ClientBase Online



Refund Examples

EXAMPLE ONE: Full Refund - Res Card with only one reservation what is Paid in full and Invoiced in full

Step 1: Open the Res Card and retrieve the reservation. Change the reservation's Booking Status to Cancelled. The Res Card balance is updated accordingly and shows the full amount as a minus. If the trip is completely cancelled, change the Res Card Status to Cancelled.

Res Card Totals Currency Res Total: Invoiced Total: Balance:	Trip Total USD 0.00 8,309.37 -8,309.37	Res Card No.: 76385222 Agent: Beth Vollmar Status: Active Res. Cycle: Booked Trip Name: African Safari Trip Start Date: 07/01/21 Trip End Date: 07/11/21	Vendor: Abercromble & Kent, Inc. Start Date: 07/01/21 End Date: 07/11/21 Booking Status: Cancelled Reservation Status: Confirmed	Currency Fare: Base: Tax: Com: Net Fare:	USD 8,309.37 7,452.52 856.85 1,352.55 6,956.82
our		EDIT	CLOSE	Ŭ	LIVE CONNECT
ooking Status: Cancelled	>		Reservation Status: Confirmed		
Vendor: Abercrombie	e & Kent, Inc.				
te Reserved: 03/16/2020			Promo ID:		
Duration: 10			No of Travelers: 2		

Step 2: Select Generate Invoice from the tool bar. Include Refunds must be checked off. Complete the invoice payment fields with the original form of payment. In the Reservation Total, click on the Refund option. This field will then populate with the original, invoiced amount. (Matches the amount in the Invoiced to Date field.) Preview for accuracy. Generate Invoice. The invoice shows the refunded amount.

	ards							Global Sa	aved Searche	es - 🔽 -	Personal Sav	ved Searches -
Merge Optic	ons 🛨				Gene	rate Invoice Tr	ip Propos	al PNR	Live Co	nnect Note	Mailer	Reminders
		(I GE	ENERATE INVOICE	Q PREVIEW	CUSTOMIZ	E FORMAT	<	CANCEL			
✓ Include Ref	funds	Issue	Date 04/13	/2020	1							
Thank you for	booking with ote: All prices	n Jet Set Tra s are subject	avel. We app t to change a	preciate your business and are based on avail	s. lability. ****				1	Invoice for Ab Branch 0 Locator No.	le Jr/Kennetl	h
REMARKS] Trip E	alance Due	Date 06/01	/2021	12					Group		
Invoice Payr	ment											
Form of Pay	rment		Check / Check	CC Number	-Select Crec	lit Card-						
Form of Pay Credit Card	rment 1	~	Check / C	CC Number XXX-1111	-Select Crec	lit Card-						
Form of Pay Credit Carc	rment J Tour Reserv	✓ vation	Check / (VI 44-X	CC Number XXX-1111	-Select Crec	lit Card-						
Form of Pay Credit Card 1.0 I	rment d Tour Reserv Abercrombi	vation	Check / (VI 44-X	CC Number XXX-1111 Confirmation No	-Select Crec	lit Card-				Travel Typ	e	
Form of Pay Credit Carc 1.0 I I Vendor Traveler	Tour Reserv Abercrombin Jones/Susa	vation e & Ken n Weebl	Check / (CC Number XXX-1111 Confirmation No Depart Date	-Select Crec 5452658 07/01/2021	lit Card- Traveler Name Start Ticket No				Travel Typ Tour-Finl	e	
Form of Pay Credit Carc 1.0 2 - Vendor Traveler	Tour Reserv Abercrombio Jones/Susa	vation e & Ken n Weebl	Check / (VI 44-XC	CC Number XXX-1111 Confirmation No Depart Date	-Select Crec 5452658 07/01/2021	lit Card- Traveler Name Start Ticket No				Travel Typ Tour-Finl Submit to Supplier	ie	V
Form of Pay Credit Carc 1.0 2 - Vendor Traveler Agent	Tour Reserv Abercrombio Jones/Susa Beth Vollma	vation e & Ken n Weebl	Check / (VI 44-XC	CC Number XXX-1111 Confirmation No Depart Date Return Date	-Select Crec 5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No				Travel Typ Tour-Finl Submit to Supplier	ie 	Y
Form of Pay Credit Carc 1.0 2 - Vendor Traveler Agent Currency: USE	/ment d Tour Reserv Abercrombio Jones/Susa Beth Vollma	vation e & Ken n Weebl r	Check / (VI 44-XC	CC Number XXX-1111 Confirmation No Depart Date Return Date	-Select Crec 5452658 07/01/2021 07/11/2021	lit Card- Traveler Name Start Ticket No End Ticket No				Travel Typ Tour-Finl Submit to Supplier	ie	Y
Form of Pay Credit Carc 1.0 2 - Vendor Traveler Agent Currency: USE Sale ()	Tour Reserv Abercrombin Jones/Susa Beth Vollma) Base	vation e & Ken n Weebl rr	Check / (VI 44-XC	CC Number XXX-1111 Confirmation No Depart Date Return Date Total Fare	-Select Crec 5452658 07/01/2021 07/11/2021	lit Card- Traveler Name Start Ticket No End Ticket No Refund ()	Base	Tax	Comm	Travel Typ Tour-Finl Submit to Supplier	ie 	V
Form of Pay Credit Carc 1.0 Vendor Traveler Agent Currency: USE Sale Total	Tour Reserv Abercrombin Jones/Susa Beth Vollma D Base 0.00	vation e & Ken n Weebl rr Tax 0.00	Check / (VI 44-XC Comm 0.00	CC Number XXX-1111 Confirmation No Depart Date Return Date Total Fare 0.00	-Select Crec 5452658 07/01/2021 07/11/2021	lit Card- Traveler Name Start Ticket No End Ticket No Refund () Total	Base 0.00	Tax 0.00	Comm 0.00	Travel Typ Tour-Finl Submit to Supplier 0.00	ie 	Y
Form of Pay Credit Carc 1.0 Vendor Traveler Agent Currency: USE Sale Total Not Invoiced	Tour Reserved Abercrombin Jones/Susa Beth Vollma D Base 0.00 0.00	vation e & Ken n Weebl r <u>Tax</u> 0.00 0.00	Check / / VI 44-X2	CC Number XXX-1111 Confirmation No Depart Date Return Date Total Fare 0.00 0.00	-Select Crec 5452658 07/01/2021 07/11/2021	Iit Card- Traveler Name Start Ticket No End Ticket No Refund () Total Invoiced To Date	► Base 0.00 7,452.52	Tax 0.00 856.85	Comm 0.00 1,352.55	Travel Typ Tour-Finl Submit to Supplier 0.00 8,309.37	e	Y

Agent

		Base		Tax	Total
Reservation Totals	S	0.00	\$	0.00 \$	0.00
Prior Invoiced Totals	S	7,452.52	\$	856.85 \$	8,309.37
This Refund Invoice Total	\$	-7,452.52	\$	-856.85 \$	-8,309.37
		Credit Card VI 4	4-XXXX-1111 has be	en credited: \$	-8,309.37
				Balance: \$	0.00

EXAMPLE TWO: Reservation Price Changed - Deposit Invoice Previously Issued

Step 1: Open the Reservation and modify to the new amount. No Refund Invoice required since the correct amount will be shown with the final payment. Res Card totals will be updated accordingly.

Original Trip:

Edit Cost:

Res Card - Ab	ie Jr/Kenne	eth								Invoices -
Res Card Totals Currency Res Total: Invoiced Total: Balance:	Trip Total USD 8,309.37 1,356.85 6,952.52	Res Card Agent: Beth Status: Activ Res. Cycle: E Trip Name: A Trip Start Dat Trip End Date	No.: 7638522 Vollmar e Jooked frican Safari te: 07/01/21 e: 07/11/21	12		Origin Amou	al cost nt if Dej	of trip: \$8 bosit: \$1,3	,309.37 356.85	
About this trip:	Invoi									
General Info	IIIVOI	ues								
Travelara	Invo	ice Totals ce Total:	USD 1.356.85							
D	Paid	Invoice Total:	1,356.85							
Reservations	Com	m Frack Invoice Fo n Invoice Total:	tal: 0.00 0.00							
Hippran Papert			leeuo Data	Invoico #	Type Total	Cliont Pa	Statue Br	anch	Agont	Domarke
			issue Date	invoice #	Type Total	Client Ta		anch	Agent	Remarks
Acuvities	Rep	rint E-mail Voi	d 04/13/2020	1809	Sale 1,356.	85 Closed	[0]	Jet Set Travel	Beth Vollmar	Thank you for
Attachments										
More Fields										
		-								
Currency T Res Total: Invoiced Total: Balance:	rip Total USD 8,309.37 1,356.85 6,952.52	Res Card No Agent: Beth Vol Status: Active Res. Cycle: Boo Trip Name: Afrid Trip Start Date: 0	Imar ked can Safari 07/01/21 7/11/21		Vendor: Abe Inc. Start Date: 07 End Date: 07 Booking Stat Reservation 3	our Reserva rcrombie & Ke 7/01/21 //1/21 us: Confirmed Status: Confirm	tion nt, ned	Currency Fare: Base: Tax: Com: Net Fare:		USD 8,309.37 7,452.52 856.85 1,352.55 6,956.82
					CLOSE					
our									🚺 LIVE	CONNECT
ooking Status: Confirmed					Rese	ervation Status:	Confirmed			di di secondo di second
Vendor: Abercrombie	e & Kent, Inc.									
ate Reserved: 03/16/2020						Promo ID:	2			
Duration: 10					Invoio	to of Travelers:	2 No			
ecord Locator:					Issued	d through ARC:	No			
oking Method: Website					Domesti	c/International:				
						Host Code:				
ravelers										
le Jr/Kenneth Alan										
nes/Susan Weeble										
2.0										TRO T
st	Charge As: To	tal								EDITCOST
st Base	Charge As: To Tax	tal Com	1		Total Fare				Ľ	EDITCOST

Step 2: If the client wants to see the modified cost of the trip, Reprint Invoice from Res Card Invoices link. All changes including the adjusted amount will be reflected. Print or email to customer.

New Cost:

Les Card - Able Jr/K Res Card Totals Currency Trip Total Res Total: 8,5 Invoiced Total: 1,3 Balance: 7,1	usp 19.4.1 56.8.5 52.56	Res C Agent: I Status: Res. Cy Trip Na Trip Sta Trip End	ard No Beth Vol Active Incle: Boo me: Afric In Date: 0	.: 76385222 Imar ked can Safari 07/01/21 7/11/21	2		1	New cost of tri Amount if Dep	ip: \$8,509.37 osit: \$1,356.	, 85	Invoices ×
out this trip: eneral Info	Invoices	Totals		USD 1.356.85							
eservations	Paid Invo Comm T Open Inv	oice Total: rack Invoi roice Tota	ce Total: I:	1,356.85 0.00 0.00							
nerary Report				Issue Date	Invoice #	Туре	Total	Client Pay Status	Branch	Agent	Remarks
ctivities ttachments	Reprint	E-mail	Void	04/13/2020	1809	Sale	1,356.85	Closed	[0] Jet Set Travel	Beth Vollmar	Thank you for bo
				r	2000				Tor	i.	Total
Reservation Totals			\$	7,65	2.56			\$	856.85	\$	B,509.41
Prior Invoiced Totals			\$		0.00			\$	0.00	\$	0.00
This Invoice Totals			\$	50	0.00	Paid	By Cre Bala	\$ dit Card VI 44 ance due by J	856.85 -XXXX-1111 un 01, 2021	\$ (1 \$	1,356.85 ,356.85) 7.152.56

EXAMPLE THREE: Partial Refund - Res Card with One Reservation/Paid in Full/Final Invoice Issued Step 1: Open reservation and adjust the price to the new lower amount. Do NOT change Booking Status. This is still a valid booking.

Currency Trip Total USD Res Total: 8,509.41 Invoiced Total: 8,509.41 Balance: 0.00	Res Card No.: 76385222 Agent: Beth Vollmar Status: Active Res. Cycle: Booked Trip Name: African Safari Trip Start Date: 07/01/21 Trip End Date: 07/11/21	Vendor: Abercrombie & Kent, Inc. Start Date: 07/01/21 End Date: 07/11/21 Booking Status: Confirmed Reservation Status: Confirmed	Currency US Fare: 8,509.4 Base: 7,652.5 Tax: 856.8 Com: 1,352.5 Net Fare: 7,156.8
	🖋 EL		
Tour			UVE CONNECT
Booking Status: Confirmed		Reservation Status: Confirm	ed .
Vendor: Abercrombie & Kent, Inc.			
Date Reserved: 03/16/2020		Promo ID:	
Duration: 10		No of Travelers: 2	
Confirmation #: 5452658		Invoiced Outside CB: No	
Record Locator.		Issued through ARC: No	
looking Method: Website		Domestic/International:	
		Host Code:	
Travelers			
Able Jr/Kenneth Alan			
lones/Susan Weeble			
ost Charge As	: Total		EDIT COST
Base Tax	Com	Total Fare	

Step 2: Review Res Card totals from main screen - verify accuracy (it will show a minus amount).

Res Card Total Currency Res Total: Invoiced Total:	IS Trip Total USD 8,309.41 8,509.41	Res Card No.: 76385222 Agent: Beth Vollmar Status: Active Res. Cycle: Booked	Tour Reservation	Currency Fare:	USD 8,309.41
Balance:	-200.00	Trip Start Date: 07/01/21	Start Date: 07/01/21	Base:	7,452.56
		Trip End Date: 07/11/21	Booking Status: Confirmed	Com:	1,352.55
			Reservation Status: Confirmed	Net Fare:	6,956.86

Step 3: Select Generate Invoice from the tool bar. Complete Invoice Payment fields with the original form of payment.

Step 4: In the Reservation Total, click on the Sale option. This field will then populate with the refunded amount due back to the customer. Note: If you select Refund, it will be the full amount of the sale. In this case, it's only the partial refund.

Include Refu	inds	lecuo	Oate 04/17	ENERATE INVOICE	Q PREVIEW	CUSTOMIZI	E FORMAT		CANCEL			
ank you for b * Please Not	oooking with e: All prices	Jet Set Tra are subjec	avel. We app t to change a	preciate your business and are based on avai	s. Iability. ****				1	Invoice for Branch Locator No.	Able Jr/Kenneth D	
REMARKS	Trip B	alance Due	Date 06/01	/2021	12					Group		
nvoice Paym	ent											
Form of Payn Credit Card	nent	~	Check / Check	CC Number XXX-1111	-Select Cred	lit Card-						
							_					
10 🗔 To	our Reserv	ation										
				Confirmation No.	EAFOCER	Translas Marcal				Travel T	VDA	_
	ADELCIOUNDIE	& Kell		Commination No	5452050	Traveler Name				Tour-F	inl	E
veler A	Able Jr/Kenr	eth A		Depart Date	07/01/2021	Start Ticket No				Submit t	to	
ent E	3eth Vollma	r		Return Date	07/11/2021	End Ticket No				Supplie	er	
rrency: USD										27		
le 🖲	Base	Tax	Comm	Total Fare		Refund ()	Base	Tax	Comm	Total Fare		
al 🔽	7,452.56	856.85	1,352.55	8,309.41		Total	7,452.56	856.85	1,352.55	8,309.41	-	
Invoiced	-200.00	0.00	0.00	-200.00		Invoiced To Date	7,652.56	856.85	1,352.55	8,509.41	_	
s Invoice	-200.00	0.00	0.00	-200.00		This Invoice	0.00	0.00	0.00	0.00		
gent												
t					Amount			/ Doto				
23												
					Base				Ta	ax	Total	
Res	ervation	Totals		\$	7,452.56			\$	856.8	35 \$	8,309.41	
Prio	r Invoice	d Total	s	\$	7,652.56			\$	856.8	35 \$	8,509.41	

EXAMPLE FOUR: Refund with Multiple Reservations (Multiple Bookings with a Single Refund)

Step 1: Open the Res Card and retrieve the reservation. Change the reservation's Booking Status to Cancelled. Leave Res Card as Active since only the one booking is cancelled.

Balance: \$

0.00

Res Card Totals Currency Res Total: Invoiced Total: Balance:	Trip Total USD 523.52 8,309.41 -7,785.89	Res Card No.: 76385222 Agent: Beth Vollmar Status: Cancelled Res. Cycle: Booked Trip Name: African Safari Trip Start Date: 07/01/21 Trip End Date: 07/11/21	Vendor: Abercrombie & Kent, Inc. Start Date: 07/01/21 End Date: 07/11/21 Booking Status: Cancelled Reservation Status: Confirmed	Currency Fare: Base: Tax: Com: Net Fare:	USD 8,309.41 7,452.56 856.85 1,352.55 6,956.86
Tour		EDIT	X CLOSE	Ú	LIVE CONNECT
Booking Status: Cancelled	>		Reservation Status: Confirmed	C.	
Vendor: Abercrom	bie & Kent, Inc.				
Date Reserved: 03/16/202	D		Promo ID:		
Duration: 10			No of Travelers: 2		
Confirmation #: 5452658			Invoiced Outside CB: No		
lecord Locator:			Issued through ARC: No		
ooking Method: Website			Domestic/International:		
			Host Code:		

Step 2: Select the reservation to Refund in the Invoice screen and refund the cancelled reservation. At same time, can Invoice active reservation payments as a Sale.

			🥑 GE	NERATE INVOICE	Q PREVIEW	🖉 CUSTOMIZI	E FORMAT	<	CANCEL		
✓ Include Re Thank you for **** Please N	funds booking with	Issue 1 Jet Set Tra 5 are subject	Date 04/20 vel. We app	/2020 preciate your business ind are based on avail	ability. ****					Invoice for Ab Branch 0	le Jr/Kenneth
REMARKS	Trip B	alance Due	Date 04/01	/2021	12					Locator No. Group	
Invoice Pay	ment										
Form of Pag	ment		Check / C	CC Number							
Credit Car	d	~] VI 44-XX	XX-1111	-Select Crea	dit Card-					
10	Tour Reserve	vation									
1. Vendor	Tour Reserv Abercrombie	e & Ken		Confirmation No	5452658	Traveler Name				Travel Typ Ship-Finl	e
1. Vendor Traveler	Tour Reserv Abercrombie Jones/Susa	e & Ken n Weebl		Confirmation No Depart Date	5452658 07/01/2021	Traveler Name Start Ticket No				Travel Typ Ship-Finl Submit to	De
1. Vendor Traveler Agent	Tour Reserv Abercrombio Jones/Susai Beth Vollma	e & Ken n Weebl		Confirmation No Depart Date Return Date	5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No				Travel Typ Ship-Finl Submit to Supplier	De
1. Vendor Traveler Agent Currency: US	Tour Reserv Abercrombio Jones/Susar Beth Vollma D	ration e & Ken n Weebl		Confirmation No Depart Date Return Date	5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No				Travel Typ Ship-Finl Submit to Supplier	pe
1.0 Vendor Traveler Agent Currency: US Sale ()	Abercrombio Jones/Susai Beth Vollma D Base	ration e & Ken n Weebl r Tax	Comm	Confirmation No Depart Date Return Date Total Fare	5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No	Base	Tax	Comm	Travel Typ Ship-Finl Submit to Supplier	ie
1. Vendor Traveler Agent Currency: US Sale O Total	Abercrombie Jones/Susar Beth Vollma D Base 0.00	ration e & Ken n Weebl r Tax 0.00	Comm 0.00	Confirmation No Depart Date Return Date Total Fare 0.00	5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No Refund O Total	Base 0.00	Tax 0.00	Comm 0.00	Travel Typ Ship-Finl Submit to Supplier Total Fare 0.00	ie
1. Vendor Traveler Agent Currency: US Sale () Total Not Invoiced	Beth Vollma Beth Vollma 0.00	ration a & Ken n Weebl r Tax 0.00 0.00	Comm 0.00 0.00	Confirmation No Depart Date Return Date Total Fare 0.00 0.00	5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No Refund O Total Invoiced To Date	Base 0.00 7,452.56	Tax 0.00 856.85	Comm 0.00 1,352.55	Travel Typ Ship-Finl Submit to Supplier 0.00 8,309.41	ie

										T	17	
Vendor	Travelex Ir	nsurance		Confirmation No	456123	Traveler Name				Trave	el Type	100
	Able Jr/Kenneth A Depart Date									Insu	Jrance	~
Traveler	Able Jr/Kenneth A Depart Date					Start Ticket No				Subm	nit to	
										Com	nmTrack	~
Agent	Beth Vollmar Return Date					End Ticket No				I Sh	how As Paid	
Currency: US	D Base	Tax	Comm	Total Fare		Refund	Base	Tax	Comm	Total Fa	are	
Sale 💽	the second s		125.64	523.52		Total	523.52	0.00	125.64	523.52		
Sale 💽 Total	523.52	0.00	120.04				Servera:	0.00	0.00	0.00		
Sale 💽 Total Not Invoiced	523.52 523.52	0.00	125.64	523.52		Invoiced To Date	0.00	0.00	0.00	0.00		

EXAMPLE FIVE: Refund with Vendor Penalty - Invoicing a Cancelled Booking with Supplier Penalty

Step 1: Copy the original booking using the Copy and Paste Buttons in the Res Card. Create a copy of the original, cancelled booking to use in recording the penalty amount.

Reserva	ervations $& \bigcirc \bigcirc & \bigcirc $											
		Туре	Res Date	Vendor	Reservation Status	Conf #	Reservation No.	Base (USD)	Tax (USD)			
/iew	\$ -	Tour	03/16/2020	Abercrombie & Kent, Inc.	Confirmed	5452658	24723527	7,452.56	856.85			
Copy Edit	rvatio	on Re	cord: 247	23527								
)elete												

Step 2: Update Copied Booking by adding key data.

- Add the travelers. The copied booking defaults to no travelers.
- Change the booking amount to the amount of the penalty. Enter \$0.00 as the commission unless the agency gets to keep any of its commission. If so, enter the amount the agency keeps.

Trav	velers				
✓ A	ble Jr/Kenneth Alar	1			
J	ones/Susan Weeble	e			
Cost	Charge As:	Total	~		
	Base	Тах	Commissio	n	

• Delete the individual Service Providers (not applicable for this booking).

rvice Provider				6 🖓	- Add Service Provider	~
	Туре	Start Date	End Date	Service Provider	Code	~
View	Edit Tour	7/1/21	7/11/21	10-Day Photo Safari		
		SA	AVE S DELETE	< CANCEL		
Tou	r					
Servio	ce Provider					
10-D	ay Photo Safari	•				

• Add a Service Provider for the Service Fee.

Service Provider				승 &	- Add Service Provider -
	Туре	Start Date	End Date	Service Provider	Car Cruise
					Tour Rail Transportation Insurance Service Fee Misochaneous

Service Provider			
Abercrombie & Kent, Inc.			
Start Date	End Date		
07/01/2021	07/11/2021	12	
Description			
Vendor Cancellation Penalty			
Travelers			
 Able Jr/Kenneth Alan 			
Jones/Susan Weeble			

Step 3: Open the original reservation and change the booking status to 'Cancelled'. Leave the rest of the information as originally entered. Review amounts for accuracy. Change the Res Card status to Cancelled.

	E	SAVE SAVE CANCEL	
Tour			C LIVE CONNECT
Date Reserved	Booking Status	Promo ID	
3/16/20	Cancelled		
/endor			
Abercrombie & Kent, Inc.			

Step 4: Select Generate Invoice and check Include Refunds. In the Form of Payment section, choose the type of payment that will be refunded (cash, check, credit card). Select the original booking, and at the payment amount, choose 'Refund', and enter the amount originally invoiced. Select the cancellation fee booking, and at the payment amount, choose Sale and invoice the full amount.

			🔗 GE	NERATE INVOICE		PREVIEW	COSTONIZ	EFORMAT						
Include Ref	funds	Issue	Date 04/17	/2020		12					Invoice for		r/Kenneth	
Thank you for **** Please No	booking with the: All prices	n Jet Set Tra s are subject	to change a	preciate your busin and are based on a	ness. availability. *	\$				1	Branch Locator No.	0	memear	_
REMARKS] Trip E	alance Due	Date 06/01	/2021		12					Group			
Invoice Payr	ment							-3						
Form of Pay	rment d	~	Check / 0	CC Number		-Select Cre	dit Card-							
1.0 Vendor	Tour Reserv	vation e & Ken		Confirmation No	E	5452658	Traveler Name				Travel	Type		
1.0 Vendor Traveler	Tour Reserv Abercrombi Jones/Susa	ration e & Ken n Weebl		Confirmation No Depart Date	5	5452658 07/01/2021	Traveler Name Start Ticket No				Travel Ship- Submi	I Type -Finl it to		
1.0 Vendor Traveler Agent	Tour Reserv Abercrombi Jones/Susa Beth Vollma	vation e & Ken n Weebl		Confirmation No Depart Date Return Date	5	5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No				Travel Ship- Submi Supp	Type Finl it to		Y
1.0 Vendor Traveler Agent Currency: USI	Tour Reserv Abercrombi Jones/Susa Beth Vollma	ration e & Ken n Weebl		Confirmation No Depart Date Return Date	5 ((5452658)7/01/2021)7/11/2021	Traveler Name Start Ticket No End Ticket No				Travel Ship- Submi Supp	Type Finl it to		
1.0 Vendor Traveler Agent Currency: USE Sale ()	Tour Reserver Abercrombio Jones/Susa Beth Vollma D Base	ration e & Ken n Weebl r Tax	Comm	Confirmation No Depart Date Return Date Total Fare	5 (5452658)7/01/2021)7/11/2021	Traveler Name Start Ticket No End Ticket No	Base	Tax	Comm	Travel Ship- Submi Supp Total Far	I Type -Finl it to blier e		Y
1.0 ✓ Vendor Traveler Agent Currency: USE Sale ○ Total	Tour Reserver Abercrombin Jones/Susa Beth Vollma D Base 0.00	ration e & Ken n Weebl r Tax 0.00	Comm 0.00	Confirmation No Depart Date Return Date Total Fare 0.00	5 (5452658)7/01/2021)7/11/2021	Traveler Name Start Ticket No End Ticket No Refund () Total	Base 0.00	Tax 0.00	Comm 0.00	Travel Ship- Submi Supp Total Far 0.00	I Type -Finl it to olier		Y
1.0 Vendor Traveler Agent Currency: USE Sale O Total Not Invoiced	Tour Reserved Abercrombin Jones/Susa Beth Vollma D Base 0.00 0.00	ration e & Ken n Weebl r Tax 0.00 0.00	Comm 0.00 0.00	Confirmation No Depart Date Return Date Total Fare 0.00 0.00	; (5452658 07/01/2021 07/11/2021	Traveler Name Start Ticket No End Ticket No Refund @ Total Invoiced To Date	Base 0.00 7,452.56	Tax 0.00 856.85	Comm 0.00 1,352.55	Travel Ship- Submi Supp 0.00 8,309.41	Finl it to lier		Y

			Commination NO	5452658	Traveler Name				Travel Type	
									Service Fee	
Able Jr/Ken	neth A		Depart Date		Start Ticket No				Submit to	
Beth Vollma	ar		Return Date		End Ticket No				Supplier	
									8	
Basa	Tax	Comm	Total Fare		Refund	Basa	Tay	Comm	Total Fare	
500.00	0.00	0.00	500.00		Total	500.00	0.00	0.00	500.00	
500.00	0.00	0.00	500.00		Invoiced To Date	0.00	0.00	0.00	0.00	
00.00	0.00	0.00	000.00		invoiceu 10 Date	0.00	0.00	0.00	0.00	
	ble Jr/Ken Beth Vollma 500.00	Base Tax 500.00 0.00	Base Tax Comm 500.00 0.00 0.00	Base Tax Comm Total Fare 500.00 0.00 0.00 500.00	Base Tax Comm Total Fare 500.00 0.00 500.00 500.00	Base Tax Comm Total Fare 500.00 0.00 500.00 Total	Lole Jr/Kenneth A Depart Date Start Ticket No Veth Vollmar Return Date End Ticket No Base Tax Comm Total Fare 500.00 0.00 500.00 Total 500.00 0.00 500.00 Image: Start Ticket No	Base Tax Comm Total Fare Refund () Base Tax 500.00 0.00 500.00 500.00 0.00	Base Tax Comm Total Fare 500.00 0.00 500.00 500.00 0.00	Base Tax Comm Total Fare 500.00 0.00 500.00 500.00 0.00 0.00 500.00

- Preview the invoice to ensure the net refund is correct, then generate the invoice. The Res Card shows a zerodollar balance.
- Reminder: If an invoice has more refunds than sales, a Refund Invoice is issued. If the invoice has more sales than refunds, then a Sales Invoice is issued. All invoices issued in ClientBase are available in Trams Back Office.

		Tour Reservati	on				100
		Vendor Decking State	: Abercrombie & Kent, Inc.	Contirmation No	. : 5452658		
		Booking Status	: Cancelled	Duration	: 10		
		No. of Travelers	: 2	End Date	. 7/14/0004		
		Start Date	: Interest Needles Able Jalkaneeth Al	End Date	: //11/2021		
		Travelers Tour 10-Day Start Date : 7/ Tour Name : B [Tour Reservati Vendor Booking Status No. of Travelers Travelers	: Jones/Susan Weeble; Able Jr/Kenneth Al Photo Safari 1/2021 otswana Wildlife Photography Tours Reservation Amount This Refund Amount Prior Invoiced Amount Balance on : Abercrombie & Kent, Inc. : Confirmed : 2 : Able Jr/Kenneth Alar; Jones/Susan Weel	an End Date : 7/11 	/2021 Base 0.00 7,452.56 0.00 • : 5452658 : 10	Tax 0.00 -856.85 856.85 0.00	Total 0.00 -8,309.41 8,309.41 0.00
		Servic Aberon Start Date : 7/ Description : V	e Fee ombie & Kent, Inc. 1/2021 endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount Balance	End Date : 7/11	/2021		Total 500.00 500.00 0.00 0.00
Reservation Totals Prior Invoiced Totals This Refund Invoice Total	\$ \$ \$	Base 500.00 7,452.58 -8,952.58	Tax \$ 0.00 \$ \$ 856.85 \$ \$ -856.85 \$	<u>Total</u> 500.00 8,309.41 -7,809.41	1		

0.00

Balance: \$

EXAMPLE SIX: Refund with Future Travel Credit

Step 1: Open the Res Card and retrieve the reservation. Change the Reservation's Booking Status to Cancelled.

Res Card - Able Jr/Kenn	eth		Tour R	eservation $ imes$
Res Card Totals Currency Trip Total USD Res Total: 0.00 Invoiced Total: 8,309.37 Balance: -8,309.37	Res Card No.: 76385222 Agent: Beth Vollmar Status: Active Res. Cycle: Booked Trip Name: African Safari Trip Start Date: 07/01/21 Trip End Date: 07/11/21	Vendor: Abercrombie & Kent, Inc. Start Date: 07/01/21 End Date: 07/11/21 Booking Status: Cancelled Reservation Status: Confirmed	Currency Fare: Base: Tax: Com: Net Fare:	USD 8,309.37 7,452.52 866.85 1,352.55 6,956.82
	P EDIT	CLOSE		
Tour			Ú	
Booking Status: Cancelled		Reservation Status: Confirmed		
Vendor: Abercrombie & Kent, Inc.				
Date Reserved: 03/16/2020		Promo ID:		
Duration: 10		No of Travelers: 2		

Step 2: Add a remark noting the amount of the travel credit and restrictions, if applicable. These can be added to Itin/Invoice remarks at the Reservation level, Service Provider level or to Branch Remarks. See the highlighted areas on the invoice below.

Step 3: Select Generate Invoice and check Include Refunds. In the Form of Payment section, remove the form of payment if one is populated. Select the original booking, and at the payment amount, choose 'Refund'. Change the 'Submit to' to CommTrack and uncheck 'Show As Paid'.

hank you for	funds booking with ote: All prices <u>unistration fo</u> Trip E	Issue a Jet Set Tra are subject salance Due	Date 04/21 avel. We app t to change a to all cancelle Date 06/01	/2020 preciate your busines and are based on avaid bookings /2021	s. ilability. ****						Invoice for A Branch 0 Locator No. Group	ble Jr/Kenneth
Invoice Pay Form of Pay	ment ment		Check / C	CC Number		Rem	ove all form	s of pa	yment			
1.0 ⊻ /endor Fraveler Agent	Abercrombie Jones/Susa Beth Vollma	e & Ken n Weebl		Confirmation No Depart Date Return Date	54526 0	58 'Subm Ur	Traveler Name it to' must b n-check 'Sho	e Com ow as F	mTrack Paid'	(Travel Ty Ship-Fin Submit to CommT	rpe nl [p rrack [As Paid
Currency: US		-			_		Beford 0		1 -			7
Total	0.00	0.00	0.00	0.00			Total	0.00	0.00	0.00	0.00	-
0,0,000)	0.00	0.00	0.00	0.00			Invoiced To Date	7 452 56	856.85	1 352 55	8 309 41	-
Not Invoiced	0.00	0.00	0.00	0.00			This Invoice	7,452.56	856.85	1,352.55	8,309.41	
Not Invoiced This Invoice												
Not Invoiced This Invoice Agent					An	nount			% Rate			
Not Invoiced This Invoice Agent Agent						00			and the set of the set			
Not Invoice This Invoice Agent Agent Beth Vollm	ar		[-8	elect Agent]		00			0.00			MORE AGENTS [1]
Not Invoiced This Invoice Agent Agent Beth Vollm Booking Par	ar		[-s	elect Agent]	0.				0.00			MORE AGENTS [1]

Step 4: Preview the invoice to ensure the amounts are zero and the remarks are where you want them to appear on the invoice, then generate the invoice. The Res Card shows a zero-dollar balance.

NO DO CON			n nar s		C		- 54500	50	1
Booking Status	: Abercromit : Cancelled	ble & Kent	, Inc.		Duration	ion No.	: 54526	08	
No. of Travelers	:2				Frid Date		. 7/44/0	004	
Travelers	: //1/2021 : Able Jr/Ke	nneth Ala	n: Jones/Susa	an Weeble	End Date		: //11/2	021	
Please note that	at you have a c	credit of \$8	309.41 with A	bercrombie	e & Kent to	be used	d by 12/3	/20 or funds	s will become nu
and void.							ſ	_	
								Reserva	tion Level
(首目) Tour									
Tour 10-Day	v Photo Safari								
Start Date : 7	y Photo Safari 7/1/2021			End	I Date	: 7/11/2	021		
Start Date : 7 Tour Name : 8	y Photo Safari 7/1/2021 3otswana Wildli	ife Photog	raphy Tours	End	I Date	: 7/11/2	021		
Start Date : 7 Tour Name : 8 Please note tha and void	y Photo Safari 7/1/2021 3otswana Wildli <mark>at you have a c</mark>	life Photog credit of \$8	raphy Tours 1309.41 with A	Enc bercrombie	I Date & Kent to	: 7/11/2 be used	021 1 by 12/3	1/20 or fund	s will become nu
Tour 10-Day Start Date : 7 Tour Name : E Please note tha and void.	y Photo Safari 7/1/2021 Botswana Wildli at you have a c	life Photog credit of \$8	raphy Tours 1309.41 with A	Enc	I Date & Kent to	: 7/11/2 be used	021 1 by 12/3	1/20 or funds	s will become nu
Tour 10-Day Start Date : 7 Tour Name : B Please note tha and void.	y Photo Safari 7/1/2021 Botswana Wildli at you have a c	ife Photog redit of \$8	raphy Tours 1309.41 with A	Enc bercrombie	I Date	: 7/11/2 be used	021 1 by 12/3	1/20 or funds	s will become nu e Provider Le
Tour 10-Day Start Date : 7 Tour Name : B Please note that and void. Amount Details Base \$7,45	y Photo Safari 7/1/2021 Botswana Wildli at you have a c	ife Photog redit of \$8 Tax	raphy Tours 1309.41 with A \$856.85	Enc bercrombie Total	I Date & Kent to \$8,3	: 7/11/2 be used	021 1 by 12/3	1/20 or funds	s will become nu e Provider Le
Tour 10-Day Start Date : 7 Tour Name : E Please note tha and void. Armount Details Base \$7,45	y Photo Safari 7/1/2021 Botswana Wildli at you have a c	ife Photog redit of \$8 Tax	raphy Tours 1309.41 with A \$856.85	Enc bercrombie Total	I Date & Kent to \$8,3	: 7/11/2 be used	021 J by 12/3	I/20 or funds	s will become nu e Provider Le
Tour 10-Day Start Date : 7 Tour Name : B Please note tha and void. Amount Details Base \$7,45	y Photo Safari 7/1/2021 Botswana Wildli at you have a c 52.56	ife Photog credit of \$8 Tax	raphy Tours 1309.41 with A \$856.85	Enc bercrombie Total	I Date & Kent to \$8,3	: 7/11/2 be used 309.41	021 J by 12/3	Servic	s will become nu <u>e Provider Le</u> <u>Total</u>
Tour 10-Day Start Date : 7 Tour Name : B Please note tha and void. Amount Details Base \$7,45 Reservation To Prior Invoiced 1	y Photo Safari 7/1/2021 Botswana Wildli at you have a c 52.56 Stals Totals	ife Photog redit of \$8 Tax	raphy Tours 1309.41 with A \$856.85	Enc bercrombie Total	I Date & Kent to \$8,5	: 7/11/2 be used	021 1 by 12/3	1/20 or funds	s will become nu e Provider Le <u>Total</u> 0.00 0.00
Tour 10-Day Start Date : 7 Tour Name : B Please note tha and void. Amount Details Base \$7,45 Reservation To Prior Invoiced T This Refund Inv	y Photo Safari 7/1/2021 Botswana Wildli at you have a c 52.56 52.56 otals Totals voice Total	ife Photog redit of \$8 Tax	raphy Tours 1309.41 with A \$856.85	Enc bercrombie Total	I Date & Kent to \$8,	: 7/11/2 be used	021 1 by 12/3	1/20 or fund: Servic \$ \$ \$ \$	s will become nu e Provider Le <u>Total</u> 0.00 0.00 0.00