

See and manage your bookings

Find booked appointments, filter and download them, accept or decline requests, and reschedule or cancel.

Add-on Bookings

Every appointment customers book lands in one list. From there you can look it up, approve it, move it or cancel it. 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.

Find your bookings

1. Log in to your site editor. In the side panel, click **Bookings**.
2. Click **Booked Appointments**.
3. Click **Filter** to narrow the list by **Timeframe**, **Status**, **Appointment type** or **Staff Member**.
4. To download the list, click the export icon beside **Filter**.

Canceled appointments stay in the list beside confirmed ones, and each row carries a status. For an online appointment, click **Link** under the location column to open the meeting.

Accept or decline a request

This applies only if you've asked to approve each booking yourself.

1. In **Booked Appointments**, click the appointment to open it.
2. Under **Manage this appointment**, click **Accept** or **Decline**.
3. If you declined, you can type a reason, then click **Decline Appointment**.

The customer gets an email either way. A paid booking is charged up front, not when you accept it, so declining one means the money has to go back. See Refund a paid booking.

Reschedule or cancel

1. In **Booked Appointments**, click the three dots beside the appointment.
2. Choose **Reschedule** or **Cancel Appointment**.
3. Type the reason.
4. For a paid booking, a pop-up asks **Refund the customer?** Choose **Refund now**, or **I'll do it later if needed**.

The customer gets an email about the change. Customers can also reschedule or cancel themselves from the link in their confirmation email.

Bookings that weren't finished

If a customer starts booking, picking a date and entering an email, then drops off before finishing or paying, it's counted as abandoned. These work like abandoned carts in your store. See See carts people left behind.

Tips

- Answer requests the same day, if you can. A customer waiting on a reply may book somewhere else.
- Use the reason box. A line like "Sorry, we're closed that day" saves a phone call.

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.

Related guides: How online bookings work · Refund a paid booking · Add a service people can book · Booking emails, verification and time zones · See carts people left behind

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