

# Managing bookings from the Activity stream

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The [Activity stream](#) is the central hub where you can manage all of your booking and payment activities. The Activity stream provides [advanced filtering options](#) to give you quick access to the information you require.

When you view a specific activity, you'll be able to view [related activities](#), such as [payments](#), [rescheduled bookings](#), and [cancellations](#). You can also perform actions such as reassigning a booking or [requesting to reschedule](#).

You do not need an assigned product license to access the Activity stream. [Learn more](#)

In this article, you'll learn about the actions that you can perform from the Activity stream.

## Actions on your bookings from the Activity stream

All bookings follow a lifecycle. Depending on which phase of the lifecycle a booking is in, its scheduling status changes, as do the scheduling actions available to you. [Learn more about Booking lifecycle phases](#)

In the following sections, the different action options that are available will be discussed.

## Responding to a booking request

When you use [Booking with approval mode](#) and a Booking request is submitted by a Customer, you'll receive an email with suggested meeting times that were selected by the Customer. In the [Activity stream](#), the **Details** pane for this booking activity will show the **Detailed status** as **Requested (By Customer)**.

### To approve a booking request

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Approve the booking request** (Figure 1).

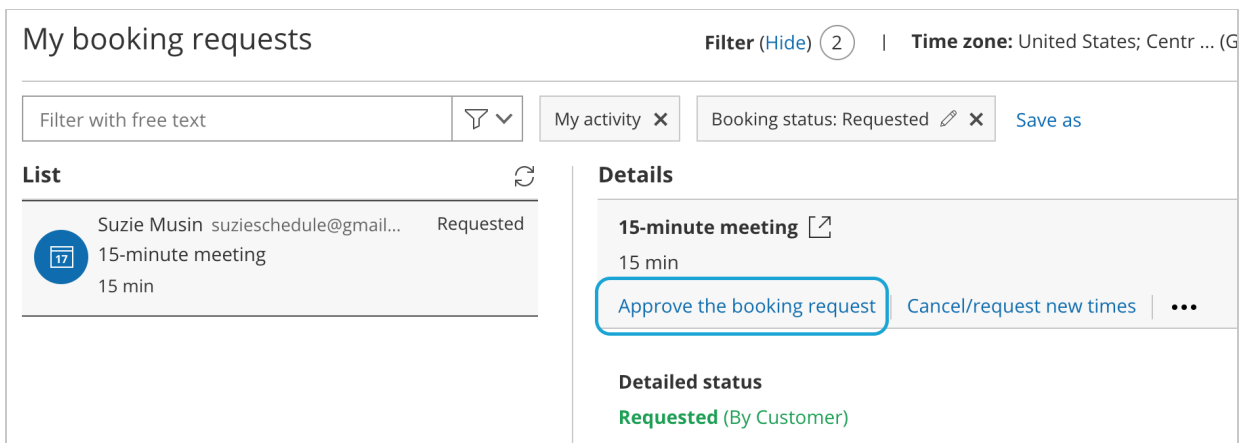


Figure 1: Approve the booking request

3. The **Find a time and schedule** page will open, where you can select a time for the booking and approve it.

[Learn more about scheduling a booking request](#)

To cancel a booking request or request new times

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Cancel/request new times** (Figure 2).

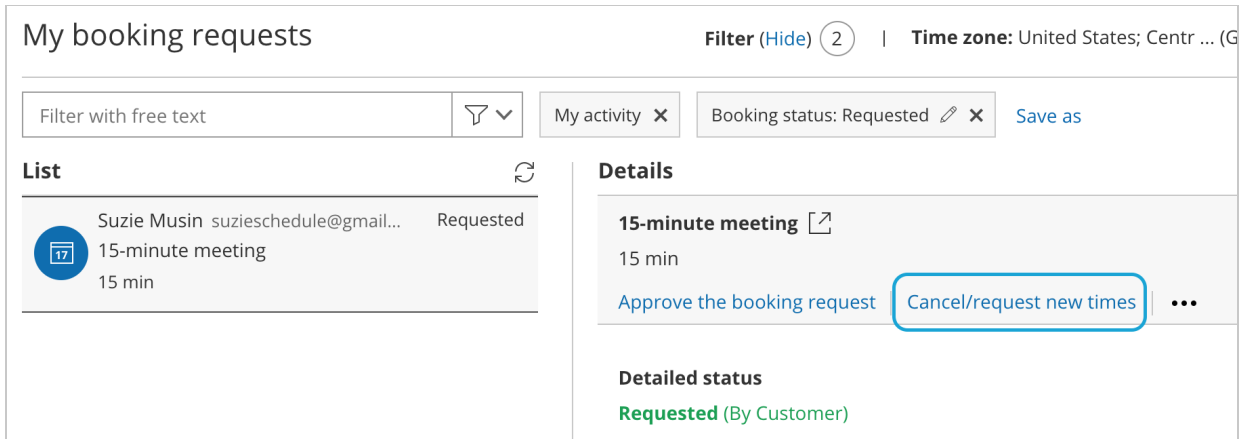


Figure 2: Cancel/request new times

3. The **Cancel/request new times** pop-up will appear.
4. You can then choose to either cancel the booking request, or cancel the booking request and request new times.

[Learn more about canceling a booking request or requesting more times](#)

## Canceling a booking or requesting a reschedule

You can choose to cancel a booking, or request that a Customer reschedules a booking, if the booking has a status of **Scheduled**, **Rescheduled**, **Completed**, **No-show**, or **Canceled**. [Learn more about activity statuses](#)

To cancel a booking or request a reschedule, follow these steps:

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Cancel/request reschedule** (Figure 3).

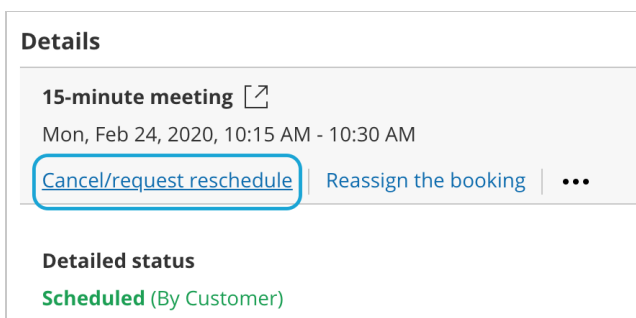


Figure 3: Cancel/request new times button

3. The **Cancel/request reschedule** pop-up will appear.

Depending on whether the Booking page that the booking was made on is [associated with Event types or not](#), the actions available in the **Cancel/request new times** pop-up will change.

## Booking pages **with** Event types

If the Booking page is linked to Event types, you have the following options:

- Cancel the booking and send a reschedule request for the **same** Event type.
- Cancel the booking and send a reschedule request for **any** Event type.
- Cancel the booking.

[Learn more about canceling/requesting new times for Booking pages with Event types](#)

## Booking pages **without** Event types

If the Booking page is not linked to any Event types, you have the following options:

- Cancel the booking and request reschedule.
- Cancel the booking.

[Learn more about canceling/requesting new times for Booking pages without Event types](#)

## Issuing a refund

If you're using ScheduleOnce's [Payment integration](#), you can choose to issue a manual refund when you cancel a booking or request a reschedule for [any bookings made using an Event type](#). You can issue manual refunds directly from the Activity stream.

To issue a refund via ScheduleOnce, you must meet the following requirements:

- Be the Owner or the Editor of the activity.
- [Have the permission to refund via ScheduleOnce](#).
- Enable the [manual processing of refunds via ScheduleOnce](#).

To issue a refund, follow these steps:

1. Click on the Transaction from your Activity stream (Figure 4).

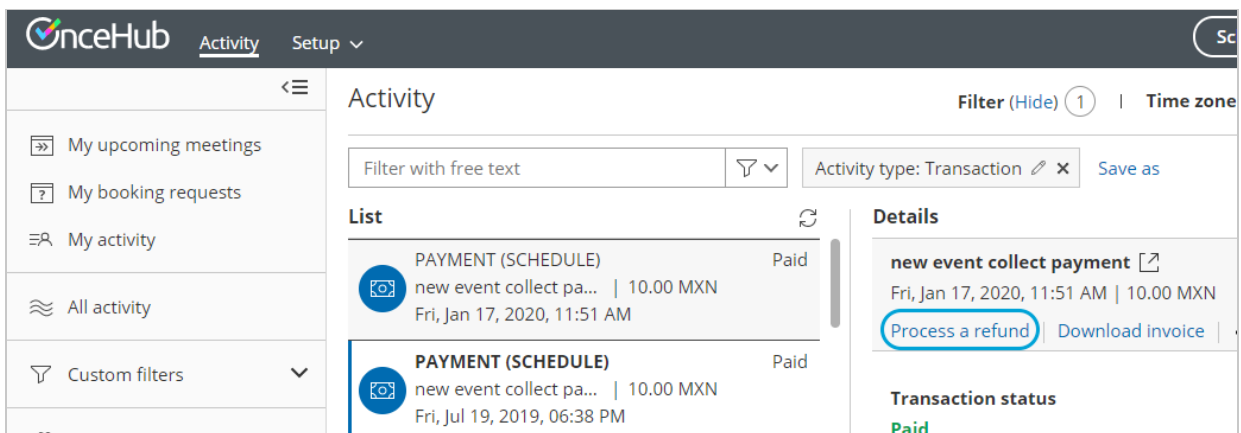


Figure 4: Issuing a manual refund

2. In the **Details** pane, click **Process a refund**.

3. Then, enter the amount to refund and click **Refund**.

[Learn more about manual refunds](#)

## Reassigning a booking

Booking reassignment lets you reassign bookings from one Team member to another. This is useful if a Team member is sick, or if a different Team member is better able to serve a specific customer.

Booking reassignment from one User to another is available to Users who are both [connected to Google Calendar](#), or Users who are both [not connected to any calendar](#).

### **Note:**

You can only reassign bookings between Users with **similar calendar configurations**. For example, you can reassign a booking from a User connected to Google Calendar to another User who is also connected to Google Calendar.

You cannot reassign a booking from a User who is **not connected** to any calendar to a User who **is connected** to Google Calendar, and vice versa. [Learn more about eligibility for Booking reassignment](#)

To reassign a booking, follow the steps below.

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Reassign the booking** (Figure 5).

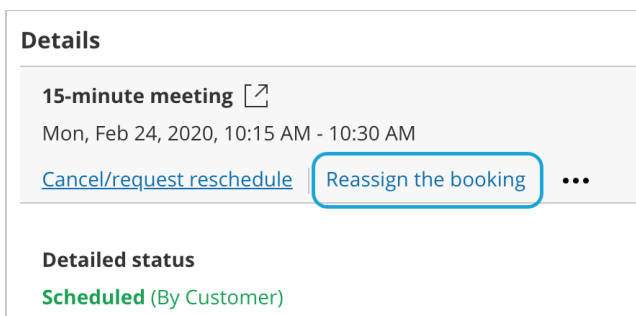


Figure 5: Reassign the booking

3. The **Reassign the booking** pop-up will appear.
4. Select the Booking page to which you'd like to reassign the booking.

[Learn more about reassigning a booking](#)

## Tracking and reporting of No-shows

When an activity has passed its scheduled time, the [status of the activity](#) is automatically set to **Completed**. If your Customer did not attend the meeting, you can change the **Completed** status to **No-show**.

To change the status to **No-show**, follow the steps below.

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Set to No-show** (Figure 6).

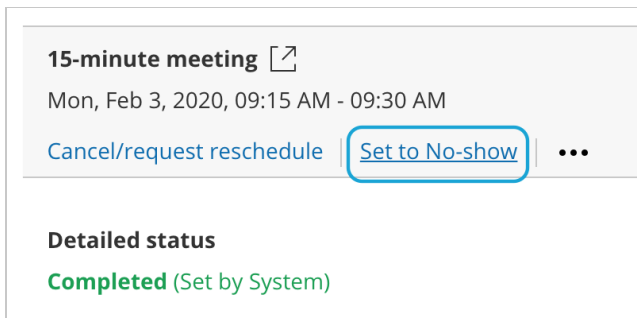


Figure 6: Set to No-show

3. The **No-show status** pop-up will appear.
4. Click **Yes** to set the status to **No-show**.

 **Note:**

You cannot change the status back to **Completed**, so please be sure before you mark a booking as **No-show**.

[Learn more about tracking and reporting No-shows](#)