

## Working with Global Sailing Suspension (GSS) Future Cruise Credits

The FCC redemption process transfers the funds held on the original reservation to the new booking as a form of payment. Certificates issued as a part of our Global Sailing Suspension are unique in that they are issued for 125% of the cruise fare paid by your client. Since the amount of funds held on the original reservation is less than the face value of the certificate, the application of GSS certificates requires a slightly different process than other certificates.

Understanding how these certificates are redeemed will help you confirm that your clients' certificates have been applied. It will also help you explain how the redemption appears on their invoice.

### Calculating the Value of Global Sailing Suspension (GSS) Certificates

The value of these certificates begins with the total cruise fare paid by your client. When the reservation is cancelled, this amount is held on the booking. As a reminder, this amount excludes taxes & fees, transfers, prepaid gratuities, etc., which were refunded to the original form of payment. We then add 25% of additional value and issue the certificate as 125% of the cruise fare paid.

#### **Example – Calculating the certificate value:**

For a client who paid \$800 cruise fare, we add an additional 25% to determine the certificate value.

Cruise fare funds held on the reservation		\$800
Additional Value (25% x \$800)	+	\$200
Face Value of the Certificate		<u>\$1000</u>

### Redeeming Global Sailing Suspension (GSS) Future Cruise Credits

Because the value of the certificate is higher than the amount of funds held on the original booking, the redemption process for GSS certificates requires a combination approach:

1. Funds held on the original booking are transferred to the new booking as a form of payment.
2. The additional value is applied through the use of an option code (TBZ5). This reduces the balance due for the client by the amount of the additional value.

This option code is separate from the cruise fare and promotions on the booking and does not affect the commission calculation.

#### **Redemption Example 1:**

When we apply the full \$1000 value of the certificate in the example above to a new reservation with a cruise fare of \$1000:

Funds transferred from original booking	+	FCC Option Code TBZ5	=	FCC value applied to new booking
\$800		\$200		\$1000

**Determining How Much of the Applied Value Will Be Funds Transfer and Option Code**

The application of GSS certificates to a new booking will always include both funds transferred from the old booking and an option code even if the amount applied is less than the certificate value.

The system will break down the amount applied the same way as the previous example. The \$1000 certificate value is made up of:

- The amount of funds held on the original booking = 80% of the certificate value (80% of \$1000 = \$800)
- The amount of the additional value = 20% of the certificate value (20% of \$1000 = \$200)

If your client’s cruise fare on the new booking is less than the certificate value, the amount applied to the booking breaks down the same way as the original certificate:

- 80% funds transferred from the old booking
- 20% option code

**Redemption Example 2:**

If we use a certificate with a face value of \$1000 on a new booking with \$800 cruise fare amount due:

Funds transferred from original booking (80% of \$800)		FCC Option Code TBZ5 (20% of \$800)		FCC value applied to new booking (100% of \$800)
	+		=	
\$640		\$160		\$800

Since we have now redeemed \$800 of the \$1000 on the original certificate, we are left with a remaining balance of \$200. This will be automatically issued on a new Global Sailing Suspension FCC with a \$200 value and new certificate number.

Continuing on with this example, when the \$200 FCC for the remaining balance is redeemed on a second new booking with a higher cruise fare amount due, we use the same percentages to apply the new \$200 certificate to this reservation:

Funds transferred from original booking (80% of \$200)		FCC Option Code TBZ5 (20% of \$200)		FCC value applied to new booking (100% of \$200)
	+		=	
\$160		\$40		\$200

We have now redeemed the full value of the original \$1000 certificate, the \$800 held on the original booking and the \$200 of additional value on the original certificate.

	Funds transferred		FCC Option Code TBZ5		FCC value applied
First redeemed booking	\$ 640		\$ 160		\$ 800
Second redeemed booking	\$ 160	+	\$ 40	+	\$ 200
<b>Total Redeemed</b>	<b>\$ 800</b>		<b>\$ 200</b>		<b>\$ 1000</b>