Quest Front Office Operations: Refunds

Quest Learners Guide

Contents

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 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.
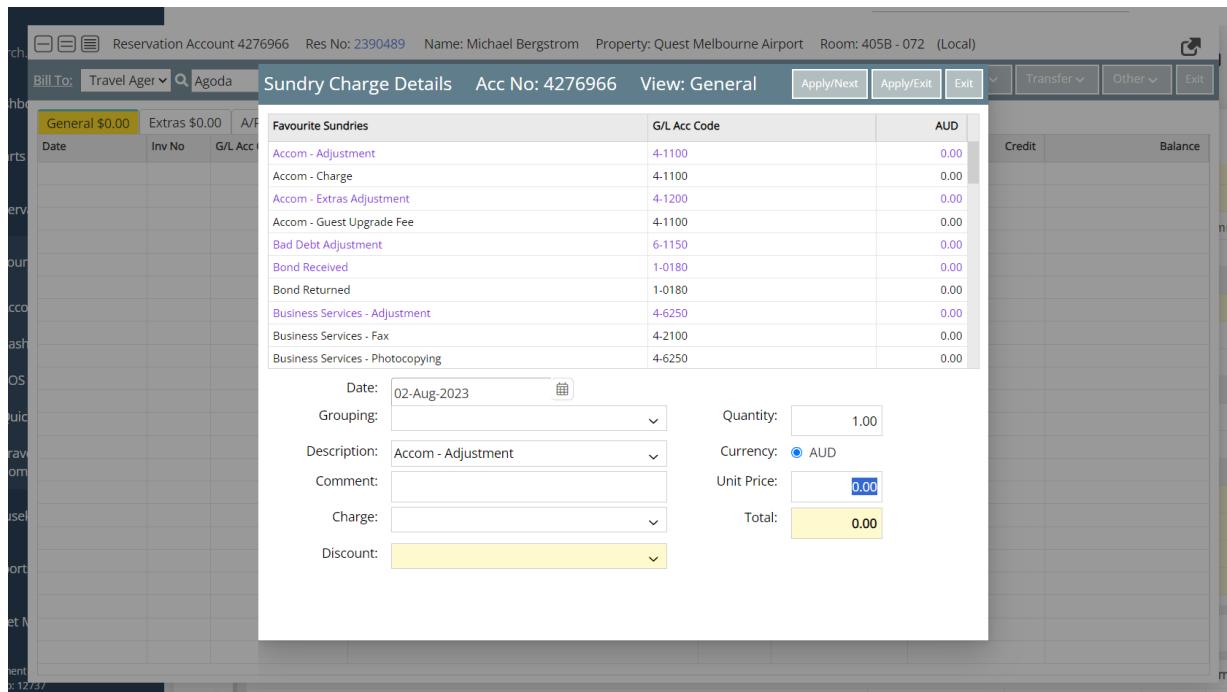
- Enter a negative amount to be discounted in the **'Unit Price'**.
- Select **'Apply/Exit'**
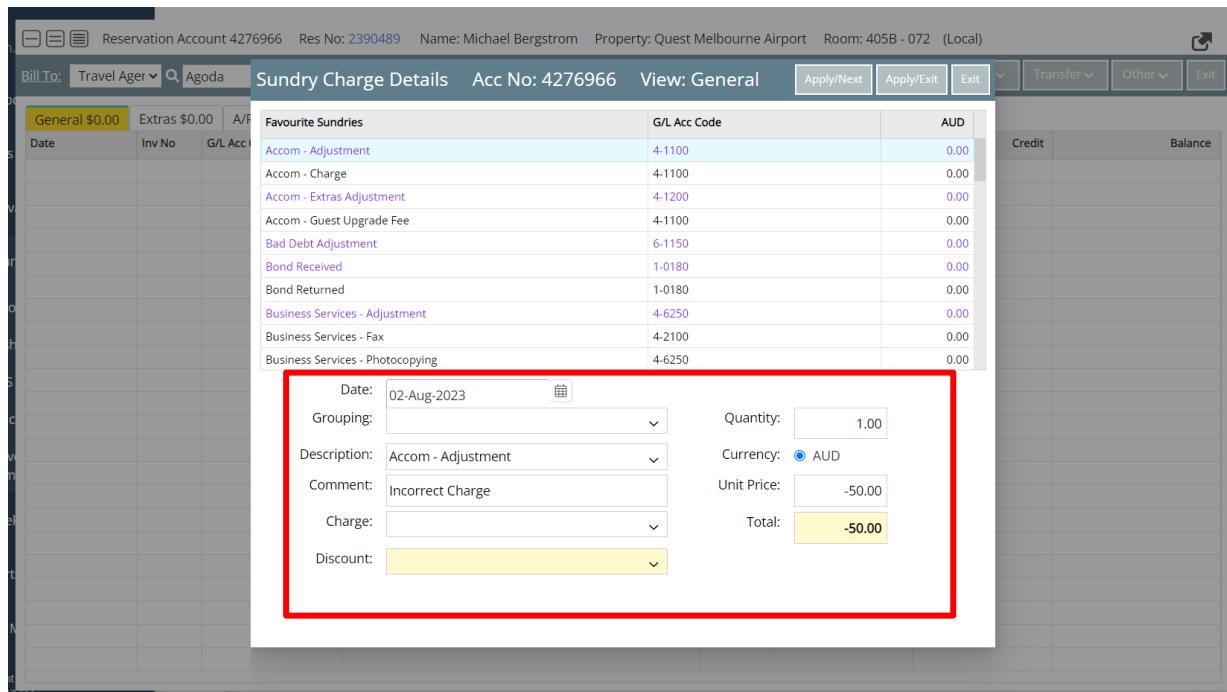
The adjustment has been applied and now is credited for a refund.

- Select **'Corrections'**
- Click **'Refund'**
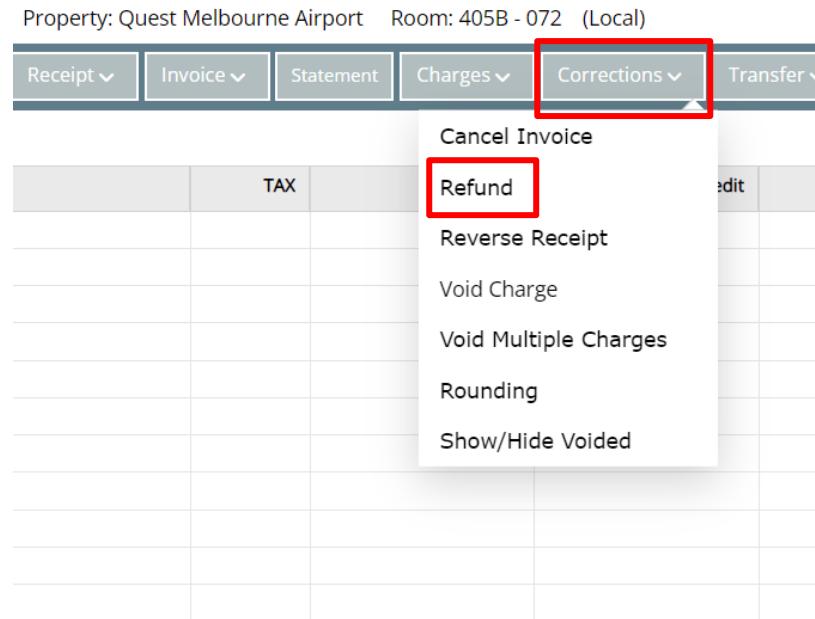
- Select the desired method to refund the reservation.
- The **'Refund Amount'** will populate with available credit balance applied to the charge.
- Click **'Process'** and the account is balanced and a refund has been applied.
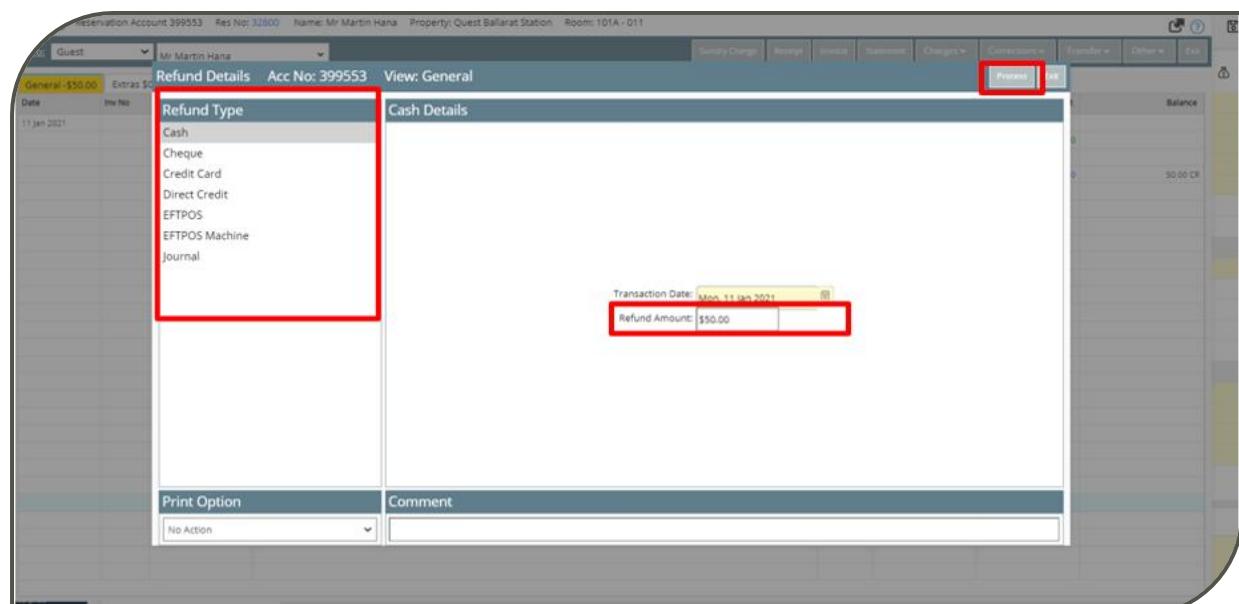
Reservation Account 399553   Res No: 32800   Name: Mr Martin Hana   Property: Quest Ballarat Station   Room: 101A - 011

For: Guest ⌄   Mr Martin Hana ⌄   Sundry Charge | Receipt | Invoice | Statement | Charges ⌄ | Corrections ⌄ | Transfer ⌄ | Other ⌄ | Exit

General $0.00 | Extras $0.00 | A/R $0.00

Date	Inv No	G/L Acc Code	Description	GST	Debit	Credit	Balance
11 Jan 2021			Accommodation - (11-Jan-21).	25.36	279.00		
			Cash Receipt #18155			279.00	
			- Tendered 279.00 - Change 0.00				
		4-1100	Credit Accommodation - (11-Jan-21) -> Accom - Adjustment.	-4.55		50.00	
		X5	Cash Refund #521		50.00		0.00