Note: Please do not delete any content from this document, even if mark done by me. Thanks

A user can cancel their purchase based on the cancellation policy assigned to the product at the time of booking. The cancellation timelines will be based on the cancellation times created in the Admin Section > Cancellation Management.

This cancellation process does not apply to orders that are in the orders cancelled or orders declined section.

**Here is the way the cancellation process will work if a:**

**Customer Wants To Cancel A Booking**

If a user wants to cancel their booking, they will need to send an email to cancellations@activitychief.com with their name, email address, activity name, date of activity and booking number.

The website admin will then login into the web admin and search for the booking by customer name, or date of activity or name of activity or booking number.

Once the booking has been located, website admin will determine if a refund is applicable based on the cancellation policy that was in place for the activity when the activity was bought. The customer booking reservation overview page will show the cancellation policy that was applied at the time of the booking.

Dcomments: The change date/time option should not appear on the order details page if cancel order is selected.

**WDC 26-11-15: Done**

At the bottom of the booking reservation overview page for a booking, there will be a cancellation button. When this button is clicked, a text box will appear with a title "Vendor Cancellation" with a "yes" radio button and a "no" radio button" by default this radio button will be no. This functionality will only appear to the website admin and not the vendor view. Please see later in this document what happens if the yes radio button is selected.

Dcomments: Done

If no is selected another text box will appear underneath, in this text box, the website admin will then enter in the % amount of the refund in this textbox i.e. 5% , 10%, 15% etc.

Dcomments: Done

Once this percentage amount is entered the total amount to refunded to the consumer will appear based on the percentage entered and minus the website booking fee amount for that order. The % refund amount is only to be based on the cost of the activity. For example, if the activity was $100 with a booking fee cost of $25 total cost of order is $125, however the % amount for the refund will only be applied to the cost of the activity $100, so in this instance if I selected 50% as the percentage refund amount and that order had a $25 website booking fee, the amount that needs to be refunded to the customer is $25.

So based on the above example Activity Cost = $100 minus 50% cancellation fee = $50 minus $25 booking fee = $25 is the amount the consumer well get refunded.

So based on this, where it shows how much is due to be refunded to the consumer (see the $136 below in the screenshot) could this $136 be changed to the following layout

"Amount To Be Refunded To Consumer = $25

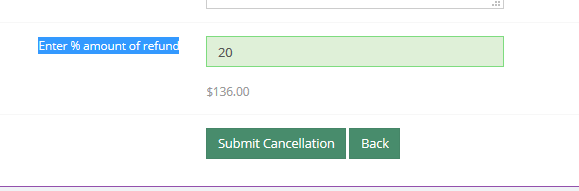
Refund Breakdown {Show Activity Cost} - {Show Cancellation Percentage Amount i.e. 50% and the $ Amount i.e. $50} - {Show Website Booking Fee $25} = {Show Amount To Be Refunded To Consumer}."

Dcomments:

1. Can you complete the display of the total amount owed to the customer based on the above?

**WDC 26-11-15: As per skype conversation we remain it same functionality.**

**It is already showing total amount owed to the customer ($136.00)**



Underneath the total amount to be refunded, there will be a button titled "Submit Cancellation" when this button is clicked the following happens:

Dcomments:

1.When the cancel button is selected, the order details page appears, on this page could you change the heading "Cancel By :" to "Cancelled By" and Change "Cancel By User" to "Cancelled By User". Can you make this change to both website admin and vendor management system view.

**WDC 26-11-15: Done**

2. The order details page is not showing the correct "Cancellation Refund Amount" this amount should be calculated based on { Activity Cost} - {Cancellation Percentage $ Amount } - {Website Booking Fee $Amount}

So based on the above example Activity Cost = $100 minus 50% cancellation fee = $50 minus $25 booking fee = $25 is the amount the consumer well get refunded.

**WDC 26-11-15: As per skype conversation we remain it same functionality.**

3. On the order details page underneath the "Cancelled By" Row and above the "Cancellation Refund Amount" row insert a new row titled "Cancellation Comments" and for this field show the comments that the admin has entered within the cancellation text box when they cancelled the order. This field to only show for the website admin view and not the vendor management view.

**WDC 26-11-15: Done**

4.On the orders details page could you change "Cancellation Refund Amount" title to " Customer Cancellation Refund Amount" and this will show the amount owed to the customer. Can you make this change to both website admin and vendor management system view.

**WDC 26-11-15: Done**

5. On the orders details page Under " Customer Cancellation Refund Amount" insert a new row with a title "Vendor Cancellation Refund Amount" and this will show the amount owed to the vendor. Can you make this change to both website admin and vendor management system view.

**WDC 26-11-15: Done**

**If an amount other than zero % is entered into the % text box as described above the following will happen.**

**1. An email goes to the customer. Details for email outline below:**

SenderName: ActivityChief.com

From email address: notifications@activitychief.com

Subject Line: {Activity Name} Refund Processed

Body Text

Dear {Customer First Name},

We received your cancellation request for {activity name} and Order Number: {Insert Order Number - Every Order Should Have A Unique Order Number}. After reviewing your request and based upon the cancellation policy of the activity at the time of your purchase and the non refundable booking fee policy we have processed a refund in the amount of ${show total amount to be refunded as per green highlight on page 1 minus the booking fee}.

This refund should appear on the credit card that you made the purchase on within the next 7-10 business days.

Kindest Regards,

ActivityChief.com

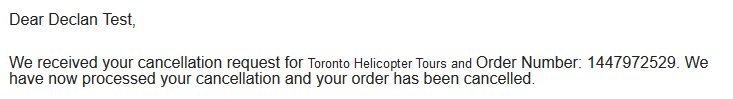
P.s. Thanks for making the purchase on ActivityChief.com

**Note: This email was sent from a notifications-only email address, that cannot accept incoming e-mail. Please don't reply to this message.**

**Dcomments:**

1. The total amount to the refunded to the customer shown in the email is incorrect. For example for order #1447961455 the total amount that should be refunded to the customer is $282.21. (Activity Cost $580.43 - 50% Cancellation Fee = $290.21 - Website Booking Fee $8 = $282.21). The total refund that is showing to the customer in the refund email for this order is $290.21

**WDC 26-11-15: As per skype conversation we remain it same functionality.**

2. See below, the "name of the product" and the "and" is a different font size than the rest of the text in this email. Can you fix this? 

**WDC 26-11-15: Done**

**2. An email goes to the vendor. Details for email outline below:**

SenderName: ActivityChief.com

From email address: notifications@activitychief.com

Subject Line: {Activity Name} Cancellation & Refund Processed

Body Text

Dear {Vendor First Name},

Order # {insert order number} has been cancelled at the request of the customer.

Based upon the cancellation policy of the activity at the time of the booking we have processed a refund of ${This total should be based on the amount as per green highlight on page 1 and minus any commission fees applied to the vendor or activity and not including any booking fees.

For example, if a customer booked an activity on 21st September 2015 for $100 and this order had a $25 booking fee for a total order cost of $125 and this activity had a 20% commission fee and a 50% cancellation policy, if the customer cancelled the order, the vendor would be owed $30 due to the 50% cancellation policy and our commission fee of 20%. So the $100 activity cost minus 20% Commission Fee ($20) minus 50% cancellation policy of activity cost ($50) = $30 to be owed to the vendor.}

This amount will be paid out to you as part of your next regular payment from ActivityChief.com.

The number of tickets purchased as part of this order, have now been added back to your availability inventory for {insert date of booking in this format Tuesday, 21, September, 2015)

Kindest Regards,

ActivityChief.com

**Note: This email was sent from a notifications-only email address, that cannot accept incoming e-mail. Please don't reply to this message.**

**Dcomments: For this Email**

1. Vendor Name is showing as Dear {{VENDOR\_NAME}},

**WDC 26-11-15: Done**

**2. T**he total amount to the refunded to the vendor shown in the email is incorrect. For example for order #1447961455 the total amount that should be refunded to the vendor is $203.16. (Activity Cost $580.43 - 50% Cancellation Fee = $290.21) - {Commission Fee $87.06). The total refund that is showing to the vendor in the refund email for this order is $493.37

**WDC 26-11-15: Done**

3.This booking will now be moved to the Order Cancelled section within the vendor management system.

Dcomments: Done

4. The number of places that was part of this booking i.e. 5 places will now added back to number of available places for that activity in the product scheduling section. For example if a booking was for 4 places for 21st October 2015 and this booking was cancelled, then these 4 places will be added back into the available # places for 21st October 2015.

Dcomments:

1. I could not test this because when an order is approved the number of places in that order is not been deducted from the product scheduling. For example, order #1447963545 was for 10 people, before I made this order there were 52 places available for the activity date, when I approved this order for 10 places there is still 52 places remaining which is not correct.

**WDC 26-11-15: Done**

2.Also if you look at order #1447963545, when I booked this order I could select a time 10pm for the 27th December on the front end, however, in the product scheduling for the 27th December they were no times available for booking for this date, the day was just open for booking without any times assigned, yet on the front end I could select a time. Now I have just went back to this same product on the front end for the 27th December and no time is available for selection so there is a bug in the system somewhere.

**WDC 26-11-15: We did not get this point. Please explain and give screenshot.**

5. The refund amount will be passed back to the customer and processed automatically by Braintree via the API.

**WDC 26-11-15: Done**

6. The refund amount owed to the vendor will be displayed within the applicable vendor payment cycle statement - see payment feedback document.

Dcomments: The cancelled orders are not showing in the payment statements.

7. This order status on the order profile page will now show as being cancelled and show the date of cancellation. The order will be moved to the cancellation folder within the vendor messaging system.

Dcomments: Done

**If a zero amount is entered into the text box as described above the following will happen.**

**Dcomments: For order # 1447972529 I entered "0" in the percentage box, underneath thix box it showed the amount as 0.00 which is correct. However, now on the order detail page is shows the cancellation refund amount as "$322.90" which is incorrect as this refund amount should be $0**

**WDC 26-11-15: Done**

**1. An email goes to the customer. Details for email outline below:**

SenderName: ActivityChief.com

From email address: notifications@activitychief.com

Subject Line: {Activity Name} Cancellation Request

Body Text

Dear {Customer First Name},

We received your cancellation request for {activity name} and Order Number: {Insert Order Number - Every Order Should Have A Unique Order Number}. We have now processed your cancellation and your order has been cancelled.

Due to the cancellation policy of the activity at the time of your purchase your are not eligible to receive a refund.

Kindest Regards,

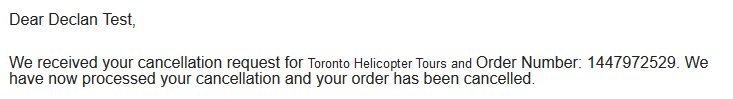
ActivityChief.com

P.s. Thanks for using ActivityChief.com, we hope you visit our website again soon.

**Note: This email was sent from a notifications-only email address, that cannot accept incoming e-mail. Please don't reply to this message.**

**Dcomments:**

**1.** 2. See below, the "name of the product" and the "and" is a different font size than the rest of the text in this email. Can you fix this?



**WDC 26-11-15: Done**

**2. An email goes to the vendor. Details for email outline below:**

SenderName: ActivityChief.com

From email address: notifications@activitychief.com

Subject Line: {Activity Name} Refund Processed

Body Text

Dear {Vendor First Name},

Order # {insert booking number} has been cancelled at the customer's request. Due to the cancellation policy of the activity at the time of their purchase they are not eligible to receive a refund.

The number of tickets purchased as part of this order, have now been added back to your availability inventory for {insert date of booking in this format 21, September, 2015).

The total cost of the cancelled order is ${This total should be based on the total amount to be refunded as per green highlight on page 1 and minus any commission fees applied to the vendor or activity and not including any booking fees. For example, if a customer booked an activity on 21st September 2015 for $100 and this order had a $25 booking fee for a total cost of $125 and this activity had a 20% commission fee and in this scenario a 100% activity cost refund to the vendor, if this customer cancelled the vendor would be owed $80 due to 0% cancellation policy and our commission fee of 20%. $100 activity cost minus 20% Commission Fee ($20) minus 0% cancellation policy of activity cost ($0) = $80 to be owed to the vendor.} and this amount will be paid out to you as part of your next regular payment from ActivityChief.com.

Kindest Regards,

ActivityChief.com

**Note: This email was sent from a notifications-only email address, that cannot accept incoming e-mail. Please don't reply to this message.**

**Dcomments:**

1. The booking number in the email appears as "{{BOOKING\_NUMBER}}"

**WDC 26-11-15: Done**

3.This booking will now be moved to the Order Cancelled section within the vendor management system.

Dcomments: Done

4. The number of places that was part of this booking i.e. 5 places will now added back to number of available places for that activity in the product scheduling section. For example if a booking was for 4 places for 21st October 2015 and this booking was cancelled, then these 4 places would be added back into the available # places for 21st October 2015.

Dcomments 1. I could not test this because when an order is approved the number of places in that order is not been deducted from the product scheduling. For example, order #1447963545 was for 10 people, before I made this order there were 52 places available for the activity date, when I approved this order for 10 places there is still 52 places remaining which is not correct.

**WDC 26-11-15: Done**

5. The refund amount owed to the vendor will be displayed within the applicable vendor payment cycle statement - see payment feedback document.

Dcomments: The cancelled orders are not showing in the payment statements.

6. This order status on the order profile page will now show as being cancelled and showing the date of cancellation. The order will be moved to the cancellation folder within the vendor messaging system.

Dcomments: Done

**Here is the way the cancellation process will work if:**

**Vendor Wants To Cancel A Booking**

The vendor will go to the Orders Confirmed section of the vendor management system and click on the full order confirmation view page of the order that they want to cancel.

There will be a "cancel button" at the bottom of the page, if clicked on, a new field will appear (unlimited characters and mandatory) titled "Please Enter Reason For Cancellation" underneath this text box the following text will appear "What you enter here will be displayed to the consumer" and then under this text box a "Confirm Cancellation" button will appear and under this button the following text will appear. Your cancellation request will be submitted to ActivityChief.com for review and for approval, you will receive a follow-up email from us.

Note To Developer the above functionality will only be displayed to the vendor and not the website administrator.

When the "Confirm Cancellation" button is selected the following will happen:

Dcomments: Done

1. The website admin will receive an email to info@activitychief.com

From - Activity Chief

To - info@activitychief.com

Subject Line - Vendor Activity Cancellation Request

Body Text

Hi,

{Vendor Name} has requested to cancel {Order Number} for {Customer Name} for [Activity Name} on {ActivityDate}.

Reason For Vendor Cancellation: {Insert the comment that the vendor provided}.

Please review and approve the cancellation by clicking here {When click here is selected website admin will be brought to the order profile page for this booking within the website admin system}

Thanks

ActivityChief.com

Dcomments: Done

The website admin now clicks on the link in the email and they are brought to the full order booking profile page for that booking.

At the bottom of the booking reservation overview page for a booking, there will be a cancellation button. When this button is clicked, a text box will appear with a title "Vendor Cancellation" with a "yes" radio button and a "no" radio button" by default this radio button will be no. If yes is selected a new text box appears with unlimited characters and the website admin enters the reason that vendor provided as to why the vendor is cancelling the activity. This functionality will only be displayed to the website admin and not the vendor view.

Dcomments: Done

Underneath this text box, another field will appear which will show the full amount to be refunded to the consumer which will based on the full amount that the customer paid for the activity including any additional fees.

Dcomments: Done

Underneath this text box there will be a button titled "Submit Cancellation" when this button is clicked the following happens:

Dcomments:Once the submit cancellation button is selected, the order detail appears.

1.When the cancel button is selected, the order details page appears, on this page could you change the heading "Cancel By :" to "Cancelled By" and Change "Cancel By By" to "Cancelled By Vendor". Can you make this change to both website admin and vendor management system view.

**WDC 26-11-15: Done**

2. The order details page is not showing the " Customer Cancellation Refund Amount".

**WDC 26-11-15: Done**

3. Cancel Reason: Is showing the order number, it should show the cancellation reason text that was entered within the cancellation text box by the website admin in the previous step.

**WDC 26-11-15: Done**

4.On the orders details page could you change "Cancellation Refund Amount" title to " Customer Cancellation Refund Amount" and this will show the amount owed to the customer. Can you make this change to both website admin and vendor management system view.

**WDC 26-11-15: Done**

5. On the orders detail page Under "Customer Cancellation Refund Amount" insert a new row with a title "Vendor Cancellation Fee" and show the following text.

" As you cancelled this order, you owe ActivityChief.com ${20% of the total cost of activity + commission fee amount).

This amount will be debited from your next payment."

Can you make this change to both website admin and vendor management system view.

**WDC 26-11-15: Done**

**1. An email goes to the customer. Details for email outline below:**

SenderName: ActivityChief.com

From email address: notifications@activitychief.com

Subject Line: {Activity Name} Cancellation Notice

Body Text

Dear {Customer First Name},

Unfortunately, {vendor name} has cancelled your booking for Order Number: {Insert Order Number - Every Order Should Have A Unique Order Number}, {Activity Title} on {Enter Activity Date}.

Reason For Cancellation: {Display reason that was entered above in the text box by the website admin in the booking order profile page}.

The amount you paid for this booking was ${show full amount of booking including booking fees as highlighted green above}. A refund of ${show full amount of booking including booking fees as highlighted green above } has now been processed and the refund should appear on the credit card that you made the purchase on within the next 7-10 business days.

We are very sorry that this happened, we are not happy that {vendor name} cancelled your booking and we will be talking sternly to {vendor name} regarding this cancellation.

Thanks for using ActivityChief.com, we hope you visit our website again soon.

Kindest Regards,

ActivityChief.com

**Note: This email was sent from a notifications-only email address, that cannot accept incoming e-mail. Please don't reply to this message.**

**Dcomments: Done**

**2. An email goes to the vendor. Details for email outline below:**

SenderName: ActivityChief.com

From email address: notifications@activitychief.com

Subject Line: Cancellation Request Approved

Body Text

Dear {Vendor First Name},

Your request to cancel order # {insert order number} has been approved and this booking has now been cancelled.

As part of the site terms and condition, if a vendor cancellations a order, the vendor has to pay a vendor cancellation fee of 20% and any applicable commission fees to ActivityChief.com.

The total cost of order # {insert order number} was {show total cost of activity excluding any additional or bookings fees } so ${Show total cost of activity excluding any additional or booking minus any applicable commission fees assigned to vendor or product and minus 20% of the total activity cost for the vendor cancellation fee.

So for example, if a customer booked an activity on 21st September 2015 for $100 and this order had a $25 booking fee for a total order cost of $125 and this activity had a 20% commission fee, if the vendor cancelled this order, the vendor would be charged $40 on his next payment cycle due to 20% vendor cancellation fee and the 20% commission fee assigned to the activity or product. $100 activity cost minus 20% Commission Fee ($20) minus 20% vendor cancellation fee ($20) = $40 which is the amount that would be deducted from the vendors next payment cycle}, this amount will be debited from your next payment to cover the cancellation fee of this order.

The number of tickets purchased as part of this order, have now been added back to your availability inventory for {insert date of booking in this format 21, September, 2015)

Kindest Regards,

ActivityChief.com

**Note: This email was sent from a notifications-only email address, that cannot accept incoming e-mail. Please don't reply to this message.**

**Dcomments:**

1. The amount owing to vendor in the vendor email for # 1447974098 is showing as $166.554. is should only show as $166.55

**WDC 26-11-15: Done**

2. Can you change this sentence in the email "The total cost of order # 1447974098 was {show total cost of activity excluding any bookings fees} so the cancellation fee for this order is {20% of the cost of the activity + commission fee amount}. This cancellation fee will be debited from your next payment to cover the cancellation fee of this order.

**WDC 26-11-15: What will be the change text?**

3. For all orders cancelled by the vendor we apply a vendor cancellation fee of 20% of the cost of the activity not including booking fees.

Dcomments: Done

4. This booking will now be moved to the Order Cancelled section within the vendor management system.

Dcomments: Done

5. The number of places that was part of this booking i.e. 5 places will now added back to number of available places for that activity in the product scheduling section. For example if a booking was for 4 places for 21st October 2015 and this booking was cancelled, then these 4 places would be added back into the available # places for 21st October 2015.

Dcomments 1. I could not test this because when an order is approved the number of places in that order is not been deducted from the product scheduling. For example, order #1447963545 was for 10 people, before I made this order there were 52 places available for the activity date, when I approved this order for 10 places there is still 52 places remaining which is not correct.

**WDC 26-11-15: Done**

6. The refund amount will be passed back to the customer and processed automatically by Braintree via the API.

**WDC 26-11-15: Done**

7. This order status on the order profile page will now show as being cancelled and will show the date of cancellation. The order will be moved to the cancellation folder within the vendor messaging system.

Dcomments: Done

8. This total amount owed to ActivityChief from the vendor if applicable will be automatically debited for the next payment due to the vendor and this amount will be shown as "Withheld Payment" as outlined in the payment statement see the payment feedback document.

Dcomments: Done

9. If a vendor or website admin goes into the product scheduling section and tries to delete a date or time that already has confirmed or pending books assigned to it, the admin or vendor user will get a pop-up warning with the following text

"This date or time has pending or confirmed bookings against it. If you delete this date or time, you will need to locate all orders that were assigned to this time under the "Bookings" section and then cancel each order individually. The customer will **NOT** be notified of the cancellation unless you cancel the order under in the "Bookings" section.

Then there will be 2 buttons: "Do Not Proceed" and "Delete this time or date"

If Do Not Proceed is selected, no change will be made and the pop-up will close. If "Delete this time or date " is selected, then the date or time will be removed from the calendar.

Dcomments: This has not been done. I went into the vendor management system, deleted the 26th November which there were confirmed orders booked for this date and this above warning was not shown to me.