

standing appointments

A standing appointment is used for a customer who receives the same service on a regular basis and reserves the service in advance.

Reserving a Standing Appointment

1. From the SalonBiz®/SpaBiz® menu bar, click on the Appointment Book icon.
2. Click on the Stand Apps button.
3. Enter the client's first and last name in the corresponding fields.
4. Enter the staff member's code or name of the staff member in the staff member field.
5. Enter the service code or name of the service in the service time field.
6. Enter the date range of the appointments.
7. Enter the time of day you wish to reserve
8. Enter the day of the week you wish to reserve.
9. Enter the request reason (Standing).
10. Click the Trial Book button.
11. A list of the available appointments will be displayed.
12. Click the Book Now button to book the appointments. Any appointments that were not available will be listed on the right side of the screen. You may wish to change the day or time of the appointment request for these days.
13. Click the Return to Previous Screen button.

Printing a List of Standing Appointments for the Client

1. From the SalonBiz®/SpaBiz® menu bar, click on the Appointment book icon.
2. Click on the Stand Apps button.
3. Enter the client's first and last name in the corresponding fields.
4. Select the customer from the Select a Customer screen.
5. The customer's standing appointments will be displayed on the left side of the screen.
6. Click the Print button.

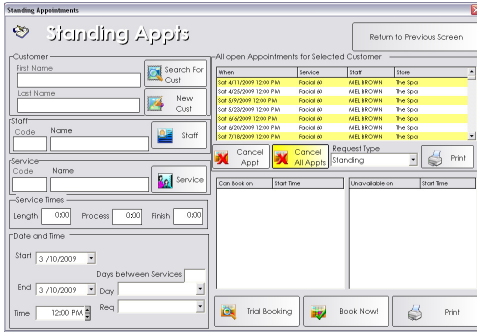
Printing the Standing Appointments Report

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on the Standing Appointment report from the report list side navigation. You will find it under the Customer category.
3. Enter the date or date range that you wish to view.
4. The Standing Appointments will be displayed on the screen.

The screenshot shows the 'Standing Appointments' window. On the left, there are input fields for Customer (First Name: Jennifer, Last Name: [blank]), Staff (Code: Mel, Name: Mel Brown), and Service (Code: [blank], Name: [blank]). Below these are 'Service Times' (Length: 15, Process: 000, Finish: 000) and 'Date and Time' (Start: 4/11/2009, End: 3/10/2010, Day: Saturday, Time: 12:00 PM, Rec: Standing). On the right, there is a table of appointments with columns for When, Service, Staff, and How. The table lists several appointments for 'Facial 60' by staff member 'JACOBSON' at '12:00 PM'. Buttons for 'Cancel All', 'Request Type', 'Print', 'Trial Booking', 'Book Now!', and 'Return to Previous Screen' are visible.

This screenshot is similar to the previous one but shows the 'All open Appointments for Selected Customer' table. The table has columns for When, Service, Staff, and How. It lists multiple appointments for 'Facial 60' by staff member 'JACOBSON' at '12:00 PM'. The 'Request Type' column is set to 'Standing'. Buttons for 'Cancel All', 'Request Type', 'Print', 'Trial Booking', 'Book Now!', and 'Return to Previous Screen' are visible.





Canceling Standing Appointments

1. From the SalonBiz®/SpaBiz® menu bar, click on the Appointment Book icon.
2. Click on the Stand Apps button.
3. Enter the client's first and last name in the corresponding fields.
4. To cancel one appointment from the list, select by clicking once on the appointment you wish to cancel.
5. Click the Cancel Appt button.
6. Answer Yes to the message "Are you sure you wish to delete this Appointment?"
7. To cancel all appointments from the list, select the request type from the drop down menu, and then click on the Cancel All Appts button.
WARNING: Clicking on the Cancel All Appts button will delete ALL of the appointments for the customer with the selected appointment request type.
8. Answer Yes to the message "Are you sure you wish to delete All the Appointments for this customer?"
9. Choose the appropriate cancellation reason from the Select an Appointment Cancel Reason box.
10. Click the Select button or double click on the cancel reason.

