



## Fixing Mistakes Using Duplicate Void & Cancel Internal

Oh no!

When looking back at your daily log, you realized you made a mistake! First, you made a reservation for the wrong Joe Schmo, then once you found the right Joe, you entered him twice! Not to worry, you can fix it using the **duplicate void** function and the **cancel internal** function.

814421	Schmo, Joe	9423 West East St		Mos Eisley, PT	Empire	88701	2 + 3 = 5	Served		09:00 AM	e	New Family
814422	Schmo, Joe	9423 West East St		Mos Eisley, PT	Empire	88701	2 + 3 = 5	Served		09:00 AM	e	
814420	Shmoe, Joe	1234 Balogna Road	Apt#1	CLEVELAND, OH	CUYAHOGA	44108	0 + 1 = 1	Reserved		10:00 AM		

To get rid of the wrong reservation, start by clicking on the reservation number.

- Next, scroll down to the service visit status section
- Click "Cancel Internal." A green dot should appear to indicate that your information was saved.
- Close the window.
- You should now see the entry marked as "cancelled internal" and pink in the daily report

Note: Cancel internal can be used for any mistake. Both duplicate void and cancel internal entries will not show up in the monthly report.

**Shmoe, Joe E.**

Last: Shmoe, First: Joe, Middle: E., Suffix: ▼

Homeless

Address 1: 1234 Balogna Road, Apt#1

Zip Code: 44108, City: CLEVELAND, State: OH, County: CUYAHOGA County

OPTIONAL Address Verified: No  Yes  10/29/2013

Main Phone: 216-217-9339, 2nd Phone:

No Phone Number

Family Size: 1, Children:

Family Notes: Allergic to peanuts

Proxy: Sue Smith or John D

Service Provided: Pantry - Choice - 3 day, Date & Time: 08/19/2015 at 10:00 AM

First Name	Middle	Last Name	Suffix	Date of Birth	Age	Age Group	Gender	Identificat
Joe	E.	Shmoe		01/02/1945	68	65 - 84	<input type="radio"/> F <input checked="" type="radio"/> M	<input type="radio"/> Needed <input checked="" type="radio"/> Ve
Betty		Boop		01/12/1999	15	5 - 17	<input checked="" type="radio"/> F <input type="radio"/> M	<input type="radio"/> Needed <input type="radio"/> Ve

HOW DID THEY SIGN?  
 Signed Paper Form  Signed Electronic Form  Not Required  Required, NOT Signed  Print FORM  Print w/ Date

SERVICE VISIT STATUS:  
 Reserved  Served  No Show  Cancelled by Client  **Cancelled internal**  Duplicate void  Rescheduled

"Take-a-Number" tracker (optional) Client's # in line:  Choose Serving Status: ▼

Close Window & Add ANOTHER Service for this same family

SERVICE VISIT STATUS:  
 Reserved  Served  No Show  Cancelled by Client  **Cancelled internal**  Duplicate void  Rescheduled ●

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