Manual Refund & Cancellation

⬛ From the Main Menu, use Guest Search or Search by Reference # to locate the transaction that you would like to refund or void

⬛ Click 'Details >>' beneath the reference number

TRANSACTION ACTIVITY SEARCH RESULTS: 1 APR 2013 - 11 APR 2013 [Export to Excel

Jack Burton 1233 Humboldt livermore CA 94551	Apr 2013 PDT	Ref 415625~47 Details >>	Type	Description		
				%454 Processing	Rent	$1.00
					Payments	$1.00
				Refunds, Reversals, and Credits		$0.00
					Net Total	$1.00
				All Cancellations		so .00

NOTE: If you searched for the transaction by reference number or from guest's profile, you can skip this step.

⬛ Click 'View >>' to view additional payment data or access the refund and void options

INVOICE DETAILS

Reference #	4195625-47
Guest	Jack Burton 1233 humboldt livermore CA Josh Test Vacation Property
Property	PROCESSING Online
Source	In Person
Channel	Alec Moore
Initiated By Date Submitted	Thu Apr 1 10:50:04 PDT 2013

LINE ITEMS

Date	Ref *	Category	Status	Statement	Amount
Apr 2013 POT	6315394-44	Rent	PROCESSING		$1.00

TRANSACTIONS

Date	Ref	Type	Status	Details Amount
Apr 2013 1335532-40 PDT	PROCESSING	DEBIT #545	View	$1.00

- At the bottom of the page select the applicable action, 'Issue Refund' or 'Cancel Payment'

- If you would like to cancel the payment in its entirety, type the reason for the void (e.g. guest canceled reservation) into the 'Reason for Cancellation field and click 'Cancel Payment'

- If it is a partial refund, use the 'Payment Amount' fields to dictate the amount to be refunded, type the reason in the 'Reason for Refund' field and click 'Issue Refund'

ISSUE REFUND

Payment Amount	$ 1522 . 13
Reason for refund	
	Issue Refund

CANCEL PAYMENT

* Reason for cancellation	
	Cancel Payment >>

NOTE: If the transaction is still in a state of "Processing," the refund option will not appear. If the transaction is in a state of "Cleared," the cancel payment option will not appear.

NOTE: Due to the current global Health crisis and the large volume of refunds being put through the financial industry, funding times on refunds may be as long as 30 days in some scenarios. Please ensure you are advising your guests accordingly.

If you require additional support, please visit:
https://vacationrentpayment.zendesk.com/hc/en-us