

# 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](#)

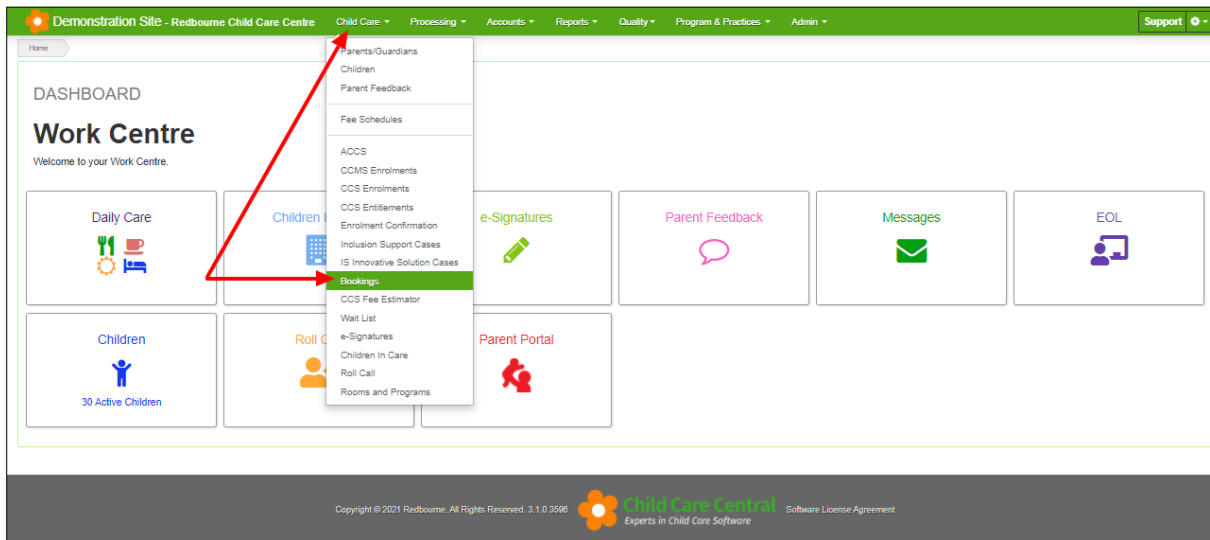
1. Click the Childcare menu
2. Select Children
3. Click on Edit
4. Click onto the Bookings Tab
5. Edit the booking
6. Enter End Date
7. Save

# BOOKINGS

## Detailed

### Creating a New Booking

Click Childcare menu and select Bookings



The following will display:

BOOKINGS

Bookings Awaiting Approval | Holiday Periods Awaiting Approval | [New Booking](#)

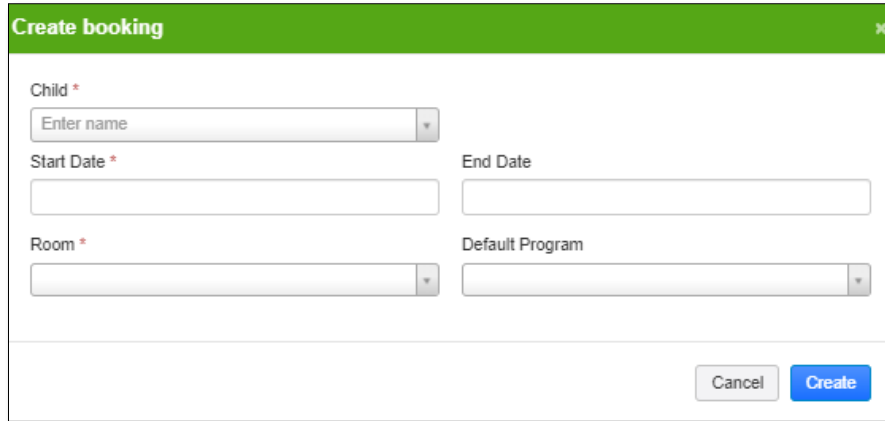
Search Keyword...   Displaying 4 out of 4

Current Search Options: [Status: Active](#) [State: All](#)

Child	Guardians	Room	Programs	Active / Inactive	Date Range	Default Program	Status	Approval Date	Approval By	
Griffiths, Jacob	Jennifer Griffiths	OSHC Care Room	After School Care, Before School Care	Active	21/05/2018 - ongoing		Approved	22/05/2018	RBSAdmin	<input type="checkbox"/> Edit
Griffiths, Toby	Jennifer Griffiths, Letty Jones	OSHC Care Room	After School Care, Before School Care	Active	21/05/2018 - ongoing	Before School Care	Approved	23/05/2018	RBSAdmin	<input type="checkbox"/> Edit
Jones, Caleb		LDC Room		Active	21/05/2018 - ongoing	Joeys Room	Approved	18/05/2018	RBSAdmin	<input type="checkbox"/> Edit
Jones, Keely	Jennifer Griffiths, Letty Jones	OSHC Care Room	After School Care, Before School Care	Active	21/05/2018 - ongoing	After School Care	Approved	24/05/2018	RBSAdmin	<input type="checkbox"/> Edit

1

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



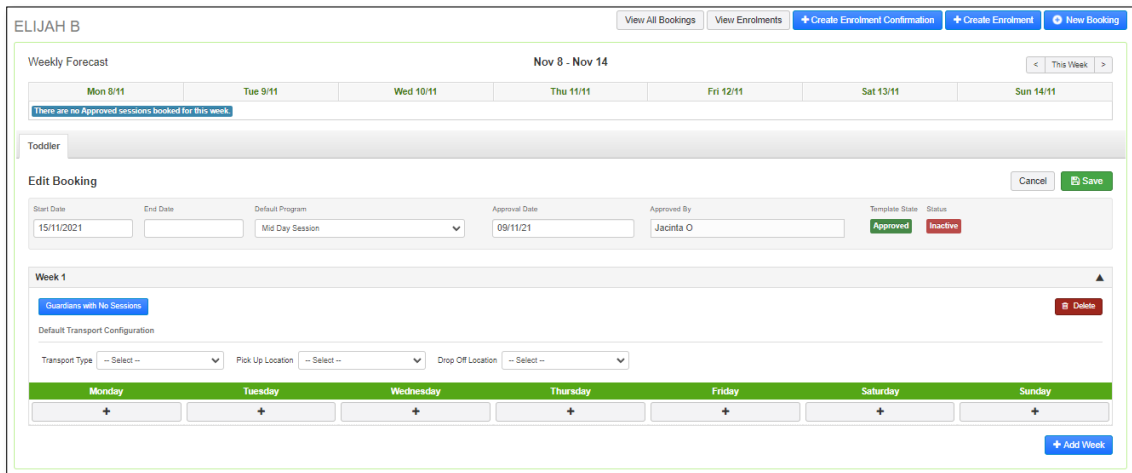
Select the **child**, **Start Date** for the booking and **Room**

*NOTE: If the child is booked in multiple rooms, this process will need to be repeated.*

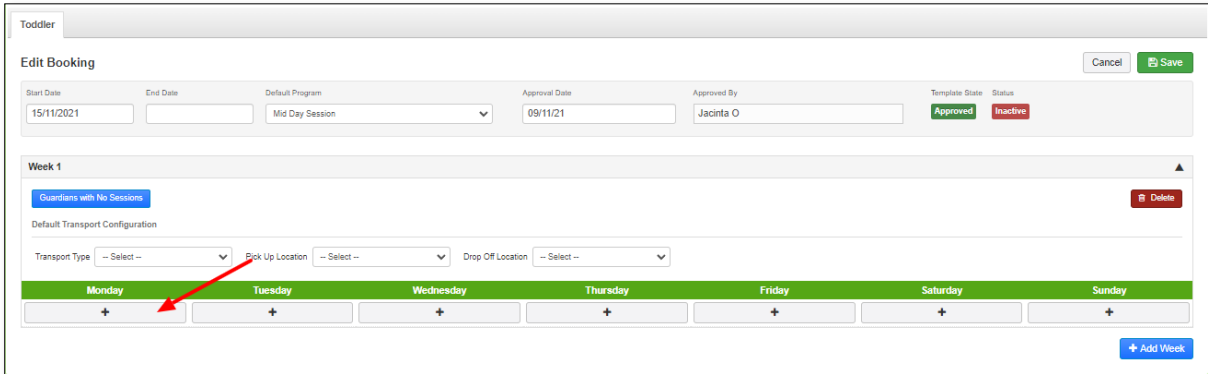
You may also choose to select a **default program**. This is an *optional* setting and may be ignored if you wish to book the child with multiple programs.

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:

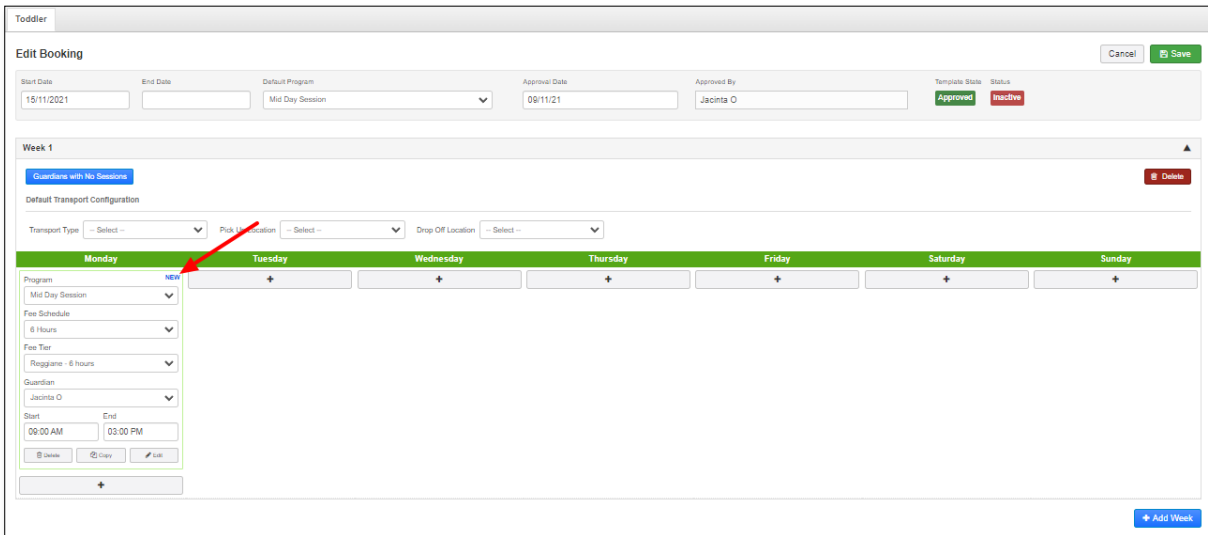


To add booked hours to the week, click on the + (plus) button:



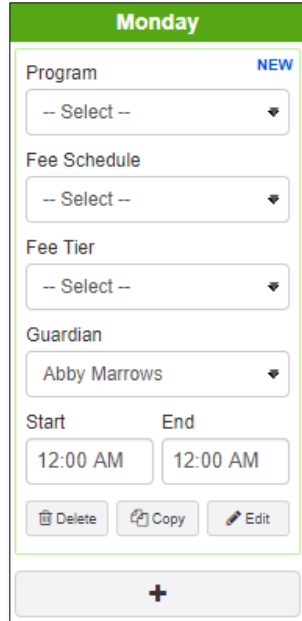
The screenshot shows the 'Edit Booking' form for a 'Toddler'. At the top, there are fields for Start Date (15/11/2021), End Date, Default Program (Mid Day Session), Approval Date (09/11/21), and Approved By (Jacinta O). Below this is a 'Week 1' section with a 'Guardians with No Sessions' button and a 'Delete' button. Underneath is the 'Default Transport Configuration' section with dropdowns for Transport Type, Pick Up Location, and Drop Off Location. At the bottom, there is a row of days from Monday to Sunday, each with a plus sign button. A red arrow points to the plus sign for Monday. An 'Add Week' button is located at the bottom right.

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



This screenshot shows the same 'Edit Booking' form, but with the session details pre-filled for Monday. A red arrow points to the plus sign for Monday. The details for Monday include: Program (Mid Day Session), Fee Schedule (6 Hours), Fee Tier (Roggaire - 6 hours), Guardian (Jacinta O), Start time (00:00 AM), and End time (03:00 PM). There are also buttons for 'Delete', 'Copy', and 'Link' for the Monday session. The 'Add Week' button is still present at the bottom right.

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:



**Monday**

Program NEW  
-- Select --

Fee Schedule  
-- Select --

Fee Tier  
-- Select --

Guardian  
Abby Marrows

Start End  
12:00 AM 12:00 AM

Delete Copy Edit

+

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:

**Monday**

Program  
Before School Care

Fee Schedule  
Toddlers

Fee Tier  
1st Fee

Guardian  
Abby Marrows

Start  
07:00 AM

End  
09:00 AM

Delete Copy Edit

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Program **NEW**  
After School Care

Fee Schedule  
Toddlers

Fee Tier  
1st Fee

Guardian  
Abby Marrows

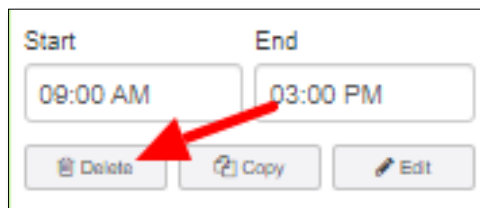
Start  
03:00 PM

End  
06:00 PM

Delete Copy Edit

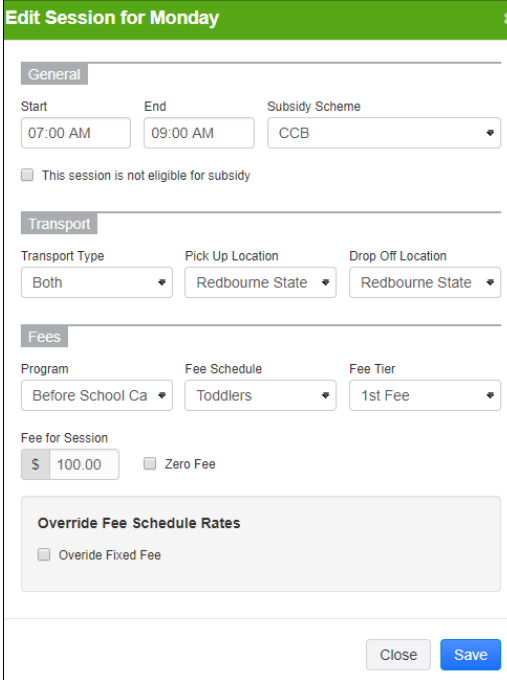
+

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.

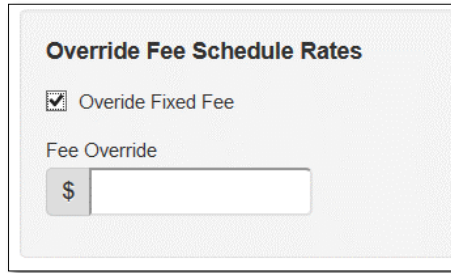
**Transport:** If transport settings have been applied to the room, they will default on the session. The transport may be adjusted via the dropdown menus

**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.



**Override Fee Schedule Rates**

Override Fixed Fee

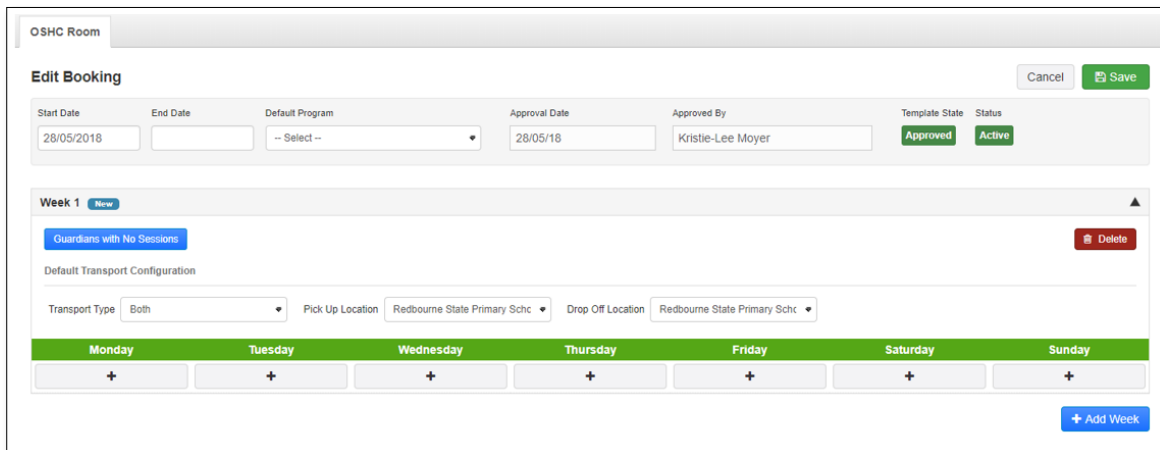
Fee Override

\$

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:



OSHC Room

**Edit Booking** Cancel Save

Start Date: 28/05/2018 | End Date: | Default Program: -- Select -- | Approval Date: 28/05/18 | Approved By: Kristie-Lee Moyer | Template State: Approved | Status: Active

Week 1 New

Guardians with No Sessions Delete

Default Transport Configuration

Transport Type: Both | Pick Up Location: Redbourne State Primary Schc | Drop Off Location: Redbourne State Primary Schc

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
+	+	+	+	+	+	+

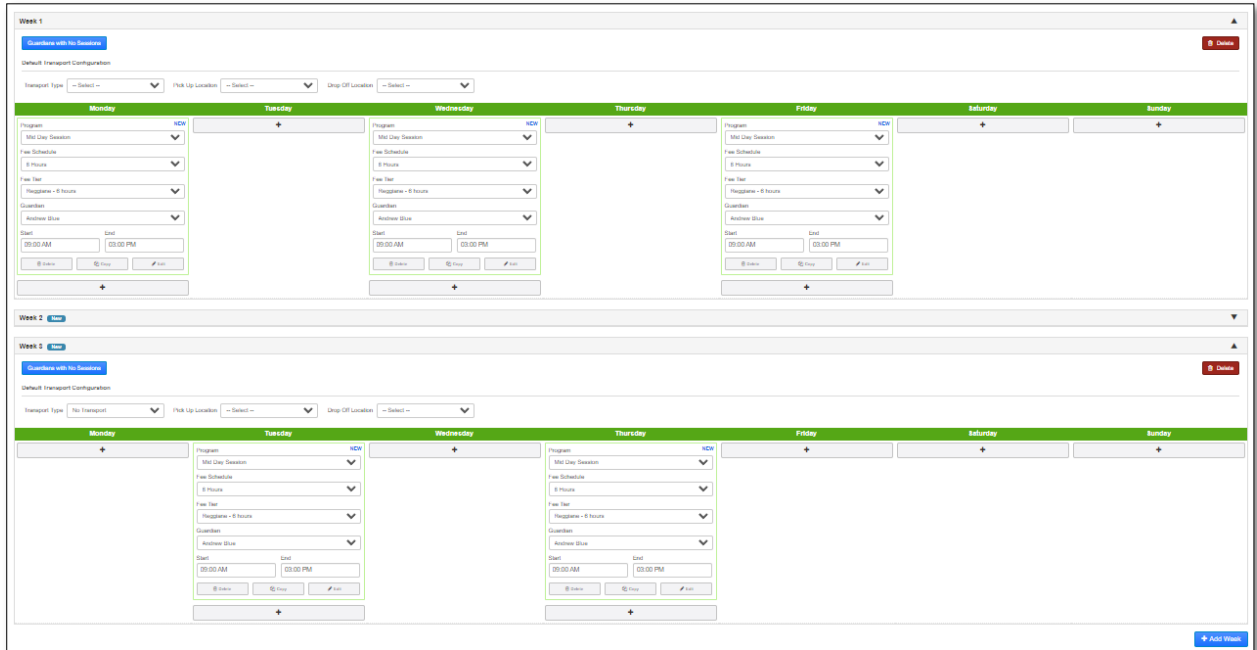
+ Add Week

**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:



The screenshot displays the 'Rotating Bookings' interface in the HarmonyWeb system. It shows two weeks of bookings, labeled 'Week 1' and 'Week 2'. Each week is presented as a grid of days (Monday through Sunday). For each day, there is a booking card. The booking cards for Week 1 are for Monday, Wednesday, and Friday. The booking cards for Week 2 are for Tuesday and Thursday. Each booking card contains the following information:
 

- Program:** A dropdown menu.
- Mid Day Session:** A dropdown menu.
- Fee Schedule:** A dropdown menu.
- Fee Rate:** A dropdown menu.
- Programme - 8 hours:** A dropdown menu.
- Guardian:** A dropdown menu.
- Andrew Blue:** A dropdown menu.
- Start:** A time input field (e.g., 09:00 AM).
- End:** A time input field (e.g., 03:00 PM).
- Buttons:** 'Add', 'Edit', and 'Delete' buttons.

 At the bottom right of the Week 2 section, there is a blue button labeled '+ Add Week'.

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

Child	Guardians	Room	Programs	Active / Inactive	Date Range	Default Program	Status	Approval Date	Approval By	
a, aa		Koalas		Active	13/05/2019 - ongoing		Approved	10/05/2019	RBSAdmin Admin	<a href="#">Edit</a>
asd, asd	Alex Mercer	Koalas	LDC - Koalas	Active	13/05/2019 - ongoing	LDC - Koalas	Approved	8/05/2019	RBSAdmin Admin	<a href="#">Edit</a>
b, bb		Joeyes		Active	13/05/2019 - ongoing		Approved	10/05/2019	RBSAdmin Admin	<a href="#">Edit</a>
Bass, Child	Brice Ellison-9856	Koalas	LDC - Koalas	Active	25/06/2018 - ongoing	LDC - Koalas	Approved	1/07/2018	kmoyer	<a href="#">Edit</a>
Bass, Child	Brice Ellison-9856	Possums	LDC - Possums	Active	22/10/2018 - ongoing		Approved	23/10/2018	kmoyer	<a href="#">Edit</a>
Bass, Child	Brice Ellison-9856	Joeyes	LDC - Joeyes	Active	8/04/2019 - ongoing	LDC - Joeyes	Approved	11/04/2019	Role Test	<a href="#">Edit</a>
Bass, Lisa	Frederick Bass-2751	Possums	Banana	Active	25/02/2019 - ongoing	Banana	Approved	27/02/2019	kmoyer	<a href="#">Edit</a>
Bass, Lisa		Joeyes		Active	29/04/2019 - ongoing	LDC - Joeyes	Approved	26/04/2019	RBSAdmin Admin	<a href="#">Edit</a>
Bass, Lisa		Koalas		Active	22/04/2019 - ongoing	LDC - Koalas	Approved	26/04/2019	kmoyer	<a href="#">Edit</a>

Scroll down to your template and enter an end date

### Edit Booking

Start Date	End Date	Default Program	Approval
<input type="text" value="26/02/2018"/>	<input type="text"/>	<input type="text" value="-- Select --"/>	<input type="text" value="12/04"/>

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:

Search Keyword...

**Other Options**

Starting on or after  Ending on or before

Status  State

Active  
 Both Active  
 Inactive

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.

HARRY HOPPER

General Details Subsidies Needs Immunisations Medications Alerts Pre-School **Bookings** Guardians CCMS Enrolments CCS Enrolments Docs Portfolio Timesheets Rooms

**Booking Details** New Booking

Weekly Forecast **May 13 - May 19** < This Week >

Mon 13/5	Tue 14/5	Wed 15/5	Thu 16/5	Fri 17/5	Sat 18/5	Sun 19/5
8:00 AM - 6:00 PM Room: Koalas Program: LDC - Koalas Guardian: Alex Mercer		8:00 AM - 6:00 PM Room: Koalas Program: LDC - Koalas Guardian: Alex Mercer				

Koalas

Sessions	Guardians	Active / Inactive	Date Range	Default Program	Status	Approval Date	Approval By	
2	Alex Mercer	Active	13/05/2019 - ongoing	LDC - Koalas	Approved	8/05/2019	RBSAdmin Admin	<a href="#">Edit</a>

Scroll down to your template and enter an end date

**Edit Booking**

Start Date	End Date	Default Program	Approval
26/02/2018	<input type="text"/>	-- Select --	12/04

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.

**JOSIE MARROWS** View All Bookings [New Booking](#)

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Weekly Forecast May 28 - Jun 3 < This Week >

Mon 28/5	Tue 29/5	Wed 30/5	Thu 31/5	Fri 1/6	Sat 2/6	Sun 3/6
<div style="background-color: #d9ead3; padding: 2px; margin-bottom: 5px;"> <b>7:00 AM - 9:00 AM</b>                      Room: OSHC Room                      Program: Before School Care                      Guardian: Abby Marrows                 </div> <div style="background-color: #d9ead3; padding: 2px;"> <b>3:00 PM - 6:00 PM</b>                      Room: OSHC Room                      Program: After School Care                      Guardian: Abby Marrows                 </div>						

OSHC Room

[Edit Booking](#) Cancel [Save](#)

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:

Weekly Forecast

Mon 28/5	Tue 29/5
<div style="background-color: #d9ead3; padding: 2px; margin-bottom: 5px;"> <b>7:00 AM - 9:00 AM</b>                      Room: OSHC Room                      Program: Before School Care                      Guardian: Abby Marrows                 </div> <div style="background-color: #d9ead3; padding: 2px;"> <b>3:00 PM - 6:00 PM</b>                      Room: OSHC Room                      Program: After School Care                      Guardian: Abby Marrows                 </div>	<div style="background-color: #5bc0de; padding: 2px;"> <b>7:00 AM - 10:00 AM</b>                      Room: Green Room                      Program: Morning Babies                      Guardian: Abby Marrows                 </div>

# BOOKINGS

## Troubleshooting

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

**Create booking**

- The start date for the new template overlaps a template that starts on 9/11/2020.

Child \*  
Kailum Bradford

Start Date \* 04/01/2021      End Date

Room \* Starfish Room - 0-1yrs      Default Program Starfish

Cancel    Create

**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:

KAILUM BRADFORD

View All Bookings    + Create Enrolment Confirmation    + Create Enrolment    + New Booking

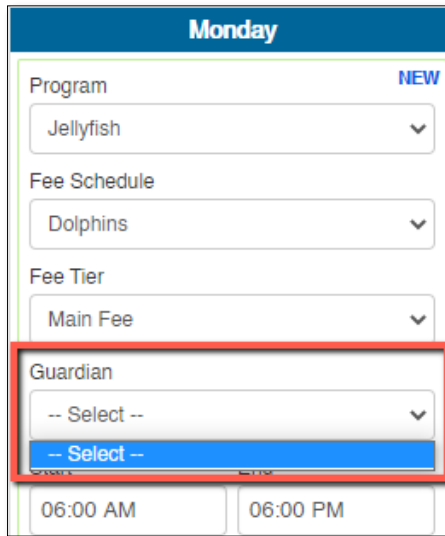
Weekly Forecast      Jan 4 - Jan 10      < This Week >

Mon 4/1	Tue 5/1	Wed 6/1	Thu 7/1	Fri 8/1	Sat 9/1	Sun 10/1
6:00 AM - 6:00 PM Room: Dolphins Room 4-5yrs Program: Dolphins Guardian: Kaya Bradford	6:00 AM - 6:00 PM Room: Starfish Room - 0-1yrs Program: Starfish Guardian: Henry Bradford	6:00 AM - 6:00 PM Room: Dolphins Room 4-5yrs Program: Dolphins Guardian: Kaya Bradford	6:00 AM - 6:00 PM Room: Starfish Room - 0-1yrs Program: Starfish Guardian: Henry Bradford	6:00 AM - 6:00 PM Room: Starfish Room - 0-1yrs Program: Starfish Guardian: Henry Bradford		

Dolphins Room 4-5yrs    Starfish Room - 0-1yrs

Sessions	Guardians	Active / Inactive	Date Range	Default Program	Status	Approval Date	Approval By	
4	Kaya Bradford	Inactive	31/08/2020 - 01/11/2020	Starfish	Approved	23/09/2020	Kyle G	[X] Edit
3	Kaya Bradford, Henry Bradford	Active	01/11/2020 - ongoing	Starfish	Approved	20/11/2020	Clare M	[X] Edit

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



**Monday**

Program NEW  
Jellyfish

Fee Schedule  
Dolphins

Fee Tier  
Main Fee

Guardian  
-- Select --  
-- Select --

06:00 AM | 06:00 PM

**Resolution:** This can be due to 2 reasons:

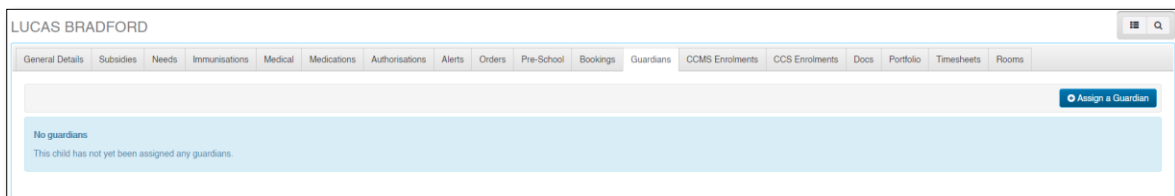
1. The parent isn't active. Navigate to the parent record to check if they



First Name \* | Middle Name | Surname \*  
Kaya | | Bradford

Date Of Birth \* | CRN | IsActive  
04/09/1962 | | YES

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



LUCAS BRADFORD

General Details | Subsidies | Needs | Immunisations | Medical | Medications | Authorisations | Alerts | Orders | Pre-School | Bookings | **Guardians** | CCMS Enrolments | CCS Enrolments | Docs | Portfolio | Timesheets | Rooms

No guardians  
This child has not yet been assigned any guardians.

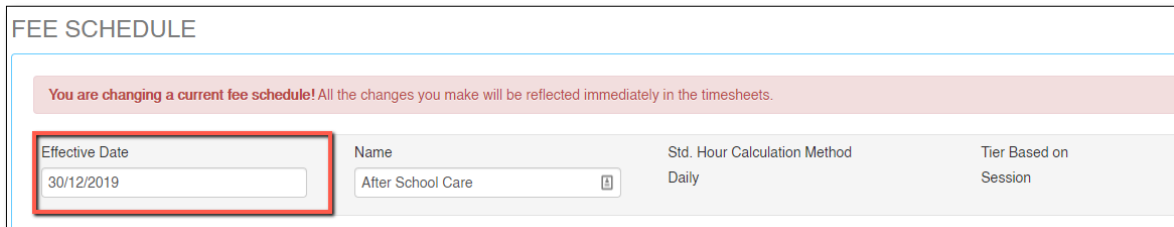
Assign a Guardian

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.



FEE SCHEDULE

You are changing a current fee schedule! All the changes you make will be reflected immediately in the timesheets.

Effective Date	Name	Std. Hour Calculation Method	Tier Based on
30/12/2019	After School Care	Daily	Session

**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