

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.

	890)	SUBMI)			
ASSENGER PRICING						
urrency 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 ease contact your airline.	be directly asses	sed by airlines or	airports. Once you	I are notified of your t	flight details,	
AYMENT			COMMISSIC	NS		
Deposit Due Date	02DEC21			Standa	rd 10.0 % 5	54.40
Deposit	800.00			Overri	de %	
Net Payment Due	5,975.62			Bonus Commissi	on	
Final Payment Due Date	30SEP22			Total Commission	on 5	54.40
0 0 10	6,530.02					
Gross Payment Due				63	iT:	



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.

PAY	MENT		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					
ВАСК	FCC'S SAVE & CONTINUE						RESET
VOYAGE	E ITINERARY (TRAVEL PACKAG	ES					

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.

PPLIED F	UTURE C	RUISE CREDITS	DEPOSITS	RDIH - AVAL - QP
			RDIH-0004I EN	ID OF FILE REACHED
lick "FCC List" to	o see a list of av	ailable Future Cruise Cred	lits/Deposits.	
PASSENGER	ETAIL S			
THOSENDER				
Pax		First Name	Last Name	CCN
01		TEST	TEST	8586010295
02		TESTING	TEST	8586013639
FUTURE CRUI Types of FCC	SE CREDITS/D)s.	EPOSITS		PREVIOUS NEXT
Types of FCC)s.			
Future Cr	uise Credit (FCC): uise Deposit (FCD): Deposits	and Great (OBC)	
FCD PROGRAM IN	FORMATION			
PAX F	CC ID	TYPE	DESCRIPTION	AMOUNT APPLIED
01 073	368026	Payment	BONUS FCC- VOY M005	1,034.50
	DISPLAY FCC	SKIPECC		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 - QPP		
PASS	ENGER DETAI	_\$						-	
Pax	Fir	st Name	L	.ast Name		CCN	FCC Freeze	Gross Balance	
01		TEST		TEST	858	6010295		3,265.01	
02	т	ESTING		TEST	858	6013639		3,265.01	
							Gross To	tal 6,530.02	
FUTU	RE CRUISE CR	EDITS/DEPOSI	rs					PREVIOUS NEXT	
Ту	pes of FCCs.								
:	Future Cruise Cro Future Cruise De	edit (FCC): Payment posit (FCD): Deposit	s, Discounts or On ts	board Credit (OBC)					
FCD PF	ROGRAM INFORM	IATION 🕜							
PAX	FCC ID	TYPE	DES	CRIPTION	1	AMOUNT APP	PLIED A	MOUNT REMAIN	
01	07368026	Payment	BONUS F	BONUS FCC- VOY M005		1,034.50		0.00	
			Applied and Re	maining Amount	Totals:	1,034.50		0.00	
FUTU	RE CRUISE CR	EDITS/DEPOSI	٢S					PREVIOUS NEXT	
lf an FCC assign de	is applier is a pay sired applier.	ment and shows an	amount remaining	g, it can be distribute	d among other	r guest on the b	ooking. Please use	the below fields to	
PAX	FCC ID	ТҮРЕ	AMOUNT	PAX 1	PAX 2	PAX	3 PAX	4 PAX 5	
01	• 07368026	Payment	0.00	0.00	0.00				
-		-							
	nfirm the changes	i.	_						
Unc Unc	heck and click sa	ve to reset payme	nt FCCs (check r	mark will only displ	ay if manual	adjustments h	ave been made).		



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"

AVAILABI	RDIK - AVAL - QPPO					
PASSENGER	(DETAILS					
Pax	First Name	Last Name		CCN	FCC Freeze	Gross Balance
01	TEST	TEST	4	8586010295		3,265.01
02	TESTING	TEST		8586013639		3,265.01
					Gross Total	6,530.02
FUTURE CRI	UISE CREDITS/DEPOSI	rs				PREVIOUS NEXT
Future	Cruise Credit (FCC): Payment	ts, Discounts or Onboard Credit (/	OBC)			
Future	Cruise Deposit (FCD): Deposit	ts				
FCD PROGRAM						
PAX FCC	ID TYPE	DESCRIPTION		AMOUNT AP	PLIED AMO	OUNT REMAIN
01 07368	026 Payment	BONUS FCC- VOY M005		1,034.5	0	0.00
		Applied and Remaining Am	ount Totals:	1,034.5	i0	0.00
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assign desired am	ounts.	amount remaining, it can be out	nouteo among c	other guest on the	DOOKing. Frease use an	e below helds to
PAX F	CC ID TYPE	AMOUNT PAX 1	PAX	C2 PA	X 3 PAX 4	PAX 5
01 🗹 07	368026 Payment	0.00 534.50	500.00			
🗹 I confirm the	changes.					
Uncheck an	d click save to reset payme	nt FCCs (check mark will only	display if man	ual adjustments	have been made).	
BACK SAVE						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.

APP	APPLIED FUTURE CRUISE CREDITS/DEPOSITS								
Click "F	FCC List" to see	e a list of available Fut	ure Cruise Credits/Deposits.						
PASS	SENGER DET#	AILS							
Pax	c	First Name	Last Name	сс	:N				
01		DAVID	KAIKI	85860	10295				
02		WAN NING	но	85860	13639				
FCD F PAX 01	JRE CRUISE C ypes of FCCs. Future Cruise (Puture Cruise (PROGRAM INFOR FCC ID 07368026	CREDIT S/DEPOSITS Credit (FCC): Payments, E Deposit (FCD): Deposits RMATION ? TYPE Payment	iscounts or Onboard Credit (OBC) DESCRIPTION BONUS FCC- VOY M005 50%	AMOUNT RECEIVED 1,034.50	OBC 0.00				
BACK	FCCLIST				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."

Image: Serie Colspan="2">Image: Serie Colspan="2" Serie C
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 02 WAN NING HO 8586013639 3,316.37 Gross Total 6,632.74 FUTURE CRUISE CREDIT S/DEPOSIT S 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
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Applied and Remaining Amount Totals: 1,034.50 0.00
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assign desired amounts. Once booking enters penalty period, the below fields can not be adjusted.
Total per py 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 PAX 1 PAX 2 PAX 3 PAX 4 PAX 5 PAX PENALTY
01 @ 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.



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							
PASSENGE	R DETAILS						
Pax	First Name	Las	st Name	CCN	FCC Freeze	Gross Balance	
01	DAVID		KAIKI	8586010295		3,316.37	
02	WAN NING		но	8586013639		3,316.37	
					Gross To	otal 6,632.74	
FUTURE CE	RUISE CREDITS/DEP	OSITS DETAILS				PREVIOUS NEXT	
Types of	FCCs.	oon o be mieo					
Future Euture	e Cruise Credit (FCC): Pay e Cruise Deposit (ECD): De	ments, Discounts or Onbo	oard Credit (OBC)				
500 00000		-posits					
FCD PROGRA							
PAX FC	CID TYPE	DES	DESCRIPTION			AMOUNT REMAIN	
01 0736	8026 Payment	BONUS F	BONUS FCC- VOY M005 1,034.50			0.00	
Applied and Remaining Amount Totals: 1,034.50 0							
FUTURE CF	RUISE CREDITS/DEP	OSITS				PREVIOUS NEXT	
If an FCC is ap assign desired Once boo Total pen To view th	oplied as a payment and sh amounts. oking enters penalty perio alty from canceled guest he cancel penalties, plea	ows an amount remaining od, the below fields can s: 0.00 se visit the Pricing Sun	, it can be distributed a not be adjusted. mary page and click	mong other guest or	anthe booking. Please	use the below fields to	
PAX F	CC ID TYPE	AMOUNT PAX	(1 PAX 2	PAX 3	PAX 4 PA	X 5 PAX PENALTY	
01 🕑 07	368026 Payment	0.00 534.	50 500.00			0.00	
I confirm the	ne changes.						
Uncheck a	nd click save to reset pa	yment FCCs (check ma	irk will only display if	manual adjustmen	ts have been made)).	
*Selecting multi	iple FCDs for one passer	nger will still only amou	nt to one Onboard Cr	redit earned.			
ACK SAV						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.

RCBV-0021I RECORD UPDATED PAX First Name Last Name CCN FCC Freeze Gross Balance 01 DAVID KAIKI 8566010295 3,316.37 02 WAN NING HO 6556013639 3,316.37 02 WAN NING HO 6556013639 3,316.37 Gross Total 6,632.74 Creation Creation Creation FUTURE CRUISE CREDIT S/DEPOSITS DETAILS PREVIOUS Creation Types of FCCs. - Adure Cruise Credit (FCC): Payments, Discounts or Onboard Credit (OBC) AMOUNT APPLIED AMOUNT REMAIN OPROGRAM INFORMATION Image: Creation of the provide	VAILA	BLE FUTUR	E CRUISE (CREDITS/E	DEPOSITS				RCBV - CBOK - QPF	
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Gross Total 6,632.74 FUTURE CRUISE CREDITS/DEPOSITS DETAILS ØREVIOUS Types of FCCs. • Petro Colise Credit (FCC): Payments. Discounts or Onboard Credit (OBC) • Future Cruise Deposit • Petro Colise Credit (FCC): Deposits FCD PROGRAM INFORMATION Ø 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 FUTURE CRUISE CREDITS/DEPOSITS FREVIOUS NEXT Total the cancel penalty period. the below fields can not be adjusted. Ordice as payment and shows an amount remaining. It can be distributed among other guest on the booking. Please use the below fields to assert the cancel penalty period. the below fields can not be adjusted. Ordice as payment and shows an amount remaining. It can be distributed among other guest on the booking. Please use the below fields to assert the cancel penalty period. The below fields can not be adjusted. Ordice as payment and shows an amount remaining. Total be adjusted. Ordice as payment and shows an amount remaining. Total be adjusted. Ordice as a payment and shows an	02	WAN NING		НО		8586013639			3,316.37	
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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	RCRP - CREV - QPP	0						
Review balance due and submit payment. Return to Booking Confirmation to refresh balance due. RCRP-0007I ENTER REQUIRED INFORMATION								
BOOKING INFORMA stagewww.onesourcecruises.com says Some guests have unapplied payment FCCs. Please apply prior to making credit card payment, if desired. 74 D 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								
Poymenta,	required information							
STEP 1 - PAYMENT DETAILS	STEP 3 - CARDMEMBER INFORMATION							
Final Payment Due 30SEP22	First Name DAVID							
Second Deposit Due	Last Name KAIKI							
Payment Amount	Street							
Pay for Vacation Protection	Address 2:							
Auto Fill 🛛 Pax 1 Details 🔻 🍳	Address 3:							
Card Number	House Name:							
Expiration Date e.g.: MMYY	City							
CID/PIN	State / County							
Autocharge applicable 2nd Deposit, Monthly Payments, and No V	Zip Code / Post Code							
Final Payment	Country Q							
Perieter this Credit Card for Pax 1	Phone							
Passengers Onboard Account Pax 2	Next Payment:							
	Monthly Autocharge Day:							
	Total Payments:							
BACK FCC SUBMIT PAYMENT To submit another payment, cl	ck BACK, then return to CREDIT CARD PAYMENT.							
CHANGE FINAL PAYMENT CARD								







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 <u>before</u> credit card payments.
- If your clients have Future Cruise Deposits, please ensure these are used <u>before</u> applying any other FCC types.