













# Espresso Service History

## Checking Group Booking Refund Status



### Reviewing the Group Level Service History

Please be aware that all entries from all refunds from all bookings in the group will also reflect at the group level. Because of the volume of entries this creates at the group level, we highly recommend starting any refund research related to a guest or booking in the booking level service history.

Group level service history is best used to track a refund for group-level funds (such as group amenities or events) or if you find entries at the booking level showing that funds have been moved to the group level (see the section Group Level vs Booking Level Service History earlier in this document).

The steps of a refund at the group level are the same as the steps at the booking level: OVP REQ, OVP POST, OVP DSB. Group level entries may include the same three-letter reason codes as the booking level such as GCX, or CSE as well as additional codes such as GOP or LOP. Overpayments with reason code CCM are related to commission being sent out, not funds going to guests.

### Step 1: Refund Requested

04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 371.78
04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 371.78
04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 1490.34
04MAY2020	Financial	ORGSTC	OVP REQ P GOP XXXX VA *****XXXX MIA USD 1490.34

### Step 2: Refunds Posted

05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 371.78
05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 371.78
05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 1490.34
05MAY2020	Financial	QROBOT	OVP POST P GOP XXXX VA *****XXXX MIA USD 1490.34

### Step 3: Refunds Disbursed

06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 371.78
06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 371.78
06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 1490.34
06MAY2020	Financial	ACCACM	DSB PST P GOP XXXX VA *****XXXX MIA USD 1490.34