How to Manage and Import Clients for Premium Online Booking

Premium Listings – Online Booking · https://haircutnow.com/docs/how-to-manage-and-import-clients-for-premium-online-booking/

Premium individual listing owners can manage contacts through **Clients** or My Clients.

Find a client

Search by name, phone, or email. The directory includes contacts added or imported for your listing and customers who booked through it.

Review the last appointment, next appointment, and appointment count. Choose **View** to see the customer’s appointment history for this business.

Add a client

Choose **Add Client**, enter their name and available contact details, and save. Add private notes if needed.

Adding a contact does not create a WordPress login or send a message merely because you saved it.

Import a client list

1. Open **My Clients** and find the CSV import section.
2. Download the provided template.
3. Use its **Name**, **Phone**, and **Email** headers.
4. Add your client records and upload the CSV.
5. Review the import result and check several contacts.

The import supports files up to 5 MB and 5,000 rows. Matching email/phone details are used to reuse existing customer records where possible, so review your source data before importing.

Save private client notes

Open **View** for the correct client, update **Private Client Notes**, and save. Notes can contain haircut preferences and other service-related information, up to 5,000 characters.

These notes belong to your listing/business and are not included in client notifications.

Contacts and appointment messages

Saving or importing contacts alone does not send appointment notifications. Normal configured messages apply when appointments are created or managed.

No-show protection for your individual calendar

Open the client's **View** page and review their no-shows in the last 90 days. Mark an eligible past online appointment as a no-show only when it was missed; undo the mark if it was a mistake. Private manual appointments are outside this no-show flow.

Two or more missed appointments in 90 days show a warning. You decide whether to choose **Block Future Online Bookings**; **Allow Online Bookings Again** restores access. The restriction applies to your calendar, not other barbers or shops, and does not create a fee or cancel an existing appointment. Shop-wide controls are in Shop Booking customer management.