Management of Reservations and Actions
1. Select (Reservation) tab under Dashboard on left
2. Select different categories at top
3. You can be either under (All) or (Boarding) tabs as we only do Boarding
4. Daily activity is under (Current And Upcoming), first tab
5. The rest of the tabs are as labeled
6. The (Pending) tab is where the scheduler will want to check a few times a day to review requested reservations.

Accept or reject or waitlist a reservation request
1. Select (Reservations) tab under Dashboard on left
2. Select (Pending) tab at top
3. To Confirm Reservation for specific pet, select (Confirm Reservation) button under service/kennel section
4. To Reject or Waitlist Reservation, select 3 dots to left of pet's name and photo
   a. Select cancel or wait list
5. To Restore Reservation, go to (Canceled) tab at top
   a. Select 3 dots next to pets' photo, select Restore Reservation
   b. To Confirm or Waitlist a Restored Reservation, go back to (Pending) and select Confirm or Waitlist (under 3 dots)

Create Manual Account and Manual Reservations
1. Under Customer you can create an account (upper right corner)
2. Under Reservation you can create a Reservation (upper right corner)
   a. Search for client's name, email or pet name
      • You can add a pet here
   b. Choose Multiple Reservations when doing family of pets
      • You can also create a customer here, (upper right corner)

Customers Section
1. Find clients using search section (name, email or pet name)
2. 3 dots to left = (View Reservations, Send Message, Notification History, Payment History, Delete Account)
3. Access Client Info Card, click on photo
   a. Shows bills
   b. Agreements (click on tab to see if signed)
   c. Pets (clicking on pets photo brings up Pet Info Card)
   d. Customer Notes
   e. Action Tab, upper right
      (Check-out, View Profile, Payment History, Notifications, Send Message)

Emails and texts are automatically generated for all reservations and photos
- Auto Emails, Text and Push: Account created, Pet Added, Reservation Requested, Reservation Accepted, Waitlisted, Reservation Rejected/canceled; Reminder email (3 days before), No Show
- Normal email communication is thru info@MysticMounainRetreat.com

Messages – Customer Inbox (under Dashboard, under Messages Tab)
Always select all three Send As Options (Email, Text, Push)
- Push is an alert notification to Customer phone

1. Check messages from customers
   a. Inbox
   b. Sent
   c. Staff inbox
   d. Staff Sent
   e. Deleted
2. Create a message
   a. You can send from here or from the Overview tab