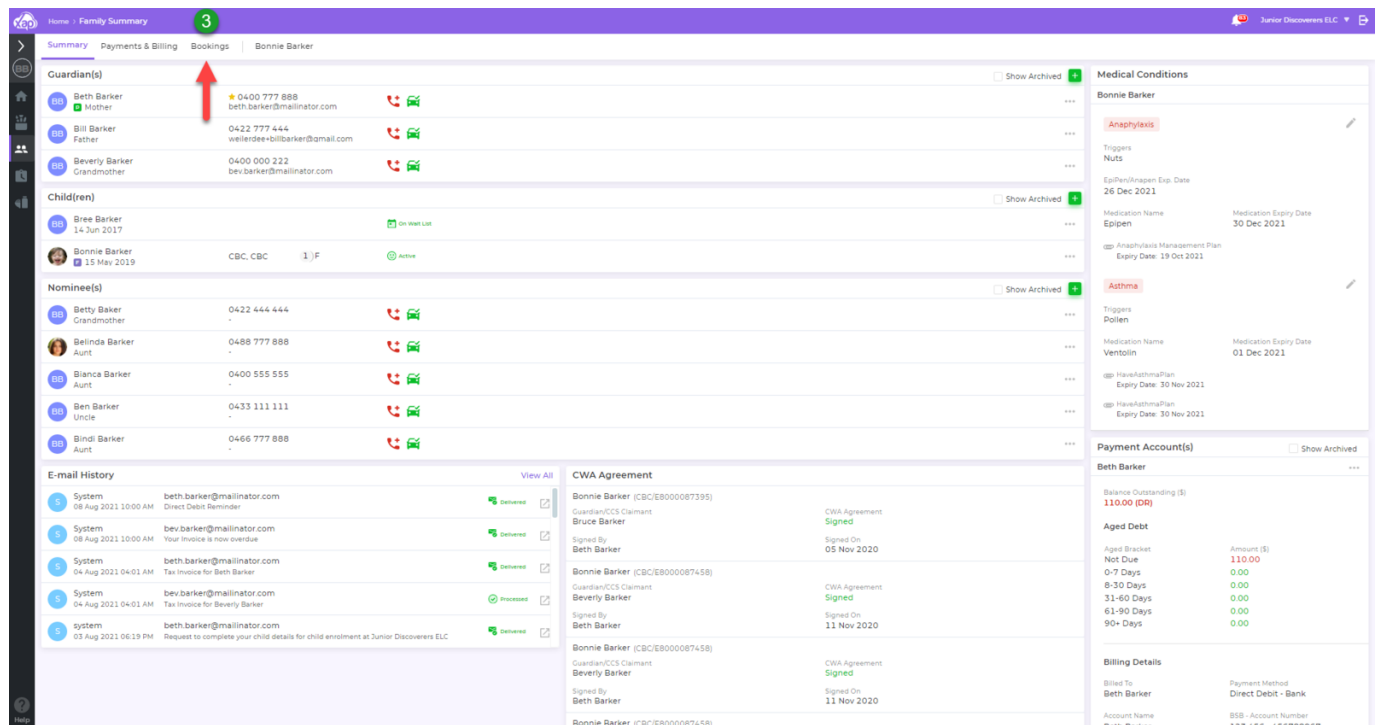
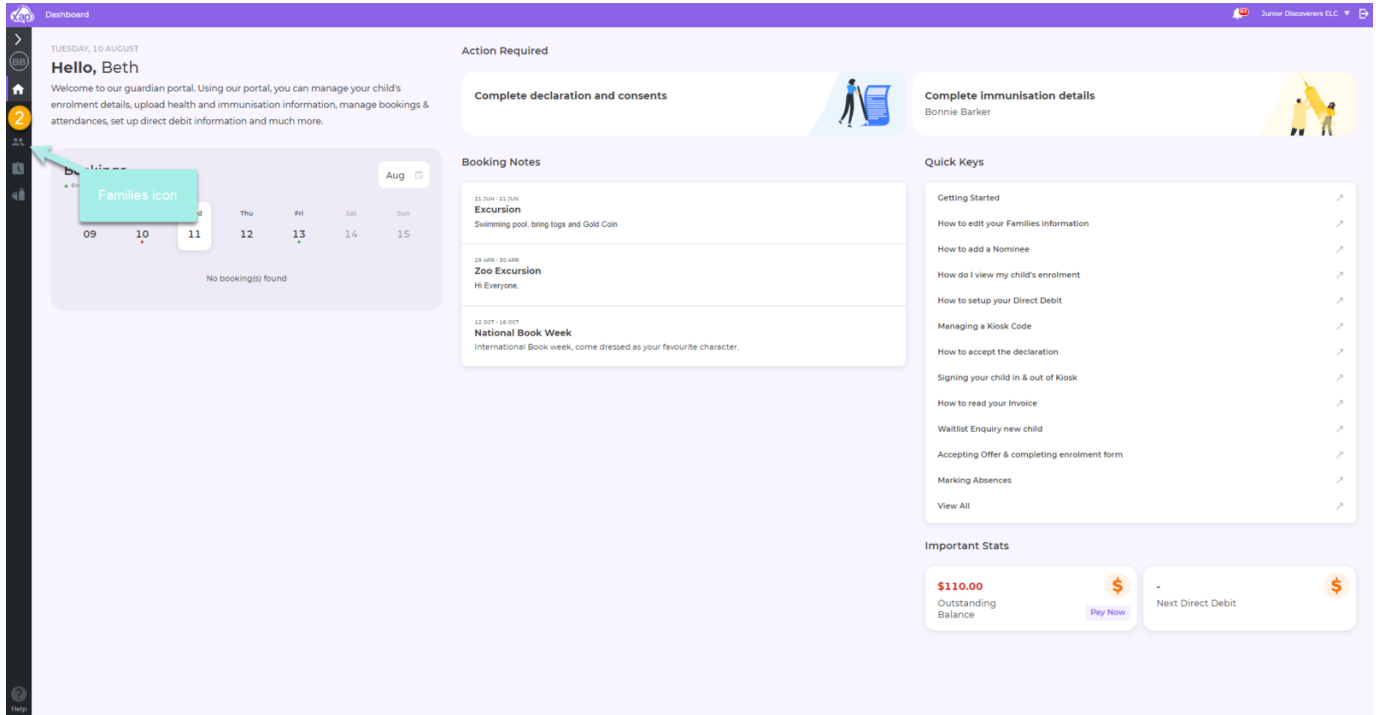


Requesting & Managing Casual Bookings

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**



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

ID	Date	Child	Payment Account	Room	Session	Fee (\$)	Disc (\$)	O. Sub (\$)	Type	Status
	10 Aug 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	17 Aug 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	20 Aug 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	24 Aug 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	27 Aug 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	31 Aug 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	03 Sep 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	07 Sep 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	10 Sep 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	14 Sep 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	17 Sep 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	21 Sep 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	24 Sep 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	28 Sep 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	01 Oct 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	05 Oct 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	08 Oct 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
	12 Oct 2021	Bonnie Barker	Beth Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
	15 Oct 2021	Bonnie Barker	Beverly Barker	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending

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**

Add - Bookings

Child * Care Type *

Arrangement Type * Payment Account *

Booking Type *

Booking Date *

Room * Session * Time In * Time Out * Fee (\$) *

Do you want to apply discount code?

I agree that I have read and accept the booking terms and conditions

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

Date	Child	Payment Account	Room	Session	Fee (\$)	Disc (\$)	Sub (\$)	Type	Status
10 Aug 2021 Tuesday	Bonnie Barker 2y 2m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
17 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
18 Aug 2021 Wednesday	Bonnie Barker 2y 3m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	115.00	0.00	0.00	C	Approved
20 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
24 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E800090135	Toddlers	Toddlers 06:00 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

Notification will show approved casual day

Notification bell shows updates

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**

Date	Child	Payment Account	Room	Session	Fee (\$)	Disc (\$)	Sub (\$)	Type	Status
10 Aug 2021 Tuesday	Bonnie Barker 2y 2m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
17 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
18 Aug 2021 Wednesday	Bonnie Barker 2y 3m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	115.00	0.00	0.00	C	Approved
20 Aug 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
24 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E800090135	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 E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
31 Aug 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
03 Sep 2021 Friday	Bonnie Barker 2y 3m	Beverly Barker E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
07 Sep 2021 Tuesday	Bonnie Barker 2y 3m	Beth Barker E800090135	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 E800087458	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 E800090135	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 E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
21 Sep 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E800090135	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 E800087458	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 E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
01 Oct 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
05 Oct 2021 Tuesday	Bonnie Barker 2y 4m	Beth Barker E800090135	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Approved
08 Oct 2021 Friday	Bonnie Barker 2y 4m	Beverly Barker E800087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	RW	Pending
12 Oct 2021	Bonnie Barker	Beth Barker	Toddlers						

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.

Date	Child	Payment Account	Room	Session	Fee (\$)	Disc (\$)	O. Sub (\$)	Type	Status
10 Aug 2021 Tuesday	Bonnie Barker	Beth Barker E8000090335	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	DW	Approved Absent - Child ... Beth Barker
17 Aug 2021 Tuesday	Bonnie Barker	Beth Barker E8000090335	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	DW	Approved
18 Aug 2021 Wednesday	Bonnie Barker	Beth Barker E8000090335	Toddlers	Toddlers 06:00 AM - 06:00 PM	115.00	0.00	0.00	C	Approved
20 Aug 2021 Friday	Bonnie Barker	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	DW	Pending
24 Aug 2021 Tuesday	Bonnie Barker	Beth Barker E8000090335	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	DW	Approved
27 Aug 2021 Friday	Bonnie Barker	Beverly Barker E8000087458	Toddlers	Toddlers 06:00 AM - 06:00 PM	110.00	0.00	0.00	DW	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 fees may apply when you cancel these booking(s). Please refer to the [booking terms and conditions](#) for more information.

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

5 Cancellation Reason

Date no longer required

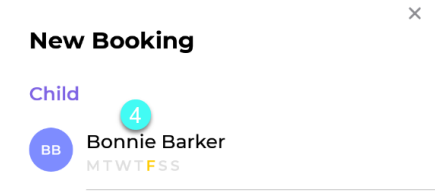
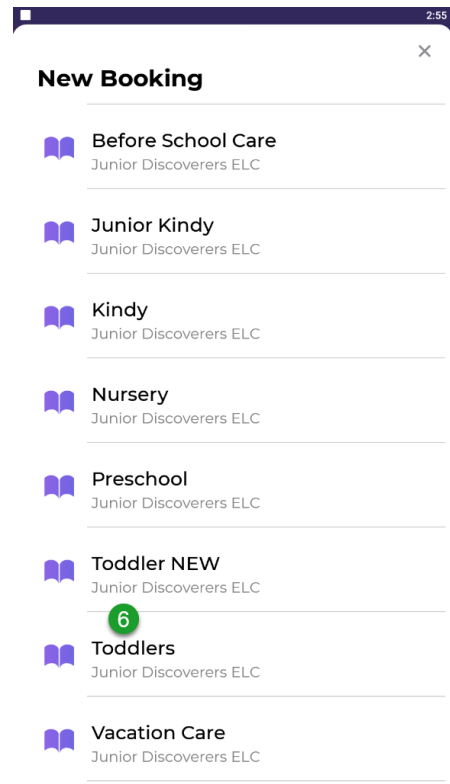
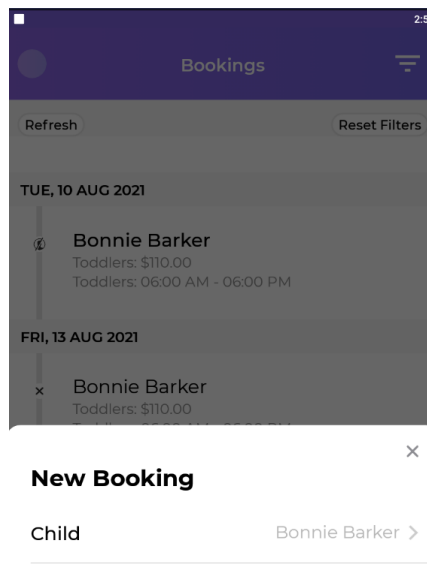
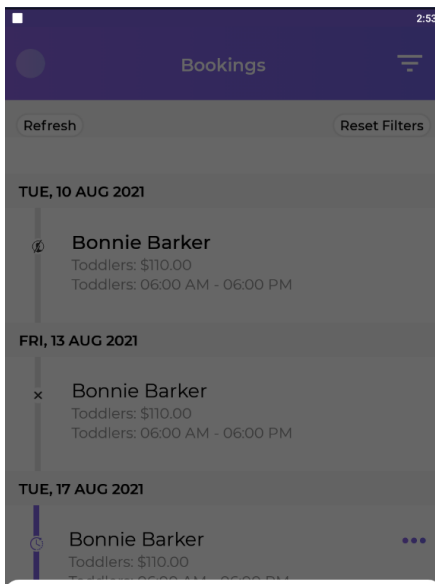
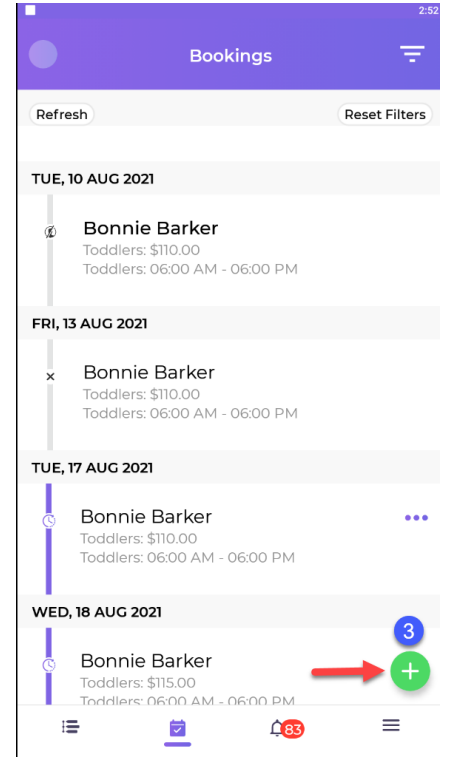
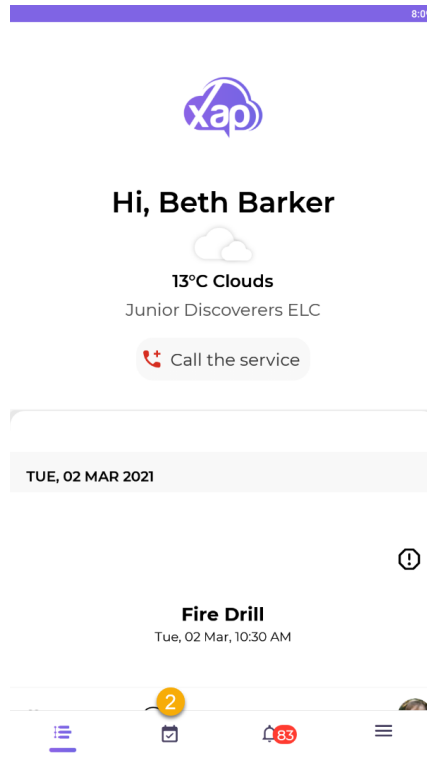
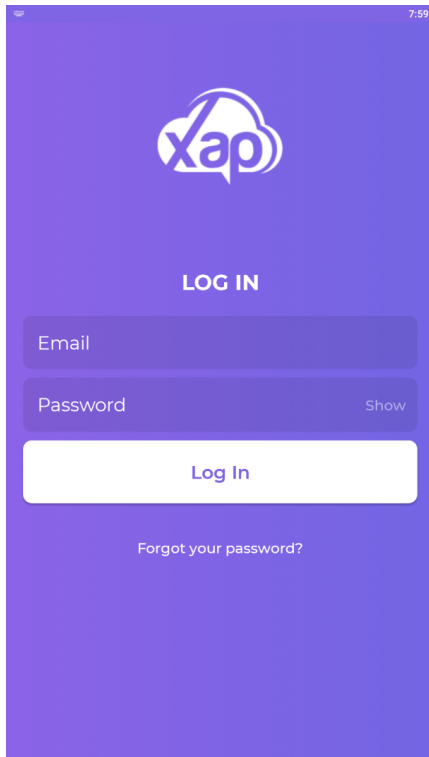
6

Cancel
Confirm

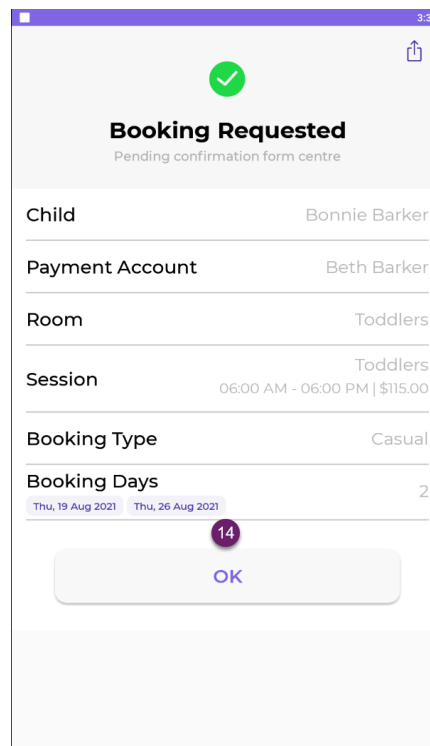
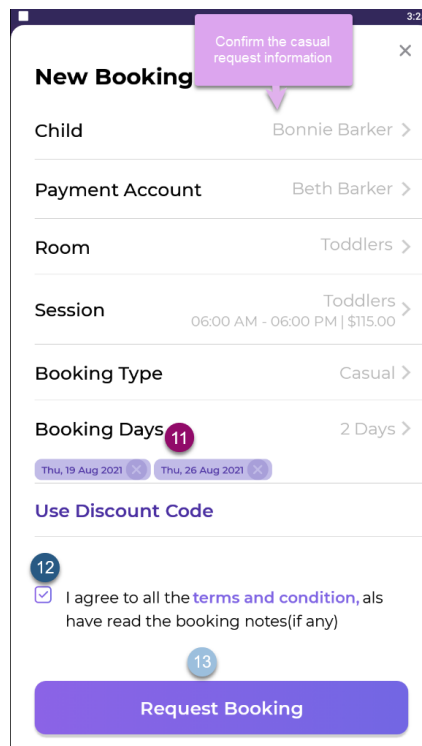
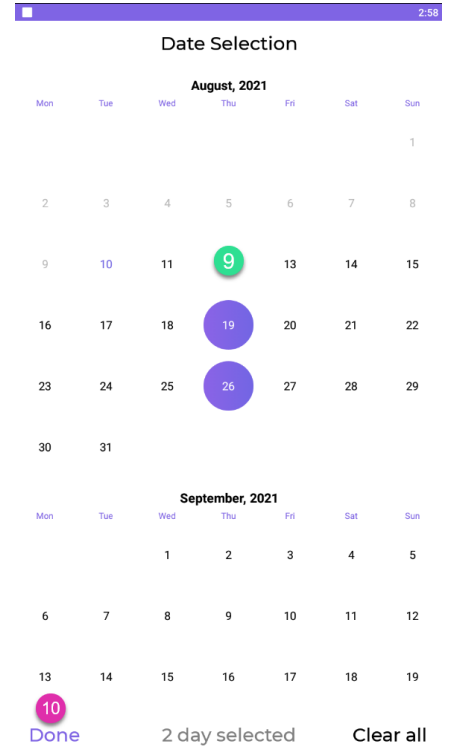
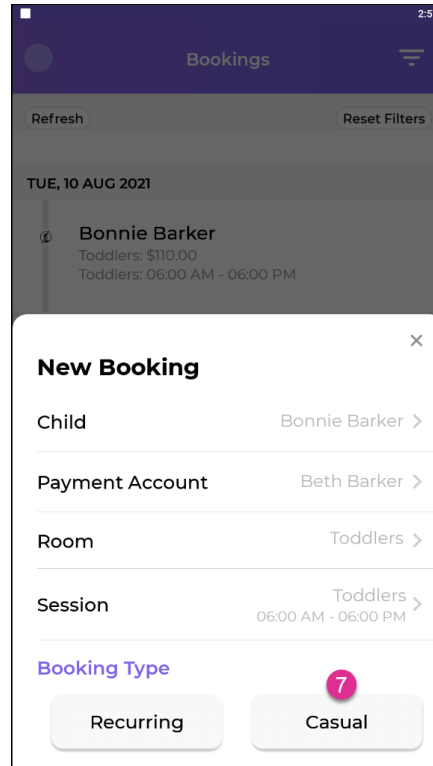
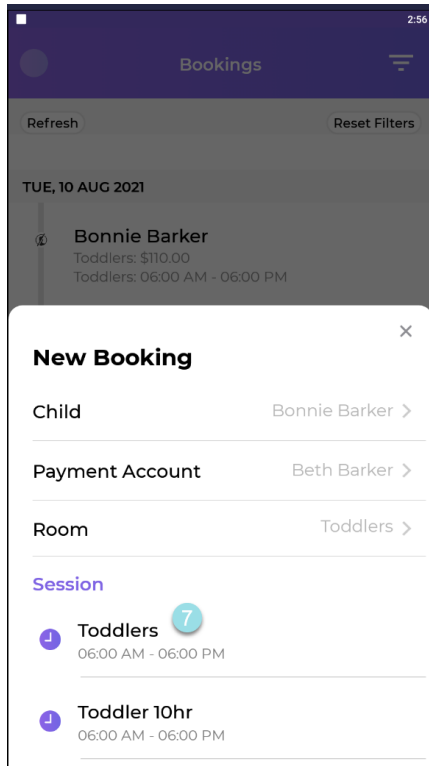
Smile APP - Managing Casual Bookings

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



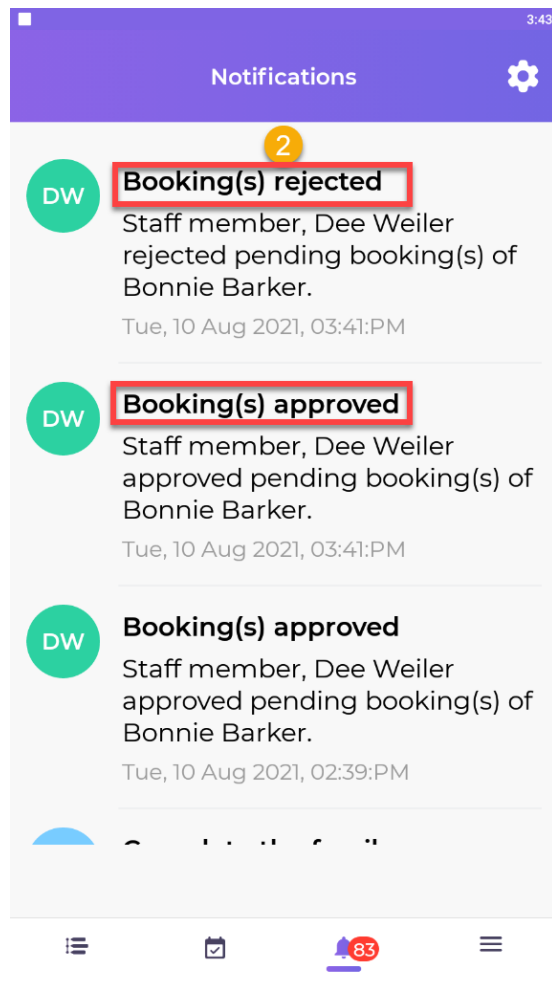
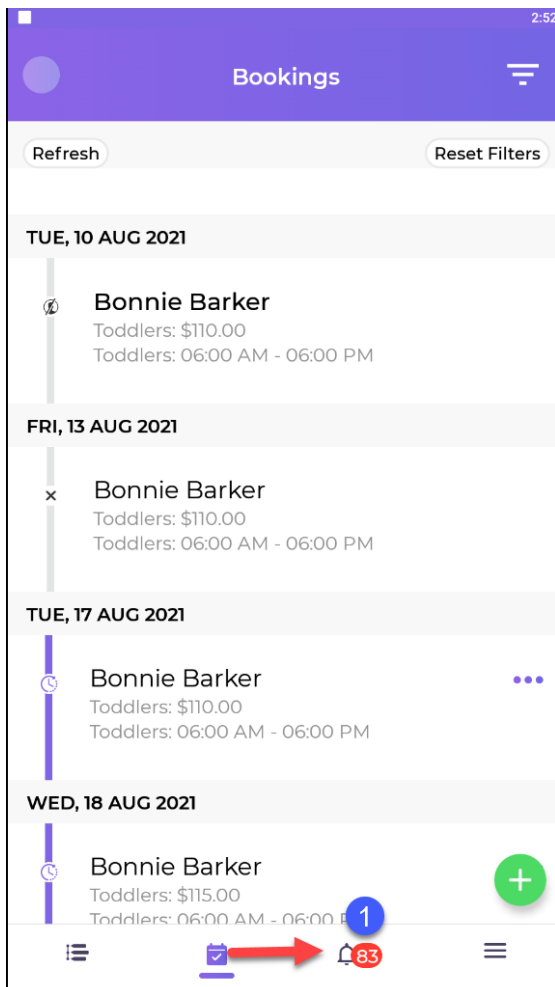
7. Select the Session (Fee) for the casual day
8. Select the **Booking Type** as **Casual**
9. Select the **Date/s** from the calendar
10. Select **Done**
11. Add a **Discount code** (if applicable)
12. Tick that you agree to the **Services Booking Terms and Conditions**
13. Select **Request booking**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



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
 - o **Approved** = Casual day has been Approved by the Service
 - o **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.

