Managing Facility Reservations

User Guide

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Entering Blackout Periods for Facilities

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About Blackout Periods

Blackout periods remove a facility from the availability calendar for the specified date(s), day(s), or time(s). You might enter blackout periods if one or more facilities will be unavailable because of maintenance or holidays, or if the facilities are regularly used for another purpose like a staff meeting every Monday or for several weeks in summer because of camp.

Blackout dates can be entered as a range of dates (for example, from June 16 to August 15) or by recurring days of the week (for example, every Monday and Tuesday). If the facility is configured with a Unit of Booking that is less than a day, you can also enter a blackout period for a specific time period on a date or dates (for example, every Monday from 11:00 AM to 1 PM). And, you can enter multiple blackout periods for a facility.

If your organization has related assets, applying a blackout to the related asset assigns the blackout to all of the facilities in the related asset. For example, if your organization has an asset called Entire Camp that contains the assets Dining Hall, Kitchen, and Campsite, applying a blackout to the asset Entire Camp applies the same blackout dates and times to the individual assets Dining Hall, Kitchen, and Campsite.

Displaying the Availability Schedule

To begin the process of creating, editing, or removing blackout periods for a facility, follow these steps:

1. In the Facilities tab, locate the facility for which you wish to enter a blackout date.
2. At the right, click **Details**. The Manage a Facility page will be displayed.
3. At the left, click **Asset Schedules**. The Availability Schedule for the selected asset will be displayed
4. Follow the steps in any of the following sections to enter different types of blackout periods.

Blacking Out a Range of Dates

To enter a range of dates for the blackout period, follow these steps at the Availability Schedule page for the facility:

1. In the Not Available section, select **Dates**.
2. In the From field, enter or select the first date that the facility is unavailable.
3. In the To field, enter or select the last date that the facility is unavailable.
4. In the Specify Reason field, enter a description of why the facility is unavailable.
5. Click **Add**. The information you entered will be displayed in the window at the bottom of the page, and blackout dates will be set for the specified period.
6. If you need to enter additional blackout periods, follow the steps to set that kind of blackout period.
7. When you are finished entering blackout information for the facility, click **Done**. The Manage a Facility page will be displayed.

In the following example, the facility will be unavailable from June 16, 2014 to August 15, 2014 for summer camp.

Configuring a blackout period for a range of dates

Blacking Out Days of the Week

You can black out specific days of the week (for example, every Monday).

To make the facility unavailable on specific days of the week, follow these steps at the Availability Schedule page for the facility:

1. In the Not Available section, select **Days of the week**.
2. In the From menu, select the first day of the week for the blackout period.
3. In the To menu, select the last day of the week for the blackout period.
4. In the Specify Reason field, enter the reason why the facility is unavailable.
5. Click **Add**. The information you entered will be displayed in the window at the bottom of the page, and blackout dates will be set for the specified period.
6. If you need to enter additional blackout periods, follow the steps to set that kind of blackout period.
7. When you are finished entering blackout information for the facility, click **Done**. The Manage a Facility page will be displayed.

In the following example, the facility will be unavailable every Monday and Tuesday.

Configuring a blackout period every Monday and Tuesday

Blacking Out Specific Dates and Times

If the facility is configured with a Unit of Booking of less than a day, you can black out specific dates and times. To do so, follow these steps at the Availability Schedule page for the facility:

1. In the Not Available section, select **Dates & Times**.
2. To enter the dates that the facility is unavailable, follow these steps:
    - In the Date field, enter or select the first date of the blackout period.
    - In the To menu, enter or select the first date of the blackout period.
3. To enter the times that the facility is unavailable on those dates, follow these steps:
    - In the From menus, select the start time for the blackout period (hour, minute, and AM/PM)

- In the To menus, select the end time for the blackout period (hour, minute, and AM/PM)

4. In the Specify Reason field, enter the reason why the facility is unavailable.
5. Click **Add**. The information you entered will be displayed, and blackout dates will be set for the specified period.
6. If you need to enter additional blackout periods, follow the steps to set that kind of blackout period.
7. When you are finished entering blackout information for the facility, click **Done**. The Manage a Facility page will be displayed.

In the following example, the facility will be unavailable every day from 11:00 AM to 12:00 PM to accommodate staff lunch.

Configuring a blackout period every day from 11:00 AM to 12:00 PM

Editing a Blackout Period

To change information for an existing blackout period, follow these steps at the Availability Schedule page for the facility:

1. At the Availability Schedule page for the facility, select **Edit Existing Schedule**. The page will update so that you can select a blackout period.
2. In the window at the bottom of the page, select the blackout period you wish to modify. The Not Available section and the Specify Reason section will display information for the selected blackout period.
3. Change the information as desired.
4. When you are finished editing the blackout information, click **Update**. Your changes to the blackout period will be saved.

Removing a Blackout Period

To remove a blackout period, follow these steps at the Availability Schedule page for the facility:

1. In the Action section, select **Delete Existing Schedule(s)**. The page will be redisplayed so that the blackout schedules can be selected.
2. Select the blackout schedule you wish to remove.
3. Click **Delete**. A confirmation dialog box will be displayed.
4. Click **OK**. The blackout schedule will be removed from the facility.
5. Repeat steps 2-4 to remove additional blackout periods.
6. Click **Done** to save your changes and return to the Manage a Facility page.

Enabling Administrators to Enter Reservations During Blackout Periods

You can choose whether administrators can enter new reservations and bookings during facility blackout periods. To enable this feature, follow these steps:

1. In Event Management, click the **Utilities** tab.
2. In the Organization menu, select the master organization.
3. Click **Event Configuration**.

4. In the Admin Override Facility Blackouts section, select **Enable Admin Override of Facility Blackouts**.
5. Click **Save**.

When this feature is enabled, blackout periods will not apply to administrators, and you can create reservations for dates and times that aren't available to the public. If the feature is not enabled, blackout periods will apply to administrators as well as visitors to your site.

Entering Reservations

This section covers the following topics:

- Searching Availability
- Entering Reservation Information
- Completing a Reservation Purchase—Online Payment
- Completing a Reservation Purchase—Offline Payment

NOTE: The procedures to purchase a reservation are identical to the procedures for purchasing an event or program registration.

Searching Availability

To search for availability and begin entering a reservation, follow these steps in Event Management:

1. In the Facilities tab, click **Manage Reservations**. The Manage Reservations page will be displayed.
2. At the right side of the page, click **Facility Search**. The Check Availability page will be displayed.
3. In the Category menu, select a facility category to search.
4. In the calendar, select a date for the reservation.
5. The Start Time, Duration, and Number of Participants options are only displayed if facilities in the category are configured to require them.
    - If the Start Time field is displayed, select the start time for the reservation.
    - If the Duration menu is displayed, select the duration of the reservation.
    - If the Number of Participants field is displayed, enter the number of participants for the reservation.
6. Click **Search**.
    - If one or more reservations are available, they will be listed in the Availability column in the middle of the page. Follow the steps in the next section to book a reservation.
    - If no reservations are available, enter the search again with different criteria.

Entering Reservation Information

The exact steps that you will follow depend on how the facility is configured. You may be asked to enter group information; to select price groups; to identify participants; to complete custom forms; and more. The following are the general steps for entering a reservation.

1. At the right of the item you want to reserve, click **Reserve**. The reservation will be added to the Reservation column at the left.
2. If you need to enter more reservations for this purchase, follow the steps to search availability and select a reservation again.
3. When you're done creating reservations for this person, click **Checkout**.
4. On the checkout screens, enter the requested information.
5. When you reach the Shopping Cart screen, review the reservation information to ensure that it is correct.
6. If you are ready to check out, click **Checkout**. The following sections contain instructions on completing a reservation purchase using online payment and offline payment.

Completing a Reservation Purchase—Online Payment

NOTE: The procedure to complete a reservation with online payment is identical to the procedure for completing event or program registration with online payment.

If you're entering a new reservation that will be paid for immediately by credit card, e-check, or gift card, follow the steps in this section. For example, use this procedure if you're creating a new reservation for someone on the phone who will provide their credit card information.

Entering Online Payment Information

To enter online payment information, follow these steps:

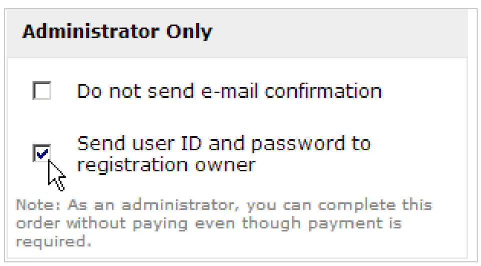
1. In the Payment Type section, select **Credit Card**, **eCheck**, or **Gift Card** (only available for organizations that use Mercury payment processing services). Fields to enter payment information for the selected online payment type will be displayed. (Instructions for handling mail-in and other offline payments are located in the next section.)
2. Enter the required payment information in the fields.
3. For the Name and Billing Address section, follow one of these steps:
    - If you selected an existing profile or group when you began the reservation, confirm that the displayed name and billing address are correct. (For example, if the reservation owner is paying by credit card, make sure that the name and billing address are the ones associated with that credit card.)
    - If the name and billing address for your administrator account are displayed, enter the correct name and billing address for the owner instead.

Setting Administrator Only Options and Completing the Reservation

To set administrator-only options and complete a reservation with online payment, follow these steps:

1. When you create a new reservation with online payment, a confirmation receipt should be emailed to the owner. To ensure that a confirmation receipt is emailed to the owner, make sure that **Do not send e-mail confirmation** is <u>not</u> selected in the E-mail Confirmation: section. (By default, this item is not selected.)
2. If you created a new owner for the reservation, or if the owner doesn't know their logon information, select **Send user ID and password to registration owner**. The owner will receive an email with logon information for their profile, which will allow them to update the reservation, make additional payments, and use their profile to make other purchases.

Setting Administrator Only options for a reservation with online payment and a new owner



3. At the right side of the page, click **Make Payment**. The payment will be processed and the Adjust Balance page for the order will be displayed. In most cases, you will not need to further adjust the balance because the online payment has been processed and applied.
4. At the bottom of the Adjust Balance page, click **Done**.

Completing a Reservation Purchase—Offline Payment

NOTE: The procedure to complete a reservation with offline payment is identical to the procedure for completing event or program registration with offline payment.

If you are entering a reservation that will be paid for with an offline method, follow the steps in this section.

Offline payment information is entered <u>after</u> the reservation is completed. When you're creating a new reservation with offline payment, make sure that a confirmation receipt is <u>not</u> sent when the reservation is completed—because the payment information hasn't been entered, the confirmation receipt will show a balance due even though the owner has sent an offline payment. Instead, you should send the confirmation receipt after you post the payment information.

Entering Billing Information

To enter offline payment information and complete the reservation, follow these steps:

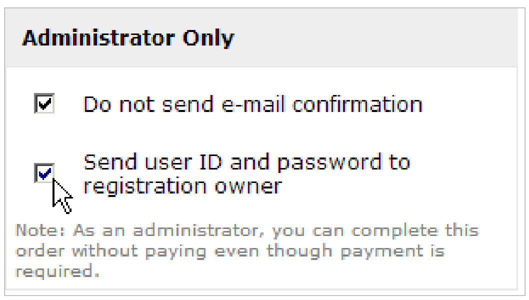
1. In the Payment Type section, select **Mail**.
2. For the Name and Billing Address section, follow one of these steps:
   - If you selected an existing owner profile when you began the reservation, confirm that the displayed name and billing address are correct.
   - If the name and billing address for your administrator account are displayed, update the name and billing address with the owner's information.

Setting Administrator Only Options and Completing the Reservation

To set administrator-only options and complete the reservation, follow these steps:

1. To suppress sending an email confirmation at the end of the reservation process, select **Do not send e-mail confirmation** in the E-mail Confirmation: section. If you will be posting an offline payment for this reservation, select this option to ensure that the owner does not receive a receipt until their offline payment is posted.
2. If you created a new owner for the reservation, or if the owner doesn't know their logon information, select **Send user ID and password to registration owner**. The owner will receive an email with logon information for their profile, which will allow them to update the reservation, make additional online payments, and use their profile to make other purchases.

Configuring Administrator Only options for a reservation with offline payment



3. At the right side of the page, click **Save**. The reservation will be completed, and the Adjust Balance page will be displayed so you can enter the offline payment information.

Entering the Offline Payment Information

After creating the reservation, you must adjust the balance to reflect the offline payment and issue a receipt that shows the updated balance. To post an offline payment, follow these steps on the Adjust Balance page.

1. In the Total Adjustment field, enter the amount of the offline payment.
2. In the Type pop-up menu, select one of the following (the other options in the menu are not appropriate for posting offline payments):
    - **Offline Check Payment**
    - **Offline Credit Card Payment**
    - **Offline Cash Payment**
3. By default, the posting date is today's date. To post the payment on another date, enter the date or select it from the calendar in the Posting Date field.

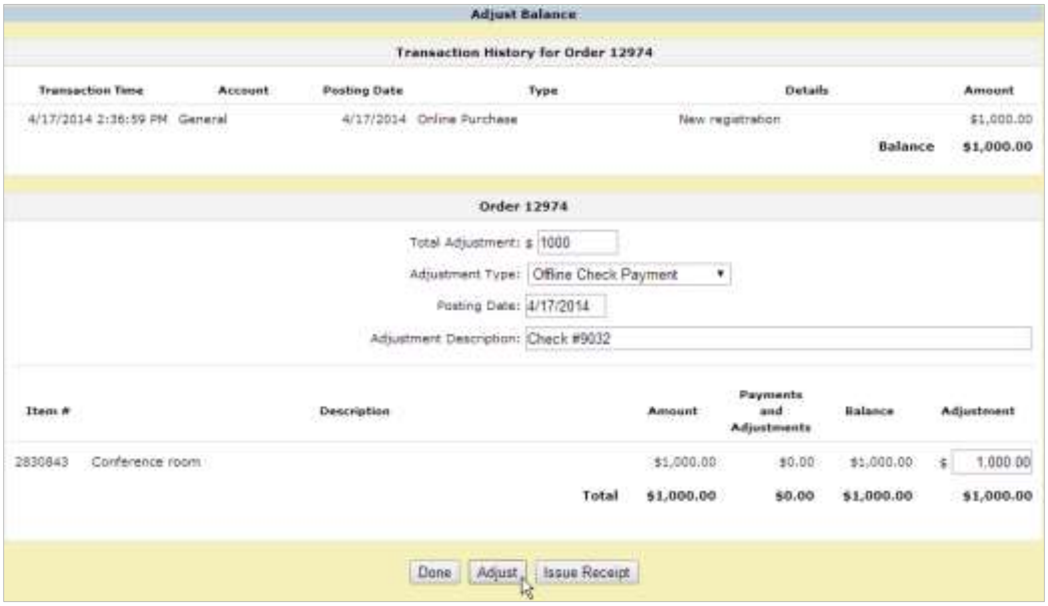
    NOTE: Be sure to enter the correct posting date. If your facility has early reservation discounts, late fees, or payment schedules, entering the correct posting date can make a difference in the total balance due.
4. In the Adjustment Description field, enter a description of the adjustment. For example, enter the check number to record a payment by check.
5. At the bottom of the page, locate the line item for the reservation. (If the reservation was the only item that was purchased in this order, it will be the only line item.)
6. In the Adjustment field at the right of the reservation item, enter the amount of the payment.

    NOTE: If the purchase contained items other than the reservation and the payment should be applied to more than one item, enter the amount to apply to each item in the Adjustment fields. The sum of the amounts in the Adjustment fields must equal the amount that you entered in the Total Adjustment field. If the amounts are not equal, the **Adjust** button will be grayed out and you will not be able to complete the adjustment.
7. Click **Adjust**. A confirmation dialog box will be displayed.
8. In the dialog box, click **OK**. The balance will be adjusted, and the changes will be reflected in the transaction history at the top of the page.

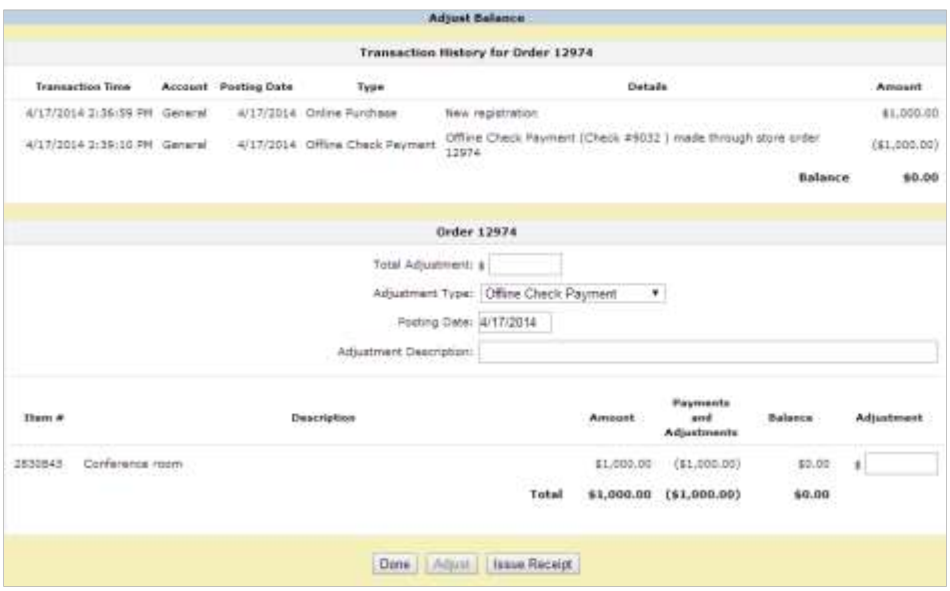
    NOTE: Once an adjustment is posted, it can't be changed. If you need to correct an error, you must post an offsetting adjustment.
9. Follow the steps in the next section to send a receipt to the reservation owner.

In the following example, an offline check payment of $1000 was entered for a reservation. The check number is used as a description for the adjustment.

Example: Adjusting the balance for a reservation to reflect an offline check payment of $1000.



After the administrator clicks Adjust, the transaction history is updated to show that the offline payment was applied to the balance due. Next, the administrator will issue a receipt that shows the updated balance.



Sending a Receipt that Reflects the Adjusted Balance

To send a receipt after adjusting the balance, follow these steps on the Adjust Balance page:

1. Click **Issue Receipt**. The receipt will be displayed.
2. At the top of the page, enter the email address where the receipt should be sent. (By default, the field contains the address of the owner.)
3. Click **Send**. The receipt will be emailed.
4. To leave the receipt, scroll to the bottom of the page and click **Done**.

Looking Up and Changing Reservations

This section contains instructions for looking up and changing reservations. The following topics are covered:

About Changing Reservations

You can modify a reservation in the following ways:

- Keep the same facility but change the start date, time, or duration of the booking
- Keep the same facility and reservation start date but increase or decrease the duration of the booking (for example, adding or removing extra hours or nights)
- Keep the same facility, start date, time, and duration but change the number and/or type of participants
- Keep the same facility, date, time, and duration but change the selected add-on options
- Book a different facility

If you're booking a different facility or changing the start date, time, or duration of a booking, you'll use the Change Reservation feature. If you're changing details of the reservation including number of participants, type of participants, and add-on options selected in a reservation form, you'll use the Edit Registration feature.

Looking Up a Reservation

There are two ways to look up a reservation:

- Using the Registration Search feature in Event Management. If you have information about the reservation, such as the order number or the name of the person who made the reservation, this is often the fastest way to find the reservation.
- Searching the reservations in an asset category by date on the Manage Reservations page.

Using Registration Search

To use Registration Search to locate a reservation, follow these steps:

1. In the Feature List, click Event Management.
2. At the top right, click **Registration Search**. The Search Registrations, Memberships and Reservations page is displayed.
3. To limit your search to events in a specific organization, select the organization whose events you wish to search from the Organization menu.
4. To search by the name of the event, enter a few characters of the event name in the Event, Membership or Facility Name field.
5. To search for registrations within a specific date range:
   - Click the mouse in the first Search Registrations/Purchases From field and select the desired start date.
   - If you want to specify an end date for your search, click the mouse in the Until field and select the desired end date.
6. To search by a reservation number, enter the number in the Registration, Reservation, or Membership Number field.
7. To search by an order number, enter the number in the Order Number field.

   NOTE: The order number is included on the receipt and may be the easiest piece of identifying information for a customer to find.
8. To search by a payment number, enter the number in the Payment Number field.
9. If the facility is configured to collect group information and you want to search by group name, enter the name in the Group Name field.

10. To search by the registration owner's email address, enter the email address in the Registration Owner/Purchaser E-mail field. If you enter a partial email address, all registrations with owner email addresses matching the characters you entered will be displayed.
11. To change the order in which results are displayed, select one of the following from the Sort By pop-up menu:
    - **Registration/Purchase Date**
    - **Number** (sorts by registration number)
    - **Event/Membership/Facility Description** (sorts alphabetically by the name of the event)
    - **Event Date**
12. Click **Search**. Registrations matching your search criteria will be displayed.
13. Locate the reservation you want to change, and click **Change Reservation**. The Change a Reservation page will be displayed.

Using Manage Reservations Search

To look up reservations by category and date, follow these steps in the Facilities tab:

1. Click **Manage Reservations**. The Manage Reservations page will be displayed.
2. In the Category menu, select the category of the facility whose reservations you want to view.
3. Enter the date or date range for the reservations you wish to display.
4. Click **Search**. The displayed results will include the following:
    - A calendar listing for the selected asset category for the date range you entered. Any reservations occurring during the selected date range will be displayed in the row for the asset and the column for the date. To display *only* this listing, select **Calendar**.
    - A list of reservations for the selected asset category during the selected date range. To display *only* this listing, select **Reservations**.
    - To display the listings in both formats, select **Both**.
5. Locate the reservation you want to change, and perform the appropriate action:
    - If the reservation is displayed in the calendar listing, click the reservation. The Change a Reservation page will be displayed.
    - If the reservation is displayed in the list of reservations, click **Change Reservation**. The Change a Reservation page will be displayed.

Changing a Reservation

This section contains information about changing a reservation.

About the Change a Reservation Page

When you first view the Change a Reservation page, the page will display the current reservation as well as all other facilities that match the original reservation criteria. Use the information in the following table to understand the text displayed at the right of each item:

Item	Meaning
Reserved	This item is included in the customer's current reservation
Not available	This item on the selected date, time, and/or duration is reserved by another person or group
Reserve This Instead	The current reservation can be changed to this facility for the selected date, time, and/or duration displayed on the left.

If you choose a different set of criteria at the left, the Availability column will update to display all the facilities that match the new criteria.

Changing the Booking to a Different Facility or Asset for the Same Date, Time, and Duration

If you want to change the reservation to another option displayed in the Availability column, follow this step:

1. Locate the facility you wish to book instead and click **Reserve This Instead**. The booking will be changed to the new facility, and the search results page will be displayed.

Changing the Booking to Another Facility or Asset at a Different Time, Date, or Duration

To change the reservation to another facility or asset, follow these steps on the Change a Reservation page:

1. In the panel at the left, select a new date, start time, and/or duration (depending on the options available). Facilities that meet those criteria will be displayed. If a facility is available for booking, the Reserve This Instead button will be displayed.
2. Locate the facility that you want to book instead, and click **Reserve This Instead**. The booking will be changed to the new facility, and the search results page will be displayed.

Changing Registration Details

To change information such as group information, the number or type of participants, or other information gathered during the checkout process, follow these steps:

1. Look up the reservation you wish to change. If you're using the Manage Reservations search feature, make sure that the Registration results are displayed.
2. In the Action column, click **Edit Registration**. The first page of the reservation process will be displayed.
3. Proceed through the reservation process and modify information as needed.
4. When you reach the checkout page, follow the steps in Completing a Reservation Purchase—Online Payment or Completing a Reservation Purchase—Offline Payment to complete the changes to the reservation.

   NOTE: To ensure that your changes are saved, you must complete the checkout process even if the changes do not affect the balance due.

Cancelling Reservations and Issuing Refunds

NOTE: The procedure to cancel and issue refunds for reservations is identical to the procedure for cancelling program and event registrations.

The following topics are covered in this section:

- About Cancelling Reservations
- Do I Need to Issue a Refund?
- Cancelling Reservations With Online Payments
- Cancelling Reservations With Offline Payments
- Cancelling Reservations that the Customer Hasn't Paid For
- Issuing a Receipt that Reflects the Cancellation

About Cancelling Reservations

When you cancel a reservation, the facility becomes free for others to reserve. However, all payment information still exists in the records for the cancelled reservation. The main tasks in cancelling a reservation are

- **Issuing a refund** (if necessary), which should be performed before you delete the reservation. The Payment Details page provides the information you need to determine if a refund is required.
- **Adjusting the balance** according to your organization's cancellation policy.
- **Deleting the reservation**.
- **Issuing a new receipt to the customer**.

Do I Need to Issue a Refund?

The Payment Details page for a reservation contains information about all the financial transactions associated with the reservation. You will review the Payment Details page to determine what kind of refund should be made (if any), and the amount of money to refund. You can display the Payment Details page by searching for the reservation and clicking **View Detail** in the Action column.

Example: Online Payment Made

In this example, the owner who wants to cancel her reservation made an online credit card payment of $84.

Example: Before cancelling this reservation, an online credit card refund should be issued.

Payment Details Reservation No. 2828725

ID	Transaction Date	Posting Date	Type	Details	Amount
2786624	10/4/2013 3:09:18 PM	10/4/2013	Online Purchase	New registration	$84.00
2786626	10/4/2013 3:09:18 PM	10/4/2013	Charge	Payment made through store order 12229	($84.00)
				Balance:	**$0.00**

To cancel this reservation, you would:

- Issue an online refund.
- If you issued a full online refund, delete the reservation.
- If you issued a partial online refund, use the Adjust Balance and Delete feature to enter the amount that your organization retained as a Misc Debit.
- Issue a new receipt to the customer.

NOTE: The $84 online payment is a clickable link. This is the link that you will follow to refund an online payment.

Example: Offline Payment Made

In this example, the reservation owner who wants to cancel her reservation made an offline check payment of $1000.

Example: Before cancelling this reservation, an offline refund should be issued.

Payment Details Reservation No. 2830644					
ID	Transaction Date	Posting Date	Type	Details	Amount
2789497	4/2/2014 12:32:21 PM	4/2/2014	Online Purchase	New registration	$1,000.00
2789500	4/2/2014 12:36:07 PM	4/2/2014	Offline Check Payment	Offline Check Payment (Check #7635) made through store order 12845	($1,000.00)
				Balance:	$0.00

To cancel this reservation, you would:

- Issue an offline refund according to your organization's policies.
- Use the Adjust Balance and Delete feature to adjust the balance to reflect the refund and delete the reservation.
- If you issued a partial offline refund, adjust the balance again to show the amount your organization retained as a Misc Debit.
- Issue a new receipt to the customer.

Example: No Payment Made

In this example, the owner who wants to cancel her reservation has not made any payments for the reservation and the balance due is $48.

Example: The customer has made no payment for their reservation.

Payment Details Reservation No. 2828726					
ID	Transaction Date	Posting Date	Type	Details	Amount
2786627	10/4/2013 3:10:41 PM	10/4/2013	Online Purchase	New registration	$48.00
				Balance:	$48.00

To cancel this reservation, you would:

- Delete the reservation.
- Issue a new receipt to the customer.

Cancelling Reservations With Online Payments

Follow the steps in this section to issue refunds, adjust balances, and cancel reservations paid for with online payments.

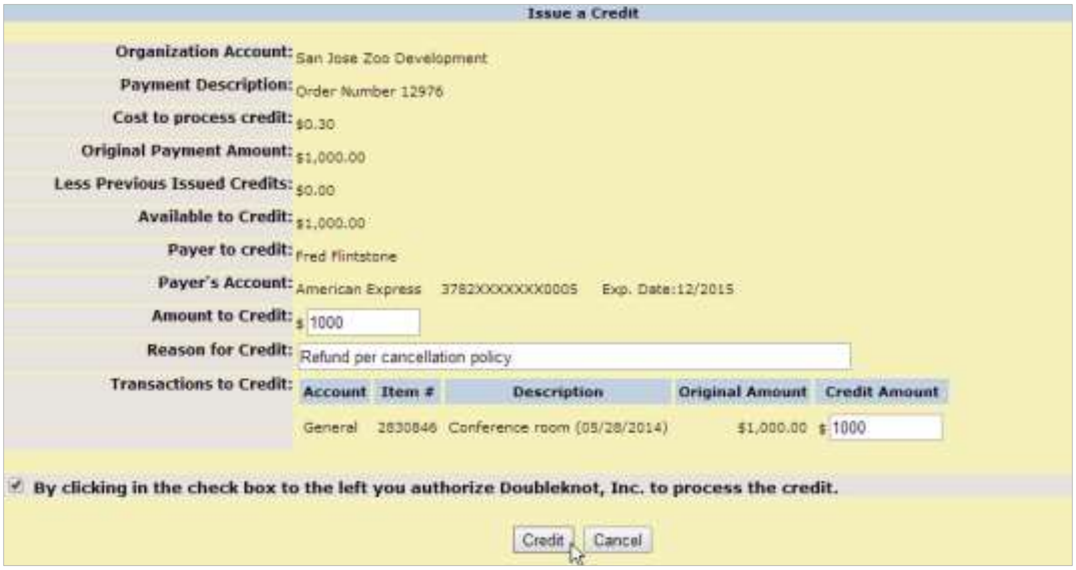
NOTE: To issue a refund for online payments, your Doubleknot account must have permission to access the Financial Accounts module.

Getting Started With Online Refunds

To begin refunding an online payment, follow these steps:

1. Locate the reservation using the steps in Looking Up Reservations.
2. In the Action column, click **View Payments**.
3. Locate the line item for the only payment you wish to refund.
4. Click the underlined amount. The Transaction Detail page for that transaction will be displayed.
5. At the bottom of the Transaction Detail page, click **Issue Credit**. The Issue a Credit page will be displayed. Follow the steps in the next two sections to complete the information on this page.

Issue a Credit page for issuing online refunds.



Entering the Amount and Selecting Financial Accounts

To enter the amount of the refund and select the financial accounts from which the funds should be refunded, follow these steps at the Issue a Credit Page:

1. In the Amount to Credit field, enter the amount of the refund. This amount cannot exceed the number displayed in Available to Credit.
2. In the Reason for Credit field, enter the reason for the refund.
3. In the Transactions to Credit section, locate the transaction for which you are issuing the refund.
    - If you are issuing a refund for only one reservation, enter the amount of the refund in the Credit Amount field.
    - If you are issuing a refund for other items in the order, enter the amount to be refunded for each item in the Credit Amount field for that item.

    NOTE: The total amount that you enter in the Credit Amount column must be equal to the amount you entered in the Amount to Credit field.
4. Re Accounts to Credit section displays each account that received funds as a result of the purchase.

Completing the Refund

To complete the refund, follow these steps.

1. Click the box for **By clicking in the check box to the left you authorize Doubleknot, Inc. to process the credit**. (Depending on your merchant services provider, the wording may be different.)
2. At the bottom of the screen, click **Credit**. The Credit Confirmation page will be displayed.
3. Click **Done**. The Transaction Details page will be displayed.
4. Click **Done**. Financial account information will be displayed.
5. At the top of the page, click **Feature List** to return to the main Doubleknot page.

Deleting the Reservation

After you've issued an online refund, the next step is to delete the reservation. After you delete a reservation, the facilities will be displayed as available.

To delete a reservation after issuing an online refund, follow these steps:

1. Locate the reservation you wish to delete using the steps in Looking Up a Reservation.
2. In the Action Column at the right, click **Delete**. The Delete Warning page will be displayed.

3. Click **Delete**. The reservation will be deleted and the only available items for the reservation in the Action column will be View Detail and View Payments.
4. If you issued a partial online refund, follow the steps in the next section, Adjusting the Balance for a Partial Online Refund. Otherwise, follow the steps in Issuing a Receipt that Reflects the Cancellation to issue a new receipt.

After you issue a full online refund and delete a reservation, the Payment Details show a balance of $0.00.

Payment Details Reservation No. 2830846

ID	Transaction Date	Posting Date	Type	Details	Amount
2790291	4/17/2014 2:59:41 PM	4/17/2014	Online Purchase	New registration	$1,000.00
2790293	4/17/2014 2:59:41 PM	4/17/2014	Charge	Payment made through store order 12976	($1,000.00)
2790296	4/17/2014 3:10:51 PM	4/17/2014	Credit	Credit issued through store order 12976	$1,000.00
2790297	4/17/2014 3:14:38 PM	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
				Balance:	$0.00

Adjusting the Balance for a Partial Online Refund

If you issued a partial online refund for the cancelled reservation, the Payment Details will show that you owe the amount your organization retained to the customer. You must adjust the balance with a Misc Debit to show that your organization does not owe the money to the customer.

Payment Details show that the organization owes $100 to the customer. Because the organization is retaining that amount as a cancellation fee, the administrator must adjust the balance to show that the organization doesn't owe the money to the customer.

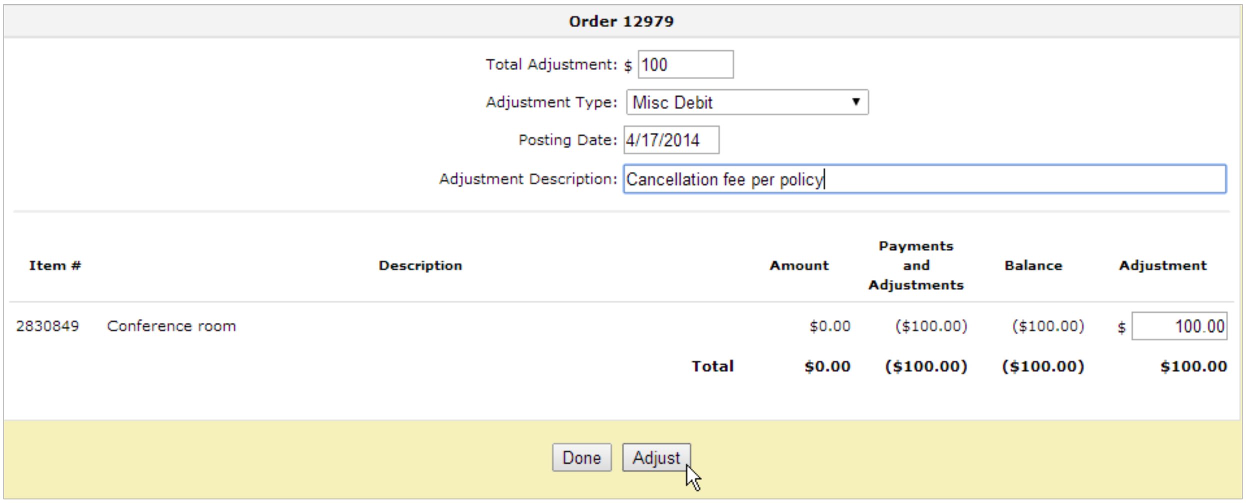
Payment Details Reservation No. 2830849

ID	Transaction Date	Posting Date	Type	Details	Amount
2790312	4/17/2014 4:54:46 PM	4/17/2014	Online Purchase	New registration	$1,000.00
2790314	4/17/2014 4:54:46 PM	4/17/2014	Charge	Payment made through store order 12979	($1,000.00)
2790317	4/17/2014 4:55:35 PM	4/17/2014	Credit	Credit issued through store order 12979	$900.00
2790318	4/17/2014 4:56:07 PM	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
				Balance:	($100.00)

To adjust the balance for a partial offline refund, follow these steps:

1. Locate the deleted reservation.
2. In the Action column at the right, click **View Payments**. The Payment Details page will be displayed.
3. Click **Adjust Balance**. The Adjust Balance page will be displayed.
4. In the Total Adjustment field, enter the amount that your organization did not refund.
5. In the Adjustment Type menu, select **Misc Debit**.
6. In the Adjustment Description field, enter a description such as "Cancellation fee."
7. Click **Adjust**. A confirmation dialog box will be displayed.
8. Click **OK**. The transaction history at the top of the page will be updated with the adjusted balance.
9. To leave the page, click **Done**. Follow the steps in Issuing a Receipt that Reflects the Cancellation to issue a new receipt.

Adjusting the balance with a Misc Debit to show that the organization does not owe the $100 cancellation fee to the customer.



Order 12979

Total Adjustment: $ 100

Adjustment Type: Misc Debit

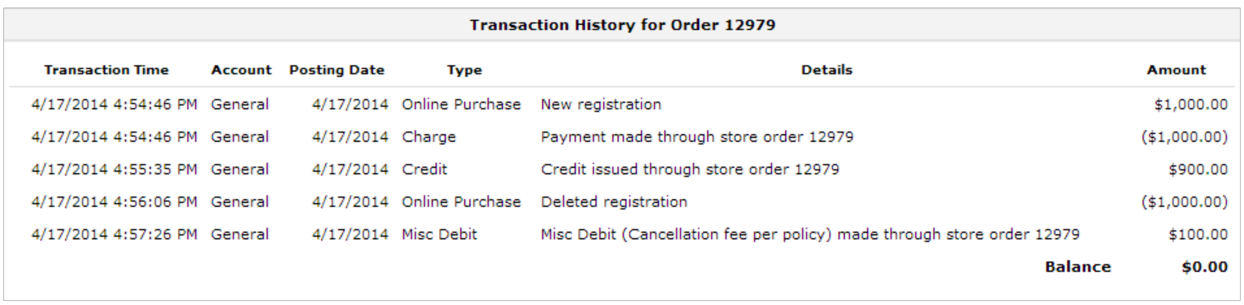
Posting Date: 4/17/2014

Adjustment Description: Cancellation fee per policy

Item #	Description	Amount	Payments and Adjustments	Balance	Adjustment
2830849	Conference room	$0.00	($100.00)	($100.00)	$ 100.00
	Total	$0.00	($100.00)	($100.00)	$100.00

Done Adjust

After adjusting the balance with a Misc Debit, the transaction history shows that the balance is $0.00.



Transaction History for Order 12979

Transaction Time	Account	Posting Date	Type	Details	Amount
4/17/2014 4:54:46 PM	General	4/17/2014	Online Purchase	New registration	$1,000.00
4/17/2014 4:54:46 PM	General	4/17/2014	Charge	Payment made through store order 12979	($1,000.00)
4/17/2014 4:55:35 PM	General	4/17/2014	Credit	Credit issued through store order 12979	$900.00
4/17/2014 4:56:06 PM	General	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
4/17/2014 4:57:26 PM	General	4/17/2014	Misc Debit	Misc Debit (Cancellation fee per policy) made through store order 12979	$100.00
				Balance	$0.00

Cancelling Reservations With Offline Payments

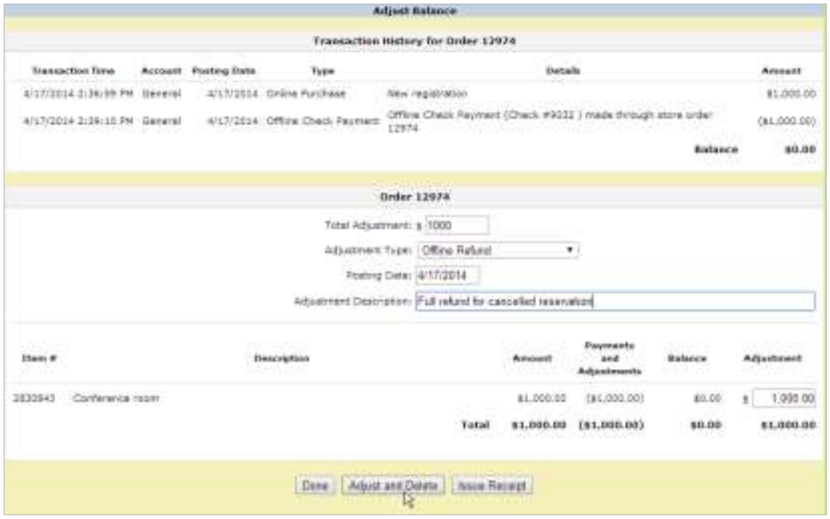
Use the steps in this section to cancel reservations with offline payments.

Adjusting the Balance and Deleting the Reservation

To adjust the balance and delete a reservation that was paid for with an offline method, follow these steps:

1. Follow the steps to determine if a refund must be issued. If a refund is due, follow your organization's procedure for refunding offline payments.
2. Locate the reservation you wish to delete using the steps in Looking Up a Reservation.
3. In the Action Column at the right, click **Delete**. The Delete Warning page will be displayed.
4. Click **Adjust Balance and Delete**. The Adjust Balance page will be displayed.
5. In the Amount field, enter the amount of the refund.
6. In the Adjustment Type menu, select **Offline Refund**.
7. In the Adjustment Description field, enter a description of the refund.
8. Click **Adjust and Delete**. A confirmation dialog box will be displayed.
9. Click **OK**. The reservation will be deleted, and the page where you looked up the reservation will be displayed. The only items in the Action column will be View Detail and View Payments.
10. If you issued a partial offline refund, follow the steps in the next section, Adjusting the Balance for a Partial Offline Refund. Otherwise, follow the steps in Issuing a Receipt that Reflects the Cancellation to issue a new receipt.

The Adjust Balance page is completed to adjust the balance and delete a reservation paid for with an offline check. In this example, the customer received an offline refund for the full amount.



After the balance is adjusted for the full refund and the reservation is deleted, the Payment Details page shows a balance of $0.

Payment Details Reservation No. 2830843

ID	Transaction Date	Posting Date	Type	Details	Amount
2790275	4/17/2014 2:36:59 PM	4/17/2014	Online Purchase	New registration	$1,000.00
2790278	4/17/2014 2:39:11 PM	4/17/2014	Offline Check Payment	Offline Check Payment (Check #9032) made through store order 12974	($1,000.00)
2790281	4/17/2014 2:44:31 PM	4/17/2014	Offline Refund	Offline Refund (Full refund for cancelled reservation) made through store order 12974	$1,000.00
2790282	4/17/2014 2:44:31 PM	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
				Balance:	**$0.00**

Adjusting the Balance for a Partial Offline Refund

If you issued a partial refund for the cancelled reservation, the Payment Details will show that you owe the amount your organization retained to the customer. You must adjust the balance with a Misc Debit to show that your organization does not owe the money to the customer.

The Payment Details page shows that the organization owes $100 to the customer. Because the organization is retaining that amount as a cancellation fee, the administrator must adjust the balance to show that the organization doesn't owe the money to the customer.

Payment Details Reservation No. 2830848

ID	Transaction Date	Posting Date	Type	Details	Amount
2790300	4/17/2014 4:33:23 PM	4/17/2014	Online Purchase	New registration	$1,000.00
2790303	4/17/2014 4:33:46 PM	4/17/2014	Offline Check Payment	Offline Check Payment (Check #7623) made through store order 12978	($1,000.00)
2790306	4/17/2014 4:34:38 PM	4/17/2014	Offline Refund	Offline Refund (Partial refund per event policy) made through store order 12978	$900.00
2790307	4/17/2014 4:34:38 PM	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
				Balance:	**($100.00)**

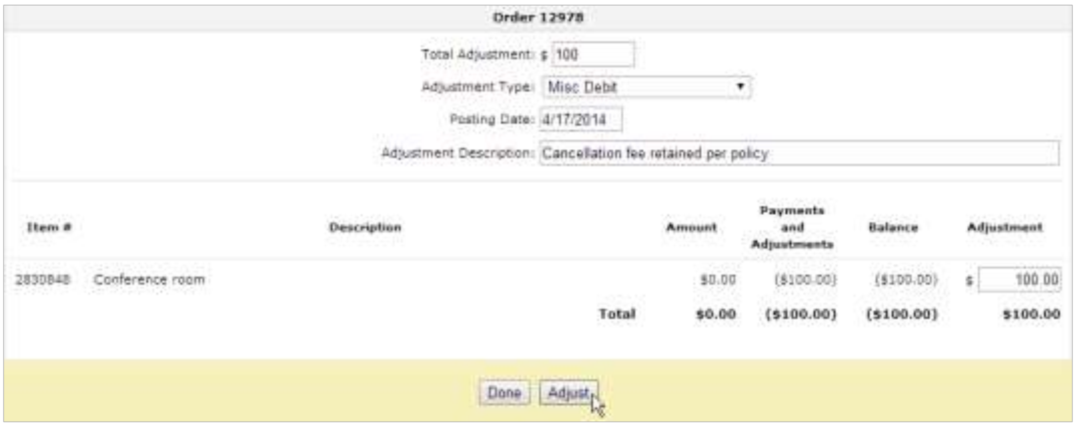
<< Go Back | Adjust Balance

To adjust the balance for a partial offline refund, follow these steps:

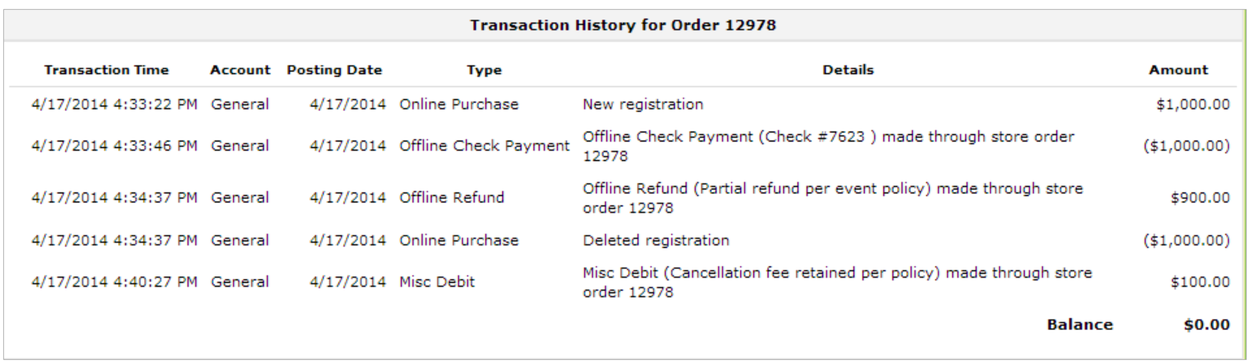
1. Locate the deleted reservation.
2. In the Action column at the right, click **View Payments**. The Payment Details page will be displayed.
3. Click **Adjust Balance**. The Adjust Balance page will be displayed.
4. In the Total Adjustment field, enter the amount that your organization did not refund.

5. In the Adjustment Type menu, select **Misc Debit**.
6. In the Adjustment Description field, enter a description such as “Cancellation fee.”
7. Click **Adjust**. A confirmation dialog box will be displayed.
8. Click **OK**. The transaction history at the top of the page will be updated with the adjusted balance.
9. To leave the page, click **Done**. Follow the steps in Issuing a Receipt that Reflects the Cancellation to issue a new receipt.

Adjusting the balance with a Misc Debit to show that the organization does not owe the $100 cancellation fee to the customer.



After adjusting the balance with a Misc Debit, the transaction history shows a balance of $0.00.



Transaction History for Order 12978

Transaction Time	Account	Posting Date	Type	Details	Amount
4/17/2014 4:33:22 PM	General	4/17/2014	Online Purchase	New registration	$1,000.00
4/17/2014 4:33:46 PM	General	4/17/2014	Offline Check Payment	Offline Check Payment (Check #7623) made through store order 12978	($1,000.00)
4/17/2014 4:34:37 PM	General	4/17/2014	Offline Refund	Offline Refund (Partial refund per event policy) made through store order 12978	$900.00
4/17/2014 4:34:37 PM	General	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
4/17/2014 4:40:27 PM	General	4/17/2014	Misc Debit	Misc Debit (Cancellation fee retained per policy) made through store order 12978	$100.00
				Balance	**$0.00**

Cancelling Reservations that the Customer Hasn’t Paid For

If a customer made a reservation without paying and wishes to cancel the reservation, you can delete the reservation without issuing refunds or adjusting the balance. For example, if a customer makes a reservation and chooses offline payment but decides to cancel the reservation before paying, you can delete the reservation and the balance due will automatically adjust to $0.00. To cancel a reservation that a customer hasn’t paid for, follow these steps:

1. Locate the reservation you wish to delete using the steps in Looking Up a Reservation.
2. In the Action Column at the right, click **Delete**. The Delete Warning page will be displayed.
3. Click **Delete**. The reservation will be deleted and the Payment Details for the reservation will show a balance due of $0.00. Follow the steps in Issuing a Receipt that Reflects the Cancellation to issue a new receipt.

After deleting a reservation that a customer hadn't paid for,
the balance is automatically adjusted to $0.00.


Payment Details Reservation No. 2830847

ID	Transaction Date	Posting Date	Type	Details	Amount
2790298	4/17/2014 3:56:33 PM	4/17/2014	Online Purchase	New registration	$1,000.00
2790299	4/17/2014 3:57:02 PM	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
				Balance:	**$0.00**

Issuing a Receipt that Reflects the Cancellation

To issue a receipt to the customer that reflects the cancelled registration and all refunds and debits, follow these steps:

1. Locate the cancelled registration using the steps in Looking Up Reservations.
2. In the Action Column, click **View Payments**. The Payment Details page will be displayed. Because you issued a refund and deleted the registration, the Balance should be $0.00.
3. Click **Issue Receipt**. The receipt will be displayed.
4. At the top of the page, enter the email address where the receipt should be sent. (By default, the field contains the address of the registration owner.)
5. Click **Send**. The receipt will be emailed.
6. To leave the receipt, scroll to the bottom of the page and click **Done**.