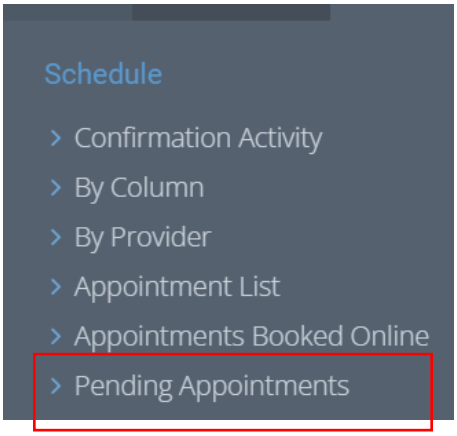
Reconciling Rapport Pending Appointments

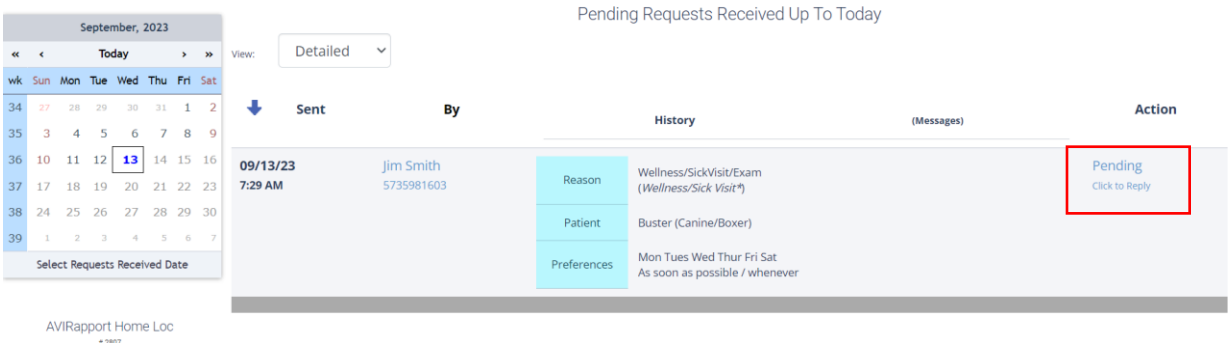
The pending appointments list can be used to reconcile appointments pet owners have booked online when the calendar sync to PIMS is delayed or offline. Practices can view bookings submitted online, manually transfer them to their PIMS calendar, and send confirmation or denial/reschedule messages as is appropriate.

1. From your main Rapport Practice Admin menu, navigate to Schedule then click Pending Appointments



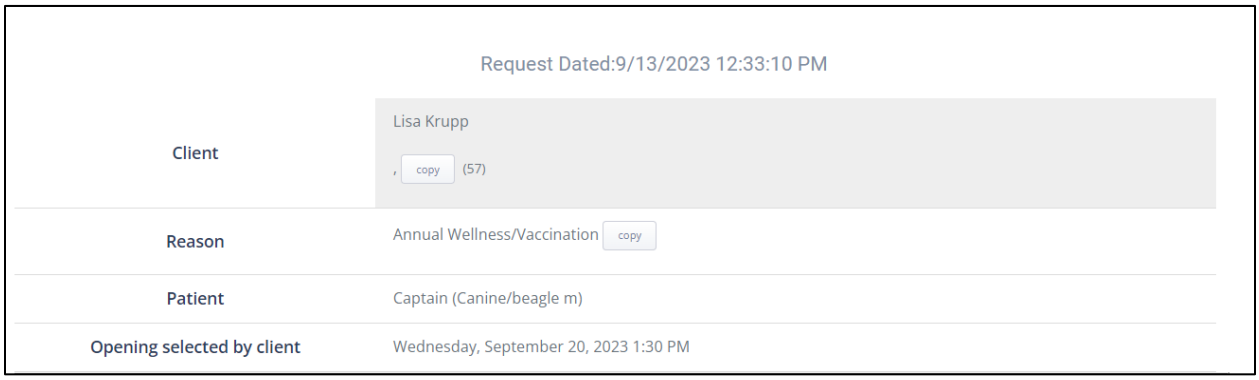
2. This opens up a screen where you can view all pending appointment requests. This defaults appointments that were booked today, but you can review other pending appointments submitted in previous days using the calendar widget on the right side of the page.

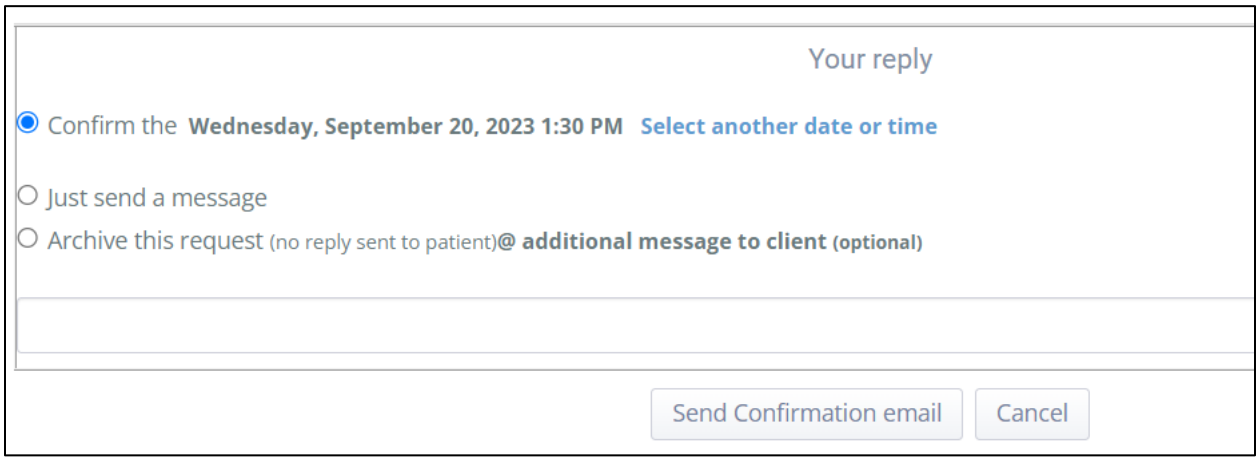
   Click the Pending link to review the request



3. Review the booking details:
   - Client Name

- Appointment reason they selected
- Patient name
- Appointment date & time selected



From this page, you have 3 options:

1. **Confirm the <booking>.** Find the corresponding opening in your PIMS calendar and add the booking there. At your discretion you can also send an email to the client to confirm that their booking is approved.
2. **Just send a message.** Use this to email the customer to deny the booking and/or propose a different open appointment slot. This option will REQUIRE you to send an appropriate message to the pet owner.
3. **Archive this request.** Take no action in the PIMS, and send no follow up messaging to the pet owner. You have the option to add internal notes about why the booking was removed from "Pending" but not booked.