



Paymode is a Third Party Supplier that Royal Caribbean Group uses to process refunds. It is highly recommended to have Paymode set up to avoid any delay in receiving refunds.

Please contact **Inside Sales Paymode** to confirm if agency is enrolled with Paymode. If agency is enrolled, Step 5 will be actioned. If not, process will start from Step 1

1) START OF PROCESS

Agents details are added to the **Pre-enrolment list**; This list is sent to Paymode every Friday (AUS) to be actioned on Monday (US).



2) PRE-ENROLLMENT STAGE (<1 week)

New agents will then be pre-enrolled by Wednesday (the next week)

Important: Following Wednesday (once new agency is pre-enrolled) Inside Sales Paymode will contact the agency via email with Paymode registration details (with RC#) and Paymode guide. The agent will need to complete their EFT enrollment **themselves** by following the details provided in the email. In this process they are required to supply their banking information to Paymode - Without this Paymode will not be able to complete the enrolment



3) REGISTRATION STAGE (2-3 weeks)

Once completed the agency will receive a completion email from Paymode confirming their registration details.

Important: This is **not** an activation email and does not mean the agency's account is active with Paymode



4) ACTIVATION STAGE

Activation should be completed within 14-30 days from when the agent fills in the registration form with Paymode.
Once active, the agency will receive an activation confirmation email

Action: The agency will receive the activation confirmation from Paymode within 14-30 days and once received, will need to send to Inside Sales Paymode who, once received then action the final step in the enrolment process.
If the agency receives no communication from Paymode in regards to this step, please contact Inside Sales Paymode.



5) REMOVE FROM BYPASS

Once confirmation is received from Paymode and the confirmation is sent to Inside Sales Paymode, the agency details will be added to the 'Remove from by-pass' file sent to every Friday (AUS) and actioned every Monday (US)



6) END OF PROCESS

The new agency will be removed from bypass list by following Monday. All the outstanding refunds will be picked up automatically after removed and paid to the agent via Paymode within a week.

Action: On Tuesday after TA is removed from bypass, agency will be able to check with Reservations that the funds have been released to the agent by Paymode.

If a problem occurs; Contact Inside Sales Paymode
insidesalespaymode@rcclapac.com