

# Cancellations

## Cancellation Policy

The policy is on the “Trip Policies” webpage

**Cancellation Policy:** Upon any cancellation the Club will retain a \$50.00 cancellation fee to defray general expenses involved in handling the trip, **plus any unrecoverable monies** up to the amount already paid.

The \$50 fee is normally waived by the VP of Trips for medical cancellations for both the member and their partner.

Unrecoverable expenses can include:

1. Lodging
2. Air
3. Bus
4. Lift Tickets, ski school and excursions
5. TSC Trips: TSC fee and the Activity Fee
6. Club expenses: parties, name badges, etc

If some or all of the expenses can be eliminated then they are recoverable. For example, usually unused lift tickets can be returned for a full refund.

If the person cancelling is replaced, then the amount paid by the replacement is recoverable.

Refunds can be issued when it is clear that all recovery actions are complete, such as replacement has paid in full or all expenses have been eliminated

## Overview of Cancellation Actions

1. Determine the amount to retain to cover expenses and fees and the amount to refund, if any
2. Cancel the registration
  - This deletes the invoice which leaves the payments for the invoice unsettled (not matched). The payments remain in the name of the cancelling member who paid.
  - Once the person is cancelled, they will not be included in emails to the registrants and will not be counted
3. Add a manual invoice showing the major items being retained and settle the available funds to the manual invoice created. If a full refund is appropriate, then the manual invoice is not needed and this step can be skipped.
4. Add a WA refund for the remaining available funds and settle the available funds to the refund
  - The remaining funds can be transferred to another trip, but this is pretty rare
  - If the refund is not created, then the cancelled person will have a credit they do not deserve.
5. Create an IET for the Treasurer to process the refund and send the IET to the VP of Trips ([trips@austinskiers.org](mailto:trips@austinskiers.org)) and the Treasurer ([treasurer@austinskiers.org](mailto:treasurer@austinskiers.org)) requesting that the VP of Trips approve the refund
6. Notify the member about the refund.

# Cancel the Registration - go to the Registrants List and click on the person cancelling

Dashboard Contacts Website **Events** Members Donations Finances Emails Settings

Event list Event emails

Edit Delete event Add registrant Export registrants Email registrants Registrations by type Registration fields report


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Event: Sample Trip 2016

[Restricted access](#) | Registration is enabled.

[Event details](#) [Registration form](#) [Registration types](#) [Emails](#) Registrants 4 (incl. 1 guests)

Filter: Current registrations Sort by: Register date Search:

Registration date	Registrant	Registration type	Amount	Status
<a href="#">07/27/2014</a> Invoice # 01799	Roth, Gary groth@austin.rr.com Past President	Ground Only	\$999.00 Austin Skiers Officer Cred	Paid
 <a href="#">07/26/2014</a> Invoice # 01802	Member, Test (+1) winedemos@austin.rr.com Individual	Full Trip Guests registered (1) <a href="#">Judy Member</a>	Balance due: \$2,240.00 Total: \$2,640.00	Partially paid <a href="#">Record payment</a>
<a href="#">06/29/2014</a> Invoice # 01803	Roth, Nancy nwroth@austin.rr.com Past President	Full Trip	\$1,291.00 Check	Paid

## Cancel the Registration - click on "Cancel registration"

Dashboard Contacts Website **Events** Members Donations Finances Emails Settings

Event list Event emails

Edit

Add guest

Cancel registration

Record payment

Delete

Send notification

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[Financial transactions](#) [View email log](#)

**Event registration** Sample Trip 2016 [\(View event\)](#)

**UNPAID**

Registration received from

[Nancy Roth](#) (7054939, nwroth@austin.rr.com)

Event registration form

Edit

General

Cancel registration

Share registration  Show registration on event registrants list

First name Nancy

Last name Roth

e-Mail [nwroth@austin.rr.com](mailto:nwroth@austin.rr.com)

Date of Birth 11/26/1947

Gender Female

ID First Name Nancy

ID Middle Name or W



**Registration is unpaid**

[Invoice #01786](#) created 06/29/2014  
Invoice amount \$1,291.00

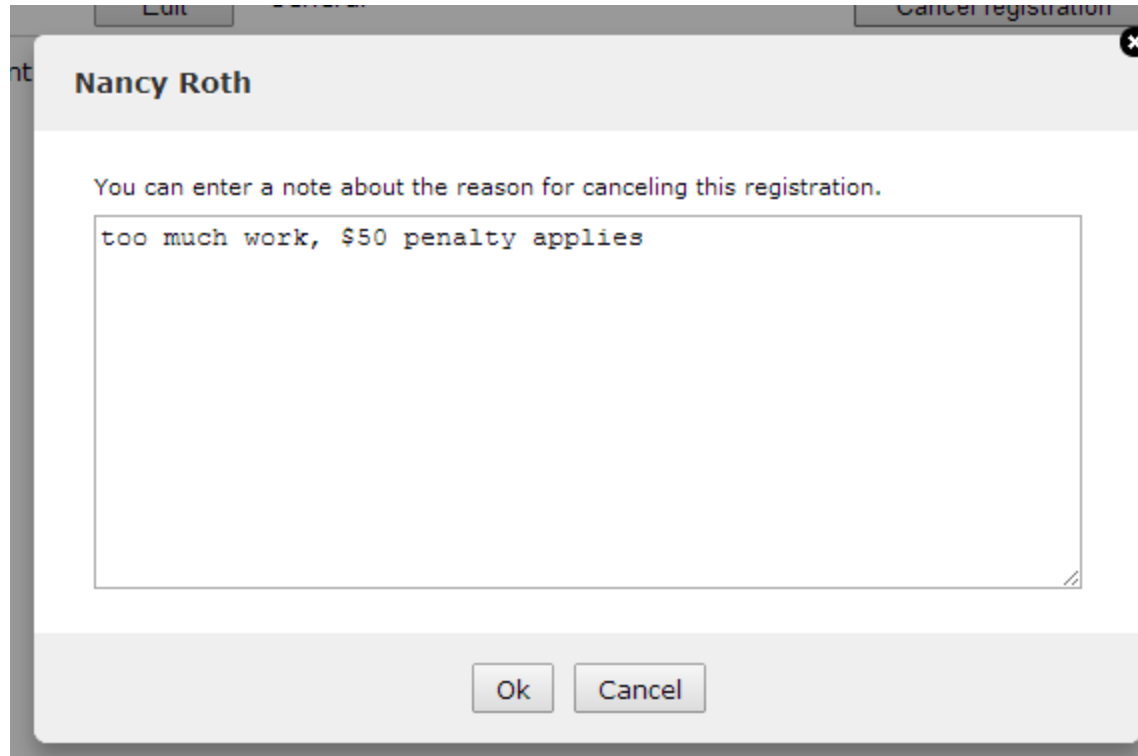
Record payment

Registration date 06/29/2014

Registration type Full Trip

Total amount \$1,291.00 [Invoice #01786](#)

**Cancel the Registration - provide the reason in the box that opens up and click OK**



Cancel registration

Nancy Roth

You can enter a note about the reason for canceling this registration.

too much work, \$50 penalty applies

Ok Cancel

## Cancel the Registration: this page shows the registrant is cancelled

Dashboard Contacts Website **Events** Members Donations Finances Emails Settings

Event list Event emails

Restore Edit Add guest Delete

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**Event registration** Sample Trip 2016 ([View event](#)) **CANCELED**


Registration received from [Nancy Roth](#) (7054939, [nwroth@austin.rr.com](mailto:nwroth@austin.rr.com))

Event registration form

Share registration  Show registration on event registrants list

First name	Nancy
Last name	Roth
e-Mail	<a href="mailto:nwroth@austin.rr.com">nwroth@austin.rr.com</a>
Date of Birth	11/26/1947
Gender	Female
ID First Name	Nancy
ID Middle Name or Initial	W
ID Last Name	Roth
Primary Phone Number	512-261-1306
Trip Policies	

General

 Registration is canceled

Registration date 06/29/2014

Registration type Full Trip

Total amount \$1,291.00 (No invoice)

Internal notes

too much work, \$50 penalty applies

## Add Manual Invoice for the unrecovered expenses - Often done much later than cancelling the registration. In the Event Details page, click on “Financial transactions”


Dashboard Contacts Website **Events** Members Donations Finances Emails Settings

Event list Event emails


Edit Delete event Add registrant Export registrants Email registrants Registrations by type Registration fields report

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**Event: Sample Trip 2016**

[Restricted access](#)  | Registration is enabled.

Event details [Registration form](#) [Registration types](#) [Emails](#) [Registrants 3 \(incl. 1 quests\)](#)

Basic information	Description
<p>Title <b>Sample Trip 2016</b></p> <p>Tags <b>trip</b></p> <p>Event URL <b><a href="http://austinskiers.org/event-1711376">http://austinskiers.org/event-1711376</a></b></p>	<p>Sample Trip Jan 9-16, 2016</p> 
<p>When and where</p> <p>Start date <b>01/02/2016</b></p> <p>End date <b>01/16/2016</b></p> <p>Location <b>Park City, Utah</b></p> <p>Time zone <b>Organization default</b> (UTC-06:00) Central Time (US &amp; Canada)</p>	



## Add Manual Invoice - click on Add invoice ( this page shows all the invoices for this trip)

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Add invoice

Income report

Aging receivables

Export to Excel

Export to QuickBooks

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Finances filtered by Event

[Sample Trip 2016](#) (01/02/2016, Park City, UT)

 **Invoices**

[Payments & refunds](#)


[Audit log](#)

Filter

All ▾

Search

Records found: **2**

Date	Invoice	Contact	Origin	Amount	Status
 <a href="#">07/28/2014</a>	<a href="#">01802</a>	Test Member winedemos@austin.rr.com 1972	Event registration	Balance due: \$2,240.00 Total amount: \$2,640.00	Partially paid <a href="#">Record payment</a>
<a href="#">07/28/2014</a>	<a href="#">01799</a>	Gary Roth groth@austin.rr.com	Event registration	\$999.00	Fully paid

## Add Manual Invoice - click on "select existing contact" to find the person cancelling

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Save

Cancel

[Back](#)

**Add invoice**

Select existing contact



Details

\* Mandatory fields

Internal notes

Date 28 July 2014



Comments for payer

Item

Amount, \$

Tax 1

Tax 2

New item

0.00

Select tax

Select tax



# Add Manual Invoice - fill in the notes, items and amounts and then click "Save"

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

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**Add invoice**

Invoiced to  
Roth, Nancy (7054939, nwrth@austin.rr.com) [Change](#)

Details \* Mandatory fields Internal notes

Date: 28 July 2014

Comments for payer

Cancelled from Sample Trip due to work reasons. \$50 penalty applies. Replacement pair for Ground Only. It was too late to cancel the air.

click the + to add another line or - to delete a line

Item	Amount, \$	Tax 1	Tax 2	
Airfare	300	Select tax	Select tax	✕ +
Cancellation fee	50	Select tax	Select tax	✕ +

Invoice total **\$350.00**

Do not click, you are not making a new payment

Payment received in full

Select payment tender

Save

Items & Amounts

now shows the members info

Notes about the amounts retained

click the + to add another line or - to delete a line

Do not click, you are not making a new payment

# Settle Payment to Manual Invoice - this page shows the invoice. click on the members name

Dashboard   Contacts   Website   Events   Members   Donations   **Finances**   Emails   Settings

Invoices   Payments & refunds   Reports   Audit log   Taxes   Tenders   QuickBooks   Payment receipt   Invoice settings

[Preview & print](#)   [Email](#)   [Record payment](#)   [Charge credit card](#)   [Edit](#)   [Delete invoice](#)

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[Financial transactions](#)


## Invoice details (01804)

**UNPAID**

Invoiced to  
[Nancy Roth](#) (7054939, nwrth@austin.rr.com)



### Details

 **Balance due \$350.00**

Amount \$350.00

Invoice # 01804

Origin **Manual invoice**



Date 07/28/2014

Comments for payer

### Internal notes

Cancelled from Sample Trip due to work reasons. \$50 penalty applies. Replacement pair for Ground Only. It was too late to cancel the air.

Item	Amount, \$
Airfare	\$300.00
Cancellation fee	\$50.00

[Record payment](#)   [Charge credit card](#)

## Settle Payment to Manual Invoice - click on Financial Transactions

Dashboard **Contacts** Website Events Members Donations Finances Emails Settings

List Advanced search Saved searches Import Common fields

Account statement Send email Merge

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**Nancy Roth (7054939)** Limited administrative access

[nwroth@austin.rr.com](mailto:nwroth@austin.rr.com)  
Last login 07/27/2014  
Profile last updated 06/29/2014

Membership Past President, renewal: Never  
Events 7, latest on 06/29/2014  
Donations -

[Financial transactions](#)  
**Balance: \$941.00 (overpaid)**  
1 open invoice(s)  
2 unsettled payment(s)

[Contact details](#) **Membership** [Events](#) [Donations](#) [Email settings and log](#) [Privacy](#) [Photos](#)

Membership   Bundle

Membership details (Level, Status, Renewal date) are taken from [Bundle Administrator](#) Role **Bundle member**

## Settle Payment to Manual Invoice - click on Payments & refunds

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Add invoice Income report Aging receivables Account statement Export to Excel Export to QuickBooks

[Account statement](#)  
Balance: \$941.00 (overpaid)

[Nancy Roth](#) (7054939, nwroth@austin.rr.com)

[Invoices](#) [Payments & refunds](#) [Audit log](#)

Filter: All Search: Records found: 6

Date	Invoice	Contact	Origin	Amount	Status
<a href="#">07/28/2014</a>	<a href="#">01804</a>	Nancy Roth nwroth@austin.rr.com	Manual invoice	Balance due: \$350.00	Unpaid
Cancelled from Sample Trip due to work reasons. \$50 penalty applies. Replacement pair for Ground Only. It was too late to cancel the air.					
<a href="#">01/22/2014</a>	<a href="#">01456</a>	Nancy Roth nwroth@austin.rr.com	Event registration	\$1,476.00	Fully paid
<a href="#">08/11/2013</a>	<a href="#">01041</a>	Nancy Roth nwroth@austin.rr.com	Event registration	\$1,488.00	Fully paid

[Record payment](#)

**Annotations:**

- This is the list of invoices for the member (points to the member name)
- Click here to find the Payments list (points to the Payments & refunds link)
- This is the manual invoice (points to the 07/28/2014 row)

# Settle Payment to the Manual Invoice - settle the smaller one first, click on Settle

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Record payment Add refund Payments report Account statement Export to Excel Export to QuickBooks

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**Finances filtered by Contact** **Balance: \$941.00 (overpaid)**

[Nancy Roth](#) (7054939, nwroth@austin.rr.com)

[Invoices](#) [Payments & refunds](#) [Audit log](#)

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Filter:  Search:  Records found: **18**


Date	Contact	Details	Amount	Status
<a href="#">07/28/2014</a>		Check	\$1,091.00	Available balance: \$1,091.00 <input type="button" value="Settle"/>
		check 105		
<a href="#">07/07/2014</a>	Nancy Roth nwroth@austin.rr.com	Payment: Check	\$200.00	Available balance: \$200.00 <input type="button" value="Settle"/>
		check 104		
<a href="#">02/25/2014</a>	Nancy Roth nwroth@austin.rr.com	Refund	-\$52.00	Refund settled On payment 10/26/2013

# Settle Payment to Manual Invoice - click Settle to apply this \$200 payment to the \$350 invoice

Payment settlement - Nancy Roth

Select document to settle: Available balance: \$200.00

Date	Document	Amount to settle
07/28/2014	Invoice 01804 Airfare... Invoice total \$350.00, due \$350.00	<input type="text" value="200.00"/> <input type="button" value="Settle"/> Max: \$200.00





# Settle Payment to Manual Invoice - this page shows \$200 was settle to the \$350 invoice

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Preview & print Email Edit Delete

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**Payment details** **FULLY SETTLED**

Payment received from [Nancy Roth](#) (7054939, nwroth@austin.rr.com)

Details	Internal notes
Available balance \$0.00 (Settlement details below)	check 104
Amount \$200.00	
Date 07/07/2014	
Tender Check	
Comments for payer	

Payment settlement

Date	Settled document	Origin	Settled amount
<a href="#">07/28/2014</a>	Invoice 01804	Manual invoice Airfare	Settled: \$200.00 Invoice amount: \$350.00 <input type="button" value="Cancel settlement"/>

Total settled: \$200.00

Click Back to return to the Payment list

shows the payment was settled to this invoice

# Settle Payment to Manual Invoice - click on Settle to apply the remaining available funds

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Record payment Add refund Payments report Account statement Export to Excel Export to QuickBooks

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**Finances filtered by Contact** **Balance: \$941.00 (overpaid)**


[Nancy Roth](#) (7054939, nwrth@austin.rr.com)

[Invoices](#) **Payments & refunds** [Audit log](#)

Filter: All Search: Records found: 18

Date	Contact	Details	Amount	Status
<a href="#">07/28/2014</a>	Nan nwr		\$1,091.00	Available balance: \$1,091.00
check 105				<a href="#">Settle</a>
<a href="#">07/07/2014</a>	Nan nwrth@austin.rr.com	Manual invoice	\$200.00	Payment settled
check 104				

**Click on Settle for the remaining available balance**




## Settle Payment to Manual Invoice - click on Settle

Payment settlement - Nancy Roth

Select document to settle: Available balance: \$1,091.00

Date	Document	Amount to settle
07/28/2014	Invoice 01804 Airfare... Invoice total \$350.00, due \$150.00	<input type="text" value="150.00"/> Max: \$150.00

istm.rr.com On payment 11/05/2013



# Add a Refund - this will show that the refund sent to the Treasurer for processing

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings


Preview & print Email Refund Settle Edit Delete

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**PARTIALLY SETTLED**

**Payment details**

Payment received from [Nancy Roth](#) (7054939, nwrwth@austin.rr.com)

Details Internal notes

 Available balance **\$941.00** check 105

Amount \$1,091.00

Date 07/28/2014

Tender Check

Comments for payer

**shows that \$150 of the payment was settled to the \$350 invoice and there is money left over to refund**

Payment settlement

Date	Settled document	Origin	Settled amount
<a href="#">07/28/2014</a>	Invoice 01804	Manual invoice Airfare	Settled: \$150.00 Invoice amount: \$350.00 <a href="#">Cancel settlement</a>

**click on Refund to add a refund in WA for the remaining amount**

Total settled: \$150.00  
Available balance: **\$941.00**

[Refund](#) [Settle](#)

## Add Refund - Choose Tender, add notes & comments. Click Save & you are done with WA

Dashboard Contacts Website Events Members Donations **Finances** Emails Settings

Invoices Payments & refunds Reports Audit log Taxes Tenders QuickBooks Payment receipt Invoice settings

Save Cancel

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### Add refund on payment

Refund issued to  
Nancy Roth (7054939, nwrth@austin.rr.com)

Details \* Mandatory fields

Amount	<input type="text" value="941.00"/>	USD
Refunded payment: 07/28/2014 on \$1,091.00		
Date	<input type="text" value="28 July 2014"/>	
Tender	<input type="text" value="Check"/>	

Comments for payer

Internal notes

**Select the Tender (usually it is Check)**

**Add Internal notes**

**Optional comments for payer**

**Create IET - email to VP Trips and Treasurer - needs VP Trips approval**

**AUSTIN SKIERS, INC.  
Income & Expense Transmittal Form**

Trip, Activity, or Account:		Sample Trip 20115		Date:		7/28/2014	
Submitted By:		Gary Roth		Phone #:		512-261-1306	
Income	<input type="text"/>	Refund to member	<input type="text" value="xxx"/>	<div style="border: 2px solid red; border-radius: 15px; padding: 5px; display: inline-block;">Refund to member</div>			
Expense	<input type="text"/>	Refund from vendor	<input type="text"/>				
Credit	<input type="text"/>	Transfer	<input type="text"/>				
Payment Amount	Payee/Payor Name	Mailing Address	Phone #	Account #	Purpose/Comment	Check #	
1	\$941.00	Nancy Roth	305 The Hills Drive, Austin, TX 78738	512-261-1306	Cancellation refund: retained \$300 for air and \$50 cancellation fee		

# Done!!

All that work for someone who didn't go on the trip



Good customer service builds loyalty.

