

Handling cancel + redeem, no show+ redeem

A member booked a treatment, but did not show up on the treatment day.

For both cancellations or no shows, users can redeem treatment in member accounts, and open up the occupied time slots.

To activate this function, go to Booking > Booking Setup > Allow cancel + redeem and no show + redeem

Booking setup	
Booking table time	08:30 to 23:00
Display time zone	<input checked="" type="radio"/> 1 time zone <input type="radio"/> 4 time zone
Time format	<input checked="" type="radio"/> 24 hours format <input type="radio"/> AM/PM format
Therapist table and room table time for each slot	15 minutes (Not allow to increase)
Equipment table time for each slot	15 minutes (Not allow to increase)
Allow cancel + redeem and no show + redeem	<input checked="" type="checkbox"/> Yes <small>If not found admin fee deposit and admin fee balance deposit, tick will new admin fee deposit and admin fee balance deposit.</small>

Users with permission to <Cancel> and <Finish> have the permission to use <Cancel + Finish>.

Users with permission to <No show> and <Finish> have the permission to use <No show + Finish>.

No other settings are needed.

When the member did not show up, users can redeem treatment in Booking > Booking table > Select treatment or Booking > Search > Select treatment

1 booking records

Booking search results											
Booking ID	Date	Time	Member code	Member name	Treatment code	Treatment name	Status	Invoice no	Treatment receipt	Room	Therapist
1383	13-Dec-2019	10:15 - 10:45	00107	Mary Ho	8200	透明質酸注射美容療程	Confirmed				Vikki (S001)

Status Confirmed	Treatment 8200 透明質酸注射美容療程	Therapist Vikki	Room Unspecified room	Remark
Name Mary Ho	Member code 00107	Click <Cancel + Redeem> OR <No Show + Redeem>		

Modify | Reconfirm | Arrive | Ready | Cancel | No Show | **Cancel + Redeem** | **No Show + Redeem** | Finish | Remove | Remark |

System will display treatments on the same day,
 and select deduct course by default.

Prepared by: beauty (beauty)

Date: 13-Dec-2019 (Fri) Shop: CWB

Deposit outstanding: \$ 0

Treatment receipt no: Press to input treatment receipt no

Remarks: Click <OK> to confirm treatment redemption.

Treatment redemption SMS balance : 956

Booking ID	Deduct amount	Time	Room	Therapist	OK	Cancel
1383		13-Dec-2019 10:15 - 10:45	Unspecified room	Vikki (S001)	<input type="button" value="OK"/>	<input type="button" value="Cancel"/>
1	8200 透明質酸注射美容療程 \$ 1,800		透明質酸注射美容療程 (8200), PSI-00249HK, outstanding : 3, Expiry date : 12-Dec-2020		<input type="button" value="X"/>	<input type="button" value="Remove"/>

After treatment redemption, go to Booking > Treatment search.

Booking status will be changed to <Cancelled> or <No Show>.

The suffix of the treatment receipt number will be changed to CR or NR.

Booking search results

Booking ID	Date	Time	Member code	Member name	Treatment code	Treatment name	Status	Invoice no	Treatment receipt	Room	Therapist
1386	13-Dec-2019	11:15 - 12:15	WeM-00007	Mei	T01	透明質酸強效保濕療程 - 面部	Cancelled	PSI-00108	BTR-00145CR		Vikki (S001)

Booking search results

Booking ID	Date	Time	Member code	Member name	Treatment code	Treatment name	Status	Invoice no	Treatment receipt	Room	Therapist
1383	13-Dec-2019	10:15 - 10:45	00107	Mary Ho	8200	透明質酸注射美容療程	No Show	PSI-00249HK	BTR-00146NR		Vikki (S001)

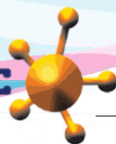
In Member account, the used value will increase by 1, the remaining value will decrease by 1.

Member account details

Member code	00107	Invoice no	PSI-00249HK
Invoice date	1-Dec-2019 15:44		
Total purchase	\$ 10,400.00	Type	Treatment
Treatment value	\$ 1,800.00	Purchased	3
Item name	透明質酸注射美容療程	Used	1
Expired	0	Expiry date	12-Dec-2020
Remaining	2 <input type="button" value="Refresh"/>	Course code	8200
Promotion code			

Treatment done (SMS balance : 956)

Booking ID	Date	Time	Member code	Treatment code	Shop	Therapist	Invoice no	Paid	Receipt no
1 1383	13-Dec-2019	10:15-10:45	00107	8200	CWB	Vikki (S001)	PSI-00249HK	Yes	BTR-00146NR



In Booking > Booking table > Input member > History, the system will record actions as <Cancel + Redeem> or <No show + Redeem>. The suffix of the treatment receipt number will be CR or NR.

Mary Ho (00107) Treatment history list												
Date	Time	Category	Treatment code	Treatment	Therapist	Shop	Room	Treatment receipt no	Invoice no	Redeemed Item code	Redeemed Item	
16-Dec-2019	Mon	11:15	General Treatment	8200	透明質酸注射美容療程	Vikki (S001)	CWB	BTR-00148NR	PSI-00249HK	8200	透明質酸注射美容療程	

In Sales > Report > Treatment journal, there will be a record on booking status of <Cancelled> or <No show>. The suffix of the treatment receipt number will be CR or NR. Treatment value will be recorded.

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Treatment journal

Shop : All Treatment receipt no: All to All Treatment category : All
 Therapist : All Invoice no : All to All Member : 00107
 Treatment date : 13-Dec-2019 to 13-Dec-2019 Expiry date : to Treatment code : All to All
 Division : All Promotion code : All Analysis code : All
 Invoice date : to Invoice item : All to All Invoice shop : All
 Member group : All
 Consultant : All shop - All group Booking status : All
 Sorted By : Treatment receipt date (Descending) / Treatment receipt (Descending) / TreatmentCode (Descending)

Treatment receipt no	Treatment date	Treatment time	Treatment hours	Shop Room	Therapist	Therapist code	Member group	Member code	Member name	Telephone	Category	Treatment code	Treatment name	Invoice date	Invoice no
Division : Facial															
BTR-00146NR	13-Dec-2019	10:15-10:45	0.50	CWB	Vikki	S001	New Member	00107	Mary Ho		General Treatment	8200	透明質酸注射美容療程	1-Dec-2019	PSI-00249HK(T)

Booking status	Invoice amount	Paid amount	Unpaid amount	Invoice item code	Invoice item name	Invoice shop	Expiry date	Treatment value	List price	Consultant	Promotion Analysis
No Show	\$ 10,400.00	\$ 10,400.00	\$ 0.00	8200	透明質酸注射美容療程	CWB	12-Dec-2020	\$ 1,800.00	\$ 1,800.00		
								Facial subtotal :	\$ 1,800.00	\$ 1,800.00	
								Total amount :	\$ 1,800.00	\$ 1,800.00	