User action: Cancelling a booking request [Legacy]

When you work in Booking with approval mode and a Customer submits a booking request, you'll receive an email with the suggested meeting times that the Customer selected. You can also access the suggested times directly from the activity in the Activity stream.

If the times suggested by the Customer don't work for you, you can cancel the request or request new times. In both cases, email notifications will be sent to both the User and Customer. Learn more about the Customer notifications scenarios

In this article, you'll learn how to cancel a booking request and request new times or cancel a booking request.

Requirements

To cancel a booking request or request new times, you must be the Owner, an Editor, or a Viewer of the Booking page that the booking was made on.

Canceling a booking request and requesting new times

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

My booking requests		Filter (Hide) 2 Time zone: United States; Centr (0
Filter with free text	\ \ \ \	My activity 🗙 Booking status: Requested 🖉 🗙 Save as
List	\mathbb{C}	Details
Suzie Musin suzieschedule@gmail 15-minute meeting 15 min	Requested	15-minute meeting 2 15 min Approve the booking request Cancel/request new times
		Detailed status Requested (By Customer)

Figure 1: Cancel/request new times button

- 3. The **Cancel/request new times** pop-up will appear.
- 4. Select Cancel the booking request and request new times (Figure 2).

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⊱-∂ Cancel/request new times	? ×
John Smith jsmith@example.com Booking with approval 15 min	
Please select:	
ullet Cancel the booking request and request new times	
○ Cancel the booking request	
	Next

Figure 2: Cancel/request new times pop-up—selection step

- 5. Click Next.
- 6. In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.
- 7. Click Next.
- 8. In the **Review** step, you can confirm the details of the booking request that you're about to cancel and request new times for.
- 9. Click the **Request new times** button to cancel the booking request and request new times.
- 10. In the **Confirmation** step, you'll see confirmation that your request for new times has been sent and that the former booking request has been canceled.
- 11. Both the User and the Customer will receive the **Booking request resubmission requested by User** email notification. Learn more about notification scenarios

(i) Note:

You can always decide to change your selection by clicking **Back** at any step of the Cancel/request new times wizard.

To confirm the action, you must click the **Request new times** button in the last step of the wizard.

Canceling a booking request

- 1. Select the activity in the Activity stream.
- 2. In the **Details** pane, click the **Cancel/request new times** button (Figure 3).

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My booking requests		Filter (Hide) 2 Time zone: United States; Centr (G
Filter with free text	$\nabla \mathbf{v}$	My activity X Booking status: Requested \mathscr{D} X Save as
List	S	Details
Suzie Musin suzieschedule@gmail 15-minute meeting 15 min	Requested	15-minute meeting 2 15 min Approve the booking request Cancel/request new times
		Detailed status Requested (By Customer)

Figure 3: Cancel/request new times button

- 3. The **Cancel/request new times** pop-up will appear.
- 4. Select Cancel the booking request (Figure 4).

😓 Cancel/request new times	? ×
John Smith jsmith@example.com Booking with approval 15 min	
Please select:	
\bigcirc Cancel the booking request and request new times	
• Cancel the booking request	
	Next

Figure 4: Cancel/request new times pop-up—selection step

- 5. Click Next.
- 6. In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.
- 7. Click Next.
- 8. In the **Review** step, you can confirm the details of the booking request that you're about to cancel or request new times for.
- 9. Click **Cancel the booking request** to cancel the request.
- 10. In the **Confirmation** step, you'll see confirmation that the activity has been canceled and all attendees have been notified.
- 11. Both the User and Customer will receive the **Booking request canceled by User** email notification. Learn more about notification scenarios

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You can always decide to change your selection by clicking **Back** at any step of the Cancel/request new times process.

To confirm the action, you must click the **Cancel the Booking request** in the last step of the wizard.