



# Online Event and Appointment Scheduling

Any business that takes appointments for events, workshops or training programs can benefit from **pickAtime's** online scheduling service. From large corporations and non-profit organizations to small businesses, pickAtime's scheduling system streamlines the entire registration process.

Partial list of businesses that could benefit from **pickAtime** online scheduling:

- Salons
- Golf Courses
- Health clubs and personal trainers
- Tennis courts
- Training centers
- Tanning salons
- Employee Interviews

**pickAtime's** online appointment scheduling program simplifies the entire process of Event and Appointment Scheduling.

## Benefits of Event Organizer

- Simplify event registration with our easy setup process that will provide the schedule of events and appointments to your customers
- Allow multiple locations access to online scheduling book
- Provide ability to collect customizable contact information from customers
- Allow customer to add appointment on online calendar
- Send email reminders prior to the scheduled appointment
- Accept credit card payments online



## pickAtime

888.250.1945

info@pickatime.com

www.pickatime.com

### United States

17307 NE 13th Place

Bellevue WA, 98008

### Canada

1068 Ambermark Drive Kinmount,

Ontario, Canada K0M 2A0

## HOW IT WORKS

### 1 ADMINISTRATORS

- Create an online account with **pickAtime**
- Use **pickAtime's** online manager set up schedules
- Direct customers to the online scheduling page

### 2 YOUR CUSTOMERS

- Login at their convenience via desktop or mobile to view available time slots and sign-up in minutes

Demo our Business Appointment Scheduler at

[www.pickAtime.com](http://www.pickAtime.com) or Call 888.250.1945

# Full Feature List

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## Front End

- Optimized for mobile
- Customizable Login Page, with the ability to add custom text, custom logos, and links to consent forms, etc.
- The scheduling site can be used as a stand-alone or as a link from the client's website
- Available slots can be displayed in table, text or list format
- Provides customers with printable appointment schedules
- Allows customers to receive Outlook or Google calendar invitations they can add to their online calendar
- Allows customers to cancel and reschedule appointments
- Allows customers to edit their contact information and change their password
- 24/7 access to the online scheduler
- Provides ability to collect customer and/or appointment specific information upon registration or appointment scheduling



## Account Setup

- Printable Online Manager guide
- 24/5 M-F email support
- Ability to control when the scheduler is open and closed to customers
- Ability to control how far in advance customers can book appointments
- Ability to control how much time prior to an appointment an appointment can be cancelled
- Total number of appointments per customer can be limited
- Total number of appointments by appointment type can be limited
- Frequency of appointment scheduling by customer can be limited
- Ability to restrict scheduling access by employee ID, patient ID, or other key field
- Supports multiple time zones
- Supports 24 hour clock
- Supports European date format (i.e. dd/mm/yyyy)



## Appointment Management

- Slot length can be variable
- Ability to allow single or multiple appointments per time slot. Supports both one time and periodic appointment scheduling
- Appointment schedule can be displayed before or after login
- Ability to search appointments by customer or by date
- Outlook calendar appointments can be made



## Customer Management

- Provides online searchable customer database
- User defined customer information can be collected
- Maintains customer appointment history, including appointments scheduled and cancelled
- Maintains customer log including record of all emails sent

## Appointment Management (continued)

- Supports a range of service and appointment types
- Ability to limit number of appointments per resource / per day. Display your entire day of availability but only allow a fixed number of appointments to be booked.
- Ability to display rolling number of appointment slots per day, to allow you to fill up early morning slots first



### Messaging

- Confirmation emails
- Cancellation emails
- Reminder emails can be set by customer and/or by administrator
- Multiple reminders at specified length of times prior to the appointment can be set
- Email template for all emails can be customized, including links to supporting documents, consent forms and images
- Follow-Up and Custom email options available
- Text reminder option



### Reporting

- Provides access to real-time reports
- Excel export option available on reports
- Ability to set up scheduled report delivery by email
- Reports can be run for a specific date range
- Reports can be generated by provider, by location, by event
- Slot report available displaying all available time slots – can be used to schedule walk-in appointments
- Summary reports on % slots filled per location
- Optional email notification when % of slots exceeds an administrator specified number



### Administrative Management

- Multiple user access levels available
- Limited access can be set for specific email addresses
- Report viewing only access is available
- Appointment making only access is available



### Security

- **PickAtime** is hosted on dedicated servers in a locked and secure data center.
- Secure Socket Layer (SSL) technology is used to encrypt the data for transmission.
- All information collected by pickAtime is made available only to the client that the customer is making an appointment with.