

## CANCELLATIONS, CREDITS & REFUNDS

### Deletions And Cancellations

If you have not yet invoiced a booking you can **delete** it, and will be removed from the database.

If the booking has been invoiced you cannot delete it, but you can **cancel** it. A cancelled booking remains in the database and is still chargeable but it will be suppressed from appearing on register pages.



### Where To Remove Bookings

Bookings can be removed for individual children or families (change of plan, or holidays) using the calendars in the **Family Centre**.

Bookings can be removed in bulk (the whole setting, or all bookings for a given service) using the calendars in the **Booking Centre**.

Bookings for a part of a child's day are removed from the **Timesheet and Register tabs** in the Booking Centre. (The register tab shows all bookings for a day, the timesheet tab only shows a child's un-invoiced bookings.)

### Cancellation Credits



If un-invoiced bookings are deleted then no further action is necessary, the account holder will not be charged.

**Tip!** It is often easiest to remove recent invoiced bookings by deleting the invoice batch, deleting the bookings and then re-creating the invoice batch.

**\* IMPORTANT \*** If bookings are cancelled they will still be charged to the account holder. Sometimes this is entirely appropriate, but at other times you may wish to credit their account.

You can apply credits against the cancellations from the **Cancellation Credits tab** which in the Booking Centre and in the Family Centre. (*The Family Centre version is tailored especially to work with families.*) Your options are:

- **Credit the full amount** - A likely choice if you shut the setting, e.g. snow closure days.
- **Credit a percentage** - Depending on your policy, e.g. retained time for family holidays.
- **Keep a fixed amount** - If you have a cancellation fee.

## Refunds

If you actually want to give the money back instead of just crediting an account you can do this too from the Payments Received form.

## Removing Bookings Using The Calendars

The best way to remove more than a few bookings is to use the children calendar and the service calendar in either the Family Centre, or the Booking Centre. The Family Centre is more convenient for cancelling and crediting individual children, the Booking Centre is better suited to bulk cancellations and credits.

Both calendars work in the same way. (*The pictures below are from the Booking Centre.*)

1. Position the calendar to show the affected days.
2. Display the sidebar and choose to display All Children or an Individual Child.
3. Click on the days you wish to remove, they will turn purple. (Selection works the same way as Quick Bookings.)
4. Use the mouse to right-click on one of the selected days. This pops-up the right click menu.
5. Choose 'Cancel Selected Dates'

The screenshot shows the 'Calendar' tab in the Booking Centre software. The main window displays a calendar for July 2012. The calendar grid shows days from Sunday to Monday. The 7th of the month is highlighted in purple, indicating it is selected. A right-click context menu is open over the 7th, with the following options: 'Narrow View', 'Show Timeline', 'Children's Birthday / Age Reports', 'Print Daily Cancellations', 'Cancel Selected Dates' (highlighted), 'Print Register for this day', and 'Print Calendar'. A yellow box labeled '1' is positioned above the calendar navigation controls. A yellow box labeled '2' is positioned in the 'Calendar Options' sidebar, which shows filters for 'Show Sundry Items', 'Show Services', and 'Birthdays', and a dropdown menu for 'All Children' and 'Individual Child' (selected). A yellow box labeled '3' is positioned over the 7th of the month. A yellow box labeled '4, 5' is positioned over the 'Cancel Selected Dates' option in the context menu.

In this case we are about to remove the bookings for the one child who is selected on the sidebar.

### Tip! Adverse Weather / Unexpected Closure - Notifying Parents

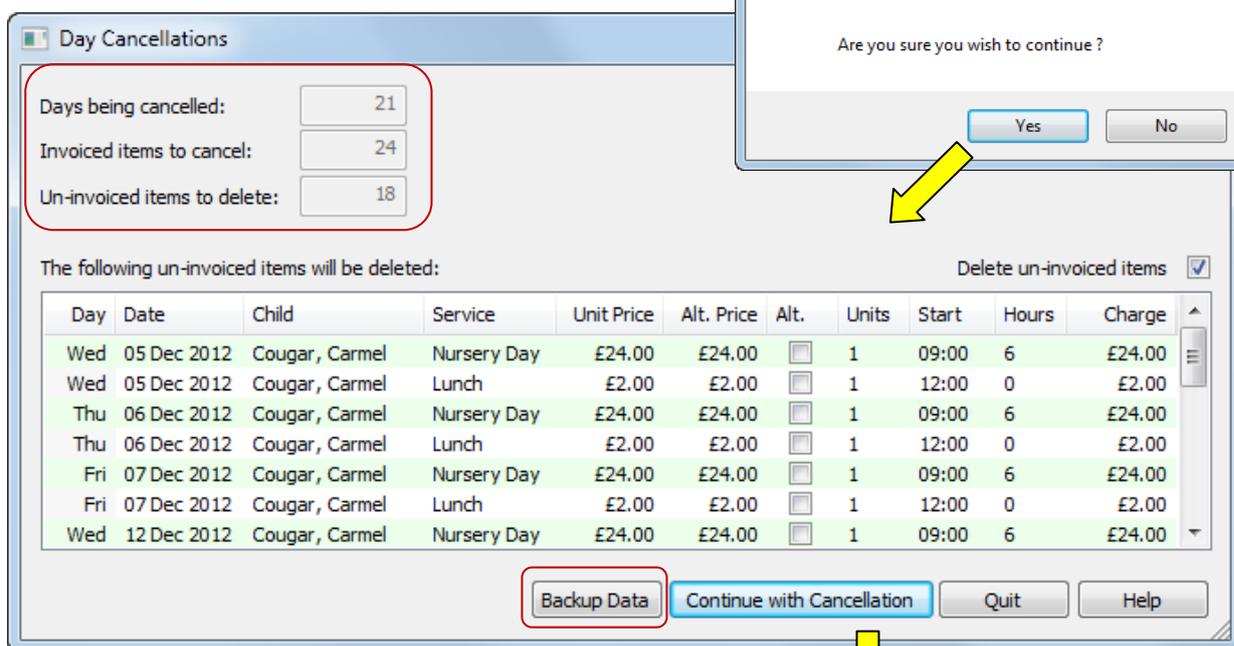
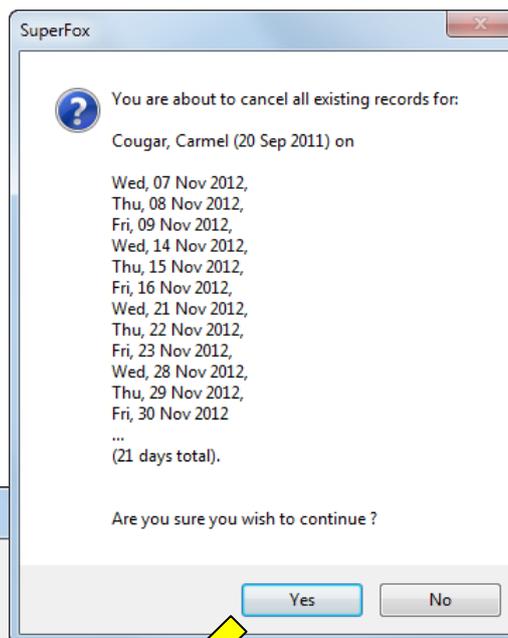
If we had selected All Children on the sidebar the bookings would be removed for all children on the selected days. This is an ideal way to make the cancellations necessary if the setting closes unexpectedly. If you close the setting consider printing the register before removing the bookings to give you a list of the affected children.

When you have made your calendar selection and chosen the cancel option SuperFox will ask you to confirm that you really want to remove the bookings.

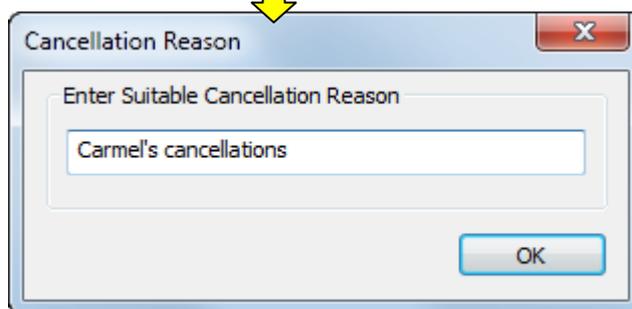
The bookings that are about to be removed will then be displayed in the Daily Cancellations pop-up.

Any un-invoiced items will be deleted and these are listed in the lower section of the pop-up.

The program then requires you to make a backup before continuing. (This is because the deleted items cannot be restored by the Undo-Cancellation function.)



You now need to give a short reason for the cancellation. This will help you to find it again if you want to undo it, or if you want to apply cancellation credits.



The calendar will now show pink triangles on the days that have cancellations.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

We removed bookings from the lower two rows in this picture. Neither row now has any bookings, they are white.

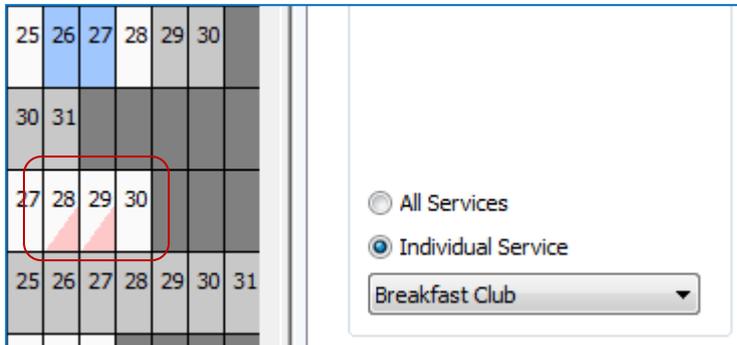
The first row had been invoiced and they days with cancellations now show pink triangles.

The second row had not yet been invoiced, the bookings were deleted and the days all appear white.

## Services Calendar Cancellations

You can make cancellations from the Services Calendar too. This is a very good way to remove bookings where you need to cancel a service (e.g. your out of school club offer gymnastics and your gym coach has a broken leg).

You can cancel All Services or an Individual Service by using the Service Calendar sidebar in the same way as on the Children Calendar.



Here we have cancelled all of the Breakfast Club bookings on the 28th & 29th.

That's all there is to making the cancellations. It is quick and easy, and you have a backup if it was a huge mistake. We will have a look at removing bookings with the Timesheet / Register before looking at Cancellation Credits.

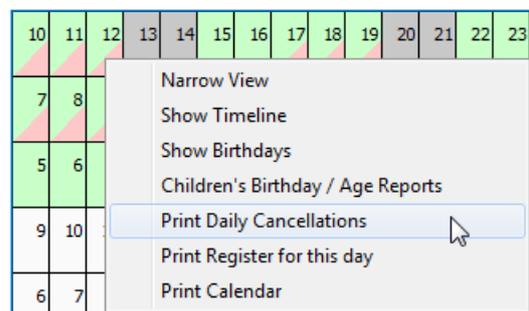
## Daily Cancellations Report

If you have closed the setting or cancelled a service you may need to contact the affected parents.

You can produce a report from either the Children or Service calendar showing the day's cancellations.

To run the report:

**Right click calendar > Print Daily Cancellations >**



The cancellations are displayed on a pop-up list which you can print if useful. The report looks like this:

<b>Daily Cancellations</b>				
Thursday, 15 November, 2012				
Kidspace				
This is a summary of today's cancelled <u>invoiced</u> bookings.			Printed: 25-Jun-2012, 9:10 am Page 1 of 1	
<b>2 Cancellations</b>				
<u>Cancellation Date</u>	<u>Child</u>	<u>Time</u>	<u>Service</u>	<u>Balance</u>
24 Jun 2012 21:20:30	Cougar, Carmel	09:00 - 15:00	Nursery Day	£24.00
24 Jun 2012 21:20:30	Cougar, Carmel	12:00 - 12:00	Lunch	£2.00

## Removing Bookings Using The Timesheet / Register Forms

We can also remove bookings using the Booking Centre Timesheet / Register tabs. This is more precise than using the calendars which can only cancel entire days for a child or service.

You can see which bookings have been invoiced from the tick in the 'Inv.' column on both forms.

You can optionally see which bookings have been cancelled in the 'Can.' column if you the 'Show Cancelled Bookings' box. Cancelled bookings are not normally shown here.

<input checked="" type="checkbox"/> Show Cancelled Bookings				
Inv.	Can.	Charge Date	Charge	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	31 Oct 2012	£12.00	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	31 Oct 2012	£12.00	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	31 Oct 2012	£12.00	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	31 Oct 2012	£12.00	
<input type="checkbox"/>	<input type="checkbox"/>	30 Nov 2012	£12.00	
<input type="checkbox"/>	<input type="checkbox"/>	30 Nov 2012	£12.00	
<input type="checkbox"/>	<input type="checkbox"/>	30 Nov 2012	£12.00	

## Deleting Bookings



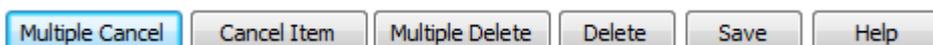
You can delete single bookings from either form using the Delete button.

You can delete multiple bookings from the Timesheet form using the Multiple Delete button. Select the bookings to delete on the pop-up form and then click the **Delete** button.

Click **Finish** when you are done.

Day	Date	Service	Unit Price	Alt. Price	Alt.	Units	Start	Hours	Charge
Mon	03 Dec 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	03 Dec 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00
Mon	10 Dec 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	10 Dec 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00
Mon	17 Dec 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	17 Dec 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00

## Cancelling Bookings



You can cancel single invoiced bookings from either form using the Cancel button.

You can cancel multiple bookings from the Timesheet form using the Multiple Cancel button. Select the bookings to cancel on the pop-up form and then click the **Cancel Items** button on the pop-up.

Click **Finish** when you are done.

Day	Date	Service	Unit Price	Alt. Price	Alt.	Units	Start	Hours	Charge
Mon	05 Nov 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	05 Nov 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00
Mon	12 Nov 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	12 Nov 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00
Mon	19 Nov 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	19 Nov 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00
Mon	26 Nov 2012	Late Lunch	£2.00	£2.00	<input type="checkbox"/>	1	12:30	0	£2.00
Mon	26 Nov 2012	Free Entitlement	£3.50	£3.50	<input type="checkbox"/>	6	09:00	6	£21.00

(See the List Selections Mini Guide to read about selecting items in lists.)

## Cancellation Credits Tabs

This form can be used to make cancellation credits, or to undo recent cancellations. The Cancellation Credits tab is present in the Family Centre and in the Booking Centre. They perform the same functions but they are laid out differently.

**Family Centre > Cancellation Credits tab >** This is the best place to work with specific children.

**Booking Centre > Cancellation Credits tab >** This is the best place to work bulk booking removals.

The Booking Centre version of the Cancellation Credits tab is shown below. (In the Family Centre the box at the top left contains children's names and the box at the top right contains cancellation dates.)

Cancellations you made  
with the reason you entered

Filters you can apply

You can choose to work with  
individual children's cancellations  
if multiple children were cancelled

The screenshot shows the 'Cancellation Credits' window. At the top left, a table lists cancellations with columns 'Cancelled On', 'No.', and 'Reason'. The second row is highlighted with a red box: '25 Jun 2012 14:45:39 4 Ralph's cancellations'. Below this is a 'Filter Cancellations' section with options to filter by date (used/cancelled), between dates, and by account/service. To the right is a table for limiting cancellations by surname, first name, and date of birth. The main table shows a list of cancellations with columns: Day, Date, Child Name, Description, Start Time, Hours, Charge, Credits, Removable, Remain, and Account Holder. The bottom of the window shows 'Original Value: £52.00' and 'Credits applied: £0.00' along with several buttons.

This is the filtered list of cancelled bookings. You can see that it lists the booking date, child, session and the charge and credits applied so far for each bill payer.

## Undoing A Cancellation

You can easily undo cancellations that do not have any associated account credits. (If the booking removal involved deletions and was recent it might be best to restore the cancellation backup.)

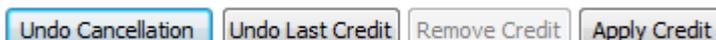
Start by choosing the group of cancellations that you want to work with from the list at the top left of the form. In the Booking Centre view these grouped by the date and time that you made the cancellation.

The affected children will be displayed in the top right hand box.

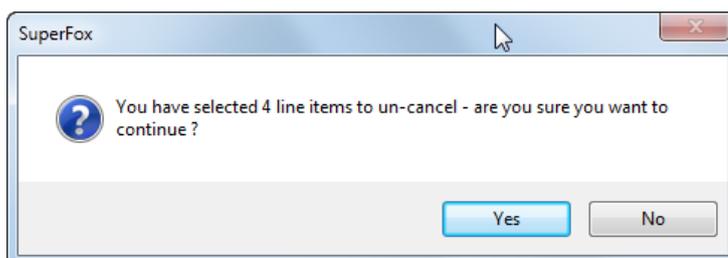
You could optionally limit the cancellations displayed to one child.

You can also filter the displayed cancellations by date, account holder or the cancelled service.

When you have selected the cancellations to undo just click the 'Undo Cancellation' button.



SuperFox will ask you if you are sure. If you click 'Yes' the cancellations will be undone and will disappear from the list.



If the cancellations have associated credits then you will need to remove the credits before you can un-cancel them. This is described a few pages further on.

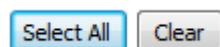
## Making Cancellation Credits

Start by choosing the group of cancellations that you want to work with from the list at the top left of the form. In the Booking Centre view these grouped by the date and time that you made the cancellation.

The affected children will be displayed in the top right hand box.

You could optionally limit the cancellations displayed to one child.

You can also filter the displayed cancellations by date, account holder or the cancelled service.

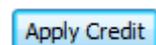


If the cancellations will all be handled the same way you can use the 'Select All' button, otherwise select the cancellations that you need to credit in the usual way.

Your selection will only include the cancellations currently in the list which is limited to the first 50 cancellations by default. (It keeps things quick).

If you have a very large number of items to credit it is best to do them 50 or so at a time. If it is fewer than 100 you can probably un-tick this option and do them all at the same time.

You will see the total original value of the cancelled items and the credits applied so far at the bottom left hand side of the form.



When you have selected the items to credit go ahead and press the 'Apply Credit' button.

## Using The Apply Credit Pop-Up

The Apply Credit form will appear as shown below: The top part of the form lets you choose the style of credit to apply. Your options are:

1. Credit the full amount for all items (likely if you closed the setting).
2. Refund a percentage of the original price.
3. Refund and retain a specific amount of money.

In this example we are going to credit 75% of the original booking price (and keep 25% as our cancellation charge or holiday retainer).

Apply Credit

Style of credit to apply

Credit Full Amount (across all items)

Credit all items, raising minimum credit to (%) of each original item:

Credit all items, retaining minimum amount (£) of each original item:

Summary of changes:

Day	Date	Description	Charge	Orig. Credits	New Credit	Name
Thu	22 Nov 2012	Nursery Day	£24.00	£0.00	£18.00	Beetle, Mrs Alice
Thu	22 Nov 2012	Lunch	£2.00	£0.00	£1.50	Beetle, Mrs Alice
Wed	21 Nov 2012	Nursery Day	£24.00	£0.00	£18.00	Beetle, Mrs Alice
Wed	21 Nov 2012	Lunch	£2.00	£0.00	£1.50	Beetle, Mrs Alice

Total original charges:

Credits applied to date:

New credit:

Credit description:

You can see the calculated credits in the list of cancelled bookings. If you are happy with what you see enter a description for the account credit (this will appear on invoices) and press the Apply button.

The listed cancellations now show the original charge, the amounts credited and remaining that could be further credited.

Day	Date	Child Name	Description	Start ...	Hours	Charge	Credits	Removable	Remain
Wed	21 Nov 2012	Beetle, Ralph Rowen	Lunch	12:00	0.00	£2.00	£1.50	£1.50	£0.50
Wed	21 Nov 2012	Beetle, Ralph Rowen	Nursery Day	09:00	6.00	£24.00	£18.00	£18.00	£6.00
Thu	22 Nov 2012	Beetle, Ralph Rowen	Lunch	12:00	0.00	£2.00	£1.50	£1.50	£0.50
Thu	22 Nov 2012	Beetle, Ralph Rowen	Nursery Day	09:00	6.00	£24.00	£18.00	£18.00	£6.00

In the next example we have a different cancellation policy. We are going to credit the cancellation retaining £2.00 as our cancellation fee.

As before, you can see the calculated credits in the list of cancelled bookings. If you are happy with what you see enter a description for the account credit and press the Apply button.

If you pressed the Apply button you will be returned to the Cancellation Credits tab and the credits applied will be shown in the cancellation list. The percentage credit shown above would look like this:

In this example we just selected the Nursery Day to credit. After the credits are applied with the £2.00 retained the cancellations would look like this:

Day	Date	Child Name	Description	Start Time	Hours	Charge	Credits	Removable	Remain
Wed	21 Nov 2012	Beetle, Ralph Rowen	Lunch	12:00	0.00	£2.00	£0.00	£0.00	£2.00
Wed	21 Nov 2012	Beetle, Ralph Rowen	Nursery Day	09:00	6.00	£24.00	£22.00	£22.00	£2.00
Thu	22 Nov 2012	Beetle, Ralph Rowen	Lunch	12:00	0.00	£2.00	£0.00	£0.00	£2.00
Thu	22 Nov 2012	Beetle, Ralph Rowen	Nursery Day	09:00	6.00	£24.00	£22.00	£22.00	£2.00

**\* IMPORTANT \***

You can return to this form to apply further credits if you choose but the cumulative value of the credits applied cannot exceed the original booking price.

**You cannot remove credits that have appeared on invoices.**

## Cancellation Credits On Invoices

The cancellation credit will appear as on the parent's future invoice against the cancelled child because the credit is associated with the child.

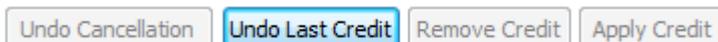
**Here is how we calculated the new charges** *(If shown, C> = Subsequently Cancelled)*

	<u>Items</u>	<u>Hours</u>	<u>(Free)</u>	<u>Service</u>	<u>Amount</u>
<b>Raif Beetle</b>					
Wed	05-Dec-2012 Raif Beetle	1.00		Break fast Club	£4.00
Thu	06-Dec-2012 Raif Beetle	1.00		Break fast Club	£4.00
Wed	12-Dec-2012 Raif Beetle	1.00		Break fast Club	£4.00
Thu	13-Dec-2012 Raif Beetle	1.00		Break fast Club	£4.00
Wed	19-Dec-2012 Raif Beetle	1.00		Break fast Club	£4.00
Thu	20-Dec-2012 Raif Beetle	1.00		Break fast Club	£4.00
	<b>Raif Beetle Totals:</b>	<u>0.00</u>	<u>6.00</u>	<u>0.00</u>	<u>£24.00</u>
<b>Ralph Beetle</b>					
Mon	25-Jun-2012 Ralph Beetle	1.00		Ralph's cancellation credits	-£44.00
Tue	04-Dec-2012 Ralph Beetle	6.00		Nursery Day	£24.00

Ralph's cancellation credits	-£44.00
Nursery Day	£24.00

You cannot remove cancellation credits that have appeared on invoices unless you delete the invoice batch first.

## Undo Last Credit



You can roll back the account credits that have not yet appeared on an invoice by using the 'Undo last Credit' button.

You do not need to make a selection in the cancellation list.

Undo Last Credit just undoes the last credit operation that you made.

Click the 'Undo' button to complete the operation.

**Undo Last Credit Operation** X

Credit description:

Date performed:

Children affected:

Line items affected by credit:

Day	Date	Child Name	Description	Charge	Credit	Account Holder
Wed	21 Nov 2012	Beetle, Ralph Rowen...	Nursery Day	£24.00	£18.00	Beetle, Mrs Alice (8 Woo...
Wed	21 Nov 2012	Beetle, Ralph Rowen...	Lunch	£2.00	£1.50	Beetle, Mrs Alice (8 Woo...
Thu	22 Nov 2012	Beetle, Ralph Rowen...	Nursery Day	£24.00	£18.00	Beetle, Mrs Alice (8 Woo...
Thu	22 Nov 2012	Beetle, Ralph Rowen...	Lunch	£2.00	£1.50	Beetle, Mrs Alice (8 Woo...

Original value:

Total credit:

## Remove Credit

You can remove specific 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	22 Nov 2012	Nursery Day	£24.00	£18.00	Beetle, Mrs Alice
Thu	22 Nov 2012	Lunch	£2.00	£1.50	Beetle, Mrs Alice
Wed	21 Nov 2012	Nursery Day	£24.00	£18.00	Beetle, Mrs Alice
Wed	21 Nov 2012	Lunch	£2.00	£1.50	Beetle, Mrs Alice

Total original charges: £52.00  
Credits applied to date: £39.00

Click the 'Remove These Credits' button to complete the operation. The credits that you selected in the cancellation list will be removed completely.

## Working With Cancellations & Credits In The Family Centre

If you are making cancellations and account credits for a family or a small number of children there are some advantages to working in the Family Centre.

**Go > Home > Family Details > Family Centre > Calendar & Cancellation Credits tab >**

The advantages are:

- It is easier to set up the right combination of cancelled children and services in the Family Centre as we only ever deal with one family's usage at a time.
- The Family Centre version of the Cancellation Credits tab is arranged to make it easier to find and work with individual children's cancellations.
- You can produce a statement of the family's cancellations and associated credits to send to the family.

The Family Centre version of the Cancellation Credits form is shown below, it is arranged slightly differently to the Family Accounts version.

Other than the useful swap with the two top boxes the form works in the same way as the Family Accounts version.

The starting point in the top left box is choosing a child's name.

You can filter the cancellations...

...and use the box at the top right to narrow down the list by the date that the cancellation was made

Family Children

Surname	First N...	D.o.B
Beetle	Rain	25 Dec 2003
Beetle	Ralph	11 Apr 2012
Beetle	Rudolph	11 Jun 2005

Filter Cancellations:

Filter items by date  used  cancelled

between Saturday 26 May 2012 and Monday 25 June 2012

Choose account: Beetle, Mrs Alice (1)

Show service: All

Show only the latest 50 (4 available)

Limit to cancellations done on: Canceled On 25 Jun 2012 14:45:39 Cancellations 4

Select Cancellations:

Day	Date	Description	Start ...	Hours	Charge	Credits	Remo...	Remain	Name
Wed	21 Nov 2012	Lunch	12:00	0.00	£2.00	£0.00	£0.00	£2.00	Beetle, Mrs Alice
Wed	21 Nov 2012	Nursery Day	09:00	6.00	£24.00	£22.00	£22.00	£2.00	Beetle, Mrs Alice
Thu	22 Nov 2012	Lunch	12:00	0.00	£2.00	£0.00	£0.00	£2.00	Beetle, Mrs Alice
Thu	22 Nov 2012	Nursery Day	09:00	6.00	£24.00	£22.00	£22.00	£2.00	Beetle, Mrs Alice

Original Value: £0.00 Credits applied: £0.00

Because this form only deals with one family at a time we can produce a statement of the family's cancellations that are shown in the list. (Items do not need to be selected to appear in the statement.)



The Cancellation Statement is produced using the 'Statement' button which is not present on the Booking Centre version of the form.

The Cancellation Statement is easy to share with a parent and is useful if they would like confirmation of their cancellation or if large sums of money are involved. An example is shown below.

## Cancellation Statement

**Kidspace**

Mrs A. Beetle  
8 Woodside  
Foxholes  
Anytown  
Northumberland  
AA1 9ZZ

**Ralph Beetle**



Kidspace  
13 River Dale  
Foxholes  
Anytown  
Northumberland  
AA1 9ZZ  
Tel: 01234 567890

OFSTED: EY 000000  
Company No: 654321  
Charity No: 123456

Date: 25 June 2012

Page 1 of 1

For the cancellations listed below:			The original cost of bookings was: <b>£52.00</b>
			Total credits applied to date are: <b>£44.00</b>
			The remaining charge balance is: <b>£8.00</b>

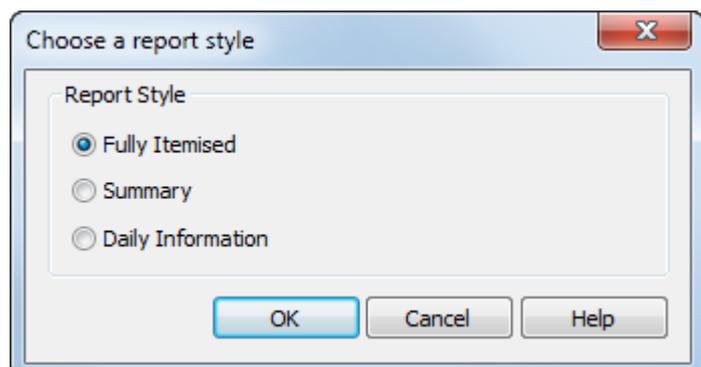
Ralph Beetle Cancellation Details

CANCELLED BOOKINGS					AMOUNTS		
Date	Items	Hours	(Free)	Service	Original	Credits	Balance
Wed 21-Nov-2012		6.00		Nursery Day	£24.00	£22.00	£2.00
Wed 21-Nov-2012	1.00			Lunch	£2.00	£0.00	£2.00
Thu 22-Nov-2012		6.00		Nursery Day	£24.00	£22.00	£2.00
Thu 22-Nov-2012	1.00			Lunch	£2.00	£0.00	£2.00
<b>Totals:</b>					<b>£52.00</b>	<b>£44.00</b>	<b>£8.00</b>

The statement is formatted in the same way as the regular statements / invoices. It has a short financial summary at the top which is followed by more detailed information about the bookings that were cancelled.

The level of detail provided in the lower section can be chosen in the same way as the regular statements / invoices.

The example above is the Fully Itemised option.



## Making A Refund

If you wish to go further than making an account credit and actually take money out of your bank account and refund it to the parent then go to:

**Go > Home> Family Accounts > Payment Received >**

A refund is simply a negative payment received. To make a refund:

1. Enter the refund amount, account holder, date, description and payment method as usual.
2. Tick the 'Make this a refund' box to record the refund. (The program will apply the – sign to the amount.)

Amount:   Make this a Refund

**View Current Payments**  Include Payments waiting for Bank / Voucher Runs (in addition to Payments waiting for Invoice)

Day	Date	Name	Type	Amount	Company	Inv.	Invoice Date	B/V	Run Date	Notes
Fri	07 Dec 2012	Coypu, Mrs Mary (17 Ba...	SO	£44.00		<input type="checkbox"/>		<input type="checkbox"/>		
Wed	12 Dec 2012	Badger, Mrs Roxy (1 Riv...	SO	£128.00		<input type="checkbox"/>		<input type="checkbox"/>		
Wed	12 Dec 2012	Bear, Mrs Susan (15 Riv...	Cash	£32.00		<input type="checkbox"/>		<input type="checkbox"/>		
Wed	12 Dec 2012	Dingo, Mrs Dee (Old Ken...	Cash	£8.00		<input type="checkbox"/>		<input type="checkbox"/>		
Wed	12 Dec 2012	Dolphin, Mrs Catherine (...)	Cash	£8.00		<input type="checkbox"/>		<input type="checkbox"/>		
Wed	12 Dec 2012	Fox, Mrs Alison (16 Hillside)	DD	£168.00		<input type="checkbox"/>		<input type="checkbox"/>		
Mon	17 Dec 2012	Anteater, Mr Peter (4 Hil...	Cheque	£48.00		<input type="checkbox"/>		<input type="checkbox"/>		
Mon	17 Dec 2012	Cod, Mrs Tracey (109 M...	Voucher	£220.00	Busy Termites	<input type="checkbox"/>		<input type="checkbox"/>		
Wed	19 Dec 2012	Barracuda, Mrs Louise (5...	BACS	£102.00		<input type="checkbox"/>		<input type="checkbox"/>		
Wed	19 Dec 2012	Cod, Mrs Tracey (109 M...	Cheque	£282.00		<input type="checkbox"/>		<input type="checkbox"/>		
Thu	01 Nov 2012		Cheque	£0.00		<input type="checkbox"/>		<input type="checkbox"/>		

---

**Add New Data**

Date: << Friday 30 November 2012 >>

Choose account by name of:

Acc. Holder:

By Child:

Amount:   Make this a Refund  Reconciled

Payment type:  
 Cash  
 Cheque  
 Voucher  
 Standing Order  
 Direct Debit  
 BACS  
 Other:

Company:

Notes:

Reconcile and Transfer  Delete  Save  Help

Refunded amounts will appear in red when they are saved on the payments received form to easily distinguish them from payments received.

Day	Date	Name	Type	Amount	Company	Inv.	Invoice Date	B/V	Run Date	Notes
Fri	30 Nov 2012	Zebra, Miss Nikki (...)	Cash	£30.00		<input type="checkbox"/>		<input type="checkbox"/>		
Fri	30 Nov 2012	Ant, Miss Melissa (...)	Cheque	-£125.00		<input type="checkbox"/>		<input type="checkbox"/>		Refund: Closed day refund
Thu	06 Dec 2012	Ant, Miss Melissa (...)	Cheque	£48.00		<input type="checkbox"/>		<input type="checkbox"/>		

Refunds appear as negative payments received on the View a Family's Accounts form and they are itemised on the invoices in the same way.

Your account summary		
Date		Paid
	Balance brought forward	
06-Nov-2012	Cheque	£48.00
30-Nov-2012	Cheque - Refund: Closed day refund	-£125.00
30-Nov-2012	New charges	
	New account balance	

**Payment now due is £138.50**

If there are any present refunds will also be included in a section of their own at the end of bank run report for bank reconciliation purposes, as shown below.

Refunds to Facilitate Bank Reconciliation				
Refund Details				
Date	Name	Description	Method	Amount
30-Nov-2012	Miss M. Ant	Refund: Closed day refund	Cheque	-£125.00
<b>Total Amount Refunded:</b>				<b>-£125.00</b>
<b>Payments Received Less Refunds:</b>				<b>£2,883.00</b>

## Other Account Charges And Credits

If you need to apply other charges and credits to the account holder you can do this from:

**Go > Home > Family Details > Family Centre > Family Account tab > Account Holder view >**

**Go > Home > Family Accounts > View a Family's Accounts > Account Holder view >**

You can use the 'Manage Account Items' button to apply charges and credits to the account holder which are unrelated to the childcare service such as late payment charges or opening account balances.

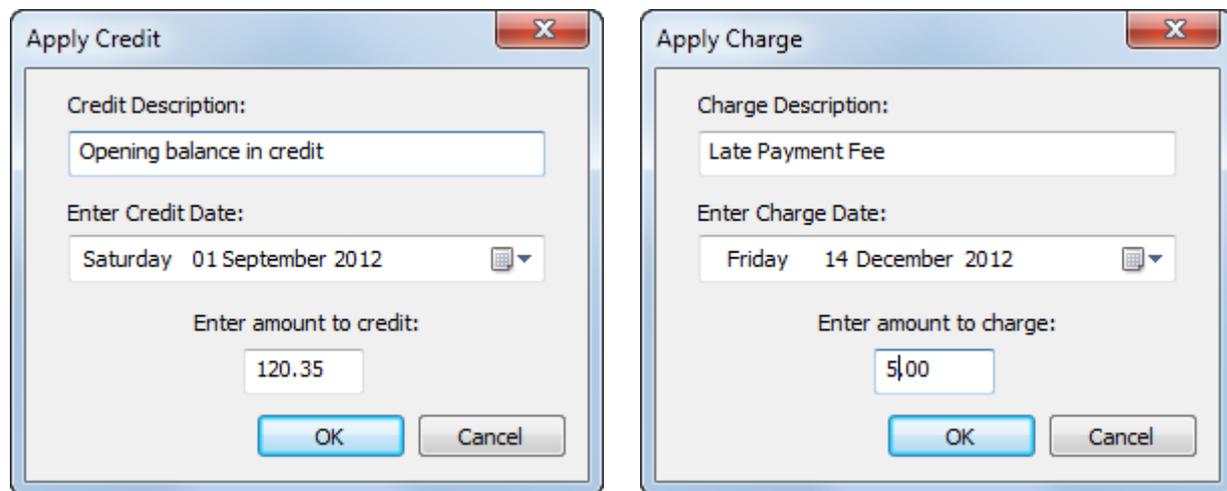
Manage Account Items

Account Holder: Badger, Mrs Roxie

Date	Service	Unit Price	Alt. Price	Alt.	Units	Start	Hours	Charge
03 Jul 2007	Excessive Charge	£100.00	£100.00	<input type="checkbox"/>	1	00:00	0	£100.00
05 Jul 2007	Tiny Credit	-£1.50	-£1.50	<input type="checkbox"/>	1	00:00	0	-£1.50

Simply apply charges and credits using the appropriate buttons. In both cases you will be asked to supply a description for the charge or credit and a date to make the charge and an amount.

Just enter a positive number for the credit or charge. The program will insert the amount into the family account with the appropriate sign.



If these charges are present they will be itemised in their own section on the account holder's invoices and usage summaries, ahead of the child details. For example:

<b>Here is how we calculated the charges</b>						<i>(If shown, C&gt; = Subsequently Cancelled)</i>
	<u>Items</u>	<u>Hours</u>	<u>(Free)</u>	<u>Service</u>		<u>Amount</u>
<b>Account Holder Items</b>						
Tue 03-Jul-2007	1.00			Excessive Charge		£100.00
Thu 05-Jul-2007	1.00			Tiny Credit		-£1.50
Account Holder Items Totals:	<u>2.00</u>	<u>0.00</u>	<u>0.00</u>			<u>£98.50</u>
<b>Elizabeth Badger</b>						
Wed 04-Jul-2007 Elizabeth Badger		2.50		Free Entitlement Session		£0.00
Thu 05-Jul-2007 Elizabeth Badger		2.50		Free Entitlement Session		£0.00

## Summary

SuperFox will allow you to cancel bookings for individual children, families or all children for all their use of all services, or just for an individual service. This is quick and easy and can be done from the Child and Service calendars.

You can also apply flexible account credits to the cancellations, refunding the full amount, a percentage or retaining a fixed amount as a cancellation charge. These cancellations are also suitable for part charged holiday absences.

Refunds can easily be applied from the Payments Received form.

Account holder related charges and credits such as late payment fees and opening account balances are applied from the Manage Account Items function that is part of the View A Family's Account forms.

**End**