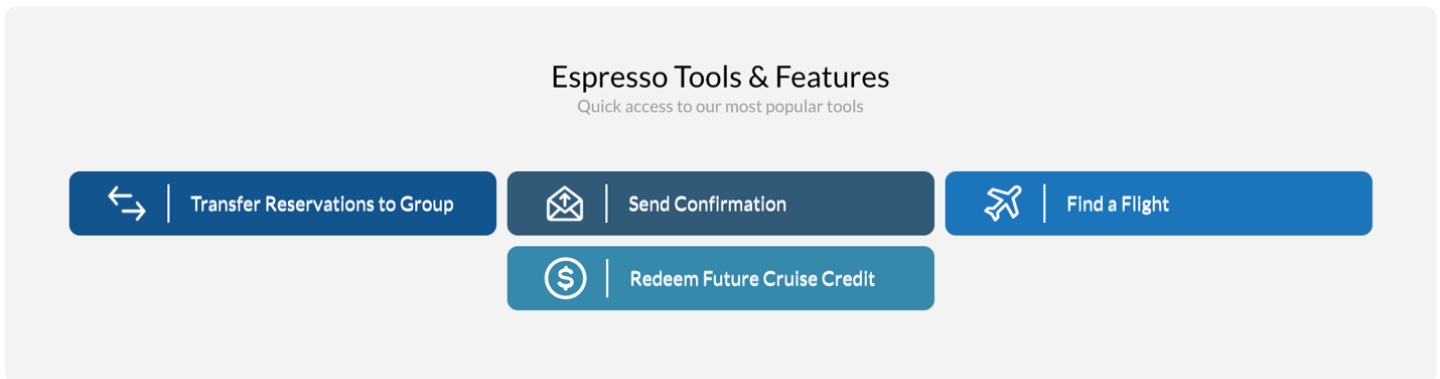
The redemption tool can be accessed from many places in Cruisingpower including from the upper left corner of the Cruisingpower home page and from the Booking Tools menu.



The tool can also be accessed by clicking Espresso from the Booking Tools menu.



Then scrolling down to the Espresso Tools & Features section and clicking Redeem Future Cruise Credit.



The tool provides the option to proceed directly to FCC redemption or to check the status of a certificate.

Future Cruise Credit Redemption ✕ Exit to Dashboard

Redeem Certificate

To redeem a Future Cruise Credit*, enter the Booking ID for your client's future cruise. *Future Cruise Credits issued as part of our Cruise With Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others please use the Coupon Redemption tool on CruisingPower.com.

Booking ID *(Individual or Group)*

Booking ID

START REDEMPTION

Check Certificate Status

To check the status of a Future Cruise Credit, enter your client's certificate number and their full name as it appears on the certificate. You will have the option to redeem* any active certificates. *Future Cruise Credits issued as part of our Cruise With Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others please use the Coupon Redemption tool on CruisingPower.com.

Certificate Information

Certificate Number

First Name Last Name

CHECK STATUS

Look Up a Future Cruise Credit

If you need to find an FCC for a client who doesn't have their certificate number, the Espresso Real-Time Redemption tool provides the ability to look it up. By entering the details of the previous booking (guest name, ship, sail date and reservation number) the tool will return any active certificates for that guest for that booking. Please note, your agency does not need to be the owner of the previous reservation to use this feature.

This feature is available on both the landing page of the real-time redemption tool as well as during redemption.

To look up active Future Cruise Credits for your client, click the magnifying glass next to the Certificate Number field.

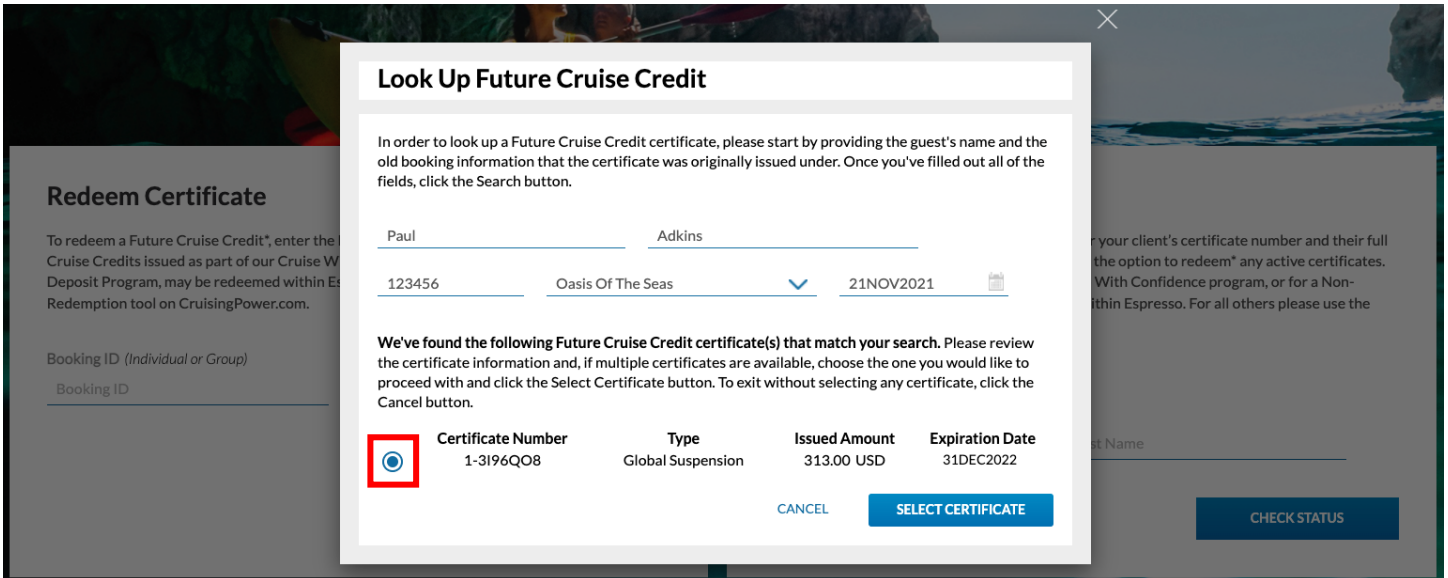
The screenshot shows two side-by-side panels. The left panel is titled 'Redeem Certificate' and contains a text box for 'Booking ID (Individual or Group)' with a 'START REDEMPTION' button below it. The right panel is titled 'Check Certificate Status' and contains a 'Certificate Information' section with fields for 'Certificate Number', 'First Name', and 'Last Name'. A magnifying glass icon is positioned over the 'Certificate Number' field, and a 'CHECK STATUS' button is at the bottom right.

Enter your client's name along with the booking number, ship and sail date of the reservation for which the certificate was issued. Then click Search.

NOTE: If the certificate has been transferred to someone else, use the original name and booking information to complete a lookup.

The screenshot shows the same interface as above, but with a modal window titled 'Look Up Future Cruise Credit' overlaid. The modal contains the following text: 'In order to look up a Future Cruise Credit certificate, please start by providing the guest's name and the old booking information that the certificate was originally issued under. Once you've filled out all of the fields, click the Search button.' Below the text are input fields for 'Paul Adkins', '123456', 'Oasis Of The Seas', and '21NOV2021'. There are 'CANCEL' and 'SEARCH' buttons at the bottom of the modal.

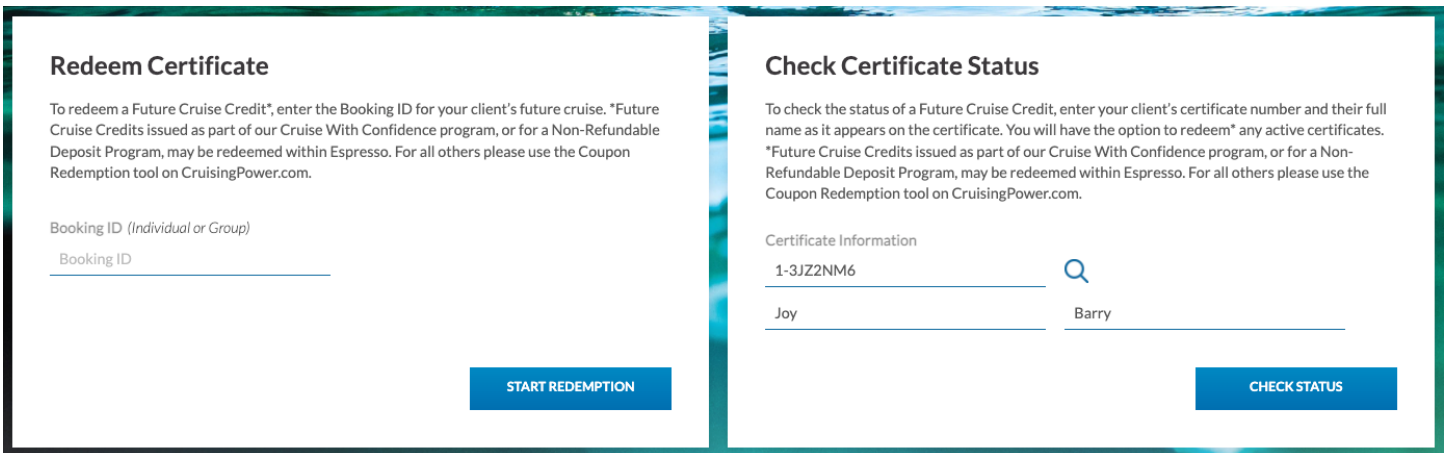
The details for any active certificates will be displayed including the certificate number, type, issued amount and expiration date. To select a certificate, click the radio button next to the certificate then click Select Certificate.



Check Certificate Status

To check the status of any Future Cruise Credit, enter the certificate number, first and last name of your client as they appear on the certificate in the box on the right, then click Check Status.

NOTE: If the certificate has been transferred to someone else, enter the name of the person to whom the certificate was transferred to check the status.



The certificate information will be displayed including the certificate amount, status, client name, brand, issue date, expiration date and days left before expiration. To check the status of another certificate, click Check Another. If the certificate is active and you're ready to redeem, click Begin Redemption.

Certificate Status

Certificate Number: 1-3JZ2NM6 2,031.00 USD Status: Active	<table border="0" style="width: 100%;"> <tr> <td colspan="3">Certificate Information</td> </tr> <tr> <td style="width: 33%;">Guest Name: Joy Barry</td> <td style="width: 33%;">Brand: Celebrity Cruises</td> <td style="width: 33%;"></td> </tr> <tr> <td>Issue Date: 17 May 2021</td> <td>Expiration Date: 31 Dec 2022</td> <td>Days Left: 279</td> </tr> </table>	Certificate Information			Guest Name: Joy Barry	Brand: Celebrity Cruises		Issue Date: 17 May 2021	Expiration Date: 31 Dec 2022	Days Left: 279
Certificate Information										
Guest Name: Joy Barry	Brand: Celebrity Cruises									
Issue Date: 17 May 2021	Expiration Date: 31 Dec 2022	Days Left: 279								

CANCEL
CHECK ANOTHER
BEGIN REDEMPTION

All names and details are fictitious and used for illustration only.

Then enter the new booking number for your clients and click Continue.

Certificate Redemption

To redeem a Future Cruise Credit, enter the Booking ID for your client's future cruise.

Certificate Number: 1-3JZ2NM6 2,031.00 USD Guest: Joy Barry	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; border-bottom: 1px solid #ccc;">Booking ID (Individual or Group)</td> <td style="width: 50%;"></td> </tr> <tr> <td style="border-bottom: 1px solid #ccc;">Booking ID</td> <td></td> </tr> </table>	Booking ID (Individual or Group)		Booking ID	
Booking ID (Individual or Group)					
Booking ID					

CANCEL
CONTINUE

For certificates that have already been redeemed, those with any remaining balance after redemption will show both the amount applied and the balance. If there is a remaining balance after redemption, the balance will be issued in a new FCC associated with the previous reservation.

Certificate Status

Certificate Number: 1-3DE8NB9 2,034.00 USD Status: Redeemed	<table border="0" style="width: 100%;"> <tr> <td colspan="3">Certificate Information</td> </tr> <tr> <td style="width: 33%;">Guest Name: John Overton</td> <td style="width: 33%;">Brand: Celebrity Cruises</td> <td style="width: 33%;"></td> </tr> <tr> <td>Issue Date: 19 Nov 2020</td> <td>Redemption Date: 17 May 2021</td> <td></td> </tr> </table>	Certificate Information			Guest Name: John Overton	Brand: Celebrity Cruises		Issue Date: 19 Nov 2020	Redemption Date: 17 May 2021	
Certificate Information										
Guest Name: John Overton	Brand: Celebrity Cruises									
Issue Date: 19 Nov 2020	Redemption Date: 17 May 2021									

1,194.00 USD Applied	+ 840.00 USD Balance*	
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* If there is a remaining balance once you redeem your FCC, you'll receive the balance in a new FCC.

CANCEL
CHECK ANOTHER
BEGIN REDEMPTION

Redeem Certificate

To proceed directly to Redeem Certificate, enter the booking ID for Individual or Group Booking and click Start Redemption.

Redeem Certificate

To redeem a Future Cruise Credit*, enter the Booking ID for your client's future cruise. *All Future Cruise Credit types, including those issued as part of our Cruise With Confidence program, or Non-Refundable Deposit Program, may be redeemed within Espresso. For any other types of certificates, please use the Coupon Redemption tool on CruisingPower.com

Booking ID (Individual or Group)
461771

START REDEMPTION

Check Certificate Status

To check the status of a Future Cruise Credit, enter your client's certificate number and their full name as it appears on the certificate. You will have the option to redeem* any active certificates. *All Future Cruise Credit types, including those issued as part of our Cruise With Confidence program, or Non-Refundable Deposit Program, may be redeemed within Espresso. For any other types of certificates, please use the Coupon Redemption tool on CruisingPower.com

Certificate Information

Certificate Number

First Name Last Name

CHECK STATUS

After confirming the booking information, enter the certificate(s) for each client or click the magnifying glass to look up a certificate.

Booking Information

Booking ID: 461771	Brand: Royal Caribbean International	Ship: Navigator Of The Seas	Sailing Date: 13 Jan 2023	Share Certificate Value(s): OFF
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Julie Smith

Certificate Number

+ Add another certificate

James Smith

Certificate Number

+ Add another certificate

To add multiple certificates for a client, click Add Another Certificate. Up to 8 certificates per client can be entered in the same transaction, if desired.

Booking ID: 461771	Brand: Royal Caribbean International	Ship: Navigator Of The Seas	Sailing Date: 13 Jan 2023	Share Certificate Value(s): OFF
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Julie Smith

Certificate Number

+ Add another certificate

James Smith

1-3NEYMPU

Certificate Number

+ Add another certificate

To share the value of all Future Cruise Credit entered across all clients within this reservation, slide the toggle to "On" before submitting the certificates. When the toggle is "On", the value of all certificates entered on this submission will be shared across all eligible clients in the reservation.

Booking ID: 461771 Brand: Royal Caribbean International Ship: Navigator Of The Seas Sailing Date: 13 Jan 2023 Share Certificate Value(s): ON

Julie Smith + Add another certificate James Smith + Add another certificate

Click Submit Certificate to proceed to the next step.

Booking Information

Booking ID: 461771 Brand: Royal Caribbean International Ship: Navigator Of The Seas Sailing Date: 13 Jan 2023 Share Certificate Value(s): OFF

Julie Smith + Add another certificate James Smith + Add another certificate

We reserve the right to examine the original paper or electronic certificate for verification. Certain certificates may not be combined with any offer or promotion, such as Loyalty, Shareholder Benefits, Future or Next Cruise offers. Future Cruise Credits are valid for use only for the person named on the certificate or identified in our reservation system as being its beneficial owner. FCCs may be applied towards cruise fare only and may not be used on chartered sailings or in contracted groups. Guest will remain responsible for paying the difference in the cruise fare if it exceeds the value of the FCC, as well as taxes/fees, port expenses and, if not bundled into the cruise fare, gratuities. FCCs are valid for use only on the issuing cruise brand, and may not be redeemed for cash. All bookings are subject to availability at the time of the request. Refer to the FCC and/or the program's terms for additional terms and conditions.

Review the certificate(s) to be submitted for this transaction including the Issued Amount for each certificate.

Review & Submit

To redeem a Future Cruise Credit, enter the amount to redeem for each guest shown below. We've given you a head start by filling in the maximum amount which can be used. If you wish to apply a lesser amount from any certificate, you may adjust the pre-filled value. Please note, the total redemption amount cannot exceed the Eligible Booking Charges on the reservation. If you have elected to share the certificate value(s), any residual amount from a certificate will be shared across one, or more, of the guests shown until the total Eligible Booking Charges are satisfied.

Guest:	Certificate Number:	Type:	Expiration Date:	Issued Amount:	Amount to Redeem:	Remaining Balance:
James Smith	1-3NEYMPU	Cruise with Confidence	16AUG2023	970.00	970.00	0.00

Booking ID: 461771 Brand: Royal Caribbean International Ship: Navigator Of The Seas Sailing Date: 13 JAN 2023 Currency: USD Share Certificate Value(s): Off

Enter the amount to redeem for each certificate, then click Redeem Certificate.

Review & Submit

To redeem a Future Cruise Credit, enter the amount to redeem for each guest shown below. We've given you a head start by filling in the maximum amount which can be used. If you wish to apply a lesser amount from any certificate, you may adjust the pre-filled value. Please note, the total redemption amount cannot exceed the Eligible Booking Charges on the reservation. If you have elected to share the certificate value(s), any residual amount from a certificate will be shared across one, or more, of the guests shown until the total Eligible Booking Charges are satisfied.

Booking ID: 461771	Brand: Royal Caribbean International	Ship: Navigator Of The Seas	Sailing Date: 13 JAN 2023	Currency: USD	Share Certificate Value(s): Off	
Guest:	Certificate Number:	Type:	Expiration Date:	Issued Amount:	Amount to Redeem:	Remaining Balance:
James Smith	1-3NEYMPU	Cruise with Confidence	16AUG2023	970.00	970.00	0.00

[CANCEL](#)
[REDEEM CERTIFICATE](#)

A pop-up will display allowing you to Accept and complete the redemption or Decline to exit.

Review & Submit

To redeem a Future Cruise Credit, enter the amount to redeem for each guest shown below. We've given you a head start by filling in the maximum amount which can be used. If you wish to apply a lesser amount from any certificate, you may adjust the pre-filled value. Please note, the total redemption amount cannot exceed the Eligible Booking Charges on the reservation. If you have elected to share the certificate value(s), any residual amount from a certificate will be shared across one, or more, of the guests shown until the total Eligible Booking Charges are satisfied.

Booking ID: 323024	Brand: Royal Caribbean International	Ship: Navigator Of The Seas	Sailing Date: 13 JAN 2023	Currency: USD	Share Certificate Value(s): Off	
Guest:	Certificate Number:	Type:	Expiration Date:	Issued Amount:	Amount to Redeem:	Remaining Balance:
Kathleen Barry	1-3JZ2NCM	Cruise with Confidence	16AUG2023	970.00	970.00	0.00
Terry Young	1-3JZ2NDK	Cruise with Confidence	16AUG2023	970.00	970.00	0.00

Are you sure?

Do you wish to proceed with redeeming this Future Cruise Certificate?

Please note, once a certificate has been redeemed it cannot be reinstated. To confirm the redemption and apply this certificate, please click 'Accept'. To exit without redeeming the certificate, click 'Decline'.

[Decline](#)
[ACCEPT](#)

Once the process is complete, a confirmation screen will display showing the certificates that were redeemed in this transaction. It will also detail how much was redeemed, how much of each certificate was applied by transferring funds from the previous reservation and how much was applied as a discount via an option code.

For Cruise with Confidence and Global Suspension certificates, any value redeemed over the amount needed to satisfy the Eligible Booking Charges (the balance due on the cruise fare portion of the new booking) will be added as a refundable onboard credit. For bookings and certificates in other currencies, the extra value will be converted to USD so that it can be added to the booking as a refundable onboard credit.

If a certificate is not redeemed in full, any value over the amount manually entered in the previous step will be used to create a new FCC associated with the original booking. For more information on this process, see the document [Future Cruise Credit - Onboard Credit](#).

Note: For all other certificate types, any value over the Eligible Booking Charges will be issued in a new Future Cruise Credit.

You're All Set!

Congratulations! Your client's Future Cruise Credit has been redeemed and applied to their booking. Please review the details below. If you would like to submit another certificate for redemption, or retrieve this booking, please click on one of the buttons below.

Booking ID: 461771	Brand: Royal Caribbean International	Ship: Navigator Of The Seas	Sailing Date: 13 Jan 2023	Currency: USD	Share Certificate Value: Off	Total Funds Transferred: 394.00	Total Redemption Option: 0.00	Total Refundable OBC (USD): 576.00
Guest: James Smith	Certificate Number: 1-3NEYMPU	Type: Cruise With Confidence	Status: Redeemed	Issued Amount: 970.00	Redeemed Amount: Total Redeemed: 394.00 Transferred + 0.00 Option + 576.00 OBC (USD)	Remaining Balance: 970.00 0.00		

PRINT
RETRIEVE THIS BOOKING
SUBMIT ANOTHER CERTIFICATE

After reviewing the screen, you have the option to print a confirmation, retrieve the booking in Espresso or submit another certificate. To exit the redemption tool, click Exit to Dashboard in the upper right corner of the screen.

Redeeming FCCs Inside a Booking in Espresso

Certificates eligible for real-time redemption can also be redeemed in Espresso during booking creation or in an existing reservation.

Booking Creation

During the creation of an Individual or Group Booking, after entering the client's information, Future Cruise Credits can be submitted for redemption on the Add Guest Details screen just below the Dining Options section. To look up a certificate using the details of the previous reservation, click the magnifying glass.

Future Cruise Credit Redemption *(optional)*

To redeem a Future Cruise Credit*, enter your client's certificate number. You will have the option to redeem any active certificates.

*Future Cruise Credits issued as part of our Cruise with Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others, please use the Coupon Redemption tool on CruisingPower.com. [Click here](#) to view the Future Cruise Credit Terms & Conditions.

Certificate Details

Share Certificate Value(s) i OFF

Linda Adams Q

Certificate Number

+ Add another certificate

Kyle Adams Q

Certificate Number

+ Add another certificate

Existing Booking

Certificates can also be redeemed for an existing reservation in Espresso. After retrieving the reservation, click Redeem Future Cruise Credit in the Add section of the left navigation bar.

Add

Insurance, Gratuities and Options

Redeem Future Cruise Credit

Special Services

Cross Reference

Agent Contact Name: JON 🔒

Reservation Summary

🖨️ Print Summary

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

Total Price (USD): 9,681.70

Deposit (USD): 500.00
Due Date: 01FEB2022

Payments Received (USD): 0.00 Payment History

Enter the certificate details for your clients then scroll to the bottom of the page.

Future Cruise Credit Redemption (optional)

To redeem a Future Cruise Credit*, enter your client's certificate number. You will have the option to redeem any active certificates.

*Future Cruise Credits issued as part of our Cruise with Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others, please use the Coupon Redemption tool on CruisingPower.com. [Click here](#) to view the Future Cruise Credit Terms & Conditions.

Certificate Details

Share Certificate Value(s) i OFF

JOHN JOHNSON Q

[+ Add another certificate](#)

JANE JOHNSON Q

[+ Add another certificate](#)

Click Save All Changes to apply the certificates.

Save All Changes

Continue

A summary of the redemption will be displayed on the confirmation screen including a breakdown how the certificates were applied.

For Cruise with Confidence and Global Suspension certificates, any value redeemed over the Eligible Booking Charges will be added as a refundable onboard credit. The amount of Onboard Credit added is included in the Redeemed Amount.

Your Reservation Summary
[Print Reservation Summary](#)

Reservation # 514368

Date Created: 11 Oct 2022

Offered

Flight Finder

JON	13JAN2023
Royal Caribbean International	3 Nights
Navigator Of The Seas	Mexico
2	30% Savings NRD, NRP-PROMO-H, NRP-BC, Extra Sav NRD

Total Price (USD): 923.70

Taxes & Fees: 210.70
Price includes all guests, taxes, fees and port expenses.

Deposit Amount Per Stateroom (USD): 200.00
Due Date: 16OCT2022
[Payment Schedule](#)

Payments Received (USD): 0.00
Date: N/A

Final Payment Due: 923.70
Final Payment Due Date: 16OCT2022

Make Payment

Redeem Future Cruise Credit

Future Cruise Credit Certificates		Share Certificate Value(s): OFF		Total Funds Transferred: 255.20		Total Redemption Option: 63.80		Total Refundable OBC (USD): 366.00	
Guest	Certificate #	Type	Status	Issued Amount	Redeemed Amount		Remaining Balance		
John Johnson	1-3NUKXPP	Global Suspension	Redeemed	685.00	Total Redeemed: 685.00 255.20 Transferred + 63.80 Option + 366.00 OBC (USD)		0.00		