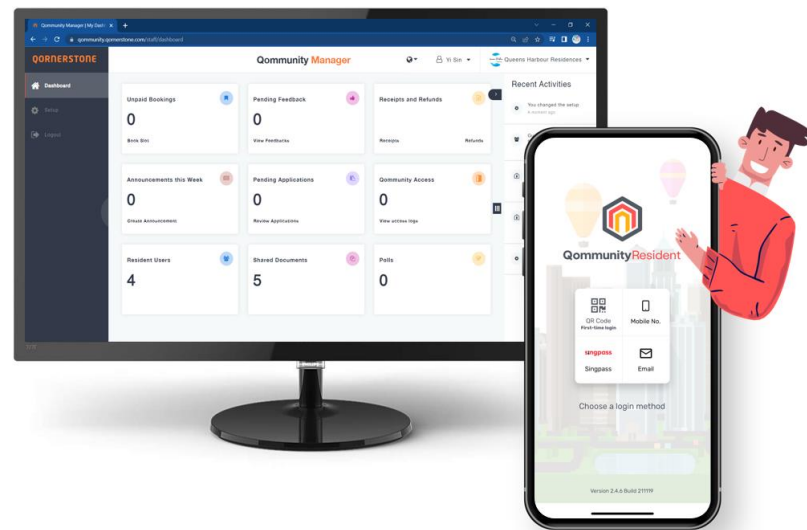




QORNERSTONE



Community Manager

How to Cancel a Facility Booking

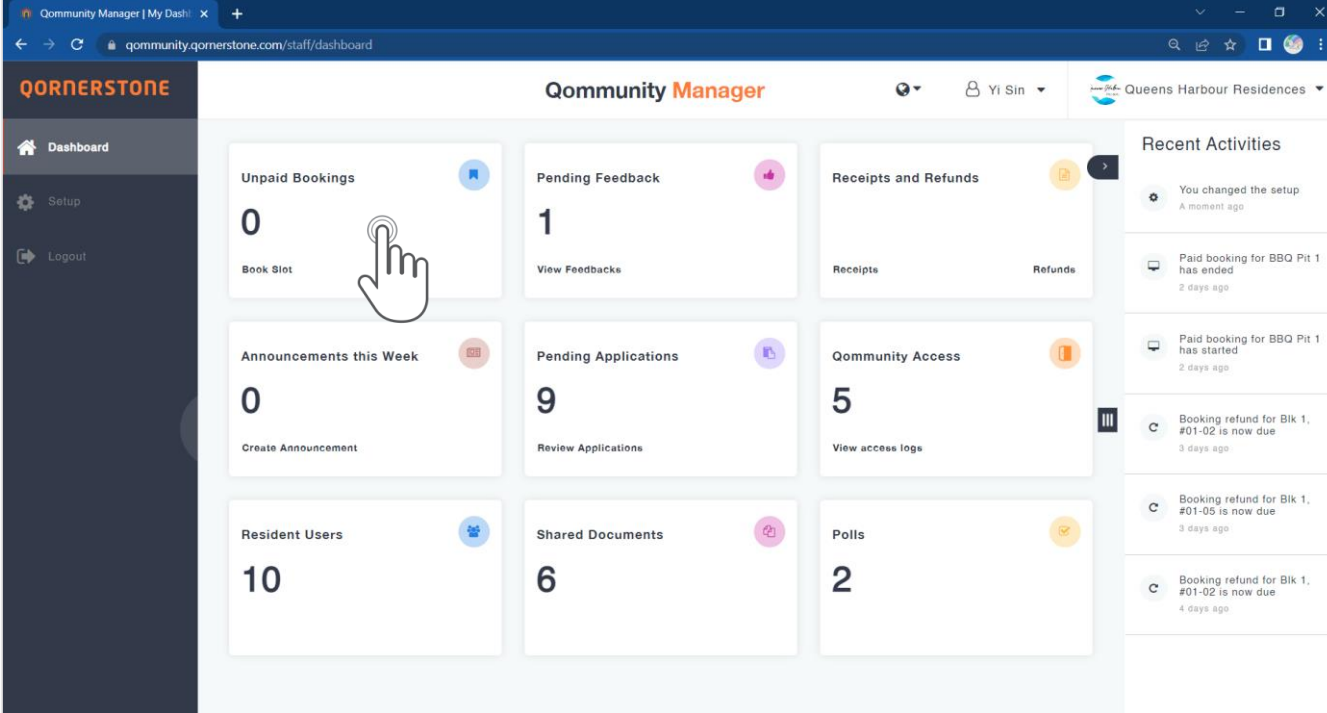


Facility Booking Cancellation

**For Cash, Cheque
and Other Modes of
Payment**

Cancel a Facility Booking (For Cash, Cheque or Others)

- Click on Bookings



The screenshot displays the QORNERSTONE Community Manager dashboard. The browser address bar shows the URL `qcommunity.qornerstone.com/staff/dashboard`. The dashboard features a dark sidebar on the left with navigation options: Dashboard, Setup, and Logout. The main content area is titled "Community Manager" and includes a user profile for "Yi Sin" and a location dropdown for "Queens Harbour Residences".

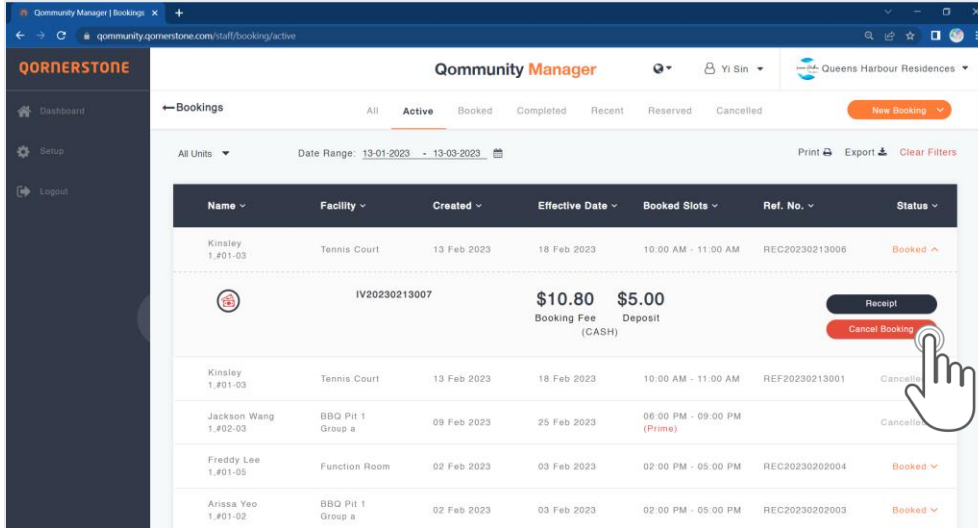
The dashboard is organized into a grid of widgets:

- Unpaid Bookings:** Shows 0 Book Slots. A hand cursor is pointing at this widget.
- Pending Feedback:** Shows 1 pending item. A link to "View Feedbacks" is provided.
- Receipts and Refunds:** A summary widget with links to "Receipts" and "Refunds".
- Announcements this Week:** Shows 0 announcements. A link to "Create Announcement" is provided.
- Pending Applications:** Shows 9 pending items. A link to "Review Applications" is provided.
- Community Access:** Shows 5 access requests. A link to "View access logs" is provided.
- Resident Users:** Shows 10 resident users.
- Shared Documents:** Shows 6 shared documents.
- Polls:** Shows 2 active polls.

On the right side, there is a "Recent Activities" section listing several events, including setup changes and booking status updates for BBQ Pit 1 and various bookings.

Cancel a Facility Booking (For Cash, Cheque or Others)

- Search for the Booking and click on the record
- More details will appear. Click on 'Cancel Booking' to cancel, and 'Ok' to confirm the cancellation
- **The 'Cancel Booking' button is only available up till the Booking Timeslot end-time.** This means that Staff can cancel the Booking at any time before the Booking ends



Community Manager | Bookings

community.cornerstone.com/staff/booking/active

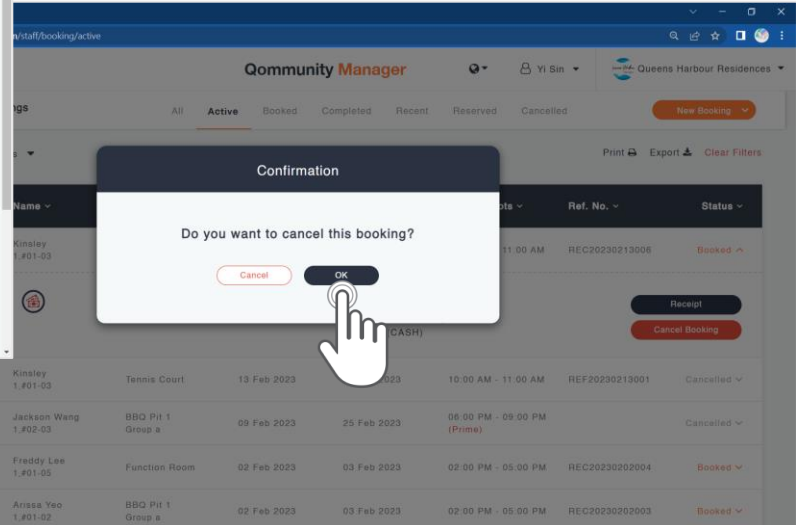
QORNERSTONE Community Manager

Yi Sin Queens Harbour Residences

←Bookings All Active Booked Completed Recent Reserved Cancelled New Booking

All Units Date Range: 13-01-2023 - 13-03-2023 Print Export Clear Filters

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1.#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REC20230213006	Booked
IV20230213007			\$10.80	\$5.00		
			Booking Fee	Deposit		
			(CASH)			
						Receipt
						Cancel Booking
Kinsley 1.#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1.#02-03	BBQ Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1.#01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked
Anissa Yeo 1.#01-02	BBQ Pit 1 Group a	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202003	Booked



Community Manager

Yi Sin Queens Harbour Residences

Confirmation

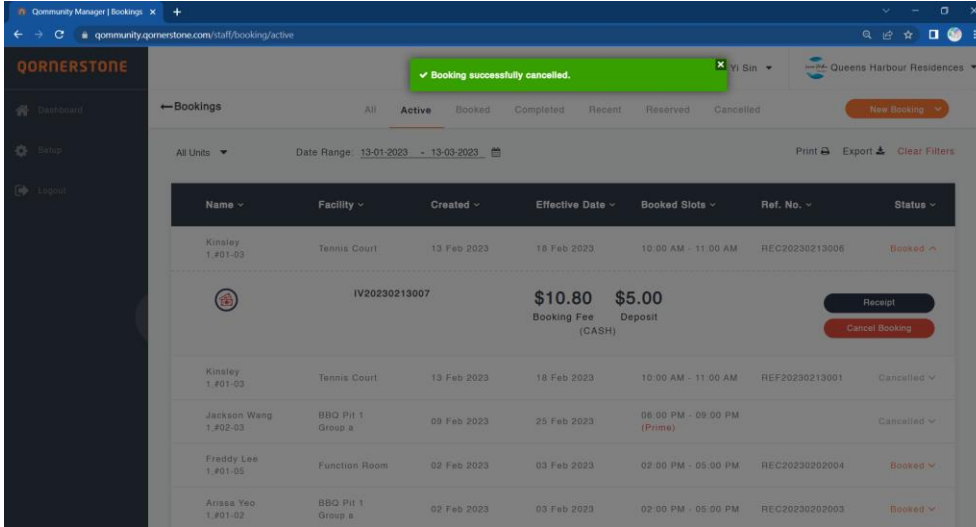
Do you want to cancel this booking?

Cancel OK

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1.#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REC20230213006	Booked
Kinsley 1.#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1.#02-03	BBQ Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1.#01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked
Anissa Yeo 1.#01-02	BBQ Pit 1 Group a	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202003	Booked

Cancel a Facility Booking (For Cash, Cheque or Others)

- After the Booking has been successfully cancelled, the status is changed to 'Cancelled'
- A 'Refund' button will appear for Staff to process the refund to Resident



Community Manager | Bookings | x +
qcommunity.qornerstone.com/staff/booking/active

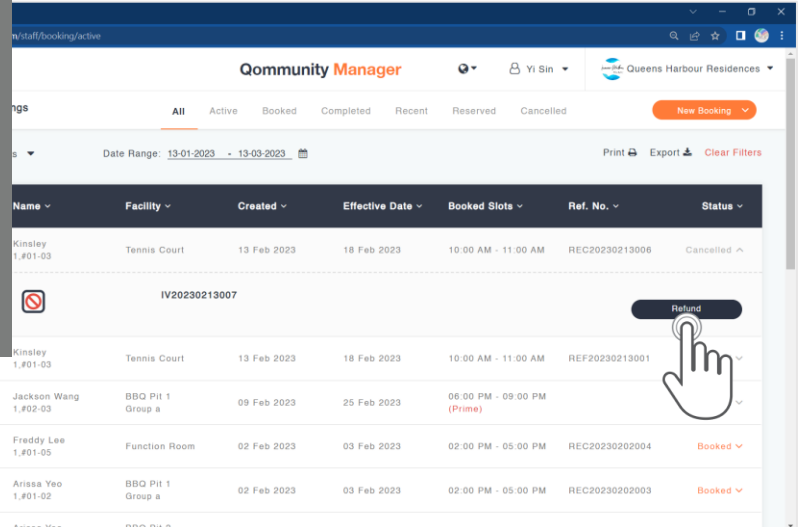
QORNERSTONE

✓ Booking successfully cancelled. x Yi Sin

←Bookings All Active Booked Completed Recent Reserved Cancelled New Booking

All Units Date Range: 13-01-2023 - 13-03-2023 Print Export Clear Filters

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1_#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REC20230213006	Booked
IV20230213007			\$10.80	\$5.00		
			Booking Fee	Deposit		
			(CASH)			
						Receipt
						Cancel Booking
Kinsley 1_#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1_#02-03	BBQ Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1_#01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked
Arissa Yeo 1_#01-02	BBQ Pit 1 Group a	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202003	Booked



Community Manager | Bookings | x +
qcommunity.qornerstone.com/staff/booking/active

QORNERSTONE

✓ Booking successfully cancelled. x Yi Sin

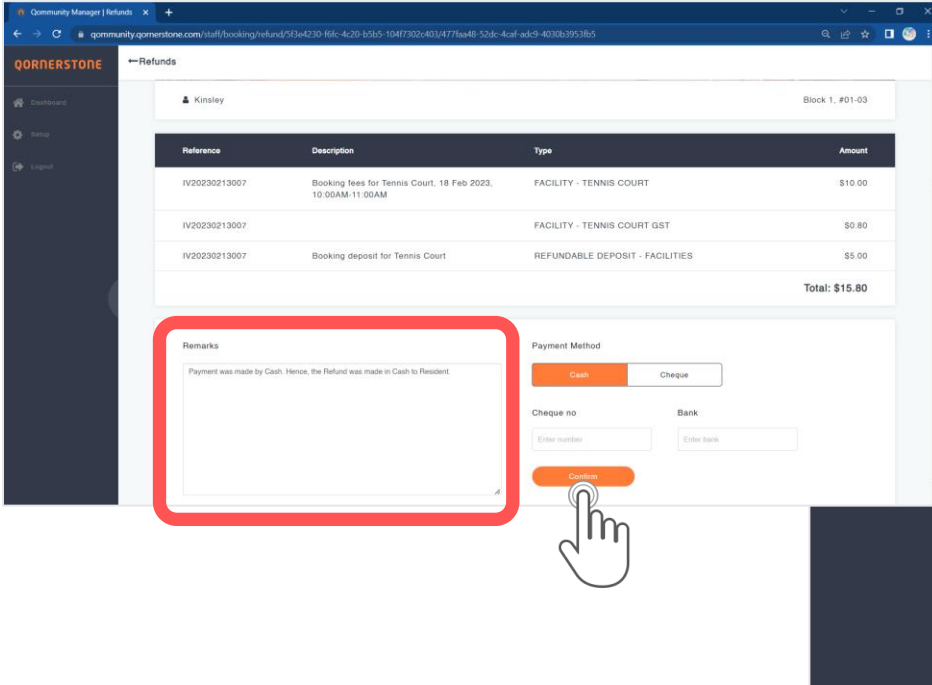
←Bookings All Active Booked Completed Recent Reserved Cancelled New Booking

All Units Date Range: 13-01-2023 - 13-03-2023 Print Export Clear Filters

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Kinsley 1_#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REC20230213006	Cancelled
IV20230213007						
						Refund
Kinsley 1_#01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1_#02-03	BBQ Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1_#01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked
Arissa Yeo 1_#01-02	BBQ Pit 1 Group a	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202003	Booked
Arissa Yeo	BBQ Pit 2					

Cancel a Facility Booking (For Cash, Cheque or Others)

- At the Refund screen, Staff can key in remarks, if any, and clicks on 'Confirm'
- Staff proceeds to **Receipts and Refunds** to print the Refund Voucher



Community Manager | Refunds

qcommunity.cornerstone.com/staff/booking/refund/5f34230-f6c-4c20-b565-104f7302c403/477ba48-524-4caf-ad9-4030b395385

Refunds

Kinsley Block 1, #01-03

Reference	Description	Type	Amount
IV20230213007	Booking fees for Tennis Court, 18 Feb 2023, 10:00AM-11:00AM	FACILITY - TENNIS COURT	\$10.00
IV20230213007		FACILITY - TENNIS COURT GST	\$0.80
IV20230213007	Booking deposit for Tennis Court	REFUNDABLE DEPOSIT - FACILITIES	\$5.00
			Total: \$15.80

Remarks

Payment was made by Cash. Hence, the Refund was made in Cash to Resident.

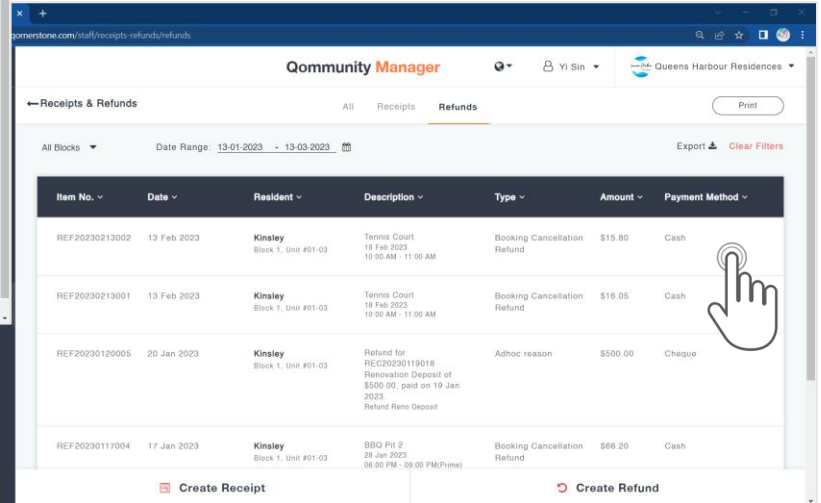
Payment Method

Cash Cheque

Cheque no. Bank

Enter number Enter bank

Confirm



Community Manager

Yi Sin Queens Harbour Residences

Receipts & Refunds

All Receipts Refunds Print

All Blocks Date Range: 13-01-2023 - 13-03-2023 Export Clear Filters

Item No.	Date	Resident	Description	Type	Amount	Payment Method
REF20230213002	13 Feb 2023	Kinsley Block 1, Unit #01-03	Tennis Court, 18 Feb 2023, 10:00 AM - 11:00 AM	Booking Cancellation Refund	\$15.80	Cash
REF20230213001	13 Feb 2023	Kinsley Block 1, Unit #01-03	Tennis Court, 18 Feb 2023, 10:00 AM - 11:00 AM	Booking Cancellation Refund	\$16.05	Cash
REF20230120005	20 Jan 2023	Kinsley Block 1, Unit #01-03	Refund for REC20230119018 Renovation Deposit of \$500.00, paid on 19 Jan 2023. Refund Rens Deposit	Adhoc reason	\$500.00	Cheque
REF20230117004	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBQ Pit 2, 28 Jan 2023, 08:00 PM - 09:00 PM(Prime)	Booking Cancellation Refund	\$66.20	Cash

Create Receipt Create Refund

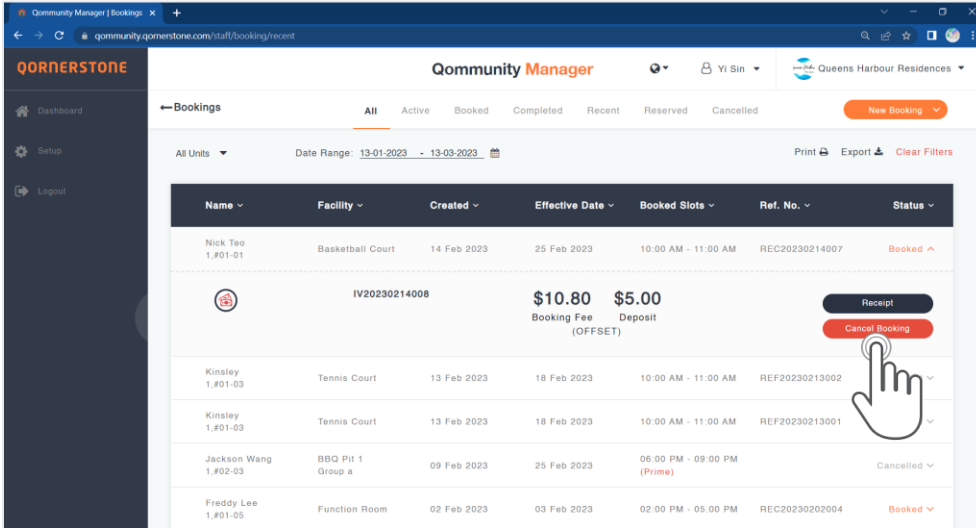


Facility Booking Cancellation

**For Payments made
via QuickPay or
Offsets via Estate
Credit**

Cancel a Facility Booking (For QuickPay or Estate Credit Offset)

- Search for the Booking and click on the record
- More details will appear. Click on 'Cancel Booking' to cancel, and 'Ok' to confirm the cancellation
- **The 'Cancel Booking' button is only available up till the Booking Timeslot end-time.** This means that Staff can cancel the Booking at any time before the Booking ends



Community Manager | Bookings

Community Manager

Yi Sin

Queens Harbour Residences

Bookings

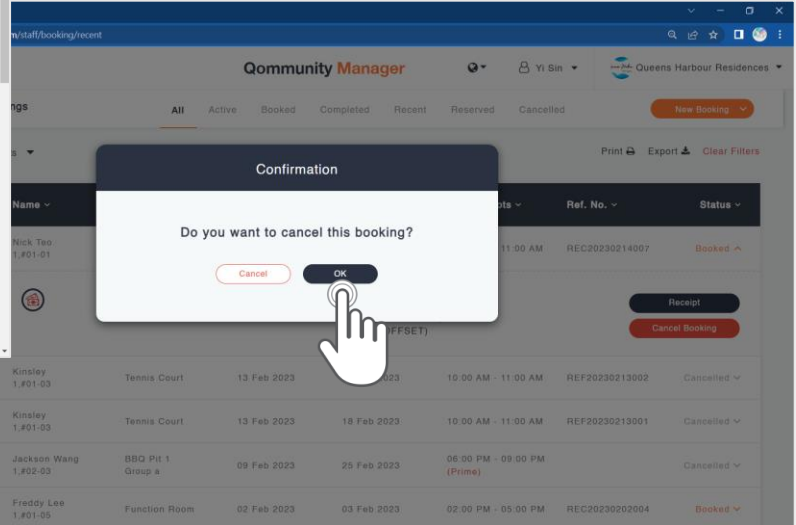
All Active Booked Completed Recent Reserved Cancelled

New Booking

All Units Date Range: 13-01-2023 - 13-03-2023

Print Export Clear Filters

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Nick Teo 1,F01-01	Basketball Court	14 Feb 2023	25 Feb 2023	10:00 AM - 11:00 AM	REC20230214007	Booked
IV20230214008			\$10.80	\$5.00		
			Booking Fee	Deposit		
			(OFFSET)			
						Receipt
						Cancel Booking
Kinsley 1,F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213002	Booked
Kinsley 1,F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Booked
Jackson Wang 1,F02-03	BBD Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1,F01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked



Community Manager

Yi Sin

Queens Harbour Residences

Bookings

All Active Booked Completed Recent Reserved Cancelled

New Booking

Print Export Clear Filters

Confirmation

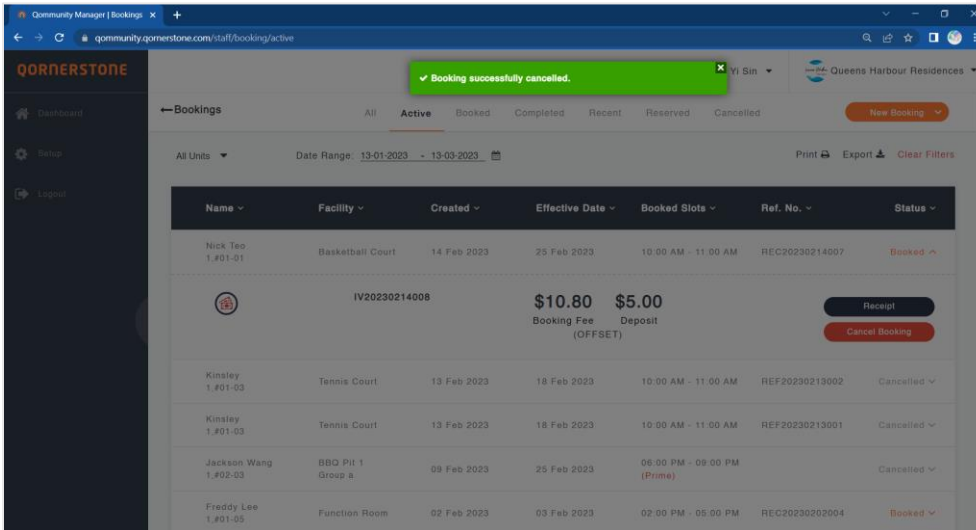
Do you want to cancel this booking?

Cancel OK

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Nick Teo 1,F01-01	Basketball Court	14 Feb 2023	25 Feb 2023	10:00 AM - 11:00 AM	REC20230214007	Booked
IV20230214008			\$10.80	\$5.00		
			Booking Fee	Deposit		
			(OFFSET)			
						Receipt
						Cancel Booking
Kinsley 1,F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213002	Cancelled
Kinsley 1,F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1,F02-03	BBD Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1,F01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked

Cancel a Facility Booking (For QuickPay or Estate Credit Offset)

- After the Booking has been successfully cancelled, the status is changed to 'Cancelled'
- No 'Refund' button will appear as there is no refund action required
- **The paid amount via QuickPay will be converted to an Estate Credit for Resident to offset the next Facility Booking or offset from outstanding Bill (for Owners)**
- **The offsets via Estate Credit will be transferred back to the Estate Credit balance**

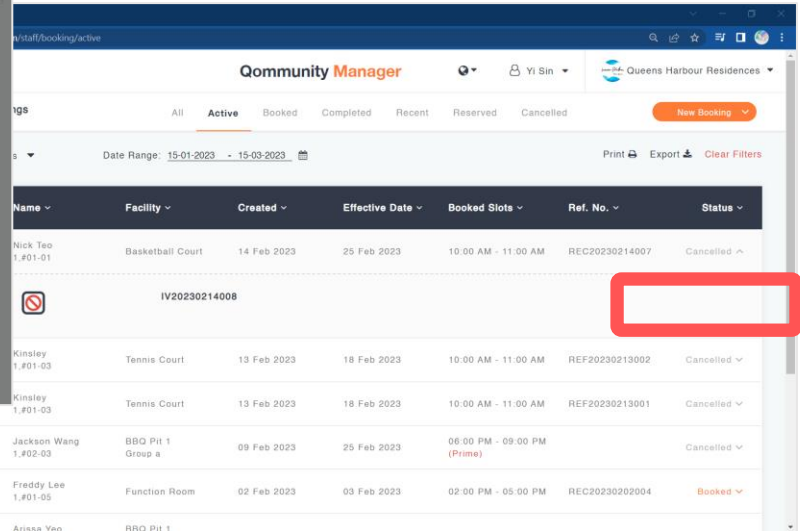


Community Manager | Bookings

Booking successfully cancelled.

Bookings: All Active Booked Completed Recent Reserved Cancelled

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Nick Teo 1_F01-01	Basketball Court	14 Feb 2023	25 Feb 2023	10:00 AM - 11:00 AM	REC20230214007	Booked
		IV20230214008	\$10.80 Booking Fee	\$5.00 Deposit	(OFFSET)	
Kinsley 1_F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213002	Cancelled
Kinsley 1_F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1_F02-03	BBQ Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1_F01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked



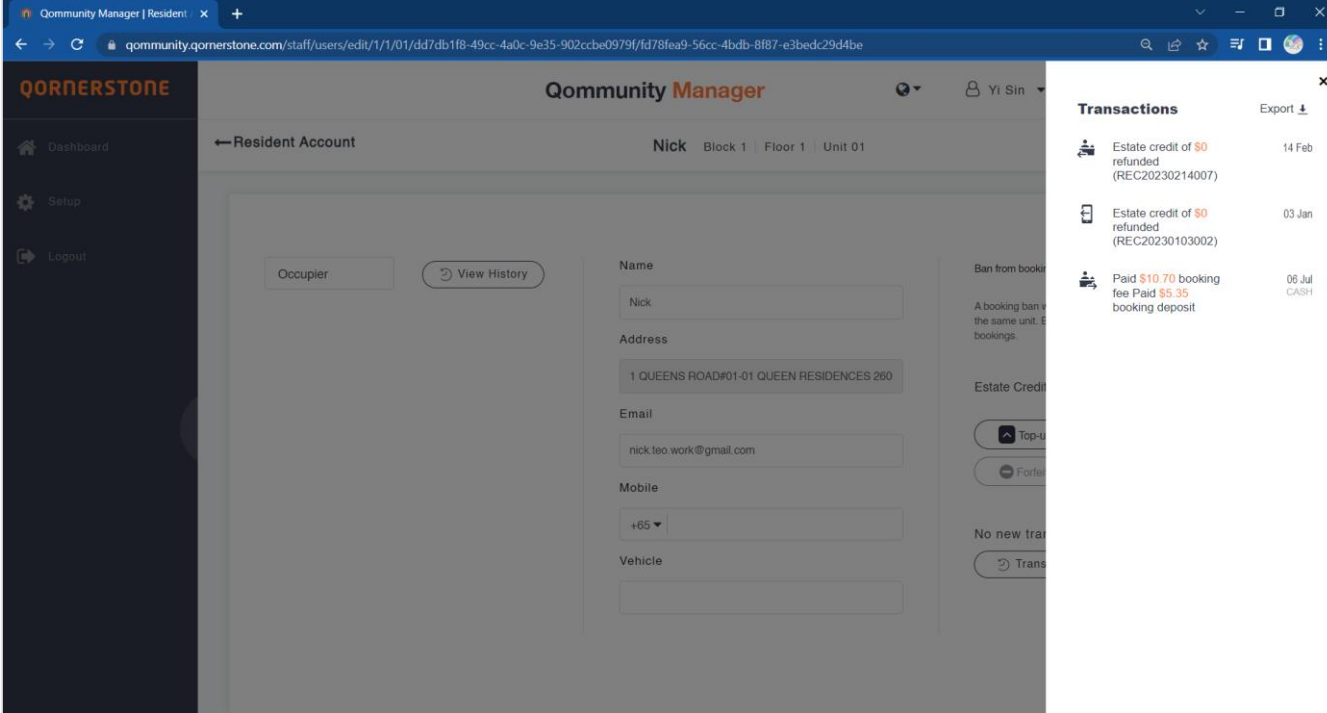
Community Manager

Bookings: All Active Booked Completed Recent Reserved Cancelled

Name	Facility	Created	Effective Date	Booked Slots	Ref. No.	Status
Nick Teo 1_F01-01	Basketball Court	14 Feb 2023	25 Feb 2023	10:00 AM - 11:00 AM	REC20230214007	Cancelled
		IV20230214008				
Kinsley 1_F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213002	Cancelled
Kinsley 1_F01-03	Tennis Court	13 Feb 2023	18 Feb 2023	10:00 AM - 11:00 AM	REF20230213001	Cancelled
Jackson Wang 1_F02-03	BBQ Pit 1 Group a	09 Feb 2023	25 Feb 2023	06:00 PM - 09:00 PM (Prime)		Cancelled
Freddy Lee 1_F01-05	Function Room	02 Feb 2023	03 Feb 2023	02:00 PM - 05:00 PM	REC20230202004	Booked
Anissa Yeo	BBQ Pit 1					

Cancel a Facility Booking (For QuickPay or Estate Credit Offset)

- In the Resident's transaction records (view from Resident Users), there will be a record of the movement of funds (QuickPay payments or Estate Credit Offsets)



The screenshot displays the QORNERSTONE Community Manager interface. The main content area shows the 'Resident Account' for 'Nick' in 'Block 1 | Floor 1 | Unit 01'. The account details form includes fields for Name, Address, Email, Mobile, and Vehicle. A 'View History' button is visible. On the right, a 'Transactions' panel is open, showing a list of transactions:

Transaction Description	Date
Estate credit of \$0 refunded (REC20230214007)	14 Feb
Estate credit of \$0 refunded (REC20230103002)	03 Jan
Paid \$10.70 booking fee Paid \$5.35 booking deposit	06 Jul CASH