

## Cancellations in OMS – How To

**Use Refunds only if the reservation is in the past.**

**Use Cancellation/Change if the reservation is present or in the future.**

**(See the Refund How To for instructions on refunding against reservation that was in the past)**

Cancellation Type:

[Normal Full](#)

[Normal Partial](#)

[Pending Full](#)

[Pending Partial](#)

[Cash Full](#)

[Cash Partial](#)

[POS Full](#)

[POS Partial](#)

- 1) If this is a 'normal', pre-paid (online via credit card) reservation that the customer is **cancelling in full**, do the following:

ex. Original Reservation – (made online w/ credit card):

### Payment Confirmation

 [Cart](#)

- Your payment has been successfully processed. A total of \$166.00 US Dollars has been charged to your card.
- Order number: OXT73739. Save this number for reference.
- Credit card confirmation number: 58152758411.

Name	Address	Item	Reservation No.	Cost
Test OTest	1600 E. Century Ave. Suite 3, Bismarck, ND 58503	Cross Ranch, Site Dakota, Arrival: 12/17/2008 (Wed), Depart: 12/19/2008 (Fri), Nights: 2	OXT73739-001	\$160.00
		Non-refundable Reservation Fee	OXT73739-001	\$6.00
		<b>Total</b>		<b>\$166.00</b>

- a) Go to 'Edit Reservation' under 'Site' on the 'Main Menu' page:



b) This will take you to the 'Reservation Search' page. Enter the Reservation No. (or whatever information you have).

**NOTE:** If the reservation is for the next calendar year, you will need to change the 'Year' dropdown box to 'All' or you will not find the reservation.

### Reservation Search

**Search Criteria**

Last Name:

First Name:

Zip Code :

Order No:

Reservation No:

Year: 

- All
- 2008
- 2007

c) After clicking the search button, select the reservation that needs to be cancelled, and click on the 'Cancel' link under 'Action':

**Search Results**

Name	Reservation No.	Created	Park	Site	Type	Arrive	Duration	Action
O'Test, Test	OXT89898-001	11/17/2008	Lake Metigoshe	White Pelican	Cabin	11/21/2008 (Fri)	2 Nights	<a href="#">View</a>   <a href="#">Edit</a>
O'Test, Test	OXT01606-001	11/17/2008	Lake Metigoshe	Slemmen Lodge	Cabin	11/24/2008 (Mon)	2 Nights	<a href="#">View</a>   <a href="#">Edit</a>
O'Test, Test	OXT79327-001	11/06/2008	Cross Ranch	Dakota	Cabin	12/05/2008 (Fri)	5 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>
O'Test, Test	OXT73739-001	12/01/2008	Cross Ranch	Dakota	Cabin	12/17/2008 (Wed)	2 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>

d) This will take you to the Cancel Confirmation screen:

### Cancel Reservation Confirmation

The following reservation is about to be cancelled:

Reservation No: OXT73739-001  
 Name: Test O'Test  
 Park: Cross Ranch

Site	Arrive	Depart	Nights	Paid	Due	Override	Memo
Dakota	12/17/2008 (Wed)	12/19/2008 (Fri)	2	\$160.00		160.00	
Non-refundable Reservation Fee:				\$6.00			
Cancellation Fee:					\$10.00	10.00	
<b>Will be refunded to your credit card: \$150.00</b>							<input type="button" value="Recalculate Total"/>

Review the [cancellation policy](#) for more information.

**Note:** The system will automatically calculate the amount of the refund based on the cancellation rules. For instance, if a reservation similar to the one above were cancelled 2 days prior to the arrival date, the customer would only get an \$80.00 refund as they would be charged a One Night cancellation fee rather than the standard \$10.00 fee.

Example 2:

**Cancel Reservation Confirmation**

The following reservation is about to be cancelled:

Reservation No: OXT23311-001  
 Name: Test O'Test  
 Park: Cross Ranch

Site	Arrive	Depart	Nights	Paid	Due	Override	Memo
Dakota	12/03/2008 (Wed)	12/05/2008 (Fri)	2	\$160.00		160.00	
Non-refundable Reservation Fee:				\$6.00			
Cancellation Fee:					\$80.00	80.00	
<b>Will be refunded to your credit card: \$80.00</b>							<a href="#">Recalculate Total</a>

Review the [cancellation policy](#) for more information.

[Return](#) [Continue](#)

- e) Clicking on 'Continue' in the above screen will credit the customer's credit card for the amount and will take you to the following screen:

**Cancel Reservation Complete**

The following reservation has been successfully cancelled:

Reservation No: OXT73739-001  
 Name: Test O'Test  
 Park: Cross Ranch  
 Site: Dakota  
 Arrive: 12/17/2008 (Wed)  
 Depart: 12/19/2008 (Fri)  
 Nights: 2

**Was refunded to your credit card: \$150.00**

[Main Menu](#)

- 2) If this is a 'normal', pre-paid (online via credit card) reservation that the customer is cancelling in part (ex. changing the number of nights reserved from two to one), do the following:

- a) Follow steps 1a and 1b to find the reservation.  
 b) After clicking the search button (step 1b), select the reservation that needs to be partially cancelled, and click on the 'Change' link under 'Action':

Search Results

Name	Reservation No.	Created	Park	Site	Type	Arrive	Duration	Action
O'Test, Test	OXT89898-001	11/17/2008	Lake Metigoshe	White Pelican	Cabin	11/21/2008 (Fri)	2 Nights	<a href="#">View</a>   <a href="#">Edit</a>
O'Test, Test	OXT01606-001	11/17/2008	Lake Metigoshe	Slemmen Lodge	Cabin	11/24/2008 (Mon)	2 Nights	<a href="#">View</a>   <a href="#">Edit</a>
O'Test, Test	OXT79327-001	11/06/2008	Cross Ranch	Dakota	Cabin	12/05/2008 (Fri)	5 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>
O'Test, Test	OXT73739-001	12/01/2008	Cross Ranch	Dakota	Cabin	12/17/2008 (Wed)	2 Nights	<a href="#">Change</a>   <a href="#">Cancel</a>   <a href="#">View</a>   <a href="#">Edit</a>

This will take you to the following screen:

### Change Reservation

Reservation No: OXT48995-001  
 Name: Test O'Test  
 Park: Cross Ranch  
 Site: Dakota [Change Site](#)  
 Arrive: 12/16/2008 (Tue) [Change Dates](#)  
 Depart: 12/18/2008 (Thu)  
 Nights: 2

[Return](#) [Continue](#)

c) Here click on 'Change Dates' which will take you to the following screen:

### Change Reservation - Change Dates

Reservation No: OXT48995-001  
 Name: Test O'Test  
 Park: Cross Ranch  
 Site: Dakota  
 \*Arrive:    
 \*Nights:  

[Return](#) [Continue](#)

d) Change the # nights (and the \*arrival date - if they are arriving a night later) and click Continue. This will take you back to the 'Change Reservation' page where you want to verify your changes and click 'Continue'.

e) This will take you to the following Confirmation screen:

### Change Reservation Confirmation

 You have 28:48 minutes left to complete your reservation change.

Please confirm that the following information is correct.

Reservation No: OXT48995-001  
 Name: Test O'Test  
 Park: Cross Ranch

Reservation	Site	Arrive	Depart	Nights	Paid	Due	Override	Memo
Before Change	Dakota	12/16/2008 (Tue)	12/18/2008 (Thu)	2	\$160.00			
After Change	Dakota	12/16/2008 (Tue)	12/17/2008 (Wed)	1		\$-80.00	-80.00	
Change Fee:						\$2.50	2.50	
<b>Will be refunded to your credit card: \$77.50</b>								<a href="#">Recalculate Total</a>

Review the [changes policy](#) for more information.

Applicable Fees:

- \$2.50 - Change (add/subtract nights or change site number) before noon (CDT) 12/15/2016
- \$15.00 - Cancel reservation any time before noon (CDT) 11/16/2016
- \$25.00 - Cancel reservation any time between noon (CDT) 11/16/2016 and noon (CDT) 12/02/2016
- \$80.00 - Cancel reservation any time after noon (CDT) 12/02/2016

[Return](#) [Continue](#)

f) Click on 'Continue' to go to the completion page showing the credit:

**Change Reservation Complete**

Your reservation has been **successfully** changed.

Following is your new reservation:

Reservation No: OXT48995-001  
Name: Test O'Test  
Park: Cross Ranch  
Site: Dakota  
Arrive: 12/16/2008 (Tue)  
Depart: 12/17/2008 (Wed)  
Nights: 1

**Was refunded to your credit card: \$77.50**

3) Full Cancellation of a Pending Payment

a) When doing a full cancellation of a pending payment reservation follow the instructions in 1 above; the only difference will be in the 'Cancel Reservation Confirmation' screen. Here you will see a message of 'Payment is still pending, no money will be charged or refunded'.

**Cancel Reservation Confirmation**

The following reservation is about to be cancelled:

Reservation No: OXT54399-001  
Name: Test O'Test  
Park: Lake Metigoshe

Site	Arrive	Depart	Nights	Paid	Due
White Pelican	12/15/2008 (Mon)	12/16/2008 (Tue)	1	\$85.00	
Non-refundable Reservation Fee:				\$6.00	
Cancellation Fee:					\$0.00
<b>Payment is still pending, no money will be charged or refunded.</b>					

Review the [cancellation policy](#) for more information.

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4) Partial Cancellation of a Pending Payment

a) When doing a partial cancellation of a payment pending reservation follow the directions in 2 above.

5) Full Cancellation of a Cash/Check Payment

(Note: Cash/Check payments might occur when someone had a park staff member make a reservation for them...ex. a customer in the park may request we make a reservation for them for a site for a month from now. They also may occur when pending payment reservations are paid.)

- a) When doing a full cancellation of a cash/check payment reservation follow the instructions in 1 above.
- b) Park staff is allowed to refund the customer in the park with the approval of the park manager or park ranger. A copy of the "Cancel Reservation Confirmation" must be attached to the park verification to be used as a refund receipt. If the customer has already left the park and should receive a cash refund, the customer information, the amount refunded, and a reason for the refund should be sent to the headquarters office via email and a check will be issued from that office.

6) Partial Cancellation of a Cash/Check Payment

- a) When doing a partial cancellation of a cash/check payment reservation follow the directions in 2 above.  
(Note: Message text in green is wrong on 'Cancel Reservation Confirmation' here too; the amount displayed should be correct.)

7) Full Cancellation of a POS

- a) When doing a full cancellation of a POS payment reservation follow the instructions in 1 above.
- b) On cancelling a POS you get the following on the 'Cancel Reservation Confirmation' screen:  
(Note: Message text in green is wrong on 'Cancel Reservation Confirmation' here too; the amount displayed should be correct.)

**Cancel Reservation Confirmation**

The following reservation is about to be cancelled:

Reservation No: OXT79327-001  
 Name: Test O'Test  
 Park: Cross Ranch

Site	Arrive	Depart	Nights	Paid	Due	Override	Memo
Dakota	12/05/2008 (Fri)	12/10/2008 (Wed)	5	\$400.00		400.00	
Non-refundable Reservation Fee:				\$6.00			
Cancellation Fee:					\$80.00	80.00	
<b>Will be refunded to your credit card: \$320.00</b>							Recalculate Total

Review the [cancellation policy](#) for more information.

- c) **You will then need to manually credit the customer's credit card using the credit card machine or POS system.** The message you see on the screen above, 'Will be refunded to your credit card', implies (to me at least) that the refund will be done automatically by the system. The system cannot do this for you on a POS reservation. It can only do it if the reservation was made AND paid for online.

8) Partial Cancellation of a POS

- a) When doing a partial cancellation of a POS reservation follow the directions in 2 above. (Note: Message text in green is wrong on 'Cancel Reservation Confirmation' here too; the amount displayed should be correct.)
- b) **You will then need to manually credit the customer's credit card using the credit card machine or POS system.** The message you see on the screen above, 'Will be refunded to your credit card', implies (to me at least) that the refund will be done automatically by the system. The system cannot do this for you on a POS reservation. It can only do it if the reservation was made AND paid for online.

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**Note:** If the parks do a cash/check or a pos reservation for a customer, the customer cannot go onto the public site and cancel it. They can view the basic information on it. Only the parks can cancel it.