

## Canceling a guest registration

Name	Date	Signature
Responsible for	2023-10-18	Matthias Liedtke
specification		
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.

Propertie	Protocol			
Digital gu	est registration			
Please note the followir	the instructions for processing the ng information:	guest registration data. I	f you prepare a telephone	booking here
1. Fields mark	ked with a red star are mandatory for the c	reation of a record.		
2. Fields mark	ked with a black star are required for the co	ompleteness check and can be o	mitted in advance when creatin	ng the data recor
3. The detail	s of other guests are only required if the §	guest card is desired. The com	pleteness of the additional gue	est data is only c
Guest data		Guest data		
Status*	Booking ~	Language*	German	~
Arrival*	2023-11-13	Nationality*	Germany	~
Departure*	2023-11-14	Tax free		
		Koine Pofreiung		

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

Guest data		
Status*	✓ Booking	
	Cancellation	-
Arrival*	LULU II IU	

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

V -	
Guest call	
Other	

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