BOOKINGS

Bookings store the details of a child's booking with your service. The booking is then used for generating a child's weekly attendance sessions, which are used for CCSS reporting, signing in and out electronically (e-signatures) and reports etc.

This tip sheet will guide you through:

- **Creating a New Booking**
- **Editing Sessions**
- **Casual Bookings**
- **Rotating Bookings**
- **Ending a Booking**
- **Weekly Forecast**
- **Troubleshooting**

Summary

Creating a Booking
1. Click the Childcare menu
2. Select Bookings
3. Click on the New Booking button
4. Select the child, start date, room and default program
5. Click Create
6. Click Add Week
7. Click on the plus box on the days the child will be attending
8. Click Save

Ending a Booking – *via Bookings*
1. Click the Childcare menu
2. Select Booking
3. Click on Edit
4. Enter the End Date
5. Click Save

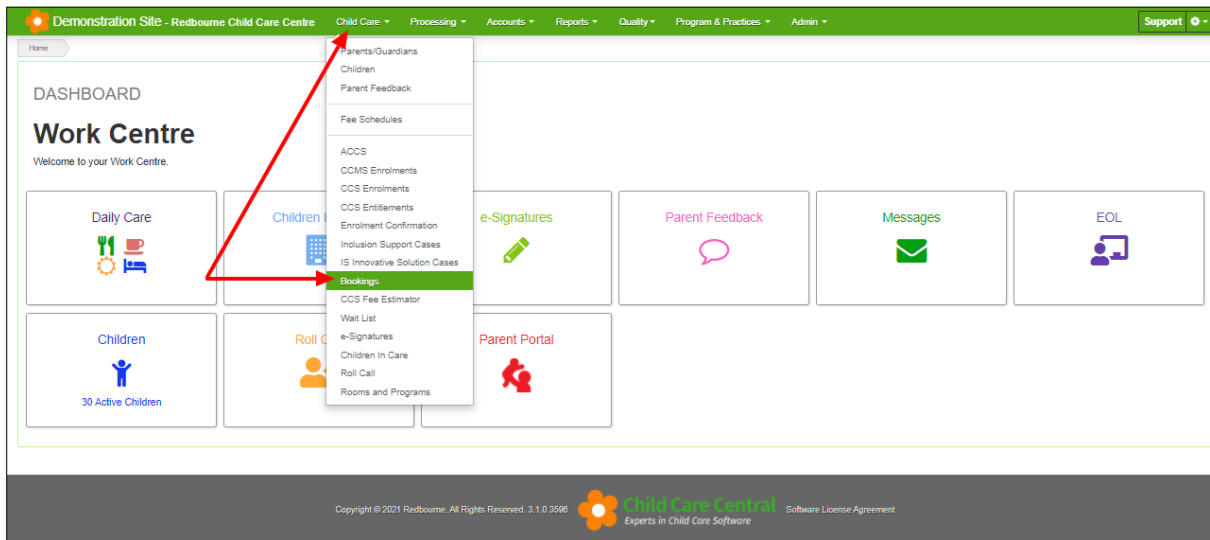Ending a Booking – *via the Child's Record*
1. Click the Childcare menu
2. Select Children
3. Click on Edit
4. Click onto the Bookings Tab
5. Edit the booking
6. Enter End Date
7. Save

BOOKINGS

Detailed

Creating a New Booking

Click **Childcare** menu and select **Bookings**

The following will display:

To begin creating a new booking, click the **New Booking** button.

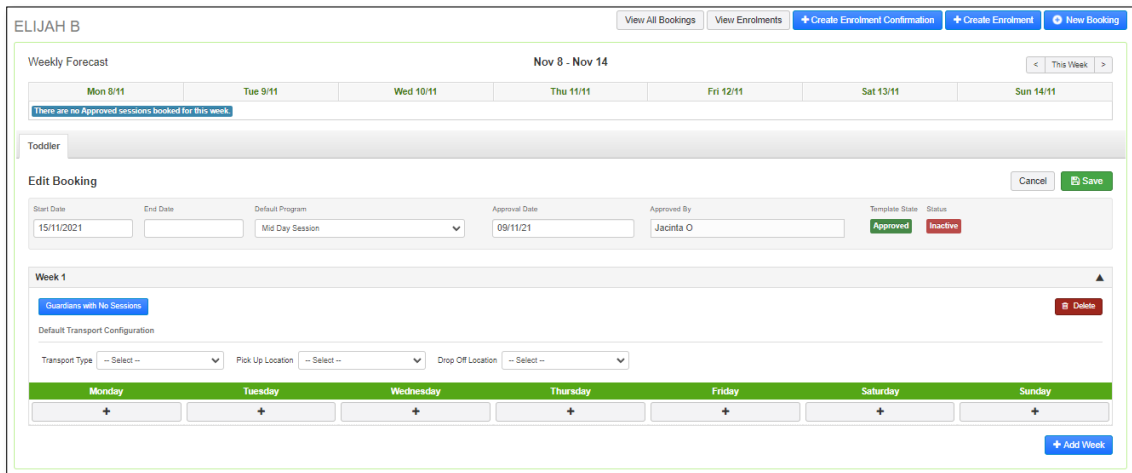Select the **child**, **Start Date** for the booking and **Room**

NOTE: If the child is booked in multiple rooms, this process will need to be repeated.
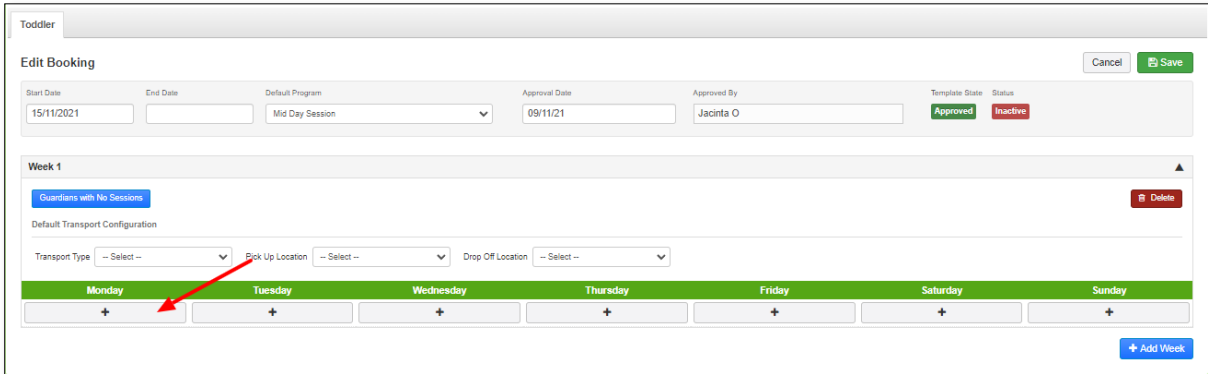
You may also choose to select a **default program**. This is an *optional* setting and may be ignored if you wish to book the child with multiple programs.

If selected, all sessions added on the booking will default to the selected program details.

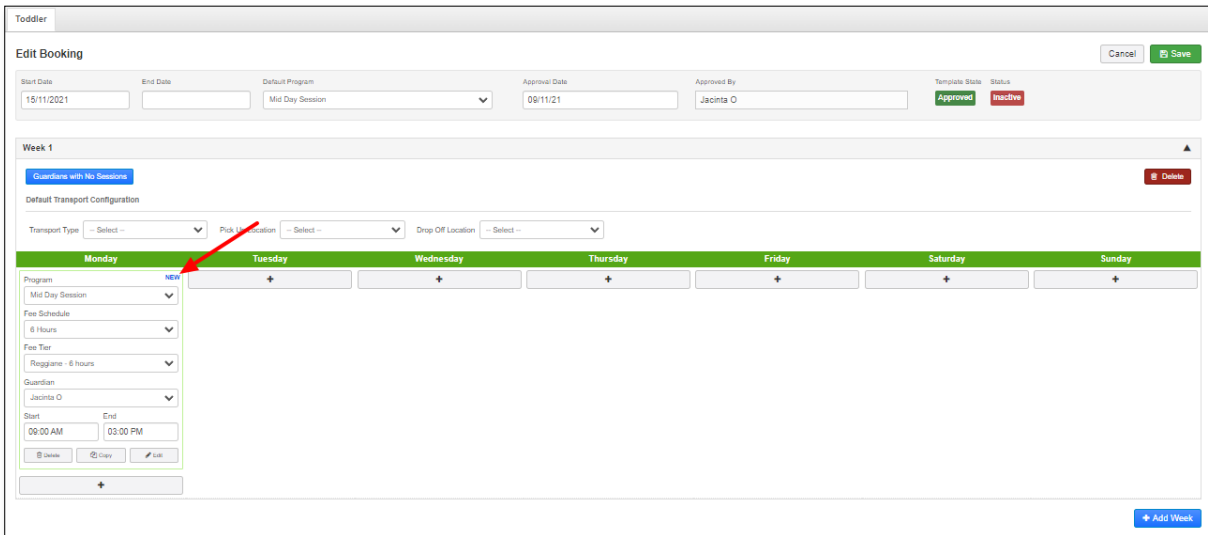After making your selection, click the **create** button and the following will appear:

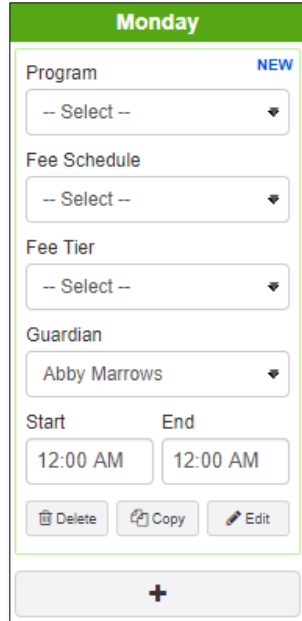To add booked hours to the week, click on the **+** (plus) button:

If a default program has been selected, the session details will prefill when a day is added:

If _no_ default program has been selected, the session details will be blank when the day is selected and you will select the details from the dropdown menus:

To add a second session to the day, click the **+** (plus) button beneath the first session. This will allow you to add an additional session to the day:
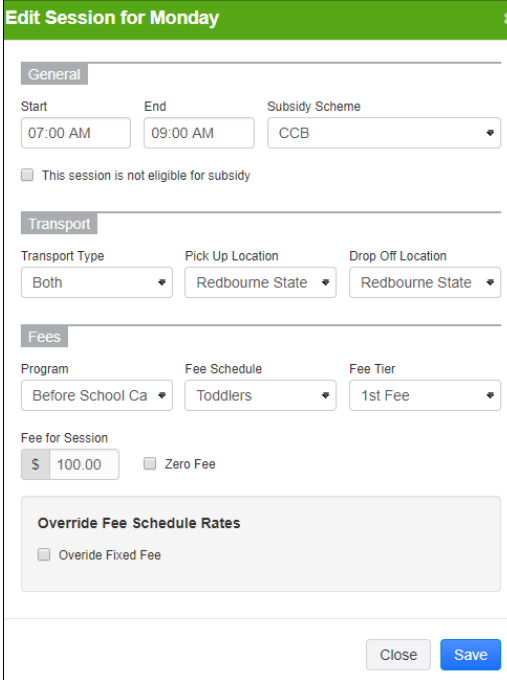
Sessions added in error may be deleted by clicking the **Delete** button on the session:
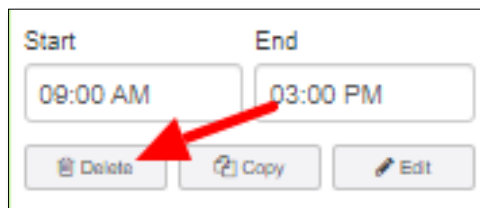
Editing Sessions

To edit further session settings, click the **Edit** button on the session. This will open the 'Edit Session' window:

General: Times for the program will display here, the default subsidy will also pull through however can be changed.
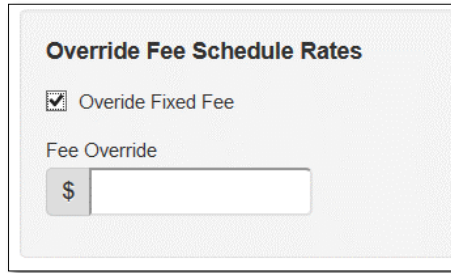
Transport: If transport settings have been applied to the room, they will default on the session. The transport may be adjusted via the dropdown menus

Fees: Program, fee schedule and fee tier can be adjusted.

You can also apply a zero fee permanently on the booking. The hours of the session will still go to CCS however no fees will be calculated if this is ticked.

Fee's can also be overridden here on a permanent bases by ticking Override Fixed Fee and entering a fee.
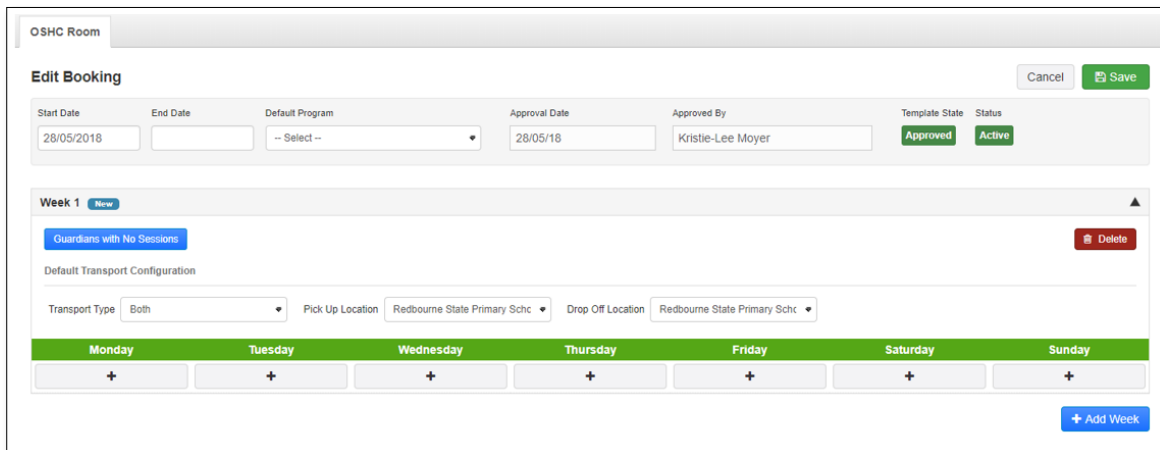

You will need to click the **save** button to save any updates made to the session settings.

Casual Bookings

In the event, that a child doesn't have any booked sessions and they are only coming on a casual bases you will still be required to create a blank booking like below:
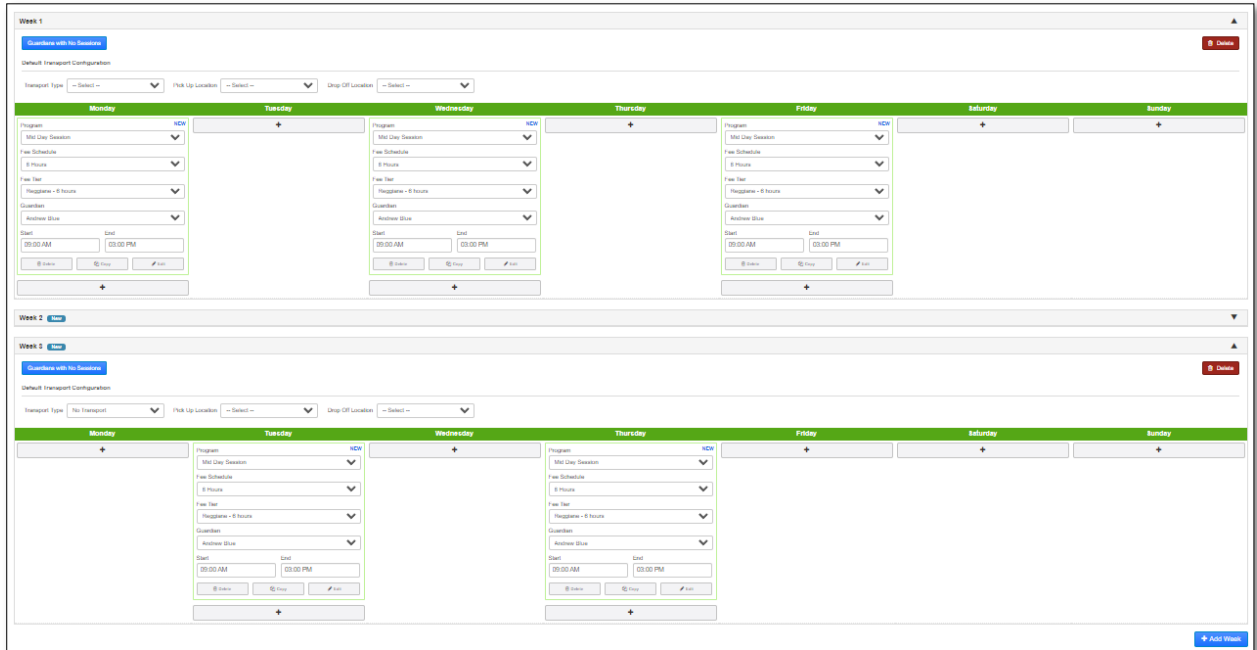

NOTE: If this step is missed you will not be able to create casual daily sessions.

Rotating Bookings

If the child is attending care on a rotating schedule, click the **+Add Week** button.
This will add an additional week to the booking:

Add in the sessions required.

NOTE: The booking will then rotate this cycle beginning from the booking start date. You may add as many weeks as required.

Clicking the **delete** button will remove a week.

Once you have finished setting up the child's booking, click the **Save** button.

Ending a Booking

You can end a booking in two ways through Bookings or through to the Child's Record.

Through Bookings

Click **child care** and select **bookings** find the booking in the list and click the **edit** button

Scroll down to your template and enter an end date

Once the end date has come to pass, the booking status will change to **inactive** and no further sessions will be generated for dates after the end date.

Inactive bookings will only display on the bookings page when specifically searched for:

Through Children's record

Select **Childcare**, then **children**, search for the child then click **edit** to go into the child's record

1. Click on the Booking Tab
2. Click on the room name
3. Find the Active Booking and Click Edit.

Scroll down to your template and enter an end date

Once a date has been selected, click the **save** button.

Once the end date has come to pass, the booking status will change to **inactive** and no further sessions will be generated for dates after the end date.

Weekly Forecast

Once the booking has been saved make sure you refresh your page to see the updated weekly forecast.

If the child is booked in more than one room then the sessions will also be colour coded by room in the weekly forecast, where more than one room is in use on the booking:

BOOKINGS

Troubleshooting

Issue: I'm trying to create a new booking and getting an error saying it's overlapping e.g.:

Resolution: The error message is correct, a booking with this child/room combination already exists. Navigate to the child record and into the booking tab, then click on the room name and have a look at the history of bookings:

Issue: When I'm adding a session, the parent I need isn't an option to choose from

Resolution: This can be due to 2 reasons:
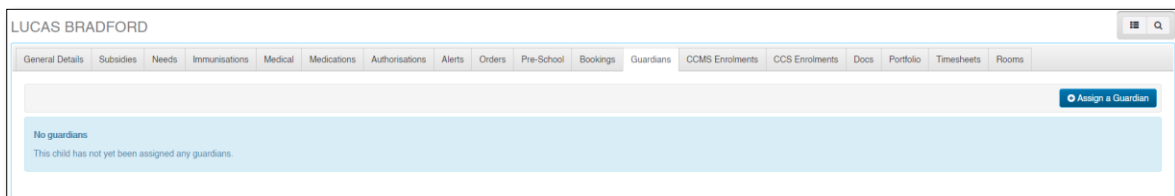
1. The parent isn't active. Navigate to the parent record to check if they

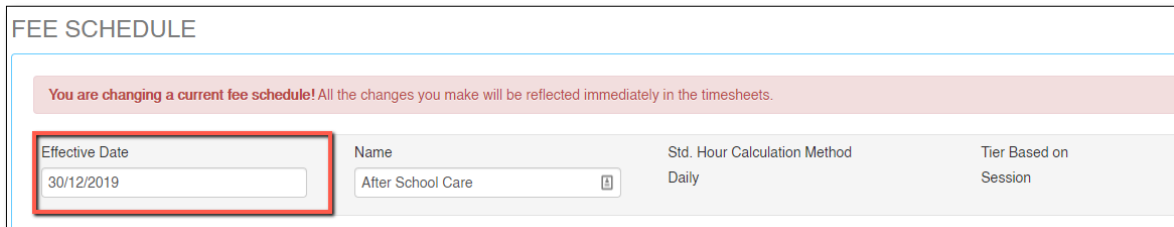2. The parent isn't linked. To check this, navigate to the child record – click on the guardian's tab:

If the parent hasn't been linked, click on **Assign a Guardian** and follow the prompts.

Issue: When I'm adding a session, the new fee schedule I created isn't available to select.

Resolution: This will be due to the fee schedule start date is in advance to your booking start date.

Go into Child Care – fee schedules – find the fee schedule – click edit – click correct mistake - and change the effective date.

Issue: I entered the incorrect start date

Resolution: You can edit the booking and alter the start date after creation either from the Bookings or from the child's profile.

Please follow the steps below:

Through Bookings

1. Click the Childcare menu
2. Select Bookings
3. Use the search keyword option to find the booking
4. Click edit
5. Change the start date
6. Save

Through Child's Record

1. Click the Childcare menu
2. Select Children
3. Use the search keyword option to find the child
4. Navigate to the booking tab and find the booking
5. Click edit
6. Change the start date
7. Save