



## 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
<b>Total</b>	<b>35.00</b>

Choose a sundry payment to disburse:

Advance Deposit	\$500.00
<b>Holiday Booking Fee</b>	<b>\$35.00</b>
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
<b>Total</b>	<b>35.00</b>

Choose a sundry payment to disburse:

Advance Deposit	\$500.00
<b>Holiday Booking Fee</b>	<b>\$35.00</b>
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
<b>Totals:</b>	<b>1</b>	<b>\$35.00</b>

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

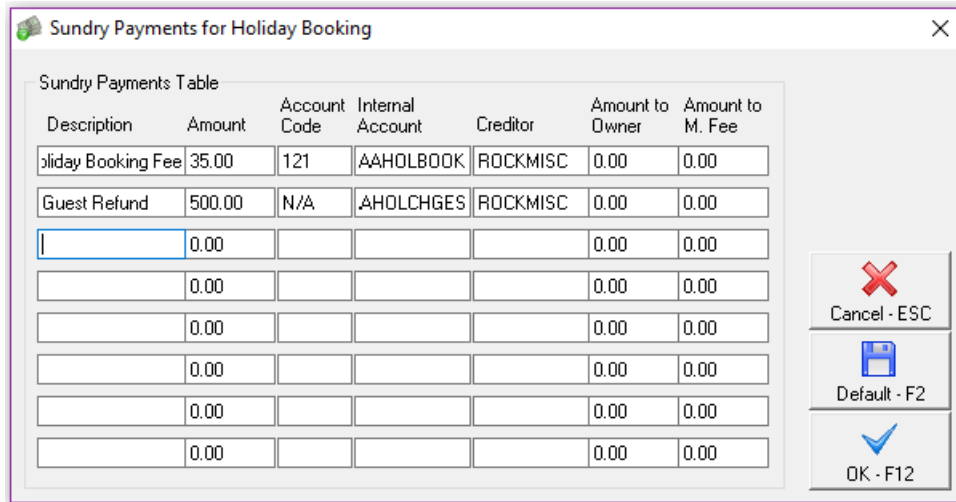
15. Ensure that you use Cheque Number 999999

**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

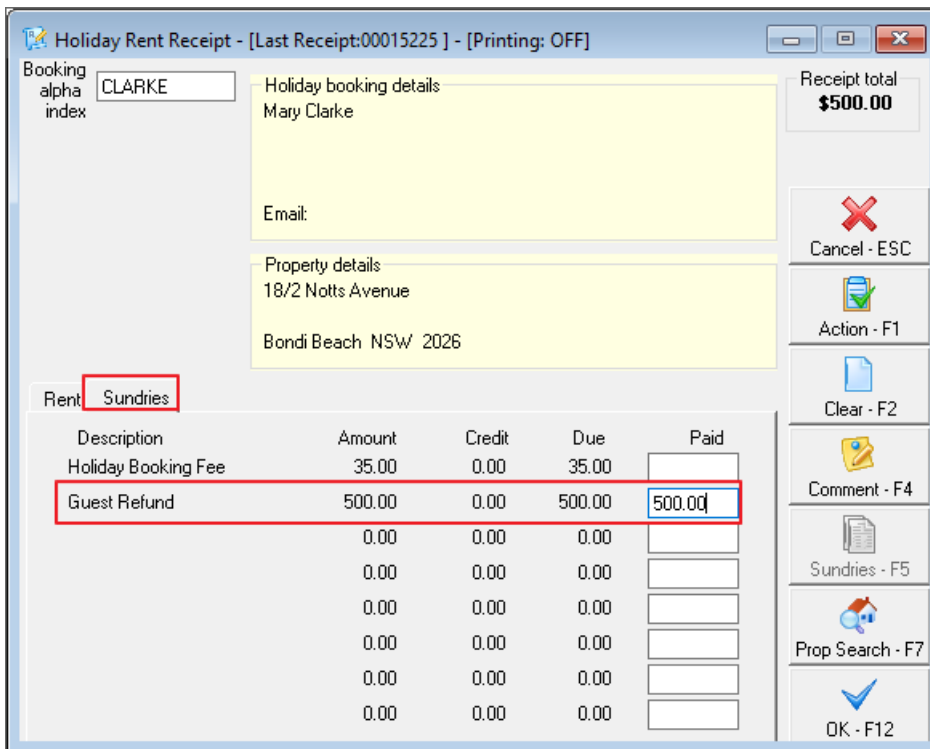
1. Go to **Holiday Bookings > Booking Maintenance** > Select the booking > Click on **Sundries button** > Add a new Sundry Payment as shown below for the Total amount to be refunded to the Guest and click on **OK** and then **OK** to save on Booking Maintenance



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
<b>Total</b>	<b>500.00</b>

Choose a sundry payment to disburse:

<b>Guest Refund</b>	<b>\$500.00</b>
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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
<b>Totals:</b>	<b>1</b>	<b>\$500.00</b>

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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