

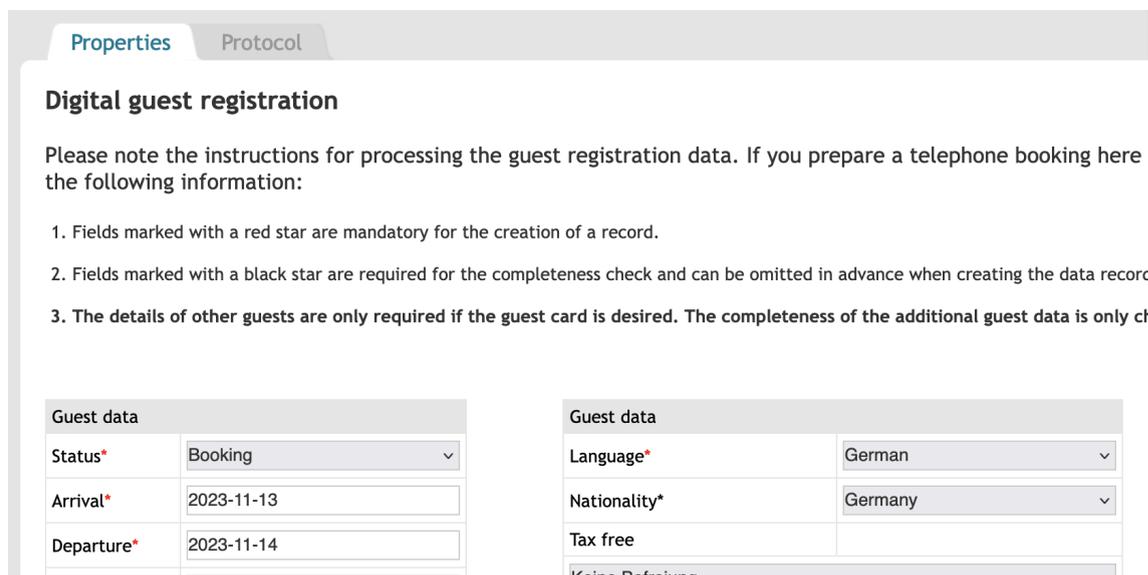
Canceling a guest registration

Name	Date	Signature
Responsible for specification	2023-10-18	Matthias Liedtke
Delivering committed	2023-10-18	Martin Schaarschmidt
Update requested		
Update published and committed		

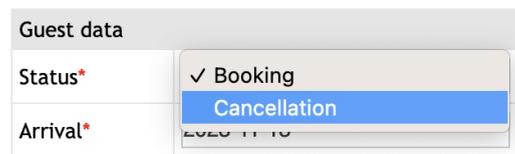
Canceling a guest booking

As soon as the guest's data has been entered in the INBOX, it can no longer be deleted. But it is possible to cancel the booking. With the cancellation, this entry is taken out of the workflow and immediately moved to the message archive.

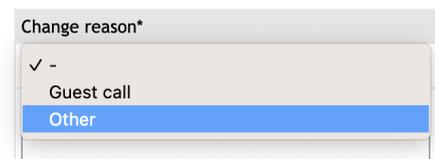
Open the data record of the corresponding guest for editing. If the record is already in the report, you must unlock the record before editing it.



Change the field **status** from **"Booking"** to **"Cancellation"**.



Above the guest's data appears a box in which you must provide a reason for the change.



Click on the right **"Save and close"** to finish editing. The guest's data is moved directly to the reporting archive.