**Get ready for some fun!!!!**

When your client does not show for an appointment

* Go to the TheraNest calendar, open the appointment
* Change Status to “No Show”
* Change the Service Type to “Cancellation/Missed Appointment fee”
* Be sure to delete the original service type
* Go to the client’s ledger
* Make a New Invoice
* Change the fee to be $50
* Accept payment (with their credit card)
* Send them the paid invoice

When your client cancels an appointment **(before 24 hours)**

* Go to the TheraNest calendar
* Find the appointment
* Delete the appointment by clicking on the trash can icon
* If the client cancels with Jessie, she will not delete the appointment so that there is an explanation of what happened. If that’s the case, follow these directions:
  + Make a New Invoice
  + Change the fee to be $0
  + Save the invoice

When your client cancels an appointment within 24 hours

* Go to the TheraNest calendar, open the appointment
* Change Status to “Late Cancel” and include the reason
* Change the Service Type to “Cancellation/Missed Appointment fee”
* Be sure to delete the original service type
* Go to the client’s ledger
* Make a New Invoice
* Change the fee to be $50
* Accept payment (with their credit card)
* Send them the paid invoice