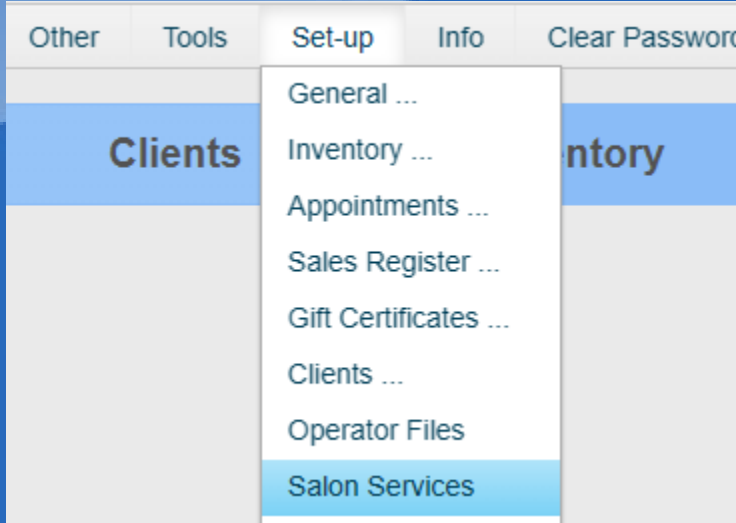
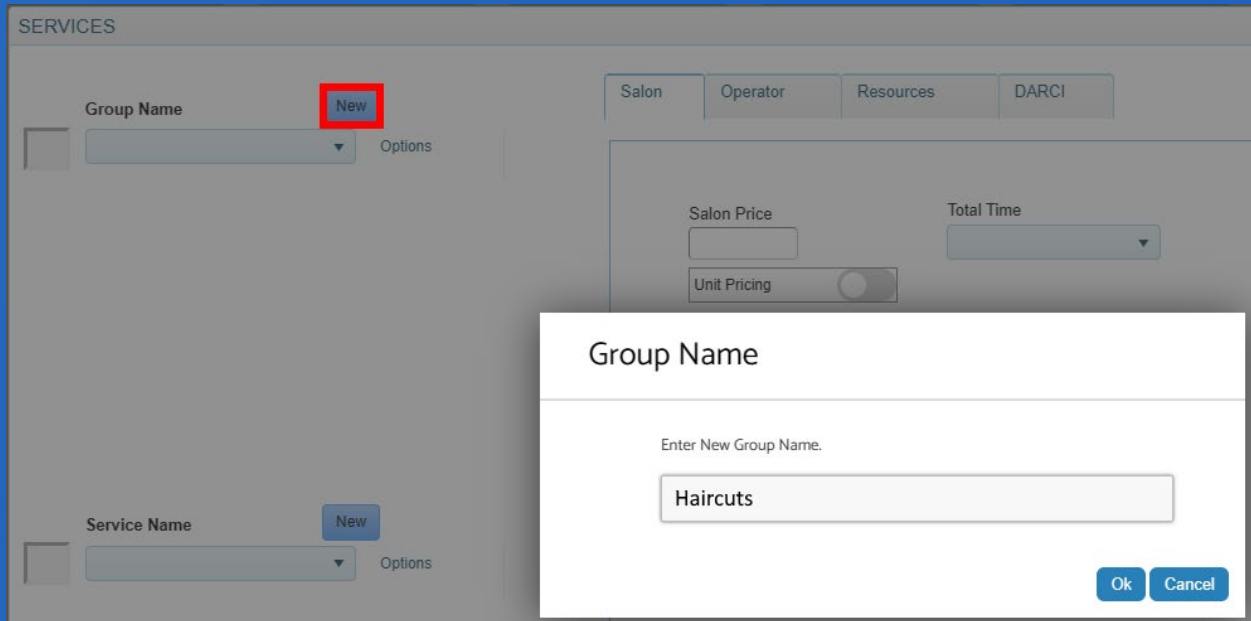


Adding or Modifying a Group or Service

1. From the main screen, select Setup / Salon Services. (This may be called Spa Services, Shop Services etc.)



2. Within the services screen, click the “New” button next to “Group Name” and enter a name. (ie. Haircuts, Massage, Waxing, Nails, Body Treatments). If you are modifying an already existing group, just click the drop-down box below ‘Group Name’ and select your group.



3. If you prefer to have this group name appear differently for your client's when they book online, you can change the name below 'Online Group Name.' You can also include additional information under 'Group Description'

The screenshot shows a web interface for managing services. At the top, there is a header labeled 'SERVICES'. Below it, a group is identified by the ID '1039' and the name 'Group Name'. A blue 'New' button is located to the right of the group name. Below the group name is a dropdown menu currently set to 'Haircuts', with a small square icon to its left and the word 'Options' to its right. Below the dropdown, there are two input fields: 'Online Group Name' and 'Group Description'. The 'Online Group Name' field contains the text 'Haircuts'. The 'Group Description' field is empty. Two red arrows point to the 'Online Group Name' and 'Group Description' fields from the left.

4. The 'Options' dropdown allows you to update the Group Name, delete the group or change its default color so all services within this group automatically appear a specific color.

This screenshot is similar to the previous one, but the 'Options' dropdown menu is open. The 'Options' label is highlighted with a red box. The dropdown menu contains three items: 'Set Group Color', 'Modify Group Name', and 'Delete Group'. The 'Online Group Name' field still contains 'Haircuts'.

5. Next to 'Service Name' click the 'New' button and enter a new service name. If you are looking to modify an already existing service, just click the down arrow on the dropdown box and choose from the list.

The screenshot shows the 'SERVICES' interface. On the left, under 'Group Name' (ID 1039), there is a dropdown menu set to 'Haircuts' and a 'New' button. Below this are fields for 'Online Group Name' (containing 'Haircuts') and 'Group Description'. At the bottom left, the 'Service Name' dropdown is highlighted with a red arrow pointing to its 'New' button. On the right, there are tabs for 'Salon', 'Operator', 'Resources', and 'DARCI', and a 'Salon Price' field. A modal window titled 'Service Name' is open in the foreground, containing the text 'Enter New Service Name.' and a text input field with 'Blowout' entered. 'Ok' and 'Cancel' buttons are at the bottom right of the modal.

6. As we already did with the group, the service can have a different online booking name and description.

The screenshot shows the 'SERVICES' interface for a service with ID 210. The 'Service Name' dropdown is set to 'Blowout' and has a 'New' button next to it. Below this are fields for 'Online Service Name' (containing 'Blowout') and 'Service Description'. The description text reads: 'With a blowout, you can create curly hair, straight hair or subtle waves without any curling or flat iron involved. No matter which style you go for, you'll achieve a smooth, beautiful look and feel amazing!'.

7. The next step is configuring the price and length of time for this individual service under the 'Salon' tab. These will be the defaults unless overridden by the individual Operator's price and time which we will cover later in this tutorial.

The screenshot shows a configuration window for a 'Blowout' service. At the top, there are four tabs: 'Salon', 'Operator', 'Resources', and 'DARCI'. The 'Salon' tab is selected. To the right of the tabs are two buttons: 'Save' and 'Cancel'. The main content area is titled 'Blowout' and contains several fields and controls:

- Salon Price:** A text input field containing '50.00'.
- Total Time:** A dropdown menu showing '01:45'.
- Unit Pricing:** A toggle switch that is currently off.
- Do not discount:** A toggle switch that is currently off.
- Uses a Formula:** A toggle switch that is currently off.
- Sell Online:** A toggle switch that is currently off.
- Charge Tax:** A toggle switch that is currently off.
- Clean-up Time:** A dropdown menu showing '00:15'.
- Block Operator:** A toggle switch that is currently on.
- Block Room:** A toggle switch that is currently off.
- Block Equipment:** A toggle switch that is currently off.
- Radio Buttons:** Three radio buttons labeled 'Single', 'Double', and 'Triple'. The 'Single' radio button is selected.
- Percentage:** A text input field followed by a '%' symbol, currently empty.

8. Beginning with the price, enter how much you will charge for this service. Next, using the drop down, select the total length of time for this service.

This is a close-up view of the 'Blowout' configuration form. Two red arrows point to the 'Salon Price' and 'Total Time' fields. The 'Salon Price' field contains '50.00'. The 'Total Time' dropdown menu is open, showing '01:45' selected. Below these fields are the 'Unit Pricing' and 'Do not discount' toggle switches, both of which are currently off.

9. Our next step is deciding the 'type' of service this is going to be. We have 3 options to choose from. Single, which means the Operator is working with the customer the whole time. Double, which has an initial application time where the Operator will be blocked out, followed by a processing time. During the processing time, the Operator will be available to perform another service. Whatever the leftover time is between the 1st application time and 1st processing time, will automatically be blocked out as 'Finishing' time on the appointment book and the Operator will once again be blocked out. The same logic applies for the Triple booking. Double and Triple bookings are generally for appointments that involve hair coloring.

Single	Double	Triple
<p>Total Time 01:45</p>	<p>Total Time 01:45</p>	<p>Total Time 02:00</p>
<p><input checked="" type="radio"/> Single</p>	<p><input type="radio"/> Single</p>	<p><input type="radio"/> Single</p>
<p><input type="radio"/> Double</p>	<p><input checked="" type="radio"/> Double</p>	<p><input type="radio"/> Double</p>
<p><input type="radio"/> Triple</p>	<p><input type="radio"/> Triple</p>	<p><input checked="" type="radio"/> Triple</p>
	<p>1st Application Time 00:30</p>	<p>1st Application Time 00:15</p>
	<p>1st Processing Time 01:00</p>	<p>1st Processing Time 00:30</p>
		<p>2nd Application Time 00:15</p>
		<p>2nd Processing Time 00:45</p>

10. If you require clean-up time after this service is performed, you can select a time from the drop down. The options below will allow you to add this clean-up time to the Operator, Room, or Equipment where applicable.

Clean-up Time
00:15

Block Operator

Block Room

Block Equipment

11. Below the service price we have additional options which you can choose to implement. 'Unit Pricing' means that at checkout, you will be prompted for how many units were used and each unit will increase the dollar amount by the service price. This is generally used for services such as Botox. 'Do not discount' will prevent this service from being discounted at checkout. 'Uses a Formula' will then make this service available in client profiles so a formula can be created and deducted from inventory at checkout. 'Sell Online' allows this service to be booked online by customers both from your website and the Paired Plus app. 'Charge Tax' makes this service taxable.

Blowout

Salon Price

Unit Pricing

Do not discount

Uses a Formula

Sell Online

Charge Tax

%

12. Under the 'Operator' tab, you can assign prices and times that will override the default Salon time when this Operator is booked. If the Operator works within this Group but cannot perform this individual service, select 'Operator does not do this service.'

Salon **Operator** Resources DARCI

Blowout

Operator Price: Brian ▼ Total Time: 01:45 ▼

Price: 75.00

Operator does not do this service

13. The Resources tab allows you to associate this service to a room or piece of equipment. When this service is booked, you will be prompted to associate it with an available room or equipment and if none are available, the appointment will be unable to be booked.

Salon Operator **Resources** DARCI

Blowout

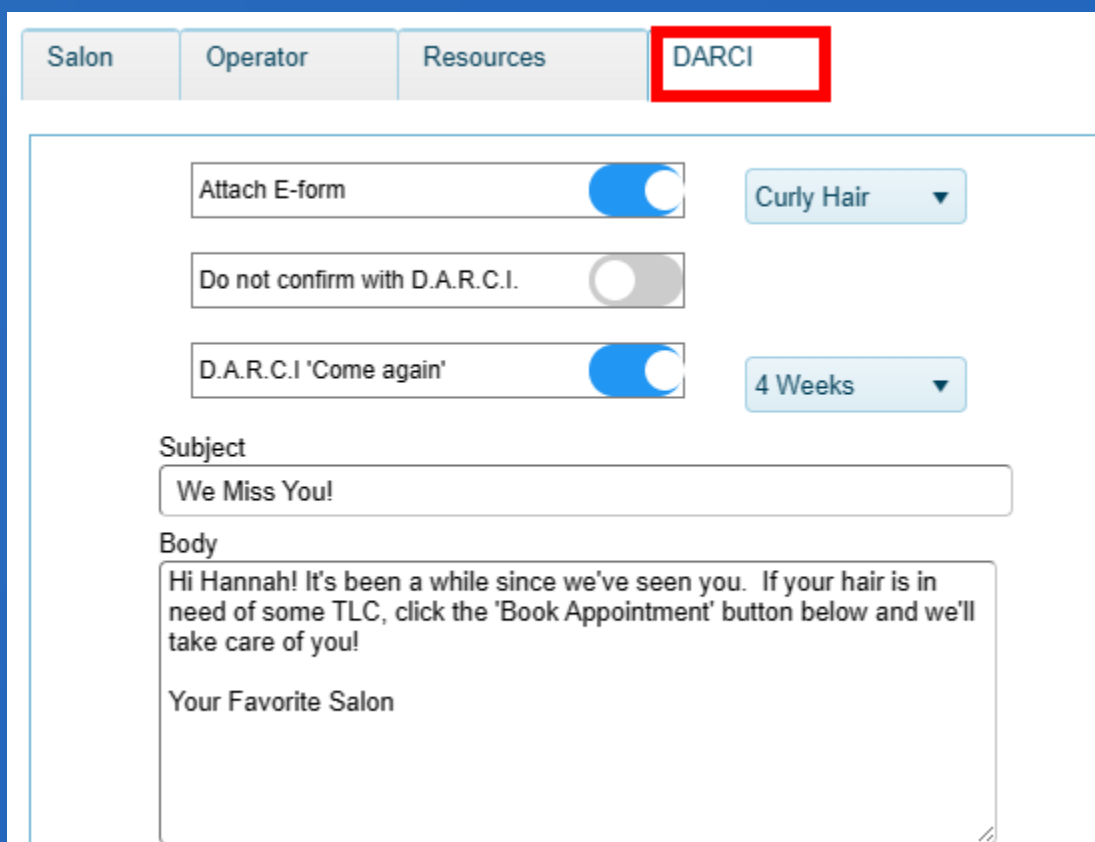
Rooms for this Service

- * room 1
- * room 2
- * room 3
- * room 4
- * room 5
- * room 6
- *room6 II
- *indoor

Equipment for this Service

- +EQUIP
- +EQUIP2

14. Under the DARCI tab we have another set of additional options. 'Attach E-form' will send out an E-form alongside your appointment reminder for this service. After selecting this function, you can choose from your list of forms using the drop-down window. By selecting 'Do not confirm with D.A.R.C.I.' no appointment reminder will be sent for this service. This should be chosen for discreet/private services. The 'D.A.R.C.I. Come Again' allows you to write a message that will automatically be emailed to any customer who had this service in the past but has not been back since the time you selected in the drop down. This email will not be sent if the customer has a future appointment scheduled within the same Group.



The screenshot shows the 'DARCI' tab selected in a navigation bar. Below the navigation bar, there are three toggle switches and two dropdown menus. The first toggle is 'Attach E-form' (checked), the second is 'Do not confirm with D.A.R.C.I.' (unchecked), and the third is 'D.A.R.C.I. Come again' (checked). The first dropdown is 'Curly Hair' and the second is '4 Weeks'. Below these are text input fields for 'Subject' (containing 'We Miss You!') and 'Body' (containing 'Hi Hannah! It's been a while since we've seen you. If your hair is in need of some TLC, click the 'Book Appointment' button below and we'll take care of you!' and 'Your Favorite Salon').

15. Lastly, we will cover the final additional options at the bottom of the service setup screen.



The screenshot shows six blue buttons arranged horizontally at the bottom of the service setup screen. The buttons are labeled: 'Peak Pricing', 'Group Members', 'Operator Services', 'Std Formulas', 'Price List', and 'Move Service'.

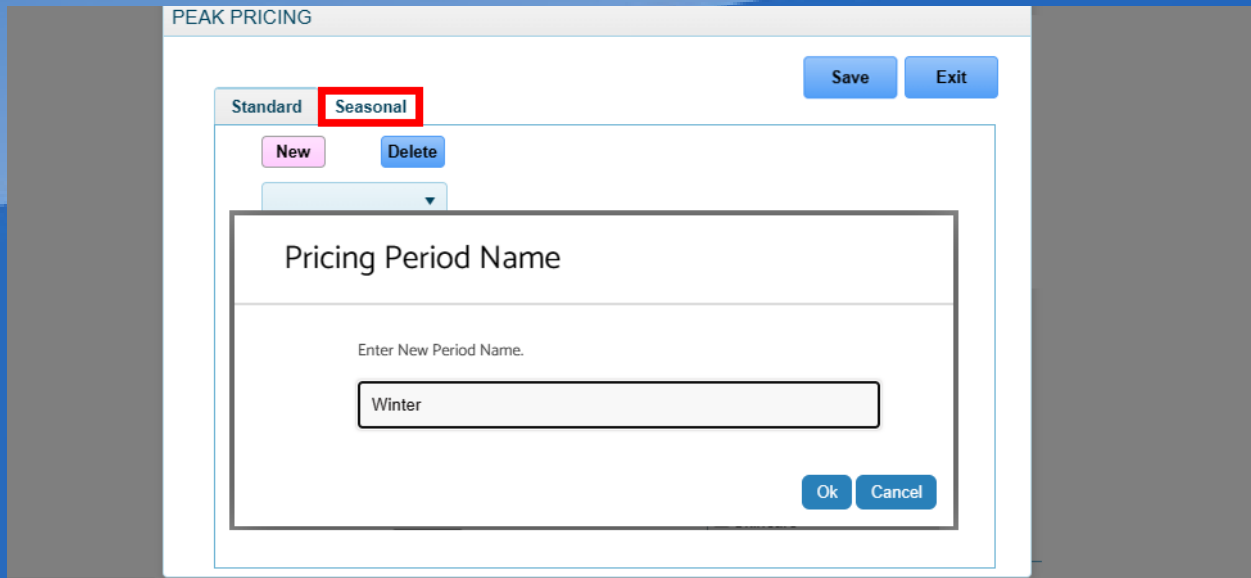
16. Peak Pricing: Standard - The Standard tab allows you to choose individual days of the week and associate a price hike by a percentage. In this example below, any service within the Hair Cuts Group will automatically have its price raised by 25% on Saturdays only. This will be reflected at checkout.

The screenshot displays the 'PEAK PRICING' window with two tabs: 'Standard' (highlighted with a red box) and 'Seasonal'. At the top right are 'Save' and 'Exit' buttons. The main area is divided into two sections:

- Peak Day Pricing is a Percentage above standard Rates:** A list of days with input fields for percentages. The 'Saturday' field contains the value '25' and is pointed to by a red arrow.
- Groups that apply:** A list of service groups with checkboxes. 'Hair Cuts' is checked, while 'Classes', 'Color', 'DermaTest', 'Inactive Services', 'Makeup', and 'NAILS' are unchecked. Below this list is a 'Select All' toggle switch.

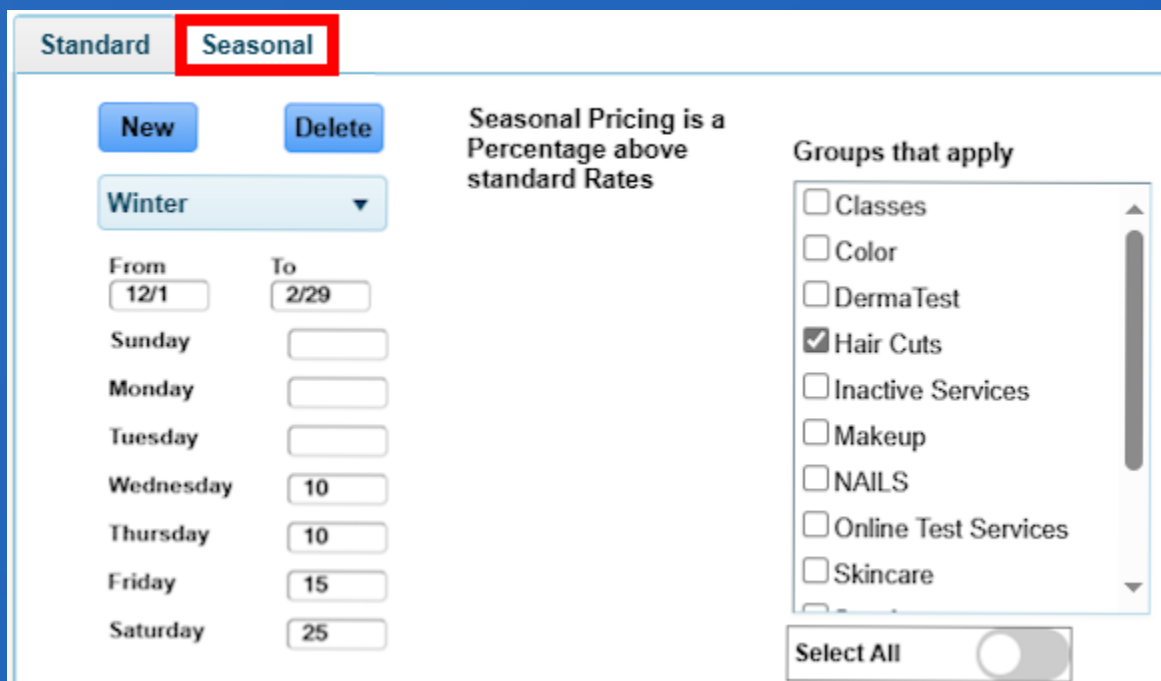
At the bottom of the window is a navigation bar with several buttons: 'Peak Pricing' (highlighted in pink), 'Group Members', 'Operator Services', 'Std Formulas', 'Price List', and 'Move Service'.

17. Peak Pricing: Seasonal – The first step in setting up Seasonal pricing is to click the ‘New’ button and enter a season name. For this example, we will create ‘Winter.’ Please note, Seasonal pricing **OVERRIDES** Standard Pricing.



The screenshot shows a 'PEAK PRICING' window with two tabs: 'Standard' and 'Seasonal'. The 'Seasonal' tab is selected and highlighted with a red box. Below the tabs are 'New' and 'Delete' buttons. A dropdown menu is open, and a dialog box titled 'Pricing Period Name' is displayed. The dialog contains the text 'Enter New Period Name.' and a text input field containing the word 'Winter'. 'Ok' and 'Cancel' buttons are at the bottom right of the dialog.

A. Next you select a ‘From’ and ‘To’ date. Please note that regardless of the year that is selected, only the months will matter. This Seasonal rate will stay in affect year after year until it is deleted. When done, be sure to click ‘Save.’



The screenshot shows the 'PEAK PRICING' window with the 'Seasonal' tab selected and highlighted with a red box. The 'New' button is highlighted. Below it, a dropdown menu shows 'Winter'. The 'From' date is set to '12/1' and the 'To' date is set to '2/29'. A table lists days of the week with corresponding percentage values: Sunday (empty), Monday (empty), Tuesday (empty), Wednesday (10), Thursday (10), Friday (15), and Saturday (25). To the right, the text 'Seasonal Pricing is a Percentage above standard Rates' is displayed. Below this is a section titled 'Groups that apply' with a list of checkboxes: Classes, Color, DermaTest, Hair Cuts (checked), Inactive Services, Makeup, NAILS, Online Test Services, and Skincare. At the bottom right, there is a 'Select All' button and a toggle switch.

18. Group Members allows you to associate or remove Operators, Rooms and Equipment from working within this Group.

The screenshot displays a software window titled "OPERATOR GROUPS". It features a "Group Name" text input field containing "Hair Cuts". Below this is a section titled "Operators In Group" containing a list of names with checkboxes: Ray (checked), Stephen (checked), Erika (checked), Michael (checked), Hannah (checked), and Sarah4 (unchecked). To the right of the input fields are two blue buttons labeled "Cancel" and "Save". At the bottom of the window is a navigation bar with several buttons: "Peak Pricing", "Group Members" (highlighted in pink), "Operator Services", "Std Formulas", "Price List", and "Move Service".

19. Operator Services allows you to select an individual operator and restrict them from individual services on a bulk level instead of having to do it one at a time.

OPERATOR SERVICES

Operator: Brian
Group: Color

Exit Save

Place a checkmark in any service this Operator does NOT perform

- Color and Cut
- Highlights
- Perm
- Single Process
- Straightening
- Touch Up

Select All

Peak Pricing Group Members **Operator Services** Std Formulas Price List Move Service

20. Standard Formulas allows you to associate a certain amount of product that will be deducted automatically when this service is checked out. You can either type the product's SKU number and click 'Enter' on the keyboard or do a search for the product. Next, click 'add line' to move the product to the box below. You can repeat these steps for as many products that are necessary to perform the highlighted service on the left.

STANDARD SERVICE FORMULAS

Service

- Highlights
- Lips
- Makeup
- Manicure
- Mens Haircut
- Only / Stephen
- Pedicure**
- Perm
- Shampoo/Blow Dry

Instructions

This is where you would enter any necessary instructions for this service's formula

SKU	Qty	U/Meas	Description
550	3	TUBE	Elastine Jour

000550 3.000 Oz Elastine Jour

Buttons: Exit, Save, Add Line, Del Line, Search, Print

1 Item

Navigation: Peak Pricing, Group Members, Operator Services, **Std Formulas**, Price List, Move Service

21. Price List allows you to view and print all the service's prices that the business provides. You can use the drop-down window to choose an individual Operator and display only their individual service prices.

SERVICE PRICE LIST

Operator: Salon Services

Buttons: Exit, Print

Service	Price
Blowout	50.00
Braids	0.00
Cheeks	25.00
Color and Cut	100.00
Cut & Color	50.00
Double Booking	30.00

Navigation Bar: Peak Pricing, Group Members, Operator Services, Std Formulas, **Price List**, Move Service

22. Move Service allows you to move a service from its existing group, to a new group. Simply choose your service from the above drop-down, then using the drop-down below, select the group you wish to move it into and click 'Move.'

The image shows a software interface with a dialog box titled "MOVE SERVICE" and a navigation bar below it. The dialog box contains the following elements:

- Service To Move:** A dropdown menu with "Bang Trim" selected.
- Current Group:** A text input field containing "Hair Cuts".
- Move to Group:** An empty dropdown menu.
- Buttons:** Two blue buttons labeled "Move" and "Cancel" are positioned to the right of the dropdowns.

Below the dialog box is a navigation bar with six buttons: "Peak Pricing", "Group Members", "Operator Services", "Std Formulas", "Price List", and "Move Service". The "Move Service" button is highlighted with a pink background.

23. When you are done setting up or modifying a service, you must click the 'Save' button in the top right before moving on to a new service.

SERVICES

1021 Group Name New

Hair Cuts Options

Online Group Name
Hair Cuts

Group Description

210 Service Name New

Blowout Options

Online Service Name
Blowout

Service Description
With a blowout, you can create curly hair, straight hair or subtle waves without any curling or flat iron involved. No matter which style you go for, you'll achieve a smooth, beautiful look and feel amazing!

Salon Operator Resources DARC1

Save Cancel

Blowout

Salon Price: 50.00

Total Time: 01:00

Unit Pricing:

Do not discount:

Uses a Formula:

Sell Online:

Charge Tax:

Clean-up Time:

Single Double Triple

Block Operator:

Block Room:

Block Equipment:

Peak Pricing Group Members Operator Services Std Formulas Price List Move Service