

## Adjusting a Tour Rental

Let's assume that we want to refund all charges for the additional day. In other words, we need to refund the daily charge for GPS, upgrade, LDW – Standard and Vehicle Rental (Extra Day).

To make adjustments to a tour rental, pull up the contract in the *Contract Adjustments* screen and adjust the charges. When you select 'Time Charge' from the *Type* drop down list, GIS will pop up a message, as shown in Figure 12, asking whether you are making adjustment to the prepaid rental (i.e. the predefined confidential rate of the tour reservation, refer to the highlighted rate structure in Figure 1).

The screenshot shows the 'Contract Adjustments' window with three tabs: 'Payment', 'Adjustments', and 'Comments'. The 'Adjustments' tab is active. On the right, contract details are listed: Contract # 1358919, Status Checked In, Last Name Denis, First Name Michele, and Confirmation# 29476231CA1. The 'Previous Adjustments' table is empty. The 'Current Adjustments' table contains four rows: LDW, Location Fee, Upgrade Charge, and GPS. A 'Clear' pop-up dialog is displayed in the center, asking 'Is the adjustment being made for prepaid rental?' with 'Yes' and 'No' buttons. Below the dialog, there are 'Remove' and 'Add' buttons. The 'Add' button is highlighted, and the 'Time Charge' type is selected in the dropdown. The 'Description' field is empty, and the 'Inc.' dropdown is set to 'Renter'. The 'Prepaid By Voucher' checkbox is unchecked.

**Figure 12:** A clarification message pops up when adjustment is made on a time charge.

For this contract, we want to cancel off the extra day charge of the prepaid rental so select 'No' on the pop up message. In Figure 13, notice that GIS automatically populates the *Description* field with 'Vehicle Rental (Extra Day)'.

The screenshot shows the 'Contract Adjustments' window with the 'Adjustments' tab active. The 'Current Adjustments' table is empty. The 'Add' button is highlighted, and the 'Time Charge' type is selected in the dropdown. The 'Description' field is now populated with 'Vehicle Rental (Extra Day)'. The 'Inc.' dropdown is set to 'Renter'. The 'Prepaid By Voucher' checkbox is unchecked.

**Figure 13:** The description for 'Time Charge' changes depending on whether you choose Yes or No.

**TIP!**

If you had meant to select 'Yes' from the pop up message but accidentally clicked 'No', you can reverse your selection by toggling the *Prepaid By Voucher* box. The *Description* field changes to 'Vehicle Rental' accordingly (Figure 14).

Remove

Add

Adjustment Time Charge Vehicle Rental Inc.

Ticket# Issuer Issuing Date Time License

☒ Prepaid By Voucher

**Figure 14:** The *Prepaid By Voucher* option allows you to switch from the prepaid time charge to the additional day charge and vice versa.

Recall that any taxes or surcharges included in the tour rental will not be displayed. Our Expedia rental includes HST, VLF, ERF and location fee and therefore these charges are all hidden under the 'Vehicle Rental (Extra Day)' charge item, as shown in Figure 15.

**Contract Adjustments**

Payment Adjustments Comments

Contract # 1358919

Status Checked In

Last Name Denis

First Name Michele

Confirmation# 29476231CA1

Retrieve Search... Save Print (1)

Previous Adjustments

Category	Type	Description	Period	\$/Period	Amount	GST/HST	Bill To	Charged By
Adjustment	Upgrade Charge	upgrade	Day	1 (\$12.00)	(\$12.00)	(\$1.44)	Renter	
Adjustment	GPS	gps	Day	1 (\$14.95)	(\$14.95)	(\$1.79)	Renter	
Adjustment	Time Charge	Vehicle Rental (Extra Day)	Day	1 (\$85.35)	(\$85.35)	\$0.00	Renter	

Current Adjustments

Category	Type	Description	Period	\$/Period	Amount	GST/HST	Bill To	Ticket#
Adjustment	Upgrade Charge	upgrade	Day	1 (\$12.00)	(\$12.00)	(\$1.44)	Renter	
Adjustment	GPS	gps	Day	1 (\$14.95)	(\$14.95)	(\$1.79)	Renter	
Adjustment	Time Charge	Vehicle Rental (Extra Day)	Day	1 (\$85.35)	(\$85.35)	\$0.00	Renter	

Remove

Add

**Figure 15:** Any VLF, ERF, location fee, HST covered by the Expedia tour voucher are hidden under the Vehicle Rental (Extra Day) charge item.

Refund the outstanding amount to the customer's credit card and save your changes.