

A New Experience for Your Customers

09/15/2026 11:34 am CDT



Coming September 21, 2026: The features described in this article will be available on September 21.

Overview

ServiceMinder's customer-facing pages have been refreshed to create a cleaner, more consistent experience throughout the customer journey, with a major focus on making every interaction easier from a mobile device.

Whether customers are scheduling service, approving a proposal, reviewing a statement, preparing for an appointment, or paying an invoice, the updated pages make important information easier to review and key actions easier to complete from a phone, tablet, or desktop.

For your business, that means a more polished experience that helps customers move through important actions more efficiently, builds confidence in your brand, and removes friction from revenue-generating moments like booking, approving work, and completing payment.

This article will review:

- What's New?
- Which Pages Have Changed?
- How Do I Make the Switch?

What's New?

A smarter online scheduler.

The Online Scheduler has been redesigned to make booking faster and easier for customers while giving your business more ways to turn online interest into booked, higher-value appointments.

The new mobile-first, tab-based experience guides customers through booking step by step instead of presenting everything on one long page. Customers can switch locations without restarting their booking, find the soonest available appointment more easily, and navigate between dates and time slots with less friction.



Back to Service

Step 3 of 4

Schedule

Pick Your Time

Pro Cleaning Package

Highlighted days have openings. Pick one to see available times.

September 2026

● Soonest opening: Tue, Sep 1

Jump to it

Su	Mo	Tu	We	Th	Fr	Sa
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
4	5	6	7	8	9	10

● Available

Questions about scheduling? Call (972) 555-0199

SELECTED DATE

Thursday, September 3

ADDITIONAL TIME

Back

Continue to payment

Businesses can also turn proposal templates into bookable packages with selectable options, add-ons, and upsells. Pricing can update automatically based on customer selections, quantities, or information collected during booking, such as square footage.

Choose Your Service

Select the service you need and see your personalized pricing.

Service Packages 3

Essential Cleaning Package

\$175.00

A straightforward whole-home clean covering the essentials. Perfect for...

Show more

✓ Standard House Cleaning

Standard House Cleaning

Plus Cleaning Package

\$250.00

A more thorough whole-home cleaning with extra attention given ...

Show more

✓ Standard House Cleaning

Standard House Cleaning

✓ Oven Interior Cleaning

Deep cleaning of the oven interior, racks, and accessible interior...

Show more

✓ Refrigerator Interior Cleaning

Cleaning of accessible refrigerator shelves, drawers, and interior...

Show more

Pro Cleaning Package

\$325.00

Our most comprehensive cleaning package, combining a full-home...

Show more

✓ Standard House Cleaning

Standard House Cleaning

✓ Additional Bathroom Cleaning

Adds a full cleaning of one bathroom beyond the standard service scope,...

Show more

✓ Interior Window Cleaning

Interior cleaning of one standard-size window, including glass and...

Show more

✓ Oven Interior Cleaning

Deep cleaning of the oven interior, racks, and accessible interior...

Show more

✓ Refrigerator Interior Cleaning

Cleaning of accessible refrigerator shelves, drawers, and interior...

Show more

✓ Bed Linen Change

Removal of existing bed linens and installation of clean customer-...

Show more

✓ Pet Hair Treatment

Extra vacuuming and surface treatment for homes with significan...

Show more

Summary

Standard House Cleaning	\$175.00
Additional Bathroom Cleaning	\$25.00
Interior Window Cleaning	\$8.00
Oven Interior Cleaning	\$40.00
Refrigerator Interior Cleaning	\$35.00
Bed Linen Change	\$12.00
Pet Hair Treatment	\$30.00
Package subtotal	\$325.00

Total \$325.00

Pick an appointment

Payments are built directly into the booking experience as well, allowing customers to pay a deposit, pay

in full, or save a card on file before completing their appointment.

Built with mobile in mind.

The entire updated customer experience is now mobile friendly, not just the Online Scheduler. Proposals, invoices, statements, forms, account pages, appointment pages, and payment screens automatically adapt to smaller screens so customers can comfortably review information and take action from their phone.

That means fewer awkward desktop-style pages, less pinching and zooming, and an easier experience whether your customer is booking from the couch, approving work from the office, or paying an invoice while they're on the go.

Your brand, front and center.

Customer-facing pages use your brand's primary and secondary colors directly from your ServiceMinder configuration. Those colors are carried consistently across proposals, invoices, the Online Scheduler, statements, and more.

Your logo, your colors, and a customer experience that feels like a natural extension of your business.

A cleaner, more consistent experience.

Customer-facing pages now share a cleaner visual design, more structured layouts, and easier-to-read typography across desktop and mobile devices. The entire updated customer experience has been designed to work smoothly on smaller screens, making it easier for customers to review information and take action wherever they are.

Because the pages now follow the same design system, customers spend less time figuring out what to do next as they move from one interaction to another — from scheduling an appointment to reviewing a proposal and paying an invoice. That consistency creates a more familiar experience while making everyday interactions with your business faster and easier.

Faster payment entry for your customers.

The payment panel now includes Google address autocomplete. As customers begin entering their billing address, matching addresses are suggested automatically.

That means less typing, fewer address-entry errors, and less friction between your customer and a completed payment.

Which Pages Have Changed?

Online Scheduler

The Online Scheduler includes some of the most significant updates to the customer-facing experience.

The redesigned, mobile-first booking flow walks customers through scheduling in clear steps and makes it easier to find and select an appointment time. Customers can jump to the soonest opening, browse

available dates and time slots, and even switch locations during booking without starting over.



[< Back to Service](#)

Step 3 of 4 Schedule

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Pro Cleaning Package
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September 2026
● Soonest opening: **Tue, Sep 1**
[Jump to it](#)

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● Available
 Questions about scheduling? Call [\(972\) 555-0199](#)

SELECTED DATE
Thursday, September 3

ARRIVAL TIME

[Back](#) [Continue to payment](#)

The updated scheduler also gives you more flexibility in what customers can book. Existing proposal templates can be offered as bookable packages with selectable options, add-ons, and upsells, helping you turn online bookings into more complete, higher-value service opportunities. Pricing can update as customers make selections, including quantity-based pricing and pricing driven by information collected through custom fields.

Choose Your Service

Select the service you need and see your personalized pricing.

Service Packages

3

Essential Cleaning Package

\$175.00

A straightforward whole-home clean covering the essentials. Perfect for...

Show more

✓ Standard House Cleaning

Standard House Cleaning

Plus Cleaning Package

\$250.00

A more thorough whole-home cleaning with extra attention given ...

Show more

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Standard House Cleaning

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Deep cleaning of the oven interior, racks, and accessible interior...

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Extra vacuuming and surface treatment for homes with significan...

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Bed Linen Change\$12.00

Pet Hair Treatment\$30.00

Package subtotal\$325.00

Total\$325.00

Pick an appointment

Customers can also make a deposit, pay in full, or save a card on file as part of the booking process. Once the booking is complete, ServiceMinder automatically sends email and text confirmations, keeping the process moving without additional work from your team.

Learn more about What's New in the Online Scheduler .

Proposals

The proposal experience has been refreshed with a cleaner layout, easier-to-read typography, and more consistent use of your brand colors, making it easier for customers to review their options and approve proposed work from any device.

Proposal

Acme Home Services

1500 E Plano Pkwy
Plano, TX 75074
(972) 555-0199

Billing/Service Address

Amanda Anderson
2400 Eldorado Pkwy
Little Elm, TX 75068
(123) 656-8120

Date: 8/03/26

Total: \$175.00

Expires: 11/01/26

Bronze Cleaning Package

Bronze Cleaning Package

A straightforward whole-home clean covering the essentials. Perfect for giving your home a fresh reset without the extras.

Total: \$175.00

Selected

Silver Cleaning Package

Silver Cleaning Package

A more thorough whole-home cleaning with extra attention given to some of the places that are easiest to put off.

Total: \$250.00

Select

Gold Cleaning Package

Gold Cleaning Package

Our most comprehensive cleaning package, combining a full-home clean with detailed extras for a top-to-bottom refresh.

Total: \$325.00

Select

Item	Description	Quantity	Unit Price	Amount
Standard House Cleaning	A straightforward whole-home clean covering the essentials. Perfect for giving your home a fresh reset without the extras.	1	0.00	\$175.00
Subtotal				\$175.00

MerchantAcme Home Services Plano

StatusOpen

Proposal Date8/3/26

Total\$175.00

Expires11/1/26

Accept

Decline

Request changes

Forms attached to proposals are now integrated directly into the proposal acceptance experience. Customers can review the required information and use one signature to both accept the proposal and acknowledge the attached form, keeping them in one connected experience instead of requiring separate steps.

By making proposed work easier to understand and reducing friction during approval, the updated experience creates a smoother path from proposal to accepted work. Subcontractor bid pages have also been updated to follow the same refreshed design.

Invoices & Payments

The updated invoice experience has been redesigned to feel cleaner, more polished, and more trustworthy from the moment a customer opens an invoice through the final payment step. Your brand colors are carried throughout the experience, helping the page feel like a natural extension of your business rather than a separate third-party payment screen.

The payment panel also includes Google address autocomplete, helping customers enter billing information more quickly and accurately.

Together, these updates create a more professional, trustworthy payment experience that makes it easier for customers to understand what they owe and confidently complete payment.

Invoice

bob's handyman

Bob's Handyman - Plano

3308 Preston Rd 350 232

Suite 350-232

Plano, TX 75093

(860) 786-4121

Lic # 56789PQR

Billing/Service Address

Brooke Trout

186 Fleet Street

Plano, TX 12345

(143) 143-1432

Invoice #:

8422

Issue Date:

1/09/25

Balance Due:

\$1,260.00

Item	Description	Area	Test Checkbox	Quantity	Unit Price	Amount
Barrier Spray - 2 Weeks	Lawn and foliage barrier spray service, every 2 weeks.			1 acres	0.00	\$1,260.00
Subtotal						\$1,260.00
Tax						\$0.00
Total						\$1,260.00
Amount Paid						\$0.00
Balance Due						\$1,260.00

Pay Invoice

Merchant

Bob's Handyman - Plano

Invoice

8422

Status

Unpaid

Issue Date

1/9/25

Balance Due

\$1,260.00

Pay Invoice

Select a payment option:

☐ ACH (eCheck)

☒ Credit Card

☐ Financing

Card Number*

Card Number

Expiration Date*

mm/yyyy

CVC*

Name on Account*

Full name on card

Billing Address*

Address line 1

Statements

The new statements page gives customers a clearer, more user-friendly view of what they currently owe your business. Customers can review all of their unpaid invoices from one place, making it easier to understand outstanding balances and open individual invoices when they need additional detail.

Statement



Acme Home Services Plano
1500 E Plano Pkwy
Plano, TX 75074
(972) 555-0199

Billing/Service Address
Charles Baker
6300 Paige Rd
The Colony, TX 75056
(123) 463-8361

☒	Invoice #	Issue Date	Status	Total	Amount Paid	Balance Due
☒	I596919	7/31/2026	Unpaid	\$85.00	\$50.00	\$35.00
☒	I596918	6/30/2026	Unpaid	\$85.00	\$0.00	\$85.00
Total selected						\$120.00

Recent Activity

Invoice	Date	Service	Amount	Status
I596919	8/31/2026	Routine Pool Cleaning	\$50.00	Open
I596917	8/31/2026	Routine Pool Cleaning	\$85.00	Paid

Pay Invoices

2 invoices selected totaling **\$120.00**

Merchant Acme Home Services Plano

Balance Due **\$120.00**

View Account

When consolidated invoicing is enabled, the statement also provides an invoice rollup so customers can more easily see how individual invoices contribute to their overall balance.

Like the rest of the updated customer experience, statements use the same mobile-friendly, branded design, helping customers understand what they owe and take action from any device.

Forms

Customer-facing forms have been updated with the same refreshed design, whether they're attached to a proposal, invoice, or appointment.

Oven Repair Service Authorization

Acme Home Services Plano
1500 E Plano Pkwy
Plano, TX 75074
(972) 555-0199
bobsvideotutorials@gmail.com
<https://getserviceminder.com/>



Billing/Service Address
David Phillips
7600 Legacy Dr
Plano, TX 75024
(123) 501-1337 (Mobile)
david.phillips@serviceminder.co

Date
August 3, 2026

OVEN REPAIR SERVICE AUTHORIZATION

Thank you for choosing **Acme Home Services Plano**. Please review the information below and sign to authorize the requested oven repair service.

SERVICE DETAILS

Customer: David Phillips
Service Address: 7600 Legacy Dr | Plano, TX 75024
Service: Kitchen Appliance Repair

REQUESTED SERVICE

Diagnostic and repair service for common kitchen appliances such as refrigerators, dishwashers, ovens, ranges, and microwaves. Parts and major repairs are quoted separately when needed.

WORK AUTHORIZATION

I authorize **Acme Home Services Plano** to inspect, diagnose, and perform approved repairs to the oven or range at the service address listed above.

Forms and documents attached to proposals are being brought into a more connected acceptance experience. The goal is to let customers review the required information and complete the necessary acknowledgment and proposal acceptance steps without losing their place or moving between disconnected pages.

Oven Repair Service Authorization

Issued 9/8/2026

Must be read

Oven Repair Service Authorization

Thank you for choosing **Acme Home Services Plano**. Please review the information below and sign to authorize the requested oven repair service.

Service Details
Customer: David Phillips
Service Address: 7600 Legacy Dr | Plano, TX 75024
Service: Kitchen Appliance Repair

☐ I have read the Oven Repair Service Authorization.

This is an important improvement because customers should be able to understand exactly what they are acknowledging and when their proposal has been accepted.

Account Pages

The customer account experience has been refreshed to give contacts a seamless, branded place to

manage their relationship with your business beyond a single appointment or transaction.

When customers log in, they can review proposals, invoices, statements, and upcoming or past appointments within the same consistent experience. They can also take care of common account tasks, such as updating a card on file, changing or resetting their password, managing communication preferences, reviewing future appointment schedules, and accessing other contact-level actions.

The screenshot shows the Acme Home Services account dashboard for David Phillips. At the top, there's a header with the Acme Home Services logo and navigation links for 'Schedule' and 'Account'. Below the header, a banner displays the user's name and a contact number. The main section is titled 'David Phillips Account' and includes a 'Schedule an appointment' button. A navigation bar lists 'Proposals', 'Appointments', 'Invoices' (which is active), 'Documents/Reports', and 'My Details'. Under 'Invoices', there's a 'View statement' link and a table of recent invoices. The table has columns for Date, Invoice #, Service, Amount, and Balance. Two invoices are listed: one for 'Basic Installation Service' on 8/3/2026 and another for 'Kitchen Appliance Repair' on 8/3/2026. A 'Sign out' button is located at the bottom left of the main content area. A blue banner at the bottom of the dashboard contains a message about being stuck and provides a call number. The footer includes contact information for phone, email, and web.

Acme Home Services Plano | David Phillips | Questions? Give us a call at (972) 555-0199

David Phillips Account [Schedule an appointment](#)

[Proposals](#) [Appointments](#) [Invoices](#) [Documents/Reports](#) [My Details](#)

[View statement](#)

Date	Invoice #	Service	Amount	Balance
8/3/2026	I59691	Basic Installation Service	\$270.00	\$270.00
8/3/2026	I59692	Kitchen Appliance Repair	\$294.00	\$294.00

[Sign out](#)

Are you **stuck**? Give us a **call** at [\(972\) 555-0199](tel:(972)555-0199).
We are ready to help you take care of your service needs.

[PHONE \(972\) 555-0199](tel:(972)555-0199) [EMAIL bobsvideotutorials@gmail.com](mailto:bobsvideotutorials@gmail.com) [WEB https://getserviceminder.com/](https://getserviceminder.com/)

Whether a customer is checking what's coming up, looking for a past invoice, or simply updating their account information, the experience now feels more connected and familiar from one task to the next.

The result is a more cohesive customer hub that makes everyday self-service faster and easier, reduces unnecessary back-and-forth with your team, and keeps your brand present throughout the experience.

Appointments

The customer-facing appointment experience has been refreshed from beginning to end, creating a more connected journey before, during, and after service.

From confirming an appointment and reviewing pre-appointment information to viewing post-appointment reports, providing feedback, or leaving a tip, customers move through each step within the same consistent, branded experience.

Your Appointment Status

We're coming today to 7600 Legacy Dr | Plano, TX 75024!

Your Kitchen Appliance Repair is scheduled for Monday, August 3 at 1:00p.

There is currently 1 appointment ahead of you.

[Refresh](#)

Visit [Acme Home Services Plano](#) to learn more.

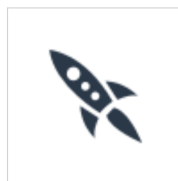
Forms, acknowledgments, communication preferences, and other appointment-related interactions have been updated as part of that journey as well.

The result is an experience that feels more seamless and intentional, rather than a series of disconnected pages customers encounter along the way.

How Do I Make the Switch?

Beginning September 21, only **Brand Administrators** can enable the New Customer Experience, with access at the organization level coming later this year.

The setting is managed from a new **Experience Settings** page. You can reach this page from the **Dashboard**, by going to **Tools > Experience Settings**.



[Experience Settings](#)

Turn the new customer experience on for your organization.

Both paths take you to the same Experience Settings page, where you can enable the new customer experience for your entire brand or for individual organizations.

Brand Experience Settings

✓ 5 of 65 locations are on the new customer experience.

Who gets the new customer experience?

☐ All locations in Bob's Handyman Service

This Brand-wide setting applies the new customer experience everywhere and overrides any individual organization(s) setting.

☐ Select all	5 of 65 on
☐ Bob's Handyman Service Plano	Classic
☐ Bob's Handyman Service Austin	Classic
☒ Bob's Handyman Service Houston	On
☐ Bob's Handyman Service Denver	Classic
☒ Bob's Handyman Service Seattle	On

Enable It for the Entire Brand

At the top of the Experience Settings page, select **All locations in [Brand Name]**. When selected, the Updated End Customer Experience is enabled for every organization in your brand.

Who gets the new customer experience?

☐ All locations in Bob's Handyman Service

This Brand-wide setting applies the new customer experience everywhere and overrides any individual organization(s) setting.

Enable It for Specific Locations

Below the brand-wide option, you'll see a list of the individual organizations in your brand.

Select the checkbox next to any organization where you want to enable the Updated End Customer Experience. Use the search bar to find a specific location.

Search locations		
☐	Select all	5 of 65 on
☐	Bob's Handyman Service Plano	Classic
☐	Bob's Handyman Service Austin	Classic
☒	Bob's Handyman Service Houston	On
☐	Bob's Handyman Service Denver	Classic
☒	Bob's Handyman Service Seattle	On

You can turn it on for one organization, several organizations, or use the **select all** option to enable it everywhere at once.