How to Manage Waiting Walk-Ins and Mark a Client Walked Out

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Owners and managers can manage eligible pre-service visits for their location. Ordinary staff can mark a client Walked Out only when that client is currently offered or assigned to them in the permitted pre-service window.

When a client is waiting

Clients enter the waiting queue, receive an offer to an eligible team member, and move to Accepted when the offer is accepted. Accepted is a two-minute verification stage before automatic service start.

Mark a client as Walked Out

Use **Walked Out** when a client leaves before being served.

1. Open the waiting walk-ins list.
2. Find the client who left and confirm that the Walked Out control is available for your role and the visit’s current stage.
3. Choose **Walked Out**.
4. Confirm the action if prompted.

The client is removed from the active waiting queue and recorded as a walked-out outcome for reporting.

Why this matters

Do not mark a client completed if they were never served. Using the correct outcome keeps your service rate, walk-out count, and other reports accurate.

Staff position in the rotation

Marking a waiting client as walked out is an administrative queue action. It should not cause an available manager, owner, or staff member to lose their place in the service rotation simply because they cleaned up the waiting list.

Automatic stale-client cleanup

Walk-In Manager can remove stale waiting clients after the configured system window so clients who were accidentally left in the queue do not remain indefinitely. Staff should still use **Walked Out** when they know a client has actually left so reports reflect the correct outcome.

Accepted visits and corrections

During the two-minute Accepted verification window, the assigned team member can choose **Walked Out** or **Not a Walk-In**. Not a Walk-In is a separate correction, not a completed service or walk-out. Both release the assigned team member to Ready and preserve rotation. These exception actions are unavailable at or after the verification deadline.

Reassignment and activity

Owners and managers can use the dashboard’s assignment controls when a client needs to be reassigned. Confirm the client and intended team member before applying the change. Ordinary staff do not receive management authority from being able to view the queue or **Today’s Activity**. Today’s Activity distinguishes Completed, Walked Out, and Not a Walk-In.