

## How to Refund a Holiday Deposit in REST Professional

### Overview

You may need to refund a holiday holding deposit to a guest if they no longer proceed with their booking.

You may also need to disburse the holiday deposit and re-apply to a different booking if there has been a change of accommodation for the guest.

This document will cover:

- How to Sundry Disburse the Advance Deposit
- How to Payout the Refund

### How to Sundry Disburse the Advance Deposit

1. Go to **Holiday bookings > Sundry Disbursements**
2. Enter the alpha index of the guest and press **Enter**
3. Click on **Advanced Deposit**
4. The Advance Deposit should default to be disbursed to tenant, this can be checked by look at information on the left of the screen.

**Holiday Booking Sundry Disbursement**

Booking alpha index: **ABBOTT**

Holiday booking details: Con.Abbott

Property details: 25 Hope Rise  
MEADOW SPRINGS NSW 2000

Creditor details: Rockend Real Estate - Miscellaneous  
1 Chandos Street ST LEONARDS NSW 2065  
W.(02) 9966 0900

**Remaining Deposit**

Disburse to:	
Creditor	0.00
Owner	0.00
<b>Tenant</b>	<b>1,200.00</b>
Mgt Fee	0.00
<b>Total</b>	<b>1,200.00</b>

Choose a sundry payment to disburse:

<b>Advance Deposit</b>	<b>\$1,200.00</b>
Bond	\$200.00
Booking Fee	\$35.00

Buttons: Cancel - ESC, Clear - F2, Edit Sundry - F6, Prop Search - F7, OK - F12

**NOTE:** The advance deposit disbursement can be changed to pay Creditor, Owner or Management Fees by clicking on the Edit Sundry-F6 and selecting the required payee and Click OK

5. Click **OK-F12**

## How to Payout the Refund

REST Professional will automatically set the guest up as a temporary creditor and the payment method will default to paying by cheque. This is suitable if paying the guest a cheque or credit card (i.e. using cheque number 999999 to reflect the payment then manually paying to credit card). If paying the guest by EFT you will need to change the payment details in the Creditor details prior to paying out the creditor.

**NOTE:** If your guest has changed accommodation and the deposit needs to be re-applied to the new booking, you can also use the payout method of cheque 999999 to disburse the funds and then receipt the amount of deposit to the new booking using payment method direct deposit. The banked date will be the original date that monies were paid.

1. Go to **Files > Creditor > Payments tab**, enter the Payment details if to be changed and Click **OK-F12**

The screenshot shows the 'Creditor Details' window with the following fields and values:

- Alpha index: ROCK
- Name: Test Rockend
- Payment method: Auto deposit (EFT)
- Deposit account name: Test Rockend
- Account number: 123456
- BSB: 789-101
- Comment: (empty)

The sidebar on the right contains the following function keys:

- Cancel - ESC
- Action - F1
- Clear - F2
- Delete - F3
- Add Mode - F4
- Search - F7
- Last Edits - F9
- OK - F12

2. Go to **Reports > Creditor > Remittance and Payment**

**NOTE:** A warning may generate advising there is outstanding disbursements to process, Click **No**

3. Select the Creditor (Guest) and follow prompts to print remittance, print cheque or create the EFT payment. For more information please see document **“Creditor Payments Process in REST”**

4. If payment made by EFT, you can now create your ABA file. go to **Transactions > Create File for Upload to Bank > EFT (ABA) Payments** and click **Print-F12**

**NOTE:** Don't forget to import the file in to the banking software immediately

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