# Requesting & Managing Casual Bookings

# WEB Portal - Managing Casual Bookings

Requesting a Casual Day via the WEB Portal

- 1. Log into the WEB Portal for Guardians & Carers Xap.rocks
- 2. Select the Family Tab from the left hand menu
- 3. Select the Bookings Tab

Bashboard				💭 Junior Discoverers ELC 🔻 🗧
> TUESDAY, 10 AUGUST	Action Required			
Welcome to our guardian portal. Using our portal, you can manage your child's     enrolment details, upload health and immunisation information, manage bookings &     attendances, set up direct debit information and much more.	Complete declaration and consents	Complete immunisation of Bonnie Barker	letails	•
Aug G	Booking Notes	Quick Keys		
Families icon     d Thu Pri Set Sun     OP 10 11 12 17 34 35	21 JUH - 21 JUH Excursion Swimming pool, bring togs and Gold Coin	Getting Started How to edit your Families infor	nation	*
No booking(s) found	29.458-10.458 Zoo Excursion Hi Everson	How to add a Nominee How do I view my child's enrol	nent	7
	13 OCT - 16 OCT National Book Week	How to setup your Direct Debit Managing a Kiosk Code		2
	International Book week, come dressed as your favourite character.	How to accept the declaration Signing your child in & out of K	osk	2
		How to read your Invoice Waitlist Enquiry new child		2
		Accepting Offer & completing Marking Absences	nrolment form	2
		View All		2
		\$110.00	<b>Ś</b> .	Ś
		Outstanding Balance	Pay Now Next Direct De	ebit
Home > Family Summary     Summary Payments & Billing Bookings   Bonnie Barker				Junior Discoverers ELC 🔻 E
Guardian(s)        • 04:00 777 888       • 04:00 777		Show Archived	Medical Conditions Bonnie Barker	
Bill Barker 0422 777 444 Weilerdee+billbarker(burnall.com			Anaphylaxis Triggers	/
Beverty Barker     O400 000 222     Dev.barker@mailinator.com     Cisidicaa)			EpiPen/Anapen Exp. Date	
B Bree Barker 14 Jun 2017		Snow Archived	Medication Name Epipen	Medication Expiry Date 30 Dec 2021
Bonnie Barker CBC, CBC 1)F @Attive			Expiry Date: 19 Oct 2021	,
Betty Baker 0422 444 444 Ct 😭		Show Archived	Triggers Pollen	
🍈 Belinda Barker 0488 777 888 😢 🛱			*** Medication Name Ventolin	Medication Expiry Date 01 Dec 2021
Biance Barker 0400 555 555 Ct 🛱			erre HaveAsthmaPlan Expiry Date: 30 Nov 2021	
BB Banker 0433 111 111 C 🛱			*** HaveAsthmaPlan Expiry Date: 30 Nov 2021	
Bindi Barker 0466 777 888 😢 🖼			··· Payment Account(s)	Show Archived
E-mail History	View All CWA Agreement		Beth Barker Balance Outstanding (\$)	
System     System	Detweed     Detweed     Guardiaa/CCS Claimant     Bruce Barker	CWA Agreement Signed	Aged Debt	
S galaxim setting market gamma to be a solution of the set of	Signed By Beth Barker	Signed On OS Nov 2020	Aged Bracket Not Due	Amount (\$) 110.00
O4 Aug 2021 04-01 AM Tax Invoice for Beth Barker     System bev.barker@mailinator.com	Detivered     Detivered	CWA Agreement	0-7 Days 8-30 Days	0.00
O 4 Aug 2021 04-01 AM Tax Invoice for Beverly Barker     System beth.barker@mailinator.com	Signed By Beth Barker	Signed On 11 Nov 2020	61-90 Days 90+ Days	0.00
03 Aug 2021 06:19 PM Request to complete your child details for child enrolment at Junior Discoveres EUC	Bonnie Barker (CBC/E8000087458) Guardian/CSC Claimant Beverty Barker	CWA Agreement Signed	Billing Details	
	Signed By	Signed On	Dath Darling	Payment Method

#### 4. Select the Green + Add button

	Home >	Bookings											🚇 Junior Discoverers ELC 🔻 🗗
>	Summa	ary Payments & Billir	g Bookings	Bonnie Barker									
₿₿	Search		From Date	To Da	ite								4
<b>f</b>	Keyw		10/08/2021	0 🖬 🛛 DD		Q	70	Ð					Bulk Action = +
172	0	Date 📥	Child +	Payment Account +	Room +	Session 🔺	Fee (\$) -	Disc (\$) +	O. Sub (\$)	Туре 🔺	Status A		<b>_</b>
*		10 Aug 2021 Tuesday	Bonnie Barker 2y 2m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved	Absent - Child Beth Barker	T
Ľ.		17 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
4		20 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		24 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		27 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		31 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		O3 Sep 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	() Dending		
		O7 Sep 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		10 Sep 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	( Pending		
		14 Sep 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		17 Sep 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		21 Sep 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		24 Sep 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		28 Sep 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		O1 Oct 2021     Friday     Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	(S Pending		
		O5 Oct 2021     Tuesday     Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Absroved		
		08 Oct 2021     Friday     Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	(S Pending		
0		12 Oct 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
Help		A 15 Oct 2021	Poppie Parker	Reverly Barker		Toddlers					-		

- 5. If you have more than 1 child, **select the name of the child** for the casual day
- 6. Care type will pre-fill
- 7. Select the CCSS Arrangement type -CWA
- 8. Select the **Payment Account** liable to pay for the sessions
- 9. Select the Booking Type as Casual
- 10.Select the Casual Date
- 11. Select the Room for the Casual day
- 12. Select the **Session** (fee to be charged)
- 13. Select the **+ button** if you have more than 1 casual date to be added
- 14.Select to **apply a Discount** if you have been provided this by your Service
- 15. Tick that you agree to the Services Bookings Terms & Conditions
- 16. Select Save





The Casual day will display on the bookings screen.

C = Casual Day

#### Status:

**Pending** - Pending the Service approving the requested casual day **Approved** - Casual day approved by the Service

	Home > Bookings												Junior Discoverers ELC 🔻 🗧
>	Summary Payments	& Billing Bookings	Bonnie Barker										
●■ ↑	Search Keyword	From Date 10/08/2021	To Date		<b>a</b>	<b>70</b> (	9						Bulk Action 💌 🕇
174	0 Date 🔺	child 🔺	Payment Account +	Room A Sessi	on 🔶	Fee (\$)		ub (\$)	Туре 🔺	Status 🔺		Approved = Casual	
*	10 Aug Tuesday	2021 Bonnie Barker 2y 2m	Beth Barker E8000090135	Toddlers Todd 06:00	llers ) AM - 06:00 PM	110.0 C in Cas		þ	RW	Approved	Abser Beth B		
ß	Tuesday	2021 Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers Todd 06:00	llers ) AM - 06:00 PM	110.6.		2	RW	Approved			
48	18 Aug Wednesd	2021 Bonnie Barker ay 2y 3m	Beth Barker E8000090135	Toddlers Todd	llers ) AM - 06:00 PM	115.00 0.	.00 0.	00	С	Approved		onrippiotal	
	20 Aug     Friday	2021 Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers Todd 06:00	llers ) AM - 06:00 PM	110.00 0.	.00 0.	00	RW	C Pending			
	24 Aug	2021 Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers Todd	llers I AM - 06:00 PM	110.00 0.	.00 0.	00	RW	Approved			

You will receive a notification via the WEB Portal and Smile APP to advise of the approved or rejected casual day

	Home > Bookings			L.	<b>.</b>	Junior Discoverers ELC 🔻 🗗
>	Summary Payments & Billing Bookings Bonnie Barker			Notifications 🌣	1 )	
●BB	Search From Dates To Dates	Notification will show approved casual day	->	Staff member, Dee Weiler approved pending booking(s) of Bonnie Barker, Toder, 0239 54		Notification bell shows updates
		·•		- Complete the family declaration		

### Cancelling a Casual Day

If you have requested a casual day and it is no longer required or you have selected the incorrect day/s, you may be able to cancel them.

- 1. Select the Family Screen icon within the WEB Portal
- 2. Select the **Bookings Tab**

	Home	Bookings	2									📮 Junior Discoverens E	ic 🔹 🗗
>	Summ	hary P	g Bookings	Bonnie Barker									
● ●	Search Keyv	word	From Date 10/08/2021	To Dat	te I/MM/YYYYY	<b>a</b>	٩	Ð				Bulk Action •	
1		Date 🔺	child 🔺	Payment Account 🔺	Room +	Session A	Fee (\$) -	Disc (\$) 🛋	O. Sub (\$)	Туре 🛋	Status 🔺		_
-		10 Aug 2021 Tuesday	Bonnie Barker 2y 2m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved	Absent - Child Beth Barker	
♠		17 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
1		18 Aug 2021 Wednesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	115.00	0.00	0.00	с	Approved		
		20 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		24 Aug 2021     Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		27 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		31 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		03 Sep 2021     Friday     Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		O7 Sep 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		10 Sep 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		14 Sep 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		17 Sep 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		21 Sep 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		24 Sep 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	() Pending		
		28 Sep 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
		O1 Oct 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
		OS Oct 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
0		08 Oct 2021     Friday     Friday	Bonnie Barker 2y 4m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		
Help	_	A 12 Oct 2021	Bonnie Barker	Beth Barker	-	Toddlers	110.00			-	A		

- 3. Select 3 dot menu for the incorrect/no longer required casual day
- 4. Select Cancel Booking from the drop down

Note: If the Cancel Booking option is not displaying, you will need to contact your Service directly to assist you further as they may not have enabled cancellation of Casual Days.

														🔎 Junior Discoverers ELC 🔻 🖨
>	Summ	ary Pa	ayments & Billin	g Bookings	Bonnie Barker									
●® ↑	Search Keyw			From Date 10/08/2021	To Date	• /MM/YYYYY	ti Q	Ŧo	Ð					Bulk Action *
174	0	Date 🔺		child +	Payment Account 🛎	Room +	Session +	Fee (\$) -	Disc (\$) 🛎	0. sub (\$)	Туре 🛎	Status 🔶		
**		9	10 Aug 2021 Tuesday	Bonnie Barker 2y 2m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved	Absent - Child Beth Barker	***
ß		0	17 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		
4		9	18 Aug 2021 Wednesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	115.00	0.00	0.00	с	Approved		3
		0	20 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		<ul> <li>View</li> <li>Mark Absent</li> </ul>
		0	24 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E8000090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved		4 📧 Cancel Booking
		0	27 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	C Pending		

5. Add in the Cancellation Reason

6. Select Confirm

The Service will be notified of the cancellation

Please note: Families who wish to cancel a casual booking are asked to notify the centre the day before by 5.00pm. Any cancellations after this time will be charged as normal.

Cancel - Booking(s)	×
Please note, late cancellation these booking(s). Please refer conditions for more informat	fees may apply when you cancel r to the booking terms and ion.
Child Bonnie Barker	Care Type CBC
Arrangement Type CWA	Payment Account Beth Barker
Booking Type Casual	Status Approved
Booking Date Wed, 18 Aug 2021	Room Toddlers
Session Toddlers	Booking Time 06:00 AM - 06:00 PM
Booking Fee (\$) 115.00	
Apply discounts using Discount Rules	
Preschool Session No	
Apply Other Subsidies No	
Cancellation Reason 5	
Date no longer required	
	6
	Cancel Confirm

## Smile APP - Managing Casual Bookings

#### Requesting a Casual Day via the Smile APP

- 1. Log into the Smile APP on your Device
- 2. Select the Bookings icon
- 3. Select the Green + button
- 4. Select the name of the child the casual booking is for
- 5. Select the payment account details to be invoiced for the booking
- 6. Select the Room for the casual day



- 7. Select the Session (Fee) for the casual day
- 8. Select the Booking Type as Casual
- 9. Select the Date/s from the calendar
- 10.Select Done
- 11. Add a Discount code (if applicable)
- 12. Tick that you agree to the Services Booking Terms and Conditions
- 13. Select Request booking
- 14.Select OK



	Confirm the casual x
New Booking	g
Child	Bonnie Barker >
Payment Accou	nt Beth Barker >
Room	Toddlers >
Session	Toddlers > 06:00 AM - 06:00 PM   \$115.00
Booking Type	Casual >
Booking Days	1 2 Days >
Thu, 19 Aug 2021 🗙 Thu,	, 26 Aug 2021 🗙
Use Discount Co	ode
12 ✓ I agree to all th have read the b	e terms and condition, als pooking notes(if any)
Pog	uost Booking

	3:31
<b>Booking</b> Pending conf	Requested
Child	Bonnie Barker
Payment Account	Beth Barker
Room	Toddlers
Session	Toddlers 06:00 AM - 06:00 PM   \$115.00
Booking Type	Casual
Booking Days Thu, 19 Aug 2021 Thu, 26 Aug 20	2
	14
	ок

#### Viewing an Approved Casual Day

If the Casual day has been approved, you will receive a notification via the WEB Portal and also via the Smile APP.

- 1. Select the Notifications icon
- 2. View the **Approved** or **Rejected** Notifications and statuses
  - Approved = Casual day has been Approved by the Service
  - **Rejected** Service has rejected your request for the Casual day on the selected date



## Cancelling a Casual Day

If you have requested a casual day and it is no longer required or you have selected the incorrect day/s, you may be able to cancel them.

- 1. Select the **Bookings** icon
- 2. Select the **3 dot menu** for the incorrect/no longer required Casual Day
- 3. Select Cancel Booking
- 4. Add in the Cancellation Reason
- 5. Select Confirm Cancellation

The Cancelled Date will display within your Booking details.

