







# Espresso Service History

## Checking FIT Refund Status

### Step 2: Refunds Posted

The second step in the refund process will display: **OVP POST A ECX**

|           |                 |        |  |
|-----------|-----------------|--------|--|
| 07MAY2020 | Service History | QROBOT | OVP POST A ECX XXXX CK CP-PMT-XXXXXXXXXXXX MIA USD 8914.78 |
| 07MAY2020 | Service History | QROBOT | OVP POST A ECX XXXX AX ***** XXXX MIA USD 221.94           |
| 07MAY2020 | Service History | QROBOT | OVP POST A ECX XXXX AX ***** XXXX MIA USD 278.06           |
| 07MAY2020 | Service History | QROBOT | OVP POST A ECX XXXX AX ***** XXXX MIA USD 2000.00          |
| 07MAY2020 | Service History | QROBOT | OVP POST A ECX XXXX CK CP-PMT-XXXXXXXXXXXX MIA USD 2245.00 |

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- Notice there is a gap in the date between step 1 and step 2. This is normal.
- In the example above, the refunds have been split into more lines between step 1 and 2. This is also normal. The totals add up to the same amounts as step 1.

### Step 3: Refunds Disbursed

The final step in the refund process will display: **DSB PST A ECX**

|           |                 |         |   |
|-----------|-----------------|---------|---|
| 18MAY2020 | Service History | ACCONPC | DSB PST A ECX XXXX CK NPC XXXXXX MIA USD 8914.78  |
| 18MAY2020 | Service History | ACCONPC | DSB PST A ECX XXXX CK NPC XXXXXX MIA USD 2245.00  |
| 13MAY2020 | Service History | ACCONPC | OVP TRANSMITTED NPC A ECX XXXX CK MIA USD 8914.78 |
| 13MAY2020 | Service History | ACCONPC | OVP TRANSMITTED NPC A ECX XXXX CK MIA USD 2245.00 |
| 10MAY2020 | Service History | ACCACM  | DSB PST A ECX XXXX AX ***** XXXX MIA USD 221.94   |
| 10MAY2020 | Service History | ACCACM  | DSB PST A ECX XXXX AX ***** XXXX MIA USD 278.06   |
| 10MAY2020 | Service History | ACCACM  | DSB PST A ECX XXXX AX ***** XXXX MIA USD 2000.00  |

In the image shown here, transaction numbers, credit card last four digits and check information has been replaced with XXXX's. The actual digits will display in your booking.

- Notice there is a gap in the date between step 2 and step 3. This is normal.
- Notice that the payments made through CruisePay marked CK (check) occurred on different dates than the credit card refunds. They also have an additional step as they are first transmitted then disbursed.