

Microsoft Bookings Online Scheduling Policy

For Administrators

The scheduling policy sets when customers can book services setting the lead times and time increments. The scheduling policy dictates when and who can be booked on the Bookings Page for any given service.

Online Scheduling Policy

The Online Scheduling policy can be modified at two levels:

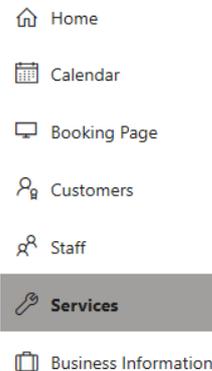
- **Booking Calendar level:** These settings are the default scheduling policy options.
- **Service level:** Unique scheduling policies can be added for specific services.

Depending on the purpose of your Booking calendar and the types of services will determine how scheduling policy is managed. The scheduling policy consists of:

- **Time Increments:** Changes the length of time services are booked for.
- **Minimum Lead Time:** Changes the time in which a customer can book/ cancel a service.
- **Maximum Lead Time:** The maximum number of days in advance that a customer can book.
- **Email notifications:** Providing notifications to business and customer.
- **Staff and Availability:** Alter staff selection and availability of services.

Modify the scheduling policy

1. To modify the schedule policy, from the menu on the left select:
 - a. **Booking Page** to modify the default policy.
 - b. **Services** to modify a specific services policy.



2. Depending on if you selected Booking Page or Service, go to the relevant section.

Booking Page

1. In the Booking Page setup, go to the scheduling policy pictured below.

Scheduling policy

Settings for when customers can book services

Time increments
Show available times in increments of:

Minimum lead time
Minimum lead time for bookings and cancellations (in hours)

Maximum lead time
Maximum number of days in advance that a booking can be made

Email notifications

Notify the business via email when a booking is created or changed

Send a meeting invite to the customer, in addition to the confirmation email.

Staff

Allow customers to choose a specific person for the booking

Availability

In general, a service can be booked when its staff are free. If you wish to customize this further, you can do so below.

General availability:

[+ Set different availability for a date range](#)

2. Modify your scheduling policy to suit the needs of your department or work area. These settings will become the default policy for all services that are scheduled using the default policy.

Services

1. In the Service page settings go to the Scheduling policy pictured below.

Online Scheduling options

Use the default scheduling policy

Scheduling policy

Settings for when customers can book services

Time increments

Show available times in increments of:

30 minutes

Minimum lead time

Minimum lead time for bookings and cancellations (in hours)

48

Maximum lead time

Maximum number of days in advance that a booking can be made

30

Email notifications

- Notify the business via email when a booking is created or changed
- Send a meeting invite to the customer, in addition to the confirmation email.

Staff

- Allow customers to choose a specific person for the booking

Availability

In general, a service can be booked when its staff are free. If you wish to customize this further, you can do so below.

General availability:

Bookable when staff are free

[+ Set different availability for a date range](#)

- a. If this service can use the default scheduling policy, select the box to enable this option.

Online Scheduling options

- Use the default scheduling policy

- b. If this service needs a unique scheduling policy, modify the options that fit the service.

2. Ensure to save your policy updates, so these can be applied to your services and calendar.