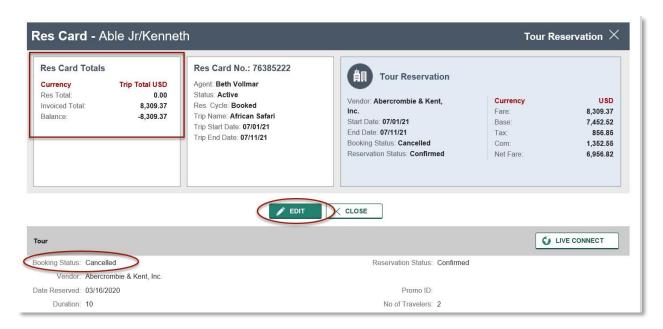
ClientBase Online



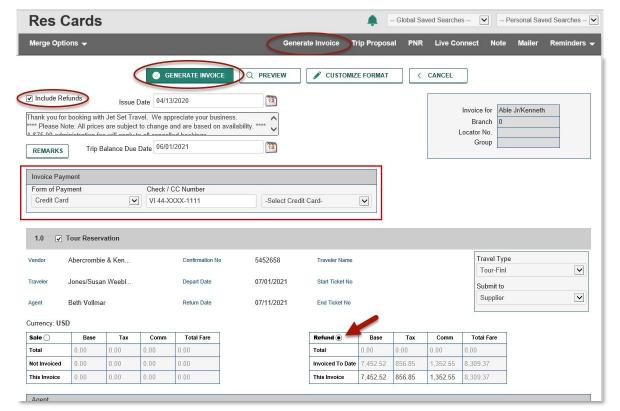
Refund Examples

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.



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.

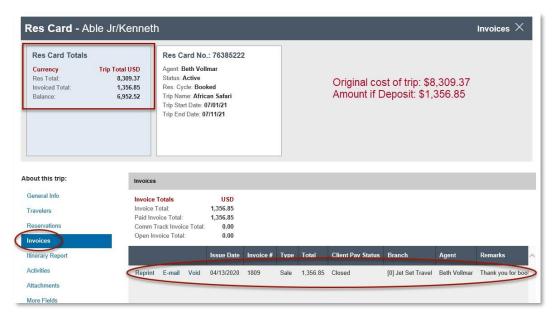


		Base		Tax	Total
Reservation Totals	\$	0.00	\$	0.00 \$	0.00
Prior Invoiced Totals	5	7,452.52	\$	856.85 \$	8,309.37
This Refund Invoice Total	\$	-7,452.52	\$	-856.85 \$	-8,309.37
	Credit Card VI 44-XXXX-1111 has been credited: \$			-8,309.37	
				Balance: \$	0.00

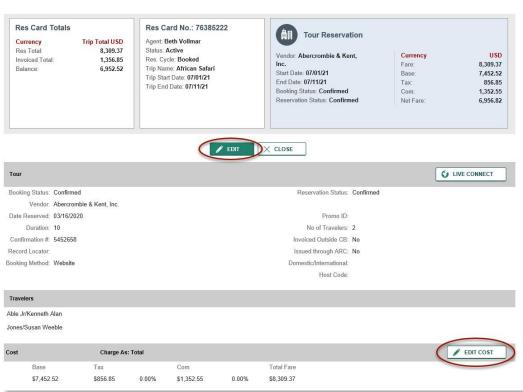
EXAMPLE TWO: Reservation Price Changed - Deposit Invoice Previously Issued

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:

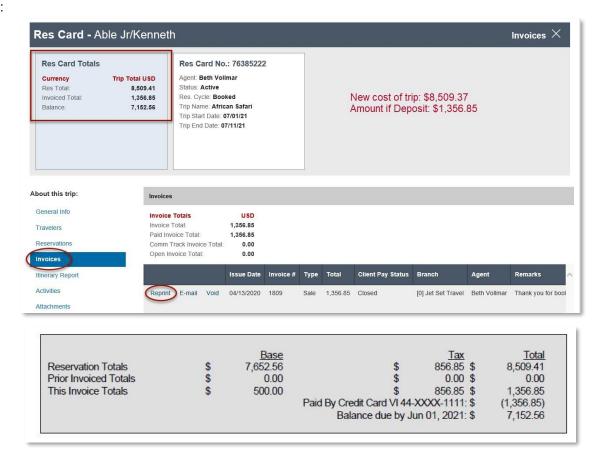


Edit Cost:

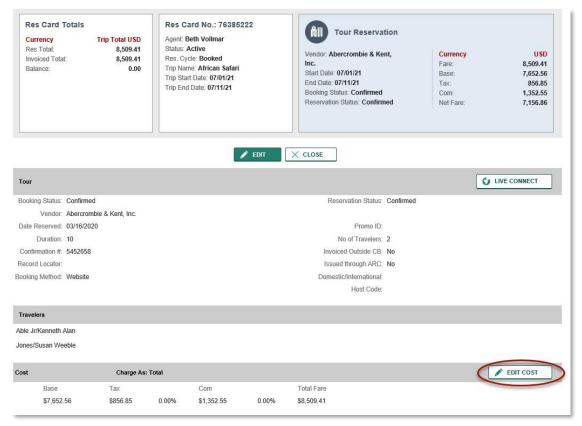


Step 2: If the client wants to see the modified cost of the trip, Reprint Invoice from Res Card Invoices link. All changes including the adjusted amount will be reflected. Print or email to customer.

New Cost:



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.

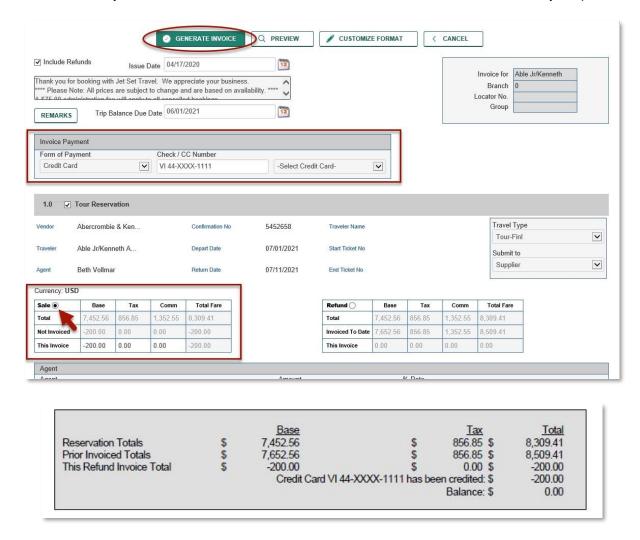


Step 2: Review Res Card totals from main screen - verify accuracy (it will show a minus amount).



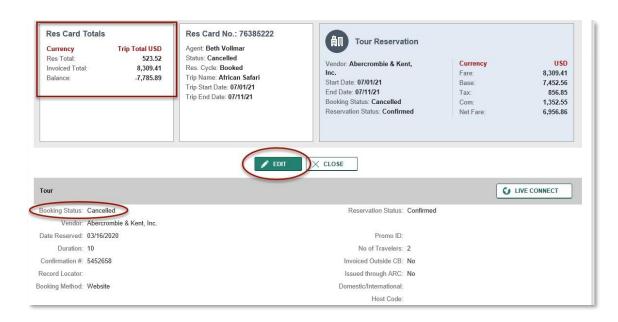
Step 3: Select Generate Invoice from the tool bar. Complete Invoice Payment fields with the original form of payment.

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.

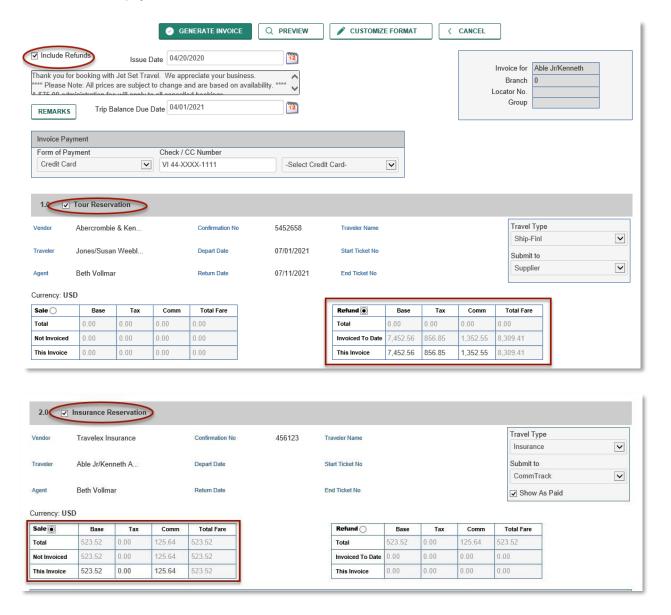


EXAMPLE FOUR: Refund with Multiple Reservations (Multiple Bookings with a Single Refund)

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.



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.



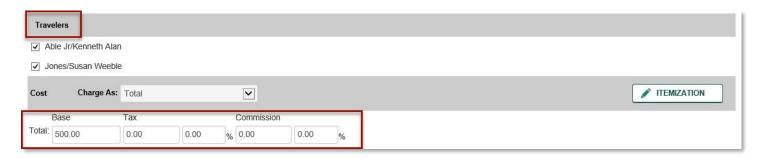
EXAMPLE FIVE: Refund with Vendor Penalty - Invoicing a Cancelled Booking with Supplier Penalty

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.

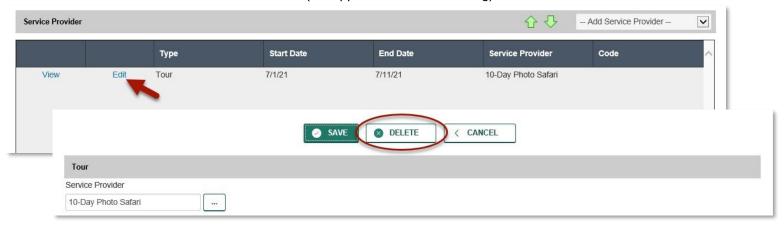


Step 2: Update Copied Booking by adding key data.

- 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.

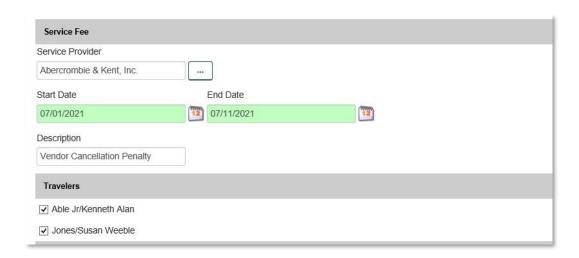


Delete the individual Service Providers (not applicable for this booking).

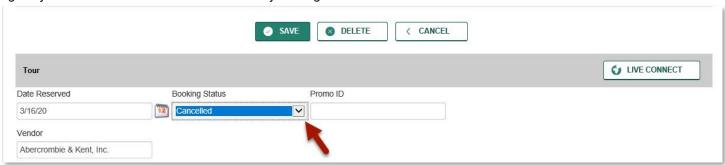


Add a Service Provider for the Service Fee.

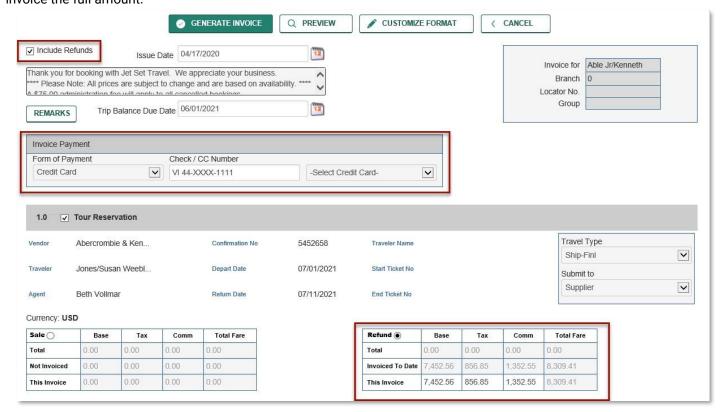


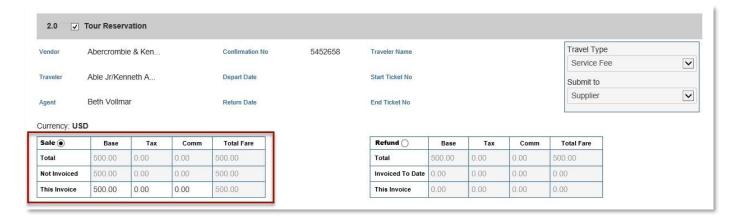


Step 3: Open the original reservation and change the booking status to 'Cancelled'. Leave the rest of the information as originally entered. Review amounts for accuracy. Change the Res Card status to Cancelled.

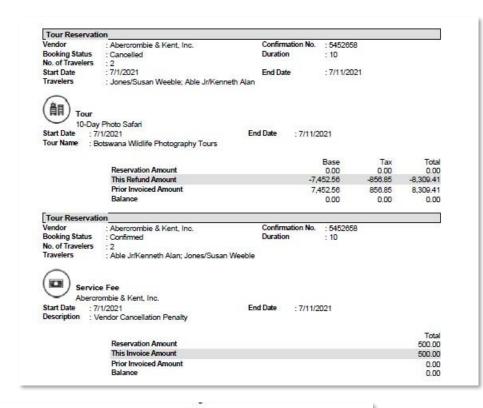


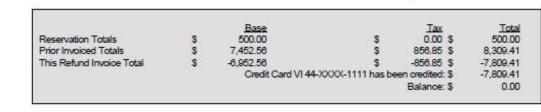
Step 4: Select Generate Invoice and check Include Refunds. In the Form of Payment section, choose the type of payment that will be refunded (cash, check, credit card). Select the original booking, and at the payment amount, choose 'Refund', and enter the amount originally invoiced. Select the cancellation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





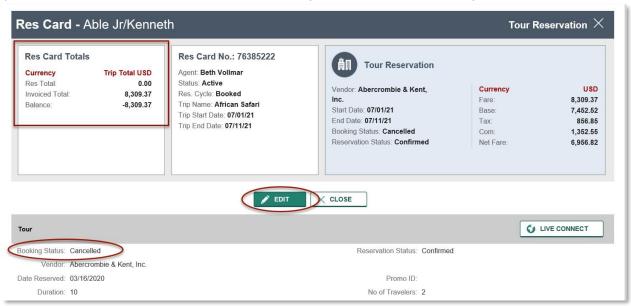
- Preview the invoice to ensure the net refund is correct, then generate the invoice. The Res Card shows a zerodollar balance.
- Reminder: If an invoice has more refunds than sales, a Refund Invoice is issued. If the invoice has more sales than refunds, then a Sales Invoice is issued. All invoices issued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





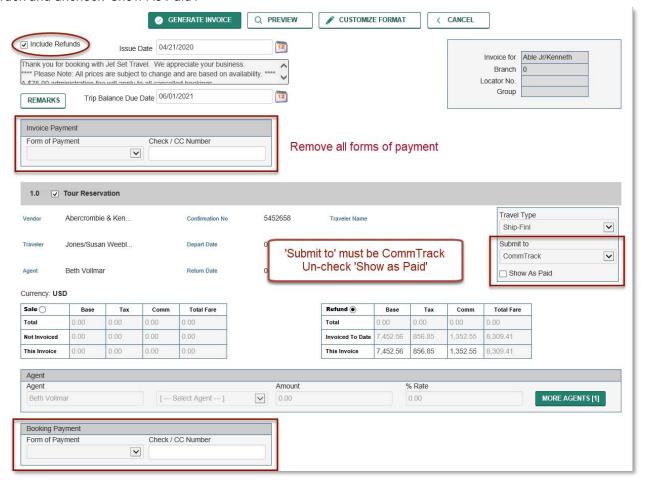
EXAMPLE SIX: Refund with Future Travel Credit

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



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'.



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.

