**FRONT END UPDATES**

* In the ‘Driver Services’ service, there is a field that says “How many Hours You Need Driver Service?” can you please change to “How Many Hours Do You Need The Driver Service?”
* In the ‘Car Care Services’ form online, please remove the ‘Car’ Field. It is unnecessary.
* On the mobile Version of the website, there is no button to go to the scheduling forms right at the top. Can we add a button that shows up at the top (under the header “Save Time and Money Let Zigse handle your scheduling’)
* Can we update the customer reviews/comments at the end/bottom of the page?

**BACKEND UPDATES**

* ‘Reschedule Affirmation’ email (Customer one) did not go out when the reschedule request was made. It seems that it either sends to the customer or to Zigse but not both.
* The email in the request was changed. **See ‘emailchange.jpg’** – Can we update the client email in the system?
* When selecting the ‘Other Service’ checkbox during an order a field comes up to add the other service requested however, this isn’t populated anywhere on the backend so I don’t know what the customer entered.
* I see the command list button in the email templates but I was wondering if there are commands for every field or just a few? If I have commands for every field then I can customize the emails a little better if I get customer feedback on what they want to see. Specifically, the Appointment Comment box (in Admin Info) needs to be included in the email to the customer if there is anything included in there.
* Emails sent include the Subject line in the body of the text, please remove the subject line from the body text – **see ‘emailsubject.jpg’**
* When a customer clicks to cancel the request in the email and then enters a cancelation reason and submits it on our site, please place the request into canceled mode automatically. Currently it goes to ‘pending’
* When you click into a booking request – Please include the booking ID at the top of the page so that we know which we are working on.
* The bookings that are marked as ‘Complete’ won’t allow us to change the status. We need to be able to change the status even after complete just incase a customer needs a refund or we need to make a change.

**QUESTIONS**

There used to be an option to update the forms but I don’t see that anymore. Is that no longer available?

What is the inquiries list in the backend section?

Please let me know when a customer is charged and how we can refund a customer if needed.