

Quest Front Office Operations: Refunds

Quest Learners Guide

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1.0 Refunds

The process of applying a refund to a reservation applies the same regardless of the reservation or method of refund. The below steps will assist the property in how to apply refunds.

2.0 How to apply a refund

- The user will need to locate the reservation that needs the refund applied.
- The user will need to locate the charge either in '**General, Extras or A/R**'.
- Once the accounting screen appears, proceed to applying the refund.

Confirmed

Reservation

Master Res No

Res No

Status

Arrive

Depart

Nights

Adults

Children

Room Type

Room

Bed Config

Rate Type

Cancellation Policy

Fixed

Fixed Reason

Company

2390489

Confirmed

Wed, 2 Aug 2023 - 2:00 PM

Thu, 3 Aug 2023 - 10:00 AM

1

2

0

SK - Studio - 072

405B - 072

1, King

IFF - Indirect Fully Flex

Fully Flexible

No

See Notes

Leisure

Account

Discount

Total Rate

Discount

Discount Reason

Reduced TAX From D...

TA Commission

Deposit

Dep Req By

POS On Master

Bill Room Type

Upgrade Reason

Hide Rate On Corres...

General

Extras

A/R

Active Accounts

29.42 / 29.42

166.74 / 166.74

15% Booking Fee/Commission

No

No Commission

0.00

Fri, 16 Jun 2023

No

No

0.00

0.00


0.00

(None)

The user will need to apply an adjustment to have funds available for a refund.

- Click '**Sundry Charge**'.
- Select in '**description**' the adjustment you are applying.
- Enter details in '**Comments**'
- Select the '**Charge**' to apply the refund towards.

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QUEST
APARTMENT HOTELS

Note: When multiple charges have been processed it is important the user selects the correct charge that is being discounted/refunded to ensure accounting accuracy is adhered too.

Reservation Account 4276966 Res No: 2390489 Name: Michael Bergstrom Property: Quest Melbourne Airport Room: 405B - 072 (Local)

Bill To: Travel Ager Agoda Sundry Charge Details Acc No: 4276966 View: General Apply/Next Apply/Exit Exit Transfer Other Exit

Date	Inv No	G/L Acc	AUD
		Accom - Adjustment	4-1100 0.00
		Accom - Charge	4-1100 0.00
		Accom - Extras Adjustment	4-1200 0.00
		Accom - Guest Upgrade Fee	4-1100 0.00
		Bad Debt Adjustment	6-1150 0.00
		Bond Received	1-0180 0.00
		Bond Returned	1-0180 0.00
		Business Services - Adjustment	4-6250 0.00
		Business Services - Fax	4-2100 0.00
		Business Services - Photocopying	4-6250 0.00

Date: 02-Aug-2023

Grouping: [v]

Description: Accom - Adjustment [v]

Comment: [v]

Charge: [v]

Discount: [v]

Quantity: 1.00

Currency: AUD

Unit Price: 0.00

Total: 0.00

- Enter a negative amount to be discounted in the 'Unit Price'.
- Select 'Apply/Exit'

Reservation Account 4276966 Res No: 2390489 Name: Michael Bergstrom Property: Quest Melbourne Airport Room: 405B - 072 (Local)

Bill To: Travel Ager Agoda Sundry Charge Details Acc No: 4276966 View: General Apply/Next Apply/Exit Exit Transfer Other Exit

Date	Inv No	G/L Acc	AUD
		Accom - Adjustment	4-1100 0.00
		Accom - Charge	4-1100 0.00
		Accom - Extras Adjustment	4-1200 0.00
		Accom - Guest Upgrade Fee	4-1100 0.00
		Bad Debt Adjustment	6-1150 0.00
		Bond Received	1-0180 0.00
		Bond Returned	1-0180 0.00
		Business Services - Adjustment	4-6250 0.00
		Business Services - Fax	4-2100 0.00
		Business Services - Photocopying	4-6250 0.00

Date: 02-Aug-2023

Grouping: [v]

Description: Accom - Adjustment [v]

Comment: Incorrect Charge [v]

Charge: [v]

Discount: [v]

Quantity: 1.00

Currency: AUD

Unit Price: -50.00

Total: -50.00

The adjustment has been applied and now is credited for a refund.

- Select **'Corrections'**
- Click **'Refund'**

[illegible]

- Select the desired method to refund the reservation.
- The **'Refund Amount'** will populate with available credit balance applied to the charge.
- Click **'Process'** and the account is balanced and a refund has been applied.

Reservation Account 399553 Res No: 32000 Name: Mr Martin Hana Property: Quest Ballarat Station Room: 101A - D11

Guest: Mr Martin Hana

General: \$50.00 Extras \$0.00

Refund Details Acc No: 399553 View: General

Refund Type

- Cash
- Cheque
- Credit Card
- Direct Credit
- EFTPOS
- EFTPOS Machine
- Journal

Cash Details

Transaction Date: 11 Jan 2021

Refund Amount: \$50.00

Print Option: No Action

Comment

