

www.JanLuther.com

Online Scheduling INSTRUCTION packet

Thank you for using my online appointment calendar system by TimeTrade.

This booklet is designed to answer frequent asked questions regarding email updates that have the heading:

“This event has been changed”

Please note that if for some reason I need to move the date and time of your appointment I or my assistant will call you to change your appointment.

If at any time you have questions regarding your appointment, please do not hesitate to contact me

Email: Jan@JanLuther.com

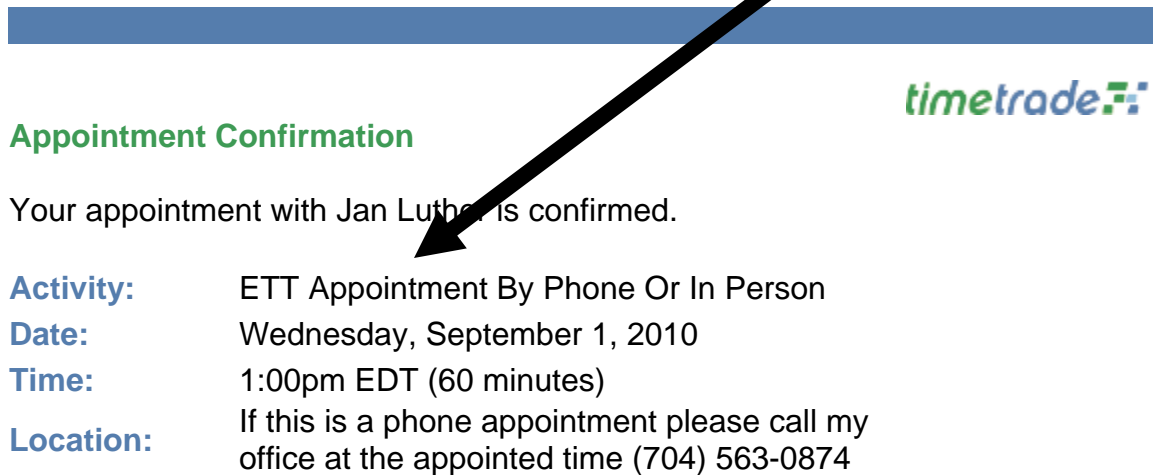
Phone (704) 563-0874.

Thank you again for utilizing our online booking program.

You may receive up to 4 emails between the time you book your appointment and the session date.

1. First you will receive an auto responder email from TimeTrade that will look like this:

(NOTICE that your name does not appear on the activity line.)



Appointment Confirmation

Your appointment with Jan Luther is confirmed.

Activity: ETT Appointment By Phone Or In Person
Date: Wednesday, September 1, 2010
Time: 1:00pm EDT (60 minutes)
Location: If this is a phone appointment please call my office at the appointed time (704) 563-0874

Use **TimeTrade** to book your own appointments. [Try it](#) free or [learn](#) more.

Once I receive my receipt of your auto confirmation I make FOUR changes to the appointment:

1. I type YOUR NAME as the appointee
 2. I add (L) for Live in office or (P) for Phone session (Per your instructions in the action required notes box)
 3. If you are not on EST, I will paste the adjusted appointment time to YOUR TIME, YOUR TIME ZONE (YOUR NAME) in the location line of the Google Calendar box.
 4. I *add notes* to the comment box such as – Accepted, pending payment 7 days prior to the session.
2. You will then receive a **SECOND** and all further email updates will be sent from my personal **GOOGLE CALENDAR** with the Headline: **This event has been changed**. The changes will be notes added to this appointment, NOT that we are changing the date or time of your appointment.

NOTICE three things:

1. The changes are preceded by the cue: **Changed**
2. The WHEN time zone will now reflect my standard appointment time EST. (My appointments are at 9 -11- 1 and 3:00 Eastern time Tuesday, Wednesday and Thursday.) **If you are on a time zone other than**

- Eastern time you will see that we record that in the location line as:
12:00pm ZONE (for your name)
3. You do **NOT need to reply** to the question "GOING?"

This event has been changed.

[more details »](#)

Changed: **YOUR NAME (L) Pending Payment**

Changed: <http://janluther.com/summer-special-payment/>

Hi **YOUR NAME**

Please use this link to confirm your in office appointment by making payment (7) days prior to your session. Upon payment Receipt I will send you my home office address.

Thanks
Jan

When Tue Sept 1, 1:00-2:00 **Eastern Time**

Where **12:00pm YOUR TIME ZONE (for YOUR NAME)**

Please call my office at the appointed time (704) 563-0874 ([map](#))

Calendar **YOUR NAME**

Who (Guest list has been hidden at organizer's request)

Going? **Yes - Maybe - No** [more options »](#)

Invitation from [Google Calendar](#) You are receiving this courtesy email at the account yourname@youreemail.com because you are an attendee of this event. To stop receiving future notifications for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

3. Upon receipt of payment I will update your appointment again and add your payment information and a thank you note and you will receive your **THIRD update** from Google Calendar.

This event has been changed.

[more details »](#)

Changed: YOUR NAME (L) ID# 7834627190
<http://janluther.com/summer-special-payment/>

Changed:
Hi YOUR NAME

Thank you for your payment. If this is your first in office appointment, I will send you directions to my office from my personal email address. (Jan@JanLuther.com) 48 hours prior to your session. I look forward to seeing you soon.

Hugs
Jan

When Tue Sept 1- 2 **Eastern Time**

Where If this is a phone appointment please call my office at the appointed time (704) 563-0874 ([map](#))

Calendar **YOUR NAME**

Who (Guest list has been hidden at organizer's request)

Going? **Yes - Maybe - No** [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account yourname@youremail.com because you are an attendee of this event.

To stop receiving future notifications for this event, decline this event.

Alternatively you can sign up for a Google account at

<https://www.google.com/calendar/> and control your notification settings for your entire calendar.

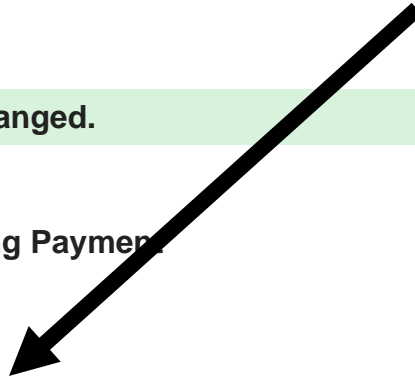
4. IF we don't receive your payment 7 days prior to the appointment we will adjust the appointment and you will receive a payment reminder that looks like this:

This event has been changed.

[more details »](#)

YOUR NAME (L) Pending Payment

Changed:
Hi **YOUR NAME**



Please confirm and secure this appointment by making payment today. Please note that it is our policy to require payment 7 days in advance to ensure that the few appointments that I do offer are utilized.

If we do not receive payment in the next 24 hours, we reserve the right to cancel this appointment and offer it to someone on our waiting list.

For your convenience please use this payment link :

<http://janluther.com/summer-special-payment/>

If for some reason you have realized that you will be unable to keep this appointment please call our office immediately and leave a message (704-563-0874) so that we can release this appointment for another client and you can then reschedule at a more suitable time.

Thank you!

Jan

When Tue Sept 1- 2 **Eastern Time**

Where If this is a phone appointment please call my office at the appointed time (704) 563-0874 ([map](#))

Calendar **YOUR NAME**

Who (Guest list has been hidden at organizer's request)

Going? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#) You are receiving this courtesy email at the account yourname@youreemail.com because you are an attendee of this event. To stop receiving future notifications for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.