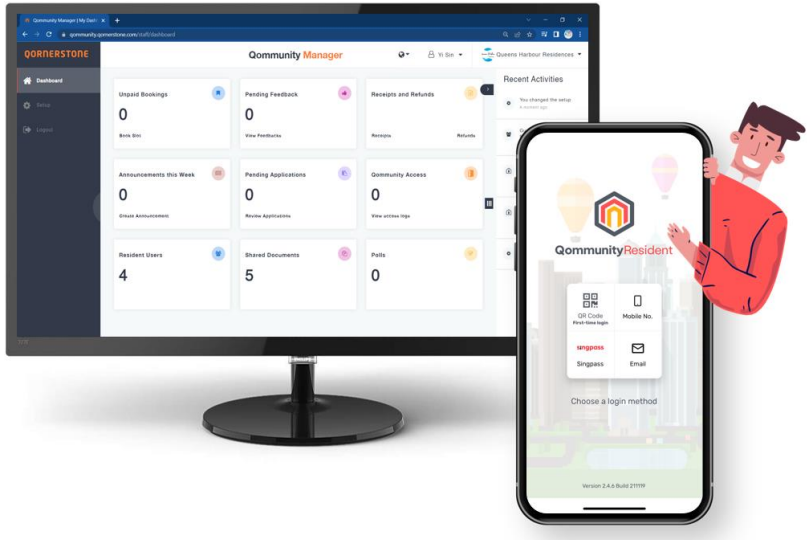
QORNERSTONE



Qommunity Manager

How to Refund Facility Booking Fee & Deposit (Paid via Cash, Cheque, Others)

Vers.2023.02

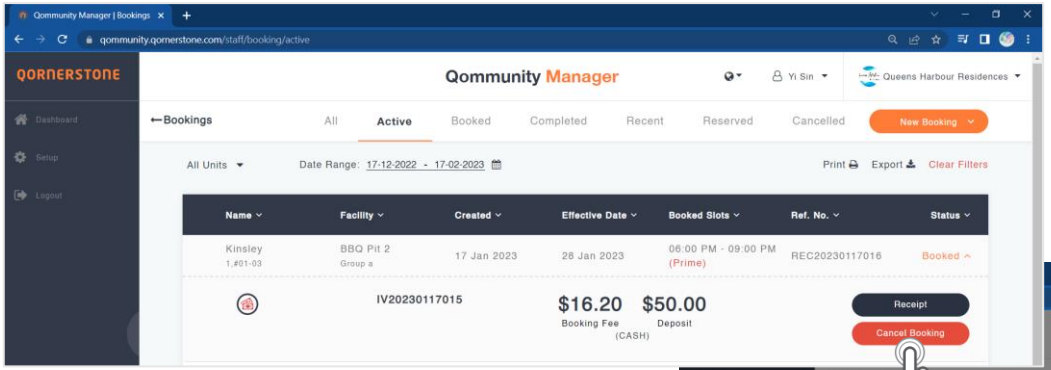
Refund for a Current Facility Booking

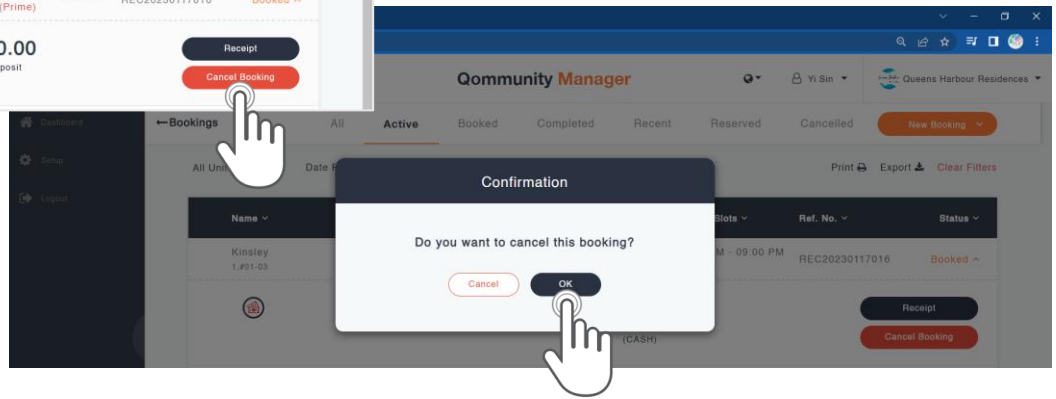
Booking Deposit & Fee

Process Refund via Qommunity Manager, if the Cash/Cheque is with Site Office

Refund Facility Booking Deposit & Fee via QM (For an Active Booking)

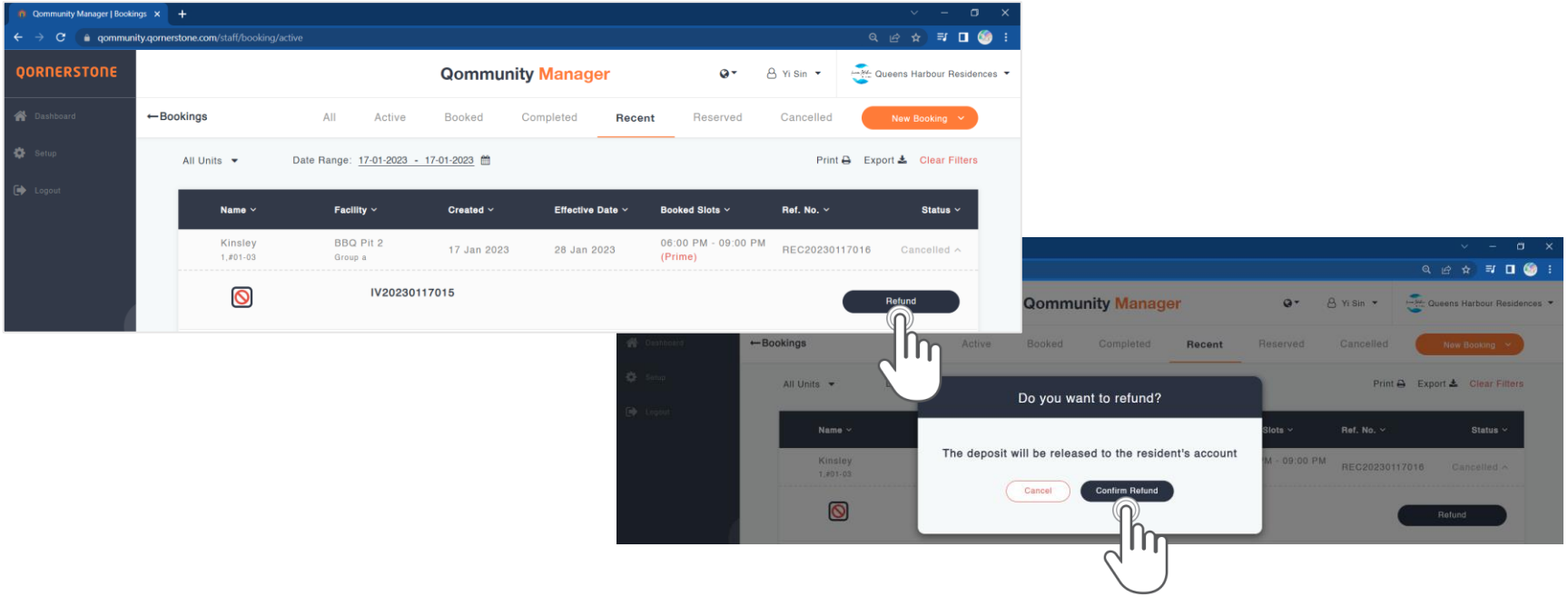
- You can cancel a current & upcoming booking (i.e., Active Booking) and process a refund
- Search for the Facility Booking that you are performing the booking cancellation & refund
- Click **OK** to confirm the booking cancellation





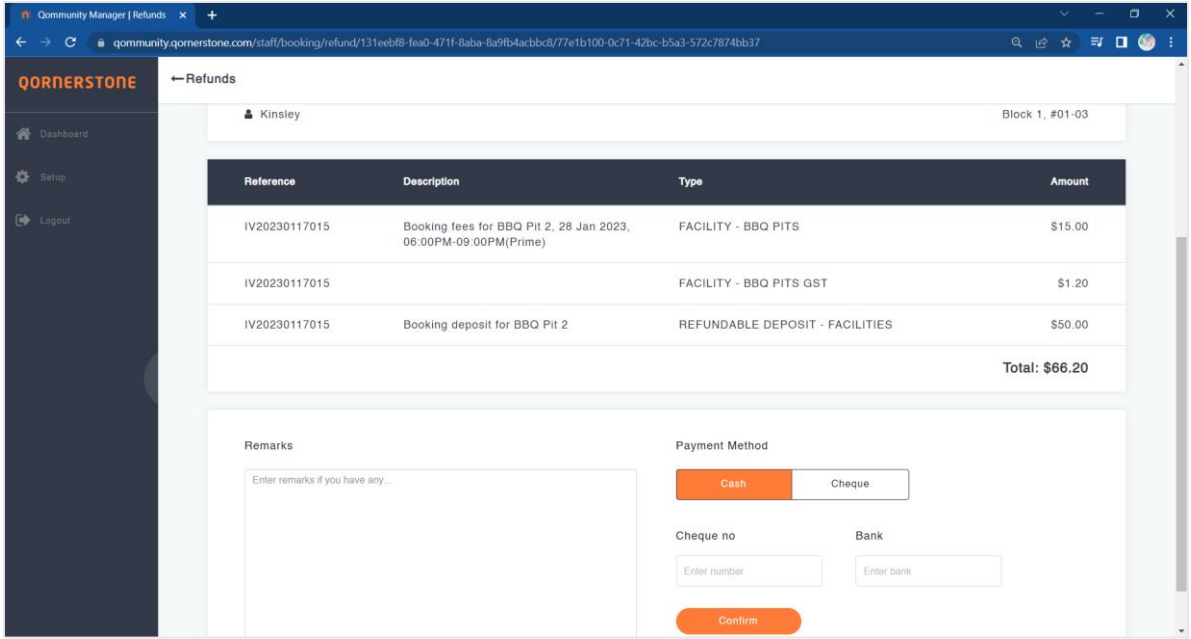
Refund Facility Booking Deposit & Fee via QM (For an Active Booking)

- The Booking is successfully cancelled. Click on *Refund* to process refund
- To confirm the refund, select *Confirm Refund* (this step is non-reversible)



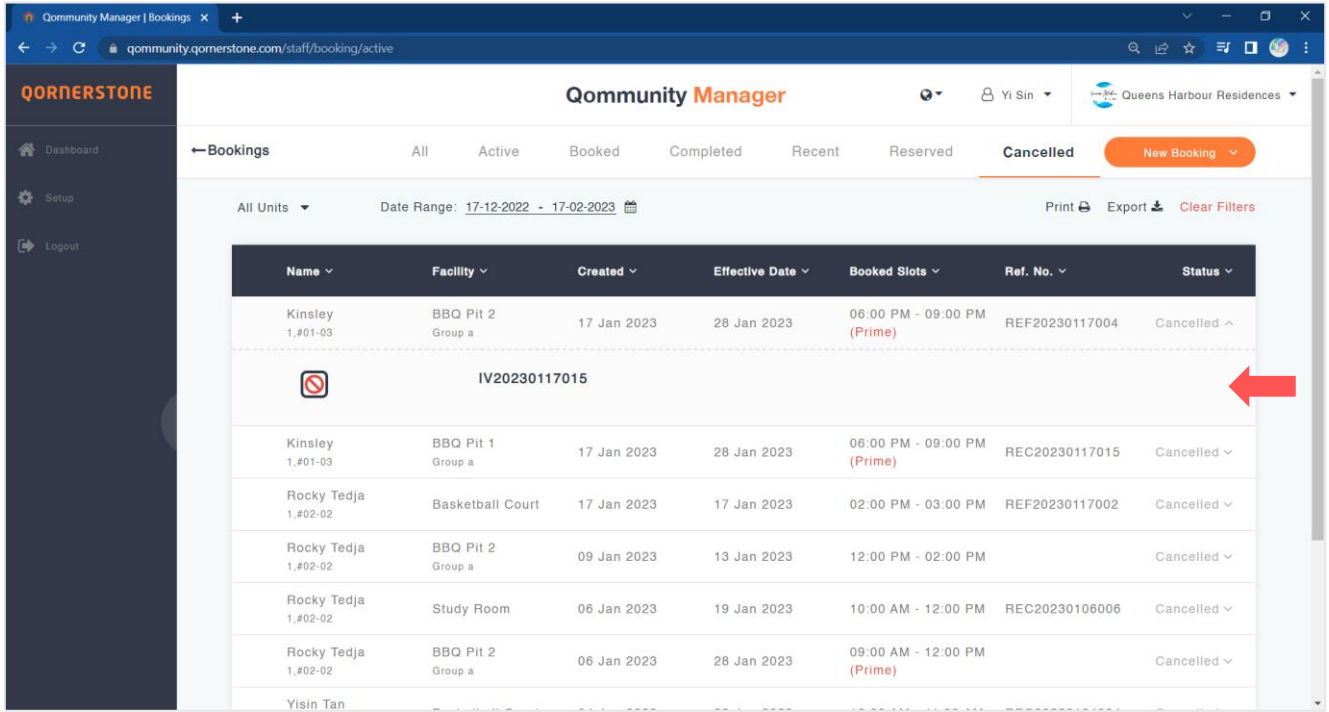
Refund Facility Booking Deposit & Fee via QM (For an Active Booking)

- The refund will be processed as a full refund (Booking Fee & Booking Deposit)
- The items to be refunded will be listed
- Select the payment method of refund. State Remarks, if required. Click on *Confirm* to process the refund



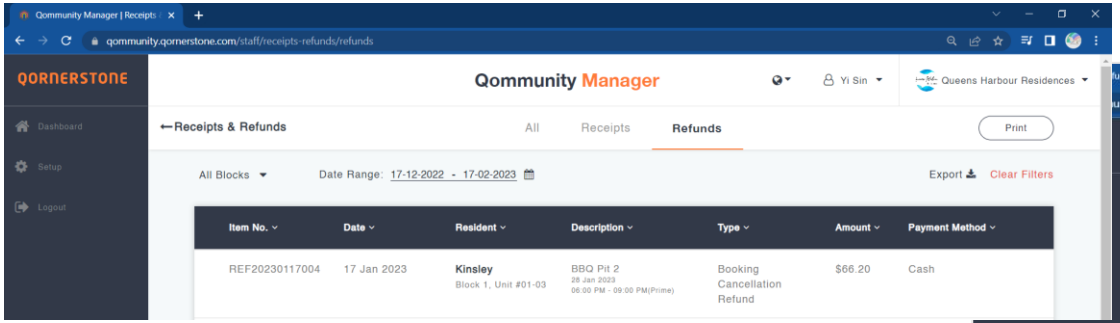
Refund Facility Booking Deposit & Fee via QM (For an Active Booking)

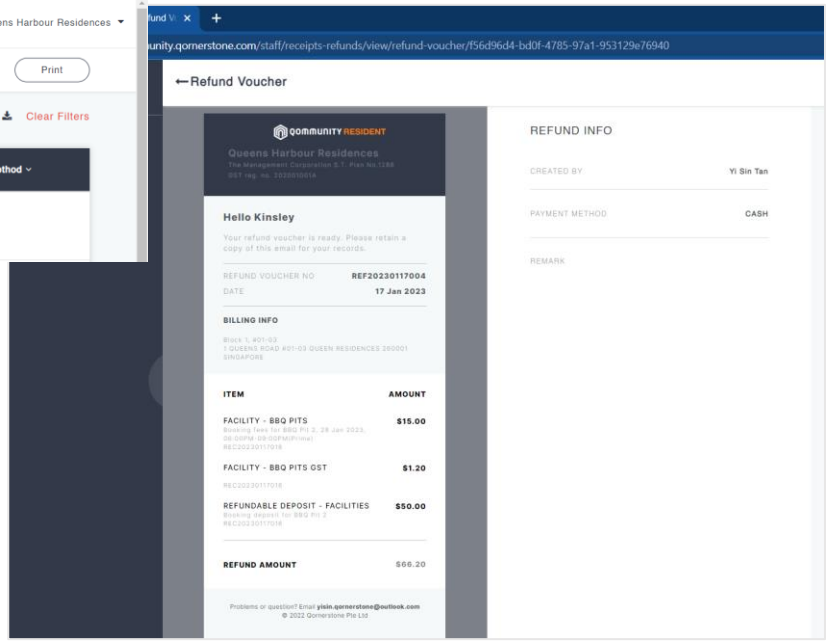
- The Refund has bee processed. In the Booking list, the *Refund* button will disappear



Refund Facility Booking Deposit & Fee via QM (For an Active Booking)

- Proceed to Refund Listing to view the refund voucher





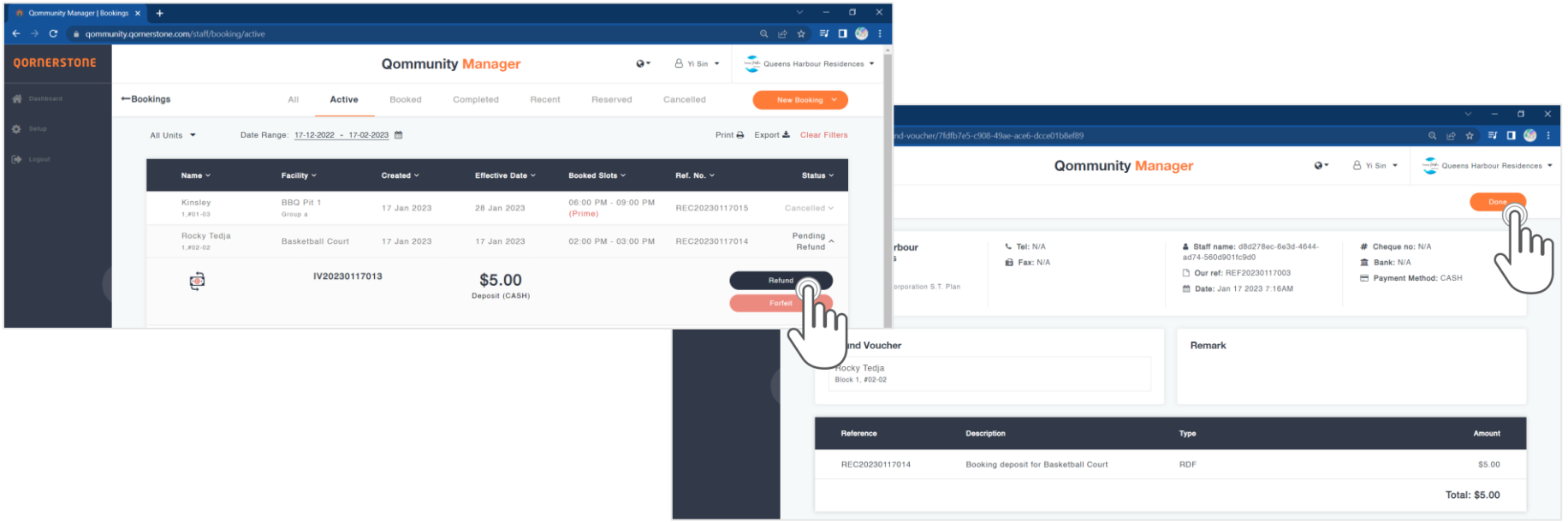
Refund for a Utilized Facility Booking

Booking Deposit Only

Process Refund via Qommunity Manager, if the Cash/Cheque is with Site Office

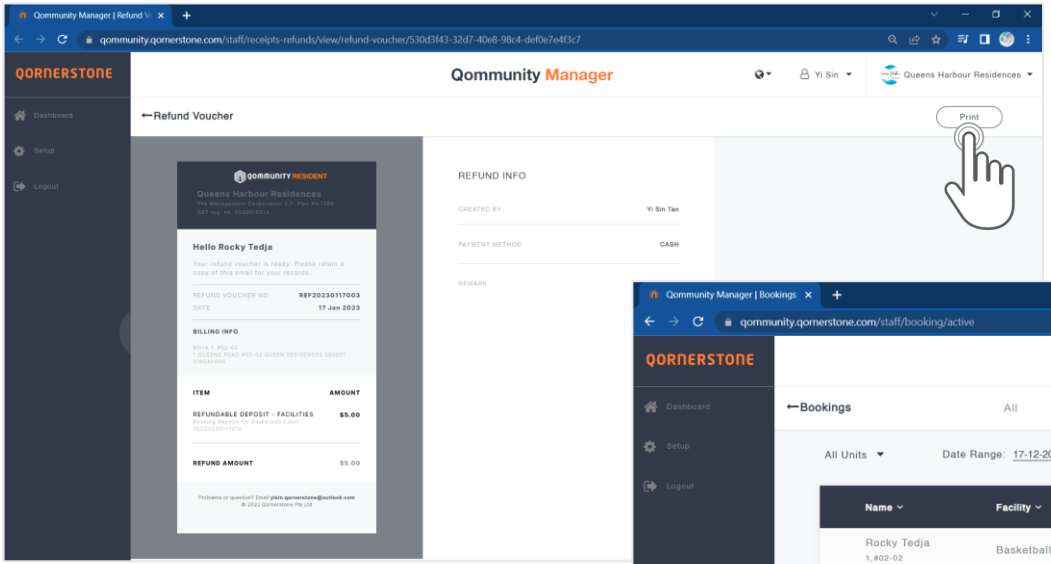
Refund Facility Booking Deposit via QM (For a Utilized/Past Booking)

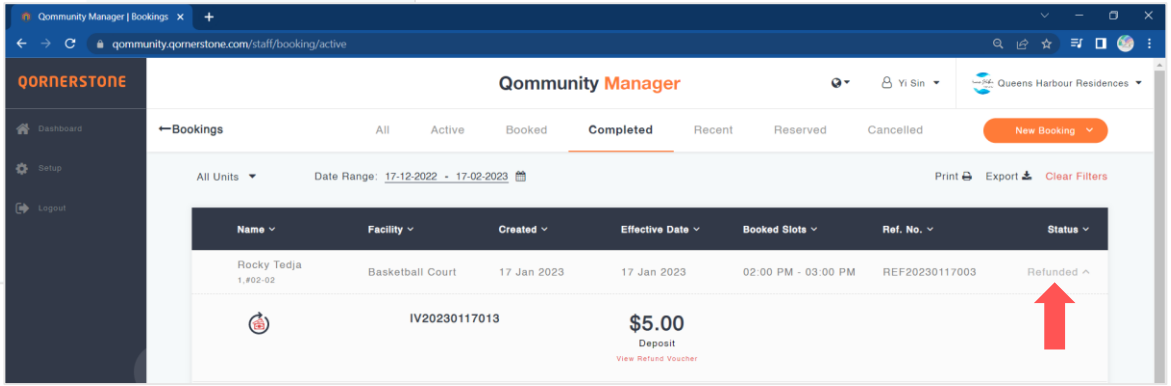
- Search for the Facility Booking that you are performing the refund
- The Booking's status states *Pending Refund*, and the amount to refund. Click on **Refund** to proceed (this step is non-reversible)
- The refund is confirmed, with the screen displaying the refunded item
- Click on **Done** to view the Refund Voucher



Refund Facility Booking Deposit via QM (For a Utilized/Past Booking)

- The Refund Voucher is shown. You can print a copy and give to Resident
- In the Booking List, this Booking's status is updated from *Pending Refund* to *Refunded*



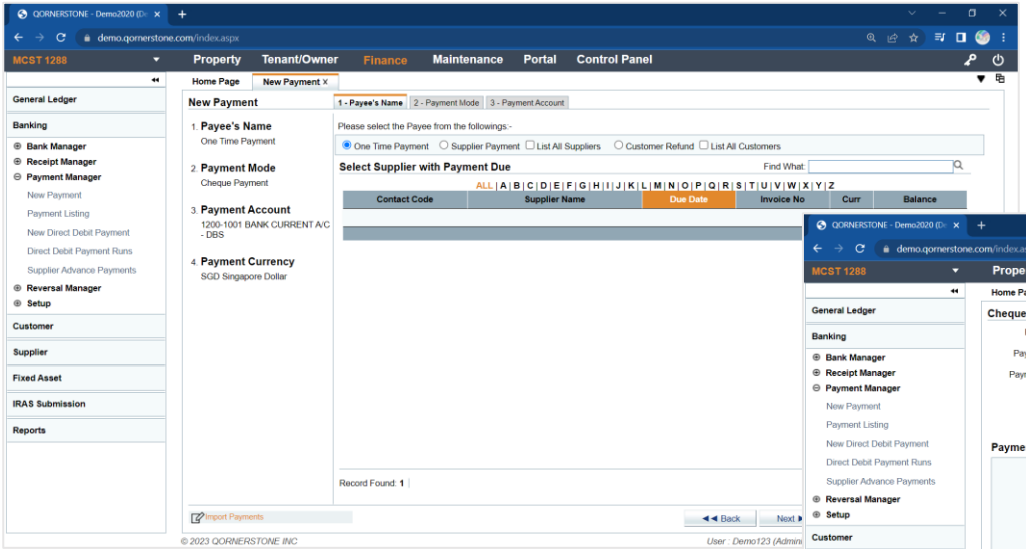


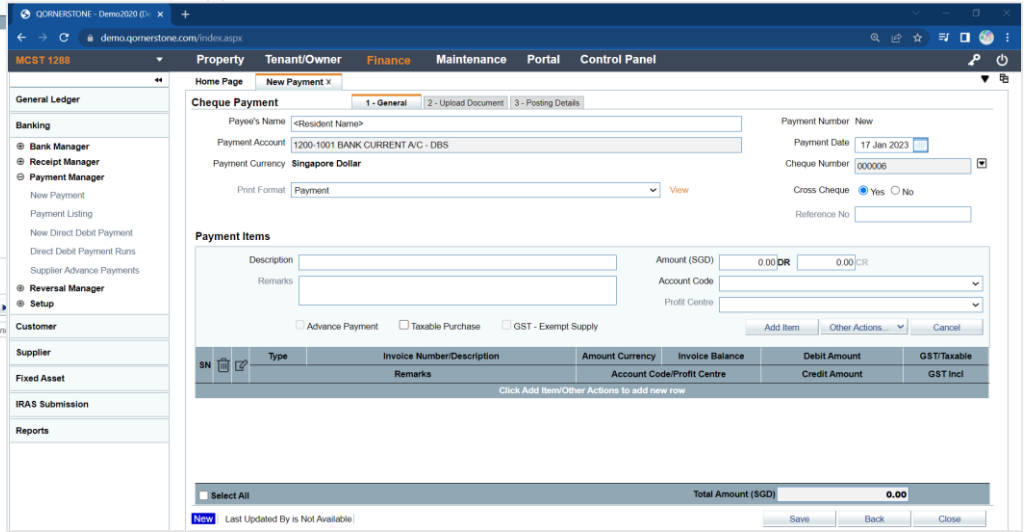
Refund for a Current or Utilized Facility Booking

Process Refund via Q.Estate if the Cash/Cheque has been banked in to MCST Bank Account

Refund Facility Booking Deposit and/or Fee via Q.Estate

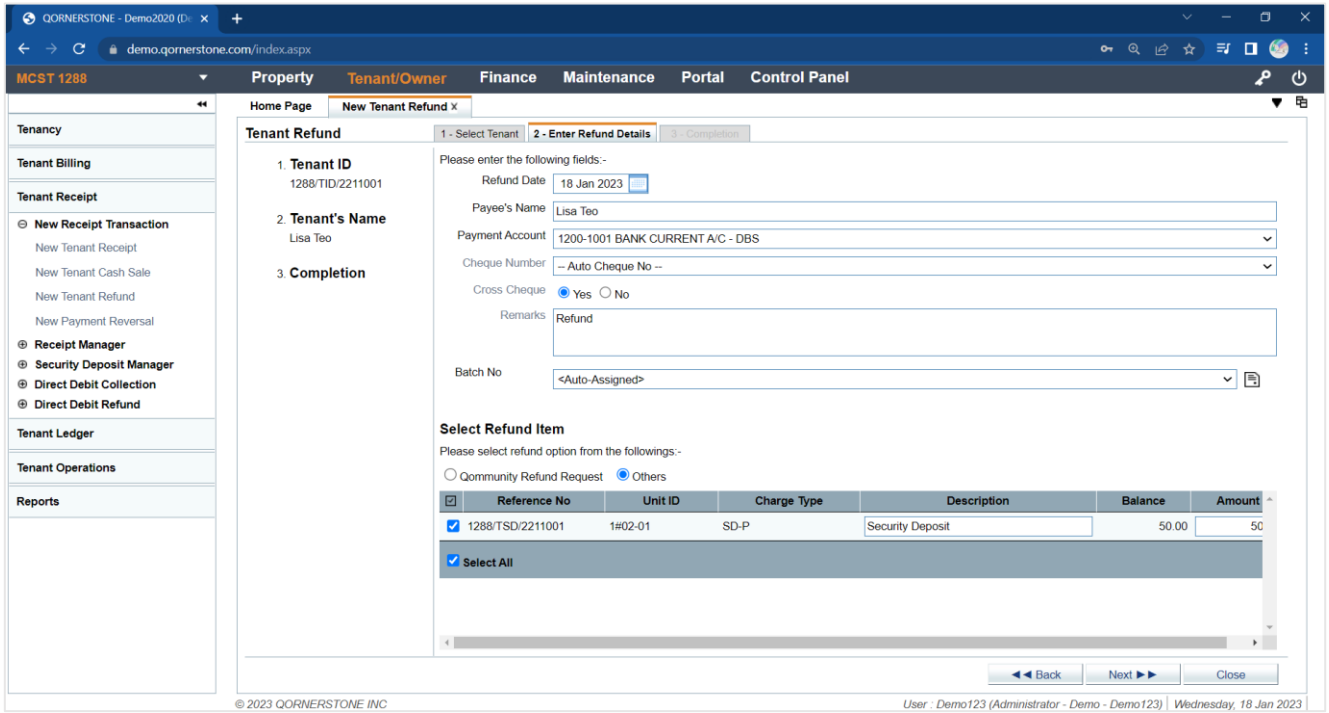
- If Accounts Team had created a Journal Entry to record the Facility Booking Deposit & Fee as a lump sum, use the New Payment function to create a One-Time Payment





Refund Facility Booking Deposit and/or Fee via Q.Estate

- If Accounts Team had created a Tenant Cash Sale/Security Deposit to record the Facility Booking Deposit & Fee, use the New Tenant Refund function to create a refund

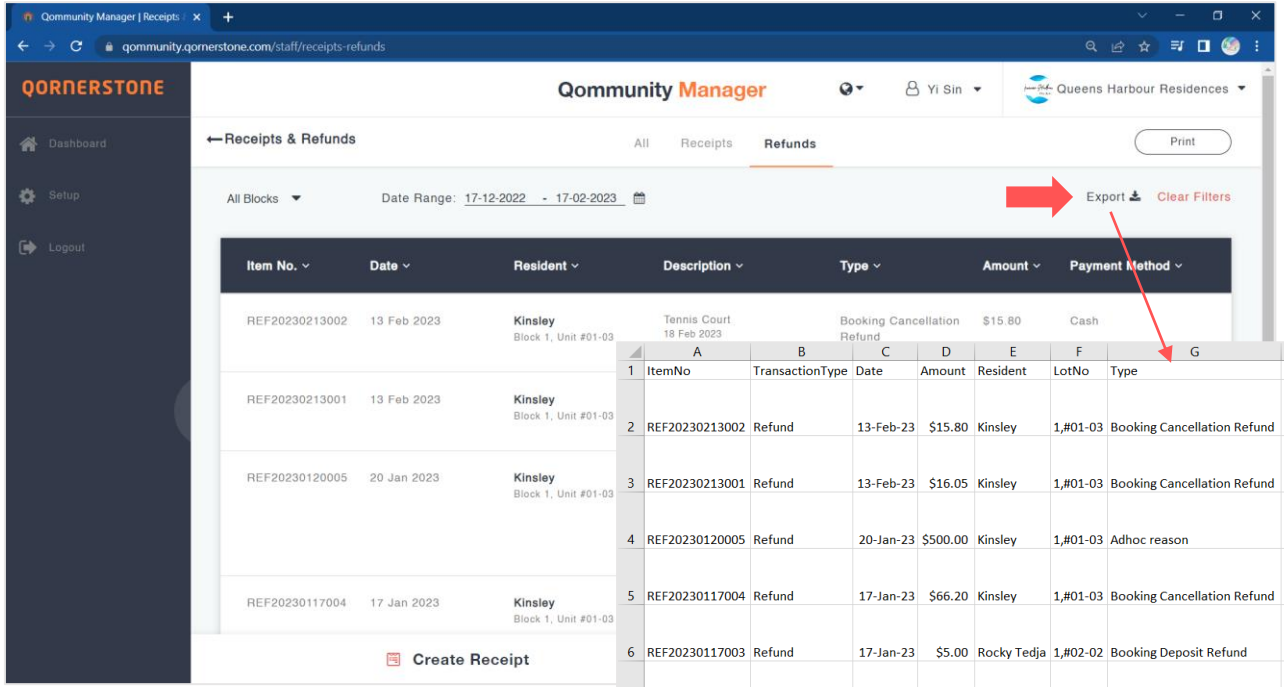


QORNERSTONE

How to Export Refund Listing

Export Refund Listing

- Click on the **Export** button to download a CSV file
- The list downloaded will be according to the selected date range



	A	B	C	D	E	F	G	H	I	J	K
1	ItemNo	TransactionType	Date	Amount	Resident	LotNo	Type	Reference	Description	PaymentMethod	ChequeNo
2	REF20230213002	Refund	13-Feb-23	$15.80	Kinsley	1,#01-03	Booking Cancellation Refund	REC20230213006	Tennis Court 18 Feb 2023 10:00 AM - 11:00 AM	Cash	
3	REF20230213001	Refund	13-Feb-23	$16.05	Kinsley	1,#01-03	Booking Cancellation Refund	REC20230213005	Tennis Court 18 Feb 2023 10:00 AM - 11:00 AM	Cash	
4	REF20230120005	Refund	20-Jan-23	$500.00	Kinsley	1,#01-03	Adhoc reason		Refund for REC20230119018 Renovation Deposit of $500.00, paid on 19 Jan 2023. Refund Reno Deposit	Cheque	000005 OCBC
5	REF20230117004	Refund	17-Jan-23	$66.20	Kinsley	1,#01-03	Booking Cancellation Refund	REC20230117016	BBQ Pit 2 28 Jan 2023 06:00 PM - 09:00 PM(Prime)	Cash	
6	REF20230117003	Refund	17-Jan-23	$5.00	Rocky Tedja	1,#02-02	Booking Deposit Refund	REC20230117014	Basketball Court 17 Jan 2023 02:00 PM - 03:00 PM	Cash	
7	REF20230117002	Refund	17-Jan-23	$16.05	Rocky Tedja	1,#02-02	Booking Cancellation Refund	REC20230117013	Basketball Court 17 Jan 2023 02:00 PM - 03:00 PM	Cash	
8	REF20230112001	Refund	12-Jan-23	$5.00	Tessa Kim	1,#01-04	Adhoc reason		Refundable Deposit for REC20230112012 (BBQ Pit booking on 20 Jan 2023, 2pm) Refund - BBQ Pit booking on 20 Jan 2023, 2pm	Cash	