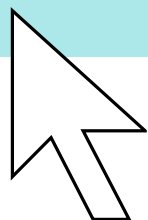


LET'S RECAP
OUR SMALLBIZ
UPGRADES FOR
2022



READ MORE



CLICK A HEADING
TO JUMP TO IT OR SCROLL
THROUGH THE SLIDE SHOW

**MOBILE
APPOINTMENTS**

**SMS/EMAIL SALES
RECEIPTS**

**PAY FOR ONLINE
BOOKINGS WITH
GIFT VOUCHERS**

**QUICK STEP REFUND FOR
PREPAYMENTS &
DEPOSITS**

**SMS PRE
PAYMENTS**

**ADVANTAGE CLUB
MOBILE APP**

STP VERSION 2

**FULL LIST OF
UPGRADES**

**SERVICE DATE
AVAILABILITY**

**SIMPLE 2 STEP
AUTO MARKETING**

**RESOURCES
CHECKING FOR
ONLINE BOOKINGS**

CUSTOM SALON APP



**WANT MORE INFO?
CLICK THE LINK & WE'LL
CONTACT YOU**

#1

**SMS A PRE-
PAYMENT/DEPOSIT
LINK**

**QUICK, EASY
& SECURE**

**DISCOURAGE
NO-SHOWS**

My Salon - Booking for
Helen. Payment & details:
[tinyurl.com?4mnyj81l?
cistID=7036&id=216682,&a
mt=55.00](https://tinyurl.com?4mnyj81l?cistID=7036&id=216682,&amt=55.00)

Friday , 2 February 2022

BACK ◀



#2

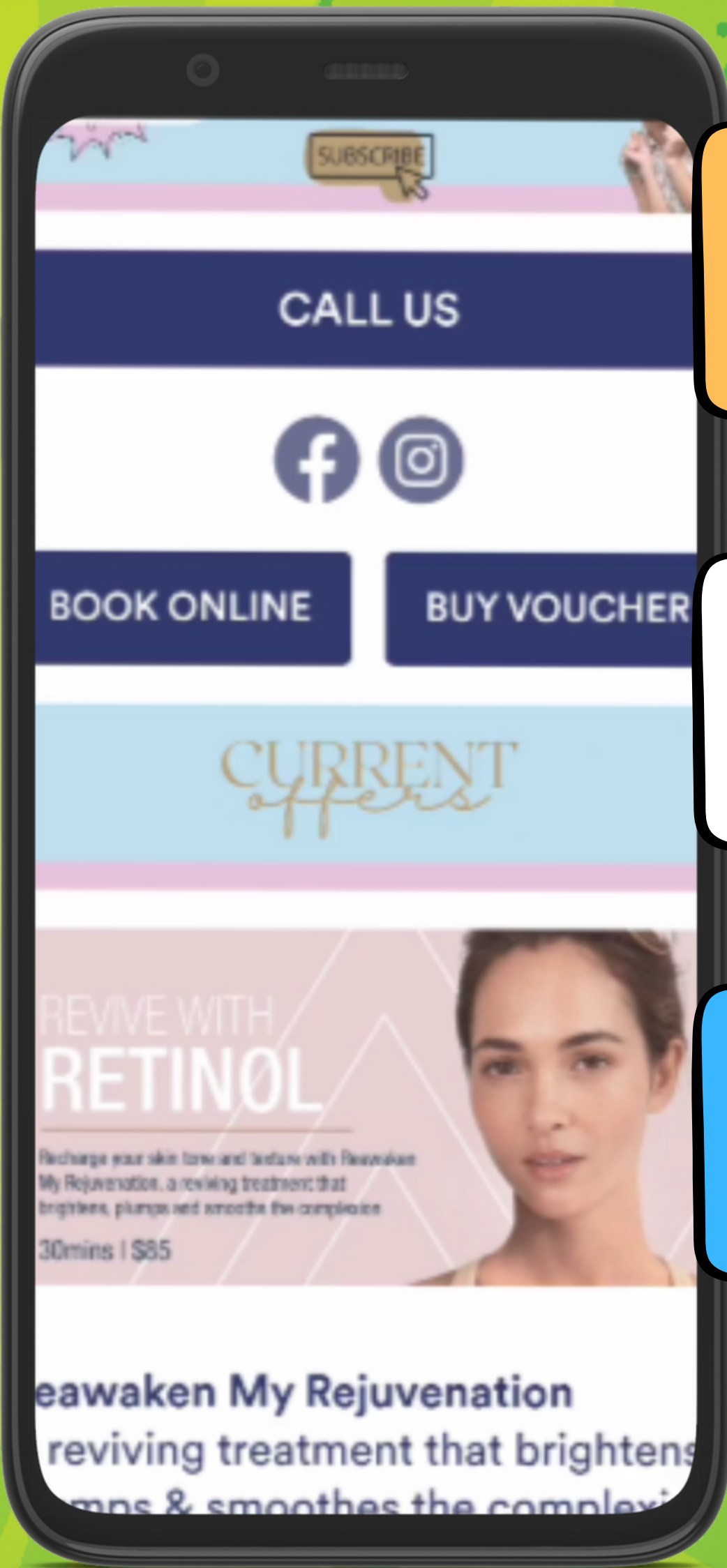
CHOOSE SERVICE
AVAILABILITY DAYS

SET SERVICES
TO BE ONLY
AVAILABLE FOR
CERTAIN DAYS

PERFECT WITH ONLINE
BOOKINGS FOR LIMITED
TIME & SPECIAL DAY
ONLY PROMOTIONS

BACK ◀

#3



BESPOKE CUSTOM
SALON APP

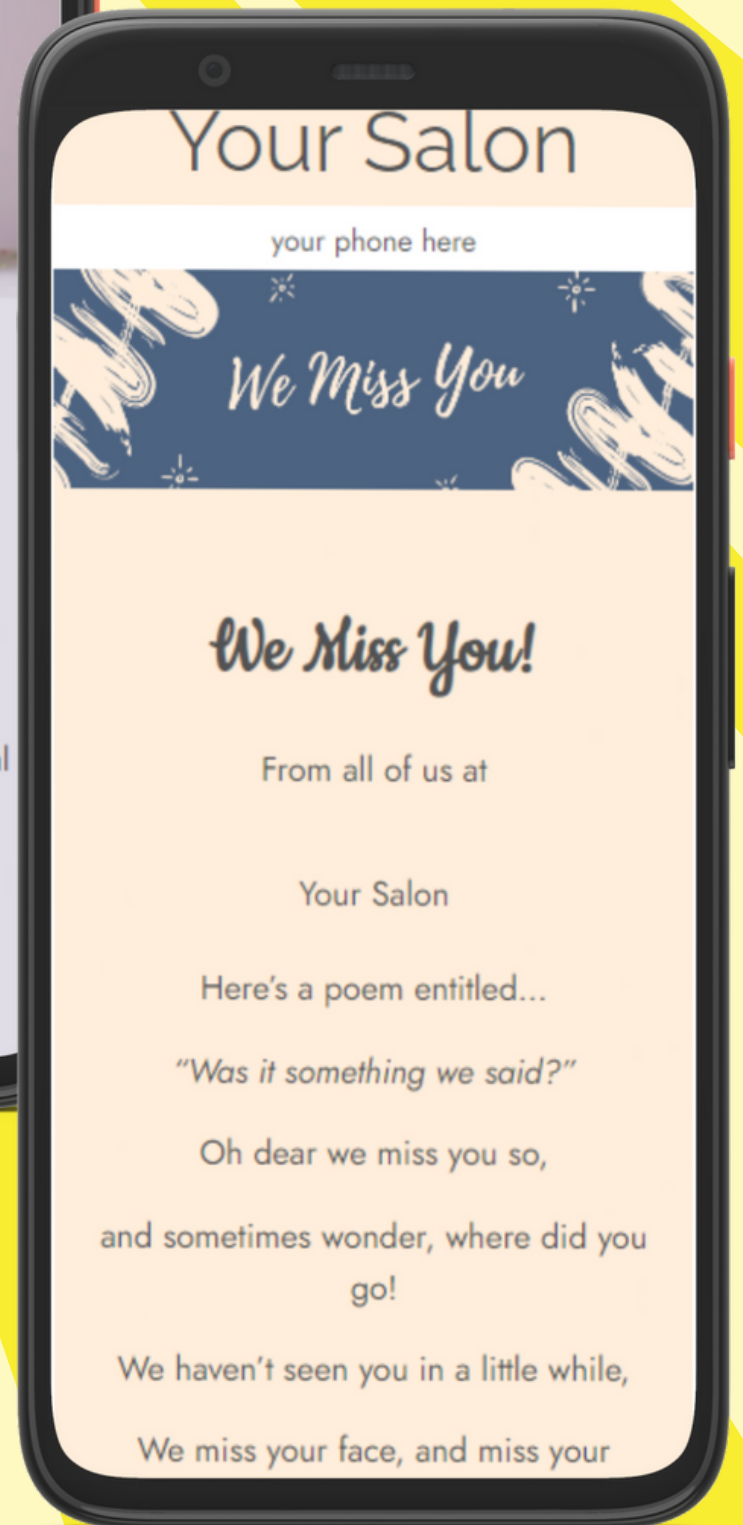
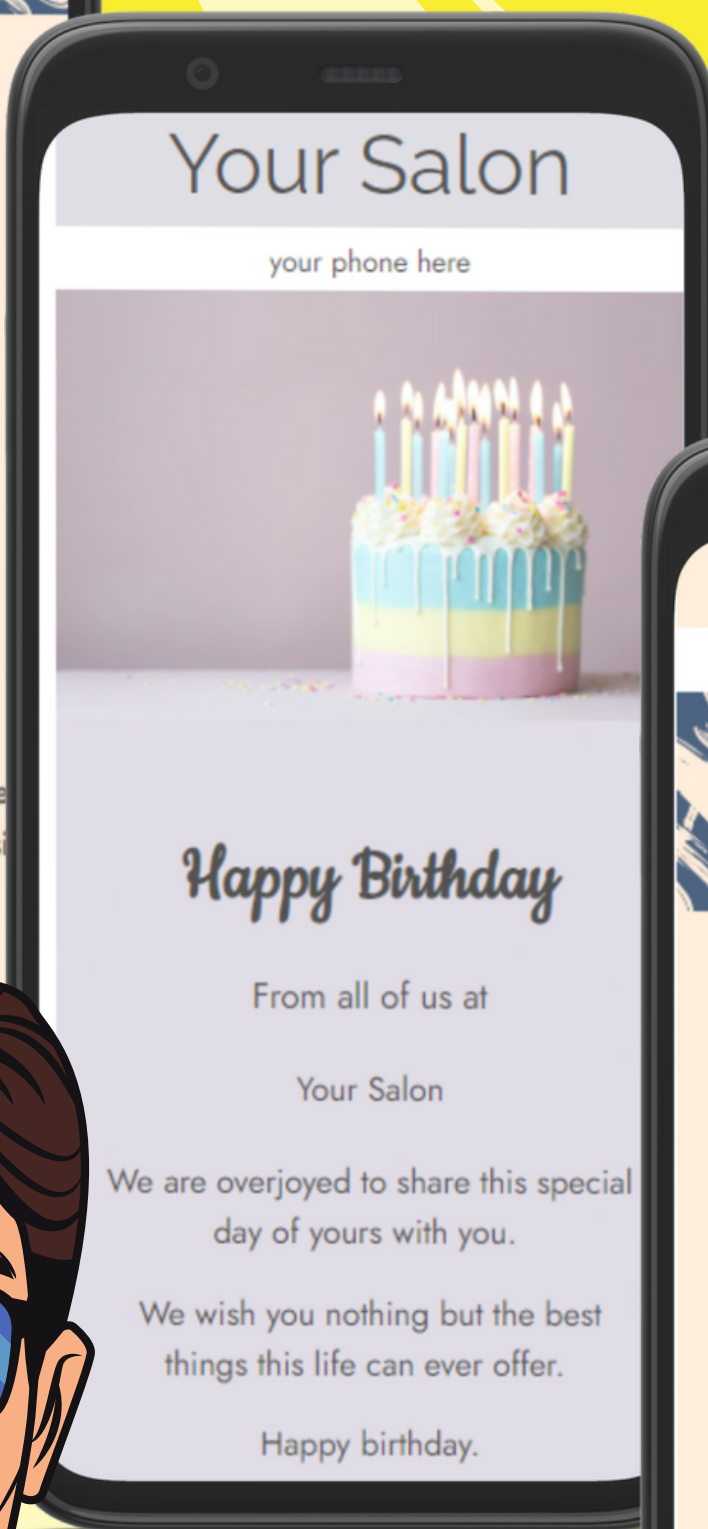
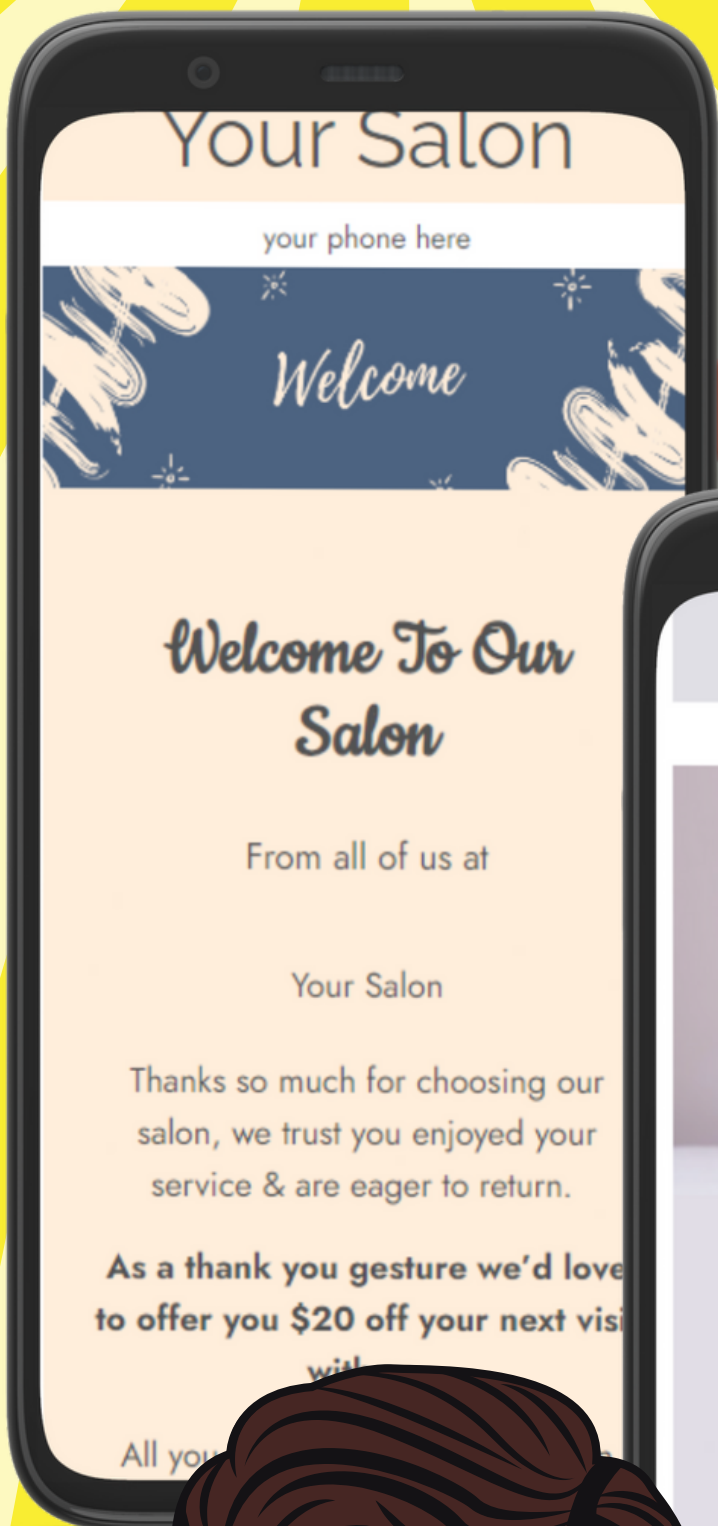
YOU NO LONGER NEED TO
COMPETE WITH YOUR
COMPETITION ON GOOGLE!

BE AT YOUR CLIENTS
FINGERTIPS

BACK ◀

#4

SIMPLE MARKETING
2 STEP SET UP TO
AUTOMATICALLY SEND
THESE AWESOME SMS
MESSAGES



BACK ◀

#5

PHASE 2 SINGLE TOUCH PAYROLL



BACK ◀

#6

14/04/2022

mantha

Thu

30 mins

Leonie Aarts

Leonie Aarts

Hanedy Cadet

HANDLE YOUR
APPOINTMENTS LIKE A
SUPER HERO!

MAKE APPOINTMENTS
ON YOUR MOBILE

CUT, COPY, PASTE &
DELETE

BACK ◀

SMS OR EMAIL SALES RECEIPT AT THE END OF A SALE

#7

Your Salon
1 Smith Street
ABN 10101010101
Tax Invoice
Thu 5/1/2023
10.34am
Client name

1 Blow wave \$75.00
1 Cut & Shampoo \$55
Total \$130 Tax Inc
\$11.82
Payment - cash

BACK ◀



#8

**ONLINE RESOURCE
CHECKING TO AVOID
DOUBLE UP'S**

**SMALLBIZ WILL CHECK
IF A ROOM OR PIECE OF
EQUIPMENT IS
AVAILABLE BEFORE IT
ALLOWS AN ONLINE
BOOKING**



BACK ◀

#9



PAY FOR ONLINE
BOOKINGS WITH
GIFT VOUCHERS!



WOW!

BACK ◀

#10

EASILY HANDLE PRE-PAYMENT & DEPOSIT REFUNDS IN 1 SCREEN

REFUND a gift voucher/ pre payment

Voucher Number

9194

Find

Total Available

\$67.00

This GV is used for an Appointment Pre-Payment HOLD
(The Total Available includes the pre-payment HOLD)

Are you refunding the complete amount ?

☐ Yes

☒ No

Do you wish the appointment deleted after this or left with no prepayment

☒ Yes

☐ No

Refunded voucher (9194) because- Client couldn't attend but gave 48 hrs notice

Fee to be Charged

2.00

Amount To be Refunded

65.00

Total To Allocate

67.00

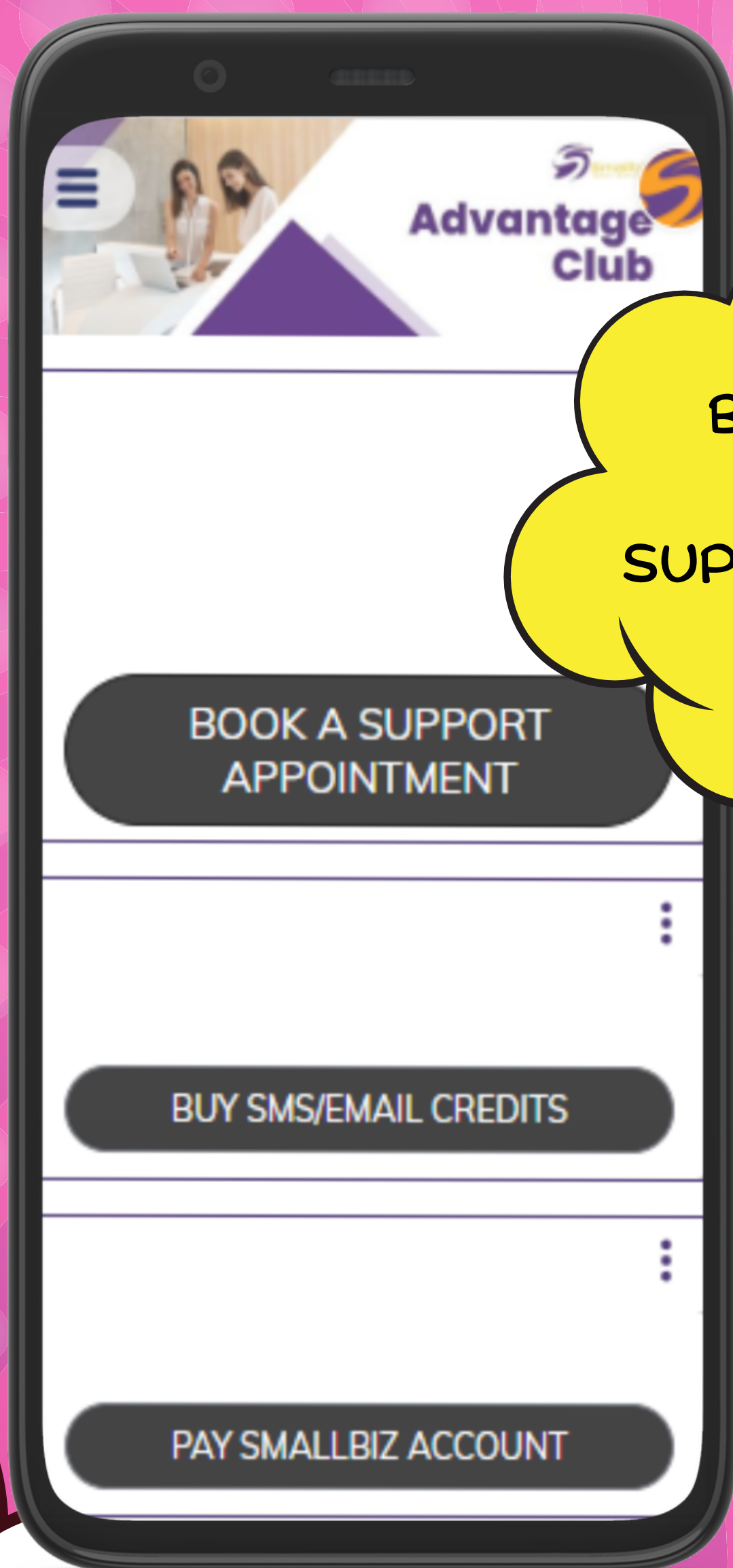
Date Refunded To Use

6/01/2023

BACK ◀

#11

ADVANTAGE CLUB MOBILE APP



BUY SMS & EMAIL
CREDITS BOOK
SUPPORT, HELP VIDEOS
& SPECIALS

BACK ◀

SMALLBIZ UPGRADES 2022

CUSTOMER MODULE

- A NEW DOCUMENT VIEWER METHOD HAS BEEN ADDED TO GIVE MORE FLEXIBILITY (PRINT, SAVE ETC)

APPOINTMENT BOOK

- WHEN SENDING SMS (AUTOMATICALLY OR MANUALLY) YOU CAN NOW SELECT FROM A NUMBER OF PRE-SETUP SCRIPTS; YOU DON'T HAVE TO TYPE IN EACH TIME ..EG NORMAL APPOINTMENT CONFIRMATION, OR SEPARATE ONES WHERE THE CLIENT HAS NOT RESPONDED. YOU CAN NOMINATE WHAT IS THE DEFAULT MESSAGE TO USE.
- YOU CAN NOW SEND A FREE FORM SMS FROM THE APPOINTMENT ENTRY SCREEN. IE YOU DO NOT HAVE TO USE ONE OFF THE LIST
- FROM AN APPOINTMENT YOU CAN NOW SMS A PAYMENT LINK TO CLIENTS. CLIENTS (VIA YOUR ONLINE SETUP), CAN THEN PAY (ALL OR A %) BEFORE THEY GET TO THE SALON.
- IF YOU DELETE A PRE-PAID APPOINTMENT, THE SYSTEM RELEASES THE GIFT VOUCHER FOR RE-USE. UNFORTUNATELY THERE WERE MANY SITUATIONS WHERE STAFF DELETED AN APPOINTMENT, RATHER THAN MOVING IT TO A NEW DAY/TIME AND THIS REMOVED THE PRE-PAYMENT. SMALLBIZ IS NOW AWARE THIS MIGHT HAPPEN THE CASE AND ASKS, IF YOU REBOOK THE SAME CLIENT, STRAIGHT AFTER DELETING ONE OF THEIR PREPAID APPOINTMENTS IF YOU WISH TO REUSE THE PRE-PAYMENT !!

ON-LINE MODULE

- NEW OPTIONS TO ALLOW CLIENTS TO PAY BY GIFT VOUCHER WHEN MAKING BOOKINGS ON-LINE
- THE ONLINE EXPERIENCE HAS BEEN GREATLY IMPROVED.
 - BY DEFAULT, THE CLIENT DOES NOT SELECT A DATE RANGE THEY JUST GO FORWARD TO SEE MORE
 - SMALLBIZ DISPLAYS THE DATES THAT ARE AVAILABLE.
 - WHEN THEY CLICK ON A DATE IT DISPLAYS THE TIMES THAT ARE AVAILABLE. CLIENT JUST CLICKS THE QUIRED ONE. (PREVIOUSLY THEY HAD TO TYPE IN THE TIME REQUIRED!!)
- NEW OPTION TO DISALLOW ONLINE APPOINTMENTS FOR SELECTED SERVICES ON SELECTED DATES. EG ONLY ALLOW SPECIALS TO BE BOOKED ON MON-WED ...NOT THURS & SAT
- NEW OPTION WHERE YOU CAN NOW SEND SMS CONFIRMATIONS OF APPOINTMENTS AND DETAILS (RATHER THAN EMAIL)
- NEW OPTION TO ALLOW CUSTOMERS TO DELETE AN APPOINTMENT VIA SMS (IF IT WAS MADE ONLINE.. AND YOU TURN THIS OPTION ON)
- YOU CAN NOW SELECTIVELY SET ONLINE APPOINTMENTS TO BE ON THE 10MIN OR 15 MIN SCALING. PREVIOUSLY IT WAS SET TO ONLY 15 MIN.
- RESOURCE CHECKING IS NOW OPERATIONAL FOR ONLINE BOOKINGS
- THE ONLINE USER NOW HAS AN OPTION TO TICK "THIS STAFF ONLY" WHEN MAKING AN APPOINTMENT. REDUCES CUSTOMER COMPLAINTS WHEN STAFF MOVE AN ONLINE APPOINTMENT TO A DIFFERENT STAFF. SMALLBIZ WILL PROMPT STAFF (BUT NOT STOP THEM) IF THEY ATTEMPT TO DO THIS.
- NEW AUTO MESSAGING TO SALON, IF THE SMALLBIZ ONLINE FACILITIES CANNOT CONTACT THEIR SALON DATABASE. SO YOU ARE NOT WAITING FOR CLIENT TO LET YOU KNOW THE SYSTEM IS NOT WORKING !

SBIZ APP MODULE

THE APP HAS BEEN COMPLETELY RE-WRITTEN. ITS RESPONSIVENESS IS SUBSTANTIALLY BETTER.

ENABLES ACCESS TO THE APPOINTMENT BOOK TO ADD/DELETE/MOVE APPTS. THIS OPTION IS NOT DESIGNED AS A HIGH USE FRONT DESK FACILITY, BUT RATHER FOR OCCASIONAL CHANGES, AND VIEWING WHAT IS BOOKED IN.

STOCK MODULE

- NEW OPTION TO ALLOW MERGING OF STOCK LINES EG MERGE CODE 11456 TO 10488. IN THIS SITUATION CODE 11456 WILL BE DELETED, BUT ALL HISTORY WILL GO ONTO 10488, INCLUDING SALES & INVOICING. NORMALLY THIS WOULD BE USED WHERE STAFF HAVE INADVERTENTLY ADDED A STOCKLINE IN TWICE.

WAGES MODULE

- THE WAGES SYSTEM HAS BEEN UPDATED TO STP II. SMALLBIZ HAS COMPLETED THE REQUIRED TESTING AND CERTIFICATION WITH THE ATO.
- YOU NOW HAVE TO MATCH WAGE PAYMENT TYPES WITH STANDARDISED ATO PAY CLASSIFICATIONS. THIS WAS AUTOMATICALLY DONE IN THE UPDATE PROCESS, BUT WOULD BE REQUIRED FOR ANY SUBSEQUENTLY ADDED PAYMENT TYPES.
- THERE WERE NUMEROUS CHANGES REQUIRED BY STP II, MAINLY TO DO WITH WAGE CLASSIFICATIONS. PLEASE BE REMINDED THAT THE WAGE MUST BE SUBMITTED TO THE ATO ON OR BEFORE YOU ACTUALLY MAKE THE PAYMENT TO YOUR STAFF!!
- BETTER DISPLAY DIAGNOSTICS WHEN WHAT HAS BEEN SENT TO THE ATO DOES NOT MATCH WHAT IS CURRENTLY IN YOUR SYSTEM. EG IF YOU DO SUBMISSIONS OUT OF SEQUENCE, OR ENTER WAGES OUT OF SEQUENCE.

DOCUMENTS

THE DOCUMENTS SECTION HAS BEEN COMPLETELY REVISED. WE NOW USE A PRODUCT CALLED JOT FORM, WHICH ALLOWS EASY SETUP AND CREATION OF DOCUMENTS. EG NEW CLIENT FORMS, CLIENT PRE-TREATMENT INFORMATION/APPROVAL SIGNATURES, FEED BACK FORMS, PHOTOS, POST TREATMENT INFORMATION ETC

IT ENABLES CLIENTS TO FILL OUT, ONLINE, THE DOCUMENT YOU SEND THEM VIA SMS, OR ON A TABLET/COMPUTER IN STORE. THE CLIENT CLICKS SUBMIT WHEN THEY ARE FINISHED AND THE DOCUMENT WILL BE AUTOMATICALLY LOADED INTO SMALLBIZ AND PROCESSED

- THE DOCUMENTS ARE PREFILLED WITH THE CLIENTS DETAILS, AND WHEN RETURNED INTO SMALLBIZ THE CLIENTS DETAILS WILL BE UPDATED, OR A NEW CLIENT CARD CREATED
- VIA THE AUTO-MARKETING OPTIONS, YOU CAN SEND SPECIFIC TREATMENT FORMS TO A CLIENT JUST BEFORE THEY ARE DUE IN SALON
- SMS THE CLIENT FORMS TO DO ON THEIR DEVICE IN SALON, OR GIVE THEM A SALON DEVICE WITH THE FORM ALREADY LOADED
- THE FORMS CAN BE VIEWED WITHIN THE CLIENT CARD.
- YOU CAN MANUALLY ADD ANY DOCUMENT/PHOTOS DIRECTLY ONTO THE CLIENT CARD IF YOU WISH.
- THE SYSTEM WILL CHECK FOR CLIENTS WITH THE SAME DETAILS (NAME , MOBILE, EMAIL) EVEN IF THE FORM INDICATES IT SHOULD BE A NEW CLIENT. SO YOU DON'T GET MULTIPLE CARDS FOR THE SAME CLIENT.
- THE CLIENT PERMISSIONS HAVE BEEN ADAPTED TO TREAT DOCUMENTS SENT TO CLIENTS VIA AUTO-MARKETING AS APPOINTMENT REMINDER/INFORMATION, RATHER THAN MARKETING. SOME CLIENTS DIDN'T WANT MARKETING, BUT DEFINITELY WANTED THE PRE-TREATMENT FORMS FOR AN APPOINTMENT.

REPORTS MODULE

- IMPROVED THE STAFF BOOKING REPORT TO ALLOW “NOT” TO PRINT THE APPOINTMENT NOTES WHEN USING. THE REPORT COULD BE VERY LONG, AND THE NOTES WERE NOT NECESSARY ON MANY OCCASIONS.

SALES MODULE

- NEW OPTION THAT ALLOWS YOU TO SMS OR EMAIL A RECEIPT TO THE CLIENT. THIS CAN BE SET UP TO BE AUTOMATIC, SELECTIVE (YOU ARE ASKED WHEN YOU FINISH A SALE), OR YOU CAN USE THE OPTIONS BUTTON ON SALES TO SEND WHENEVER YOU CHOOSE.
- THE GIFT VOUCHER PAYMENT OPTIONS HAVE BEEN IMPROVED. IF YOU TAKE A PRE-PAID APPOINTMENT TO THE TILL, YOU CAN NOW PAY THE REMAINING BALANCE WITH ANOTHER GIFT VOUCHER; YOU CAN EASILY SELECT MULTIPLE VOUCHERS TO PAY FOR ONE SALE (EITHER ON THE CLIENTS CARD OR ELSEWHERE)
- THERE IS A NEW OPTION TO REFUND (OR DELETE) A PRE-PAID APPOINTMENT. THIS WAS PREVIOUSLY QUITE COMPLICATED, BUT NOW THERE IS A SEPARATE OPTION TO DO THIS SIMPLY BY ANSWERING A FEW QUESTIONS.

MARKETING MODULE

- WE ARE NOW USING AN IMPROVED SMS PROVIDER ..YOU CAN NOW SEND SEAMLESS MULTIPLE MESSAGES. I.E. MORE THAN 155 CHARACTERS (BE AWARE THOUGH, THAT IT WILL INCUR A CHARGE FOR EACH 155 CHARACTERS GROUP SENT ..OR PART THEREOF) WARNING ARE IN PLACE WHEN THIS WILL HAPPEN AND BY DEFAULT IT IS TURNED OFF
- CHANGED DEFAULT SO THAT ONLY 1 SMS WILL BE SENT TO A MOBILE NUMBER IN A SELECTION LIST ...NO MATTER HOW MANY CARDS THAT MOBILE NUMBER IS ON.
- YOU CAN NOW SELECT FROM A NUMBER OF PRE-SETUP SMS MESSAGES WHEN YOU WISH TO DO A PROMOTION, RATHER THAN TYPE IT IN EACH TIME
- THE SELECT III SEARCH OPTION “CUSTOMERS WHO HAVE USED” HAS BEEN IMPROVED, YOU CAN NOW SELECT BY SERVICE AS WELL AS DEPARTMENT; THERE IS ALSO AN EXPANSION BUTTON TO VIEW ALL THE DEPARTMENTS/SERVICES.
- IN AUTO-MARKETING YOU CAN SETUP TO SELECT & SEND A FORM LINK TO CLIENTS BEFORE THEIR APPOINTMENT. YOU CAN HAVE DIFFERENT FORMS FOR DIFFERENT SERVICES. THIS WAY THEY EG CAN FILL OUT AN ELECTROLYSIS PERMISSION/INFORMATION FORM BEFORE THEY COME IN, AND IT WILL BE ON THEIR CLIENT CARD
- THERE IS A NEW “SIMPLE” AUTO-MARKETING FEATURE. WE HAVE PRE-SET UP 3 OF THESE (BIRTHDAY, NEW CLIENT, NON RETURN CLIENT). YOU HAVE VERY LITTLE TO DO TO GET THESE WORKING, APART FROM JUST TURNING THEM ON ! THEY ALSO INCLUDE GENERIC SMS LANDING PAGES !!

GENERAL PROGRAM

- YOU ARE NOW ABLE TO BOOK SUPPORT CALLS ON LINE. THIS CAN BE DONE FROM WITHIN THE SMALLBIZ PROGRAM OR FROM THE SMALLBIZ APP. THIS MEANS THAT YOU CAN BOOK A SUPPORT CALL FOR A TIME WHEN YOU ARE AVAILABLE AND HAVE TIME TO TALK, WITHOUT HAVING TO GET THRU ON THE PHONE.
- A PROCEDURAL UPGRADE TO THE UNDERLYING SYSTEM THAT SMALLBIZ IS WRITTEN ON. FROM EMBARCADERO C++ XE10 TO XE11.2 THIS ENSURES THAT SMALLBIZ IS UPTO DATE.
- A NEW VOUCHER REFUND OPTION HAS BEEN ADDED. AS MORE AND MORE SALONS TAKE ONLINE BOOKINGS/ VOUCHER SALE, AN INCREASING NUMBER OF SITUATIONS HAVE OCCURRED WHERE THE CLIENT WANTS A REFUND AS THEY NO LONGER WANT THE SERVICE THE ADMINISTRATION TO DO THIS WAS PREVIOUSLY COMPLEX. THIS NEW OPTION ALLOWS YOU TO DO THIS NOW WITH LITTLE EFFORT AND CORRECTLY SHOWS THE CHANGE IN VOUCHER BALANCE, THE MONEY GOING INTO YOUR ACCOUNT, AND THE MONEY ALSO BEING REFUNDED, AND THE DELETION OF THE APPOINTMENT. PLUS A WRITTEN NOTE OF WHAT HAS HAPPENED.
- THE SYSTEM LOG OPTIONS HAVE BEEN SUBSTANTIALLY INCREASED/IMPROVED. THIS IS ESPECIALLY SUITED FOR TRACKING AUTOMATIC FUNCTIONS. EG AUTO BACKUP, AUTO MARKETING, AUTO SMS, DOCUMENT RETRIEVAL ETC. THIS ENABLES THE SALON TO SEE WHEN THESE FUNCTIONS RAN, WHETHER THEY WERE SUCCESSFUL, OR WHAT HAPPENED IF IT DIDN'T RUN. EG THAT THE MARKETING WASN'T SENT BECAUSE STAFF CLICKED CANCEL, OR COULDN'T GET AN INTERNET CONNECTION, OR THERE WERE NO CUSTOMER SELECTEDETC. THIS OPTION ALSO NOW RECORDS CHANGES TO SECURITY LEVELS
- SOLVED AN ISSUE WHERE SALONS WERE USING MESSAGING (GENERALLY WHEN CLIENTS MADE A REGULAR BOOKING FOR SAY 6 MONTHS AND ASKED FOR A MESSAGE TO BE DISPLAYED WHEN IT WAS TIME TO RE-BOOK). IF THE MESSAGE WAS NOT TICKED OFF CORRECTLY THERE WERE ISSUES WITH AUTOMATED FUNCTIONS.
- THERE IS A NOW A GREATLY IMPROVED SCREEN SAVER. GRAPHICS ARE IMPROVED, THEY ARE INTERACTIVE AND THEY AUTOMATICALLY UPDATE