



Travel Manager Help Sheet

Cancellations and Refunds

1. Refunding a Customer

To enter a Refund issued to a customer, open the relevant booking in the Customer Transactions screen. There are two steps to entering a refund as follows:

1. Reduce the Total Cost of the Booking (if necessary)

- Go to the "Holiday Cost Details" screen, which will contain a breakdown of the Holiday cost entered previously. In here you must reduce the total cost of the booking to reflect the refund.
- Go to a new line and press F4 to list the available cost items.
- Select an Item, which refers to the reason for the Refund and then enter the quantity and the amount, which must be a minus amount.
- The subtotal for the item will be calculated and should be the amount of the refund (a minus amount) and the overall total will be recalculated to reflect this.
- When you save the data in this screen you will be asked if you want to decrease the total cost. This is important and in you should reply "Yes" to this question.

2. Enter the Refund Amount

- Go to the "Refund" screen. You may then enter the following:
- *Credit Amount* is the amount of the refund.
- *Ref.* is an optional field, which may be used to enter a short note or reason for the refund.
- Following entry of the refund, if you go to the "Payments" screen for the booking, you will see that the refund amount will appear as a minus amount called "Amount Refunded". Check that the Total Amount, Amount Received, Amount Refunded & Balance Due are correct.

2. Refunds/Credit Notes Report

This report will allow you to print a list of refunds entered during a specified range of dates. Select the option for Cash Refunds.

3. Cancelling a Booking

- To cancel a booking, open the relevant booking in the Customer Transactions screen.
- First ensure that any Refund is entered if necessary and that the amounts are correct. Then go to the "Cancel Booking" field and enter a "Y".
- You will be asked to confirm that you wish to cancel the booking.
- Once a booking is cancelled, the booking will still be in the system but will not appear on any reports, which show bookings due to travel but will still appear on any reports which analyse sales or bookings entered.
- A Cancelled booking can only be reversed by the ADMINISTRATOR by entering "N" in the "Cancel Booking" field.

4. Refund from a Tour Operator

- To enter a refund from a Tour Operator a minus amount should be entered in the “Operator Payments” screen for the booking.
- If you are using the Purchases Ledger a “Credit Note” should be created or entered in the same way as an Invoice and also a Debit Adjustment in the Purchases Ledger to reflect the payment received.
- Refunds from Tour Operators will not appear on the “Cash Receipts” report as this report only lists payments from customers.

5. Transferring a Balance to another Booking

To transfer a balance from a booking to another booking in the system, a Refund must be entered on one booking and a Payment entered on the other booking.