

UN-DOING CANCELLATIONS



If you have cancelled some bookings and would like to un-cancel them again, then don't worry, they can be restored.

First please read this small reminder about the difference between deleted and cancelled bookings. The terms 'deletion' and 'cancellation' have different specific meanings in SuperFox.

Deletions

When you delete a booking it is removed completely from the database. You cannot recover it. You can only delete bookings that do not appear on an invoice. Both of the Register / Timesheet forms have a column headed 'Inv' which will be ticked if the item has appeared on an invoice.

Cancellations

If you wish to remove a booking that has been invoiced you need to cancel it. This will leave the booking in the database, but marked as cancelled. This will also inhibit it from appearing on register pages, children's calendars and timelines, free entitlement and Early Years reports. Cancelled bookings are marked as such if you re-print the family's invoice. You can undo cancellations under certain circumstances.

Undoing A Cancellation

If you made a backup as part of the cancellation process, and the cancellation was recent then this is the best way to recover, especially if the cancellation involved deleting un-invoiced bookings.

However, if bookings were not deleted and the cancellation needs to be undone because a parent has changed their mind then this can be done so long as any account credits have not yet appeared on an invoice.

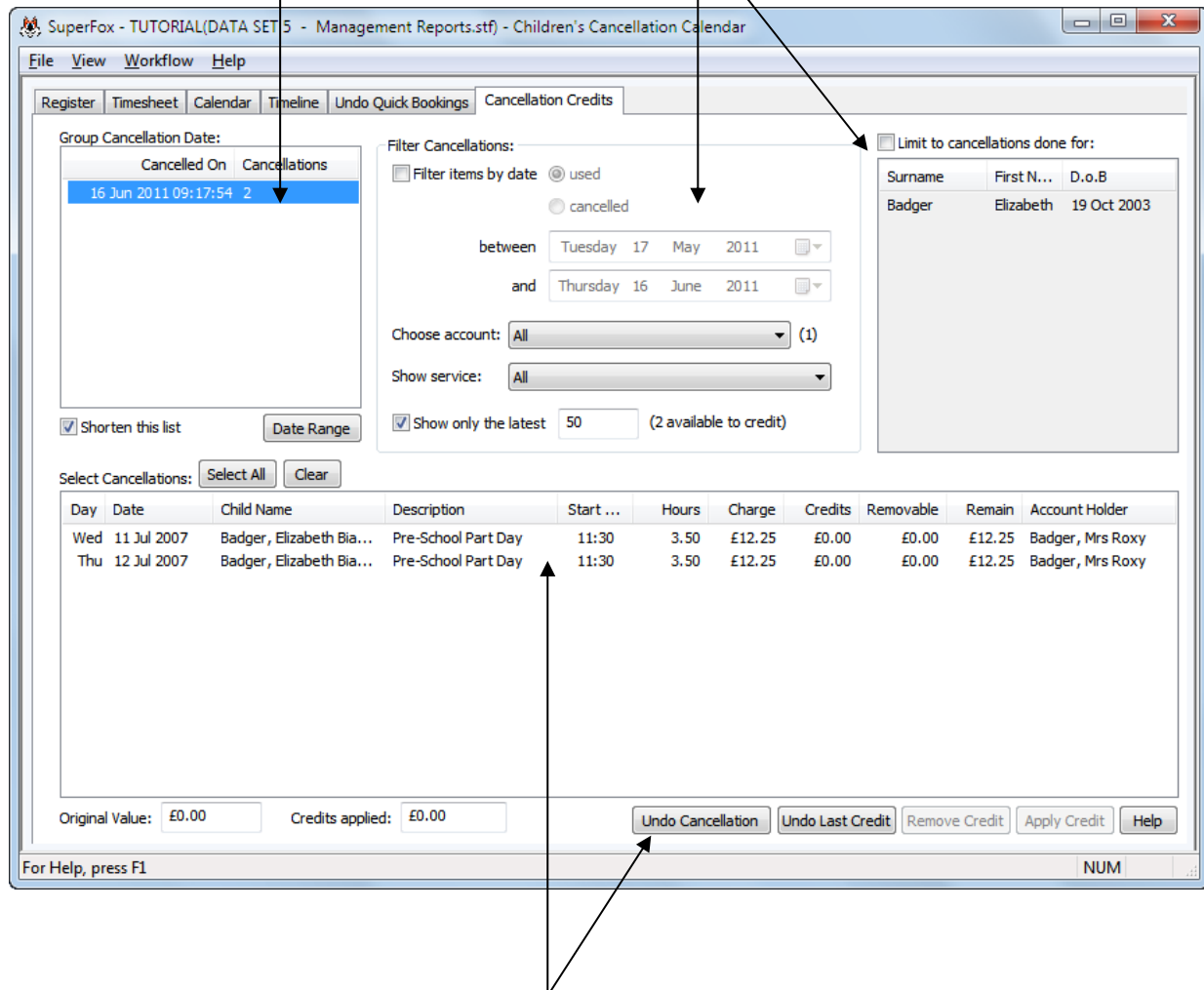
You will need to visit one of the Cancellations Credits tabs in the following places:

- **Family Details > Family Centre >**
- **Family Accounts > Booking Centre >**

Start by locating the batch of cancellation that you would like to undo.

They are listed by the time that the bookings were cancelled. (If they were cancelled at 09:17:54 on 16th June 2011 then look here for the cancellations made at that time.)

You can further filter the cancellations displayed by the booked date, account holder, service cancelled or by child.

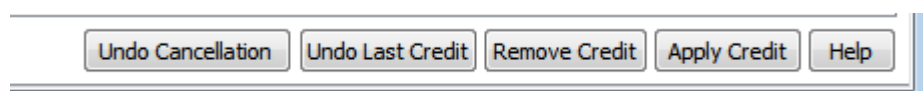


You will find an Undo Cancellation button at the bottom of this form.

All you need to do is select the bookings to restore using your mouse or the 'Select All' button and click on the Undo Cancellation button.

Removing Account Credits

To undo the cancellations you will first need to remove any credits that have been made against the cancellation. (You can click the column headers to sort these items to the top of the list.)



You can remove account credits have not yet appeared on an invoice. Just select them in the list and press the 'Remove Credit' button.

Remove Credits

Credit being removed from:

Day	Date	Description	Charge	Removable Credit	Name
Thu	12 Jul 2007	Pre-School Part Day	£12.25	£10.25	Badger, Mrs Roxy
Wed	11 Jul 2007	Pre-School Part Day	£12.25	£10.25	Badger, Mrs Roxy

Total original charges: £24.50

Credits applied to date: £20.50

Remove These Credits Cancel Help

The account credits may well already have appeared on an invoice if you are undoing the cancellations in response to a complaint by a parent.

In this case you will need to delete the invoice batches back to before the bookings concerned. If you decide to do this it is a very good idea to take a backup before deleting any invoice batches.

End