

FUTURE CRUISE CREDIT LIST IN POLAR ONLINE

MAIN MENU | HELP | FEEDBACK | EXIT Language: English

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SELECT A CRUISE LINE

To begin, choose the cruise line for this transaction.
Princess Cruises

CREATE AND MANAGE BOOKINGS
CREATE BOOKING MANAGE BOOKING

CREATE AND MANAGE GROUPS
CREATE GROUP VIEW GROUP LIST
SEARCH FOR GROUP

AGENCY TOOLS
EXCLUSIVE OFFERS FOR PASSENGERS
VIEW OFFERS
VIEW CRUISE SALES
VIEW CRUISE SALES
Accessible via the "Owner" type account.
BANK PAYMENTS MAKE PAYMENTS
MANAGE ACCOUNTS
FUTURE CRUISE DEPOSITS & GOODWILL CREDITS
FUTURE CRUISE CREDIT LIST

POLAR Online is available in the following languages:
English
Chinese (Simplified) - 简体中文
Chinese (Traditional) - 繁體中文
French - Canadian - Français (Canada)
German - Deutsch
Japanese - 日本語
Korean - 한국어
Portuguese - Português
Spanish - Español
Please select your desired language from the dropdown menu above.

1: Access POLAR Online. From the main screen select the 'Future Cruise Credit List' blue button at the bottom of the screen.

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FUTURE CRUISE DEPOSITS & GOODWILL CREDITS RDPI - DFCC - PPPO
RDPI-00371 NOTHING TO DISPLAY

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FUTURE CRUISE CREDIT LIST PREVIOUS NEXT

You can search by Last and First name to find a specific passenger. Use the FCC Type filter to display the desired FCC, the oldest of the specific FCC type will display at the top of the list. Not all available credits or FCCs are represented on this list.

Two ways to search:
Last Name First Name SUBMIT FCC Type All SORT

PAST PASSENGER				FCC DETAILS			
Sail By*	First Name	Last Name	Customer ID	FCC Type	Amount ?	Basis ?	Currency

* Sail By Date will list by default unless only a Book By Date is available. Book By Dates will be displayed in orange

2: Future Cruise Credits will appear as goodwill.

Note: Only guests that have previously booked under your name with your agency and have a credit will appear in your list.

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Two ways to search:
Last Name First Name SUBMIT FCC Type All SORT

PAST PASSENGER				FCC DETAILS			
Sail By*	First Name	Last Name	Customer ID	FCC Type	Amount ?	Basis ?	Currency

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3: Search for a specific guest by entering their last and first name.

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Two ways to search:
 Last Name First Name **SUBMIT** FCC Type **SORT**

PAST PASSENGER

Sail By*	First Name	Last Name	Customer ID	FCC Type	Amount ?	Basis ?	Currency
* Sail By Date will list by default unless only a Book By Date is available. Book By Dates will be displayed in orange							

4: Click the FCC Type drop down menu to select all, goodwill (includes Future Cruise Credits) or Future Cruise Deposit.

Note: It is best practice to select all to ensure you do not miss any credits for the guest.

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Two ways to search:
 Last Name First Name **SUBMIT** FCC Type **SORT**

PAST PASSENGER **FCC DETAILS**

Sail By*	First Name	Last Name	Customer ID	FCC Type	Amount ?	Basis ?	Currency
01MAY22	FRANK	BROWN	#95361154A	Goodwill	1,291	Amount	USD
01MAY22	FRANK	BROWN	#95361154A	Goodwill	645	Amount	USD

* Sail By Date will list by default unless only a Book By Date is available. Book By Dates will be displayed in orange

5: Once you have searched for the guest you will be able to view the sail by date, name and customer ID, the FCC Type, amount, basis (indicates if the amount is a dollar amount, percentage or daily amount) and currency type for the credit.

FUTURE CRUISE DEPOSITS & GOODWILL CREDITS RDP1 - DFCC - PPPK

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Two ways to search:
 Last Name First Name **SUBMIT** FCC Type **SORT**

PAST PASSENGER **FCC DETAILS**

Sail By*	First Name	Last Name	Customer ID	FCC Type	Amount ?	Basis ?	Currency
01MAY22	FRANK	BROWN	#95361154A	Goodwill	1,291	Amount	USD
01MAY22	FRANK	BROWN	#95361154A	Goodwill	645	Amount	USD

* Sail By Date will list by default unless only a Book By Date is available. Book By Dates will be displayed in orange

BACK **ADDITIONAL DETAILS**

6: It is important to remember that sail by date lists will default unless only a book by date is available. Book by dates, if displayed, will display in orange. Click on the 'Additional Details' button at the bottom of the screen to access a more detailed view of available guest credits.



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FUTURE CRUISE DEPOSITS & GOODWILL CREDITS RDPI - DFCC - PPO

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Two ways to search:

Last Name First Name **SUBMIT** FCC Type **SORT**

PAST PASSENGER	FCC DETAILS			
Last Name	FCC ID	Description	Orig. Voyage #	Orig. Booking #
LEMESSURIER		Option 1-VOYAGE G018B-	G018B	
LEMESSURIER		Option 1-VOYAGE G018B-	G018B	
BROWN		Option 1-VOYAGE 5012N-	5012N	
HARRIS		Option 1-VOYAGE 1019- B	1019	
MADICH		Option 1-VOYAGE B009125	B009	
LEUNG		Option 1-VOYAGE B009125	B009	
LEUNG		Option 1-VOYAGE B009125	B009	

7: Information will include description, original voyage number, where the credit was generated, and the original booking number.

Note: If you have any questions pertaining to Future Cruise Credits or Future Cruise Deposits, please use the 'Click to Chat' to speak with our knowledgeable Princess Chat Team.

Thank you for choosing Princess Cruises!



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