

# **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.

General	More Taxes	Expanded Fare	Info Payme	ent Due Date	Itin/Invoice F	Remarks	Agent Rer	marks M	ore Fields	Edit Histo	ory		
Date Reser	ved Booking S	itatus Vendor		Travel Cate	gory	Live 🗤		Group ID	Rat	te Code	Host		
4/5/2016	▼ Cancelle	d v Princess	Cruise Lines	Cruise		Connect	Inventory		FI	T USD		~	1
Invoice	d Outside CB	Confir tion #	Record Locato	r Promo ID	Booking Me	ethod Rese	ervation Sta	tusDuration	No. of	f Travelers	No. of Cab	oins	
Issued	through ARC	MP2G7J			Live Conne	ect v Con	nfirmed	~	14	4			
Dom/Int'l	~	<u>,</u>											
-	-	Multi Currency	Charged		~				Itemi	ze			
Ira	avelers												
		Agency Curren	www.Base	Tax	Commis	ssion	Total Far	re					
		Agency Curren	5 (C)	Tax			1						
		Agency Curren	11,263.8		0.00 % 1,399		1						
			icy .				1						
			icy .		0.00 % 1,399	9,43 0.00	1	41.81					
es Çard	Res Total		11,263.8		0.00 % 1,399		1		•	₹ <b>5</b> -			
-0	Res Total	USD Invoiced Total	11,263.8			9.43 0.00	% 11,54	41.81	Go To	Remind	Letter	E-mail	
es Card		USD Invoiced Total	11,263.8 Balance		0.00 % 1,399	9,43 0.00	% 11,54	41.81					
70		Invoiced Total E	11,263.8 Balance	1 278.00	0.00 % 1,399	9.43 0.00	% 11,54	41.81	Go To				
70 L	0.00	Invoiced Total E 11,541.81	11,263.8 Balance -11,541.81	1 278.00	0.00 % 1,399 Invoice	9.43 0.00	% 11,54	41.81 Statement Branch No	Go To	Remind			
e Date	0.00 Agent	USD Invoiced Total E 11,541.81 Status Active	Balance -11,541.81 Reservation Cycle Covid RB Deposi	1 278.00	0.00 % 1,399 Invoice	9.43 0.00 Proposal Group	% 11,54	41.81 Statement Branch No	Go To	Remind	Letter		

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

	_	120							N. 181
Include Refunds		Branch Rem					1		
ssue Date	_	Thank you	I for choosing T	ravel With The Sta	ars. We appreciate	your busines: A	Invoice fo	or	
4/21/2020	•	1				Y	Brand	h 1	
nvoice Payment						Remarks	Locator N		
		CC Numb		Trip Balance Due Da	ate Voucher Baland		Locotor II		-
Credit Card 🗸	<u>AX 3</u>	7-XXXX-123	34 💌		▼ 506.0	0	Group	САМРВЕ	ELL CULT
Invoice Totals					Commission Tra				
Base Tax	-	278.00	-1,399.43	-11,541.81	Base 1 0.00	ax (	commission 0.00	Total Fa	0.00
-11,263.81	-	278.00	-1,399.43	-11,541.81	0.00	0.00	0.00		0.00
Select Categ	orv	Vendor		Traveler	1		Return Dat	Agent	Traveler 1
Select Categ		vendor		Traveler	Confirmation	No Depart Date	Retumbal	rigent	maveleri
1 Cruise			s Cruise Lines	Traveler	MP2G73	4/16/2020	4/30/2020	-	r
1 Cruise	2	Princess	Cruise Lines	Iraveler				-	
	Res		Sale	ced This Invoice	MP2G73	4/16/2020		-	r
	Res	Princess	Sale	ced This Invoice	MP2G7J	4/16/2020		-	r
1 Cruise	Res	Princess	⊖ Sale Not yet Invoid	ced This Invoice	MP2G7J Refund Invoiced to Date	4/16/2020		-	r
1 Cruise	Res	Princess ervation fotal 0.00	O Sale Not yet Invoic 0.00	ced This Invoice 0 0.00	MP2G7J Refund Invoiced to Data 11,263.81	4/16/2020 e This Invoice 11,263.81		-	r
1 🔀 Cruise c Base Tax	Res	Princess ervation fotal 0.00	<b>Sale</b> Not yet Invoic 0.00	ced This Invoice 0 0.00 0 0.00 0 0.00	MP2G7J Refund Invoiced to Data [11,263.81] 278.00	4/16/2020 This Invoice 11,263.81 278.00	4/30/2020	g Payment	r
1 Cruise c Base Tax Comm	Res	Princess ervation fotal 0.00 0.00	<b>Sale</b> Not yet Invoid 0.00 0.00 0.00	ced This Invoice 0 0.00 0 0.00 0 0.00	MP2G7J Refund Invoiced to Date [11,263.81] 278.00 1,399.43	4/16/2020 e This Invoice 11,263.81 278.00 1,399.43	4/30/2020	Beth Vollma	r

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	S	0.00	\$	0.00 \$	0.00
Prior Invoiced Totals	S	11,263.81	\$	278.00 \$	11,541.81
This Refund Invoice Total	S	-11,263.81	\$	-278.00 \$	-11,541.81
		Credit Card AX 37	-XXXX-1234 has be	en 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		3alance 10,041.81		Invoice	Propo		Statement (	Go To	Remind	Letter	E-mail	Label		
reate Date	Agent	Status	Reservation Cycle M	arketing Source		Group		Branch No.							an an chanairte
4/2/2020 -	Beth Vollmar	Active $\checkmark$	Covid RB Deposi 🗸 R	lebook Covid	~	CAMPBE	ELL CULTURE CLU	<ul> <li>[1] Travel w</li> </ul>	with the St	ars					1,541.81
repared for:	Trip Name	Loca	tor No. Region	Destin	ation	Trip	Start Date Trip	End Date			A	moun	t of Depo	osit: \$1	,500.00
ble Jr./Ken	2021 Dawn Pr	rincess	Europe	e 🗸 [Gree	ce/Spain]	] - 4/1	6/2020 + 4/	30/2020 👻							
-	dress 🗹 Use Pro			Use Profile Bill T	0	Able/Ke	Trave enneth David	lers							
Ken Able Jr. Sue Martin 1257 Orange Str Los Altos, CA 940	reet		en Able Jr. ue Martin 257 Orange Street os Altos, CA 94022		~		enneth David 'Susan Elizabeth								
Client Ship To Add Ken Able Jr. Sue Martin 1257 Orange Stri Los Altos, CA 940 Reservations 1 Issue Date	reet 1022		en Able Jr. ue Martin 257 Orange Street os Altos, CA 94022		~	Martin/	enneth David 'Susan Elizabeth		, Remai	ks		A	gent		Rec #

## Edit Cost:

Reserva	ation										
General	More Taxes	Expanded Fare Info	Payment Due	Date Iti	n/Invoice Remarks	Agent Ren	narks 1	More Fields	Edit Histor	у	
Date Reser	rved Booking	Status Vendor	Trav	el Category	Live		Group ID	Rate	Code	Host	
4/5/2016	<ul> <li>Confirm</li> </ul>	ed 🗸 Princess Cruise	Lines 🙀 Crui	se 🗸	Connect	<b>W</b> Inventory		FIT	USD		$\sim$
Invoice	ed Outside CB	Confirmation # Rec	ord Locator Pror	no ID	Booking Method R	Reservation Stat	tus Duratio	n No. of	Travelers N	o. of Cabins	
Issued	through ARC	MP2G7J			Live Connect 🗸	Confirmed	~	14	4		
Dom/Int'l	~							P			
Tr	ravelers	Multi Currency	Charged	~				Itemiz	e		
	avelers	Agency Currency E	ase Tax		Commission	Total Far	e				
		USD	11,863.81 2	78.00 0.00	% 1,399.43 0	.00 % 12,14	1.81				

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.

2

# New Cost:

Res Carri         Res Total         Invo           12,141.81         12,141.81            reate Date         Agent         Static           V2/2020         Beth Volmar         Actr           repLed for:         Trp Name         Actr           bible Jr. Ken         Invo         2021 Dawn Princess	/e v	10,641.81 Reservation Cycle Marke Covid RB Deposi V Rebo	Destir	Grou V CAM	<u>up</u> IPBELL CULTURE CLUI ∨ Trip Start Date Trip En	Branch No. [1] Travel wi d Date		Label ew cost of trip: \$12 nount of Deposit: \$		Ok Close Apply
Addresses Zient Ship To Address Use Profile Sh Ken Able Jr. Sue Martin 2257 Orange Street Los Altos, CA 94022	A Ker Su 12	nt Bill To Address n Able Jr. e Martin 57 Orange Street s Altos, CA 94022	Jse Profile Bill T	Abi	Travelers e/Kenneth David tin/Susan Elizabeth	6				
Reservation Invoices ctivities	Agent Rem	arks Client Feedback	Attachmer	nts More Fie	elds Multi Currency	Edit History Branch	Remarks	Agent	Rec #	Invoice Format
4/21/2020	287	Sale	1,500.00	0.00	Closed	1	Thank you for choosing Travel With	Beth Vollmar	1415	Re-print Invoice
										Merge to PNF
	Prior In	ation Totals voiced Totals voice Totals		\$ \$ \$	<u>Ba</u> 11,863. 0. 1,500.	81 00 00	\$ \$ \$	<u>Tax</u> 278.00 \$ 0.00 \$ 0.00 \$	<u>Total</u> 12,141.81 0.00 1,500.00	
						P	aid By Credit Card AX 3 Balance due by		(1,500.00) 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	Res Total 11,341.81		Balance -800.00		Invoice	Proposal	Itinerary	Statement	Go To	Remind	Letter	E-mail	Label
Create Date 4/2/2020 -	Agent Beth Vollmar	1	Reservation Cycl	le <u>Marketing Sou</u> ✓ Rebook Covid		Group CAMPBELL CU		Branch No		Channe			
Prepared for:	Trip Name			legion	Destination	Trip Start		End Date	a with the	stars	~		
Able Jr./Ken	2021 Dawn P	rincess		Europe 🗸 🗸	[Greece/Spain]	▼ 4/16/202	0 🔻 4/3	0/2020 <del>•</del>					

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       -       ×         Indude Refunds       Branch Remarks       Invoice for         Issue Date       Thank you for choosing Travel With The Stars. We appreciate your busines:       Invoice for         4/21/2020       Invoice Payment       Remarks         Form of Payment       Check/CC Number       Invoice Balance         Credit Card       MC 54-XXXX-4353       1/31/2020         Invoice Totals       Group       CAMPBELL CULT         Invoice Totals       Base       Tax         -800.00       0.00       -000       0.00       0.00	
Issue Date 4/21/2020  Thank you for choosing Travel With The Stars. We appreciate your busines: How of Payment Trip Balance Due Date Credit Card  MC 54-XXXX-4353 Tip Balance Due Date Invoice Totals Base Tax Commission Total Fare Base Tax Commission Total Fare	
Base Tax Commission Total Fare Base Tax Commission Total Fare	
Select         Category         Vendor         Traveler         Confirmation No         Depart Date         Return Date         Agent         Traveler Na           1         Image: Cruise         Princess Cruise Lines         MP2G7J         4/16/2020         4/30/2020         Beth Vollmar	
<	
Reservation Total     Occurrent Not yet Invoiced This Invoice     Oncertain       Base     11,063.81     -800.00     -800.00	
Tax         278.00         0.00         0.00         278.00         0.00           Comm         1,399.43         0.00         0.00         1,399.43         0.00           Total Fare         11,341.81         -800.00         -800.00         12,141.81         0.00         Booking Payment	
Agent [-800.00]	
Travel Type         Submit To         Amount         % Rate           Ship-Dpst         V         Supplier         Beth Vollmar         More Agents [2]	
Preview Invoice Cancel Invoice Format Benerate Invoice	
	<u>Total</u> 41.81
This Refund Invoice Total       \$ -800.00       \$ 0.00       \$ -80         Credit Card MC 54-XXX-4353 has been credited:       \$ -80	00.00 00.00
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.

General	More Taxes	Expanded Fare Info	Paymen	t Due Date	Itin/Invoice Remarks	Agent Ren	narks More	Fields	Edit History	
Date Reser	ved Booking	Status Vendor		Travel Categor	y 🔐 Live		Group ID	Rate	e Code	Host
4/5/2016	▼ Cancelle	ed 🗸 Princess Cruise	Lines 🚺	Cruise	<ul> <li>Connect</li> </ul>	Inventory		FIT	USD	
	d Outside CB through ARC	Contraction # Reco	rd Locator	Promo ID		Reservation Star Confirmed	tusDuration ✓ 14	1	Travelers No.	of Cabins
Dom/Int'l	~				1					
Tra	avelers	Agency Currency Ba	Charged ase 11,263.81	Tax	Commission	Total Far	76	Itemiz	e	

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:

Include Refunds	B	ranch Rem	arks						
ssue Date		destated by the second	and the second se	ravel With The Stars	s. We appreciate you	ur busines: ^	Invoice f		
1		/CC Numb 1-XXXX-43		rip Balance Due Dat	te Voucher Balance	Remarks	Locator I Grou	No	ELL CUL
invoice Totals Base Tax	ĸ	Co	ommission T	fotal Fare	Commission Track Base Tax		ommission	Total Fa	re
-10,640.27	-2	54.48	-1,249.78	-10,894.75	0.00	0.00	0.0	D	0.00
Select Categ	orv	Vendor		Traveler	Confirmation No	Depart Date	Return Dat	Agent	Traveler
Select categ		1.0110101							
			Cruise Lines		MP2G7J	4/16/2020	4/30/2020	Beth Vollma	ar
2 <b>X</b> Insura	2	Princess	Cruise Lines	Able/Kenneth Dav		4/16/2020	4/30/2020	Beth Vollma Beth Vollma	
2 IX Insur	ance	Princess	Sale	Able/Kenneth Dav			4/30/2020		
2 IX Insur	ance	Princess	Sale	ed This Invoice	vid;N 524525		4/30/2020		
2 🕅 Insura	ance	Princess Travelex	Sale	red This Invoice	S24525     Refund     Invoiced to Date	This Invoice	4/30/2020		
4 <b>X</b> Cruss 2 <b>X</b> Insur-	ance	Princess Travelex ervation otal 0.00	Sale Not yet Invoic 0.00	ed This Invoice	K 524525     Refund     Invoiced to Date     11,263.81	This Invoice 11,263.81		Beth Vollma	
4 X Cruss 2 X Insur 3 Base Tax	ance	Princess Travelex rvation otal 0.00	Sale Not yet Invoic 0.00 0.00	ted This Invoice 0.00 0.00	vid;N 524525 (e) Refund Invoiced to Date 1 [11,263.81] [278.00]	This Invoice 11,263.81 278.00	Bookin		
1 X Cruss 2 X Insur- 3 8 8 8 8 8 8 8 8 8 8 8 8 7 8 7 8 7 8 7	Rese T	Princess Travelex rvation otal 0.00 0.00	Sale     Not yet Invoic     0.00     0.00     0.00	ted This Invoice 0.00 0.00	vid;N 524525 Refund Invoiced to Date 11,263.81 278.00 1,399.43 1	This Invoice 11,263.81 278.00 1,399.43	Bookin	g Payment [541.81]	

Invoice the second reservation:

Include Refunds	Branch Ren	narks						
ssue Date	Thank you	for choosing Tr	ravel With The Stars.	. We appreciate you	ur busines: 🔺	Invoice f	for	
4/21/2020 -					~	Brand	+ 1	
Invoice Payment				1	Remarks	Dranc		
	ck/CC Numb	er Tr	rip Balance Due Date	Voucher Balance		Locator I	No	
Credit Card V	54-XXXX-43		•	506.00		Grou		L CUL
Invoice Totals Base Tax		ommission T		Commission Track Base Tax		ommission	Total Far	-
-10,640.27	-254.48	-1,249.78	-10,894.75	0.00	0.00	0.0		0.00
				FL				
Select Category	y Vendor		Traveler	Confirmation No	Depart Date			Traveler N
1 🔀 Cruise	Princess	Cruise Lines		MP2G73	4/16/2020	4/30/2020	Beth Vollmar	
2 X Insurance		: Cruise Lines x Insurance	Able/Kenneth Davi		4/16/2020	4/30/2020	Beth Vollmar Beth Vollmar	
2 Insuranc		⊙ Sale		id;N 524525		4/30/2020		
2 <b>X</b> Insuranc	e Travele: servation	⊙ Sale	Able/Kenneth Davi	id;N 524525		4/30/2020		
2 🔀 Insuranc	e Travele: servation Total	Insurance     Sale     Not yet Invoice	ed This Invoice	Refund	This Invoice	4/30/2020		
2 Re Base	servation Total 623.54	Insurance     Sale Not yet Invoic     623.54	ed This Invoice 623.54	Refund     Invoiced to Date 1     0.00	This Invoice	4/30/2020		.3
2 Re Base Tax	servation Total 623.54 23.52	Sale     Not yet Invoic     623.54     23.52	ed This Invoice 623.54 23.52	<b>Refund</b> Invoiced to Date 1     0.00     0.00	This Invoice 0.00	Bookin	Beth Vollmar	
2 x Insuranc Re Base Tax Comm	servation Total 623.54 23.52 149.65	Insurance     Sale     Not yet Invoic     623.54     23.52     149.65	ed This Invoice 623.54 23.52 149.65	Refund           Invoiced to Date           0.00           0.00	This Invoice 0.00 0.00 0.00	Bookin	Beth Vollmar	:

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.

Reservations	Invoices	Activities	Agent Remarks	Client Feedback	Attachments	More Fields	Multi Currency	Edit History									
Booking Status	Туре	Res Date		Vendor					Reservation Status	Conf #	Base	Tax	Comm	Total Fare	Charge	Add	PNR .
Confirmed	Cruise	4/5/2016		Princess Cruise Lines	1				Confirmed	MP2G7J	11,263.81	278.00	1,399.43	11,541.81		Modify	Live
																Delete	Live
																Сору	W Inventor
																Paste	Service Fee
															1	•	W rec

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.

Reservation	
Seneral More Taxes Expanded Fare	e Info Payment Due Date Itin/Invoice Remarks Agent Remarks More Fields Edit History
te Reserved Booking Status Vendor	Travel Category Live Group ID Rate Code Host
4/5/2016  Confirmed  Princess	Cruise Lines 👔 Cruise V Connect Inventory
Invoiced Outside CB Confirmation #	Record Locator Promo ID Booking Method Reservation StatusDuration No. of Travelers No. of Cabins
Issued through ARC MP2G7J	Live Connect V Confirmed V 14 4
oom/Int'l	
Travelers	
Agency Curre	
USD	500.00 0.00 % 0.00 % 500.00
Travelers ×	
Able/Kenneth David     Martin (Susan Elizabeth	
Martin/Susan Elizabeth	

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

service	Provider					
General	Address	Itin/Invoice Ren	narks Traveler Details	Agent Rei	marks Allocated Pr	iding
Travel Cate	egory Cor	mpany		Start Date	End Date	
Transport	ation 🗸 Tra	ansfer: Airport to P	Pier 🔻 🚺	4/16/2020	<ul> <li>4/16/2020</li> </ul>	▼
Category	Des	scription		Pick-up Time	Drop-off Time	
	Tra	ansfer: Airport to I	Pier		~	
Pick-up Cit	¥ •		Drop-off City		•	
	Start Date	End Date	Service Provider		Code	
Туре						
	4/16/2020	4/16/2020	Transfer: Airport to Pier			
Trans	4/16/2020 4/16/2020	4/16/2020 4/30/2020	Transfer: Airport to Pier Majestic Princess			

Add a Service Provider for the Service Fee.

General	Traveler Detai	ls Itin/I	invoice Remarks	Agent Remarks	Allocat	ed Pricing	
Travel Cat	egory Service	Provider		Start Date		End Date	
Service F	ee V Princes	s Cruise Line	25	<b>.</b>	•		•
Description	1						
	- 202						
Vendor C	ancellation Penalt	У					
Vendor C	ancellation Penalt	У					
Vendor C	ancellation Penalt	У					
Vendor C	ancellation Penalt	У					
Vendor C		y End Date	Service Provide			Code	

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.

General	More Taxes	Expanded Fare Info	Payment	Due Date	Itin/Invoice Remarks	Agent Ren	narks M	lore Fields	Edit History	
0ate Reserv 4/5/2016	ed Booking	Status Vendor ed v Princess Cruis		Travel Catego Cruise	v Connect	W Inventory	Group ID	Rate	Code USD	Host
Invoiced		Confirmation # Re MP2G7J	cord Locator	Promo ID	Booking Method	Reservation Stat	bus Duration	No. of T	ravelers No	o. of Cabins
Dom/Int'l	velers	Multi Currency	Charged	<b>-</b>	~	T.L.I.F.		Itemize		
Able/Kennet Martin/Susa		Agency Currency	Base 11,263.81	Tax 278.00	Commission 0.00 % 1,399.43 0	Total Far	-			

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.

B Invoice							10 <del></del> 1	
Include Refunds	Branch Rem	narks				2		
Issue Date	Thank you	for choosing Tr	avel With The Stars	. We appreciate yo	ur busines: 🔨	Invoice fo	or 📃	
4/22/2020 -					~	Branch	1	
Invoice Payment	10-0-0-000 Loop				Remarks	Locator N		
	eck/CC Numb 54-XXXX-43			e Voucher Balance				
		22	/31/2020	506.00		Group	CAMPBE	
Invoice Totals Base Tax		mmission T		Commission Trac Base Tax		ommission	Total Far	e
-11,263.81	-278.00	-1,399.43	-11,541.81	0.00	0.00	0.00		0.00
Select Categor	v Vendor		Traveler	Confirmation N	Depart Date	Return Dad	Acont	Travele
1 X Cruise	the state of the s	Cruise Lines	Able/Kenneth Day		4/16/2020		Beth Vollmar	
2 Cruise				10/11/2075	1/10/2020	130/2020	Deurvoimai	
		Cruise Lines	Able/Kenneth Day	/id:N_MP2G71				
	Princess	Cruise Lines	Able/Kenneth Dav	/id;N_MP2G7J				
< Cruise	Princess	Cruise Lines	Able/Kenneth Dav	/id;N_MP2G73				
<		Cruise Lines	Able/Kenneth Dav	MP2G73		1		
<	eservation Total				This Invoice			
<	eservation	<b>○Sale</b>		Refund	This Invoice 11,263.81			
< Re	eservation Total	<b>○Sale</b> Not yet Invoice	ed This Invoice	Refund Invoiced to Date				
< Re	eservation Total	<b>○Sale</b> Not yet Invoice	ed This Invoice	Refund Invoiced to Date				
<	eservation Total	Sale Not yet Invoice 0.00	ed This Invoice	Refund Invoiced to Date     11,263.81	11,263.81			
K Re Base Tax	eservation Total 0.00	<b>Sale</b> Not yet Invoice 0.00 0.00	ed This Invoice	Refund Invoiced to Date     11,263.81     278.00	278.00		Payment	
K Re Base Tax Comm	eservation Total 0.00 0.00 0.00	Sale           Not yet Invoice           0.00           0.00           0.00	ed This Invoice 0.00 0.00 0.00 0.00	Refund Invoiced to Date     11,263.81     278.00     1,399.43	11,263.81 278.00 1,399.43		) Payment 541.81]	
K Re Base Tax Comm	eservation Total 0.00 0.00 0.00	Sale           Not yet Invoice           0.00           0.00           0.00	ed This Invoice 0.00 0.00 0.00	Refund Invoiced to Date     11,263.81     278.00     1,399.43	11,263.81 278.00 1,399.43		541.81]	

Refund the cruise reservation:

Invoice the second reservation:

Include Refunds	Branch Ren	ander						
ssue Date 4/22/2020			avel With The Stars	s. We appreciate you	ur busines: ^	Invoice f		
	ck/CC Numb 54-XXXX-43		ip Balance Due Date	e Voucher Balance	Remarks	Brand Locator I Grou	No	
Invoice Totals Base Tax -10,763.81	-278.00	ommission T -1,399.43		Commission Track Base Tax 0.00		ommission 0.0	-	e 0.00
1 1	1		Traveler	Confirmation No	Depart Date	Return Dat	Agent	Traveler
Select Category	Vendor							
		Cruise Lines	Able/Kenneth Dav	vid;N MP2G7J	4/16/2020	4/30/2020	Beth Vollmar	
1 X Cruise	Princess	Cruise Lines			4/16/2020	4/30/2020	Beth Vollmar Beth Vollmar	
Cruise	Princess		Able/Kenneth Dav Able/Kenneth Dav			4/30/2020		
1 IX Cruise	Princess Princess servation	© Sale	Able/Kenneth Dav Able/Kenneth Dav	NP2G7J		4/30/2020		
1 Res	Princess Princess servation Total	© Sale	Able/Kenneth Dav Able/Kenneth Dav ed This Invoice	rid;N MP2G7J	This Invoice	4/30/2020		
1 IX Cruise 2 IX Cruise Res Base	Princess Princess servation Total 500.00	Cruise Lines     Sale     Not yet Invoice     500.00	Able/Kenneth Dav Able/Kenneth Dav ed This Invoice 500.00	Refund     Invoiced to Date     0.00	This Invoice	4/30/2020		
1 IX Cruise 2 IX Cruise 2 Res Base Tax	Princess Princess servation Total 500.00	Cruise Lines     Sale     Not yet Invoice     500.00     0.00	Able/Kenneth Dav Able/Kenneth Dav ed This Invoice 500.00	MP2G7J	This Invoice 0.00	Bookin		
1 IX Cruise 2 IX Cruise 2 Res Base Tax Comm	Princess Princess servation Total 500.00 0.00 0.00	Cruise Lines     Sale     Not yet Invoice     0.00     0.00	Able/Kenneth Dav Able/Kenneth Dav ed This Invoice 500.00 0.00 0.00	NP2G7J           Refund           Invoiced to Date           0.00           0.00	This Invoice 0.00 0.00 0.00	Bookin	Beth Vollmar Ig Payment 00.00]	

- 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.

Vendor am	: Princess Cruise Lines	Con	firmation No.	: MP2G7J		-
Booking Status	: Cancelled		ition	: 14		
lo. of Travelers	: 2					
start Date	: 4/16/2020		Date	: 4/30/2020	0	
ravelers	: Able/Kenneth David; M					
		s like the unique over-the-o ship for spectacular views!				
	· · · ·	lamorous luxury designer b	~			
	ded Best Onboard Shopping		rands at the e	skpanded 3	nopa or Frink	,033,
( 🛱 ) Transp	ortation					
· / ·	er: Airport to Pier					
	16/2020	Drop-off	: 4/16/2	020		
Description : Tr	ransfer: Airport to Pier					
$\sim$						
(m)						
Cruise						
Majesti	c Princess					
	16/2020	End Date	: 4/30/2	020		
Category : M		Deck	: Aloha			
Cabin/Room : A		Dining	: First S	eating		
	on-Smoking requested	ditional concerts continue	re e vuleb e e e	in hard for las	unales es ale	and an an effected
		Iditional, separate seating a				
	bathroom offers a combina	tion tub and shower. Some	also have a p	pullman bed	to accommo	date a 4th
passenger.						
💭 ) Transe	ortation					
	r: Pier to Airport					
		Dava ef		0000		
	30/2020	Drop-of	: 4/30/2	2020		
Description : Tr	ransfer: Pier to Airport					
				Base	Tax	Total
	Reservation Amount			0.00	0.00	0.00
			-11	263.81	-278.00	-11,541.81
	This Refund Amount					44 544 04
	This Refund Amount Prior Invoiced Amount		(20.51)	263.81	278.00	11,541.81
ংশ্য	the second second second second second second second		(20.51)	263.81 0.00	278.00 0.00	11,541.81
	Prior Invoiced Amount Balance		(20.51)			
Cruise Reserva	Prior Invoiced Amount Balance	(a)	11,	0.00	0.00	
Cruise Reserva /endor	Prior Invoiced Amount Balance tion : Princess Cruise Lines		11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status	Prior Invoiced Amount Balance tion : Princess Cruise Lines : Confirmed		11,	0.00	0.00	
Cruise Reserva Vendor Booking Status No. of Travelers	Prior Invoiced Amount Balance tion : Princess Cruise Lines : Confirmed : 2	Dur	11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status No. of Travelers	Prior Invoiced Amount Balance tion : Princess Cruise Lines : Confirmed	Dur	11,	0.00 : MP2G7,	0.00	
Cruise Reserva /endor 3ooking Status No. of Travelers	Prior Invoiced Amount Balance tion : Princess Cruise Lines : Confirmed : 2	Dur	11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status No. of Travelers Travelers	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M	Dur	11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status No, of Travelers Travelers	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M	Dur	11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee s Cruise Lines endor Cancellation Penalty Reservation Amount	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00 Total 500.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00 Total 500.00 500.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00 Total 500.00 500.00 0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00 Total 500.00 500.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00 Total 500.00 500.00 0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7,	0.00	0.00 Total 500.00 500.00 0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes	Prior Invoiced Amount Balance : Princess Cruise Lines : Confirmed : 2 : Able/Kenneth David; M e Fee is Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount	Dur	11,	0.00 : MP2G7, : 14	0.00 J	0.00 Total 500.00 500.00 0.00 0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes Description : Vendor	Prior Invoiced Amount Balance  tion  Princess Cruise Lines Confirmed 2 Able/Kenneth David; M  Fee Scruise Lines Endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount Balance	Dur artin/Susan Elizabeth	11,	0.00 : MP2G7, : 14	0.00 J	Total 500.00 500.00 0.00 0.00
Cruise Reserva Vendor Booking Status No. of Travelers Travelers Servic Princes Description : Vendor Reservation Total	Prior Invoiced Amount Balance  tion  Princess Cruise Lines Confirmed 2 Able/Kenneth David; M  Fee Fee So Cruise Lines Endor Cancellation Penalty  Reservation Amount This Invoice Amount Prior Invoiced Amount Balance  S <sub>xm</sub> S	Dur artin/Susan Elizabeth	11, firmation No. ation	0.00 : MP2G7, : 14	0.00 J	0.00 Total 500.00 500.00 0.00 0.00 0.00 0.00
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Cruise Reserva fendor Booking Status Io. of Travelers Travelers Servic Princes Description : Vi	Prior Invoiced Amount Balance  i Princess Cruise Lines Confirmed 2 Able/Kenneth David; M  e Fee s Cruise Lines endor Cancellation Penalty Reservation Amount This Invoice Amount Prior Invoiced Amount Balance  s.m. S abs S	Dur artin/Susan Elizabeth	11, ifirmation No. ation	0.00 : MP2G7. : 14 ] 0 278 -278	0.00 J J Gax 0.00 \$ .00 \$ .00 \$ .00 \$ .00 \$ 1	0.00 Total 500.00 500.00 0.00 0.00 0.00 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.

General	More Taxes	Expanded Fare Info	Payment Due Date	Itin/Invoice Remarks	Agent Rema	rks More Fields	Edit History	
Date Reser	ved Booking	Status Vendor	Travel Categ	gory 🔐 Live 👦	G	roup ID Rat	e Code	Host
4/5/2016	▼ Cancelle	d v Princess Cruise	Lines 👔 Cruise	Connect V	Inventory	FI	USD	
Dom/Int'l	~	Multi Currency	Charged	~		Itemi	78	
		Tions contency				2 Certific		
Tra	avelers	Agency Currency Ba	ase Tax	Commission	Total Fare			

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'.

Include Refunds	Br	ranch Rema	arks						
Issue Date 4/22/2020	•	**Please n	ote that you h	nave a future trave	l credit of \$11541.8	1 with Prince	Invoice fo	Exc.	
Invoice Payment Form of Payment	Check/	/CC Numbe	:r	Trip Balance Due Da	voucher Balance		Locator N Group	lo	ELL CUL'
Invoice Totals Base Tax	x	Co	mmission	Total Fare	Commission Tra Base T		Commission	Total Fa	ire
0.00		0.00	0.00	0.00	-11,263.81	-278.00	-1,399.43	-11,5	41.81
Select Cate	Jory	Vendor		Traveler	Confirmation	No Depart Dat	e Return Dat	Agent	Traveler 1
Seren Conce		Veridor							
1 <b>X</b> Cruis	-		Cruise Lines	Able/Kenneth Da	avid;N MP2G7J	4/16/2020	4/30/2020	Beth Vollma	ar
1 Cruis	e		⊖Sale	Able/Kenneth Da	Patund	Show as Paid	4/30/2020 Un-check		
1 Cruis	e	Princess	⊖Sale	Able/Kenneth Da	Refund	Show as Paid			
1 R Cruis	e	Princess rvation otal	○ <b>Sale</b> Not yet Invoi	Able/Kenneth Da	Refund     Invoiced to Date	Show as Paid			
1 X Cruis	e	Princess I rvation otal 0.00	O Sale Not yet Invoi 0.00	Able/Kenneth Da	Refund     Invoiced to Date     11,263.81	Show as Paid This Invoice 11,263.81	Un-check	'Show a	
1 X Cruis K Base Tax	e	Princess of the second	<b>Sale</b> Not yet Invoi 0.00 0.00	Able/Kenneth Da	Refund Invoiced to Date 11,263.81 278.00	Show as Paid This Invoice 11,263.81 278.00	Un-check Booking		
1 R Cruis Base Tax Comm		Princess rvation otal 0.00 0.00 0.00	○ Sale           Not yet Invoi           0.00           0.00	Able/Kenneth Da	Refund     Invoiced to Date     11,263.81     278.00     1,399.43	Show as Paid This Invoice 11,263.81 278.00 1,399.43	Un-check Booking	Show as g Payment 0.00]	

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.

/endor Booking Status	tio				
Cooking Status	: Princess Cruise Line	es	Confirmation No.	: MP2G7J	
	: Cancelled		Duration	: 14	
lo. of Travelers	: 2			100.000	
tart Date	: 4/16/2020		End Date	: 4/30/2020	
ravelers	: Able/Kenneth David				
		vel credit of \$1154	1.81 with Princess Cruise	Lines to be used by '	12/31/20 or
funds will becom	ne null and void.**				Reservation Level
28 feet (8 meters enjoy unparallele	s) beyond the edge of the	ne ship for spectad or glamorous luxur	e over-the-ocean SeaWa cular views! Sing karaoke y designer brands at the e magazine.	with your friends in a p	private suite or
Transfe	ortation er: Airport to Pier 16/2020 ransfer: Airport to Pier		Drop-off : 4/16/2	020	
start Date : 4/ Category : M Cabin/Room : As Smoking : No **Please note th	ic Princess 16/2020 IB 521 on-Smoking requested	vel credit of \$1154	End Date : 4/30/2 Deck : Aloha Dining : First S 1.81 with Princess Cruise	eating	
					Service Provider Lev
	artation				
Transp Transfe					
Transfe Pick-up : 4/	er: Pier to Airport 30/2020 ransfer: Pier to Airport		Drop-off : 4/30/2	020	
Transfe Pick-up : 4/ Description : Tr	ar; Pier to Airport /30/2020 ransfer: Pier to Airport	\$278.00	Drop-off : 4/30/2 Total \$11,541.81	020	
Transfe Pick-up : 4/ Description : Tr	ar; Pier to Airport /30/2020 ransfer: Pier to Airport	\$278.00		020	Total
Transfe Pick-up : 4/ Description : Tr	ar: Pier to Airport /30/2020 ransfer: Pier to Airport /63.81 Tax	\$278.00		\$	<u>Total</u> 0.00
Transfe Pick-up : 4/ Description : Tr Amount Details Base \$11,2	ar: Pier to Airport 130/2020 ransfer: Pier to Airport 163.81 Tax	\$278.00			
Transfe Pick-up : 4/ Description : Tr mount Details Base \$11,2 Reservation Tot	ar: Pier to Airport 130/2020 ransfer: Pier to Airport 63.81 Tax	\$278.00		\$	0.00
Transfe Pick-up : 4/ Description : Tr Amount Details Base \$11,2 Reservation Tot Prior Invoiced To	ar: Pier to Airport 130/2020 ransfer: Pier to Airport 63.81 Tax	\$278.00		\$ \$ \$	0.00 0.00 0.00
Transfe Pick-up : 4/ Description : Tr Amount Details Base \$11,2 Reservation Tot Prior Invoiced To	ar: Pier to Airport 130/2020 ransfer: Pier to Airport 63.81 Tax	\$278.00		\$ \$	0.00 0.00
Transfe ick-up : 4/ Description : Tr mount Details base \$11,2 Reservation Tot Prior Invoiced To	ar: Pier to Airport 130/2020 ransfer: Pier to Airport 63.81 Tax	\$278.00		\$ \$ \$	0.00 0.00 0.00
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Transfe ick-up : 4/ escription : Tr mount Details ase \$11,2 Reservation Tot Prior Invoiced To This Refund Invo	ar: Pier to Airport '30/2020 ransfer: Pier to Airport '63.81 Tax tals otals oice Total nat you have a future tra			\$ \$ \$ Balance: \$	0.00 0.00 0.00 0.00
Transferick-up : 4/ rescription : Transferick-up : 4/ rescription : Transferict sase \$11,2 Reservation Tot Prior Invoiced To This Refund Invo	ar: Pier to Airport 130/2020 ransfer: Pier to Airport 163.81 Tax 163.81 Tax als iotals oice Total		Total \$11,541.81	\$ \$ \$ Balance: \$	0.00 0.00 0.00 0.00