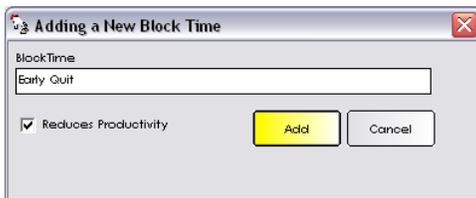


block time reasons

Use this guide to add and edit your appointment book block time reasons.

The productivity report is designed to show the difference between how often service team members are serving clients (Booked Hours) compared to how often you have planned for them to be serving clients (Potential Hours).

Consider a block time reason as productive or non-productive, giving you the power to calculate productivity with greater accuracy.



Creating or Editing a Block Time Reason

1. From the SalonBiz®/SpaBiz® menu bar, click on the Blueprints icon.
2. Click the Staff & Book button.
3. In the Table to Edit box, click on Block Time.
4. Click the Add button, or select an existing reason and click the Edit button.
5. Type or edit a block reason.
6. Reduces Productivity box:

✓ Reduces Productivity

Placing a check in the box will indicate that the block reason reduces staff productivity (counts against them), for example, a staff member arriving late, leaving early etc.

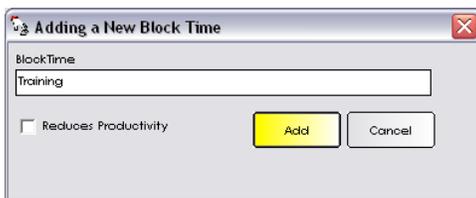
For example, if the staff member was available for services eight potential hours during the day and needed to leave an hour early, you could use the Early Quit block reason to block their book. Since this block reason is going to reduce the service member's productivity they will be unable to book an appointment during the block, but their potential hours will still be eight. If that staff member was booked solid for those seven hours the productivity report would only show 90% booked.

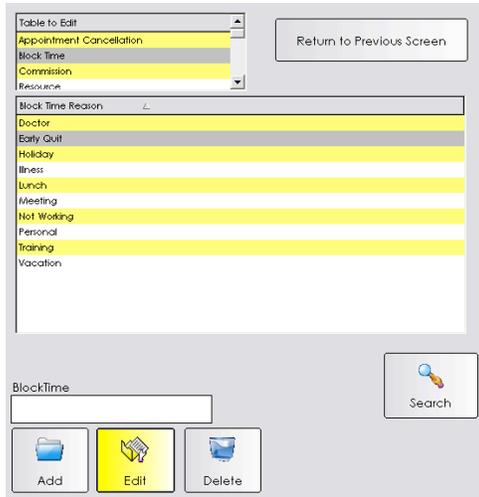
□ Reduces Productivity

Not checking the box will indicate that the staff member is not available to take appointments and it will not reduce productivity. For example, a staff member is attending a Training or a Meeting (unavailable to take appointments).

For example, if the staff member was available for services eight potential hours during the day and needed to be in a one-hour training, you could use the Training block reason to block their book. This would calculate their productivity based on eight hours.

7. Click the Save button.
8. Click the Return to Previous Screen button.





Editing a Reason

1. From the SalonBiz®/SpaBiz® menu bar, click on the Blueprints icon.
2. Click on the Staff & Book button.
3. Click on Block Time in the Table to Edit field.
4. Highlight by clicking once on the block time reason you wish to edit, and then click the Edit button.
5. Make the necessary changes, then click the Save button.
6. To remove a block time reason, highlight by clicking once on the reason you wish to remove, and then click the Delete button.

