

Quest Front Office Operations: Refunds

Quest Learners Guide

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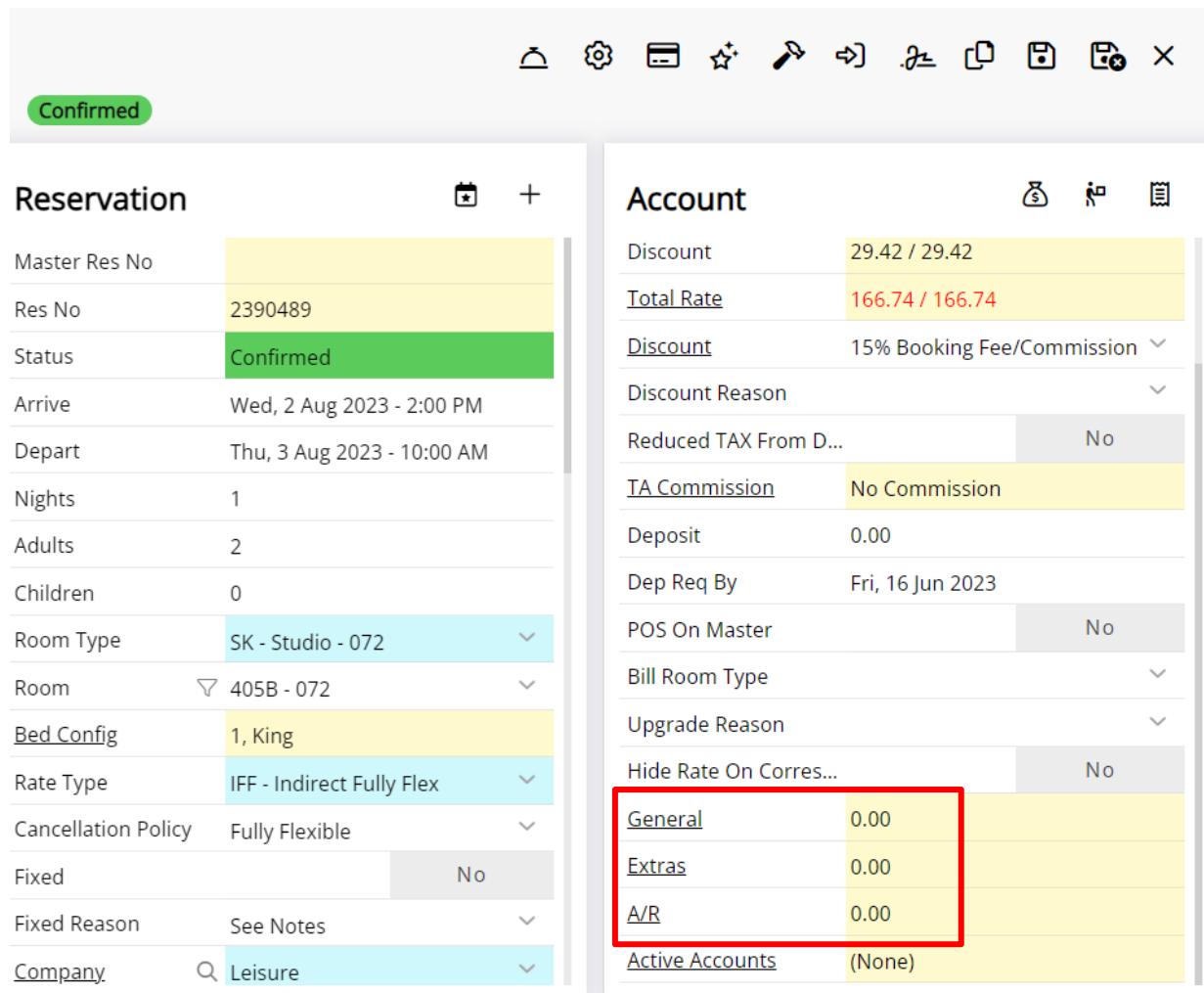
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1.0 Refunds

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.



The screenshot shows a software interface with two main sections: 'Reservation' and 'Account'.

Reservation Section:

Master Res No	
Res No	2390489
Status	Confirmed
Arrive	Wed, 2 Aug 2023 - 2:00 PM
Depart	Thu, 3 Aug 2023 - 10:00 AM
Nights	1
Adults	2
Children	0
Room Type	SK - Studio - 072
Room	405B - 072
Bed Config	1, King
Rate Type	IFF - Indirect Fully Flex
Cancellation Policy	Fully Flexible
Fixed	No
Fixed Reason	See Notes
Company	Leisure

Account Section:

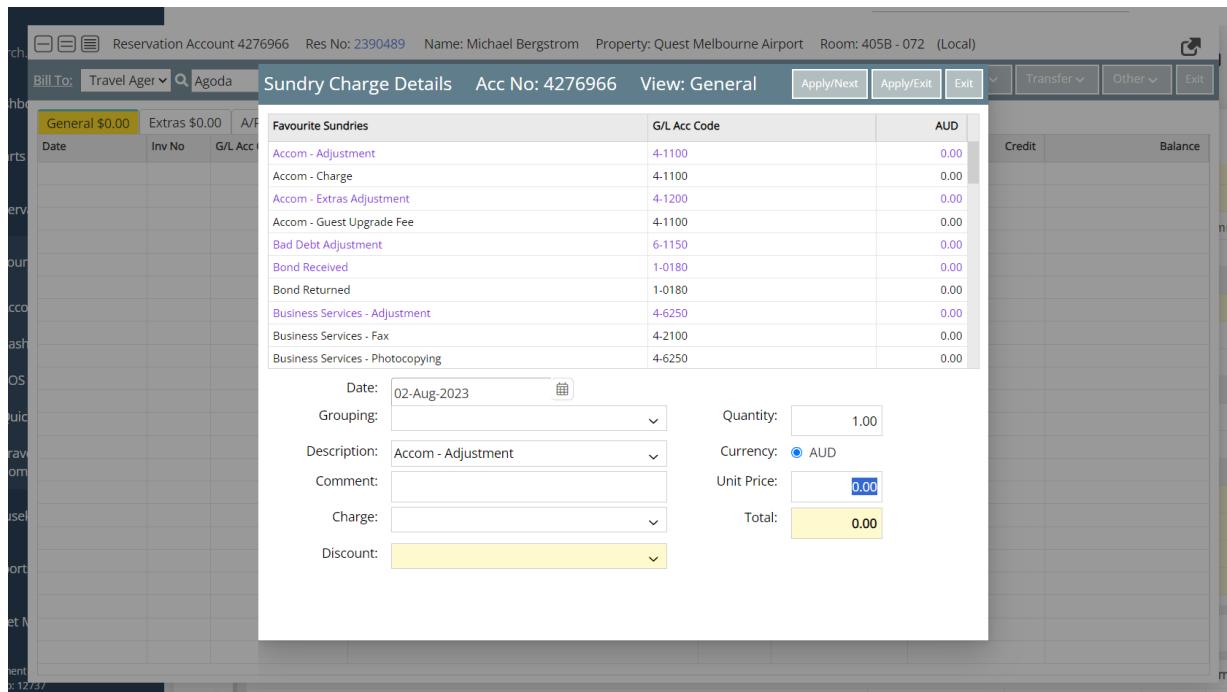
Discount	29.42 / 29.42
Total Rate	166.74 / 166.74
Discount	15% Booking Fee/Commission
Discount Reason	
Reduced TAX From D...	No
TA Commission	No Commission
Deposit	0.00
Dep Req By	Fri, 16 Jun 2023
POS On Master	No
Bill Room Type	
Upgrade Reason	
Hide Rate On Corres...	No
General	0.00
Extras	0.00
A/R	0.00
Active Accounts	(None)

A red box highlights the 'General', 'Extras', and 'A/R' rows in the Account section table.

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

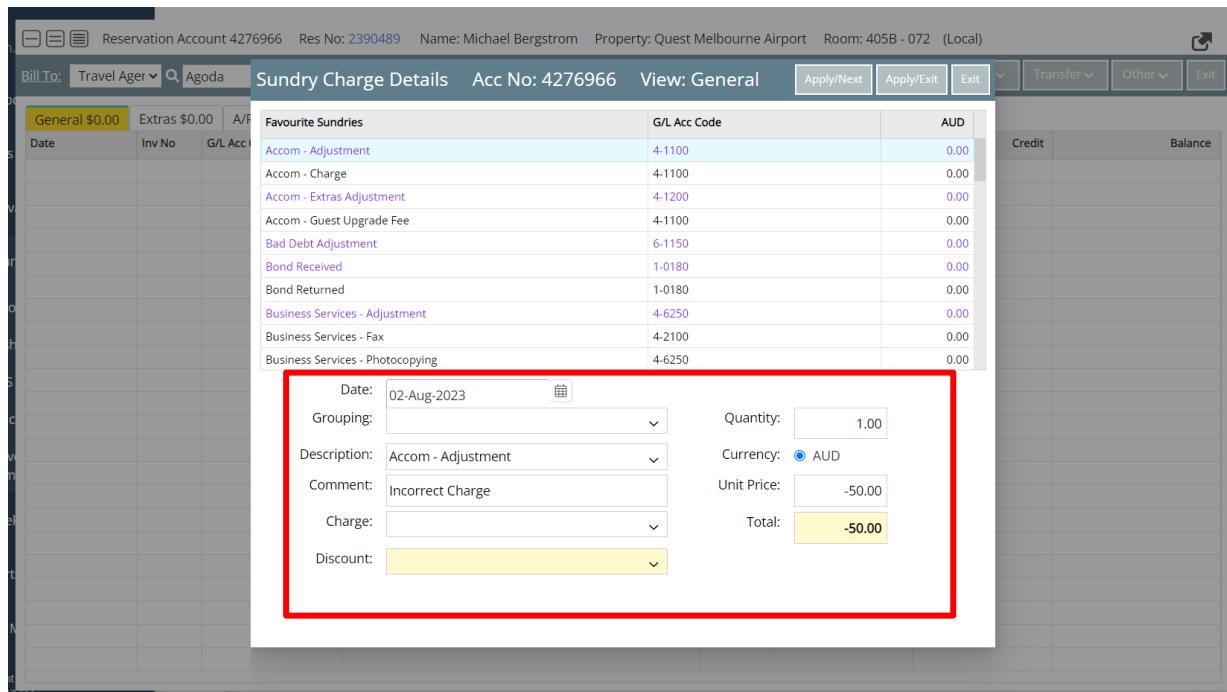
- Click '**Sundry Charge**'.
- Select in '**description**' the adjustment you are applying.
- Enter details in '**Comments**'
- Select the '**Charge**' to apply the refund towards.

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.



This screenshot shows the 'Sundry Charge Details' screen for Reservation Account 4276966. The 'View: General' tab is selected. The 'Favourite Sundries' table lists various accounting codes and their descriptions. In the foreground, a discount entry is being input into the charge details section. The 'Charge' dropdown is set to 'Accom - Adjustment'. The 'Unit Price' field is set to '0.00'. The 'Discount' dropdown is set to '-50.00'. The 'Total' field shows '0.00'. The 'Description' field is set to 'Accom - Adjustment'.

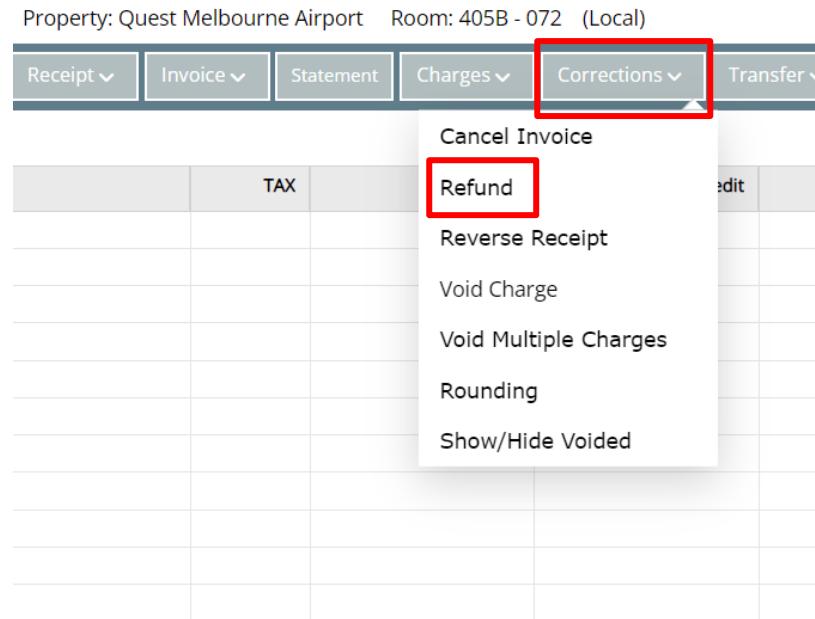
- Enter a negative amount to be discounted in the '**Unit Price**'.
- Select '**Apply/Exit**'



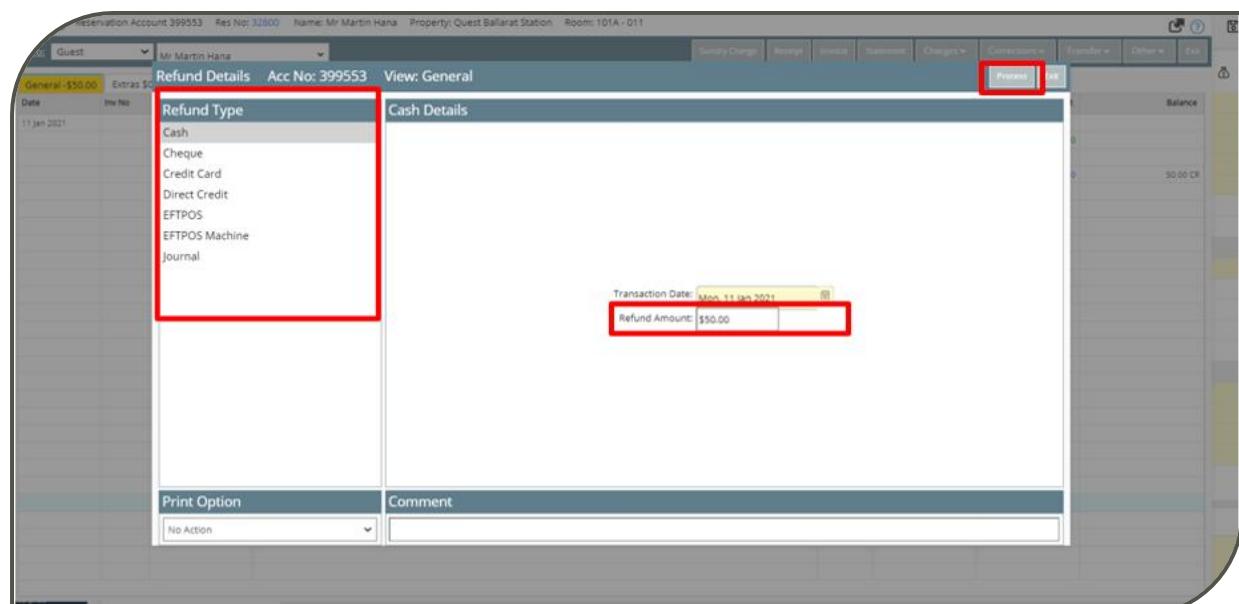
This screenshot shows the same 'Sundry Charge Details' screen as the previous one, but with a red box highlighting the charge details input area. The 'Charge' dropdown is set to 'Accom - Adjustment'. The 'Unit Price' field is set to '-50.00'. The 'Discount' dropdown is set to '-50.00'. The 'Total' field shows '-50.00'. The 'Description' field is set to 'Accom - Adjustment'.

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

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



- 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: 32800 Name: Mr Martin Hana Property: Quest Ballarat Station Room: 101A - 011						
Guest			Mr Martin Hana	Sundry Charge	Receipt	Invoice
Date	Inv No	G/L Acc Code	Description	GST	Debit	Credit
11 Jan 2021			Accommodation -(11-Jan-21). Cash Receipt #18155 - Tendered 279.00 - Change 0.00	25.36	279.00	279.00
	4-1100		Credit Accommodation -(11-Jan-21) > Accom - Adjustment.	-4.55		50.00
	X5		Cash Refund #521		50.00	0.00