



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 ?

Search for Owner / Pet

Start Date (mm/dd/yyyy) 02/10/2016 End Date (mm/dd/yyyy) 02/10/2016

Search Criteria Include All

There were 6 boardings found.

Search Results

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"/>
<input type="checkbox"/> 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"/>
<input type="checkbox"/> James, Teresa	Assigned Pets: Ajax - Estimated sign-in time: 12:00 PM Happy Dog Suite XL - Boarding 1 Dog (1)				

Now that they are back in the system, ensure the start and end dates of the boarding are correct.

Additional clean up that may be needed:

1. Once they are back in the system, you may want to delete the order that was created. (Another order will be generated when the newly signed in boarding is checked out.)
 - **Some things to consider before deleting the order:**
 - i. Was there a deposit? If so, that will require additional steps since the deposit is settled for when the order is created.
 - ii. Were there any other products/services in the cart that were also signed out? If so those will need to be signed back in as well or added to the cart.
 - iii. Also, please take note of the dates/times to make sure they are correct on the newly signed in appointment(s).