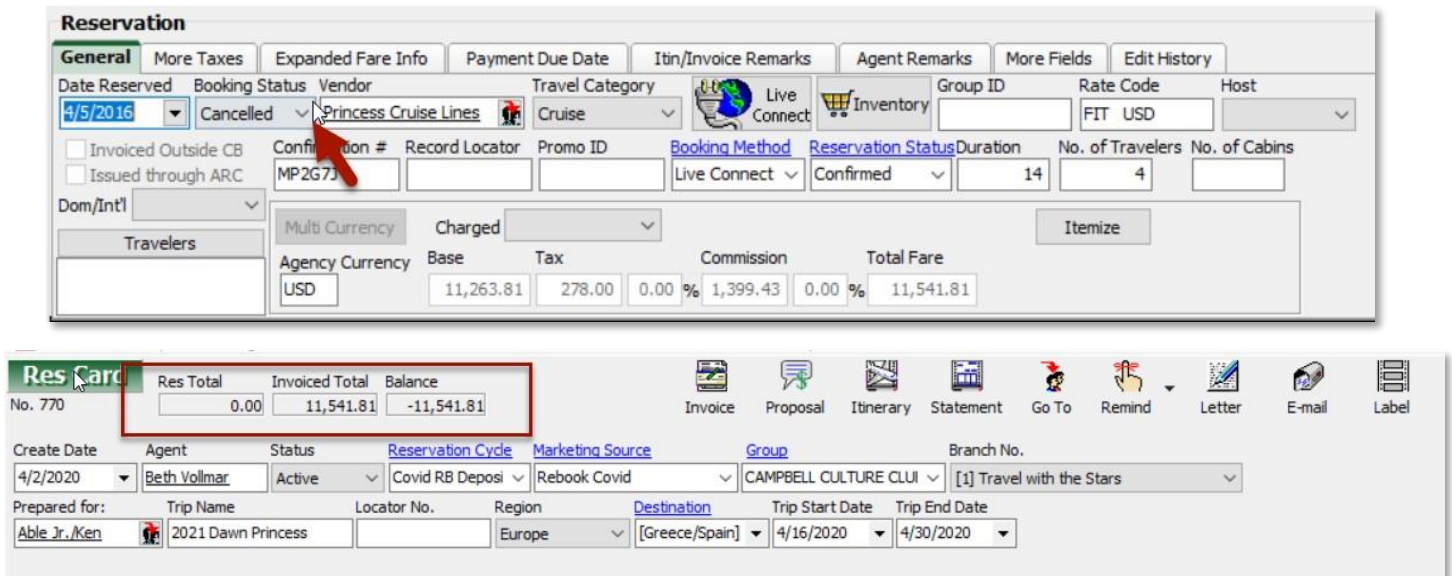


Refund Examples



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.



Reservation

General | More Taxes | Expanded Fare Info | Payment Due Date | Itin/Invoice Remarks | Agent Remarks | More Fields | Edit History

Date Reserved: 4/5/2016 | Booking Status: Cancelled | Vendor: Princess Cruise Lines | Travel Category: Cruise | Live Connect:  | Inventory:  | Group ID: | Rate Code: FIT USD | Host: |

☐ Invoiced Outside CB | Confirmation #: MP2G7J | Record Locator: | Promo ID: | Booking Method: Live Connect | Reservation Status: Confirmed | Duration: 14 | No. of Travelers: 4 | No. of Cabins: |

Dom/Int'l: | Multi Currency: | Charged: | Itemize: |

Agency Currency: USD | Base: 11,263.81 | Tax: 278.00 | Commission: 0.00 % | 1,399.43 | Total Fare: 11,541.81

Res Card

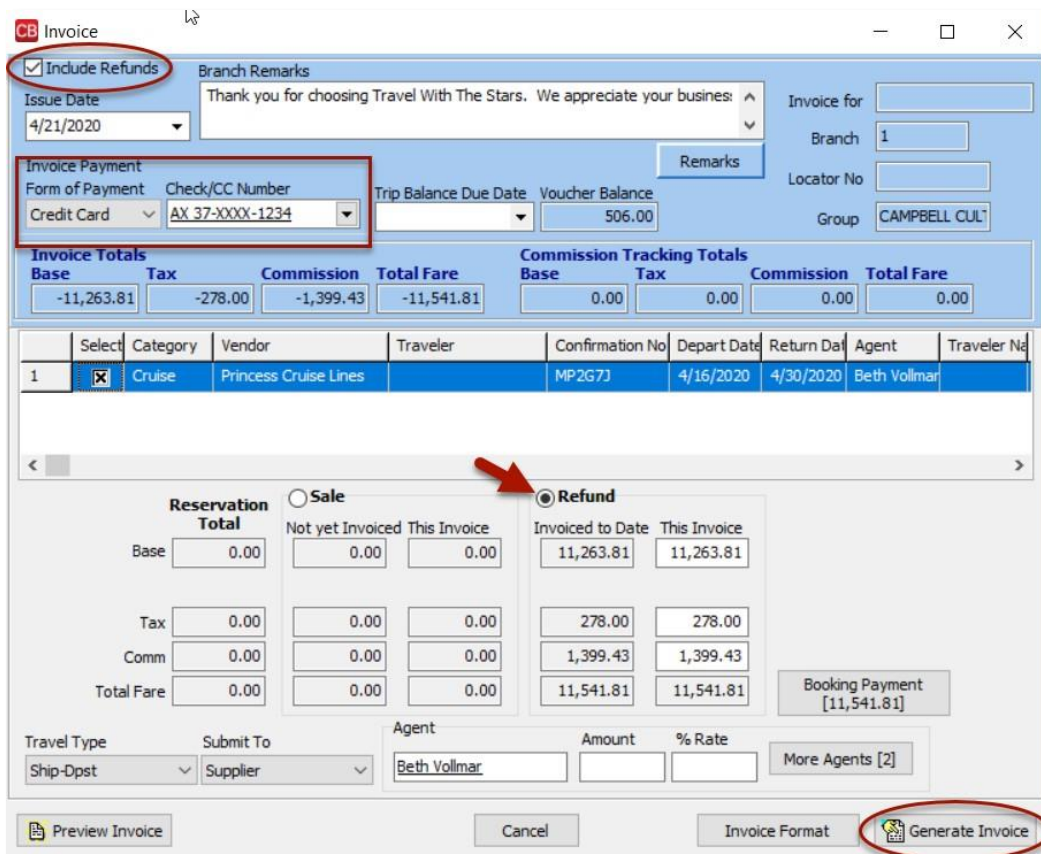
No. 770 | Res Total: 0.00 | Invoiced Total: 11,541.81 | Balance: -11,541.81

Create Date: 4/2/2020 | Agent: Beth Vollmar | Status: Active | Reservation Cycle: Covid RB Depos | Marketing Source: Rebook Covid | Group: CAMPBELL CULTURE CLUI | Branch No.: [1] Travel with the Stars

Prepared for: Able Jr., Ken | Trip Name: 2021 Dawn Princess | Locator No.: | Region: Europe | Destination: [Greece/Spain] | Trip Start Date: 4/16/2020 | Trip End Date: 4/30/2020

Invoice | Proposal | Itinerary | Statement | Go To | Remind | Letter | E-mail | Label

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



CB Invoice

☒ Include Refunds | Branch Remarks: Thank you for choosing Travel With The Stars. We appreciate your business: | Invoice for: | Branch: 1 | Locator No: | Group: CAMPBELL CUL*

Issue Date: 4/21/2020 | Remarks: |

Invoice Payment: Form of Payment: Check/CC Number | Trip Balance Due Date: | Voucher Balance: 506.00 | Credit Card: AX 37-XXXX-1234

Invoice Totals

Base	Tax	Commission	Total Fare
-11,263.81	-278.00	-1,399.43	-11,541.81

Commission Tracking Totals

Base	Tax	Commission	Total Fare
0.00	0.00	0.00	0.00

Select	Category	Vendor	Traveler	Confirmation No	Depart Date	Return Date	Agent	Traveler Name
1	<input checked="" type="checkbox"/>	Cruise	Princess Cruise Lines	MP2G7J	4/16/2020	4/30/2020	Beth Vollmar	

Reservation Total

	Not yet Invoiced	This Invoice	Invoiced to Date	This Invoice
Base	0.00	0.00	11,263.81	11,263.81
Tax	0.00	0.00	278.00	278.00
Comm	0.00	0.00	1,399.43	1,399.43
Total Fare	0.00	0.00	11,541.81	11,541.81

Booking Payment [11,541.81]

Travel Type: Ship-Dpst | Submit To: Supplier | Agent: Beth Vollmar | Amount: | % Rate: | More Agents [2]

Preview Invoice | Cancel | Invoice Format | **Generate Invoice**

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.

	Base	Tax	Total
Reservation Totals	\$ 0.00	\$ 0.00	\$ 0.00
Prior Invoiced Totals	\$ 11,263.81	\$ 278.00	\$ 11,541.81
This Refund Invoice Total	\$ -11,263.81	\$ -278.00	\$ -11,541.81
Credit Card AX 37-XXXX-1234 has been credited:			\$ -11,541.81
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
 Res Total: 11,541.81
 Invoiced Total: 1,500.00
 Balance: 10,041.81

Invoice Proposal Itinerary Statement Go To Remind Letter E-mail Label

Create Date: 4/2/2020 Agent: Beth Vollmar Status: Active Reservation Cycle: Covid RB Deposits Marketing Source: Rebook Covid Group: CAMPBELL CULTURE CLUB Branch No.: [1] Travel with the Stars

Prepared for: Able Jr., Ken Trip Name: 2021 Dawn Princess Locator No.: Region: Europe Destination: Greece/Spain Trip Start Date: 4/16/2020 Trip End Date: 4/30/2020

Addresses
 Client Ship To Address: Ken Able Jr., Sue Martin, 1257 Orange Street, Los Altos, CA 94022
 Client Bill To Address: Ken Able Jr., Sue Martin, 1257 Orange Street, Los Altos, CA 94022
 Travelers: Able/Kenneth David, Martin/Susan Elizabeth

Reservation Invoices Activities Agent Remarks Client Feedback Attachments More Fields Multi Currency Edit History

Issue Date	Invoice #	Invoice Type	Total	Commission	Client Pay Status	Branch	Remarks	Agent	Rec #
4/21/2020	287	Sale	1,500.00	0.00	Closed	1	Thank you for choosing Travel With ...	Beth Vollmar	1415

Original cost of trip: \$11,541.81
Amount of Deposit: \$1,500.00

Edit Cost:

Reservation
 General More Taxes Expanded Fare Info Payment Due Date Itin/Invoice Remarks Agent Remarks More Fields Edit History

Date Reserved: 4/5/2016 Booking Status: Confirmed Vendor: Princess Cruise Lines Travel Category: Cruise Live Connect Inventory Group ID: FIT USD Host:

Invoiced Outside CB: ☐ Issued through ARC: ☐ Confirmation #: MP2G7J Record Locator: Promo ID: Booking Method: Live Connect Reservation Status: Confirmed Duration: 14 No. of Travelers: 4 No. of Cabins:

Dom/Int'l: Multi Currency: Charged: Agency Currency: USD Base: 11,863.81 Tax: 278.00 Commission: 0.00 Total Fare: 12,141.81

Travelers: Itemize

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

New Cost:

Res Card No. 770

Res Total	Invoiced Total	Balance
12,141.81	1,500.00	10,641.81

Invoice Proposal Itinerary Statement Go To Remind Letter E-mail Label

Create Date: 4/2/2020 Agent: Beth Vollmar Status: Active Reservation Cycle: Covid RB Deposit Rebook Covid Marketing Source: CAMPBELL CULTURE CLUI Branch No.: [1] Travel with the Stars

Prepared for: Able Jr./Ken Trip Name: 2021 Dawn Princess Locator No.: Region: Europe Destination: [Greece/Spain] Trip Start Date: 4/16/2020 Trip End Date: 4/30/2020

Addresses: Client Ship To Address: Ken Able Jr., Sue Martin, 1257 Orange Street, Los Altos, CA 94022. Client Bill To Address: Ken Able Jr., Sue Martin, 1257 Orange Street, Los Altos, CA 94022. Travelers: Able/Kenneth David Martin/Susan Elizabeth

Reservation: **Invoices** Activities Agent Remarks Client Feedback Attachments More Fields Multi Currency Edit History

Issue Date	Invoice #	Invoice Type	Total	Commission	Client Pay Status	Branch	Remarks	Agent	Rec #
4/21/2020	287	Sale	1,500.00	0.00	Closed	1	Thank you for choosing Travel With ...	Beth Vollmar	1415

Invoice Format Re-print Invoice Void Invoice Merge to PNR

New cost of trip: \$12,141.81
Amount of Deposit: \$1,500.00

	Base	Tax	Total
Reservation Totals	\$ 11,863.81	\$ 278.00	\$ 12,141.81
Prior Invoiced Totals	\$ 0.00	\$ 0.00	\$ 0.00
This Invoice Totals	\$ 1,500.00	\$ 0.00	\$ 1,500.00
Paid By Credit Card AX 37-XXXX-1234:			\$ (1,500.00)
Balance due by Jan 31, 2020:			\$ 10,641.81

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.

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

Res Card No. 770

Res Total	Invoiced Total	Balance
11,341.81	12,141.81	-800.00

Invoice Proposal Itinerary Statement Go To Remind Letter E-mail Label

Create Date: 4/2/2020 Agent: Beth Vollmar Status: Active Reservation Cycle: 4. Paid in Full Marketing Source: Rebook Covid Group: CAMPBELL CULTURE CLUI Branch No.: [1] Travel with the Stars

Prepared for: Able Jr./Ken Trip Name: 2021 Dawn Princess Locator No.: Region: Europe Destination: [Greece/Spain] Trip Start Date: 4/16/2020 Trip End Date: 4/30/2020

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.

Invoice

☒ Include Refunds

Issue Date: 4/21/2020

Branch Remarks: Thank you for choosing Travel With The Stars. We appreciate your business.

Invoice Payment: Credit Card MC 54-XXXX-4353

Check/CC Number: MC 54-XXXX-4353

Trip Balance Due Date: 1/31/2020

Voucher Balance: 506.00

Invoice Totals:

Base	Tax	Commission	Total Fare
-800.00	0.00	0.00	-800.00

Commission Tracking Totals:

Base	Tax	Commission	Total Fare
0.00	0.00	0.00	0.00

Select	Category	Vendor	Traveler	Confirmation No	Depart Date	Return Date	Agent	Traveler Name
1	<input checked="" type="checkbox"/>	Cruise	Princess Cruise Lines		MP2G7J	4/16/2020	4/30/2020	Beth Vollmar

Reservation Total:

	Not yet Invoiced	This Invoice
Base	11,063.81	-800.00
Tax	278.00	0.00
Comm	1,399.43	0.00
Total Fare	11,341.81	-800.00

Refund:

	Invoiced to Date	This Invoice
Base	11,863.81	0.00
Tax	278.00	0.00
Comm	1,399.43	0.00
Total Fare	12,141.81	0.00

Booking Payment: [-800.00]

Travel Type: Ship-Dpst

Submit To: Supplier

Agent: Beth Vollmar

Amount:

% Rate:

More Agents [2]

Preview Invoice

Cancel

Invoice Format

Generate Invoice

		Base		Tax	Total
Reservation Totals	\$	11,063.81	\$	278.00	\$ 11,341.81
Prior Invoiced Totals	\$	11,863.81	\$	278.00	\$ 12,141.81
This Refund Invoice Total	\$	-800.00	\$	0.00	\$ -800.00
Credit Card MC 54-XXXX-4353 has been credited: \$					
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.

Reservation

General

Date Reserved: 4/5/2016

Booking Status: Cancelled

Vendor: Princess Cruise Lines

Travel Category: Cruise

Live Connect

Group ID:

Rate Code: FIT USD

Host:

Invoiced Outside CB

Issued through ARC

Confirmation #

Record Locator

Promo ID

Booking Method: Live Connect

Reservation Status: Confirmed

Duration: 14

No. of Travelers: 4

No. of Cabins:

Dom/Int'l:

Multi Currency

Charged:

Itemize

Agency Currency: USD

Base: 11,263.81

Tax: 278.00

Commission: 0.00

Total Fare: 11,541.81

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.

Refund the cruise reservation:

CB Invoice

☒ Include Refunds Branch Remarks
Thank you for choosing Travel With The Stars. We appreciate your business.

Issue Date: 4/21/2020

Invoice Payment: Form of Payment: Credit Card, Check/CC Number: MC 54-XXXX-4353, Trip Balance Due Date: , Voucher Balance: 506.00

Invoice for: , Branch: 1, Locator No: , Group: CAMPBELL CUL

Remarks

Invoice Totals				Commission Tracking Totals			
Base	Tax	Commission	Total Fare	Base	Tax	Commission	Total Fare
-10,640.27	-254.48	-1,249.78	-10,894.75	0.00	0.00	0.00	0.00

Select	Category	Vendor	Traveler	Confirmation No	Depart Date	Return Date	Agent	Traveler No
<input checked="" type="checkbox"/>	Cruise	Princess Cruise Lines		MP2G7J	4/16/2020	4/30/2020	Beth Vollmar	
<input checked="" type="checkbox"/>	Insurance	Travelex Insurance	Able/Kenneth David;	524525			Beth Vollmar	

< >

Reservation ☐ **Sale** ☒ **Refund**

Reservation Total			Not yet Invoiced		This Invoice	
Base	Tax	Comm			Invoiced to Date	This Invoice
0.00	0.00	0.00	0.00	0.00	11,263.81	11,263.81
0.00	0.00	0.00	0.00	0.00	278.00	278.00
0.00	0.00	0.00	0.00	0.00	1,399.43	1,399.43
0.00	0.00	0.00	0.00	0.00	11,541.81	11,541.81

Booking Payment [11,541.81]

Travel Type: Ship-Dpst, Submit To: Supplier, Agent: Beth Vollmar, Amount: , % Rate: , More Agents [2]

Preview Invoice Cancel Invoice Format Generate Invoice

Invoice the second reservation:

CB Invoice

☒ Include Refunds Branch Remarks
Thank you for choosing Travel With The Stars. We appreciate your business.

Issue Date: 4/21/2020

Invoice Payment: Form of Payment: Credit Card, Check/CC Number: MC 54-XXXX-4353, Trip Balance Due Date: , Voucher Balance: 506.00

Invoice for: , Branch: 1, Locator No: , Group: CAMPBELL CUL

Remarks

Invoice Totals				Commission Tracking Totals			
Base	Tax	Commission	Total Fare	Base	Tax	Commission	Total Fare
-10,640.27	-254.48	-1,249.78	-10,894.75	0.00	0.00	0.00	0.00

Select	Category	Vendor	Traveler	Confirmation No	Depart Date	Return Date	Agent	Traveler No
<input checked="" type="checkbox"/>	Cruise	Princess Cruise Lines		MP2G7J	4/16/2020	4/30/2020	Beth Vollmar	
<input checked="" type="checkbox"/>	Insurance	Travelex Insurance	Able/Kenneth David;	524525			Beth Vollmar	

< >

Reservation ☒ **Sale** ☐ **Refund**

Reservation Total			Not yet Invoiced		This Invoice	
Base	Tax	Comm			Invoiced to Date	This Invoice
623.54	23.52	149.65	623.54	23.52	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	0.00	0.00	0.00

Booking Payment [647.06]

Travel Type: Insurance, Submit To: Supplier, Agent: Beth Vollmar, Amount: , % Rate: , More Agents [2]

Preview Invoice Cancel Invoice Format Generate Invoice

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.

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.

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

- Add a Service Provider for the Service Fee.

Service Provider

General Traveler Details Itin/Invoice Remarks Agent Remarks Allocated Pricing

Travel Category Service Provider Start Date End Date

Service Fee Princess Cruise Lines

Description
Vendor Cancellation Penalty

Type	Start Date	End Date	Service Provider	Code
Servic...			Princess Cruise Lines	

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.

Reservation

General More Taxes Expanded Fare Info Payment Due Date Itin/Invoice Remarks Agent Remarks More Fields Edit History

Date Reserved Booking Status Vendor Travel Category Live Connect Inventory Group ID Rate Code Host

4/5/2016 Cancelled Princess Cruise Lines Cruise

Confirmation # Record Locator Promo ID Booking Method Reservation Status Duration No. of Travelers No. of Cabins

MP2G7J

Live Connect Confirmed 14 2

Travelers
Able/Kenneth David
Martin/Susan Elizabeth

Multi Currency Charged

Agency Currency Base Tax Commission Total Fare

USD 11,263.81 278.00 0.00 % 1,399.43 0.00 % 11,541.81

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.

Refund the cruise reservation:

Invoice Proposal Itinerary Statement Go To Remind Letter E-mail Label

CB Invoice

☒ Include Refunds Branch Remarks

Issue Date 4/22/2020

Invoice Payment Form of Payment Check/CC Number Trip Balance Due Date Voucher Balance

Credit Card MC 54-XXXX-4353 1/31/2020 506.00

Remarks

Branch 1

Locator No

Group CAMPBELL CUL

Invoice Totals				Commission Tracking Totals			
Base	Tax	Commission	Total Fare	Base	Tax	Commission	Total Fare
-11,263.81	-278.00	-1,399.43	-11,541.81	0.00	0.00	0.00	0.00

Select	Category	Vendor	Traveler	Confirmation No	Depart Date	Return Date	Agent	Traveler No
<input checked="" type="checkbox"/>	Cruise	Princess Cruise Lines	Able/Kenneth David;N	MP2G7J	4/16/2020	4/30/2020	Beth Vollmar	
<input type="checkbox"/>	Cruise	Princess Cruise Lines	Able/Kenneth David;N	MP2G7J				

Reservation Total Not yet Invoiced This Invoice

Base 0.00 0.00 0.00

Tax 0.00 0.00 0.00

Comm 0.00 0.00 0.00

Total Fare 0.00 0.00 0.00

Refund Invoiced to Date This Invoice

11,263.81 11,263.81

278.00 278.00

1,399.43 1,399.43

11,541.81 11,541.81

Booking Payment [11,541.81]

Travel Type Ship-Dpst Submit To Supplier Agent Beth Vollmar Amount % Rate More Agents [2]

Preview Invoice Cancel Invoice Format Generate Invoice

Invoice the second reservation:

The screenshot shows the 'CB Invoice' window. At the top, there's a 'Branch Remarks' section with a message: 'Thank you for choosing Travel With The Stars. We appreciate your business.' Below this, the 'Invoice Payment' section shows 'Form of Payment' as 'Credit Card', 'Check/CC Number' as 'MC 54-XXXX-4353', 'Trip Balance Due Date' as '1/31/2020', and 'Voucher Balance' as '506.00'. The 'Invoice Totals' section shows 'Base' as -10,763.81, 'Tax' as -278.00, 'Commission' as -1,399.43, and 'Total Fare' as -11,041.81. The 'Commission Tracking Totals' section shows 'Base' as 0.00, 'Tax' as 0.00, 'Commission' as 0.00, and 'Total Fare' as 0.00. Below these, there's a table with columns: Select, Category, Vendor, Traveler, Confirmation No, Depart Date, Return Date, Agent, and Traveler Name. The table has two rows, both for 'Cruise' with 'Princess Cruise Lines' as the vendor and 'Able/Kenneth David;N' as the traveler. The first row has 'MP2G7J' as the confirmation number and '4/16/2020' as the departure date. The second row has 'MP2G7J' as the confirmation number and '4/30/2020' as the departure date. Both rows have 'Beth Vollmar' as the agent. The 'Reservation Total' section shows 'Base' as 500.00, 'Tax' as 0.00, 'Comm' as 0.00, and 'Total Fare' as 500.00. The 'Sale' section shows 'Not yet Invoiced' as 500.00 and 'This Invoice' as 500.00. The 'Refund' section shows 'Invoiced to Date' as 0.00 and 'This Invoice' as 0.00. The 'Booking Payment' is 500.00. The 'Travel Type' is 'Ship-Dpst' and the 'Submit To' is 'Supplier'. The 'Agent' is 'Beth Vollmar'. At the bottom, there are buttons for 'Preview Invoice', 'Cancel', 'Invoice Format', and 'Generate Invoice'.

- 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.

Cruise Reservation

Vendor : Princess Cruise Lines **Confirmation No.** : MP2G7J
Booking Status : Cancelled **Duration** : 14
No. of Travelers : 2
Start Date : 4/16/2020 **End Date** : 4/30/2020
Travelers : Able/Kenneth David; Martin/Susan Elizabeth

Experience signature Royal-class features like the unique over-the-ocean SeaWalk® – a glass-floor walkway extending 28 feet (8 meters) beyond the edge of the ship for spectacular views! Sing karaoke with your friends in a private suite or enjoy unparalleled duty-free shopping for glamorous luxury designer brands at the expanded "Shops of Princess," continually awarded Best Onboard Shopping by Porthole magazine.

**Transportation**

Transfer: Airport to Pier

Pick-up : 4/16/2020 **Drop-off** : 4/16/2020
Description : Transfer: Airport to Pier

**Cruise**

Majestic Princess

Start Date : 4/16/2020 **End Date** : 4/30/2020
Category : MB **Deck** : Aloha
Cabin/Room : A521 **Dining** : First Seating
Smoking : Non-Smoking requested

Mini-Suites are luxurious and feature an additional, separate seating area with a sofa bed for lounging or sleeping a third passenger. The bathroom offers a combination tub and shower. Some also have a pullman bed to accommodate a 4th passenger.

**Transportation**

Transfer: Pier to Airport

Pick-up : 4/30/2020 **Drop-off** : 4/30/2020
Description : Transfer: Pier to Airport

	Base	Tax	Total
Reservation Amount	0.00	0.00	0.00
This Refund Amount	-11,263.81	-278.00	-11,541.81
Prior Invoiced Amount	11,263.81	278.00	11,541.81
Balance	0.00	0.00	0.00

Cruise Reservation

Vendor : Princess Cruise Lines **Confirmation No.** : MP2G7J
Booking Status : Confirmed **Duration** : 14
No. of Travelers : 2
Travelers : Able/Kenneth David; Martin/Susan Elizabeth

**Service Fee**

Princess Cruise Lines

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	\$ 11,263.81	\$ 278.00	\$ 11,541.81
This Refund Invoice Total	\$ -10,763.81	\$ -278.00	\$ -11,041.81
Credit Card MC 54-XXXX-4353 has been credited:			-11,041.81
Balance:			\$ 0.00

Thank you for choosing Travel With The Stars. We appreciate your business!

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.

Reservation

General More Taxes Expanded Fare Info Payment Due Date Itin/Invoice Remarks Agent Remarks More Fields Edit History

Date Reserved: 4/5/2016 Booking Status: **Cancelled** Vendor: Princess Cruise Lines Travel Category: Cruise Live Connect Inventory Group ID: FIT USD Host:

☐ Invoiced Outside CB ☐ Issued through ARC Configuration #: MP2G7J Record Locator: Promo ID: Booking Method: Live Connect Reservation Status: Confirmed Duration: 14 No. of Travelers: 4 No. of Cabins:

Dom/Int'l: Multi Currency Charged: Agency Currency: USD Base: 11,263.81 Tax: 278.00 Commission: 0.00 % 1,399.43 0.00 % Total Fare: 11,541.81

Travelers: Itemize

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'.

CB Invoice

☒ Include Refunds Branch Remarks: **Please note that you have a future travel credit of \$11541.81 with Prince

Issue Date: 4/22/2020 Invoice for: Branch: 1 Locator No: Group: CAMPBELL CUL

Invoice Payment Form of Payment: Check/CC Number: Trip Balance Due Date: Voucher Balance: 506.00

Invoice Totals

Base	Tax	Commission	Total Fare
0.00	0.00	0.00	0.00

Commission Tracking Totals

Base	Tax	Commission	Total Fare
-11,263.81	-278.00	-1,399.43	-11,541.81

Select	Category	Vendor	Traveler	Confirmation No	Depart Date	Return Date	Agent	Traveler Na
1	<input checked="" type="checkbox"/> Cruise	Princess Cruise Lines	Able/Kenneth David;N	MP2G7J	4/16/2020	4/30/2020	Beth Vollmar	

Reservation Total

Base	Tax	Comm	Total Fare
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

Refund

Not yet Invoiced	This Invoice
11,263.81	11,263.81
278.00	278.00
1,399.43	1,399.43
11,541.81	11,541.81

Un-check 'Show as Paid'

Travel Type: Ship-Dpst Submit To: CommTrack Agent: Beth Vollmar Amount: % Rate: More Agents [2]

Summit To must be CommTrack

Preview Invoice Invoice Format Generate Invoice

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.

Cruise Reservation			
Vendor	: Princess Cruise Lines	Confirmation No.	: MP2G7J
Booking Status	: Cancelled	Duration	: 14
No. of Travelers	: 2		
Start Date	: 4/16/2020	End Date	: 4/30/2020
Travelers	: Able/Kenneth David; Martin/Susan Elizabeth		

****Please note that you have a future travel credit of \$11541.81 with Princess Cruise Lines to be used by 12/31/20 or funds will become null and void.****

Reservation Level

Experience signature Royal-class features like the unique over-the-ocean SeaWalk® – a glass-floor walkway extending 28 feet (8 meters) beyond the edge of the ship for spectacular views! Sing karaoke with your friends in a private suite or enjoy unparalleled duty-free shopping for glamorous luxury designer brands at the expanded "Shops of Princess," continually awarded Best Onboard Shopping by Porthole magazine.



Transportation

Transfer: Airport to Pier

Pick-up : 4/16/2020 Drop-off : 4/16/2020
Description : Transfer: Airport to Pier



Cruise

Majestic Princess

Start Date : 4/16/2020 End Date : 4/30/2020
Category : MB Deck : Aloha
Cabin/Room : A521 Dining : First Seating
Smoking : Non-Smoking requested

****Please note that you have a future travel credit of \$11541.81 with Princess Cruise Lines to be used by 12/31/20 or funds will become null and void.****

Service Provider Level



Transportation

Transfer: Pier to Airport

Pick-up : 4/30/2020 Drop-off : 4/30/2020
Description : Transfer: Pier to Airport

Amount Details

Base	\$11,263.81	Tax	\$278.00	Total	\$11,541.81
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Reservation Totals	\$	<u>Total</u>
Prior Invoiced Totals	\$	0.00
This Refund Invoice Total	\$	0.00
Balance:	\$	0.00

****Please note that you have a future travel credit of \$11541.81 with Princess Cruise Lines to be used by 12/31/20 or funds will become null and void.****

Thank you for choosing Travel With The Stars. We appreciate your business!

Branch Remarks