How to Manage Marketplace Services, Prices, and Clients in Biz

Haircut Now Biz App · https://haircutnow.com/docs/how-to-manage-marketplace-services-prices-and-clients-in-biz/

Service and customer tools appear according to your connected booking plan and permissions.

Manage services

Open **Schedule → Manage → Services and prices** when available.

To add or edit a service:

1. Choose **Add service** or the service's Edit option.
2. Enter the requested name, duration, price, and other required details.
3. Select **Save service**.
4. Check the saved service.

Choose a duration that reflects the time you need. The service duration affects which appointment slots can accommodate it.

Hide or restore a service

Use **Deactivate** to stop offering a service without treating it as a new service later. Use **Reactivate** when it should be available again.

Deletion preserves appointment history, but upcoming active appointments can prevent a service from being deleted. Resolve the message shown rather than repeatedly submitting deletion.

Manage customers

Open **Schedule → Manage → Customers** when available. Search existing customers before adding a new one.

Use **Add customer**, enter the required details, and save. Open a customer record to view available appointment history or save private notes.

Website alternatives

Some versions provide **Edit Services** or **View Clients** through Marketplace website actions. These open the connected website tools.

Same-day services are separate

Changes to your Marketplace service prices and durations do not imply that the separate same-day request service choices or terms have changed.

Use client booking protection

For a connected Premium individual booking account, open **Schedule → Manage → Customers**, choose the client, and find **Client booking protection** in their history. Eligible appointment rows let you mark or undo a no-show. You can also open a connected Marketplace appointment and choose **Client booking protection** from its details when available; connected shop staff use their own appointment context.

Record a no-show only for a missed online appointment that is still confirmed/approved and whose scheduled end time has passed. The last-90-days count shows a warning after two recorded misses; it does not automatically block the client. Use the displayed block or allow-online-bookings action and confirm your choice. Undoing a no-show does not remove a block.

A barber’s restriction applies only to their own online booking calendar in the selected context. Shop-wide restrictions are managed by the owner or a manager with **Booking management** permission in **Haircut Now Shops → Booking → Customers**.

If your Biz version does not show the controls, use My Clients on the website for Premium individual booking or Haircut Now Shops for shop management. Free manual appointments and separate Same-Day Requests do not use this online no-show marking flow.

See How No-Show Protection Works for Bookings for the full steps, eligibility rules, and help restoring booking access.