How to Manage a Confirmed Same-Day Appointment in Biz

Haircut Now Biz App · https://haircutnow.com/docs/how-to-manage-a-confirmed-same-day-appointment-in-biz/

A request response and a confirmed appointment are different. Use the appointment shown in your account as the reference for the client, time, service, and payment details.

Find the appointment

Open **Today** and its appointments view, or use **Same-Day** from Schedule. Open the relevant appointment and review its current status.

An old notification is not proof that a request is still available or assigned to you.

Before service

Confirm the client and service details. Use the appointment’s available contact or chat option for necessary coordination.

Same-day requests are for the same day. Do not use this workflow to create a future Marketplace booking.

Record service progress

When the appointment displays **Start Service**, use it at the appropriate point and confirm the prompt. Follow the subsequent status controls shown for that appointment.

Use **Complete** only when service is finished and that action is available. Do not mark an appointment complete to clear a screen or bypass a problem.

Biz does not use Walk-In Manager’s two-minute automatic-start workflow.

If you cannot serve the client

Open the appointment’s cancellation option, review the details, and follow the confirmation steps. Notify the client promptly when possible.

If cancellation is unavailable or the status appears wrong, contact support with the appointment information. Do not promise a refund or change an official payment status outside the provided workflow.

Payment

Review the appointment’s recorded service total, deposit, and remaining balance. Do not collect an already-paid deposit again. For a payment discrepancy, contact support before treating the record as corrected.