



## HOW TO VIEW YOUR CLIENTS FUTURE CRUISE CREDITS & DEPOSITS

For your clients who may have a Future Cruise Credit (FCC) or a Future Cruise Deposit (FCD) applied to their Mariner ID, here is how you can look those up in POLAR Online rather than calling in to Reservations.

Follow the steps below to access your client list of FCCs and FCDs so you may proactively engage your clients to book them on a future cruise vacation.

1. Log in to GoHAL.com.
2. Click on the **“Go to POLAR Online”** button on the home page.



3. If you are an agency Owner or Supervisor, please click on the **“Future Cruise Credit List”** button.



The screenshot displays the POLAR ONLINE interface. At the top, there is a navigation bar with 'MAIN MENU | HELP | FEEDBACK | EXIT' and a language dropdown set to 'English'. A 'Click to Chat' button is visible. The main content area is titled 'SELECT A CRUISE LINE' and includes a dropdown menu currently set to 'Holland America Line'. Below this, there are three main sections: 'CREATE AND MANAGE BOOKINGS' with buttons for 'CREATE BOOKING' and 'MANAGE BOOKING'; 'CREATE AND MANAGE GROUPS' with buttons for 'CREATE GROUP', 'VIEW GROUP LIST', and 'SEARCH FOR GROUP'; and 'AGENCY OWNER TOOLS'. The 'AGENCY OWNER TOOLS' section contains several sub-sections: 'EXCLUSIVE OFFERS FOR PASSENGERS' with a 'VIEW OFFERS \$' button; 'FUTURE CRUISE DEPOSITS & GOODWILL CREDITS' with a 'FUTURE CRUISE CREDIT LIST' button (highlighted with a red border); 'BANK PAYMENTS' with instructions to 'Create Bank Accounts first' and buttons for 'MAKE PAYMENT \$' and 'MANAGE ACCOUNT \$'; 'HOLDING ACCOUNTS' with a 'HOLDING ACCOUNTS \$' button; and 'CRUISE SALES' with a 'CRUISE SALES \$' button. On the right side, there is a language selection box titled 'POLAR Online is available in the following languages:' listing English, Spanish - Español, German - Deutsch, and Dutch - Nederlands, with a note to 'Please select your desired language from the dropdown menu above.'

4. If you are a Travel Advisor, please click on the “**Future Cruise Credit List**” button.



MAIN MENU | HELP | FEEDBACK | EXIT Language: English

Click to Chat POLAR ONLINE

### SELECT A CRUISE LINE

To begin, choose the cruise line for this transaction.  
Holland America Line

**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  
Spanish – Español  
German – Deutsch  
Dutch – Nederlands

Please select your desired language from the dropdown menu above.

5. The list of Future Cruise Credits and Future Cruise Deposits is displayed.

MAIN MENU | HELP | FEEDBACK | EXIT Language: English ▼

[Click to Chat](#) **POLARONLINE**

### FUTURE CRUISE DEPOSIT (FCD) LIST

RDPI - DFCC - PHRS

The deposits listed below were created by passengers from your agency while onboard.

**PRINT** Print this page in a printer and fax friendly format.

**FUTURE CRUISE DEPOSIT 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  **SORT**

PAST PASSENGER				FCC DETAILS			
Sail By*	First Name	Last Name	Customer ID	FCC Type	Amount ?	Basis ?	Currency
<div style="border: 2px solid red; padding: 10px; display: inline-block;"> <p>List of Future Cruise Credits and Future Cruise Deposits Shown Here</p> </div>							