

Future Cruise Credit – Onboard Credit

For qualifying bookings and certificate types, if there is extra value on a certificate during redemption the FCC Redemption tools in Cruisingpower can convert this value into a refundable onboard credit instantly.

This applies **only** to:

- Cruise With Confidence or Global Suspension certificate types
- Bookings on Celebrity Cruises or Royal Caribbean International

The process will instantly add a refundable onboard credit to the booking in US Dollars (USD) as option code UAF3. 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 onboard credit. This refundable onboard credit will be immediately visible inside the booking in Espresso and on the booking invoice.

For other certificate types, any extra value at the time of redemption will be issued as a new Future Cruise Credit.

After FCC redemption, if the booking is repriced to a lower rate, any extra FCC value will also be converted to refundable onboard credit in USD using the same UAF3 option code.

Redeeming in Full vs Partial Redemption

Redeeming from inside the booking in Espresso or Latte will automatically attempt to redeem the certificate in full. Upon application, any extra value left after satisfying the balance due on the cruise fare portion of the booking (Eligible Booking Charges) will be added to the booking as a refundable onboard credit.

The Espresso Real Time FCC Redemption tool gives you the option to manually enter how much of the certificate you want to redeem. You can redeem it in full or enter the value your client wants to redeem. If you partially redeem a certificate:

- Any certificate value over the amount you enter will be used to create a new remaining balance certificate.
- Any value over the Eligible Booking charges up to the amount you enter will be added to the booking as a refundable onboard credit.
- If you manually enter the full value of the certificate, any extra value left after satisfying the balance due on the cruise fare portion of the booking (Eligible Booking Charges) will be added to the booking as a refundable onboard credit and no remaining balance certificate will be issued.

For a walkthrough of the FCC redemption tools available, please see the documents:

- [FCC Redemption in Espresso](#)
- [FCC Redemption in Latte](#)

Scenarios

In this scenario your client is holding a certificate for \$1000 and the Eligible Booking Charges are \$800. If you redeem the certificate in full, \$800 will be applied to the booking, \$200 will be applied as a refundable onboard credit and no remaining balance certificate will be issued.

	Amount
FCC Value	\$1000
Eligible Booking Charges	\$800
Onboard Credit	\$200
Remaining Balance	\$0

In this scenario your client is holding a certificate for \$1000 and the Eligible Booking Charges are \$800. If they only want to redeem \$850 of the certificate because they have another booking with you they would like to apply it to, you would use the Espresso Real-Time FCC Redemption tool to manually enter the \$850 as the amount to redeem.

When the redemption is processed, the \$800 Eligible Booking Charges are satisfied and the remaining \$50 of the redeemed amount entered is added to the booking as a refundable onboard credit. The \$150 above what you manually entered will be used to create a new remaining balance certificate.

	Amount
FCC Value	\$1000
Amount to Redeem You Enter	\$850
Eligible Booking Charges	\$800
Onboard Credit	\$50
Remaining Balance	\$150