



I signed a pet out of Boarding by accident, how do I sign them back in?

Mistakes happen! Often, you can mistakenly sign out the wrong pet from boarding, so what do you do? Follow this procedure to add them back into the system.

Go to Daycare & Boarding -> Modify Boarding and select the "Include All" checkbox, then search for results. This will show a list of all pets in and out of the system that have a boarding date range within the selected date range. Click the "Sign-In" link to put them back into the system.

Note: Pets that are already on the Dashboard and in the system are marked as "Already In Cart" and there is no link to sign them back into the system.

Modify / Delete Boarding (i)

Search for Owner / Pet

Start Date (mm/dd/yyyy) End Date (mm/dd/yyyy)

Search Criteria **Include All**

There were 6 boardings found.

Edit	Start Date	End Date	Status	Resend Email	Delete
<input type="button" value="Edit Boarding"/>	02/10/2016	02/11/2016	<input type="button" value="Sign-in"/>	<input type="button" value="Email"/>	<input type="button" value="Delete"/>
Smith, Bob	Assigned Pets: Zoe - Estimated sign-in time: 12:00 PM Happy Dog Suite XL - Boarding 1 Dog (1)				
<input type="button" value="Edit Boarding"/>	02/10/2016	02/10/2016	Already In Cart	<input type="button" value="Email"/>	<input type="button" value="Delete"/>
James, Teresa	Assigned Pets: Ajax - Estimated sign-in time: 12:00 PM Happy Dog Suite XL - Boarding 1 Dog (1)				

Once they are back into the system, you can delete the order that was created by going to Order Processing -> Modify Order and searching for the order. Click on the "Delete" link to delete the order from the system. A new order will be created when you sign them out again.

Modify Order (i)

Search

Search Results

1

Order Id	Owner Name	Transaction Date	Charge	Tax	Discount	Amount Applied	Receipt	Delete
9325524	Smith, Bob	02/10/2016 12:07 PM	0.00	0.00	0.00	50.00	Receipt PDF Email	Delete

Note: If you don't know or forget the dates the pet was supposed to be there, check the dates on the order prior to deleting it.

Now that they are back in the system, ensure the start and end dates of the boarding are correct. The easiest way to do this is from the Dashboard. Click on the Sign-In and Sign-Out dates to modify them as appropriate. Click the "Save" link under each date to save them.