



## POLAR Online® – Future Cruise Credit Enhancements

As a part of our continued enhancements to POLAR Online®, we've made some changes to the way we apply Future Cruise Credits (FCCs) in our system that will make it easier to use them! Starting Saturday, Dec 4, 2021, most FCCs will apply as a form of payment instead of as a discount against the cruise fare.

This document will describe the different types of FCCs, their functionality and how to apply them to a booking.

### Types of Future Cruise Credits

- **Future Cruise Credits (FCCs):**
  - **Payment (NEW!):** This newly enhanced FCC can now be used to pay toward a travel companion's fare on the same booking. It can also be applied toward other charges such as:
    - Deposits
    - Cruise and tour fare
    - Flights (If purchasing flexible fares outside final payment)
    - Hotel Packages
    - Transfers
    - Taxes, fees & port expenses
    - Travel Protection
    - Other guests on the same booking
    - Anything that is part of the total received
    - **NOTE:** Dining reservations, shore excursions, spa appointments and special service items are not included at this time
  - **Discount:** Amount will be discounted off the cruise fare
  - **Future Cruise Deposits (FCDs):** Sold onboard every ship, this Future Cruise Credit allows your clients to take advantage of a lower deposit and shipboard credit.
  - **Onboard Credit (OBC):** Amount will be applied to your client's onboard folio

### New POLAR Online Functionality

POLAR Online will auto-apply the FCC to each guest's cruise fare, based on what is in the FCC bank for the guest, in order to cover the guest's total fare. This includes all booking components, plus the deposit! Below is a step by step process on how to add Future Cruise Credits and Future Cruise Deposits to bookings in POLAR Online.



## New Booking Flow:

After launching POLAR Online and going through the booking flow and completing the "Sailing Search" screen as normal, and land on the "Pricing Detail" screen this is where you may see some changes. If there is a number greater than "\$0" in the "Amount Received" field (see screenshot below), this indicates that your client has a Future Cruise Credit that has been auto applied as a payment.

Product: N301/29DEC22/010-CCH/ENCHANTED/FLL1-FLL2
[Deck Plans & Itinerary](#)
[Click to Chat](#)
**POLAR ONLINE**

Add or Delete Offer Code (1234567890)  [SUBMIT](#)

### PASSENGER PRICING

Currency USD

	Passenger 1	Passenger 2	Passenger 3	Passenger 4	Passenger 5	Total
Fare	2,843.00	2,843.00				5,686.00
Air *						
Vacation Protection	199.01	199.01				398.02
Taxes, Fees & Port Expenses	185.00	185.00				370.00
Air Fees						
Miscellaneous						
Special Services						
FCC Discount						
Transfers/Packages	38.00	38.00				76.00
Mods						
Gross Fare	3,265.01	3,265.01				6,530.02
Total NCF (Included in Fare)	270.00	270.00				540.00
Additional NCF (Included in Fare)						
Onboard Credit						
GST:						

\* Baggage fees and other charges may be directly assessed by airlines or airports. Once you are notified of your flight details, please contact your airline.

### PAYMENT

Deposit Due Date 02DEC21

Deposit 800.00

Net Payment Due 5,975.62

Final Payment Due Date 30SEP22

Gross Payment Due 6,530.02

**Amount Received 1,034.50**

### COMMISSIONS

Standard 10.0 % 554.40

Override %

Bonus Commission

Total Commission 554.40

GST:

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[FCC'S](#)
[SAVE & CONTINUE](#)
[RESET](#)

[VOYAGE ITINERARY](#)
[TRAVEL PACKAGES](#)



If you would like to proceed at this time, you can click “Save & Continue” or if you would like to see information about the FCC, simply click on the “FCC’s” button at the bottom of the screen.

PAYMENT		COMMISSIONS	
Deposit Due Date	02DEC21	Standard	10.0 % 554.40
Deposit	800.00	Override	%
Net Payment Due	5,975.62	Bonus Commission	
Final Payment Due Date	30SEP22	Total Commission	554.40
Gross Payment Due	6,530.02	GST:	
Amount Received	1,034.50		

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Here you can see a little more about the FCC, including what type of FCC it is (payment, discount or Onboard Credit), the description of the FCC as well as the amount applied. If you are ok with this, you can click on “Skip FCC” and it will take you back to the “Pricing Details” screen, or you can click “Display FCC” to make any adjustments or remove at this time.

### APPLIED FUTURE CRUISE CREDITS/DEPOSITS

RDIH - AVAL - QPPO  
RDIH-0004I END OF FILE REACHED

Click "FCC List" to see a list of available Future Cruise Credits/Deposits.

PASSENGER DETAILS			
Pax	First Name	Last Name	CCN
01	TEST	TEST	8586010295
02	TESTING	TEST	8586013639

FUTURE CRUISE CREDITS/DEPOSITS				
Types of FCCs:				
<ul style="list-style-type: none"> <li>Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)</li> <li>Future Cruise Deposit (FCD): Deposits</li> </ul>				
FCD PROGRAM INFORMATION ?				
PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT APPLIED
01	07368026	Payment	BONUS FCC- VOY M005	1,034.50

[BACK](#)
[DISPLAY FCC](#)
[SKIP FCC](#)
[RESET](#)



If you would like to remove the FCC simply uncheck the box next to the FCC you wish to remove, check the "I confirm Changes." box and click "Save & Continue"

## AVAILABLE FUTURE CRUISE CREDITS/DEPOSITS

RDIK - AVAL - QPPO

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**PASSENGER DETAILS**

Pax	First Name	Last Name	CCN	FCC Freeze	Gross Balance
01	TEST	TEST	8586010295		3,265.01
02	TESTING	TEST	8586013639		3,265.01
<b>Gross Total</b>					<b>6,530.02</b>

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**FUTURE CRUISE CREDIT S/DEPOSITS** PREVIOUS NEXT

Types of FCCs.

- Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)
- Future Cruise Deposit (FCD): Deposits

FCD PROGRAM INFORMATION ?

PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT APPLIED	AMOUNT REMAIN
01	07368026	Payment	BONUS FCC- VOY M005	1,034.50	0.00
<b>Applied and Remaining Amount Totals:</b>				<b>1,034.50</b>	<b>0.00</b>

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**FUTURE CRUISE CREDIT S/DEPOSITS** PREVIOUS NEXT

If an FCC is applied as a payment and shows an amount remaining, it can be distributed among other guest on the booking. Please use the below fields to assign desired amounts.

PAX	FCC ID	TYPE	AMOUNT REMAIN	PAX 1	PAX 2	PAX 3	PAX 4	PAX 5
01	<input checked="" type="checkbox"/>	07368026	Payment	0.00	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>		

I confirm the changes.
   
 Uncheck and click save to reset payment FCCs (check mark will only display if manual adjustments have been made).

BACK
SAVE & CONTINUE
RESET



If you would like to adjust the amounts applied to each guest, you can enter the desired amounts in the box provided next to the FCC. (NOTE: Amounts can be dispersed among other guests on the booking for "Payment" type FCCs only.) After entering the desired amounts, click "I confirm the changes" and "Save & Continue"

## AVAILABLE FUTURE CRUISE CREDITS/DEPOSITS

RDIK - AVAL - QPPO

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PASSENGER DETAILS

Pax	First Name	Last Name	CCN	FCC Freeze	Gross Balance
01	TEST	TEST	8586010295		3,265.01
02	TESTING	TEST	8586013639		3,265.01
Gross Total					6,530.02

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FUTURE CRUISE CREDITS/DEPOSITS PREVIOUS NEXT

Types of FCCs.

- Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)
- Future Cruise Deposit (FCD): Deposits

FCD PROGRAM INFORMATION ?

PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT APPLIED	AMOUNT REMAIN
01	07368026	Payment	BONUS FCC- VOY M005	1,034.50	0.00
Applied and Remaining Amount Totals:				1,034.50	0.00

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FUTURE CRUISE CREDITS/DEPOSITS PREVIOUS NEXT

If an FCC is applied as a payment and shows an amount remaining, it can be distributed among other guest on the booking. Please use the below fields to assign desired amounts.

PAX	FCC ID	TYPE	AMOUNT REMAIN	PAX 1	PAX 2	PAX 3	PAX 4	PAX 5	
01	<input checked="" type="checkbox"/>	07368026	Payment	0.00	534.50	500.00			

I confirm the changes. ←

Uncheck and click save to reset payment FCCs (check mark will only display if manual adjustments have been made).

BACK
SAVE & CONTINUE
←
RESET

Then proceed to complete the booking as usual.



## Manage Booking:

We have also added the functionality to add/remove/adjust FCCs to an existing booking, whereas previously there was only an option to call reservations in order to remove any FCC or FCD from a booking.

After opening an existing booking, you can select "Apply FCCs" to see the FCCs or FCDs that are already applied. And by clicking "FCC List" you can see what, if any, FCCs are available to add.

### APPLIED FUTURE CRUISE CREDITS/DEPOSITS

RDBU - CBOK - QPPO

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Click "FCC List" to see a list of available Future Cruise Credits/Deposits.

**PASSENGER DETAILS**

Pax	First Name	Last Name	CCN
01	DAVID	KAIKI	8586010295
02	WAN NING	HO	8586013639

**FUTURE CRUISE CREDITS/DEPOSITS**

[PREVIOUS](#)
[NEXT](#)

Types of FCCs.

- Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)
- Future Cruise Deposit (FCD): Deposits

FCD PROGRAM INFORMATION ?

PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT RECEIVED	OBC
01	07368026	Payment	BONUS FCC- VOY M005 50%	1,034.50	0.00

[BACK](#)

[FCC LIST](#)

[RESET](#)



In this next screen you will be able to add/remove/adjust any available FCCs or FCDs on the booking. The functionality is the same process as in the previous "New Booking Flow" section.

If you would like to remove the FCC simply uncheck the box next to the FCC you wish to remove, check the "I confirm changes." Box and click "Save."

## AVAILABLE FUTURE CRUISE CREDITS/DEPOSITS

RCBV - CBOK - QPPO

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**PASSENGER DETAILS**

Pax	First Name	Last Name	CCN	FCC Freeze	Gross Balance
01	DAVID	KAIKI	8586010295		3,316.37
02	WAN NING	HO	8586013639		3,316.37
<b>Gross Total</b>					<b>6,632.74</b>

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**FUTURE CRUISE CREDITS/DEPOSITS DETAILS** PREVIOUS NEXT

Types of FCCs.

- Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)
- Future Cruise Deposit (FCD): Deposits

FCD PROGRAM INFORMATION ?

PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT APPLIED	AMOUNT REMAIN
01	07368026	Payment	BONUS FCC- VOY M005	1,034.50	0.00
<b>Applied and Remaining Amount Totals:</b>				<b>1,034.50</b>	<b>0.00</b>

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**FUTURE CRUISE CREDITS/DEPOSITS** PREVIOUS NEXT

If an FCC is applied as a payment and shows an amount remaining, it can be distributed among other guest on the booking. Please use the below fields to assign desired amounts.

Once booking enters penalty period, the below fields can not be adjusted.  
Total penalty from canceled guests: 0.00  
To view the cancel penalties, please visit the Pricing Summary page and click "view passenger cancel fee"

PAX	FCC ID	TYPE	AMOUNT REMAIN	PAX 1	PAX 2	PAX 3	PAX 4	PAX 5	PAX PENALTY
01	<input checked="" type="checkbox"/> 07368026	Payment	0.00	0.00	0.00				0.00

I confirm the changes. ←

Uncheck and click save to reset payment FCCs (check mark will only display if manual adjustments have been made).

\*Selecting multiple FCDs for one passenger will still only amount to one Onboard Credit earned.

BACK
SAVE
RESET



If you would like to adjust the amounts applied to each guest, you can enter the desired amounts in the box provided next to the FCC. (NOTE: Amounts can be dispersed among other guests on the booking for "Payment" type FCCs only.) After entering the desired amounts, click "I confirm the changes" and "Save."

## AVAILABLE FUTURE CRUISE CREDITS/DEPOSITS

RCBV - CBOK - QPPO

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PASSENGER DETAILS

Pax	First Name	Last Name	CCN	FCC Freeze	Gross Balance
01	DAVID	KAIKI	8586010295		3,316.37
02	WAN NING	HO	8586013639		3,316.37
Gross Total					6,632.74

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FUTURE CRUISE CREDITS/DEPOSITS DETAIL S PREVIOUS NEXT

Types of FCCs.

- Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)
- Future Cruise Deposit (FCD): Deposits

FCD PROGRAM INFORMATION ?

PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT APPLIED	AMOUNT REMAIN
01	07368026	Payment	BONUS FCC- VOY M005	1,034.50	0.00
Applied and Remaining Amount Totals:				1,034.50	0.00

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FUTURE CRUISE CREDITS/DEPOSITS PREVIOUS NEXT

If an FCC is applied as a payment and shows an amount remaining, it can be distributed among other guest on the booking. Please use the below fields to assign desired amounts.

Once booking enters penalty period, the below fields can not be adjusted.  
Total penalty from canceled guests: 0.00  
To view the cancel penalties, please visit the Pricing Summary page and click "view passenger cancel fee"

PAX	FCC ID	TYPE	AMOUNT REMAIN	PAX 1	PAX 2	PAX 3	PAX 4	PAX 5	PAX PENALTY
01	<input checked="" type="checkbox"/>	07368026	Payment	0.00	534.50	500.00			0.00

I confirm the changes. ←

Uncheck and click save to reset payment FCCs (check mark will only display if manual adjustments have been made).

\*Selecting multiple FCDs for one passenger will still only amount to one Onboard Credit earned.

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BACK
SAVE
←
RESET





Additionally, if you decide, after dispersing amounts across multiple guests (in screenshot above), that you want to reset everything back to the original settings, simply check "Uncheck" and click save to reset payment FCCs (check mark will only display if manual adjustments have been made) then click "Save" and all manual adjustments will be removed and the original setting of all payment type FCCs will be restored.

### AVAILABLE FUTURE CRUISE CREDITS/DEPOSITS

RCBV - CBOK - QPPO  
RCBV-00211 RECORD UPDATED

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**PASSENGER DETAILS**

Pax	First Name	Last Name	CCN	FCC Freeze	Gross Balance
01	DAVID	KAIKI	8586010295		3,316.37
02	WAN NING	HO	8586013639		3,316.37
<b>Gross Total</b>					<b>6,632.74</b>

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**FUTURE CRUISE CREDITS/DEPOSITS DETAILS** PREVIOUS NEXT

**Types of FCCs.**

- Future Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC)
- Future Cruise Deposit (FCD): Deposits

**FCD PROGRAM INFORMATION** ?

PAX	FCC ID	TYPE	DESCRIPTION	AMOUNT APPLIED	AMOUNT REMAIN
01	07368026	Payment	BONUS FCC- VOY M005	1,034.50	0.00
<b>Applied and Remaining Amount Totals:</b>				<b>1,034.50</b>	<b>0.00</b>

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**FUTURE CRUISE CREDITS/DEPOSITS** PREVIOUS NEXT

If an FCC is applied as a payment and shows an amount remaining, it can be distributed among other guest on the booking. Please use the below fields to assign desired amounts.

Once booking enters penalty period, the below fields can not be adjusted.  
Total penalty from canceled guests: 0.00  
To view the cancel penalties, please visit the Pricing Summary page and click "view passenger cancel fee"

PAX	FCC ID	TYPE	AMOUNT REMAIN	PAX 1	PAX 2	PAX 3	PAX 4	PAX 5	PAX PENALTY
01	<input checked="" type="checkbox"/>	07368026	Payment	0.00	534.50	500.00			0.00

I confirm the changes.

Uncheck and click save to reset payment FCCs (check mark will only display if manual adjustments have been made).

\*Selecting multiple FCDs for one passenger will still only amount to one Onboard Credit earned.

BACK
SAVE
RESET



Lastly, we have added a pop-up message from the payment screen that displays as a reminder if any of your guests have payment type FCCs that are unapplied, and the ability to go to the FCC page directly by clicking on the "FCC" button at the bottom of the screen.

## CREDIT CARD PAYMENT

Review balance due and submit payment. Return to Booking Confirmation to refresh balance due.

RCRP - CREV - QPPO

RCRP-0007I ENTER REQUIRED INFORMATION

**BOOKING INFORMATION**

stagewww.onesourcecruises.com says

Some guests have unapplied payment FCCs. Please apply prior to making credit card payment, if desired.

OK

First Passenger KAIKI

Currency USD

**CREDIT CARD INFORMATION**

Gift Card payments cannot be processed via POLAR Online at this time. Please contact Reservations for assistance to have them applied to the booking(s) you intend to use them as payment towards. (Note: Gift Cards are only applicable toward USD currency payments)

Red indicates required information

**STEP 1 - PAYMENT DETAILS**

Final Payment Due 30SEP22

Second Deposit Due

Payment Amount

Pay for Vacation Protection

Auto Fill Pax 1 Details

Card Number

Expiration Date  e.g.: MMY

CID/PIN

Autocharge applicable 2nd Deposit, Monthly Payments, and Final Payment

**STEP 3 - CARDMEMBER INFORMATION**

First Name

Last Name

Street

Address 2:

Address 3:

House Name:

City

State / County

Zip Code / Post Code

Country

Phone

Next Payment:

Monthly Autocharge Day:

Total Payments:

**STEP 2 - ADDITIONAL DETAILS**

Register this Credit Card for Passengers Onboard Account Pax 1

Pax 2

BACK
FCC
SUBMIT PAYMENT

To submit another payment, click BACK, then return to CREDIT CARD PAYMENT.

RESET

CHANGE FINAL PAYMENT CARD

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## Things to Know

- Not all FCCs are changing. There are some “Goodwill” FCCs, often credited by Customer Relations, that will remain a discount and cannot be used as a payment.
- POLAR Online will auto apply available FCCs to each of your client’s gross cruise fares
- The system determines how much to use based on what is in the FCC bank for each guest
- FCCs may be used to cover guest’s total fare including deposits and all other booking components as listed above.
- For GDS users or partners with an independent API, you will need to contact our Reservations Support Team to make these customizations.
- Make sure to apply all available FCCs as desired before credit card payments.
- If your clients have Future Cruise Deposits, please ensure these are used before applying any other FCC types.