



How to Process a Refund due to a Cancellation of a Holiday Booking - Deposit & Sundries Paid (Previous Period)

Overview

You may need to refund a Holiday Guest the total amount paid due to a cancellation of the booking.

This document will cover how to refund a holiday guest if only the deposit and sundries have been paid in a previous period.

For other instructions on refunding a holiday guest in a previous period refer the following articles:

- How to Refund a Holiday Guest – Rent Only Paid (Previous Period)
- How to Refund a Holiday Guest – Rent & Sundries Paid (Previous Period)

For instructions on Holiday Booking refunds in a "current period", please see this article.

How to Refund a Holiday Guest – Deposit & Sundries Paid (Previous Period)

Your Holiday Internal Accounts must have funds available in order to disburse the Deposit & Sundries. The Sundries must not have been disbursed.

Steps

1. Go to **Holiday Bookings > Sundry Disbursement**
2. Enter in the alpha index of the booking and press enter
3. Any sundry disbursements awaiting payment which includes Deposit & Sundries should appear in the window at the bottom of this screen
4. Click on the payment you wish to disburse (one by one). It should show on the left-hand side of the screen (under Disburse to) who it defaults to pay to.
5. If you wish to change who the payment is to be disbursed to, click on **Edit Sundry-F6**

NOTE: You will be selecting to disburse to the Tenant for all sundry disbursements

Holiday Booking Sundry Disbursement

Booking alpha index: PHILLIP

Holiday booking details
Aiden Phillip
Aiden

Property details
5 Bland Street
Kiama NSW 2533

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

Holiday Booking Fee

Disburse to:	
Creditor	35.00
Owner	0.00
Tenant	0.00
Mgt Fee	0.00
Total	35.00

Choose a sundry payment to disburse:

Advance Deposit	\$500.00
Holiday Booking Fee	\$35.00
Linen	\$20.00

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

6. The following screen gives you the ability to be able to edit the payee of the disbursement

7. Remove the amount from 'Disbursement to Creditor' and make it 0.00

8. Populate the amount to be paid to the Tenant

Holiday Booking Sundry Disbursement

Booking alpha index: PHILLIP

Holiday booking details
Aiden Phillip
Aiden

Property details
5 Bland Street
Kiama NSW 2533

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

Holiday Booking Fee

Edit Disbursement of Holiday Booking Fee

Disbursement to creditor
ROCKMISC Incl GST \$0.00 GST \$0.00 Excl GST \$0.00

Other disbursements
Owner \$0.00 **Tenant 35.00** M.Fee \$0.00

Amount paid \$35.00

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

9. Click **OK**

10. This will take you back to the original Sundry Disbursement screen. The amount should now reflect correctly to where it will be disbursed to

11. Click **OK-F12**

Holiday Booking Sundry Disbursement

Booking alpha index: PHILLIP

Holiday booking details
Aiden Phillip
Aiden

Property details
5 Bland Street
Kiama NSW 2533

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

Holiday Booking Fee

Disburse to:

Creditor	0.00
Owner	0.00
Tenant	35.00
Mgt Fee	0.00
Total	35.00

Choose a sundry payment to disburse:

Advance Deposit	\$500.00
Holiday Booking Fee	\$35.00
Linen	\$20.00

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

12. Rest Professional will create your tenant/booking as a temporary creditor with a payment method of CHEQUE

13. To process the payment/s immediately, go to **Reports > Creditor > Remittance and Payment**. Click on **SELECT** and choose the tenant (temporary creditor) and click **NEXT**

Creditor Payments

Payment Method	No. of Payments	Value
Cheque:	1	\$35.00
EFT:	0	\$0.00
Totals:	1	\$35.00

Buttons: Process, **Preview**, Cancel

14. Click on Process and ensure you print the remittance advice, followed by the cheque

Creditors Cheque Processing

Start at Cheque Number

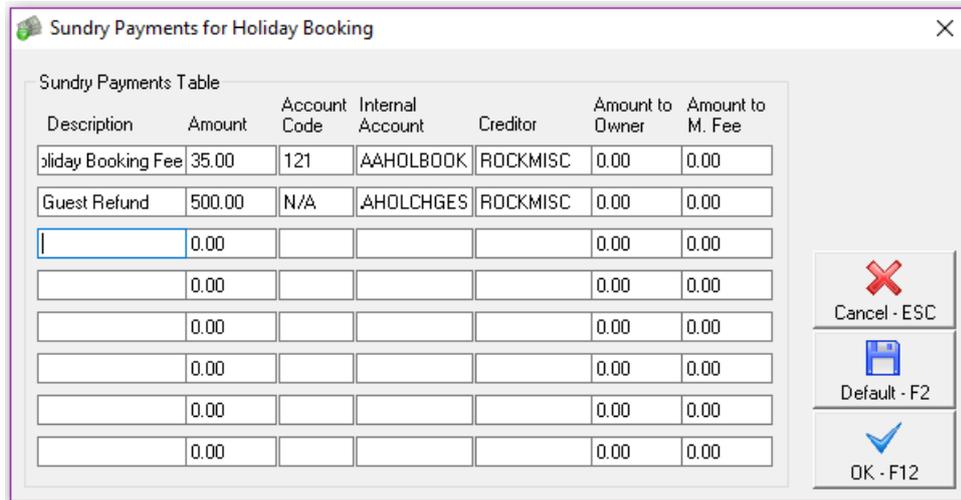
15. Ensure that you use Cheque Number 999999

NOTE: Follow the above steps for each Sundry Disbursement awaiting payment and complete the Creditor Remittance & Payment step using Cheque Number 999999.

To Process the Refund to the Guest

Steps

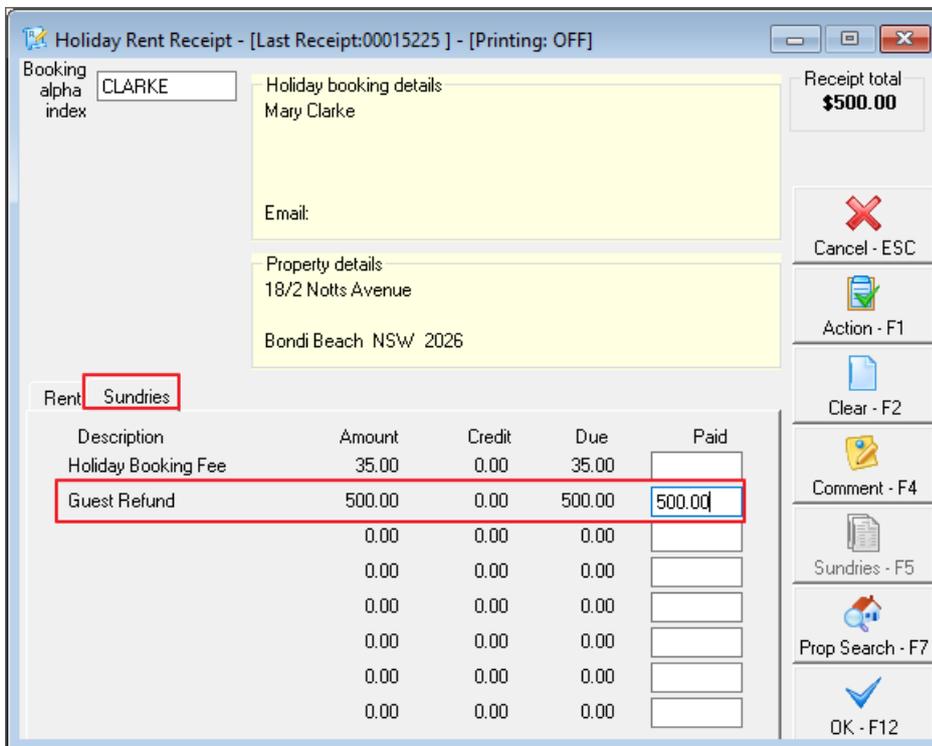
1. Go to **Holiday Bookings > Booking Maintenance** > Select the booking > Click on **Sundries button** > Add a new Sundry Payment as shown below for the Total amount to be refunded to the Guest and click on **OK** and then **OK** to save on Booking Maintenance



Description	Amount	Account Code	Internal Account	Creditor	Amount to Owner	Amount to M. Fee
Holiday Booking Fee	35.00	121	AAHOLBOOK	ROCKMISC	0.00	0.00
Guest Refund	500.00	N/A	AHOLCHGES	ROCKMISC	0.00	0.00
	0.00				0.00	0.00
	0.00				0.00	0.00
	0.00				0.00	0.00
	0.00				0.00	0.00
	0.00				0.00	0.00

Rest Professional Holiday Bookings Sundries / Sundry Payments Setup

2. Go to **Holiday Bookings > Rent Receipts** > Enter in the alpha index of the Booking and press enter > **Select Sundries Tab > Guest Refund** > Enter the amount and click on **OK**. Complete the receipt as a Direct Deposit Payment Method under today's date



Description	Amount	Credit	Due	Paid
Holiday Booking Fee	35.00	0.00	35.00	
Guest Refund	500.00	0.00	500.00	500.00
	0.00	0.00	0.00	
	0.00	0.00	0.00	
	0.00	0.00	0.00	
	0.00	0.00	0.00	
	0.00	0.00	0.00	

3. Go to **Holiday Bookings > Sundry Disbursement** > Enter in the alpha index of the booking and press enter > **Guest Refund** Sundry Disbursement awaiting payment should appear in the window at the bottom of this screen

4. Click on **Guest Refund** and then click on **Edit Sundry-F6**

Holiday Booking Sundry Disbursement

Booking alpha index:

Holiday booking details
Mary Clarke

Property details
18/2 Notts Avenue
Bondi Beach NSW 2026

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

Guest Refund

Disburse to:

Creditor	500.00
Owner	0.00
Tenant	0.00
Mgt Fee	0.00
Total	500.00

Choose a sundry payment to disburse:

Guest Refund	\$500.00
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Buttons: Cancel - ESC, Clear - F2, **Edit Sundry - F6**, Prop Search - F7, OK - F12

- The following screen gives you the ability to be able to edit the payee of the disbursement
- Remove the amount from 'Disbursement to Creditor' and make it 0.00
- Populate the amount to be paid to the Tenant and click **OK**
- This will take you back to the original Sundry Disbursement Screen. The amount should now reflect correctly to where it will be disbursed to
- Click **OK-F12**

Holiday Booking Sundry Disbursement

Booking alpha index:

Holiday booking details
Mary Clarke

Property details
18/2 Notts Avenue
Bondi Beach NSW 2026

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

Guest Refund

Edit Disbursement of Guest Refund

Disbursement to creditor

Incl GST GST Excl GST

Other disbursements

Owner **Tenant** M.Fee

Amount paid \$500.00

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

10. Rest Professional will create your tenant/booking as a temporary creditor with a payment method of CHEQUE. If you are required to pay this out by EFT rather than cheque, you will need to edit the payment details against the creditor. You can do this by going to **Files > Creditor > Payments tab** - Change the details as necessary and click **OK-F12**

Creditor Details

Alpha index: CLARKE Active

Name: Mary Clarke

General | **Payment** | Notes | Barcode | Maintenance

Payment method: Auto deposit (EFT) ▼

Deposit account name: Mary Clarke

Account number: 456789

BSB: 123-456

Comment: NAB Bank

ABN: 67-647-324-764

Email remittance to: _____

GST exempt Email work orders and quotes
 ABN confirmed Email remittances
 Charge supervision fee Charge disbursement fee
 Show GST in creditor remittance Save reference numbers
 Revenue Recovery REST DEFT Creditor
 Prompt for Tenant Invoicing

Insurance Renewal: 01/01/20 Date of last payment: ___/___/___

B/F	Disbursement	Payment	Balance
0.00	500.00	0.00	500.00

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

11. This payment has now been added to the creditor run for payment. To process the Refund payment immediately, go to **Reports > Creditor > Remittance and Payment**. Click on **SELECT** and choose the tenant (temporary creditor) and **click NEXT**

Creditor Payments

Payment Method	No. of Payments	Value
Cheque:	1	\$500.00
EFT:	0	\$0.00
Bpay:	0	\$0.00
Totals:		\$500.00

Process **Preview** Cancel

12. Click on Process and ensure you print the remittance advice, followed by the cheque (if paying via Cheque).

NOTE: If you are paying the tenant by Credit Card you will need to ensure you use Cheque Number 999999.

Creditors Cheque Processing

Start at Cheque Number

13. If you have changed your payment method for temporary creditor to EFT you will now proceed to creating an ABA file through **Transactions > Create File for Upload to Bank** - select Eft(ABA) Payments and then click on **PRINT F-12**

14. The ABA file is now ready to be imported into your banking software.

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