

Payment Information

- A total of **\$300.00** is owed for this Order.

Payment Choice

- Online Cash/Check POS Credit
 Payment Pending

Item	Cost
Reservation for Site Sivert Thompson AC, 06/01/2010	\$150.00
Reservation for Site Sivert Thompson AC, 06/08/2010	\$150.00
Total:	\$300.00

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If the customer calls prior to processing the payment and wishes to cancel one of the reservations, you can cancel it. It will look correct as you go through the cancel process. However, when you go back to the Process Pending Payment record for the order it will still say the customer owes \$300.00. It will not remove the \$150.00 of the cancelled reservation.

So here is what to do...

1) Prior to cancelling the reservation, we want to override the money to be 0. Go to Edit a Reservation. Find the reservation you wish to cancel and click on the 'View' link. This will take you to the Reservation Details page. In the Reservation History portion of this page is an Override link under Action. Click on this link.

Reservation History												
Activity	Type	Site	Arrive	Depart	Days	Cost	Fee*	Daily Permit	CC Return	Check Return	Action	
03/30/2010 8:17 AM	Purchased	Sivert Thompson AC	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	\$150.00	\$0.00	\$0.00			Override	

This will take you to the Reservation History Details page. Here you can override the Costs and any appropriate fees to \$0. Put in an appropriate comment in the Override Memo field(s).

Reservation History Details

Reservation Number: TES66192-001

Type: Purchased
Activity: 03/30/2010 8:17 AM
Site: Sivert Thompson AC
Arrive: 06/01/2010 8:00 AM (Tue)
Depart: 06/01/2010 12:59 PM (Tue)
Days: 1
System: Parks
User: pnrldsp1
Comment:

Cost:	0.00	System Calculated:	\$150.00	Override By:	Override Memo:	Reservation Cancelled, override Pending Payment to 0
Non-refundable Fee:	0.00	System Calculated:	\$0.00	Override By:	Override Memo:	
Daily Permit Cost:	0.00	System Calculated:	\$0.00	Override By:	Override Memo:	

Billing Information

Payment Pending

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Click on the Update button. This will put your userid in the Override By field. Next click on Return. Your costs will now show 0.

Reservation History

Activity	Type	Site	Arrive	Depart	Days	Cost	Fee*	Daily Permit	CC Return	Check Return	Action
03/30/2010 8:17 AM	Purchased	Sivert Thompson AC	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	\$0.00	\$0.00	\$0.00			Override

You can now go to the top of the Reservation Details page and click on the cancel button. Your amounts will show as 0s:

Cancel Reservation Confirmation

The following reservation is about to be cancelled:

Reservation No: TES66192-001
Name: IT Test
Park: Grahams Island

Site	Arrive	Depart	Nights	Paid	Due
Sivert Thompson AC	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	\$0.00	
Non-refundable Reservation Fee:				\$0.00	
Cancellation Fee:					\$0.00
Payment is still pending, no money will be charged or refunded.					

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

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Click on Continue to cancel the reservation.

Now you can go to the Pending Payment page for the Order and the amount on the reservation you just cancelled will show as 0.

Payment Information

- A total of \$150.00 is owed for this Order.

Payment Choice

- Online
 Cash/Check
 POS Credit
 Payment Pending

Item	Cost
Reservation for Site Sivert Thompson AC, 06/01/2010	\$0.00
Reservation for Site Sivert Thompson AC, 06/08/2010	\$150.00
Total:	\$150.00

[Return](#)
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 If you cancelled the reservation prior to making the override, you can still go back into the reservation and do the override.

Search for the cancelled reservation. Click on the View link. Click on the Override link for the original history record (the one with money...in the case below the top record).

Reservation History

Activity	Type	Site	Arrive	Depart	Days	Cost	Fee*	Daily Permit	CC Return	Check Return	Action
03/30/2010 8:55 AM	Purchased	North Picnic Shelter	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	\$25.00	\$0.00	\$0.00			Override
03/30/2010 8:55 AM	Cancelled	North Picnic Shelter	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	-\$0.00	\$0.00	-\$0.00	\$0.00	\$0.00	Override

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Override the money to be \$0.00 and add appropriate comments. Click Update and then Return. Now your records will both show 0 amounts.

Reservation History

Activity	Type	Site	Arrive	Depart	Days	Cost	Fee*	Daily Permit	CC Return	Check Return	Action
03/30/2010 8:55 AM	Purchased	North Picnic Shelter	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	\$0.00	\$0.00	\$0.00			Override
03/30/2010 8:55 AM	Cancelled	North Picnic Shelter	06/01/2010 8:00 AM (Tue)	06/01/2010 12:59 PM (Tue)	1	-\$0.00	\$0.00	-\$0.00	\$0.00	\$0.00	Override

Your Pending Payment record for the Order will also show a 0 amount for the cancelled reservation.

Payment Information

- A total of \$25.00 is owed for this Order.

Payment Choice

- Online Cash/Check POS Credit
 Payment Pending

Item	Cost
Reservation for Site North Picnic Shelter, 06/01/2010	\$0.00
Reservation for Site North Picnic Shelter, 06/09/2010	\$25.00
Total:	\$25.00

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