

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 - Able Jr/Kenneth Tour Reservation X

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**

Tour Reservation

Vendor: **Abercrombie & Kent, Inc.** **Currency** **USD**

Fare:	8,309.37
Base:	7,452.52
Tax:	856.85
Com:	1,352.55
Net Fare:	6,956.82

Start Date: **07/01/21**
 End Date: **07/11/21**
 Booking Status: **Cancelled**
 Reservation Status: **Confirmed**

EDIT **CLOSE**

Tour **LIVE CONNECT**

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: 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.

Res Cards -- Global Saved Searches -- -- Personal Saved Searches --

Merge Options **Generate Invoice** Trip Proposal PNR Live Connect Note Mailer Reminders

GENERATE INVOICE **PREVIEW** **CUSTOMIZE FORMAT** **CANCEL**

Include Refunds Issue Date: 04/13/2020

Thank you for booking with Jet Set Travel. We appreciate your business.
 **** Please Note: All prices are subject to change and are based on availability. ****

REMARKS Trip Balance Due Date: 06/01/2021

Invoice Payment

Form of Payment: **Credit Card** Check / CC Number: VI 44-XXXX-1111 -Select Credit Card-

1.0 **Tour Reservation**

Vendor	Abercrombie & Ken...	Confirmation No	5452658	Traveler Name	
Traveler	Jones/Susan Weebl...	Depart Date	07/01/2021	Start Ticket No	
Agent	Beth Vollmar	Return Date	07/11/2021	End Ticket No	

Currency: USD

Sale	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Not Invoiced	0.00	0.00	0.00	0.00
This Invoice	0.00	0.00	0.00	0.00

Refund	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Invoiced To Date	7,452.52	856.85	1,352.55	8,309.37
This Invoice	7,452.52	856.85	1,352.55	8,309.37

Invoice for: Able Jr/Kenneth
 Branch: 0
 Locator No.:
 Group:

Travel Type: **Tour-Finl**
 Submit to: **Supplier**

	<u>Base</u>		<u>Tax</u>	<u>Total</u>
Reservation Totals	\$ 0.00		\$ 0.00	\$ 0.00
Prior Invoiced Totals	\$ 7,452.52		\$ 856.85	\$ 8,309.37
This Refund Invoice Total	\$ -7,452.52		\$ -856.85	\$ -8,309.37
			Credit Card VI 44-XXXX-1111 has been 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:

Res Card - Able Jr/Kenneth
Invoices ✕

Res Card Totals

Currency	Trip Total USD
Res Total:	8,309.37
Invoiced Total:	1,356.85
Balance:	6,952.52

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

Original cost of trip: \$8,309.37
Amount if Deposit: \$1,356.85

About this trip:

- General Info
- Travelers
- Reservations
- Invoices
- Itinerary Report
- Activities
- Attachments
- More Fields

Invoices

Invoice Totals		USD	
Invoice Total:	1,356.85	Paid Invoice Total:	1,356.85
Comm Track Invoice Total:	0.00	Open Invoice Total:	0.00

Reprint	E-mail	Void	Issue Date	Invoice #	Type	Total	Client Pav Status	Branch	Agent	Remarks
			04/13/2020	1809	Sale	1,356.85	Closed	[0] Jet Set Travel	Beth Vollmar	Thank you for boo

Edit Cost:

Res Card Totals

Currency	Trip Total USD
Res Total:	8,309.37
Invoiced Total:	1,356.85
Balance:	6,952.52

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

Tour Reservation

Vendor: Abercrombie & Kent, Inc.
Start Date: 07/01/21
End Date: 07/11/21
Booking Status: Confirmed
Reservation Status: Confirmed

Currency	USD
Fare:	8,309.37
Base:	7,452.52
Tax:	856.85
Com:	1,352.55
Net Fare:	6,956.82

✎ EDIT

✕ CLOSE

Tour LIVE CONNECT

Booking Status: Confirmed Reservation Status: Confirmed

Vendor: Abercrombie & Kent, Inc. Promo ID:

Date Reserved: 03/16/2020 No of Travelers: 2

Duration: 10 Invoiced Outside CB: No

Confirmation #: 5452658 Issued through ARC: No

Record Locator: Domestic/International:

Booking Method: Website Host Code:

Travelers

Able Jr/Kenneth Alan
Jones/Susan Weeble

Cost		Charge As: Total			
Base	Tax	Com		Total Fare	
\$7,452.52	\$856.85	0.00%	\$1,352.55	0.00%	\$8,309.37

✎ EDIT COST

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:

Res Card - Able Jr/Kenneth
Invoices ✕

Res Card Totals

Currency	Trip Total USD
Res Total:	8,509.41
Invoiced Total:	1,356.85
Balance:	7,152.56

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**

New cost of trip: \$8,509.37
Amount if Deposit: \$1,356.85

About this trip:

General Info

Travelers

Reservations

Invoices

Itinerary Report

Activities

Attachments

Invoices

Invoice Totals	USD
Invoice Total:	1,356.85
Paid Invoice Total:	1,356.85
Comm Track Invoice Total:	0.00
Open Invoice Total:	0.00

	Issue Date	Invoice #	Type	Total	Client Pay Status	Branch	Agent	Remarks
Reprint	E-mail	Void	04/13/2020	1809	Sale	1,356.85	Closed	[0] Jet Set Travel Beth Vollmar Thank you for boo

	Base	Tax	Total
Reservation Totals	\$ 7,652.56	\$ 856.85	\$ 8,509.41
Prior Invoiced Totals	\$ 0.00	\$ 0.00	\$ 0.00
This Invoice Totals	\$ 500.00	\$ 856.85	\$ 1,356.85
			Paid By Credit Card VI 44-XXXX-1111: \$ (1,356.85)
			Balance due by Jun 01, 2021: \$ 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.

Res Card Totals

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**

Tour Reservation

Vendor: **Abercrombie & Kent, Inc.**

Start Date: **07/01/21**
 End Date: **07/11/21**
 Booking Status: **Confirmed**
 Reservation Status: **Confirmed**

Currency	USD
Fare:	8,509.41
Base:	7,652.56
Tax:	856.85
Com:	1,352.55
Net Fare:	7,156.86

EDIT
✕ CLOSE

Tour LIVE CONNECT

Booking Status: **Confirmed** Reservation Status: **Confirmed**

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**

Booking Method: **Website** Domestic/International:

Host Code:

Travelers

Able Jr/Kenneth Alan

Jones/Susan Weeble

Cost	Charge As: Total				
Base	Tax	Com	Total Fare		
\$7,652.56	\$856.85	0.00%	\$1,352.55	0.00%	\$8,509.41

EDIT COST

04/21

ClientBase Online Refund Examples

3

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

Res Card Totals Currency Trip Total USD Res Total: 8,309.41 Invoiced Total: 8,509.41 Balance: -200.00	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	Tour Reservation Vendor: Abercrombie & Kent, Inc. Start Date: 07/01/21 End Date: 07/11/21 Booking Status: Confirmed Reservation Status: Confirmed	Currency USD Fare: 8,309.41 Base: 7,452.56 Tax: 856.85 Com: 1,352.55 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.

GENERATE INVOICE
PREVIEW
CUSTOMIZE FORMAT
CANCEL

Include Refunds Issue Date: 04/17/2020

Invoice for: Able Jr/Kenneth
 Branch: 0
 Locator No.:
 Group:

Thank you for booking with Jet Set Travel. We appreciate your business.
 **** Please Note: All prices are subject to change and are based on availability. ****
 A 675.00 administration fee will apply to all cancelled bookings.

REMARKS Trip Balance Due Date: 06/01/2021

Invoice Payment
 Form of Payment: Credit Card Check / CC Number: VI 44-XXXX-1111 -Select Credit Card-

1.0 Tour Reservation

Vendor	Abercrombie & Ken...	Confirmation No	5452658	Traveler Name	
Traveler	Able Jr/Kenneth A...	Depart Date	07/01/2021	Start Ticket No	
Agent	Beth Vollmar	Return Date	07/11/2021	End Ticket No	

Travel Type: Tour-Finl
 Submit to: Supplier

Currency: USD

Sale <input checked="" type="radio"/>	Base	Tax	Comm	Total Fare
Total	7,452.56	856.85	1,352.55	8,309.41
Not Invoiced	-200.00	0.00	0.00	-200.00
This Invoice	-200.00	0.00	0.00	-200.00

Refund <input type="radio"/>	Base	Tax	Comm	Total Fare
Total	7,452.56	856.85	1,352.55	8,309.41
Invoiced To Date	7,652.56	856.85	1,352.55	8,509.41
This Invoice	0.00	0.00	0.00	0.00

	<u>Base</u>	<u>Tax</u>	<u>Total</u>
Reservation Totals	\$ 7,452.56	\$ 856.85	\$ 8,309.41
Prior Invoiced Totals	\$ 7,652.56	\$ 856.85	\$ 8,509.41
This Refund Invoice Total	\$ -200.00	\$ 0.00	\$ -200.00
	Credit Card VI 44-XXXX-1111 has been credited: \$		-200.00
		Balance: \$	0.00

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.

Res Card Totals

Currency	Trip Total USD
Res Total:	523.52
Invoiced Total:	8,309.41
Balance:	-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**

Tour Reservation
Vendor: **Abercrombie & Kent, Inc.**
Start Date: **07/01/21**
End Date: **07/11/21**
Booking Status: **Cancelled**
Reservation Status: **Confirmed**

Currency **USD**
Fare: 8,309.41
Base: 7,452.56
Tax: 856.85
Com: 1,352.55
Net Fare: 6,956.86

Tour

Booking Status: Cancelled

Reservation Status: Confirmed

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

Booking 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.

Include Refunds

Issue Date 04/20/2020

Thank you for booking with Jet Set Travel. We appreciate your business.
**** Please Note: All prices are subject to change and are based on availability. ****
A \$75.00 administrative fee will apply to all cancelled bookings.

REMARKS **Trip Balance Due Date** 04/01/2021

Invoice for Able Jr/Kenneth
Branch 0
Locator No.
Group

Invoice Payment
Form of Payment **Check / CC Number**

1.0 **Tour Reservation**

Vendor	Abercrombie & Ken...	Confirmation No	5452658	Traveler Name	
Traveler	Jones/Susan Weebl...	Depart Date	07/01/2021	Start Ticket No	
Agent	Beth Vollmar	Return Date	07/11/2021	End Ticket No	

Travel Type

Submit to

Currency: USD

<input type="radio"/> Sale	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Not Invoiced	0.00	0.00	0.00	0.00
This Invoice	0.00	0.00	0.00	0.00

<input checked="" type="radio"/> Refund	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Invoiced To Date	7,452.56	856.85	1,352.55	8,309.41
This Invoice	7,452.56	856.85	1,352.55	8,309.41

2.0 **Insurance Reservation**

Vendor	Travelex Insurance	Confirmation No	456123	Traveler Name	
Traveler	Able Jr/Kenneth A...	Depart Date		Start Ticket No	
Agent	Beth Vollmar	Return Date		End Ticket No	

Travel Type

Submit to

 Show As Paid

Currency: USD

<input checked="" type="radio"/> Sale	Base	Tax	Comm	Total Fare
Total	523.52	0.00	125.64	523.52
Not Invoiced	523.52	0.00	125.64	523.52
This Invoice	523.52	0.00	125.64	523.52

<input type="radio"/> Refund	Base	Tax	Comm	Total Fare
Total	523.52	0.00	125.64	523.52
Invoiced To Date	0.00	0.00	0.00	0.00
This Invoice	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.

The screenshot shows a table with columns: Type, Res Date, Vendor, Reservation Status, Conf #, Reservation No., Base (USD), and Tax (USD). A red arrow points to a gear icon next to the 'View' button for the first row. Below the table, the 'Reservation Record: 24723527' is displayed with a 'Copy' button circled in red.

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.

The screenshot shows the 'Travelers' section with two checked entries: 'Able Jr/Kenneth Alan' and 'Jones/Susan Weeble'. Below is a 'Cost' section with a 'Charge As' dropdown set to 'Total'. A table shows the cost breakdown:

Base	Tax	Commission
Total: 500.00	0.00	0.00 %

The commission fields are circled in red. An 'ITEMIZATION' button is visible on the right.

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

The screenshot shows the 'Service Provider' section with a table containing one entry: '10-Day Photo Safari'. Below the table, there are three buttons: 'SAVE', 'DELETE' (circled in red), and 'CANCEL'.

- Add a Service Provider for the Service Fee.

The screenshot shows the 'Service Provider' section with a dropdown menu open. The menu items are: Air, Hotel, Car, Cruise, Tour, Rail, Transportation, Insurance, Service Fee (circled in red), and Miscellaneous. A red arrow points to the dropdown arrow.

Service Fee

Service Provider
 ...

Start Date End Date

Description

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.

Tour

Date Reserved Booking Status Promo ID

Vendor

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.

Include Refunds

Issue Date

Invoice for

Branch

Locator No.

Group

Invoice Payment

Form of Payment Check / CC Number

1.0 **Tour Reservation**

Vendor	Abercrombie & Ken...	Confirmation No	5452658	Traveler Name	
Traveler	Jones/Susan Weebl...	Depart Date	07/01/2021	Start Ticket No	
Agent	Beth Vollmar	Return Date	07/11/2021	End Ticket No	

Travel Type

Submit to

Currency: USD

Sale <input type="radio"/>	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Not Invoiced	0.00	0.00	0.00	0.00
This Invoice	0.00	0.00	0.00	0.00

Refund <input checked="" type="radio"/>	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Invoiced To Date	7,452.56	856.85	1,352.55	8,309.41
This Invoice	7,452.56	856.85	1,352.55	8,309.41

2.0 Tour Reservation

Vendor: Abercrombie & Ken... Confirmation No: 5452658 Traveler Name: [Travel Type: Service Fee]

Traveler: Able Jr/Kenneth A... Depart Date: Start Ticket No: [Submit to: Supplier]

Agent: Beth Vollmar Return Date: End Ticket No:

Currency: USD

Sale <input checked="" type="radio"/>	Base	Tax	Comm	Total Fare
Total	500.00	0.00	0.00	500.00
Not Invoiced	500.00	0.00	0.00	500.00
This Invoice	500.00	0.00	0.00	500.00

Refund <input type="radio"/>	Base	Tax	Comm	Total Fare
Total	500.00	0.00	0.00	500.00
Invoiced To Date	0.00	0.00	0.00	0.00
This Invoice	0.00	0.00	0.00	0.00

- 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 Reservation

Vendor : Abercrombie & Kent, Inc. Confirmation No. : 5452658
 Booking Status : Cancelled Duration : 10
 No. of Travelers : 2
 Start Date : 7/1/2021 End Date : 7/11/2021
 Travelers : Jones/Susan Weeble; Able Jr/Kenneth Alan

Tour

10-Day Photo Safari
 Start Date : 7/1/2021 End Date : 7/11/2021
 Tour Name : Botswana Wildlife Photography Tours

	Base	Tax	Total
Reservation Amount	0.00	0.00	0.00
This Refund Amount	-7,452.56	-856.85	-8,309.41
Prior Invoiced Amount	7,452.56	856.85	8,309.41
Balance	0.00	0.00	0.00

Tour Reservation

Vendor : Abercrombie & Kent, Inc. Confirmation No. : 5452658
 Booking Status : Confirmed Duration : 10
 No. of Travelers : 2
 Travelers : Able Jr/Kenneth Alan; Jones/Susan Weeble

Service Fee

Abercrombie & Kent, Inc.
 Start Date : 7/1/2021 End Date : 7/11/2021
 Description : Vendor Cancellation Penalty

	Total
Reservation Amount	500.00
This Invoice Amount	500.00
Prior Invoiced Amount	0.00
Balance	0.00

	Base	Tax	Total
Reservation Totals	\$ 500.00	\$ 0.00	\$ 500.00
Prior Invoiced Totals	\$ 7,452.56	\$ 856.85	\$ 8,309.41
This Refund Invoice Total	\$ -8,952.56	\$ -856.85	\$ -7,809.41
	Credit Card VI 44-XXXX-1111 has been credited: \$		-7,809.41
		Balance: \$	0.00

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/Kenneth
Tour Reservation ✕

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**

Tour Reservation

Vendor: **Abercrombie & Kent, Inc.**

Start Date: **07/01/21**
 End Date: **07/11/21**
 Booking Status: **Cancelled**
 Reservation Status: **Confirmed**

Currency **USD**

Fare:	8,309.37
Base:	7,452.52
Tax:	856.85
Com:	1,352.55
Net Fare:	6,956.82

✎ EDIT
✕ CLOSE

Tour LIVE CONNECT

Booking Status: **Cancelled** Reservation Status: Confirmed

Vendor: Abercrombie & Kent, Inc. Promo ID:

Date Reserved: 03/16/2020 No of Travelers: 2

Duration: 10

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'.

GENERATE INVOICE
PREVIEW
CUSTOMIZE FORMAT
CANCEL

Include Refunds

Issue Date: 04/21/2020

REMARKS: Trip Balance Due Date: 06/01/2021

Invoice for: Able Jr/Kenneth

Branch: 0

Locator No:

Group:

Invoice Payment

Form of Payment:

Check / CC Number:

Remove all forms of payment

1.0 **Tour Reservation**

Vendor: Abercrombie & Ken...	Confirmation No: 5452658	Traveler Name:	Travel Type: Ship-Finl
Traveler: Jones/Susan Weebl...	Depart Date: 0	'Submit to' must be CommTrack Un-check 'Show as Paid'	Submit to: CommTrack
Agent: Beth Vollmar	Return Date: 0		<input type="checkbox"/> Show As Paid

Currency: USD

Sale	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Not Invoiced	0.00	0.00	0.00	0.00
This Invoice	0.00	0.00	0.00	0.00

Refund	Base	Tax	Comm	Total Fare
Total	0.00	0.00	0.00	0.00
Invoiced To Date	7,452.56	856.85	1,352.55	8,309.41
This Invoice	7,452.56	856.85	1,352.55	8,309.41

Agent: Beth Vollmar	Amount: 0.00	% Rate: 0.00	MORE AGENTS [1]
---------------------	--------------	--------------	-----------------

Booking Payment

Form of Payment:

Check / CC Number:

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.

Tour Reservation

Vendor : Abercrombie & Kent, Inc. Confirmation No. : 5452658
 Booking Status : Cancelled Duration : 10
 No. of Travelers : 2
 Start Date : 7/1/2021 End Date : 7/11/2021
 Travelers : Able Jr/Kenneth Alan; Jones/Susan Weeble

Please note that you have a credit of \$8309.41 with Abercrombie & Kent to be used by 12/31/20 or funds will become null and void.

Reservation Level

Tour
10-Day Photo Safari

Start Date : 7/1/2021 End Date : 7/11/2021
 Tour Name : Botswana Wildlife Photography Tours

Please note that you have a credit of \$8309.41 with Abercrombie & Kent to be used by 12/31/20 or funds will become null and void.

Service Provider Level

Amount Details				
Base	\$7,452.56	Tax	\$856.85	Total \$8,309.41

Reservation Totals	\$	0.00
Prior Invoiced Totals	\$	0.00
This Refund Invoice Total	\$	0.00
Balance:	\$	0.00

Please note that you have a credit of \$8309.41 with Abercrombie & Kent to be used by 12/31/20 or funds will become null and void.

Branch Remarks

Thank you for booking with Jet Set Travel. We appreciate your business.