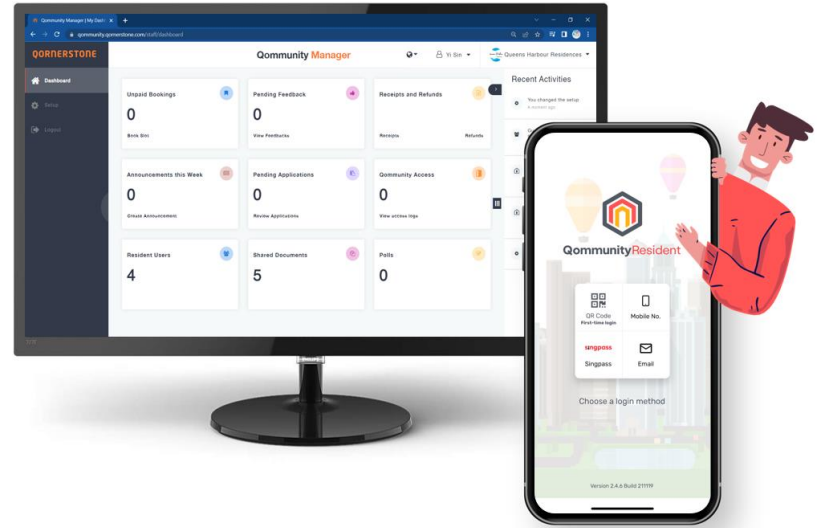




QORNERSTONE



Community Manager

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

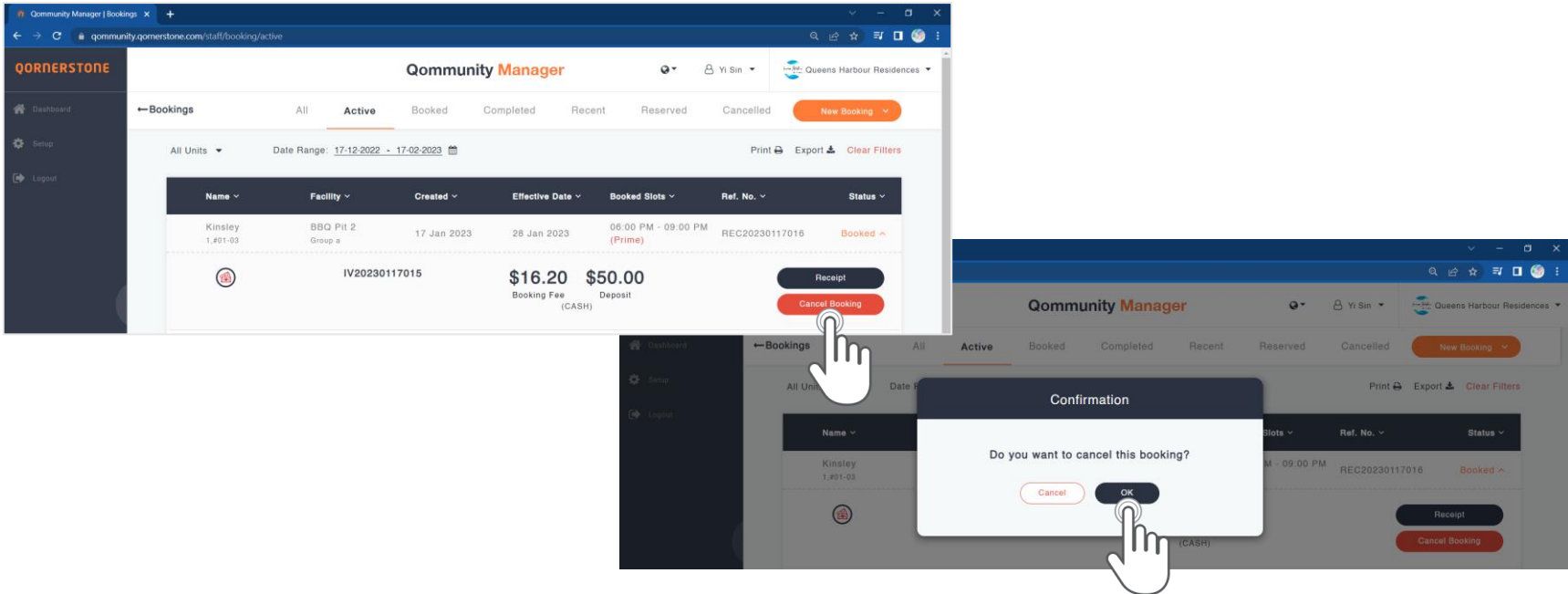
Refund for a Current Facility Booking

Booking Deposit & Fee

**Process Refund
via Qcommunity
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



The screenshot displays the QM interface for managing bookings. The top section shows the 'Active' booking list with the following details:

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1.#01-03	BBQ Pit 2 Group a	17 Jan 2023	28 Jan 2023	08:00 PM - 09:00 PM (Prime)	REC20230117016	Booked

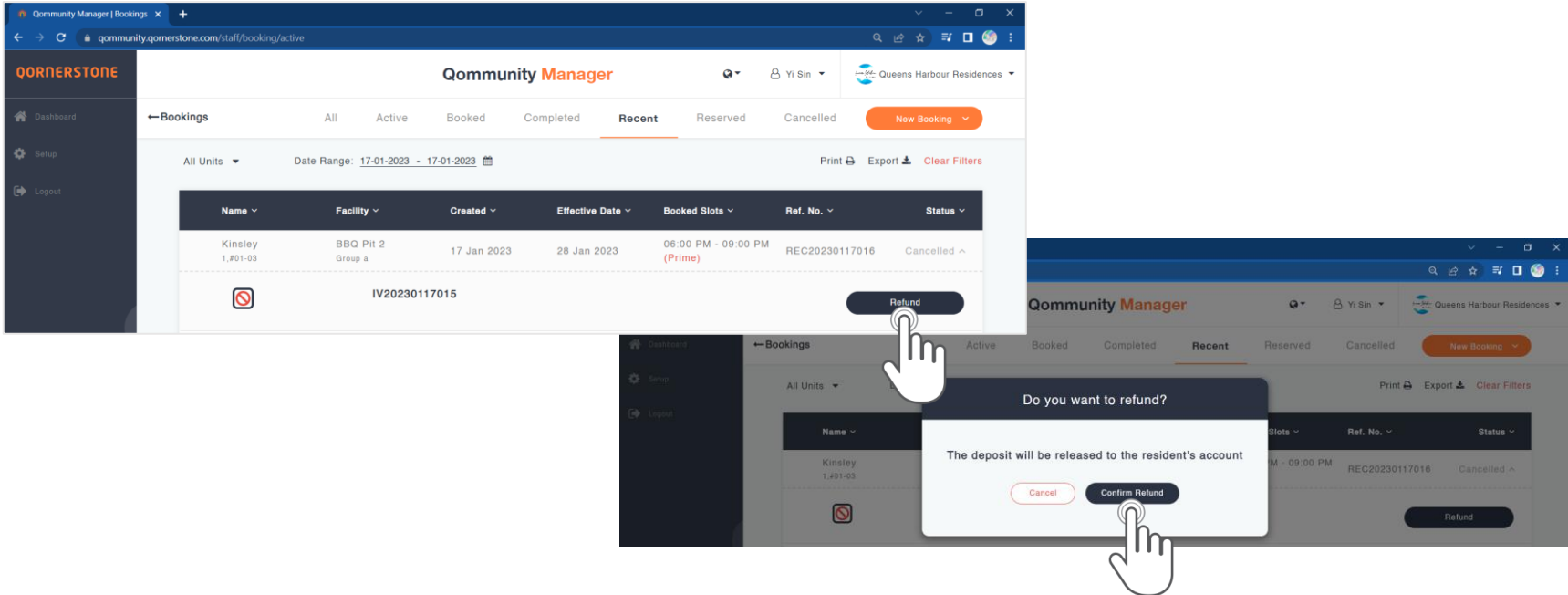
Below the table, the booking details are shown:

IV20230117015	\$16.20 (Booking Fee (CASH))	\$50.00 (Deposit)	Receipt	Cancel Booking
---------------	------------------------------	-------------------	---------	----------------

The 'Cancel Booking' button is highlighted with a hand cursor. A confirmation dialog box is shown in the foreground, asking 'Do you want to cancel this booking?' with 'Cancel' and 'OK' buttons. The 'OK' button is highlighted with a hand cursor.

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)



The screenshot displays the 'Community Manager' interface for 'Queens Harbour Residences'. The 'Bookings' section is active, showing a table of bookings. A specific booking is highlighted with a 'Refund' button. A modal dialog box is open, asking 'Do you want to refund?' and 'The deposit will be released to the resident's account'. The 'Confirm Refund' button is highlighted.

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1, #01-03	BBQ Pit 2 Group a	17 Jan 2023	28 Jan 2023	06:00 PM - 09:00 PM (Prime)	REC20230117016	Cancelled

IV20230117015

Refund

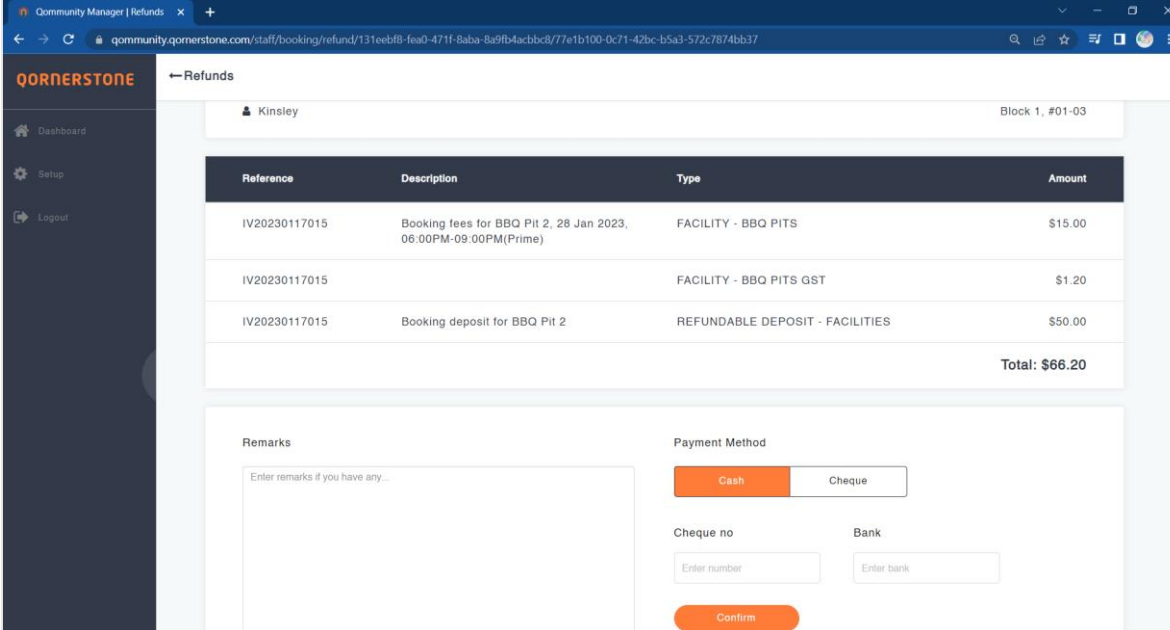
Do you want to refund?

The deposit will be released to the resident's account

Cancel Confirm Refund

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



The screenshot shows the 'Refunds' page in the QORNERSTONE system. The page header includes the QORNERSTONE logo and a navigation menu with 'Dashboard', 'Setup', and 'Logout'. The main content area displays a table of items to be refunded, with a total amount of \$66.20. Below the table, there is a 'Remarks' section with a text input field and a 'Payment Method' section with 'Cash' and 'Cheque' buttons. The 'Cheque' button is selected, and there are input fields for 'Cheque no' and 'Bank'. A 'Confirm' button is at the bottom right.

Reference	Description	Type	Amount
IV20230117015	Booking fees for BBQ Pit 2, 28 Jan 2023, 06:00PM-09:00PM(Prime)	FACILITY - BBQ PITS	\$15.00
IV20230117015		FACILITY - BBQ PITS GST	\$1.20
IV20230117015	Booking deposit for BBQ Pit 2	REFUNDABLE DEPOSIT - FACILITIES	\$50.00
			Total: \$66.20

Remarks

Enter remarks if you have any ...

Payment Method

Cash Cheque

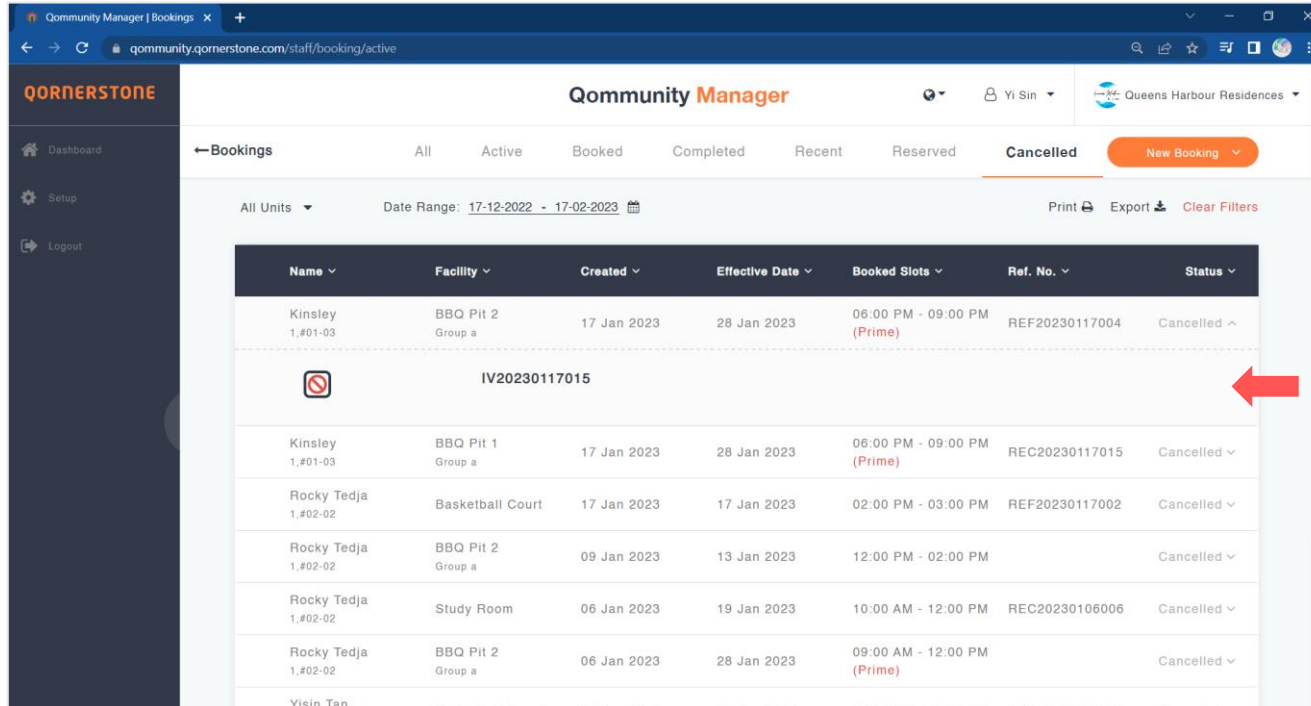
Cheque no Bank

Enter number Enter bank

Confirm

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

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

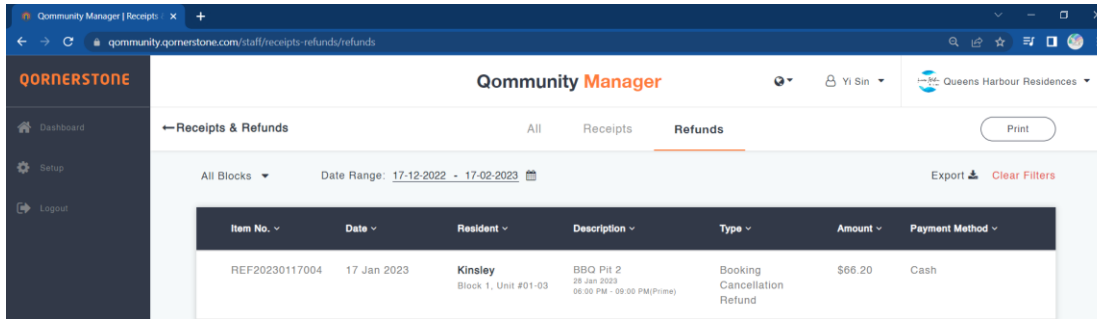


The screenshot shows the 'Community Manager' interface for 'Queens Harbour Residences'. The 'Bookings' section is active, and the 'Cancelled' filter is selected. The table below lists several bookings, with the second row highlighted to show the 'Refund' button replaced by a 'No' icon.

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1,#01-03	BBQ Pit 2 Group a	17 Jan 2023	28 Jan 2023	06:00 PM - 09:00 PM (Prime)	REF20230117004	Cancelled
IV20230117015						
Kinsley 1,#01-03	BBQ Pit 1 Group a	17 Jan 2023	28 Jan 2023	06:00 PM - 09:00 PM (Prime)	REC20230117015	Cancelled
Rocky Tedja 1,#02-02	Basketball Court	17 Jan 2023	17 Jan 2023	02:00 PM - 03:00 PM	REF20230117002	Cancelled
Rocky Tedja 1,#02-02	BBQ Pit 2 Group a	09 Jan 2023	13 Jan 2023	12:00 PM - 02:00 PM		Cancelled
Rocky Tedja 1,#02-02	Study Room	06 Jan 2023	19 Jan 2023	10:00 AM - 12:00 PM	REC20230106006	Cancelled
Rocky Tedja 1,#02-02	BBQ Pit 2 Group a	06 Jan 2023	28 Jan 2023	09:00 AM - 12:00 PM (Prime)		Cancelled
Yisin Tan						

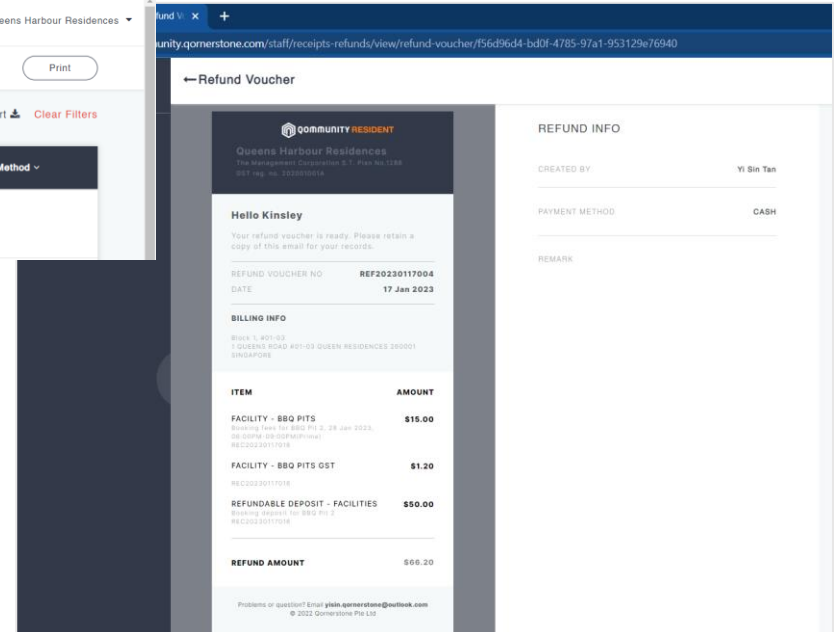
Refund Facility Booking Deposit & Fee via QM (For an Active Booking)

- Proceed to Refund Listing to view the refund voucher



The screenshot shows the 'Refunds' section of the Community Manager interface. The page title is 'Community Manager' and the user is logged in as 'Yi Sin'. The navigation menu includes 'Dashboard', 'Setup', and 'Logout'. The main content area shows a table of refunds with the following data:

Item No.	Date	Resident	Description	Type	Amount	Payment Method
REF20230117004	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 2 28 Jan 2023 06:00 PM - 09:00 PM(Prime)	Booking Cancellation Refund	\$66.20	Cash



The screenshot shows the 'Refund Voucher' page for the refund item REF20230117004. The page is titled 'Refund Voucher' and includes the following information:

REFUND INFO

CREATED BY: Yi Sin Tan

PAYMENT METHOD: CASH

REMARK:

HELLO KINSELY

Your refund voucher is ready. Please retain a copy of this email for your records.

REFUND VOUCHER NO: REF20230117004
DATE: 17 Jan 2023

BILLING INFO

Block 1, #01-03
1 QUEENSCAD #01-03 QUEEN RESIDENCES 260001 SINGAPORE

ITEM	AMOUNT
FACILITY - BBO PITS Booking Fee for BBO Pit 2, 28 Jan 2023, 06:00 PM - 09:00 PM(Prime) REF20230117004	\$15.00
FACILITY - BBO PITS GST REF20230117004	\$1.20
REFUNDABLE DEPOSIT - FACILITIES Booking Fee for BBO Pit 2 REF20230117004	\$50.00
REFUND AMOUNT	\$66.20

Problems or question? Email yisn.qcornerstone@outlook.com
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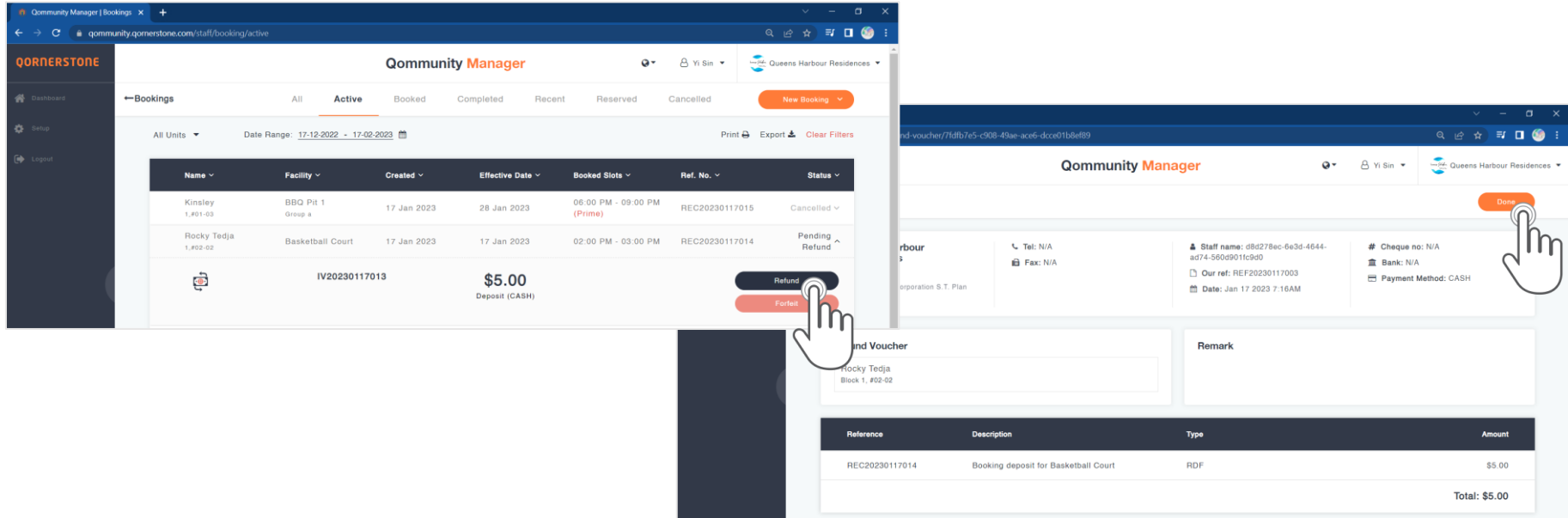
Refund for a Utilized Facility Booking

Booking Deposit Only

**Process Refund
via Qcommunity
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



The screenshot displays the QORNERSTONE Community Manager interface. The left window shows the 'Bookings' section with a table of active bookings. The right window shows the 'Refund Voucher' screen.

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1.#01-03	BBQ Pit 1 Group a	17 Jan 2023	28 Jan 2023	06:00 PM - 09:00 PM (Prime)	REC20230117015	Cancelled
Rocky Tedja 1.#02-02	Basketball Court	17 Jan 2023	17 Jan 2023	02:00 PM - 03:00 PM	REC20230117014	Pending Refund

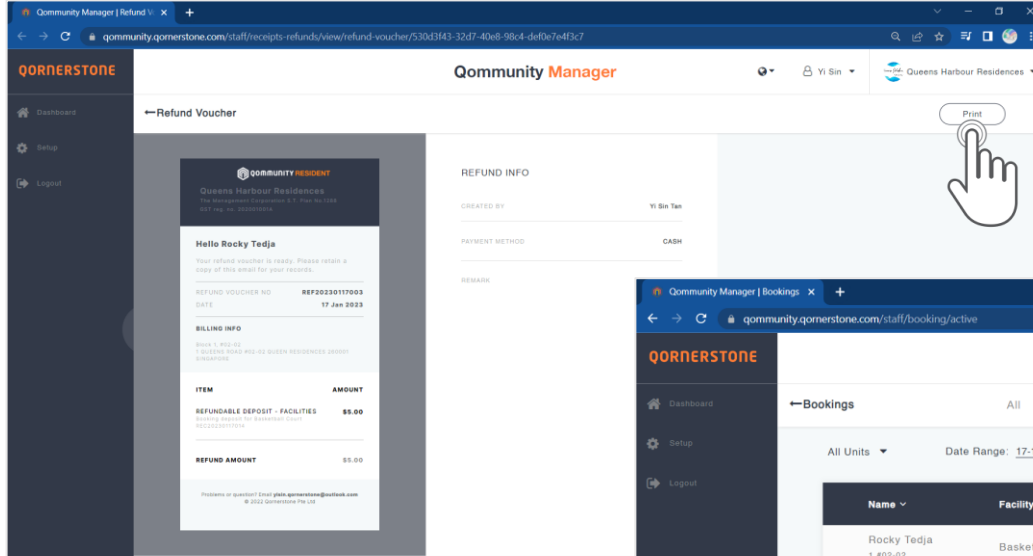
The 'Refund Voucher' screen displays the following information:

- Staff name: d8d278ec-6e3d-4644-ad74-560d901fc9d0
- Cheque no: N/A
- Bank: N/A
- Our ref: REF20230117003
- Payment Method: CASH
- Date: Jan 17 2023 7:16AM

Reference	Description	Type	Amount
REC20230117014	Booking deposit for Basketball Court	RDF	\$5.00
			Total: \$5.00

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*



Community Manager | Refund Voucher

QORNERSTONE Community Manager

Yi Sin

Queens Harbour Residences

← Refund Voucher

Print

REFUND INFO

CREATED BY: Yi Sin Tan

PAYMENT METHOD: CASH

REMARK:

COMMUNITY RESIDENT

Queens Harbour Residences
The Management Corporation S.T. Pte. Ltd. (MCA)
101 Pte. Rd., Singapore

Hello Rocky Tedja

Your refund voucher is ready. Please retain a copy of this email for your records.

REFUND VOUCHER NO: REF20230117003
DATE: 17 Jan 2023

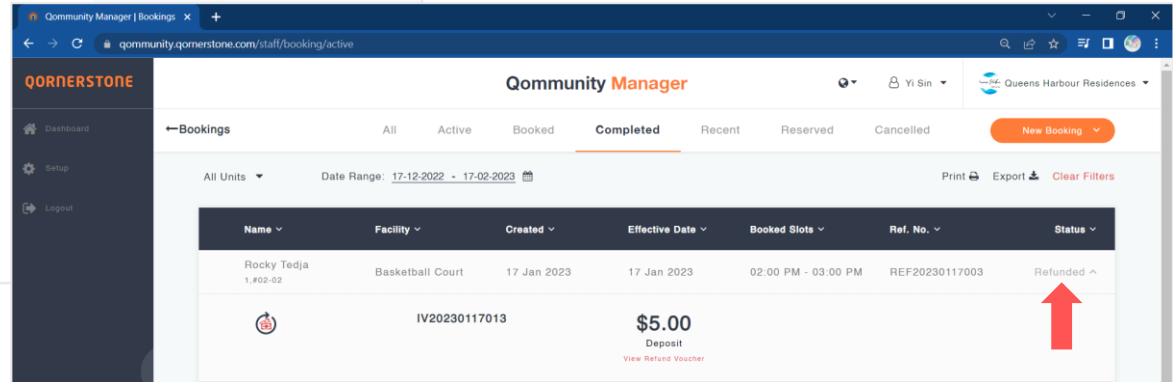
BILLING INFO

QUEEN HARBOUR RESIDENCES
1 QUEENSWAY ROAD #10-02 QUEEN RESIDENCES LEVEL
SINGAPORE

ITEM	AMOUNT
REFUNDABLE DEPOSIT - FACILITIES	\$5.00

REFUND AMOUNT: \$5.00

Problems or question? Email help@qcornerstone.com
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Community Manager | Bookings

QORNERSTONE Community Manager

Yi Sin

Queens Harbour Residences

← Bookings

All Active Booked **Completed** Recent Reserved Cancelled New Booking

All Units Date Range: 17-12-2022 - 17-02-2023 Print Export Clear Filters

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Rocky Tedja 1_#02-02	Basketball Court	17 Jan 2023	17 Jan 2023	02:00 PM - 03:00 PM	REF20230117003	Refunded
	IV20230117013		\$5.00 Deposit			

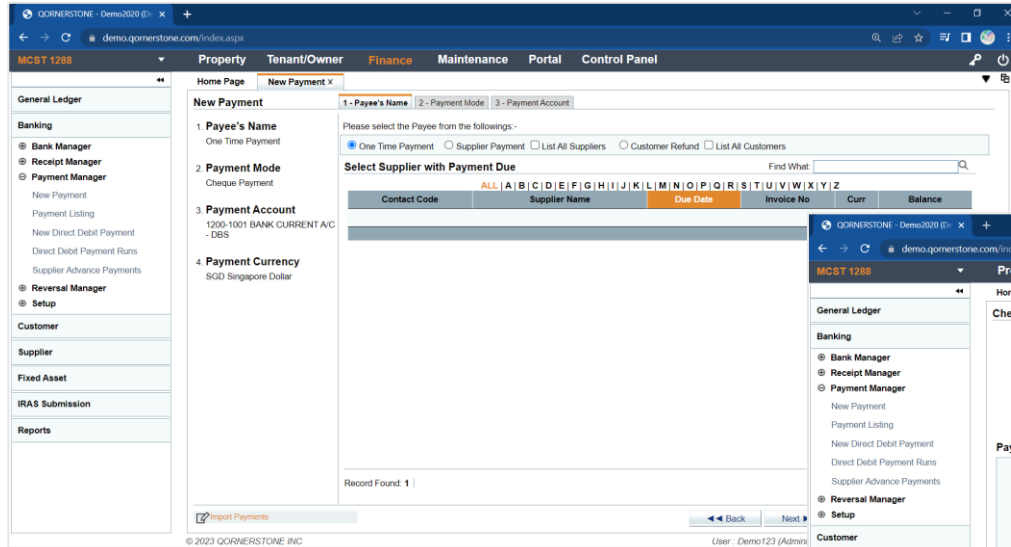
[View Refund Voucher](#)

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



QORNERSTONE - Demo2020 (E) - x

demo.qornerstone.com/index.aspx

MCST 1288 Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page New Payment x

General Ledger

Banking

- Bank Manager
- Receipt Manager
- Payment Manager

New Payment
Payment Listing
New Direct Debit Payment
Direct Debit Payment Runs
Supplier Advance Payments

- Reversal Manager
- Setup

Customer

Supplier

Fixed Asset

IRAS Submission

Reports

1 - Payee's Name 2 - Payment Mode 3 - Payment Account

1. Payee's Name
Please select the Payee from the followings:-
 One Time Payment Supplier Payment List All Suppliers Customer Refund List All Customers

2. Payment Mode
Select Supplier with Payment Due Find What: [Search]
ALL | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Contact Code	Supplier Name	Due Date	Invoice No	Curr	Balance

3. Payment Account
1200-1001 BANK CURRENT A/C - DBS

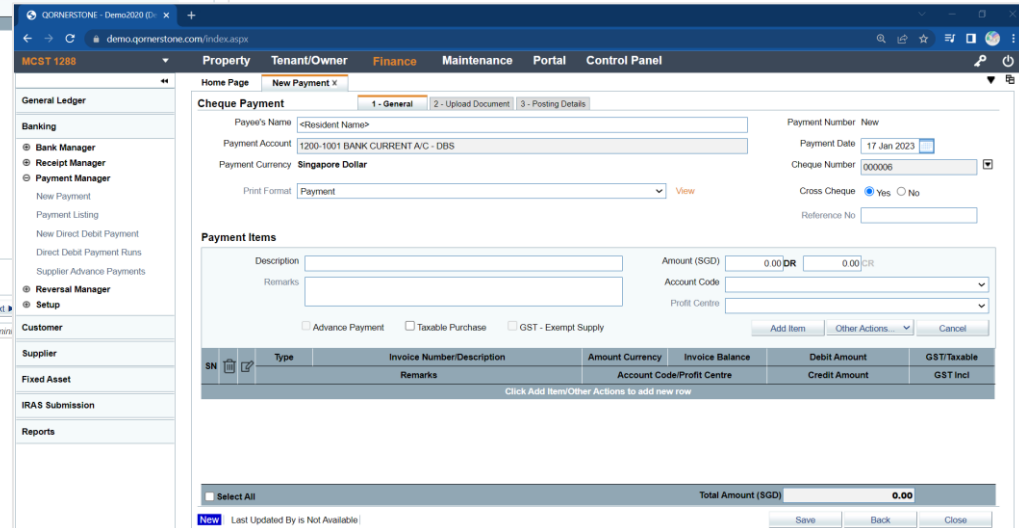
4. Payment Currency
SGD Singapore Dollar

Record Found: 1

Import Payments

Back Next

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QORNERSTONE - Demo2020 (E) - x

demo.qornerstone.com/index.aspx

MCST 1288 Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page New Payment x

General Ledger

Banking

- Bank Manager
- Receipt Manager
- Payment Manager

New Payment
Payment Listing
New Direct Debit Payment
Direct Debit Payment Runs
Supplier Advance Payments

- Reversal Manager
- Setup

Customer

Supplier

Fixed Asset

IRAS Submission

Reports

1 - General 2 - Upload Document 3 - Posting Details

Cheque Payment

Payee's Name: <Resident Name> Payment Number: New
Payment Account: 1200-1001 BANK CURRENT A/C - DBS Payment Date: 17 Jan 2023
Payment Currency: Singapore Dollar Cheque Number: 000006
Print Format: Payment View Cross Cheque: Yes No
Reference No: [Field]

Payment Items

Description	Amount (SGD)	DR	CR
Remarks			

Account Code: [Field]
Profit Centre: [Field]

Advance Payment Taxable Purchase GST - Exempt Supply

Add Item Other Actions... Cancel

SN	Type	Invoice Number/Description	Amount Currency	Invoice Balance	Debit Amount	GST/Taxable
		Remarks		Account Code/Profit Centre	Credit Amount	GST/Incl

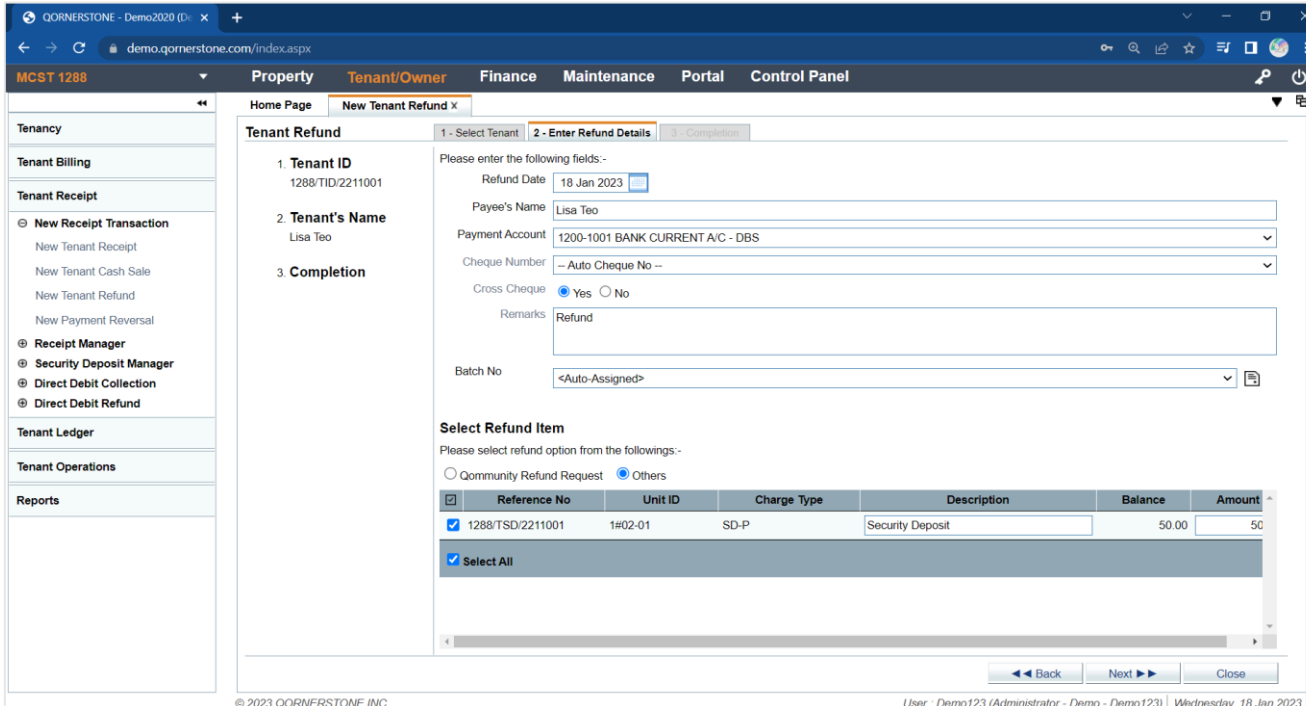
Click Add Item/Other Actions to add new row

Select All Total Amount (SGD) 0.00

New Last Updated By is Not Available Save Back Close

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



Tenant Refund

1 - Select Tenant | **2 - Enter Refund Details** | 3 - Completion

Please enter the following fields:-

Refund Date: 18 Jan 2023

Payee's Name: Lisa Teo

Payment Account: 1200-1001 BANK CURRENT A/C - DBS

Cheque Number: -- Auto Cheque No --

Cross Cheque: Yes No

Remarks: Refund

Batch No: <Auto-Assigned>

Select Refund Item

Please select refund option from the followings:-

Community Refund Request Others

<input type="checkbox"/>	Reference No	Unit ID	Charge Type	Description	Balance	Amount
<input checked="" type="checkbox"/>	1288/TSD/2211001	1#02-01	SD-P	Security Deposit	50.00	50
<input checked="" type="checkbox"/>	Select All					

© 2023 QORNERSTONE INC User : Demo123 (Administrator - Demo - Demo123) | Wednesday, 18 Jan 2023

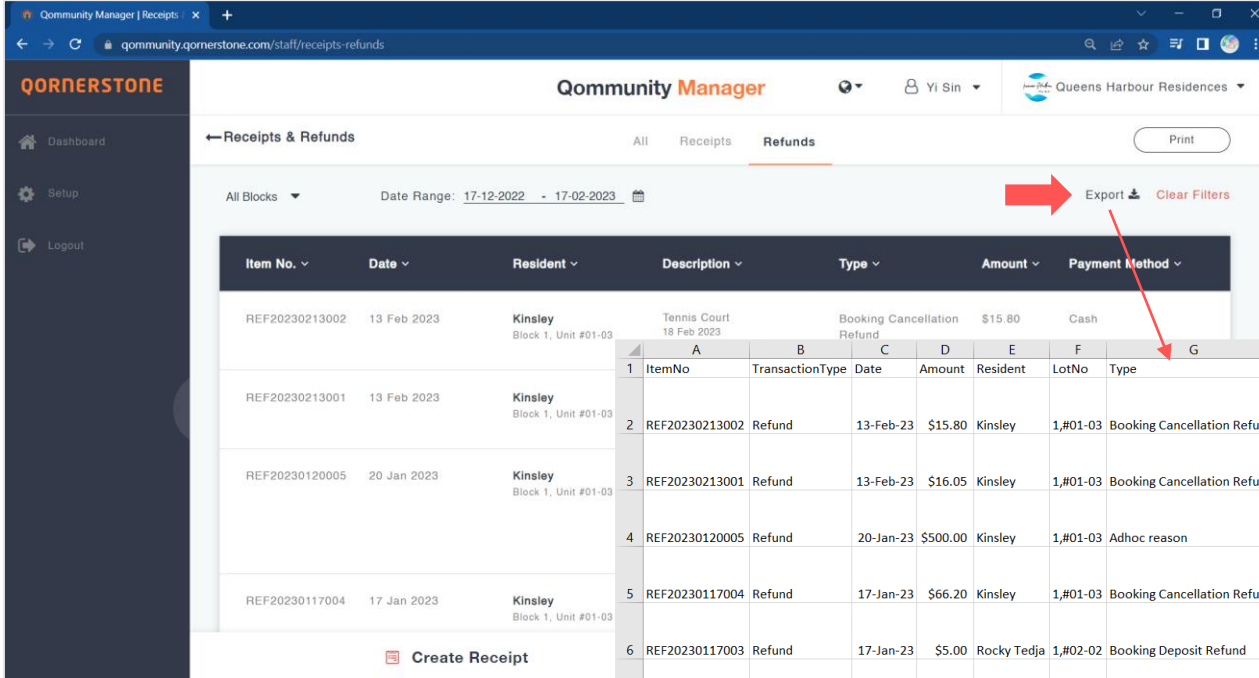


Refund Listing

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



The screenshot shows the 'Qcommunity Manager' interface. The main heading is 'Receipts & Refunds' with sub-tabs for 'All', 'Receipts', and 'Refunds'. The 'Refunds' tab is active. A date range filter is set to '17-12-2022 - 17-02-2023'. An 'Export' button with a download icon is highlighted with a red arrow. Below the main heading is a table with columns: Item No., Date, Resident, Description, Type, Amount, and Payment Method. A 'Create Receipt' button is visible at the bottom.

	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	