

Cancelled Appointments Report Guide

The Cancelled Appointments report lists all appointments that were cancelled in a specific date range grouped by the staff that was scheduled to perform the service.

When to create the report

We recommend reviewing this report weekly and monthly.

How to create the report

1. From the SalonBiz/SpaBiz menu bar, click on the Report icon.
2. Double click on Cancelled Appointments from the report side navigation. You will find it under the Customer category.
3. Enter the beginning date and ending date for the report.

What it tells you

- Staff name (header)- the name of the staff member who was scheduled to perform the appointment
- Date - the date the appointment was cancelled
- Cancellation Reason- why the appointment was cancelled
- Staff name (Cancelled by)- the name of the staff member who cancelled the appointment
- Customer name- the name of the customer
- Phone number- the number of the customer

How it's used

This report is used for coaching your staff and determining if you have a larger issue with a staff member and/or a customer. It shows which customer is canceling, the staff member canceling the appointment and for which reason.



Cancelled Appointments from 12/1/2008 to 12/15/2008

Date	Reason	Cancelled by:	Customer	Home Phone	Work Phone
12/01/2008	Rescheduled	No Staff	Mary Jo	(985)	Invalid Phone
12/01/2008	Day Of	Kelli	Barbara	(985)	Invalid Phone
12/02/2008	User Error	Desiree	Desiree	(985)	(985)
12/03/2008	Rescheduled	No Staff	Sarah	(225)	Invalid Phone
12/03/2008	Staff	Jennifer	Kathie	(985)	Invalid Phone
12/05/2008	Schedule Conflict	No Staff	Summer	None	Invalid Phone
12/08/2008	Rescheduled	Jennifer	Katherine	Invalid Phone	Invalid Phone
12/08/2008	Rescheduled	Bonnie	Dana	(225)	Invalid Phone
12/09/2008	No Show	Charly	Jeff	(985)	Invalid Phone
12/09/2008	No Show	Bree	Diane	(985)	Invalid Phone
12/10/2008	Salon Biz Error	Jennifer	Jaime	(985)	(985)
12/10/2008	Rescheduled	Jennifer	Karen	(985)	(985)
12/10/2008	Staff	Jennifer	Amy	(504)	Invalid Phone
12/10/2008	Staff	Jennifer	Rose	(985)	Invalid Phone
12/10/2008	Day Of	Kelli	Hannah	(985)	None
12/11/2008	Day Of	No Staff	Allison	(985)	Invalid Phone
12/12/2008	Day Of	Jennifer	Maria	(985)	None
12/12/2008	24 Hour	Angela	Danielle	(225)	Invalid Phone
12/12/2008	24 Hour	Brianna	Laura	(985)	None
12/12/2008	Schedule Conflict	Richelle	Becky	(985)	Invalid Phone
12/12/2008	User Error	Richelle	Randi	(225)	Invalid Phone
12/13/2008	Day Of	No Staff	Elizabeth	(985)	Invalid Phone
12/13/2008	Rescheduled	Jennifer	Macy	None	None
12/13/2008	Rescheduled	Brianna	Andree	(985)	Invalid Phone
12/13/2008	Rescheduled	Bree	Lauren	(985)	Invalid Phone
12/13/2008	No Show	Bree	Tina	(985)	Invalid Phone
12/15/2008	Day Of	No Staff	Ashley	(985)	Invalid Phone
12/15/2008	Schedule Conflict	No Staff	Donna	None	(985)
12/15/2008	Rescheduled	No Staff	Lauren	(985)	Invalid Phone
12/15/2008	24 Hour	No Staff	Samantha	(985)	Invalid Phone