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# ONLINE BOOKING MANAGING ONLINE BOOKINGS

HOME &  
MOBILE

BEAUTY



**SHORTCUTS**

SMARTER BUSINESS TECHNOLOGY

*it suits you*

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## ABOUT THIS DOCUMENT

The Shortcuts Online Booking feature allows your clients to book appointments via your website, without you having to lift a finger. Once a client makes an online booking, it will be sent straight to your Appointment Book, ready for you to review.

This provides a super-convenient way for your clients to make appointments, and opens your business to opportunities for new appointments around the clock.

# HOW CLIENTS USE ONLINE BOOKING

## REGISTERING FOR AN ONLINE BOOKING ACCOUNT

Once a client has registered for online booking at one site, they will be able to sign in using this account for all sites at the same business.

1

Click on the **register** button at the top of the page. Alternatively, you can click **I'm a new user and want to register** on the sign in page.

2

Fill in your details. Fields with a red asterisk are mandatory.

The screenshot shows the registration page for Peppermint Park. At the top, there are navigation links for REGISTER, LOGIN, and a language selector. The location is identified as Peppermint Park - Ashgrove, 123 Peach St Ashgrove Qld 4060 Australia. The Peppermint Park logo is prominently displayed. Below the logo, the word 'REGISTER' is written in a light blue font. A 'Log In' button with a Facebook icon and the text 'Never forget your password again!' is visible. A note states: 'Please fill out the form below to register for an account with Peppermint Park. Fields marked with a \* are mandatory.' The form is divided into two sections: 'LOGIN DETAILS' and 'ACCOUNT DETAILS'. The 'LOGIN DETAILS' section includes fields for Email address, Confirm email address, Password, and Retype Password, all marked with a red asterisk. The 'ACCOUNT DETAILS' section includes fields for First Name, Last Name, Gender (Male/Female), Date Of Birth (Day, Month, Year), Home Phone, Work Phone, Mobile Phone, Address 1, Address 2, City, State, Zip Code, and Preferred Contact (set to Unknown). A red asterisk is next to the Home Phone field. A note below the Home Phone field says 'Please enter at least one phone number below.' At the bottom of the form, there is a checkbox for 'I've read and agree to the Terms and Conditions' and a link to 'ONLINE BOOKING SERVICE TERMS & CONDITIONS'. Two orange callout boxes with numbers 1 and 2 are overlaid on the image. Callout 1 points to the 'REGISTER' button at the top. Callout 2 points to the 'Email address' field in the 'LOGIN DETAILS' section.

3

Read the terms and conditions, then tick the checkbox to confirm your acceptance.

4

Click **register**.

**PEPPERMINT PARK**

REGISTER

[Log In](#) Never forget your password again!

Please fill out the form below to register for an account with Peppermint Park.  
Fields marked with a \* are mandatory.

**LOGIN DETAILS**

Email address: \* alanatam1111@gmail.com  
Confirm email address: \* alanatam1111@gmail.com  
Password: \* .....  
Retype Password: \* .....

**ACCOUNT DETAILS**

First Name: \* Alana  
Last Name: \* Tam  
Gender:  Male  Female  
Date Of Birth: 1 Jan 1990  
Home Phone: .....  
Work Phone: .....  
Mobile Phone: 0411111112  
Address 1: .....  
Address 2: .....  
City: .....  
State: QLD  
Zip Code: 4006  
Preferred Contact: Mobile Phone

I've read and agree to the Terms and Conditions

**ONLINE BOOKING SERVICE TERMS & CONDITIONS**

Your Account  
.....  
You will need to register an account with us to use our online booking service. You will need a valid email address/username and password for your account. You are responsible for maintaining the confidentiality of your account, username and password and for restricting access to your computer. You agree to accept responsibility for all activities that occur under your account, username and/or password. You agree to provide only accurate, truthful information.

We reserve the right to refuse service and/or terminate accounts without prior notice if you violate these terms and conditions or if we decide, in our sole discretion, that it would be in

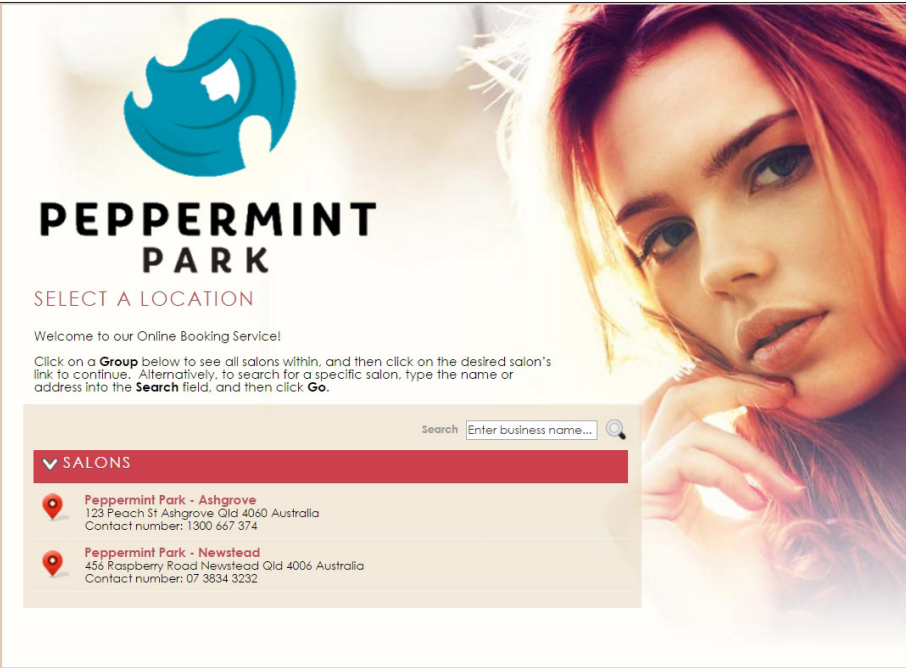
[Previous](#) [Register](#)

Annotations: A red circle with the number '3' is placed over the 'I've read and agree to the Terms and Conditions' checkbox. Another red circle with the number '4' is placed over the 'Register' button.

## MAKING AN ONLINE BOOKING

1

If the business has multiple sites, select a location.



The screenshot displays the Peppermint Park online booking service interface. At the top left is the Peppermint Park logo, a blue circular icon with a white silhouette of a person's head and shoulders. Below the logo, the text "PEPPERMINT PARK" is written in a bold, black, sans-serif font. Underneath, "SELECT A LOCATION" is written in a smaller, pink, sans-serif font. A welcome message reads: "Welcome to our Online Booking Service!". Below this, instructions state: "Click on a **Group** below to see all salons within, and then click on the desired salon's link to continue. Alternatively, to search for a specific salon, type the name or address into the **Search** field, and then click **Go**." A search bar with the placeholder text "Enter business name..." and a magnifying glass icon is positioned to the right. Below the search bar is a red header with a white downward arrow and the text "SALONS". Two salon listings are shown, each with a red location pin icon: "Peppermint Park - Ashgrove" (123 Peach St Ashgrove Qld 4060 Australia, Contact number: 1300 667 374) and "Peppermint Park - Newstead" (456 Raspberry Road Newstead Qld 4006 Australia, Contact number: 07 3834 3232). The background of the interface is a soft-focus image of a woman with long, wavy, reddish-brown hair, looking thoughtfully at the camera with her hand near her chin. At the bottom right of the interface, it says "Powered by Shortcuts Software" with a small red square logo.

- 2 Select a service category.
- 3 Select a service.
- 4 **Optional:** Select an employee.
- A You can add more services in the additional rows. If necessary, you can add more rows by clicking the **add more services** button.
- 5 Click **next**.

The screenshot shows the Peppermint Park website interface. At the top, there are navigation links for REGISTER, LOGIN, and a language selection dropdown. The location is identified as Peppermint Park - Ashgrove, 123 Peach St Ashgrove Qld 4060 Australia. The main header features the Peppermint Park logo and the text "SELECT SERVICE(S) AND EMPLOYEE(S)". Below this, there are two instructional steps: Step 1 involves selecting a service category and then a specific service; Step 2 involves selecting an employee from a list of options (Any, Male, Female). The main content area contains a form with three rows for selecting services and employees. The first row is pre-filled with "Ladies Cuts", "Ladies Style Cut", and "Anna". The second and third rows are empty, with "Select Category" in the first two columns. A "Reset" button is on the left, and "Add more services" and "Next" buttons are on the right. A "Previous" button is at the bottom left. Numbered callouts (2, 3, 4, 5) and a letter callout (A) are overlaid on the form to indicate the steps described in the adjacent list.



- 6** Select the date that you are available on or after.
- 7** Uncheck any days when you are unavailable for the appointment.
- 8** Select the time range when you are available.
- B** You can add multiple availabilities for different days and times by clicking the **add more** button.
- 9** Click **next**.

The screenshot shows the Peppermint Park booking page. At the top, there are navigation links for REGISTER, LOGIN, and a language selector. The location is identified as Peppermint Park - Ashgrove, 123 Peach St Ashgrove Qld 4060 Australia. The Peppermint Park logo is prominently displayed. Below the logo, a table lists the operating hours for each day of the week:

Sunday	Closed
Monday	8:00 AM - 5:00 PM
Tuesday	8:00 AM - 5:00 PM
Wednesday	8:00 AM - 5:00 PM
Thursday	8:00 AM - 5:00 PM
Friday	8:00 AM - 5:00 PM
Saturday	8:00 AM - 5:00 PM

Below the hours table, the text reads "SELECT DAYS AND TIMES" with sub-links for SITE SELECTION, SELECT SERVICES, and SELECT TIMES. Three instructional steps are provided:

- Step 1:** Click on the calendar icon and select the earliest date you are available from.
- Step 2:** Select the day(s) you are available, if required, enter specific start and finish times.
- Step 3:** If there are other times you are available, either on the same days or on different days, click on Add More, then repeat Step 2.

The main booking form includes a date selector (labeled 6) set to Thursday 5/12/2016, a "Show me an example" link, and a "Previous" button. Below this is a day selection grid (labeled 7) with checkboxes for THU, FRI, SAT, SUN, MON, TUE, and WED. The "On" checkbox for THU is checked. To the right of the grid are "START FROM" and "FINISH BY" dropdown menus (labeled 8) set to 10:00 AM and 5:00 PM respectively. An "Add More" button (labeled B) is located below the time range. At the bottom right of the form is a "Next" button (labeled 9). A "Powered by Shortcuts Software" logo is visible in the bottom right corner of the page.



**C** A list of available appointment times will be displayed.

**10** Click **book now** to select an appointment time.

The screenshot shows the Peppermint Park website interface. At the top, there are navigation links for REGISTER, LOGIN, and a language selector. The location is identified as Peppermint Park - Ashgrove, 123 Peach St Ashgrove Qld 4080 Australia. The main header features the Peppermint Park logo and a large image of a woman. Below the logo, the business hours are listed for each day of the week. A section titled 'AVAILABLE TIMES' includes a breadcrumb trail and instructions on how to use the 'Book Now' button. A dropdown menu is open for 'THURSDAY, MAY 12, 2016 - Tomorrow', showing a time block for '11:00 AM - 5:00 PM'. Underneath this block, a list of specific appointment times is displayed, each with a 'Book Now' button. A green 'C' callout is positioned near the 'AVAILABLE TIMES' section, and an orange '10' callout is placed over the 'Book Now' button for the 11:00 AM slot.

REGISTER LOGIN Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4080 Australia

**PEPPERMINT PARK**

Sunday	Closed
Monday	8:00 AM - 5:00 PM
Tuesday	8:00 AM - 5:00 PM
Wednesday	8:00 AM - 5:00 PM
Thursday	8:00 AM - 5:00 PM
Friday	8:00 AM - 5:00 PM
Saturday	8:00 AM - 5:00 PM

**AVAILABLE TIMES**  
SITE SELECTION > SELECT SERVICES > SELECT TIMES > AVAILABLE TIMES

Click on a time block to see what starting times are available, then click **Book Now** next to the timeslot you want.

THURSDAY, MAY 12, 2016 — Tomorrow

11:00 AM - 5:00 PM

11:00 AM	Book Now
11:15 AM	Book Now
11:30 AM	Book Now
11:45 AM	Book Now
12:00 PM	Book Now
4:00 PM	Book Now
4:15 PM	Book Now

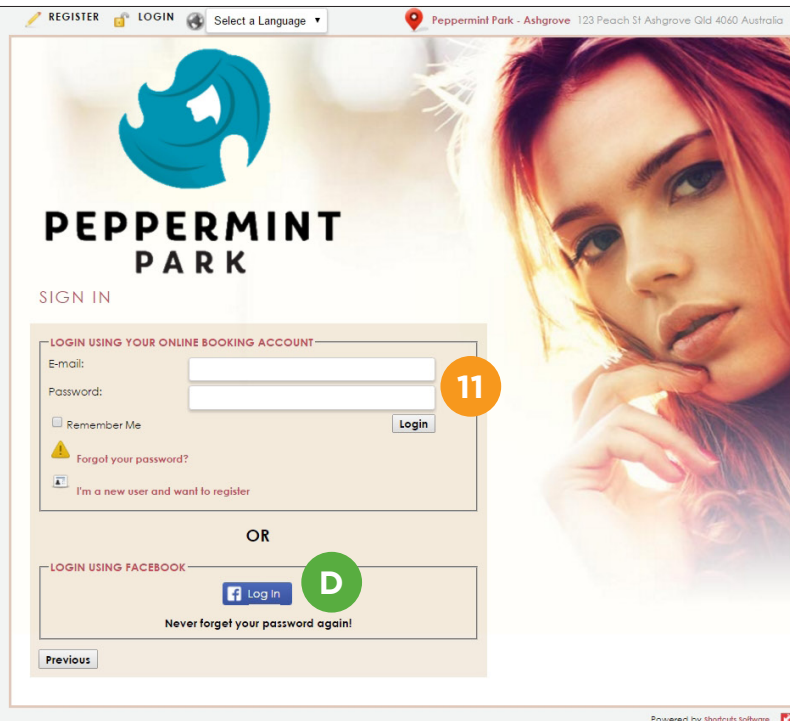
THURSDAY, MAY 19, 2016 — in 8 days

11

Log in if you are an existing user, or register if you are a new user.

D


You can also log in using your Facebook details.



12

Review the booking details and click **confirm**.

ALANA'S PROFILE LOGOUT Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia



# PEPPERMINT PARK

## CONFIRM BOOKING

SITE SELECTION > SELECT SERVICES > SELECT TIMES > AVAILABLE TIMES > CONFIRM BOOKING

Please check that the following details are correct, and then click **Confirm Booking** to continue. If they are not correct, click **Previous** to go back and amend your choices.

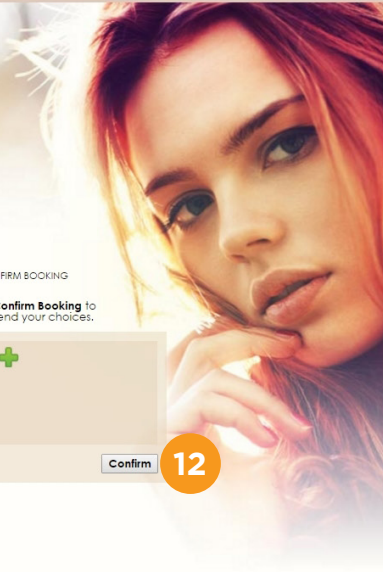
BOOK FOR: Alana Tam +

DATE: Thursday, May 12, 2016

TIME: 11:00 AM

SERVICES: Ladies Style Cut with Anna

[Previous](#) [Confirm](#)




12

Powered by shortcuts software

E

A confirmation email will be sent to the specified email address. You will then have the options to: add the appointment to their calendar, share the appointment on social media, make another booking, or logout.

ALANA'S PROFILE LOGOUT Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia

  
**PEPPERMINT  
PARK**

SUCCESS!

Your appointment has been made and a confirmation email has been sent to [alanatam1111@gmail.com](mailto:alanatam1111@gmail.com)

Add this appointment to your calendar?

[Add Appointment](#)

Excited about your appointment? Tell your friends.

[Share](#) [Share](#)

[Make Another Booking](#) [Logout](#)

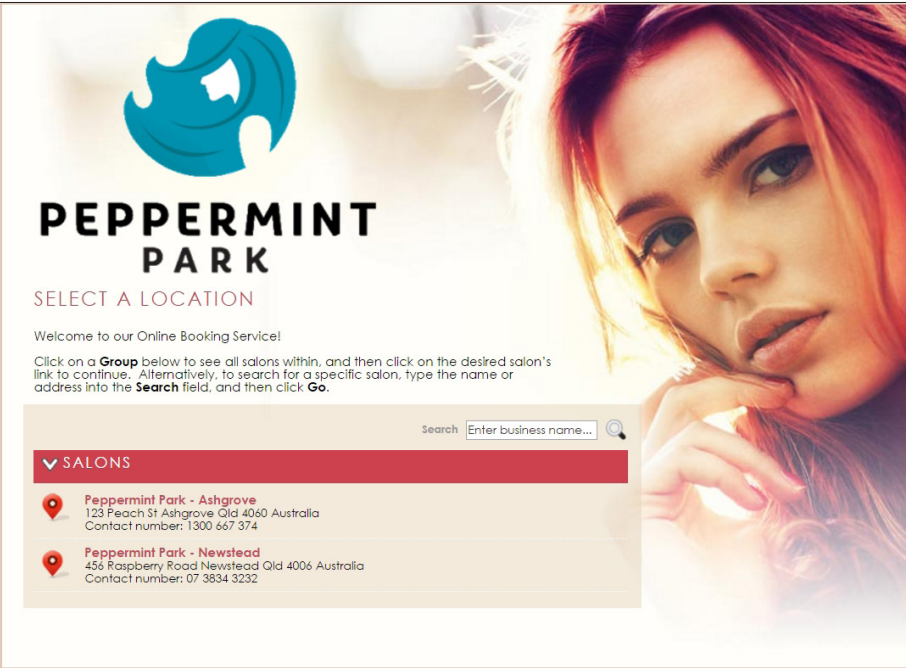
Powered by [shotcuts software](#)

## MAKING A THIRD PARTY BOOKING

In addition to making bookings for themselves, your clients also have the ability to make bookings for a third party, e.g. a child, sibling, parent, partner, family, friend, dependent.

1

If the business has multiple sites, select a location.



The screenshot displays the Peppermint Park online booking service interface. At the top left is the Peppermint Park logo, a blue circular icon with a white silhouette of a person's head and shoulders. Below the logo, the text "PEPPERMINT PARK" is written in a bold, black, sans-serif font. Underneath, "SELECT A LOCATION" is written in a smaller, pink, sans-serif font. A welcome message reads: "Welcome to our Online Booking Service!". Below this, instructions state: "Click on a **Group** below to see all salons within, and then click on the desired salon's link to continue. Alternatively, to search for a specific salon, type the name or address into the **Search** field, and then click **Go**." A search bar with the placeholder text "Enter business name..." and a magnifying glass icon is positioned to the right. Below the search bar is a red header with a white downward arrow and the text "SALONS". Two salon listings are shown, each with a red location pin icon: "Peppermint Park - Ashgrove" (123 Peach St Ashgrove Qld 4060 Australia, Contact number: 1300 667 374) and "Peppermint Park - Newstead" (456 Raspberry Road Newstead Qld 4006 Australia, Contact number: 07 3834 3232). The background of the interface is a soft-focus image of a woman with long, wavy, reddish-brown hair, looking thoughtfully at the camera with her hand near her chin. At the bottom right of the interface, it says "Powered by Shortcuts Software" with a small red square logo.

- 2 Select a service category.
- 3 Select a service.
- 4 **Optional:** Select an employee.
- A You can add more services in the additional rows. If necessary, you can add more rows by clicking the **add more services** button.
- 5 Click **next**.

The screenshot shows the Peppermint Park website interface. At the top, there are navigation links for REGISTER, LOGIN, and a language selection dropdown. The location is identified as Peppermint Park - Ashgrove, 123 Peach St, Ashgrove Qld 4060 Australia. The main header features the Peppermint Park logo and the text "PEPPERMINT PARK". Below this is the heading "SELECT SERVICE(S) AND EMPLOYEE(S)" with sub-links for "SITE SELECTION" and "SELECT SERVICES".

Two instructional steps are provided:
 

- Step 1:** Select the relevant service category from the **Category** drop down list, and then select a service from the **Service** drop down list.
- Step 2:** Choose an employee from the available list of **Employees**. If you do not require a specific employee, simply select either the **Any**, **Male** or **Female** options.

 A note states: "Once you've finished choosing all your services and employees, click **Next** to continue."

The form area is titled "Manage future appointments OR select from previous appointments" and contains a table with three columns: CATEGORY, SERVICE, and EMPLOYEE. The first row is pre-filled with "Makeup", "Formal Makeup", and "Lucy". Below this are two empty rows for additional selections. A green callout 'A' points to the "Add more services" button. A green callout '5' points to the "Next" button. Orange callouts 2, 3, and 4 highlight the Category, Service, and Employee dropdowns respectively. Red 'X' marks are visible to the right of the empty rows.

At the bottom of the form, there are "Reset" and "Previous" buttons, and a "Next" button. The footer indicates the site is "Powered by Shortcuts Software".

6

Select the days and times of availability

B

You can add multiple availabilities for different days and times by clicking the **add more** button.

7

Click **next**.

REGISTER LOGIN Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia

# PEPPERMINT PARK

Sunday	Closed
Monday	8:00 AM - 5:00 PM
Tuesday	8:00 AM - 5:00 PM
Wednesday	8:00 AM - 5:00 PM
Thursday	8:00 AM - 5:00 PM
Friday	8:00 AM - 5:00 PM
Saturday	8:00 AM - 5:00 PM

SELECT DAYS AND TIMES  
SITE SELECTION > SELECT SERVICES > SELECT TIMES

**Step 1:** Click on the calendar icon and select the earliest date you are available from.  
**Step 2:** Select the day(s) you are available, if required, enter specific start and finish times.  
**Step 3:** If there are other times you are available, either on the same days or on different days, click on Add More, then repeat Step 2.

Show me an example

I'M AVAILABLE ON OR AFTER Friday 5/20/2016

	FRI	SAT	SUN	MON	TUE	WED	THU	START FROM	FINISH BY
On	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2:00 PM	5:00 PM

+ Add More

Previous Next

Powered by Shortcuts Software

Callouts: 6 (calendar icon), B (Add More button), 7 (Next button)



C

A list of available appointment times will be displayed.

8

Click **book now** to select an appointment time.

REGISTER LOGIN Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia

**PEPPERMINT PARK**

Sunday	Closed
Monday	8:00 AM - 5:00 PM
Tuesday	8:00 AM - 5:00 PM
Wednesday	8:00 AM - 5:00 PM
Thursday	8:00 AM - 5:00 PM
Friday	8:00 AM - 5:00 PM
Saturday	8:00 AM - 5:00 PM

**AVAILABLE TIMES**  
SITE SELECTION > SELECT SERVICES > SELECT TIMES > AVAILABLE TIMES

Click on a time block to see what starting times are available, then click **Book Now** next to the timeslot you want.

FRIDAY, MAY 20, 2016 — in 7 days

3:00 PM-5:00 PM

3:15 PM	Book Now
3:30 PM	Book Now
3:45 PM	Book Now
4:00 PM	Book Now

FRIDAY, MAY 27, 2016 — in 14 days

Previous

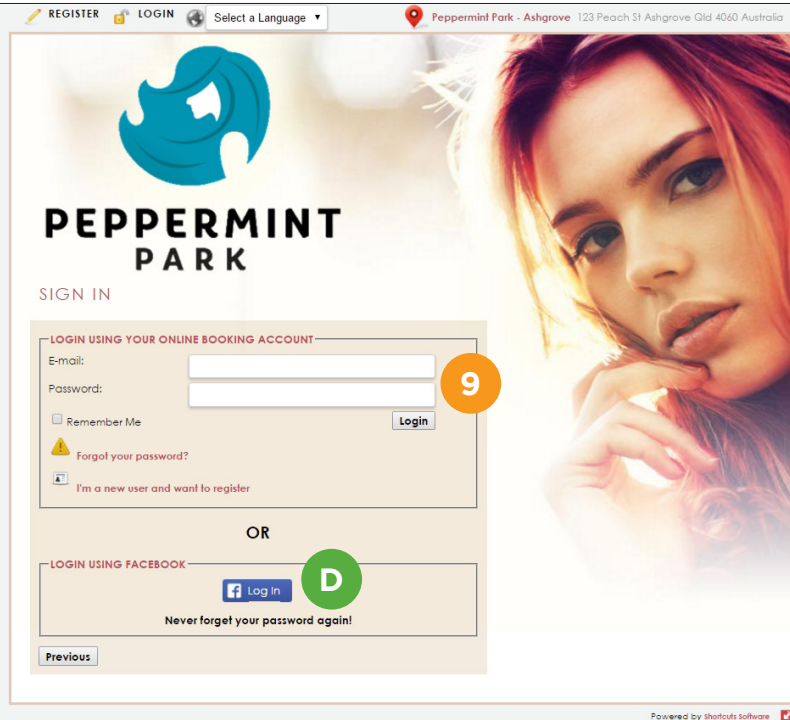
Powered by shortcuts software

9

Log in if you are an existing user, or register if you are a new user.

D


You can also log in using your Facebook details.



10


Click on the green plus sign to add another person to your account.

ALANA'S PROFILE LOGOUT Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia

  
**PEPPERMINT  
PARK**

CONFIRM BOOKING  
SITE SELECTION > SELECT SERVICES > SELECT TIMES > AVAILABLE TIMES > CONFIRM BOOKING

Please check that the following details are correct, and then click **Confirm Booking** to continue. If they are not correct, click **Previous** to go back and amend your choices.

BOOK FOR: Alana Tam  **10**

DATE: Thursday, May 12, 2016  
TIME: 11:00 AM  
SERVICES: Ladies Style Cut with Anna

[Previous](#) [Confirm](#)

Powered by shortcuts software

11

Select the relationship from the drop down menu.

12

Fill in the person's details. Any fields marked with a red asterisk are mandatory.

13

Click **add**.

ALANA'S PROFILE LOGOUT Select a Language Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia

**PEPPERMINT PARK**

LINK A NEW CLIENT TO YOUR ACCOUNT

Please fill out the form below to link a new client to your account. By linking a new client to your account it will allow you to make a booking with Peppermint Park on their behalf. Fields marked with a \* are mandatory.

**NEW CLIENT DETAILS**

Relationship: \* Child of Alana Tam **11**

Email address: \* alanatam1111@gmail.com

Confirm email address: \* alanatam1111@gmail.com

First Name: \* Dayna

Last Name: \* Tom

Gender:  Male  Female **12**

Date Of Birth: \* 5 Jun 1999

Home Phone: Please enter at least one phone number below.

Work Phone:

Mobile Phone: 0411111112

Address 1:

Address 2:

City:

State: QLD

Postcode: 4006

Preferred Contact: Mobile Phone

**Previous** **Add** **13**

Powered by shortcuts software

14

Review the booking details and click **confirm**.

E

Once another person has been linked to your account, they will be saved in the 'book for' drop-down menu. This means they can easily be selected when making future appointments.

The screenshot shows the 'CONFIRM BOOKING' page for Peppermint Park. At the top, there is a navigation bar with 'ALANA'S PROFILE', 'LOGOUT', 'Select a Language', and the address 'Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia'. The main header features the Peppermint Park logo and the text 'PEPPERMINT PARK'. Below this is a breadcrumb trail: 'CONFIRM BOOKING > SITE SELECTION > SELECT SERVICES > SELECT TIMES > AVAILABLE TIMES > CONFIRM BOOKING'. A message reads: 'Please check that the following details are correct, and then click **Confirm Booking** to continue. If they are not correct, click **Previous** to go back and amend your choices.' The booking details are as follows: 'BOOK FOR:' Dayna Tam (with a green 'E' in a circle and a plus sign), 'DATE:' Friday, May 20, 2016, 'TIME:' 3:15 PM, and 'SERVICES:' Formal Makeup with Lucy. At the bottom of the details box are 'Previous' and 'Confirm' buttons. A green 'E' is also placed over the 'Confirm' button. A large orange circle with the number '14' is overlaid on the bottom right of the screenshot.

Powered by shortcuts software

## MODIFYING YOUR ONLINE BOOKING PROFILE

You can make changes to your online booking profile to ensure your information is up to date.

1

Click on the link to your profile at the top of the page.

2

Edit your details.

3

Click **save**.

4

If you wish to change your email address, click **change email**. Enter your new email address. Retype the new email address. Click **save**.

5

If you wish to change your password, click **change password**. Type in your current password, then enter your new password. Retype the new password. Click **save**.

The screenshot shows the 'ALANA'S PROFILE' page for Peppermint Park. At the top, there is a navigation bar with 'ALANA'S PROFILE', 'LOGOUT', 'Select a Language', and the address 'Peppermint Park - Ashgrove 123 Peach St Ashgrove Qld 4060 Australia'. The main header features the Peppermint Park logo and the text 'PEPPERMINT PARK YOUR PROFILE'. The 'ACCOUNT DETAILS' form is the central focus, with numbered callouts: 1 points to the profile link in the top bar; 2 points to the 'First Name' field; 3 points to the 'Save' button; 4 points to the 'Change Email (User Name)' link; and 5 points to the 'Change Password' link. The form fields are: First Name: Alana; Last Name: Tam; Gender: Female; Date Of Birth: 1 Jan 1990; Home Phone: (empty); Work Phone: (empty); Mobile Phone: 0411111112; Address 1: 123 Spearmint Road; Address 2: (empty); City: Fortitude Valley; State: QLD; Zip Code: 4006; Preferred Contact: Mobile Phone. A red error message 'Please enter at least one phone number below.' is visible below the date of birth field. At the bottom right, it says 'Powered by shootouts software'.

# MANAGING ONLINE BOOKINGS

## REVIEWING ONLINE BOOKINGS

- A** Online bookings that have not yet been reviewed are shown in yellow on the Appointment Book.
- 1** Click on the **main** menu.
- 2** Click on the **appointments** icon.
- 3** To easily view all your appointments that require review, click on the **filter** button.
- 4** Click on the **filter options** tab.
- 5** Tick the review box.

The screenshot displays a software interface for managing online bookings. At the top, a navigation bar shows the date 'Mon, 7 Mar' and the time '9:00 AM 15'. Below this is a header for 'Employee Filter' with 'Clear' and 'Close' buttons. A 'Filter Options' panel is open, showing a list of checkboxes: 'Rostered On', 'Clocked On', 'Capabilities', 'Levels', 'Search', 'Choose Employees', 'Review' (which is checked and highlighted with a blue circle '5'), and 'Groups'. The main area is a calendar grid for 'Mon, 7 Mar 2016'. The grid shows various appointments for different employees: Anna, James, Lucy, Chris, and Katie. Some appointments are highlighted in yellow, indicating they need review. A green circle 'A' is placed over the 'Wendy Peterson Blowdry' appointment. On the right side, there is a 'SHORTCUTS' menu with icons for 'Main', 'Appointments', 'Arrivals', 'Walkin Manager', 'Point Of Sale', 'Clients', 'Performance', and 'Exit'. The bottom of the interface features a navigation bar with '< Week', '< Day', 'Today', 'Day >', and 'Week >' buttons, along with a green plus icon and a 'Menu' button. The bottom right corner shows the user's name 'Anna Owner' and a 'Log Off' button.



- 6** Tick the 'needs review' box in the 'restricted to' section. Once this filter is on, the Appointment Book will only show columns that have an appointment requiring review.
- B** When a filter is switched on, the filter icon will turn green.
- 7** Click on a date to view appointments requiring review for that day.
- 8** To hide the filter menu, click anywhere outside of the filter menu.

The screenshot displays a software interface for managing appointments. At the top, it shows the date 'Mon, 7 Mar' and the user 'Lucy'. Below this, there's a section for 'Employee Filter' with options: 'Clear', 'Suspend', and 'Close'. Under 'Filter Options', there are checkboxes for 'Levels', 'Search', 'Choose Employees', and 'Review'. The 'Restricted To...' section has a checked box for 'Needs Review', which is highlighted with a blue circle and the number '6'. Below this, the 'Awaiting Review...' section shows dates: 'Mon 07 Mar 2016' (highlighted with a blue circle and '7'), 'Tue 08 Mar 2016', and 'Wed 09 Mar 2016'. The main appointment book shows a grid of appointments for 'Chris' on 'Mon, 7 Mar 2016'. Appointments include 'Tallah Gibson 60 min Massage', 'Jason Garland', 'Joshua Baker 30 min Massage', 'Veronica Darcy Microdermabrasian', 'Lunch', 'Wendy Peterson Blowdry', and 'Cameron Porter 30 min Massage'. A sidebar on the right contains 'SHORTCUTS' with a clock showing '8:58 AM Mon, 7 Mar '16' and buttons for 'Main', 'Appointments', 'Arrivals', 'Walkin Manager', 'Point Of Sale', 'Clients', 'Performance', 'Exit', 'Tools', 'Stock', and 'Setup'. At the bottom right, it shows 'Anna Owner Log Off'.

9 Once you have reviewed an online booking, right click on the appointment.

10 Select **reviewed**. The appointment will then change to a normal colour.

11 To remove the applied filter, click on the **filter** button again.

The screenshot displays a spa management software interface for Monday, 7 Mar 2016. The main area shows a calendar grid with time slots from 9:00 AM to 5:00 PM. A context menu is open over an appointment, listing actions such as Arrived, Checkout, Confirmed, Reviewed (highlighted with a blue circle and '10'), No Show, Change Service, Select, Tag, CPC, Notes, Recur, View Week, Add to Group, Extra, and Delete. A blue circle with '9' is positioned over the 'Appointment' header of the menu. The sidebar on the right contains shortcuts for Main, Appointments, Arrivals, Walkin Manager, Point Of Sale, Clients, Performance, and Exit. At the bottom, there are navigation buttons for < Week, < Day, Today, Day >, and Week >, along with a filter button (blue circle with '11') and a menu button. The user information at the bottom right shows Anna, Owner, with a Log Off button.

## REVIEWING THIRD PARTY BOOKING DETAILS

When an online booking is made on behalf of another client, details of the client who made the booking can be viewed in the appointment touch tip.

**A** Details of the client who made the booking are displayed on the notes section of the touch tip.

Time	Anna	James	Lucy	Chris	Katie
9:00 AM		Off	Off	RDO	RDO
9:15 AM		Off	Off	RDO	RDO
9:30 AM		Off	Off	RDO	RDO
9:45 AM		Off	Off	RDO	RDO
10:00 AM	Chelsea Grey Full Head Highlights 0499 777 111	Off	Off	RDO	RDO
10:15 AM		Off	Off	RDO	RDO
10:30 AM		Off	Off	RDO	RDO
10:45 AM		Off	Off	RDO	RDO
11:00 AM		Off	Off	RDO	RDO
11:15 AM		Off	Off	RDO	RDO
11:30 AM		Off	Off	RDO	RDO
11:45 AM	Chelsea Grey	Off	Off	RDO	RDO
12:00 PM		Off	Claire Stevenson 1/2 Head Highlights	RDO	RDO
12:15 PM		Off		RDO	RDO
12:30 PM	Katie Morrison	Off		RDO	RDO
12:45 PM		Off		RDO	RDO
1:00 PM		Off		RDO	RDO
1:15 PM		Off		RDO	RDO
1:30 PM		Off	Claire Stevenson	RDO	RDO
1:45 PM		Off		RDO	RDO
2:00 PM	Off	Off		RDO	RDO
2:15 PM	Off	Off		RDO	RDO
2:30 PM	Off	Off		RDO	RDO
2:45 PM	Off	Off		RDO	RDO
3:00 PM	Off	Off		RDO	RDO
3:15 PM	Off	Off		RDO	RDO
3:30 PM	Off	Off		RDO	RDO
3:45 PM	Off	Off		RDO	RDO
4:00 PM	Off	Off		RDO	RDO
4:15 PM	Off	Off		RDO	RDO
4:30 PM	Off	Off		RDO	RDO
4:45 PM	Off	Off		RDO	RDO
5:00 PM	Off	Off		RDO	RDO
5:15 PM	Off	Off		RDO	RDO
5:30 PM	Off	Off		RDO	RDO
5:45 PM	Off	Off		RDO	RDO

Appointment Info

**Claire Stevenson** 0412 345678 (M)

**Booked Online**

**Status** Needs Review

**12:00 PM - 12:45 PM** 1/2 Head Highlights - Lucy (Requested - Anyone)

**1:30 PM - 1:45 PM** Finish - Lucy (Requested - Anyone)

**Estimated Cost** \$70.00

**Requested Times** Tue 22/03/2016 to Tue 5/04/2016  
12:00 PM - 3:00 PM (Tue,Wed)

**Notes** Booked via BookME by Zoe Stevenson (Parent: 0412 345 678(M))



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