What's New in ServiceMinder: December 2, 2026

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Credits and Deposits Now Apply at Appointment Finish, With or Without AutoPay

Available December 2, 2026.

Previously, deposits and credit memos were only applied to invoices at appointment finish if AutoPay was enabled. This made it difficult to manage prepaid programs or apply existing credits for customers who did not want their card charged automatically.

Now, available deposits and credits are automatically applied to eligible invoices at appointment finish, regardless of whether AutoPay is enabled. AutoPay simply determines whether the customer's card on file is automatically charged for any remaining balance.

How It Works

- **Approved invoices:** When you finish an appointment without manually collecting a payment, available credits are automatically applied to the invoice. If they cover the full balance, the invoice is marked as paid.
- **Payments collected at finish:** If you select a payment method at finish, such as cash, card, ACH, or a specific credit memo, additional credits are not automatically applied. The existing payment process remains unchanged, and customers will not be charged for amounts already covered by credits.
- **Unapproved invoices:** Deposits and credits are not applied at finish. Instead, they are applied when the invoice is approved.
- **Prepaid plans:** Once a customer's prepaid credit is exhausted, the prepaid discount is removed from their upcoming appointments.

Select a Cancel Reason in the Mobile App

Available December 2, 2026, in the ServiceMinder iOS and Android apps.

You can now select a cancel reason when canceling an appointment directly from the ServiceMinder mobile app. Previously, appointments canceled through the app were recorded with an unspecified cancel reason, limiting the accuracy of your cancellation reporting.

If your organization has configured cancel reasons, a **Cancel Reason** dropdown will appear above the Note field when canceling an appointment. The available reasons and their display order are consistent with your organization's settings in **Control Panel > Scheduling**. If your organization requires a cancel

reason, you must select one before saving the cancellation. Otherwise, the selection is optional.

Cancel reasons are also supported when working offline. If you cancel an appointment without an internet connection, your selected reason will be saved and submitted when the app reconnects and syncs.

Additionally, if a cancel reason is configured to automatically update a customer's category, that update will now occur when canceling through the mobile app, consistent with the experience on the web.