



# CREDIT MEMO FORM

**All Credit Memos should be submitted in the quarter that payment is received**

Credit Memo Submitted For (check applicable): Group Sales \_\_\_\_\_ Catering Sales \_\_\_\_\_

Resubmission for Credit Memo # \_\_\_\_\_

*(Use only to submit additional information requested for previously non-approved credit memo)*

Salesperson: \_\_\_\_\_ Date \_\_\_\_\_

Property Name: \_\_\_\_\_ REM Property Code: \_\_\_\_\_

Name of Account: \_\_\_\_\_

Arrival/Departure Date: \_\_\_\_\_

Date Attrition Posted: \_\_\_\_\_ Date Payment Posted: \_\_\_\_\_

Group Revenue (Less Sales Tax): \$ \_\_\_\_\_ Banquet Revenue (Less Sales Tax): \$ \_\_\_\_\_

**PLEASE ATTACH ALL ITEMS BELOW & CHECK TO VERIFY INCLUSION:**

- \_\_\_\_\_ Cover Sheet
- \_\_\_\_\_ Signed Contract
- \_\_\_\_\_ Folio from PMS system (Attrition Posted & Payment Reflected) (2)
- \_\_\_\_\_ Booking Recap
- \_\_\_\_\_ Credit Memo Payment Verification Form (1)

**Failure to submit any portion of the above will result in the Credit Memo not being approved.**

- (1) Required Credit Memo Payment Verification Form. (For PCI Compliance no detailed credit card information should be submitted. Validation of payment type to be verified by Controller or General Manager via Credit Memo Payment Verification Form.
- (2) Alternate documentation may be accepted provided its' source is from PMS and/or Oracle that identifies the account name on contract and confirms attrition posting and payment.

Property GM Approval: \_\_\_\_\_

Signature Printed Name Date

Submitted & Approved \_\_\_\_\_

By DVP/Sales: Signature Printed Name Date

Corporate Only			
Credit Memo #:			
Date:	Issue:		
Approved Room \$:		Approved F&B \$:	
Posted to Pinnacle:	(month/year)		

Approved By: \_\_\_\_\_

Homan Cull – VP of Financial Planning



## CREDIT MEMO PAYMENT VERIFICATION FORM

**(To be completed by Controller or GM only)**

By my signature below I am verifying that the payment for attrition/cancellation has been received and processed via *(Must check 1)*:

- \_\_\_\_\_ Cash
- \_\_\_\_\_ Certified Check or Money Order *(Attach copy of check or money order)*
- \_\_\_\_\_ Company or Personal Check *(Attach copy of check)*
- \_\_\_\_\_ Bank Wire or ACH Transaction *(Provide evidence of depository receipt)*
- \_\_\_\_\_ Credit Card *(VS/MC/DS/AX/JCB)* Type: \_\_\_\_\_ Last four digits of CC: \_\_\_\_\_

Attach copy of folio showing attrition posted and paid. Alternate documentation may be accepted provided its' source is from PMS and/or Oracle that identifies the account name on contract and confirms attrition posting and payment.

FOR: \_\_\_\_\_

*Group Name per Contract*

ARRIVAL DATE: \_\_\_\_\_

AMOUNT ATTRITION POSTED AND PAID: \$ \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
POSITION

\_\_\_\_\_  
DATE