# How to Configure Walk-In Offers and Service Completion Timing

Walk-In Manager · https://haircutnow.com/docs/how-to-configure-walk-in-offers-and-service-completion-timing/

## How to Configure Walk-In Offers and Service Completion Timing

Walk-In Manager gives owners and managers control over two important timing rules: how long staff have to respond to a walk-in offer and how soon a started service can be marked complete.

## Set the walk-in offer response time

The offer response time determines how long an eligible team member has to accept a walk-in before the offer expires.

To change it:

1. Open the business dashboard.
2. Open the walk-in or business settings area.
3. Find the offer response-time setting.
4. Choose the amount of time you want staff to have to respond.
5. Save the setting.

Choose a response time that gives staff enough time to notice the alert and respond without making waiting clients sit too long.

## Set the minimum service-completion time

Owners and managers can prevent a team member from immediately marking a started service complete. The minimum duration is measured from service start, not offer acceptance.

For example, if the minimum completion time is set to 15 minutes, the provider must wait until that timer ends before the **Mark Complete** option becomes available.

This helps prevent someone from accepting a walk-in and immediately completing the service just to return to the rotation.

## What staff see

When a minimum service time is active, the provider sees a timer and an explanation that the service can only be marked complete after the timer stops.

## Recommended use

Set the minimum to a realistic lower bound for the shortest normal service your business performs. It should discourage premature completion without preventing legitimate short services from being closed out.

## The separate two-minute verification window

After accepting, the team member has two minutes to verify the client. Service then starts automatically; there is no routine Start Service button. Before the deadline, **Walked Out** and **Not a Walk-In** can close an incorrect or departed-client entry while preserving rotation. This verification window is separate from the configurable offer-response time and minimum service-completion timer.