

Tech Tip Tuesday—November 3, 2015

by David Hirsch

Make Total Due on Canceled Trips \$0

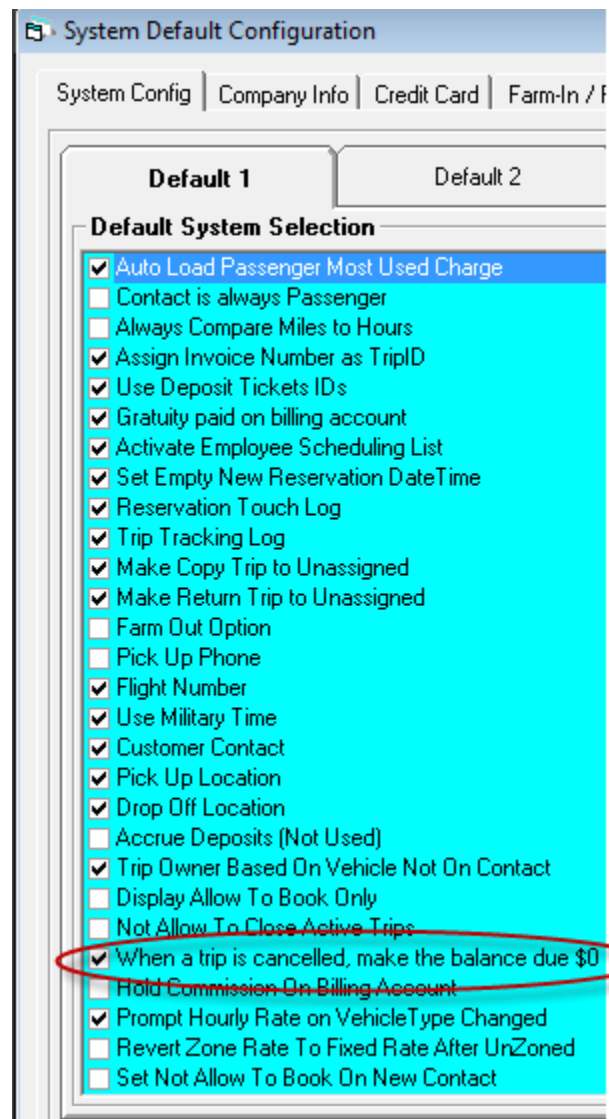
When a trip is cancelled (as opposed to Late Cancel or No Show), this trip does not show up in TripBook to be costed, and therefore never gets archived.

We have recommended in a previous Tech Tip that periodically canceled trips be purged so avoid slowing the system down with too many current (canceled) trips.

However, some customers want to keep all their canceled trips, and therefore want to archive them rather than purge them. This way you can still look them up if a customer has a question, even long after the proposed trip date.

The procedure to archive canceled trips is easy (it is the same as for purging, except that you select “Archive” rather than “Purge”). However, if the trip is archived, and it still has a “Total Due” (cost of the trip) then it can screw up reporting (for example, if you run a report that included canceled trips and want a total cost).

One solution to this is to make sure that Canceled trips get set to \$0 when you cancel them. To enable this option, just go to Maintain...System Default Config...Default 1 tab, and make sure the box is checked.



Note that this will zero out the trip but not remove the additional charges/fees...so when you look at the trip summary you may see a number in the Trip Total Cost, but the Balance Due will still be \$0.

Payment Method	Amount
Trip Total Cost	\$ 29.20
Deposit	\$ 0.00
Balance Due	\$ 0.00

The actual cost of the trip is retained within the trip. If you un-cancel the trip, you merely need to go all the way into the Additional Charges section of the Payment screen, and then back out and save. The original pricing of the trip will be restored.