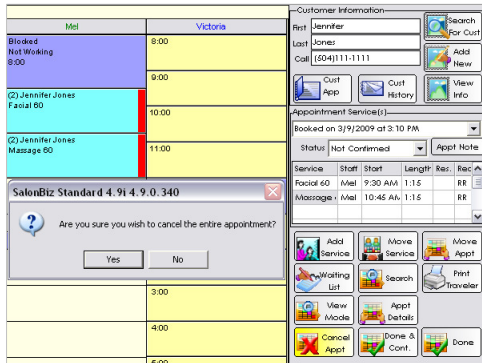


canceling an appointment

Follow these steps to cancel an appointment.



From the Appointment Book

1. From the SalonBiz®/SpaBiz® menu bar, click on the Appointment Book icon.
2. Locate the appointment you wish to cancel.
3. Double click on the appointment you wish to cancel.
4. Click the Cancel Appt button. Be careful with a client that has several services reserved on one appointment. They may only want to cancel one service, in this case:
 - Highlight the individual service you wish to cancel and press the Delete button on your keyboard.
 - A confirmation message will appear “Are you sure you wish to cancel the ‘ ____ ’ service from the appointment?”
 - Click Yes.
5. Answer Yes to the message “Are you sure you wish to cancel the entire appointment?”
6. Choose the appropriate cancellation reason from the Select an Appointment Cancel Reason box.
7. Click the Select button or double click on the cancel reason.

From the Customer File

1. From the SalonBiz®/SpaBiz® menu bar, click on the File Drawer icon.
2. Type in the client's name needing to cancel an appointment.
3. Double click on the client's name, which will take you into their customer information file.
4. Click on the All Open Aps button.
5. Highlight the appointment you wish to cancel.
6. Click the Edit Appointment button.
7. Answer Yes to the message “Are you sure you wish to edit the appointment?”
8. The appointment screen will appear.
9. Follow steps 4-7 above.
10. Click the Return to Previous Screen button.

