

## Creating an Appointment (Customer)

### New Customer

appointment id

CANCEL APPOINTMENT

RESCHEDULE APPOINTMENT

First Name

Last Name

Email

Phone Number

Date picker inline

11/25/2019

Time picker

09:11 PM

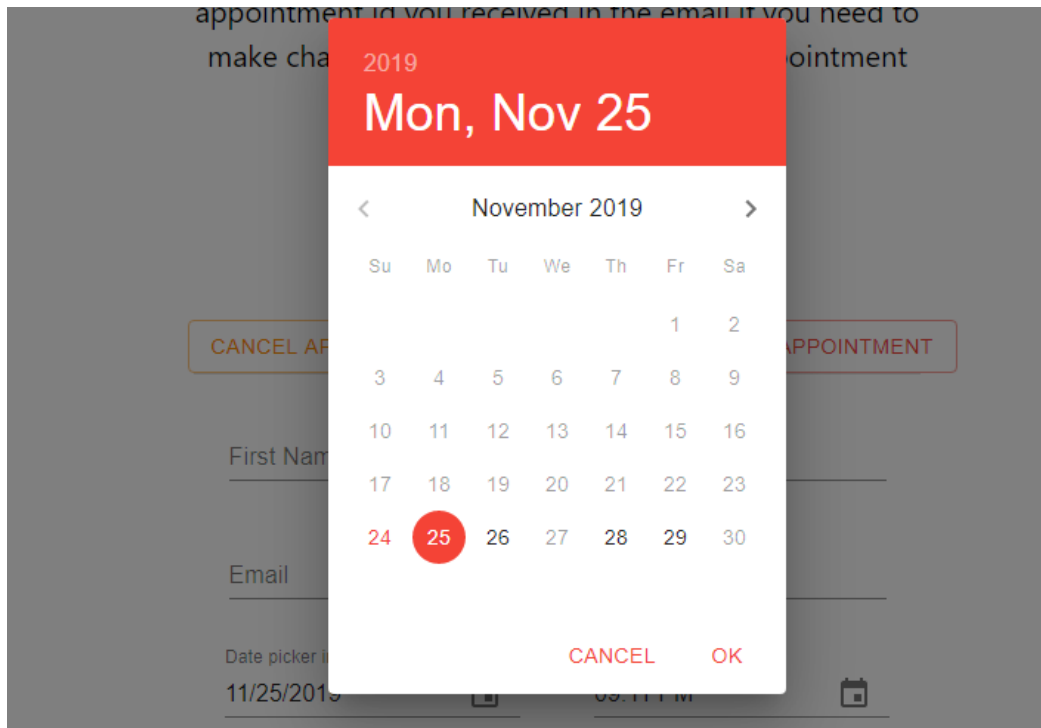
CONTINUE

In order to schedule an appointment and generate a service estimate with Roscoe Flora, new customers must fill out the customer information form and provide the desired date and time of appointment.

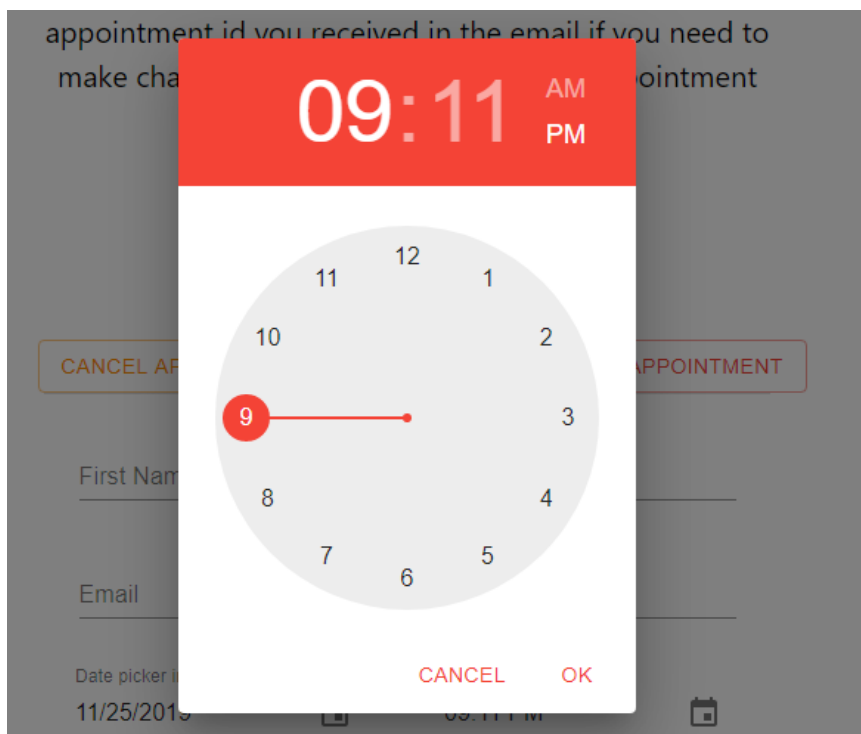
#### Step 1: Provide Contact Information

Enter appropriate contact information into the customer information form: first and last name, a valid e-mail address, and a valid phone number.

#### Step 2: Indicate Desired Date and Time of Appointment



To select a date for the appointment, click the calendar icon located to the left of the date field. Available dates are indicated by black text, while dates that are currently unavailable are indicated by gray text.



To select a time for the appointment, click the calendar icon located to the left of the time field.

### Step 3: Generating Estimate of Service Cost

Once valid contact information and a desired date of appointment has been provided, customers must then select the 'Continue' button located at the bottom of the form. The following will now be displayed:

What type of photoshoot are you interested in

☐ Headshot ☐ Portraiture ☐ Fashion

where would you like your photos taken

☒ in-studio ☐ out-of-studio

Photoshoot address

Dress changes

▼

Estimated cost

\$150.00

Special requests

BACK

CONTINUE

The selection of photoshoot type, location (in-studio photoshoots will automatically generate the address of Roscoe Flora's studio), and number of outfits will automatically generate a live estimate for the total cost of the service. Special requests or instructions may also be provided.

#### Step 4: Confirm the Information Provided

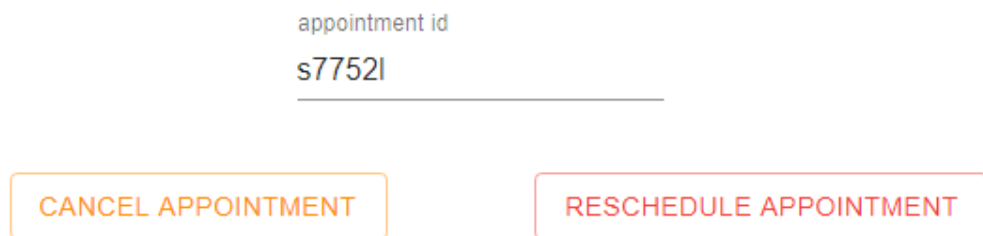
By selecting 'Continue,' customers will be prompted to confirm the information provided on the previous forms. If all information is correct, select 'Confirm & Continue.' Incorrect information can be changed by selecting the provided 'Back' buttons at the bottom of each form.

Once a customer has confirmed that the information is correct, an e-mail will be sent to the provided e-mail address with a copy of the appointment information, estimate, an appointment ID, and any further instructions.

#### Returning Customer

Customers who have previously scheduled an appointment will have received an appointment ID within the appointment confirmation sent to the provided e-mail address. This appointment ID will be required to make changes to any contact information, or to reschedule or cancel their appointment.

#### Step 1: Enter Appointment ID into Provided Field



The screenshot shows a web form with a label "appointment id" in blue text above a text input field. The input field contains the text "s7752l" in blue. Below the input field, there are two buttons: "CANCEL APPOINTMENT" with an orange border and "RESCHEDULE APPOINTMENT" with a red border.

#### Step 2: To Reschedule or Cancel Appointment

To reschedule or cancel an appointment, select either 'Cancel Appointment' to cancel, or 'Reschedule Appointment' to reschedule. If rescheduling, a new date and time must be chosen using the calendar icons in the appropriate fields.