appoints

FAQ

Top questions:

1. **What is Appoints for?**
   Appoints is a dynamic platform designed to benefit both service providers and clients. For service providers, it offers a convenient way to expand your clientele and efficiently manage appointments. On the client side, it simplifies the process of booking appointments, enabling you to discover and connect with the services you need effortlessly. Appoints is all about making connections and streamlining the appointment process for everyone's benefit.

2. **How can I become a vendor?**
   Simply go to the sign-up page and select 'I want to become a vendor.' Fill in the necessary information for your profile. Once your profile is approved, you will be featured on the platform.

3. **How much does it cost to be on the platform as a vendor?**
   For vendors, there is a fixed monthly subscription fee of 199 CZK, excluding VAT. If you'd like to add employees to your business, it will be an additional 99 CZK per employee, excluding VAT.

4. **Do I need to pay for the app as a customer?**
   No, it is completely free for customers.

5. **Is there a free version for vendors?**
   We provide a one-month free trial to all vendors, and billing will automatically start once the trial period is finished. Currently, we do not offer a free version of the app, as we aim to provide all features without limitations for our vendors.

For Vendors:

1. **How do I list my services on the platform?**
   You can list your services when creating your profile. If you have already created a profile, log in, go to your profile, and click on 'Vendor Profile' at the top of the page, then select 'Price and Services'.

2. **Is it possible to upload pictures of my services on the platform?**
   You can upload pictures when creating your vendor profile. If you have already created a profile, log in, go to your profile, click on 'Vendor Profile' at the top of the page, and then select 'Gallery' to add photos (maximum of 10).

3. **How can I receive appointment requests from customers?**
   You will receive notifications on your mobile app or web, and you can check pending orders by going to the top of your profile page and clicking on 'Active Orders'.
4. **Is it possible to engage in chat conversations with customers on the platform?**
   Go to the order status (e.g., waiting, pending, active, or cancelled) with which you want to initiate a chat with the customer. For 'Active Orders' or 'Cancelled Orders,' click on 'Chat with Customer'.
5. **What is the process for negotiating prices with customers?**
   Click on the active order for which you'd like to negotiate the price. Below the date that was set for the order, there is an option to click and fill 'Order Price' with your desired amount.
6. **Can I cancel or reschedule appointments?**
   Click on the active order for which you would like to change the date. On the right-hand side, you will find an option to 'Cancel Order.' Alternatively, at the top right-hand side, there is the current set date, which you can click to reschedule to your desired date.
7. **What is the process for enabling email notifications for appointment requests?**
   On the web, click your username on the top right corner > Personal information and activate the icon for "email notifications". On the mobile app, go to > Profile > Notifications and turn on the icon for "email notifications".
8. **What is the process for viewing customer ratings and reviews?**
   Log in to your profile, then click on 'Vendor Profile,' and you will find your customer ratings and reviews under 'My Ratings'.
9. **Is it possible to upload my own pictures to my profile on the platform?**
   On the web, click your username on the top right corner > Personal information > Click the pen icon in the middle of the page > Upload from the gallery or take a photo. On the mobile app > Profile > Personal information > Click the pen icon.
10. **How do I update my availability on the platform?**
    Log in to the profile, click "Vendor profile" on top of the page, navigate to "Calendar and vacation" and make your changes to your preferences.
11. **Is it possible to receive payments through the platform?**
    No, all the payments are done outside of the platform directly between the client and the service provider.
12. **What happens if a customer does not show up?**
    We will provide a badge to customers to inform other vendors about customers who do not show up for future orders.
13. **Is there a free version for vendors?**
    We provide a one-month free trial to all vendors, and billing will automatically start once the trial period is finished. Currently, we do not offer a free version of the app, as we aim to provide all features without limitations for our vendors.

For Customers:

1. **Do I need to pay for the app?**
   No, it is completely free for customers!

2. **How do I search for vendors on the platform?**
   You can either use the search bar to type the vendor or service you are looking for or navigate our category list and select subcategories to find the vendors you prefer.
3. **Can I see pictures of vendors' services on the platform?**
   You can see the photos of vendors if they have added photos to their profiles.
4. **How do I make an appointment with a vendor?**
   After finding the vendor you prefer; you can click on the 'book vendor' button below the calendar. From there, you can select the available service, choose an employee if applicable, and then pick your desired time to create an order. You also have the option to attach photos when creating your order.
5. **Can I chat with a vendor before making an appointment?**
   To chat with a vendor, you need to create a booking with them. In your orders, you can access the 'Chat with Vendor' section to start sending messages and images.
6. **How do I negotiate prices with a vendor?**
   Some vendors may not have an exact price to negotiate. In such cases, you can create an order, provide a description, and request a price. The vendor will fill in the price and send it back for your confirmation. You can also chat with the vendor to discuss and potentially adjust the order price.
7. **How do I cancel or reschedule an appointment?**
   To cancel an order, you can go to your order and click on the 'Cancel Order' button. Then, select a reason for cancellation. For more information, please read our cancellation policy. Currently, rescheduling is not available; you'll need to cancel and create a new order.
8. **How do I enable email notifications for appointment confirmations?**
   To deactivate email notifications, visit your customer profile and click on 'Notifications'.
9. **How do I rate a vendor and leave a review?**
   After the order is completed by both the customer and the vendor, the customer can find the completed order in the 'History of Orders.' They can then rate the order by clicking the button at the bottom of the page, using stars, and even add a photo.
10. **Can I upload pictures to my review?**
    You can add one photo to your rating.
11. **How do I report an issue with a vendor or appointment?**
    You can report a vendor on their page using the dedicated button located under their business hours. Alternatively, on the mobile app, go to the vendor's profile and click on the flag icon in the top right corner.
12. **Do you have an app for IOS and Android?**
    Yes, you can find our mobile apps on Google Play for Android and the App Store for iOS.
13. **Can I provide services as well?**
    You can also provide services. To do so, create a new account with a different email and set up a vendor account.
14. **Can I pay through the platform for the service?**
    No, all the payments are done outside of the platform directly between the client and the service provider.
15. **What happens if a vendor cancels an order within 12 hours?**
    According to our policy, both the vendor and customer can cancel orders up to 12

hours before the appointment. If an order is cancelled within 12 hours of the appointment, the person who cancels the order will receive a badge indicating 'Cancelled Order in 12 Hours.' This badge is designed to inform other customers and vendors. If you disagree with this decision, you can contact our support team.

16. **How can I see vendor contact details?**
You can find a vendor's contact details if the vendor has already added them to their profile. To view the details, visit the vendor's profile and look on the right side, below the business hours section. On the mobile app, navigate to the vendor's profile and click on the flag icon in the top right corner. If there are no details available, it means the vendor has not published that information for the public.