Booking Change Request

A Booking Change Request is a request you may send to your Service to update a current child booking.   This function must be enabled by your service before you may begin submitting requests.

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Submitting a Request

Select **Childcare** menu and select **Children**

Find the child in your list and click on **view**

Once in the child record click on the **booking** tab (#1)

Click on **your name** underneath the forecast (#2)

Click on the **booking change request** button (#3)

The following window will open where you will now start from step one and work your way down to step five filling in the required data before you submit to your service for approval

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Step 1 – Booking Details

This section will list details about the child however it's also where you will enter the **start date** of the new booking you are submitting. This will automatically default to Monday of the current week however if you click in this box you can select a new Monday date from the calendar.

In this section you will also see a see a **Temporary change request** option.

This option is best used for situations like school holidays where the child's booked hours are only temporally changing.

Once you tick this option you will then see that you will also be required to enter in an end date

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After the end date the booking will go back to the permanent booking which was in place prior.

Step 2 – Current Booking

This section will just show you what their current booking is.
It is view only; you cannot change anything here.

Step 3 – New Booking

The current booking times will prefill however this is the section you are adding the new booking times needed.

You may either type times into the boxes (eg 7a = 7:00am) or click into the box and click the down arrow on your keyboard to open the time selector.

The [+] [-] buttons will add/remove the whole week

Subsidy:
Your service will set a default value which will automatically prefill however, you may override this by clicking within this box to display the selection list:

Guardian:
The Guardian box will automatically select the guardian *unless* more than on guardian is attached to the child. In this case, select the correct guardian from the list (as you did with subsidy).

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Other:

The Other checkbox will allow you to select whether before or after school care fees should be used for the session. If applicable select an option from the list (as you did with subsidy).

The button will allow you to add additional weeks. Use this in the event of a rotating booking. This will display a second week you may add to as necessary. You may click the button to remove any unnecessary weeks.

Step 4 – Fees

This section allows you to select your Fee Schedule (in the event you have more than one). The default value will be the current fee from the Booking.

Step 5 – e-Signature PIN

This section *may* be mandatory, depending on your service's policy. If this field has been made mandatory by your service, you will need to have the Parent/Guardian site the form and verify using their e-Signature PIN:
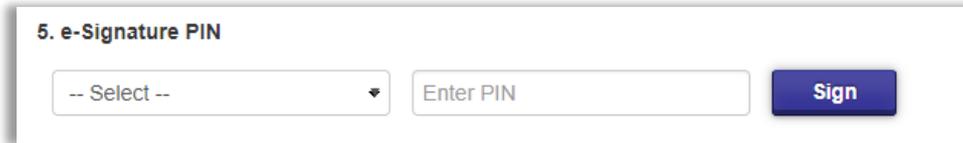
The Parent/Guardian will need to select their name from the dropdown list, enter their e-Signatures PIN and click the 'Sign' button. Once successfully signed, the verification will display:
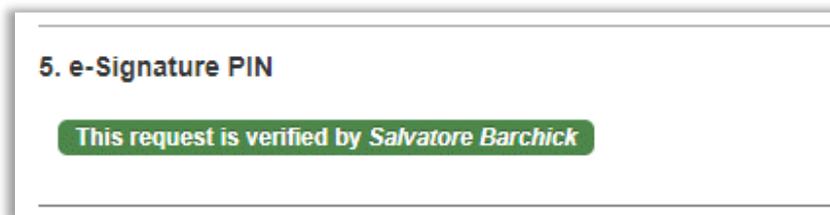
 Otherwise, it will be an optional feature:
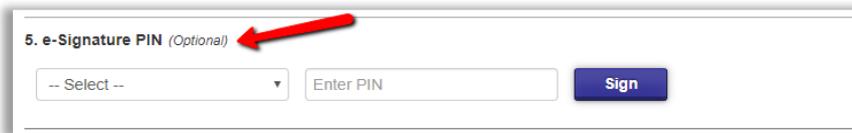
Saving/Submitting

  Click this option to save your booking change request.

This option can be used to create a request in advance and then have the parents approve at a later date.

 Once you have completed the steps within the request, click the submit button to send the request to your service for approval.

You will be notified that the request has been sent:
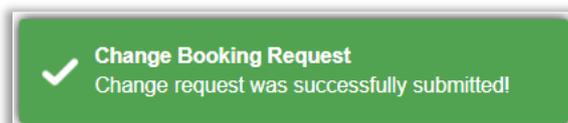
The status of the request will change to . If you have made a mistake, you may click the button on the request to amend it an resend (if your Service has not yet actioned it).

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Once your service has actioned the request, you will receive an email notifying you of the outcome. Your service may include a comment when approving or rejecting a request. This comment will display in the email.

In the event that your service approves your request, the existing booking will be end dated as of the Sunday before the effective date. The new booking will then begin from the effective date.

In the event that your service rejects your request, the original booking will remain in place. You may submit a new request if applicable.

Troubleshooting

No booking change request option

You will only have the booking change request option against ACTIVE bookings. If you do not have any active bookings within your list please contact your service.

Sessions	Guardians	Active / Inactive	Date Range	Fee Schedule	Status	Approval Date	Approval By
2	Kristen Thomas	Inactive	31/07/2017 - 13/08/2017	AMEP	Approved	8/08/2017	
5	Kristen Thomas	Active	14/08/2017 - *ongoing*	Daily	Approved	10/08/2016	

Cannot make changed to a rejected booking request

This is because the request is still approved by the parent therefore you cannot edit any of the information. You will need to go to step 5 and click on the reset button.

5. e-Signature PIN *(Optional)*

This request is verified by *Deborah Bell* and cannot be changed. Click **Reset** to make changes.

This will then open the request again allowing you to make changes. The parent will need to verify the request again after the changes have been made.

Username Prefills into the new booking data

We have seen this occur at times however it isn't Harmony prefilling this but your browser settings.

We recommend finding the prefill settings within your browser and turning these off to prevent this from happening or just delete the user details each time.

3. New Booking

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	In						Noah.Bell	
	Out						*********	
	Subsidy	Subsidy	Subsidy	Subsidy	Subsidy	Subsidy	Subsidy	Subsidy
	Guardian	Guardian	Guardian	Guardian	Guardian	Guardian	Guardian	Guardian
	Other	Other	Other	Other	Other	Other	Other	Other

Add Week

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