

Use this guide to complete your Web Openings transactions from start to finish.

Appointment Book

- When an appointment is booked via Web Openings, it will appear on your appointment book. The appointment will be identifiable as a Web Openings appointment with these features:
 - ❖ The appointment will be flagged with a Web Openings request reason on the book.
 - ❖ The appointment will show as booked by Web Openings in the appointment log.
- An email will be sent from Web Openings to the salon email address on file with the appointment details when an appointment is booked.
- Guests can cancel their appointments via Web Openings up to 24 hours prior to the appointment time.
 - ❖ When cancelled via Web Openings, the guest will be issued a refund for the appointment from Web Openings and the appointment will be automatically removed from the appointment book.
 - ❖ Appointments canceled through SalonBiz/SpaBiz in the salon will not issue a refund; you will need to issue the guest proper credit or inform them of your cancellation policy.

Tickets

- When it is time for the client to check out, they should present their Web Openings confirmation email with their appointment time and payment information.
- Create the client's ticket by checking them out.
- On the sales ticket, apply the Web Openings discount to the service to reduce the amount the client owes to the Web Openings discount price.
- Apply the Web Openings payment type for the amount of the service and process the ticket as usual.