



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 >

Software for Childcare Superheroes. © Helios Computing Ltd.

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

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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 date, acc							y the booked
									- 0 X
SuperFox - TUTORIAL(DA	ATA SET 5 - Manager elp	nent Reports.stf) - Child	dren's Cancel	lation Cale	ndar	<u></u>			
Register Timesheet Caler		wick Rookingo Cancellati	on Credits						
Group Cancellation Date:		Filter Cancellations:					Limit to c	ancellation	done for:
Cancelled On 16 Jun 2011 09:17:5	Cancellations	Filter items by date	used	Ļ			Surname		N D.o.B
			cancelled	•			Badger	Elizal	beth 19 Oct 2003
		between	Tuesday 1	17 May	2011				
		and	Thursday 1	16 June	2011				
		Choose account: All			•	(1)			
		Show service: All				•			
Shorten this list	Date Range	Show only the latest	50	(2 availab	le to credit)				
Select Cancellations: Sel	lect All Clear	1							
	Child Name	Description	Start	Hours	Charge	Credits		Remain	Account Holder
	3adger, Elizabeth Bia 3adger, Elizabeth Bia	Pre-School Part Day Pre-School Part Day	11:30 11:30	3.50 3.50	£12.25 £12.25	£0.00 £0.00	£0.00 £0.00	£12.25 £12.25	Badger, Mrs Roxy Badger, Mrs Roxy
Original Value: £0.00	Credits applie	d: £0.00	(Undo Canc	ellation	ndo Last C	redit Remov	e Credit	Apply Credit Help
or Help, press F1			- /						NUM

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.)

	Undo Cancellation	Undo Last Credit	Remove Credit	Apply Credit	Help
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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	Credit being removed from:									
Day	Date	Description	Charge	Removable Credit	Name					
	12 Jul 2007 11 Jul 2007	Pre-School Part Day Pre-School Part Day	£12.25 £12.25		Badger, Mrs Roxy Badger, Mrs Roxy					
				Rem	Total original charges: Credits applied to date: ove These Credits Canc	£24.50 £20.50 el 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

