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### **CONTENTS**

ENABLING THE	REBOOKING I	PROMPT	 	 . 1
REBOOKING AN	APPOINTMEN	NT		. 2

#### **ABOUT THIS DOCUMENT**

Rebooking is an extremely effective way to predict future revenue and improve client retention.

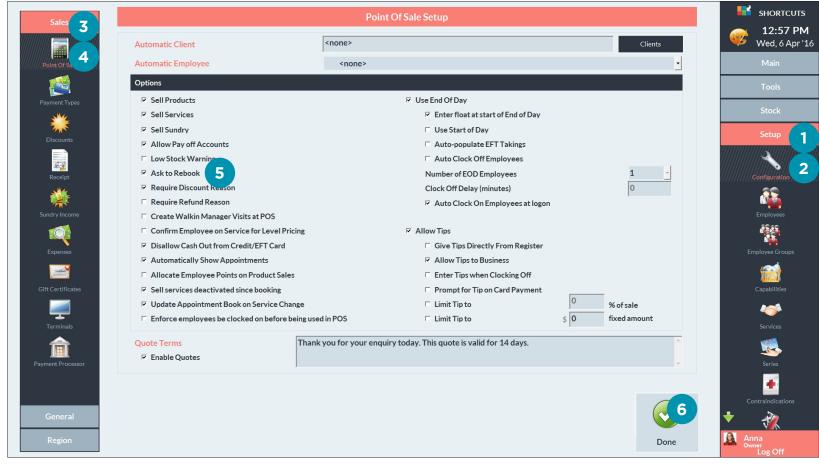
The Shortcuts rebooking feature ensures that your team will never forget to ask a client to rebook again. Each time you check out a service, you'll be given the option to book the client in for their next appointment.

You can also allocate credit to your employees when they successfully rebook a client. This provides your staff with incentive to rebook as many clients as possible, and allows you to keep track of rebooking rates. You can view your rebooking rates via the Rebooking Breakdown report.

## ENABLING THE REBOOKING PROMPT

The rebooking prompt will remind you to ask clients to rebook each time you check out an appointment.

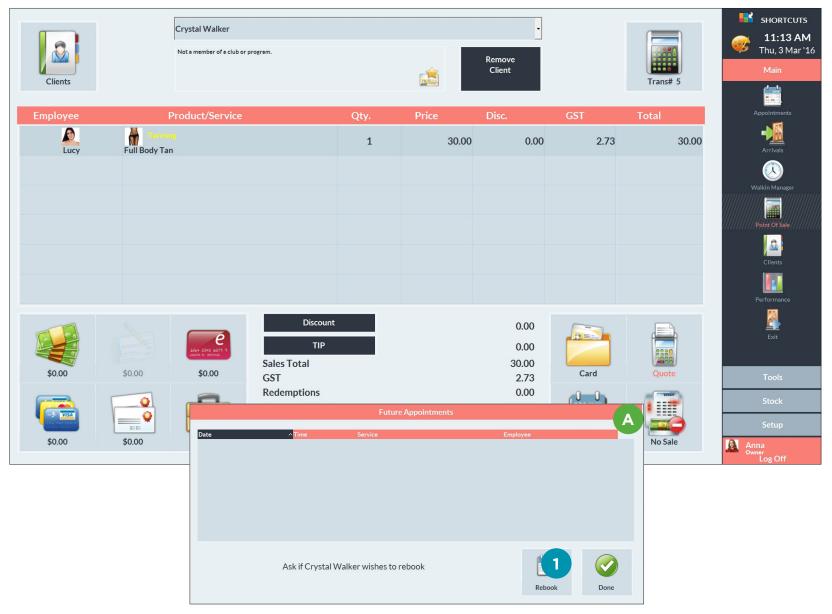




# REBOOKING AN APPOINTMENT

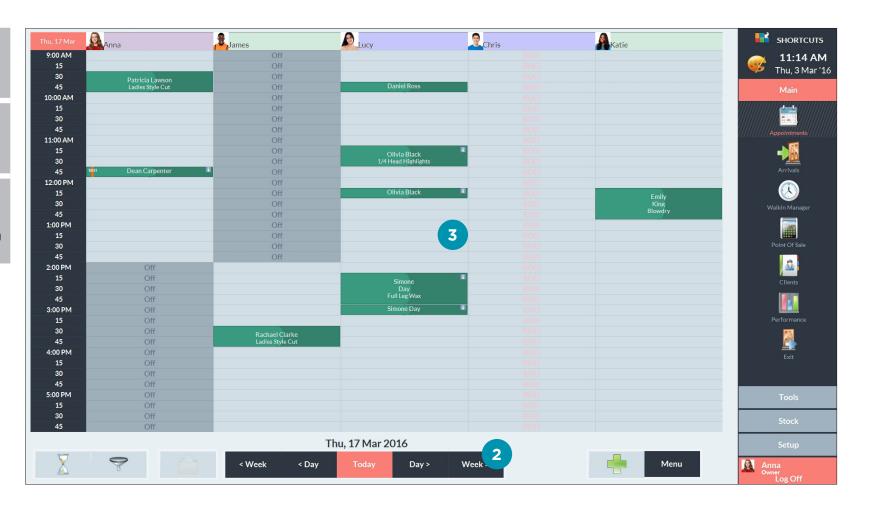
A Once you have entered the payment details at the Point of Sale, the rebooking prompt will appear.

Click rebook.

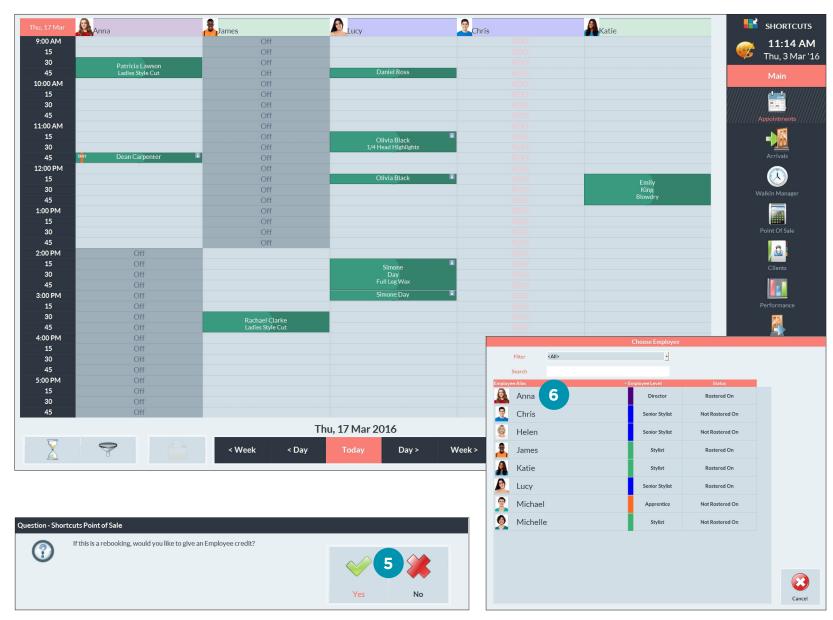


Page 2

- You will then be taken to the Appointment Book.
  Navigate to the date the client wishes to rebook.
- Click on the client's desired time slot in the relevant employee's column.
- You will then be taken to the client list where the client will already be selected. Continue making the appointment as usual.

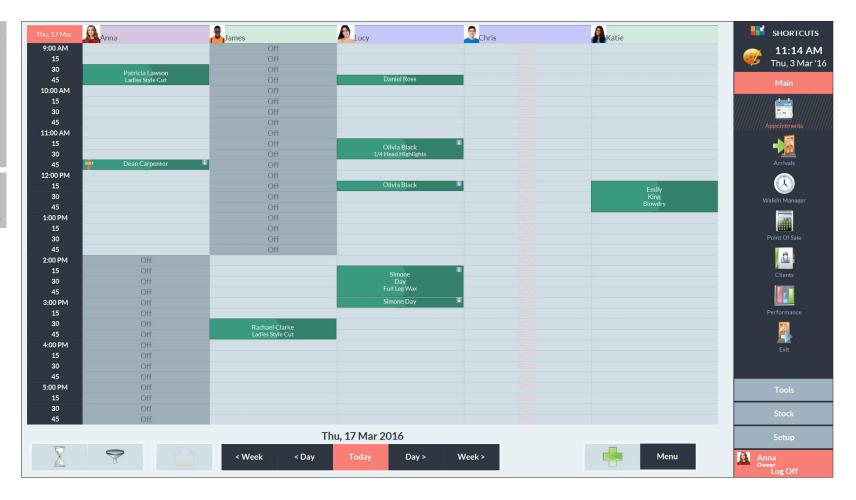


- Once you have selected the service(s) for the rebooking, the employee credit prompt will appear. Click **yes** if you would like to allocate employee credit. If not, click **no** and go to step 8.
- 6 Select the employee to receive credit.



Page 4

- Once you have selected an employee, you'll be asked if you would like to give another employee credit. If you would like to give another employee credit, click **yes** and repeat steps 6 and 7 as required. If not, click **no**.
- Click **yes** to return to the Point of Sale and continue processing the transaction.







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