

THANK YOU FOR CHOOSING HAIRWARE !

Please read carefully these instructions before you complete your set up manual.

How to complete this manual:

1 TAKE YOUR TIME Your software will be configured with the information you provide in this document, but don't worry, you can add, remove or edit at anytime.

2 SAVE AS YOU GO Edit this document and hit the save button as you go. When necessary, select from one of the options provided.

3 ASK FOR HELP IF YOU NEED IT We are here to help, if you are unsure, get in touch with our team at 1300 880 582 or support@hairware.com.au

About the installation of your software:

1 SEND IT BACK Once completed, send this form to setup@hairware.com.au so your software is customised to your salon and ready before the installation.

2 BE PREPARED Please have any cable holes and shelves ready for the computer / POS system (if we are supplying the POS system) before we arrive.

3 READY TO GO Once your software is set up, it will already have all this information pre-installed. In the meantime, check out our how-to videos at: www.hairwarebeautyware.com.au/support/support-videos/

INFO ABOUT YOUR SALON

In this section please provide general information about your business. Where many options are available, please select the correct answer from the drop-down list, or if you are filling the form by hand, circle the right option. If your answer is not in the list, write it on the next available space to the right.

SALON NAME: _____

ABN: _____

ADDRESS LINE 1: _____

ADDRESS LINE 2: _____

SUBURB: _____

STATE: _____ **POSTCODE:** _____

OWNERS NAME: _____

OWNERS NAME: _____

SALON PHONE: _____

MOBILE: _____

EMAIL ADDRESS: _____

1ST DAY OF THE WEEK: _____

CLIENT REBOOKING CYCLE:

4 WEEKS

5 WEEKS

6 WEEKS

STAFF PURCHASE PRICE:

RETAIL

COST + %

RETAIL - %

COST

APPOINTMENT BOOK:

5 MINS

10 MINS

15 MINS

YOUR SALON SERVICES - INTRODUCTION

Here is an explanation of all the fields to be completed in this section:

1. Category

This area allows a maximum of 20 characters to describe the servicing category, this will also separate category for reporting and appointment will be easier to make. Examples: Facials, Body Wax, Massage, etc. You can create as many of these separate categories are as you require.

2. Description

This is where you describe each service within the Category (see 1. above). This description will appear on your Appointment Book and client history along with several other reports and marketing selections. You have a maximum of 35 characters for each service in this area.

NOTE: Try to describe each service differently, especially if the same type of service appears in more than one "Service Type (1.)" For example: "Dry Cut" could appear in "Service Type" for Ladies, Men and Children cut. One possible way around to describe them would be to describe them as:

Ladies Dry Cut - Men Dry Cut - Kids Dry Cut

3. Discountable

Your choice here is either "Y" or "N". In most cases we tend to allow discount on our services (Pensioners, VIP, etc.), if this is the situation then "Y" is appropriate.

4. Price

This is the price you charge for each of your services including GST.

YOUR SALON SERVICES - INTRODUCTION CONTINUED

5. From prices

If you have a service with a “From price”, enter the minimum price you wish to charge in the “Price (GST incl.)” . Then write a “Y” in the “From Price” column. Prices cannot be adjusted below that minimum price when “from price” is used.

6. Online Booking

If you would like the services to appear as part of your online booking, please place a Y on this section.

7. Appointment Book

Your time Allocation for Hairware are normally set to 15 min segments. (5 min or 10 min segments are also available upon request, but not all). In order for the Appointment Book to allocate the correct amount of time for each service and or procedure automatically when we book in a client, we must first include the times into the Services details. This is done via the “Application time” and “Processing time” columns.

EXAMPLE: If a service is made of 2 procedures, such as “Semi with blowwave”, which takes say 15 min to apply, 30 to process then insert: “15” in “Application time”, and “30” in “Processing time”.

8. SMS Auto Confirmation

To have an Appointment Confirmation Message automatically sent to your client the day before their appointment, the service must be SMS Enabled. All of the services that you wish to have confirmed automatically must be indicated by a “Y” in the “SMS AUTO CONFIRMATION” enable column.

EXAMPLE

Below, you will find a sample on how the completed sheets will look. You may personalise in your descriptions as you like. “Keeping it simple” is usually the best way. If you have any further questions or need any assistance with completing any part of these sheets please give us a call at 1300 880 582

EXAMPLE OF SERVICES AND VALUES:

						APPOINTMENT BOOK			
CATEGORY	DESCRIPTION	DISCOUNTABLE (Y/N)	PRICE (GST INCL.)	FROM PRICE (Y/N)	ONLINE BOOKING	APPLICATION TIME	PROCESSING TIME	SMS AUTO CONFIRMATION (Y/N)	
CUTTING	LADIES CBW	Y	55	N	Y	60		Y	
	LADIES CUT	Y	45	Y	Y	30		Y	
	LADIES FRINGE	Y	12	N	Y	15			
BLOWAVING	LADIES BLOWAVE	Y	35	M	Y	30			Y
	LADIES HAIR-UP	Y	60	N	Y	60			
SEMI COLOUR	LADIES SEMI COLOUR	Y	45	N	Y	30	15		Y
	LADIES SEMI LONG	Y	65	N	Y	60	15		Y
FOILS	1/2 HEAD FOILS	N	55	N	Y	30	30		Y
	FULL HEAD FOILS	Y	95	Y	Y	30	30		Y
TINT	RETOUCH TINT	Y	45	N	Y	30	30		Y
	FULL HEAD TINT	Y	65	Y	Y	30	30		Y
	FASHION TINT	Y	85	N	Y	30	30		Y
CORRECTION	COLOUR CORRECTION	Y	120	N	Y	45	30		Y
MALE CUTS	MEN STYLE CUT	Y	45	N	Y	30			Y
	MEN CLIPPERS CUT	Y	15	N	Y	15			Y
CHILDREN	PRE-SCHOOL CUT	Y	15	Y	Y	15			N
	PRIMARY SCHOOL CUT	Y	25	N	Y	30			N
	SECONDARY CUT	Y	35	N	Y	30			Y
PERMING	LADIES FULL PERM	Y	95	N	Y	45	30		Y
	LADIES 1/2 PERM	Y	75	N	Y	30	30		Y
	SPIRAL PERM	Y	125	N	Y	60	45		Y

YOUR SALON SERVICES:

CATEGORY (20 characters max.)	DESCRIPTION (35 characters max.)	DISCOUNT (Y/N)	PRICE (GST incl.)	FROM PRICE	ONLINE BOOKING	APPLICAT TIME	PROCESS TIME	SMS CONFIR
TINT	RETOUCH TINT	Y	45	N	Y	30	30	Y
	FULL HEAD TINT	N	65	Y	Y	30	30	Y

*Examples in red

YOUR SALON SERVICES:

CATEGORY (20 characters max.)	DESCRIPTION (35 characters max.)	DISCOUNT (Y/N)	PRICE (GST incl.)	FROM PRICE	ONLINE BOOKING	APPLICAT TIME	PROCESS TIME	SMS CONFIR

YOUR SALON SERVICES:

CATEGORY (20 characters max.)	DESCRIPTION (35 characters max.)	DISCOUNT (Y/N)	PRICE (GST incl.)	FROM PRICE	ONLINE BOOKING	APPLICAT TIME	PROCESS TIME	SMS CONFIR

YOUR SALON OPERATORS:

Operator 1

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

Operator 2

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

* Employment: full-time, casual, part-time, etc. * Position: Owner, Manager, Senior, Apprentice, Receptionist.

YOUR SALON OPERATORS:

Operator 3

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

Operator 4

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

* Employment: full-time, casual, part-time, etc. * Position: Owner, Manager, Senior, Apprentice, Receptionist.

YOUR SALON OPERATORS:

Operator 5

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

Operator 6

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

* Employment: full-time, casual, part-time, etc. * Position: Owner, Manager, Senior, Apprentice, Receptionist.

YOUR SALON OPERATORS:

Operator 7

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

Operator 8

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

* Employment: full-time, casual, part-time, etc. * Position: Owner, Manager, Senior, Apprentice, Receptionist.

YOUR SALON OPERATORS:

Operator 9

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

Operator 10

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

* Employment: full-time, casual, part-time, etc. * Position: Owner, Manager, Senior, Apprentice, Receptionist.

YOUR SALON OPERATORS:

Operator 11

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

Operator 12

TITLE	
NAME	
ONLINE NAME	
ADRESS	
SUBURB	
STATE	
POSTCODE	
HOME PHONE	
MOBILE PHONE	
BIRTHDAY	
SERVICE CHARGE	
EMPLOYMENT	
POSITION	
START DATE	
DISPLAY OPERATOR ON APP. BOOK (YES/NO)	

* Employment: full-time, casual, part-time, etc. * Position: Owner, Manager, Senior, Apprentice, Receptionist.

YOUR SALON DISCOUNTS:

DISCOUNT DESCRIPTION	SERVICE & RETAIL % DISCOUNT	\$ DISCOUNT SERVICE ONLY	\$ DISCOUNT RETAIL ONLY
10% DISCOUNT	10%		
\$5 BIRTHDAY DISCOUNT		\$5	
\$2 OFF ANY RETAIL			\$2

*Examples in red

YOUR SALON MARKUPS (SURCHARGE):

DESCRIPTION	% MARKUP	\$ MARKUP
Thursday night	5%	
Sunday		\$10

*Examples in red