

# BOOKING CHANGE REQUEST

**A Booking Change Request is a request you may send to your Service to update a current child booking. Parent approval on the booking change request can be obtained via remote signature or the parent directly entering their pin on the form itself.**

**This function must be enabled by your service before you may begin submitting requests.**

## Summary

1. Click Childcare Menu, select children
2. Find the child and click on View
3. Click on the booking tab
4. Click on your name
5. Click on the booking change request button
6. Enter the start date and new booking changes
7. Save
8. For parent approval - Send remote signature or have the parent PIN directly onto the form
9. Once approved submit to service

# BOOKING CHANGE REQUEST

## Detailed

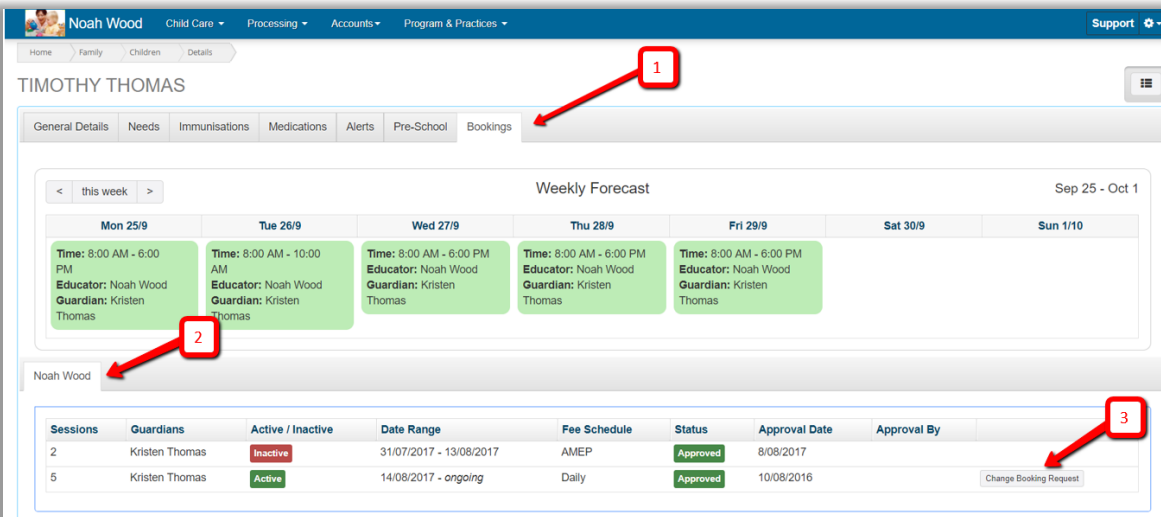
Select **Childcare** menu and select **Children**

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 screenshot shows the software interface for Timothy Thomas. The 'Bookings' tab is selected, indicated by a red arrow and the number 1. Below the 'Weekly Forecast' section, the educator's name 'Noah Wood' is highlighted, indicated by a red arrow and the number 2. At the bottom of the page, the 'Change Booking Request' button is highlighted, indicated by a red arrow and the number 3.

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	

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.

# Detailed cont.

### Change Booking Request

Temporary Change Request

1. Booking Details

Child: Sally Wilson

Educator: Victoria Harding

Effective Date: 07/12/2020

Guardians: Betty Williams

Status: New

(Must be Monday)

Approval: 190016362L (FDC)

2. Current Booking

Week 1

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		08:00 AM - 06:00 PM		08:00 AM - 06:00 PM	08:00 AM - 06:00 PM	

3. New Booking

Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In			8:00 AM		8:00 AM	8:00 AM	
Out			6:00 PM		6:00 PM	6:00 PM	
Subsidy			X		X	X	
Guardian			X		X	X	
Other							

Clear Week

Add Week

4. Fees

Fee Schedules: Victoria X

5. e-Signature PIN (Optional)

Please save the change booking request form first to see all e-Signature options available.

6. Parent Signature Requests

Date Sent	Expiry Date	Parent Name	Parent Email	Status	Parent Response Date	Reject Comment	Revoke
30/11/2020 16:29PM	03/12/2020 16:29PM	Betty Williams	kylleg@redbourne.com.au	Aborted	30/11/2020 17:47PM	Signature cleared by educator	
30/11/2020 17:57PM	03/12/2020 17:57PM	Betty Williams	kylleg@redbourne.com.au	Revoked			
30/11/2020 17:58PM	03/12/2020 17:58PM	Betty Williams	kylleg@redbourne.com.au	Rejected	30/11/2020 17:59PM	Reject Reason	
03/12/2020 12:38PM	06/12/2020 12:38PM	Betty Williams	kylleg@redbourne.com.au	None			Revoke

Save as draft

Submit

Cancel

## Section 1 – Booking Details

Temporary Change Request

1. Booking Details

Child: Sally Wilson

Educator: Victoria Harding

Effective Date: 07/12/2020

Guardians: Betty Williams

Status: New

(Must be Monday)

Approval: 190016362L (FDC)

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.

## Detailed cont.

**Effective Date:**

(Must be Monday)

23/11/2020

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

☒ Temporary Change Request

**1. Booking Details**

Child: Sally Wilson

Guardians: Betty Williams

Approval: 190016362L (FDC)

Educator: Victoria Harding

Status: New

**Effective Date:**

(Must be Monday)

23/11/2020

**End Date:**

(Must be Sunday)

Set End Date

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

### **Booking Change Status**

The booking change will go through a couple of different status'.

**New** - This is a new request and no changes have been made.

**Draft** - The request has been saved.

**Submitted to Scheme** - The change has been submitted to the scheme and is awaiting approval.

# Detailed cont.

## Step 2 – Current Booking

2. Current Booking

Week 1

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
06:00 AM - 05:00 PM						

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

## Step 3 – New Booking


3. New Booking

☒ Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In			8:00 AM		8:00 AM		
Out			6:00 PM		6:00 PM		
	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input checked="" type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input checked="" type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>
	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input checked="" type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input checked="" type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>
	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>

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 an additional set of times so that you can enter in before and after school care hours within the 1 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:

Subsidy <input checked="" type="checkbox"/>	
CCS	<input checked="" type="checkbox"/>
EXEMPT	<input type="checkbox"/>
NON CCS	<input type="checkbox"/>

## Detailed cont.

### Guardian:

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

Guardian	<input type="checkbox"/>
Brendan Adams	<input type="checkbox"/>
Charles Butler	<input type="checkbox"/>

### 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).

Other	<input type="checkbox"/>
Neither	<input type="checkbox"/>
Before	<input type="checkbox"/>
After	<input type="checkbox"/>

### Add Week:

#### 3. New Booking

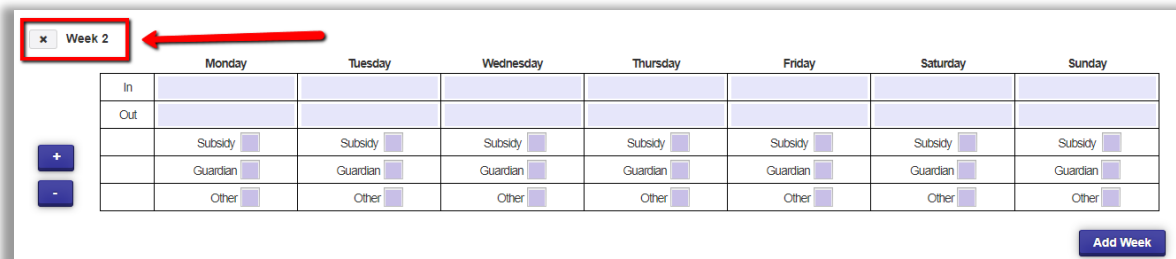
☒ Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In			8:00 AM		8:00 AM		
Out			6:00 PM		6:00 PM		
Subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guardian	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☒ Week 1

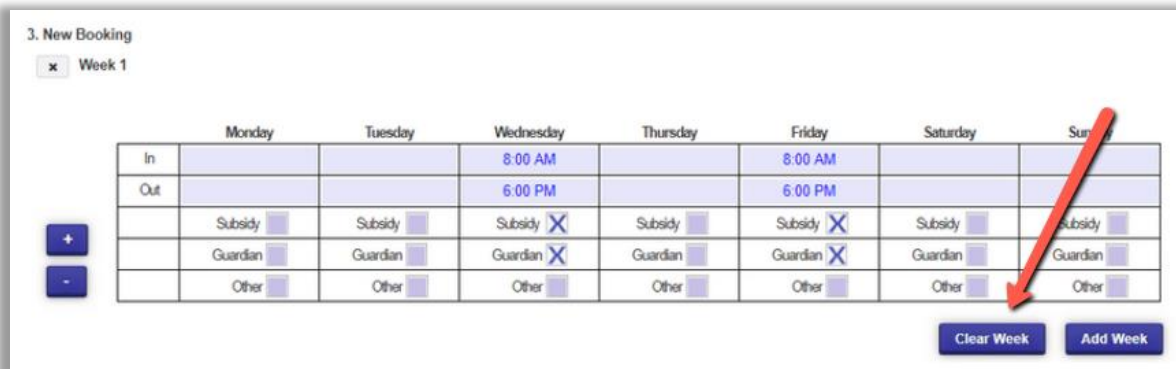
The **Add Week** button will allow you to add additional weeks. Use this in the event of a rotating booking. This will display a second week you may add to as necessary. You may click the ☒ button to remove any unnecessary weeks.

## Detailed cont.



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In							
Out							
Subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guardian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Clear Week:



3. New Booking

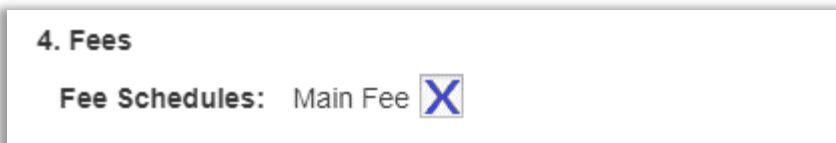
Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In			8:00 AM		8:00 AM		
Out			6:00 PM		6:00 PM		
Subsidy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guardian	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The **Clear Week** button will remove all the times you have entered in for the week.

### 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.



4. Fees

Fee Schedules: Main Fee ☒


### 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 have 2 different options to obtain this pin.

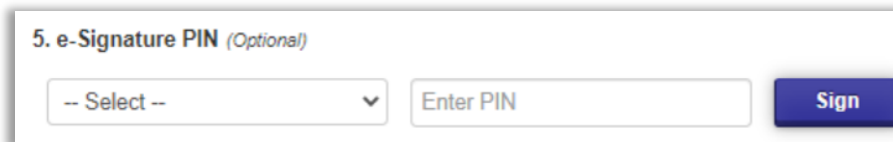
You will first need to save the form to see the following options:

## Detailed cont.

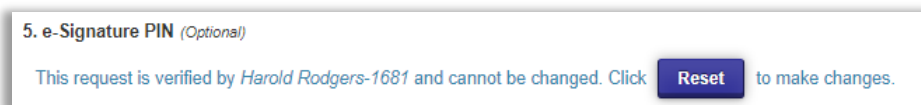


### Option 1 - PIN directly on the booking change request.

Once the Parent/Guardian sites the form they can approve the form first by selecting their name from the drop-down menu, enter their e-Signature PIN and click sign.

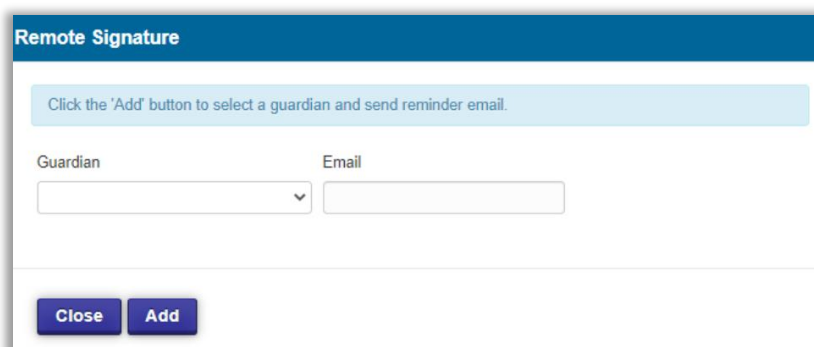


Once successfully signed, the verification will display:



### Option 2 - Remote Signature

Just like your timesheets, you can send a remote request to your parents. To do this first click on the **Remote Signature** button:



Now, select the **guardians name**. When you do this their email address will filter through. Click on **Send Reminder Emails** and you will receive a successful email and section 6 will open.



# Detailed cont.

## Section 6 - Parent Signature Requests

After you have sent a remote signature request section 6 will open and display the history of remote signature requests sent:

6. Parent Signature Requests							
Date Sent	Expiry Date	Parent Name	Parent Email	Status	Parent Response Date	Reject Comment	Revoke
30/11/2020 16:29PM	03/12/2020 16:29PM	Betty Williams	educators@harmonyweb.com.au	None			<a href="#">Revoke</a>

And just like remote signature for timesheets, the parent will receive an email requesting a signature for the upcoming change.

Parents can see more information on this on the tip sheet called *Parent/Guardian Manual* and/or 'Approving a booking change request'

The history of remote signature requests and the status will display in section 6.

6. Parent Signature Requests							
Date Sent	Expiry Date	Parent Name	Parent Email	Status	Parent Response Date	Reject Comment	Revoke
30/11/2020 16:29PM	03/12/2020 16:29PM	Betty Williams		Aborted	30/11/2020 17:47PM	Signature cleared by educator	
30/11/2020 17:57PM	03/12/2020 17:57PM	Betty Williams		Revoked			
30/11/2020 17:58PM	03/12/2020 17:58PM	Betty Williams		Rejected	30/11/2020 17:59PM	Reject Reason	
03/12/2020 12:38PM	06/12/2020 12:38PM	Betty Williams		None			<a href="#">Revoke</a>

### Remote Booking Change Status

You will see a few different status within this area:

**None** - The request has been sent to the parent and is waiting to be approved

**Approved** - The parent has approved the change.

**Rejected** - The Parent or Service has rejected the changes. If the service rejects your change, please see the troubleshoot section for more information.

**Revoked** - The educator has pulled back the remote signature request. The parent can no longer approve or reject this change.

**Aborted** - After the parent has approved the changes, the educator then clicked on the reset button causing the approval to be cleared.

## Detailed cont.

### *Saving/Submitting*

**Save as draft**

Click this option to save your booking change request.

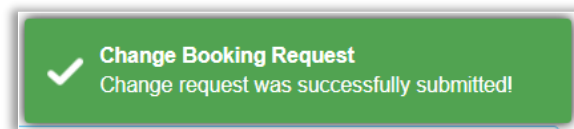
This option can be used to create a request in advance and then have the parents approve at a later date.

Saving also opens all available e-Signature options.

**Submit**

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 **Submitted to Scheme** .

If you have made a mistake, you may click the **Revoke** button on the request to amend it and resend (if your Service has not yet actioned it).

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

**Issue:** Cannot make changes to a rejected booking request or the parent has approved the changes however, I now need to make a change and the form is locked.

**Resolution:** 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.

**Issue:** Username Prefills into the new booking data

**Resolution:** 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

☒ Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
In						Noah Bell	
Out						*****	
	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>	Subsidy <input type="checkbox"/>
	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>
	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>

[Add Week](#)