

Booking emails, verification and time zones

Which emails customers get when they book, how to cut down fake bookings, and why a customer may see times in a different time zone.

Add-on Bookings

A few settings decide which emails go out around a booking, whether the customer must prove their email address, and which time zone they see. Online bookings are an add-on. If your site doesn't have them yet, ask us about adding them; we quote it in writing first.

DON'T SEE THIS?

It may be turned off for your site. Ask us and we'll take care of it.

The emails customers get

- An email confirmation that repeats what the customer saw on screen: service, people, date, time and place. It also has links to reschedule or cancel.
- If you approve each request, the confirmation comes only after you accept. If you decline, they get a cancellation email instead.
- A video meeting link in the confirmation, for online appointments.

You can turn off the automatic appointment emails to staff, to customers, or to both. We can do that for you.

Make customers confirm their email

An optional check: a customer enters a code to confirm their email before the booking is accepted. This helps cut down fake bookings. We can turn it on for you.

Time zones

Customers usually see appointment times in their own time zone, because the calendar goes by their browser. Someone visiting from another state may see a different time from the one you'd see. Confirmations always include the time zone.

You can show times only in your own time zone. We can set that up for you.

What to send us

If you'd rather we change one, email hello@zossoz.com with the service name and what you want, for example "Turn off emails to staff for Haircut" or "Show times in Eastern time only".

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

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