

STANDARD OPERATING PROCEDURE	CODE: AR - 021		PAGE: 1 of 2
	EFFECTIVE:		UPDATE No.: 0
	INITIATED BY: PRIMA CONSULTANT CO., LTD.		DEPT./SECTION:
	REVIEWED BY:		
	APPROVED BY:		
	SUBJECT:	ADVANCE DEPOSIT REFUNDS	

OBJECTIVE:

To state the process of deposit to be refunded.

POLICY:

Advance Deposit refunds will be refunded and paid by Accounting, Only after the Revenue/Reservations Manager and Financial Controller have verified the deposit is on hand and payment has been confirmed.

PROCEDURE:

1. Reservations

- When the Revenue/Reservations Manager receives a request for an advance deposit refund, he/she must verify the deposit is listed on the most current copy of the Advance Deposit Ledger. Then The Revenue/Reservations Manager should photocopy the portion of the Advance Deposit Ledger the details the deposit in question and voucher the refund using the A/P stamp.
- The Revenue/Reservations Manager must ensure the guest's name, address, phone number and arrival dates are included in the back-up.
- The advance deposit should be removed from the Guest Ledger and the balance posted to "DEPOSITS TO REFUND" on the Income journal.
- The Revenue/Reservations Manager should attach a computer generated cancellation report or notice, use this as the back-up for the cheque request and forward this information to Accounting.

2. Accounting

- The Financial Controller should verify again the deposit is on hand and has cleared the bank.
- Then, the cheque request should be signed and coded to the appropriate account, "DEPOSITS TO REFUND". All of the attached documentation should be forwarded to the Financial Controller for final approval.
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- The approved Refund Request and attached computer report should be forwarded to accounts Payable for payment.
- If there is more than one refund listed on the computer report, the relevant refund in three to four weeks.

Chief Accountant

Date

Financial Controller

Date

Director of Finance

Date