

CREATING AN APPOINTMENT

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

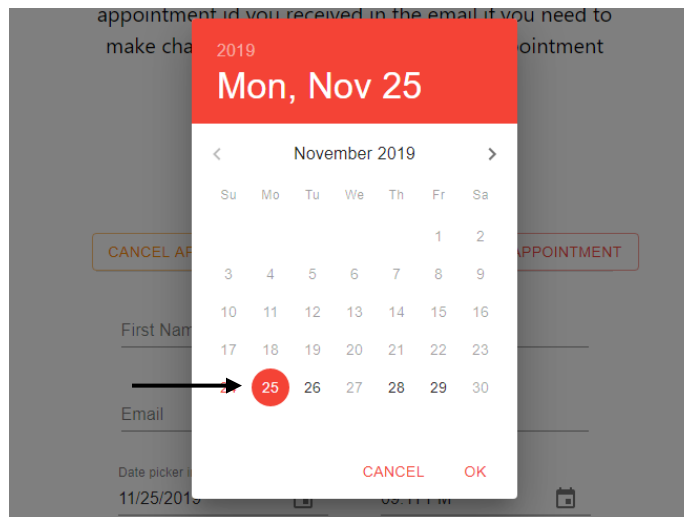
CONTINUE


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

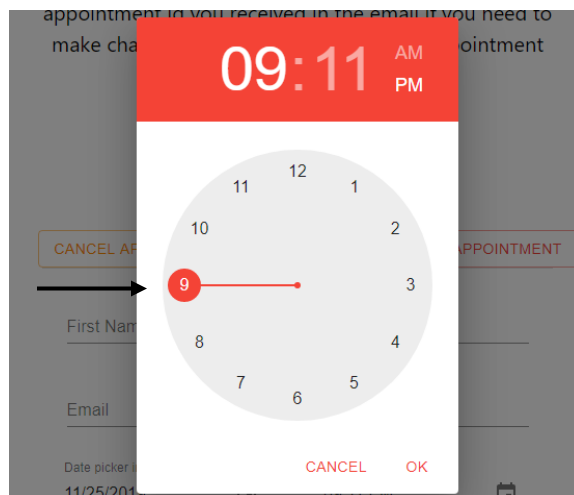
STEP 1: PROVIDE CONTACT INFORMATION


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 your appointment, click the calendar icon located within the date field . Available dates are indicated by black text, while dates that are currently unavailable are indicated by gray text. Select the date that best suits your needs, then click 'OK'.



To choose a **time** for the appointment, click the calendar icon located within the time field . Select the desired time by clicking the appropriate digits on the clock face and indicating either AM or PM. Select 'OK'.

STEP 3: GENERATING ESTIMATE OF SERVICE COST

Once valid contact information and a desired date of appointment has been provided, a customer 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

	Estimated cost
Dress changes ▼	\$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, as well as to Roscoe Flora, 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.


IMPORTANT NOTE: Clients cannot manually cancel appointments scheduled to occur within 48 hours. If a client wishes to cancel such an appointment, the client must call Roscoe Flora directly.

STEP 1: ENTER APPOINTMENT ID INTO PROVIDED FIELD

appointment id
s7752l

CANCEL APPOINTMENT RESCHEDULE APPOINTMENT

STEP 2: RESCHEDULE OR CANCEL APPOINTMENT

To reschedule or cancel an appointment, select either '**Cancel Appointment**' to cancel, or '**Reschedule Appointment**' to reschedule or edit customer details, such as name or phone number. If rescheduling the date or time of the appointment, a new date and time must be chosen using the calendar icons in the appropriate fields . A new estimate can also be generated by clicking 'Continue' and proceeding to the next page. An email with updated information will be sent to the provided email address.