

# Blocking Out Times and No Stock Devices in Appointment Plus

# Blocking out Time and No Stock Parts

- Use the following process when you encounter time that you need to reserve for capacity planning and to avoid overbooking
- Use the following process when you are out of stock on repair parts
  - Best Practice: Each morning login to Appointment Plus and note any repair parts shortage at the beginning of the shift. Do this each morning to avoid booked appointments for devices that you do not have parts for. This will update the Call Center in real time.

# Click the Lightning Bolt

The screenshot shows a web browser window with the URL [https://account5.appointment-plus.com/ap/ap\\_admin\\_v2/appointments\\_index\\_v2.php?p=appts&first=yes](https://account5.appointment-plus.com/ap/ap_admin_v2/appointments_index_v2.php?p=appts&first=yes). The page title is "Site Administration". The AppointmentPlus logo is visible at the top left. The navigation menu includes "Appointments", "Customers", "Reports", and "Staff Members". The "Appointments" section is active, showing a "View Schedule For:" dropdown set to "Walmart Orlando (Turkey)". A calendar for October 2015 is displayed, with the 21st highlighted. The main area shows a schedule for Wednesday, October 21, 2015, with time slots from 12 pm to 4 pm. A large orange arrow points to a lightning bolt icon next to the 12 pm slot. A tooltip labeled "Quick Reserve" is visible over the lightning bolt icon. The bottom left corner shows "Connecting...".

# Type in the Note for the Call Center, Block Out the Appropriate Timeframe and Click Update Reserved Time

The screenshot shows the 'Reserve Time' form in the AppointmentPlus system. The form is titled 'Reserve Time' and includes a note: 'Reserve time is not used to book appointments. It is used to block out unavailable time. To book appointments, click on the "Make Appointment" tab above or on the "+" to the left of the time slot.'

The form contains the following fields and elements:

- Reason:** A text input field containing 'Walk in customer repair'. An orange arrow points to this field.
- Time:** Two dropdown menus. The first is set to '12:00pm' and the second to '12:45pm'. An orange arrow points to the second dropdown.
- Update Reserved Time:** A button located below the time fields. An orange arrow points to this button.

The background shows the AppointmentPlus interface with a calendar for October 2015 and a sidebar with navigation options like 'Appointments', 'Customers', and 'Reports'.

# Example #1

The screenshot displays the AppointmentPlus web application interface. The browser address bar shows the URL: [https://account5.appointment-plus.com/ap/ap\\_admin\\_v2/appointments\\_index\\_v2.php?p=appts&first=yes](https://account5.appointment-plus.com/ap/ap_admin_v2/appointments_index_v2.php?p=appts&first=yes). The page title is "Site Administration".

The main navigation menu includes: [Appointments](#), [Customers](#), [Reports](#), and [Staff Members](#). The current view is "View Schedule For: Walmart Orlando (Turkey)".

The calendar shows the date "Wednesday, October 21, 2015". The time slots are listed on the left, with a 15-minute interval. The appointment at 12 pm is labeled "Walk In Repair" and is highlighted with a grey background. An orange arrow points to this appointment.

The "Appointments" sidebar on the left includes the following options:

- Customer Search
- Appointment Report
- Recurring Reserve Maint
- View Waiting List (0)

The right side of the interface features a "Hide Paging" button and a color selection palette.

# Example #2


The screenshot displays the AppointmentPlus software interface. The browser address bar shows the URL: [https://account5.appointment-plus.com/ap/ap\\_admin\\_v2/appointments\\_index\\_v2.php?p=appts&first=yes](https://account5.appointment-plus.com/ap/ap_admin_v2/appointments_index_v2.php?p=appts&first=yes). The interface includes a navigation menu with tabs for Appointments, Customers, Reports, and Staff Members. The main content area shows a calendar for Wednesday, October 21, 2015, with a time slot from 12 pm to 5 pm. Several appointment slots are highlighted with orange arrows pointing to them from the right. The appointments are:

- 12 pm: Walk In Repair
- 1 pm: OUT OF STOCK IPHONE 6 WHITE SC...
- 1 pm: OUT OF STOCK IPHONE 6 PLUS BLA...
- 2 pm: STORE CLOSED FOR BREAK SINGLE...
- 4 pm: RE-SERVICE IN PROGRESS
- 5 pm: TPP REDEMPTION IN PROGRESS

The interface also features a sidebar with a calendar view for October 2015, a 'View Schedule For:' dropdown menu set to 'Walmart Orlando (Turkey I)', and a list of appointment-related actions such as Customer Search, Appointment Report, and Recurring Reserve Maint.

# Example #3

Monday, October 5, 2015 Show Paging




 [The Mall at Partridge Creek - Corp](#)



9 am



15



30



45



10 am    OUT OF ALL IPHONE 6 SCREENS!

15   OUT OF IPHONE 6+ WHITE SCREENS...

30   OUT OF IPHONE 5S WHITE SCREENS...

45   OUT OF IPHONE 5C SCREENS!

11 am   OUT OF IPAD 2 BLACK DIGI SCREE...

15  

30