For State Parks Customer

Cancelling a Reservation

This process is used when a customer wants to cancel their campsite reservation.

A reservation can be cancelled in one of two ways: using the **Date Based Matrix** or using the **Reservations** tab. This Job Aid demonstrates both methods.

Using the Date Based Matrix





- 1. Locate and select the reservation.
- 2. Click the **Cancel** button on the toolbar or the **Cancel Reservation** button in the Options panel at the right of the screen.

3. Click Yes.

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Cancelling a Reservation

Using the Reservations Tab

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Facility	Reservations	Customer field, enter the			
	Search for a Customer Confirmation Number	custon	nor's la	st name	
Sustomers	OR OR Reservation Holds All				
Map Reservations	Filter: Reservations between Today and 10/7/2016	Alterna	atively,	enter the customer s	
Date - Based Matrix		confirr	nation	number in the	
Date / Time - Based Matrix	No customer or confirmation number is selected to display reservations.	Confir	mation	Number field.	
Court - Based Matrix	Please use the 'Find Customer' button or a confirmation number to				
	oispiay a customer's list of reservations .	2.	Click	the search icon.	
Vehicle Search					
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Eile	Training Mode, ON O Artivity I Facility Permit Admin S Finance Final No Customer - \$0.00 @	•	2		
Facility	Reservations		3.	CHER Reservations.	
Dynamics	Search for a Customer * Confirmation Number				
S Customers	OR 100062 Reservations (1) Holds (0) All (1)				
Reservations	Filter: Reservations between Ioday and 10/7/2016				
Based Matrix	Location: Big Basin Redwoods State Park Active Facility: Blooms Creek South (Sites 157-163)				
Based Matrix	Unit: 1625 Confirmation #: 100062 Stay: 10/7/2015 - 10/9/2015 Payment Status: Paid				
Based Matrix					
Reservations					
Vehicle Search					
Configuration					
[™] Reports					
Exit Recreation Dynamics					
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Cancelling a Reservation

File	Training Mode- ON Schwitz Training Training Mode- ON Schwitz Training Tr	4. Click Cancel .			
Facility	Reservations				
Customers	Search for a Customer * Confirmation Number				
Reservations	Filter: Reservations between Today and 10/7/2016				
Date - Based Matrix	Description Unit Price Qty Total Unit: Big Basin Redwoods State Park - Blooms Creek South (Sites 157-163) - Standard - 1595 Stay: Mon 10/12/2015 - Tue 10/13/2015 (1 night)				
Based Matrix	Classification: Regular Comments: Web Reservations				
Based Matrix	Non Refundable Reservation Fee \$8.00 1.00 \$8.00 Standard 10/12/2015 02:00 PM - 10/13/2015 12:00 PM (Per 1 Days- W \$35.00 1.00 \$35.00				
Reservations	Cancel #100076 Subtotal \$43.00 Confirmed 10/5/2015 9:24:06 AM Sales Tax \$0.00				
📑 Vehicle Search	Reprint #100076 Confirmation #: 100076 Grand Total \$43.00				
X Configuration					
Reports					
Exit Recreation					
_,					
Recreation D	ynamics 5	lick Yes			
J. CICK TES.					
Are you sure you want to cancel shopping cart #100076?					
	Yes No				
<u> </u>					

If the reservation was paid in full, a refund must be tendered. Please refer to the "Tender a Refund" Job Aid for additional instructions.