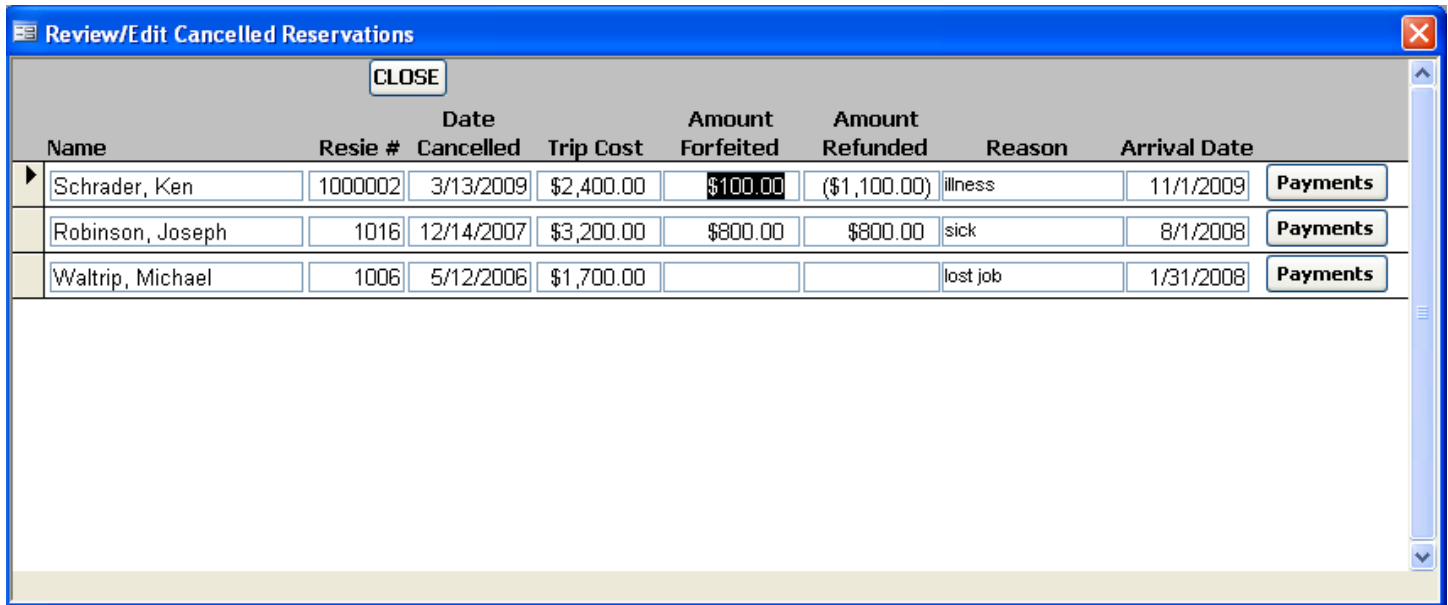


View Cancelled Reservations

All reservations that have been cancelled and saved can be viewed here.



The screenshot shows a software window titled "Review/Edit Cancelled Reservations" with a "CLOSE" button. It contains a table with the following columns: Name, Resie #, Date Cancelled, Trip Cost, Amount Forfeited, Amount Refunded, Reason, Arrival Date, and a Payments button. The table lists three reservations:

Name	Resie #	Date Cancelled	Trip Cost	Amount Forfeited	Amount Refunded	Reason	Arrival Date	Payments
Schrader, Ken	1000002	3/13/2009	\$2,400.00	\$100.00	(\$1,100.00)	illness	11/1/2009	Payments
Robinson, Joseph	1016	12/14/2007	\$3,200.00	\$800.00	\$800.00	sick	8/1/2008	Payments
Waltrip, Michael	1006	5/12/2006	\$1,700.00			lost job	1/31/2008	Payments

You will see the reservation name, reservation number, cancellation date, trip cost (excluding taxes, fees and gratuities), deposit amount forfeited, deposit amount refunded and the reason for cancellation. You are not allowed to delete a reservation from this form. The only field that you can change is the reason for cancellation. This form is sorted by the cancellation date (descending order) then the guest name (last name first in ascending order).

Your cancellation policy may tell the guest that their deposit is not refundable unless their space has been rebooked. If this is the case, you will cancel the reservation and "keep" the entire deposit. However, once the space is rebooked, you will want to adjust the deposit amount forfeited and refunded. To do so, press the PAYMENTS button next to the appropriate reservation. This form will look similar to the form via the Reservation Entry form.

To enter a refunded amount, do the following: enter a date, enter the amount refunded (as a negative number), select a category equal to CXL REFUND and select the payment method. Save the record and exit the form. When you exit the form the Amount Forfeited and Amount Refunded columns on the form will be refreshed.