

Booking a collection

From the 2nd January 2018 we will be operating on a FREE collection and FREE delivery basis only.

When you would like your ironing to be done you will need to book a collection slot using the website.

Once your booking has been received it will be approved and you will receive a confirmation email.

Your collection booking is only finalised once it has been approved and you have received the confirmation email.

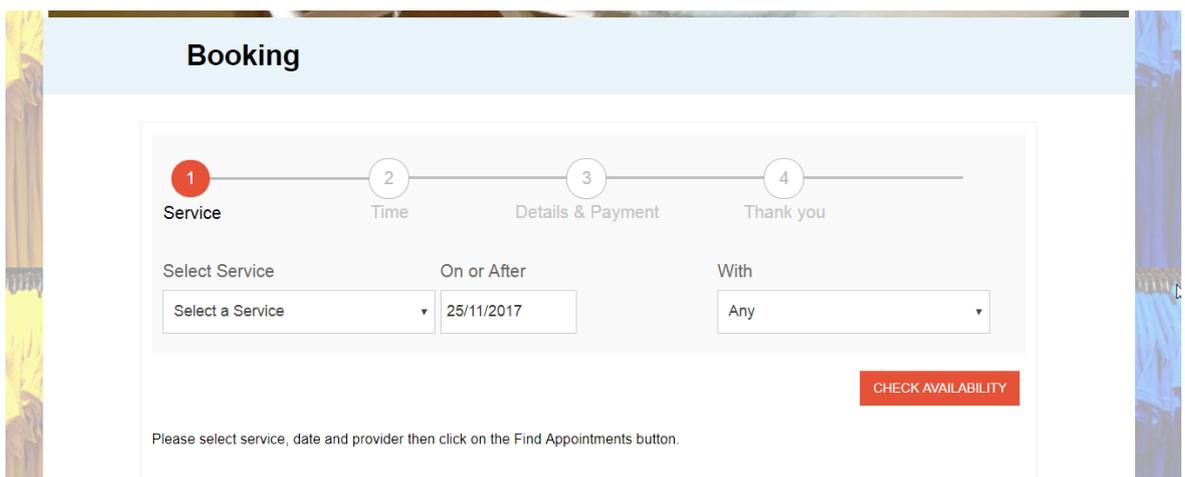
Full instructions on how to make a booking are detailed below.

(If you would prefer NOT to use this booking system online, please text me, and I will let you know what slots are available, thank you.)

1. Go to the website www.supremesteamironing.co.uk
2. Click on 'Booking' in the menu and the booking page will open



3.



Booking

1 Service 2 Time 3 Details & Payment 4 Thank you

Select Service On or After With

Select a Service 25/11/2017 Any

CHECK AVAILABILITY

Please select service, date and provider then click on the Find Appointments button.

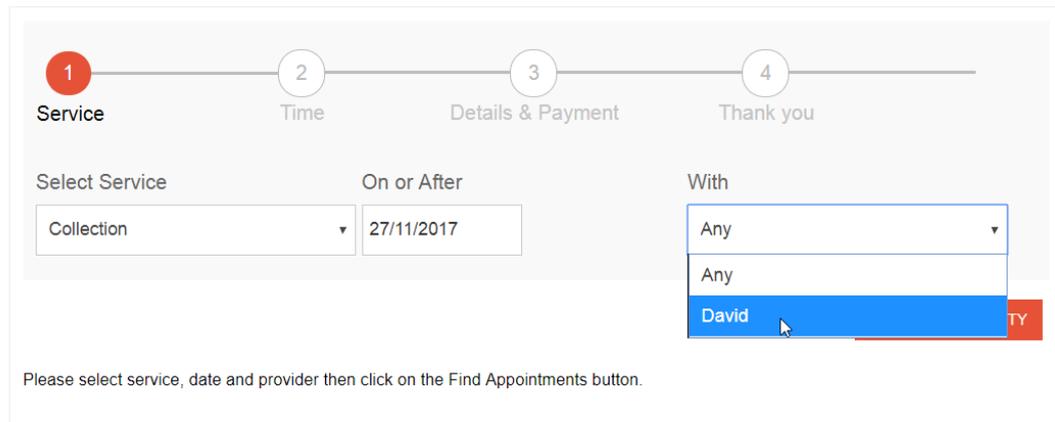
lection' from the Service menu

The screenshot shows a booking form with a progress indicator at the top. Step 1, 'Service', is highlighted with a red circle. Below it, a dropdown menu is open, showing 'Select a Service' at the top and 'Collection' selected in a blue bar. To the right, the 'On or After' date is set to 25/11/2017. Below the form, a text instruction reads: 'Please select service, date and provider then click on the Find Appointments button.'

4. Select a date that you would like collection to be on or after from the date picker.

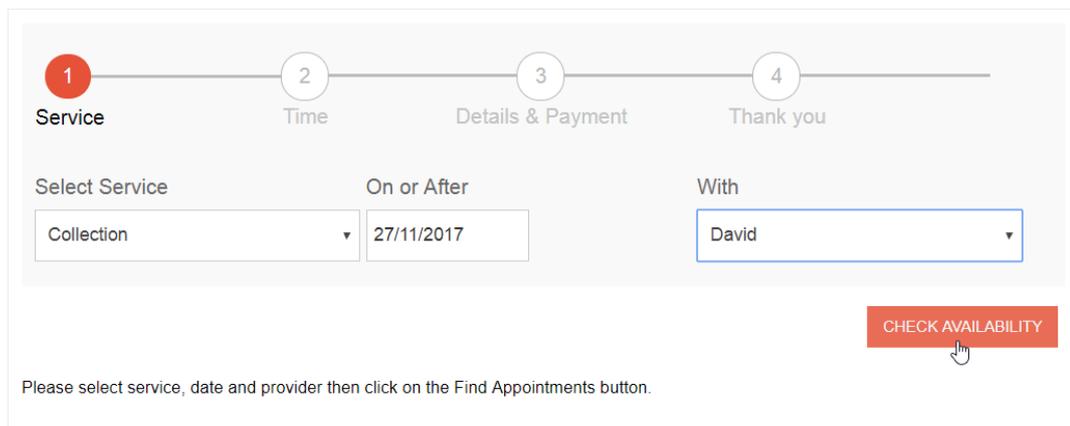
The screenshot shows the same booking form as above, but with a date picker calendar overlaid. The calendar is for November 2017, with days of the week (M, T, W, T, F, S, S) and dates (30, 31, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 1, 2, 3). The date 25 is highlighted in yellow. Below the calendar, the 'On or After' date field is set to 25/11/2017. The service dropdown is set to 'Collection'. Below the form, a text instruction reads: 'Please select service, date and provider then click on the Find Appointments button.'

- In the final drop down please ***select David*** from the staff list, as he will be the person be carrying out collections and deliveries.



The screenshot shows a four-step process: 1. Service, 2. Time, 3. Details & Payment, and 4. Thank you. Step 1 is active. The 'Select Service' dropdown is set to 'Collection'. The 'On or After' date is '27/11/2017'. The 'With' dropdown is open, showing 'Any', 'Any', and 'David' (highlighted in blue). A red 'TY' button is visible. Below the form, it says: 'Please select service, date and provider then click on the Find Appointments button.'

- Once you have filled out the service, date and staff, click on 'Check Availability' which will open a calendar for you to select an appointment.



The screenshot shows the same four-step process. Step 1 is active. The 'With' dropdown is now closed, showing 'David' selected. A red 'CHECK AVAILABILITY' button is visible. Below the form, it says: 'Please select service, date and provider then click on the Find Appointments button.'

- Slots that are available to be booked will have an orange 'Book Appointment' button. If a slot is greyed out and the time is crossed through, it means that it has already been booked by another customer and is not available to be booked.

The collections slots are shown day by day for each date starting on the date that you selected and going onward for the next seven days.

Once you have found the date and time you require, click on 'Book Appointment' and you will be taken to the booking form.

1 Service 2 Time 3 Details & Payment 4 Thank you

Select Service: On or After: With:

[SEARCH AGAIN](#)

Below you can find a list of available time slots for **Collection** by **David**.

Monday, 27 November, 2017

<p>🕒 07:45 – 08:00</p> <p>1 time slot available</p> <p>UNAVAILABLE</p>	<p>🕒 08:00 – 08:15</p> <p>1 time slot available</p> <p>UNAVAILABLE</p>	<p>🕒 08:15 – 08:30</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>	<p>🕒 08:30 – 08:45</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>	<p>🕒 08:45 – 09:00</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>
<p>🕒 09:00 – 09:15</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>	<p>🕒 09:15 – 09:30</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>	<p>🕒 09:30 – 09:45</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>	<p>🕒 09:45 – 10:00</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>	<p>🕒 10:00 – 10:15</p> <p>1 time slot available</p> <p>BOOK APPOINTMENT</p>

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- On the booking form you must complete all of the fields. Please take care when entering your email address, as you will receive confirmation that your booking has been accepted via email.
Click **Submit** to send your booking request.

Fields with (*) are required

ACCOUNT INFO

 Your Name (*)

 Your Last Name (*)

 E-mail (*)
Information about your booking will be sent to you.

 Re-type your email (*)

 Phone Number (*)
Input your Phone Number

APPOINTMENT INFO

 Comments (*)

- Once you have submitted your booking request the calendar will disappear and you will see a message thanking you for your booking.

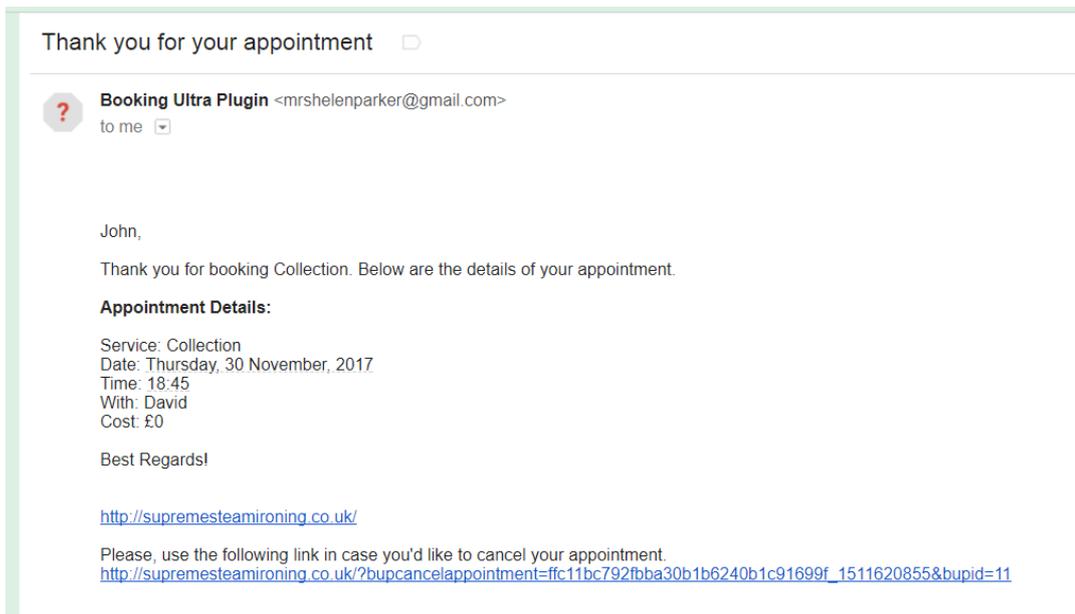
1 Service 2 Time 3 Details & Payment 4 Thank you

Select Service On or After With

Select a Service 25/11/2017 Please select provider

Thank you for your booking. Please check your email.

- Once your booking request has been submitted, check the email address that you entered for confirmation of your request. PLEASE ALSO CHECK YOUR SPAM FOLDER IF NECESSARY.



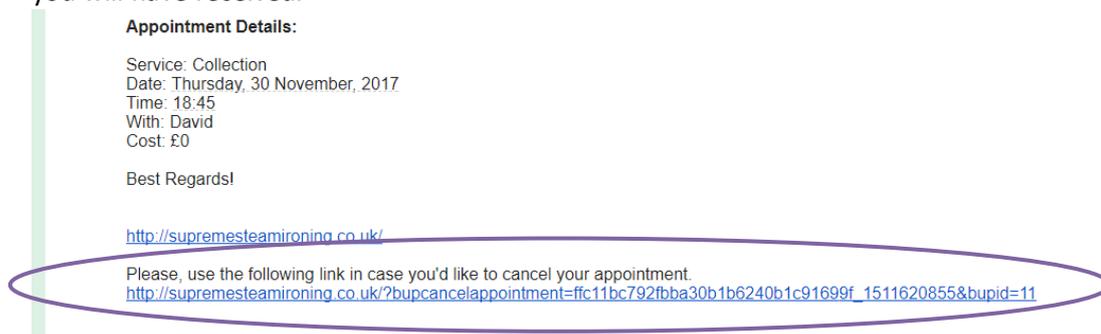
11. When Supreme Steam has received your booking request it will be assessed and authorised. You will receive another email when your appointment has been authorised.

12.

Please note that you should not assume your booking request has been accepted and your ironing will be collected until you receive the email confirming that your booking has been authorised.



13. If you no longer need your appointment you can cancel it by clicking on the link in the email you will have received.



Once the appointment has been cancelled you will receive an email to confirm that it has been cancelled.



Supreme Steam Ironing <mrshelenparker@gmail.com>

to me ▾

John,

The status of your appointment has changed.

New Status: Cancelled

Appointment Details:

Service: Collection

Date: Monday, 27 November, 2017

Time: 08:45

