



## How to Refund a Deposit, Apply Cancellation Fee and Cancel a Reservation

1. Open the reservation and click on the Posting icon (gold coin on the reservation)
2. On the left-hand field, click on "Accounting" and then "Cancellation Fee" in the right-hand field
  - a) Enter amount of the cancellation fee (\$25 or full deposit), click "Default Folio"
3. Now click on the "Statement" tab

4. Click "Correct/Adjust one posting" icon



**Post Adjustment**

Department: DEPOSIT

Type: DEP MASTERCARD

Posting

Original Amount: 475.38

Subtype: N

Correct Amount: 0.00

Difference: 0.00

Reference: 03068040

Description:  
\*\*\*\*\*6124 070609

Post Adjustment      Cancel

- a) In the "Correct Amount" field, enter the amount of the cancellation fee (full amount of deposit or \$25).

- b) Hit the Tab key and the amount that you want to credit back on credit card should show up in "Difference" field.

- c) Click on "Post Adjustment"

5. In the Guest's Stay Record, change the status to "Cancel" and select appropriate explanation for cancellation from the drop down menu.

Status

RESV

RESV	Reservation
CANC	Cancel
DENY	Denied
LOST	Lost Business
WAIT	Wait List
WALK	Walked/Relocate
WSHR	Web Share Reques

6. Send a confirmation of the cancellation.

- a) Click on E-mail Confirmation icon  from the reservation
- b) Box will pop up with email address, click ok.
- c) "Confirmation Cards Print Options" box will open.

- Extract the Confirmation Letter as you normally would , this time save the file name with a "CXL" after your initials

- d) Prompt will ask "Email this Confirmation?" Select yes.