

# CANCELED APPOINTMENTS

Tools > Reports > Clients > Canceled Appointments

The Canceled Appointments report displays a list of clients that have had a cancellation or no show within the specified date range. For each client you can view: the total number of appointments, shows, no-shows, cancellations and deleted appointments. The report also includes the time and date when each appointment was scheduled, the allocated employee, and the status of the appointment. This report will enable you to analyze booking accuracy and cancellation patterns, which can assist with developing new strategies for appointment scheduling and booking confirmations.

## LOG DATE TIME

The date and time when the appointment was cancelled in Shortcuts.

## LOG EMPLOYEE


The employee that processed the cancellation.

## TOTAL APPOINTMENTS

The number of appointments that were booked for this client within the specified date range.

## SHOWS

This section displays the number of times the client showed for an appointment, and the number of shows as a percentage of their total appointments.

Cancelled Appointments													
From		Wednesday, 29 June, 2016			 <b>Peppermint Park</b>								
To		Wednesday, 13 July, 2016											
Time Period		15 Days (2.1 Weeks)											
<b>Client Name: Bianca Lopez</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
29/06/2016 3:47:39PM	Anna	29/06/2016 3:30PM	Chris	Rescheduled									
<b>Total Appointments:</b>	<b>2</b>	<b>Shows:</b>	<b>1</b>	<b>50%</b>	<b>No Shows:</b>	<b>0</b>	<b>0%</b>	<b>Cancelled:</b>	<b>0</b>	<b>0%</b>	<b>Deleted:</b>	<b>1</b>	<b>50%</b>
<b>Client Name: Brenda Peters</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
11/07/2016 11:00:38AM	Anna	13/07/2016 9:00AM	James	Client Cancellation									
<b>Total Appointments:</b>	<b>4</b>	<b>Shows:</b>	<b>3</b>	<b>75%</b>	<b>No Shows:</b>	<b>0</b>	<b>0%</b>	<b>Cancelled:</b>	<b>1</b>	<b>25%</b>	<b>Deleted:</b>	<b>0</b>	<b>0%</b>
<b>Client Name: Britney Curtis</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
7/07/2016 8:28:30AM	Chris	7/07/2016 8:00AM	Lucy	No Show									
<b>Total Appointments:</b>	<b>2</b>	<b>Shows:</b>	<b>1</b>	<b>50%</b>	<b>No Shows:</b>	<b>1</b>	<b>50%</b>	<b>Cancelled:</b>	<b>0</b>	<b>0%</b>	<b>Deleted:</b>	<b>0</b>	<b>0%</b>
<b>Client Name: Carolyn Burrel</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
11/07/2016 11:00:42AM	Anna	13/07/2016 3:15PM	Anna	Client Cancellation									
<b>Total Appointments:</b>	<b>2</b>	<b>Shows:</b>	<b>1</b>	<b>50%</b>	<b>No Shows:</b>	<b>0</b>	<b>0%</b>	<b>Cancelled:</b>	<b>1</b>	<b>50%</b>	<b>Deleted:</b>	<b>0</b>	<b>0%</b>
<b>Client Name: Emma Thomas</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
11/07/2016 11:00:19AM	Anna	13/07/2016 12:30PM	Chris	Client Cancellation									
<b>Total Appointments:</b>	<b>1</b>	<b>Shows:</b>	<b>0</b>	<b>0%</b>	<b>No Shows:</b>	<b>0</b>	<b>0%</b>	<b>Cancelled:</b>	<b>1</b>	<b>100%</b>	<b>Deleted:</b>	<b>0</b>	<b>0%</b>
<b>Client Name: Hannah Andrews</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
7/07/2016 8:28:12AM	Chris	7/07/2016 12:30PM	Anna	Client Cancellation									
<b>Total Appointments:</b>	<b>2</b>	<b>Shows:</b>	<b>1</b>	<b>50%</b>	<b>No Shows:</b>	<b>0</b>	<b>0%</b>	<b>Cancelled:</b>	<b>1</b>	<b>50%</b>	<b>Deleted:</b>	<b>0</b>	<b>0%</b>
<b>Client Name: Helen Rogers</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
11/07/2016 12:04:54PM	Anna	11/07/2016 12:00PM	Chris	Deleted-No Reason									
<b>Total Appointments:</b>	<b>1</b>	<b>Shows:</b>	<b>0</b>	<b>0%</b>	<b>No Shows:</b>	<b>0</b>	<b>0%</b>	<b>Cancelled:</b>	<b>0</b>	<b>0%</b>	<b>Deleted:</b>	<b>1</b>	<b>100%</b>
<b>Client Name: Isiah Wickham</b>													
Log Date Time	Log Employee	Appointment Date	Employee	Status									
11/07/2016 11:00:51AM	Anna	11/07/2016 10:00AM	Chris	No Show									
<b>Total Appointments:</b>	<b>1</b>	<b>Shows:</b>	<b>0</b>	<b>0%</b>	<b>No Shows:</b>	<b>1</b>	<b>100%</b>	<b>Cancelled:</b>	<b>0</b>	<b>0%</b>	<b>Deleted:</b>	<b>0</b>	<b>0%</b>

**APPOINTMENT DATE**  
The time and date the appointment was scheduled for.

**NO SHOWS**  
This section displays the number of times the client no-showed for an appointment, and the number of no-shows as a percentage of their total appointments.

**EMPLOYEE**  
The employee who the appointment was booked with.

**CANCELLED**  
This section displays the number of times the client cancelled an appointment, and the number of cancellations as a percentage of their total appointments.

**STATUS**  
This is status of the appointment (e.g. client cancellation, no-show, deleted, rescheduled). If a reason for the cancellation was entered, this will also be displayed.

**DELETED**  
This section displays the number of deleted appointments, and the number of deleted appointments as a percentage of their total appointments.