



Smallbiz Upgrades March 2013- Sep 2014

Customer

Another complete upgrade/change of the customer photos/images section on client card. After feedback from users we have changed the navigation to make it more intuitive. On whatever level of zoom selected (up to full image resolution), you can use the scroll left or right bars to navigate quickly & easily. The icons that are used are now saved in the database, because of windows security issues. The rotate image is now a lot quicker and allows you to replace the current image with the rotated one (you don't have to rotate each time you use the image). The use of the drop/move an icons on an images, use a line pointer to a particular location and add notes is now easier to use.

There was previously a consistency problem when staff changed a name or merged client files in the customer card area. Previously this didn't change any corresponding client details in the appointment area. This has now been fixed up, so that you will now see the past & future appointments correctly.

In addition to the other email facilities, we have added an option to email clients invoices. Rather than print and give to them, if you bring up a customer invoice up on screen, the "PDF/EMAIL" button, if selected, will preload the customers email address into the email form; making it easy & seamless.

New option that stops sales processing, if all the "compulsory customer details" have not been entered. This is set via the customer setup area.

Sales

We have introduced a new option to help staff that had trouble counting cash? You will see to the right of the normal Amount tendered screen a picture of the standard bank notes. Each time you click on them, that amount is added to the amount tendered. So for example you would click the \$20 three times and the \$10 once & the \$5 once and the amount tendered will show \$75. You can of course (as before) still just type in 75 or just press enter to display, as amount tendered, the sale amount.



Online

From salon feedback we have made improvements to on line bookings. Specifically where a client doesn't wait long (logged out) before a booking/payment had enough time to complete correctly. This is now handled better.

New option to select staff that CAN and CAN'T be booked online.. You can now exclude certain staff from online bookings.

There is now a new online voucher option. Previously only an email was sent to the client saying it was purchased and the salon would send the voucher. Now (if set up) the vouchers can be sent to the client immediately after they purchase. To do this the salon can create their voucher graphics & layout within the smallbiz email system. Set up your own graphics, messages & terms & conditions. Specify where the amounts, what it is for, names & the voucher number goes. As previously, when the voucher is sold, an entry is made directly into the salon system (as though it was made at the salon) . So the amounts turn up in the day report as well as the voucher history.

We have added a new minimum payment option facility. This works with the % payment option. For instance you may specify a \$20 min payment level. So in a situation where you have specified 50% min payment; the client will have to pay a MINIMUM of \$20 or 50% ..whichever is the HIGHEST. If the service requested is less than \$20 the full payment will be requested.

You now have the ability (if you choose) to allow walk in clients to make bookings without paying.

Clients can now multi book...ie pick 2 or more services & smallbiz will (in one go) find where they will fit in. Previously, (and in other systems) you have to search and add 1 at a time; only to find that you continually had to start all over when you couldn't get them all at the same time. Clients got frustrated and exited when this happened.

New facility to allow you to put a link on your facebook page to allow clients to book online!! It will take them to your web booking page.

We are now offering to host your salon websites. We have encountered many salon that were confused, ill informed and sometimes downright ripped off when setting p a web site. If you know what you are doing, then it can all be done. However if you don't , by using smallbiz facilities, you will at least have someone that will talk to you, know your needs & give you good value for money (without having to deal with a call centre in India) .



Appointment

We have had feedback about problems where a salon has created a "Waiting list" staff member. We have changed the program to allow you to specify (in the staff hours/lay in area) if a staff member is a "Wait Staff". When sending out sms appointment reminders, there is a new tick box for "Exclude Wait List staff appointments". By default this is ticked, so that client appointments in the waiting list will NOT be selected and sent. You can change this if you wish. In the general housekeeping for smallbiz, these waiting list appointments will also be automatically deleted once the day has passed. This is to avoid them being included in reports.

New option in customer appointment search to select valid appointments to then either print (to give to client) or email to them.

New appointment option that displays what has already been selected. You can now make service selections in one area, then, when you go to another, they are shown above the previous appointments. So you can select from multiple areas. ie using multiple department/colour options at the top.

You can now prepay multiple appointments in one go.

We have improved the prepayment facility. It is now easier to book an appointment and take the payment at the same time. You can now mix and match this with gift vouchers. The payment details are listed in the appointment and the appointment will display in a different colour when you go into it. When you take this appointment to the till (when the client actually has the service) the prepayment amount will be automatically listed in amounts tendered. You can still add extra services & the appropriate extra payments necessary. If there were problems with the pre-payment these are now handled better.

If you are using prepayments..You can now also use a minimum payment level AS WELL as a % payment (see the sales section).

You can now automatically set an alarm appointment for an appointment for a client with a certain reference code. Eg they always cancel, or turn up late!!

From salon feedback we have greatly improved the wording & description of appointment movement/changes that is listed in the "details" of an appointment. This can be a VERY useful area, that is often used to "help" in discussions with customers & staff as to what has happened with an appointment. Eg. "Well no the appointment has been changed 3 times since you first made it", "Why were all your appointments for this morning moved to XXX at 5.30 yesterday"?? etc
Now looks like "on 12-09-14 11:45 app moved from Julie".

New staff roster report for salon owner/manager. This report allows you to easily see when staff are working/not. It is generally on one page...no continually flicking back and forwards. It is intended for the salon owner to see/schedule staff hours and to ensure all salon hours are covered.



Reports

Upgraded report “Staff Item Sales”. This now allows department breakdown & a salon ONLY option, rather than lots of staff.

Upgraded the “No Sales in Period” report. You can now see when the stockline was last received, how many and what is in stock now. You also have an option to specify NOT to include stock with ZERO held.

Many reports now have the option “ONLY include those customers selected in Marketing”.

Substantially upgraded Gift Voucher maintenance area. You now have many more options to clean out old/ past date vouchers.

Marketing

After the introducing the new, smallbiz based, emailing system; we have continued to fine tune its operation. We have streamlined many of the operations, removing unnecessary actions and automating some functions to make using it even easier.

- Email sending has been speed up x5.
- Tracking has been improved, you can view who received each email, and which ones bounced.
- Stopping the use of duplicate email addresses.
- At the click of a button, get the email addresses that bounced and either view/print or update the appropriate clients email address on their cards. This will then cause a PROMPT to appear when you access the client card next (normally when they come in) saying that their email has bounced !!. It also stops them being sent emails until updated.
- All reports can now be sent via email, but ONLY via the smallbiz email system.(NOT outlook etc)
- We have ceased the old facility of attempting to use external email packages.
- The cost of sending emails was dropped from 6 to 5 cents each. There is now a discounted cost if you buy in bulk. With further increases in volume we hope to do the same again.

We have a new option where a questionnaire can be send out with email marketing. When the client completes it; it is emailed back to you. Suggested uses include new client feedback or automatically sent to clients that haven't been in for say 6 months.

Upgrade of Points searching. You can now search by -ve points.

Points maintenance can now be specific to one shop (for multi shop setups).

When viewing the customers selected, you now change column sizes when looking at those selected.

A new, all encompassing sms/email report options now exists. You do not have to go to several areas to get the information. It is all available in one spot.

Automarketing now asks if a missed promotion should run anyway ? Previously it just didn't.

There is now better tracking of automarketing into the log area.



General

Upgrades to salons using Sybase database stopped. Salons need to upgrade 2/6/14. To get latest upgrades salons have to upgrade to Sybase 2/6/14 version then convert to MySQL version...for which updates/upgrades continue.

Implemented new smallbiz licencing security. This now avoids many previous issues with windows security & different windows users

For online bookings & cloud systems the salon DOES NOT now need a Fixed IP (this saves in costs to salon).

Improved download mechanisms to reduce security problems with windows.

Improved internal operations to reduce problems with windows security. Ie reduced use of files on disk.

Improved option to broadcast IP (for web booking salons) so lesser load on system.

Improved messaging for rental systems when less than 7 days on token.

FIXED & IMPROVED SIMPLE MESSAGING SYSTEM... When a message comes up you now can ADJUST the next response to whatever date/time you program it forward to.. you don't have to complete & enter again.