



# How to Process a Refund due to a Cancellation of a Holiday Booking - Rent Only (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 refunding a guest who has just paid rent in a previous period. For other similar articles, please see:

- How to Refund a Holiday Guest – Deposit & Sundries 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.***

Your Owner/Holiday Internal Accounts must have funds available in order to reverse the receipt/s in Rest. You must also locate the receipt number/s first from the Holiday Booking Ledger.

## Steps for reversing the Holiday Rent receipt from a Previous Period

1. Preview Audit Report incl. fees to make note of the Management Fees & GST paid by the Owner on the booking rent receipted. Go to **Cashbook > Audit Report** > select the relevant previous month to print > **tick to select to include fees and preview - F11**
2. Using the binoculars, find the holiday rent receipt number and make note of the Management Fee and GST paid before closing out of the report.

REST Professional Software System (18.0.03)										Date: 07/04/20	Page: 002
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Rockend Training Centres											
ROCKEND REAL ESTATE TRUST ACCT											
TRUST AUDIT REPORT											
Date	Ref	Type	Details	Paid Date	Property	Tent/ Cred	Op	Taxes/			Amount Incl
								M.Fee	Bnk Chg	GST	
07/04/20	00015217	RentRec	10001051 Jennifer Aniston		GIBSON40/4	ANISTONJ	CK	35.70	0.00	3.57	510.00
07/04/20	00015218	RentRec	Kelly Baker		WYLDE2A	BAKER	CK	38.50	0.00	3.85	550.00
07/04/20	00015219	RentRec	10001001 Orlando Bloom		HOSK14/28	BLOOMO	CK				
			Rent Paid					37.45		3.74	535.00
			Water Usage					0.00		0.00	233.90
			Water Usage					0.00		0.00	252.50
07/04/20	00015220	RentRec	10001010 George Clooney		GALL24	CLOONEY	CK	37.45	0.00	3.74	1021.40
07/04/20	00015221	RentRec	HB Rent Rcpt: NOTTS2/18 Mrs Renae & M		NOTTS2/18		CK	33.60	0.00	3.36	420.00
								207.14	0.00	20.71	1571.40

3. Go to **Transactions > Journals > Property type Journal > Select to Debit property AAHOLMFEE (Holiday Management Fees)**

- Description: Refund of Management Fees - Cancelled booking ALPHA
- Acc code: 481
- Select to credit Property (Owners Property)
- Description: Refund of Management Fees - Cancelled booking ALPHA
- Acc code: 481
- Amount incl GST > Enter in the M.Fee amount from the Audit Report
- GST: 0.00

4. Click OK-F12 to save

The screenshot shows the 'Journal Entries' window with the following details:

- Type:** Property (dropdown menu)
- Select Journal Type:** (dropdown menu)
- DEBIT Section:**
  - Property:** AAHOLMFEE
  - Balance:** 148.00
  - Description:** Refund Management Fees - Cancelled Booking SMITH
  - Account code:** 481 Management Fees
- CREDIT Section:**
  - Property:** NOTTS2/18
  - Balance:** 3380.19
  - Description:** Refund Management Fees - Cancelled Booking SMITH
  - Account code:** 481 Management Fees
  - Address:** 18/2 Notts Avenue, Bondi Beach NSW 2026, Zac Efron, 100 Sunset Strip Hollywood CAL USA
- Summary:**
  - Amount:** \$207.14
  - GST:** 0.00
  - Excl GST:** \$207.14
- Buttons:** Cancel - ESC, Details - F6, Clear - F2, OK - F12

5. Go to **Transactions > Journals > Property type Journal > Select to Debit property AAGST**

- Description: Refund of GST on Fees - Cancelled booking ALPHA
- Acc code: 419
- Select to credit Property (Owners Property)
- Description: Refund of GST on Fees - Cancelled booking ALPHA
- Acc code: 419
- Amount incl GST > Enter in the GST amount from the Audit Report
- GST: 0.00

6. Click OK-F12 to save

**Journal Entries**

Type:  Select Journal Type

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**DEBIT**

Property:  GST,  
 Balance:  GST

Description:   
 Account code:  GST on fees

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**CREDIT**

Property:  18/2 Notts Avenue,  
 Bondi Beach NSW 2026  
 Zac Efron  
 100 Sunset Strip Hollywood CAL USA  
 Balance:

Description:   
 Account code:  GST on fees

Amount:  GST:  Excl GST:

Buttons: Cancel - ESC, Details - F6, Clear - F2, OK - F12

7. Go to **Transactions > Quick Disbursements** > enter in the holiday property alpha and press enter.

- Enter in the Rent amount paid by the Guest > GST 0.00
- Cheque Number > 999999
- Pay to: Booking Name
- Description: Holiday booking refund - Cancelled Booking - ALPHA
- Acc code: 109 (Holiday Rent)

**Disbursements**

Property:  Property details (OWNER: EFRONZ)  
 18/2 Notts Avenue  
 Bondi Beach NSW 2026  
 Zac Efron  
 Exp. limit:

Balance	Outstand. due	Bal. after out.	Disbs paid	Prop. disbs
3400.90	0.00	3400.90	0.00	0.00

Incl GST:  GST:  Excl GST:

Cheque number:   
 Pay to:   
 Description:   
 Account code:  Holiday Rental Income

Buttons: Cancel - ESC, Action - F1, Clear - F2, OK - F12

## 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	1,571.40	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
	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	1571.40	0.00	1571.40	1571.00
	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	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: SMITH1

**Holiday booking details**  
Mrs Renae & Mr Robert Smith  
Renae & Robert

**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	1,571.40
Owner	0.00
Tenant	0.00
Mgt Fee	0.00
<b>Total</b>	<b>1,571.40</b>

Choose a sundry payment to disburse:

<b>Guest Refund</b>	<b>\$1571.40</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: SMITH1

**Holiday booking details**  
Mrs Renae & Mr Robert Smith  
Renae & Robert

**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

ROCKMISC Incl GST \$0.00 GST \$0.00 Excl GST \$0.00

Other disbursements

Owner \$0.00 **Tenant 1571.40** M.Fee \$0.00

Amount paid \$1,571.40

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: SMITH1      Active

Name: Mrs Renae & Mr Robert Smith

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

Payment method: Auto deposit (EFT) ▼

Deposit account name: Mrs Renae & Mr Robert Smith

Account number: 987654

BSB: 123-456

Comment: ING Australia

ABN: 67-647-324-764

Email remittance to: \_\_\_\_\_

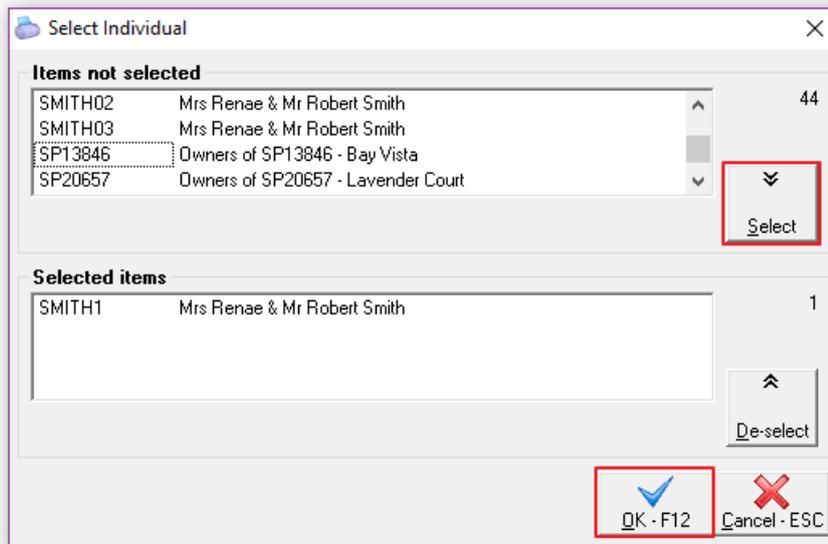
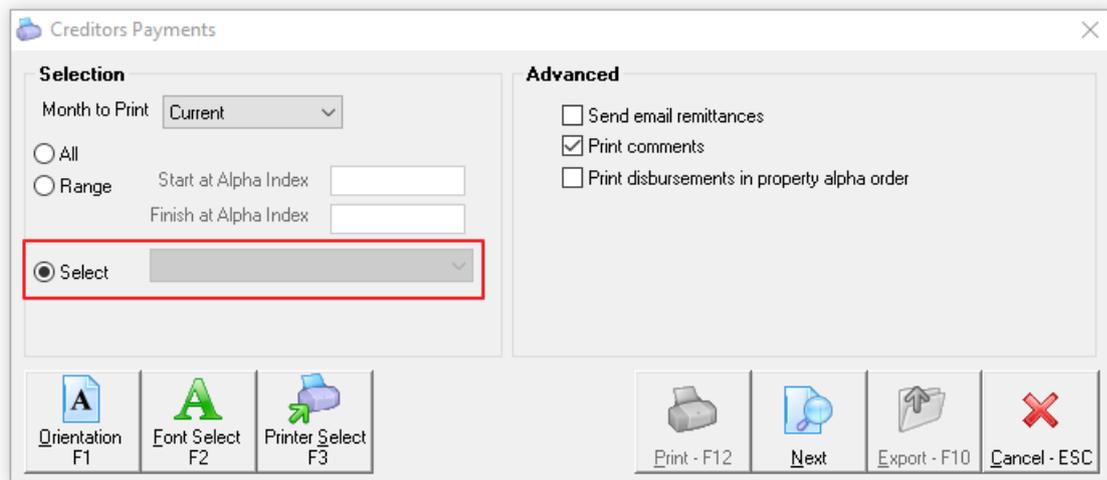
GST exempt       Email work orders and quotes  
 ABN confirmed       Email remittances  
 Charge supervision fee       Charge disbursement fee  
 Show GST in creditor remittance       Save reference numbers  
 Revenue Recovery       REST DEFT Creditor  
 Prompt for Tenant Invoicing

Insurance Renewal: 01/01/20      Date of last payment: \_\_\_/\_\_\_/\_\_\_

B/F	Disbursement	Payment	Balance
0.00	1571.40	0.00	1571.40

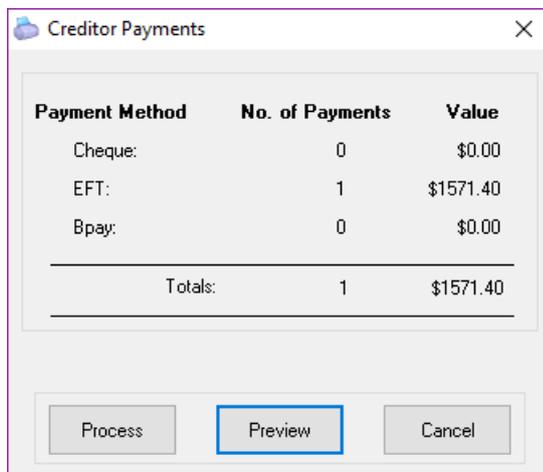
Cancel - ESC  
Action - F1  
Clear - F2  
Delete - F3  
Add Mode - F4  
Search - F7  
Last Edits - F9  
OK - F12

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**



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.



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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