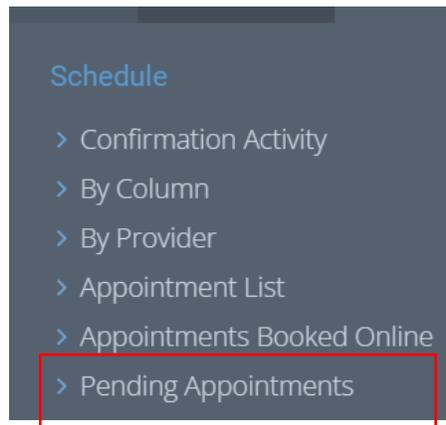


## Reconciling Rapport Pending Appointments

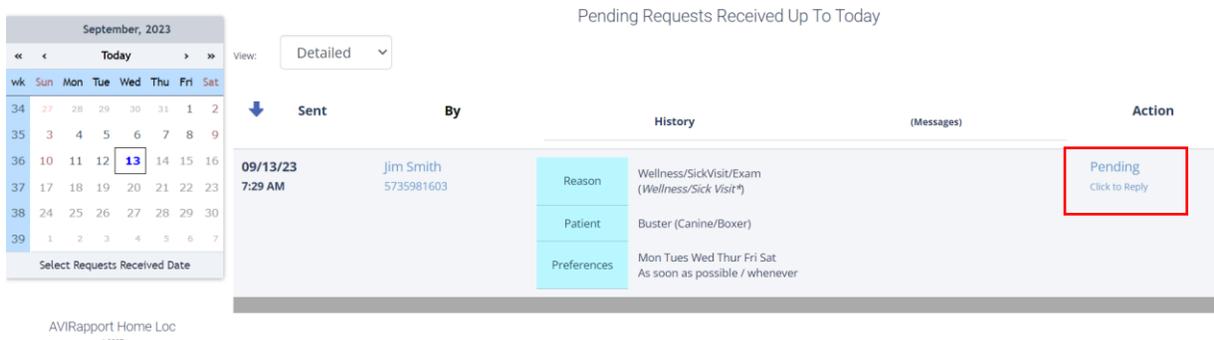
The pending appointments list can be used to reconcile appointments pet owners have booked online when the calendar sync to PIMS is delayed or offline. Practices can view bookings submitted online, manually transfer them to their PIMS calendar, and send confirmation or denial/reschedule messages as is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



The screenshot shows the 'Pending Requests Received Up To Today' interface. On the left is a calendar for September 2023 with the 13th selected. Below the calendar is a 'Select Requests Received Date' dropdown. The main area displays a table of pending requests. The first row shows a request sent on 09/13/23 at 7:29 AM by Jim Smith (5735981603). The request details include: Reason: Wellness/Sick/Visit/Exam (Wellness/Sick Visit\*), Patient: Buster (Canine/Boxer), and Preferences: Mon Tues Wed Thur Fri Sat As soon as possible / whenever. The 'Action' column for this request contains a 'Pending Click to Reply' link, which is highlighted with a red box.

Sent	By	History	(Messages)	Action
09/13/23 7:29 AM	Jim Smith 5735981603	Reason Wellness/Sick/Visit/Exam (Wellness/Sick Visit*)		Pending Click to Reply
		Patient Buster (Canine/Boxer)		
		Preferences Mon Tues Wed Thur Fri Sat As soon as possible / whenever		

3. Review the booking details:
  - Client Name

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

Request Dated:9/13/2023 12:33:10 PM	
Client	Lisa Krupp <input type="button" value="copy"/> (57)
Reason	Annual Wellness/Vaccination <input type="button" value="copy"/>
Patient	Captain (Canine/beagle m)
Opening selected by client	Wednesday, September 20, 2023 1:30 PM

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.

Your reply

Confirm the **Wednesday, September 20, 2023 1:30 PM** [Select another date or time](#)

Just send a message

Archive this request (no reply sent to patient)@ **additional message to client (optional)**

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