POSNP Nail Salon

Spend more time doing nails and less time on management tasks!

- Cloud - view reports and appointments online
- Cloud - do services menu online
- Appointment confirmation text / email
- Online booking capability
- Barcoded inventory management
- Increase customer retention with loyalty card and gift card
- Stay in touch with customers with mass text and email
- Strengthen customer confidence
- Easily manage appointments, customers, and employees
- Eliminate customer contention with price
- Fully integrated EMV payment with tip
- Robust menu programming capability made simple
- Easy backoffice administration
- Built-in easy to read reporting functionality
- Automated backup creates peace of mind
- User friendly one touch interface

pay Pay SAMSUNG pay

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INDEX

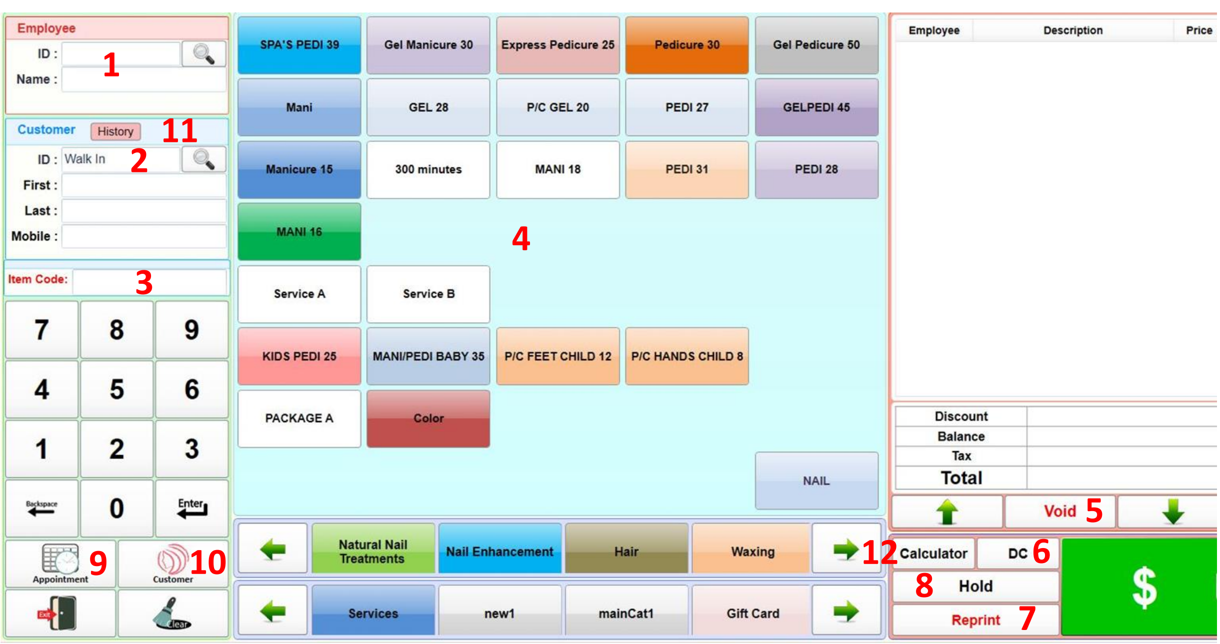
INDEX

Main Home Screen

1. **Sales** – start sales, select services and take payments
2. **Appointment** – make and edit appointment status.
3. **On Hold** – pull up customers currently receiving services.
4. **Clock In/Out-** employees can clock in/out.
5. **Management** – access back office functions.
6. **Credit Card** – view credit card transactions in real-time.
7. **Balance Check** – check reward card points and gift card balance.
8. **Cash Drawer** – open cash drawer.
9. **Close** –exit out of the program. When exiting database backup will begin.

Sales Screen

1. **Employee** – select an employee
2. **Customer** – select a customer
3. **Item Code** – tap to scan-in product barcode
4. **Services menu**
5. **Void** – removing selected services, items, or products
6. **DC** – apply item level discount
7. **Reprint** – reprint last transaction
8. **Hold** – instead of going directly to payment, you can check-in the customer first while the customer is receiving services. You can pull up this customer later to finalize the sale.
9. **Appointment** – takes you to appointment screen.
10. **Customer** – takes you to customer management screen.
11. **History** – view sales history of selected customer.
12. **Calculator**



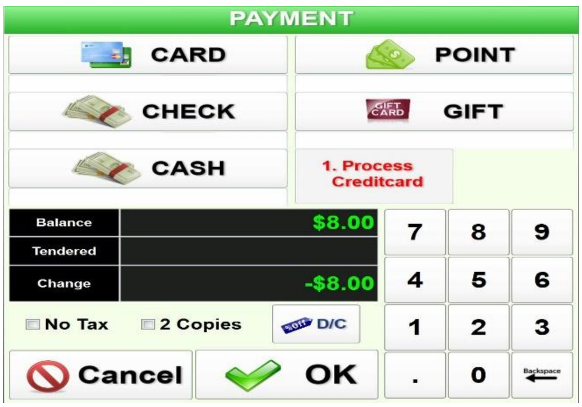
Sales and Payment

Services and Products

1. **Select employee** by clicking “Magnifier” icon on Employee section.
2. **Select customer** by clicking “Maginifier” icon on Customer section. Leave it as Walk-in for walk-in customers.
   A. You can search for a customer either by first name, last name, or any part of phone number.
   B. Once customer is found, click Select.

(After customer is selected, if you tap History, this customer’s sales history will be displayed.)

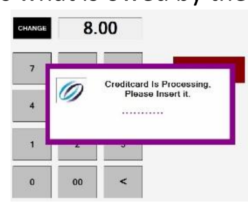
3. **Select the appropriate services, products, or scan-in barcode of products**.
(To scan-in barcodes, tap the Item Code field box)
4. Click **Payment** icon.
5. Select **Payment Type**.



Cash Payment

By default, tendered amount is what is owed by the customer.

1. Click Cash
2. Enter tentered amount .
3. Click OK.



Card (Credit Card) Payment

1. Click Card
2. Click Process Credit Card
3. Either “Insert” or Swipe card on the credit card on the integrated terminal.
4. Click OK on Processed Successfully pop-up window.

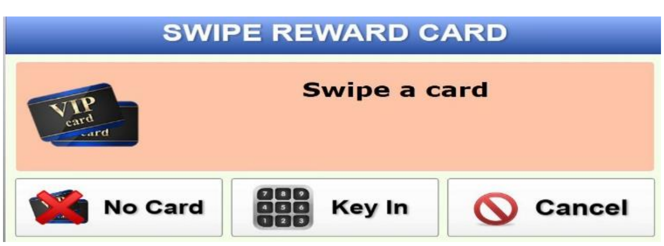
Point (Paying using accumulated Rewards) Payment

1. Click Reward
2. Swipe Reward Card or manually enter reward card number.
3. Click OK.
4. The difference in owed amount can be received either through cash or card.

Gift (Paying using Gift Card) Payment

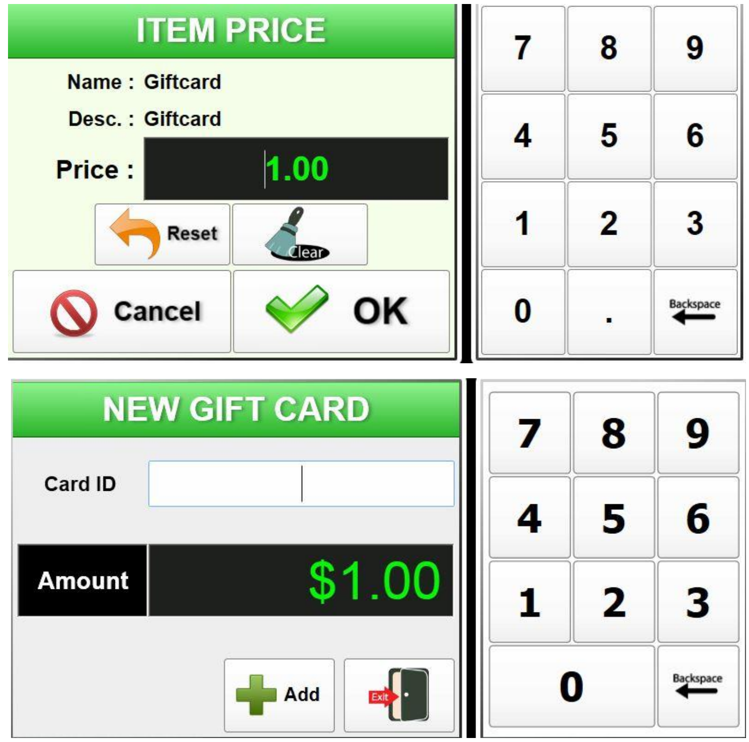
1. Click Gift
2. If using single gift card, enter gift card number or swipe.
3. Click Enter.
4. If using multiple gift cards, click Multiple first and then enter gift card number or swipe.
5. Click Add for each gift card.
6. Click OK.
7. The difference in owed amount can be received either through cash or card.

6. If **Reward Card** service is turned on Swipe Reward Card pop-up window will appear.
   A. Either swipe reward card or key-in the reward card number.
   B. If the customer does not use reward card, select No Card.
7. To **end sale transaction** click OK on Confirm Payment screen.



Gift Card Sale

1. **Select employee** by clicking "Magnifier" icon on Employee section.
2. **Select customer** by clicking "Magnifier" icon on Customer section. Leave it as Walk-in for walk-in customers.
   A. You can search for a customer either by first name, last name, or any part of phone number.
   B. Once customer is found, click Select.
3. Click Gift Card.
2. At the prompt, enter the gift card amount and click OK.
3. Swipe the gift card to enter the gift card number.
4. Click Add
5. Click Payment button.
6. Select Payment Type and finish out transaction.



Multiple Employees for a Single Customer

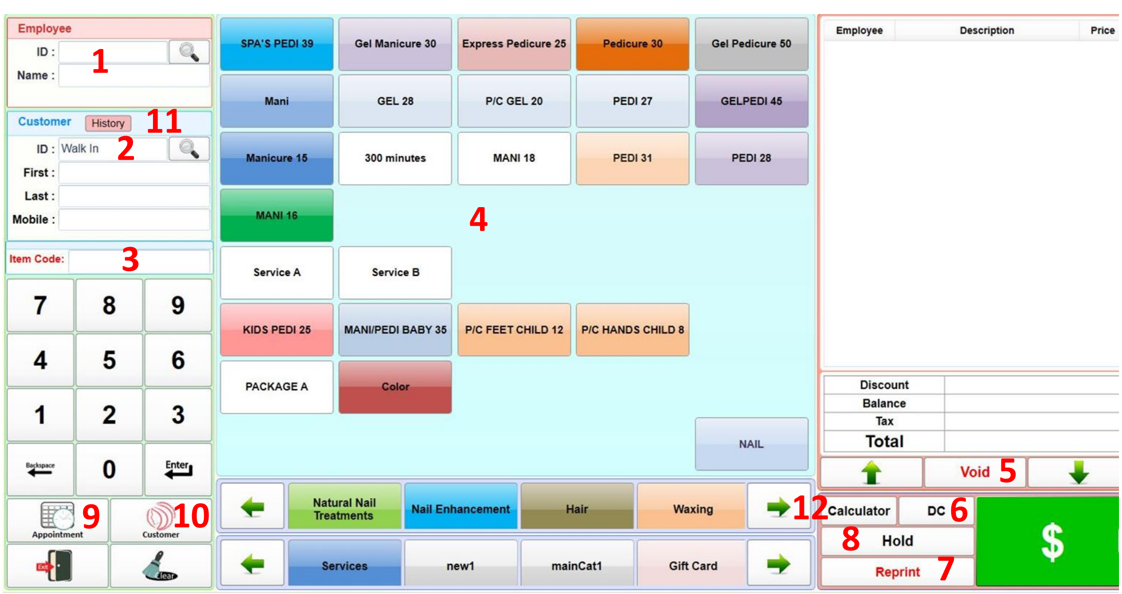
1. **Select employee** by clicking "Magnifier" icon on Employee section.
2. **Select customer** by clicking "Magnifier" icon on Customer section. Leave it as Walk-in for walk-in customers.
   A. You can search for a customer either by first name, last name, or any part of phone number.
   B. Once customer is found, click Select.
   (After customer is selected, if you tap History, this customer's sales history will be displayed.)
3. Select the appropriate services, products, or scan-in barcode of products.
4. Change to different employee by clicking "Magnifier" icon.
5. Select different service to be rendered.
6. Proceed to Payment.

Void (Remove)

1. To remove selected services/items, tap the service/item from the right white box.
2. Click Void

Reprint

1. To reprint last transaction receipt, tap Reprint

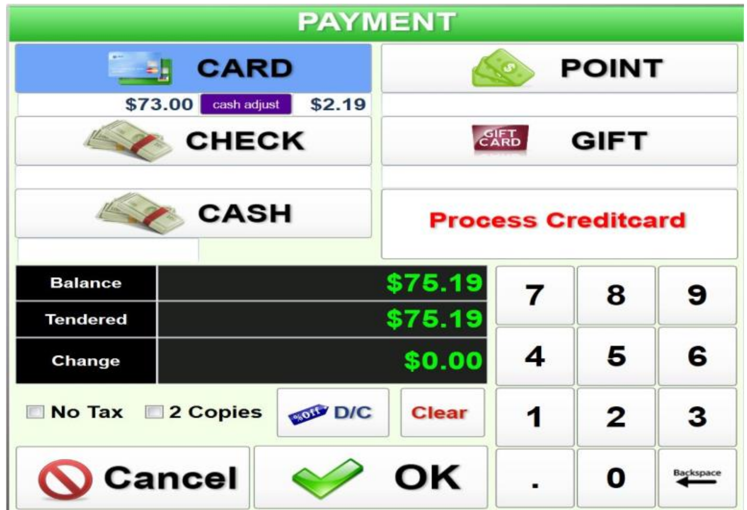


Zero Pay

If you are using zero pay feature you can see how much will be charged for card payment.

*Cash adjust and price will be printed on invoice receipt

You can change % rate for Zero Pay and description at set up.



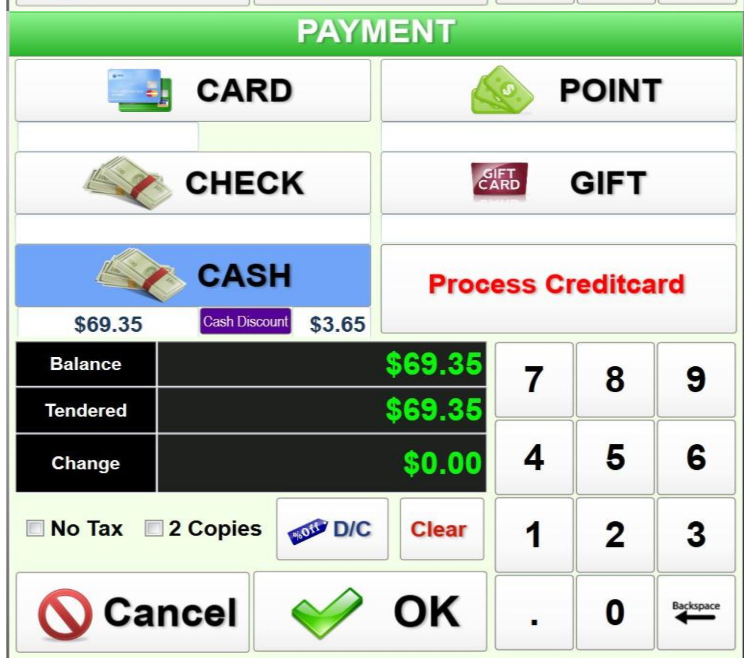
Cash Discount

If you are using Cash Discount feature you can give discount when customer is paying with cash.

*Cash discount and price will be printed on invoice receipt

You can set up discount % or amount on set up.

You can't turn on both of the feature at the same time you can only use either Zero Pay or Cash Discount feature.



Discounts

There are two levels of discounts.

A. Item level Discount on sales screen applies discounts to each service or products.

B. Invoice level Discount on Payment screen applies discount to an entire invoice.

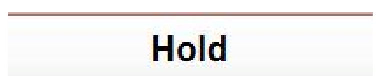
Item Level Discount

You can change discount amount or % rate at Sets up screen

1. Select service/item you want to apply discount to.
2. Tap Discount button from the sales screen.
3. Select type of discount- percentage or dollar amount.
4. Select preset discount amount or percentage.
5. Click OK.

Invoice Level Discount

1. From the Payment Type screen, tap DC (Discount button)
2. Select type of discount- percentage or dollar amount.
3. Select preset discount amount or percentage.
4. Click OK.



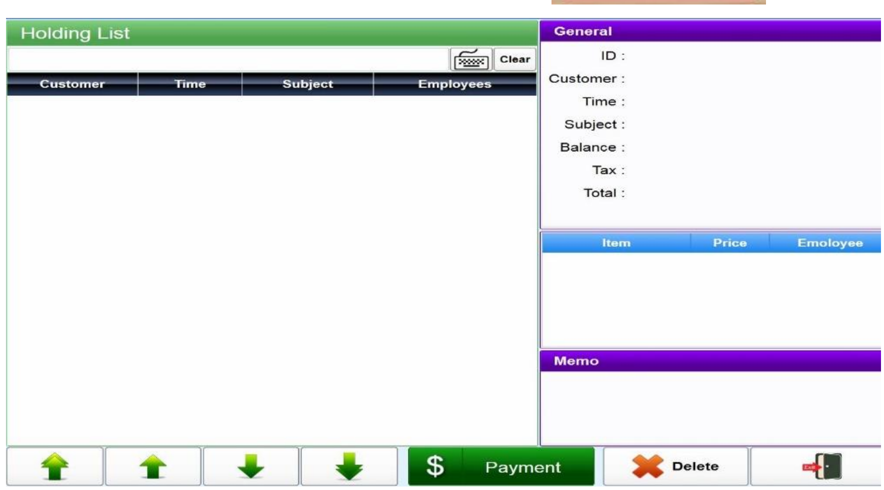
Hold

You can pre-ring up this customer before receiving actual service by clicking Hold after assigning employee and services/items. You can pull up this customer from Hold List when this customer is ready to check-out and proceed to Payment.

1. Select employee and service as you normally would.
2. Click Hold.
3. From the Main Screen, click On Hold.
4. Select the customer.
5. Click Payment to proceed.

To Delete Customer from Hold List

1. From Main Screen, click On Hold
2. Select customer you want to delete.
3. Click Delete.



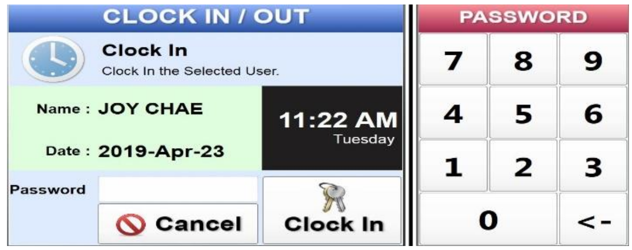
Clock In/Out

Clock In

1. Click Clock In/Out from the main screen.
2. Employee selects their own name
3. Enter password
4. Click Clock Out

Clock Out (Only clocked-in employee can clock out)

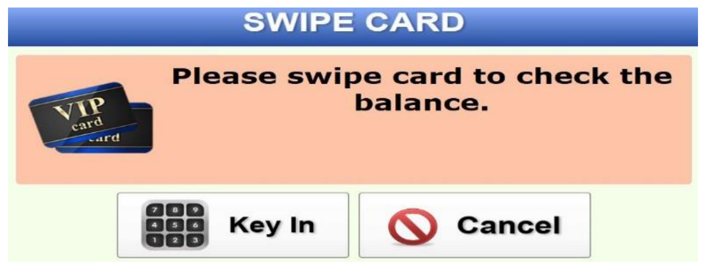
1. Click Clock In/Out from the main screen.
2. Employee selects their own name
3. Enter password
4. Click Clock Out

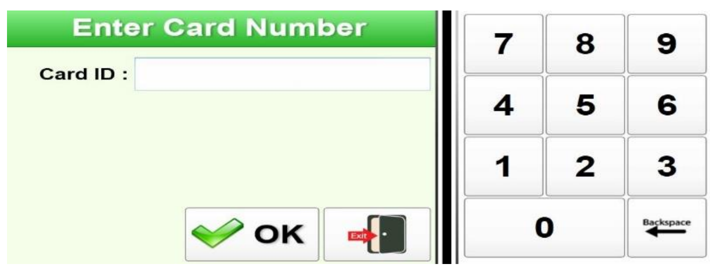


Balance

Check reward card and gift card balance.

1. Click Balance from the main screen.
2. Swipe reward card or gift card.
3. You can manually key-in the card number.

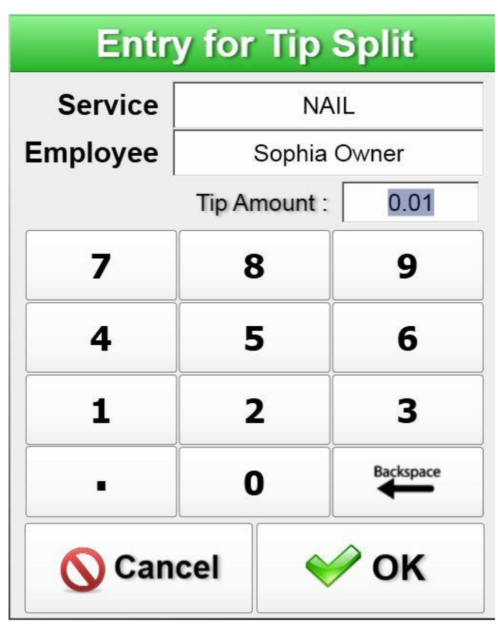




Splitting Credit Card Tips

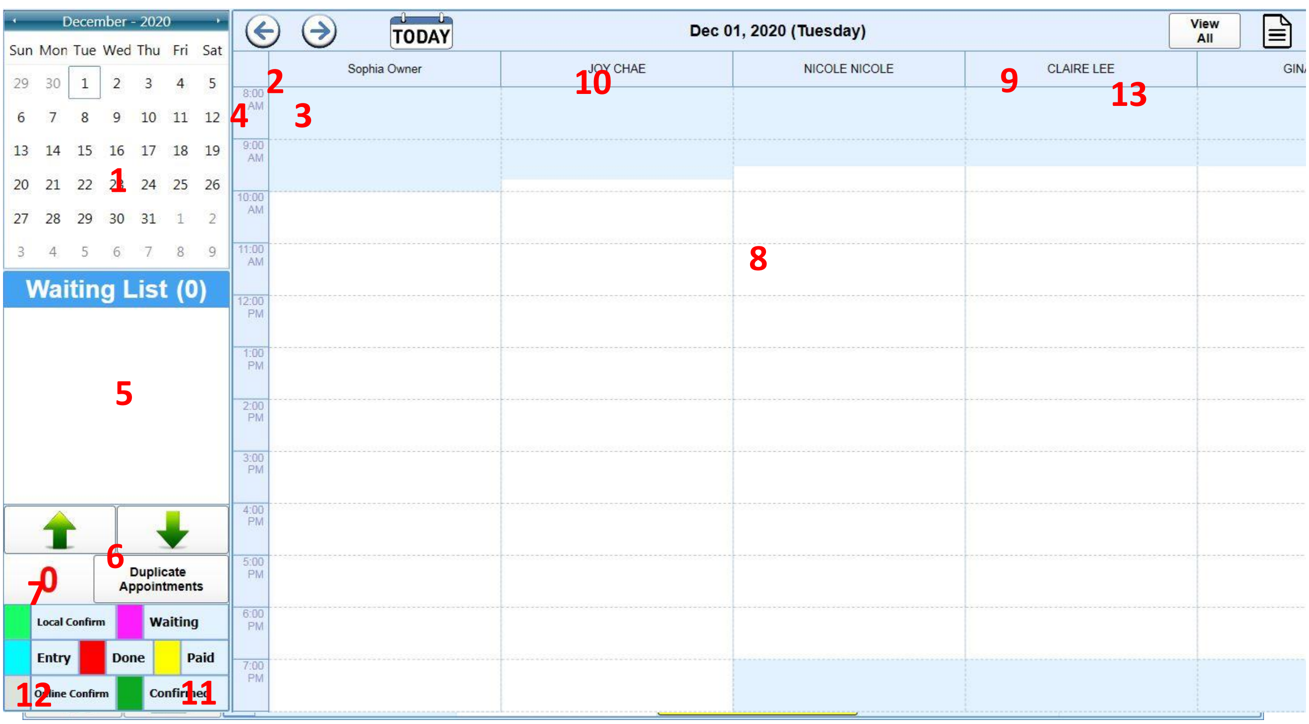
You can split tips between two employees if they both rendered services for a single customer.

1. Process tip adjustment first.
2. Go to Management -> Report -> Detail (Thermal)
3. Select the service that requires **Tip Split**.
4. Select employee associated with the service.
5. Click Tip Split from top right.
6. Enter tip amount that will go to this employee.
7. Click OK.
8. Repeat steps 4 through 7 if necessary.



Appointment

1. Date selector for appointment.
2. Change date by going back and forth.
3. List of employees scheduled to work for chosen date.
4. Business operating hours for chosen date.
5. Waiting List -customers on Waiting status.
6. Duplicate Appointment - displays Duplicate Appointments that requires your attention. Past duplicate appointments will not be shown.
7. Appointment status color codes.
8. Appointment slots where you can tap to make appointments.
9. View All – readjusts appointment screen to display all employees in one screen.
10. Selected date.
11. Sales – takes you back to sales screen.
12. Exit – exit out of appointment screen.
13. View summary of appointment status.



Appointment Status Color Codes

Local Confirm - appointment made from the appointment screen. Need to be confirmed.

Waiting – customer who is waiting to receive service.

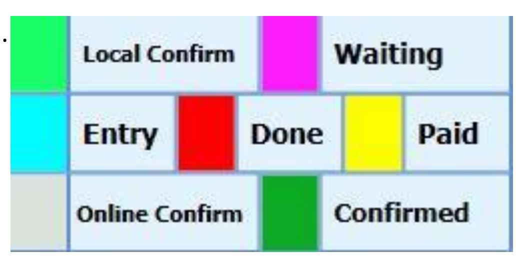
Entry – customer who is currently receiving service.

Done – customer who is done with service.

Paid – appointment that has been paid. Click on Paid yellow box to view details on the appointment.

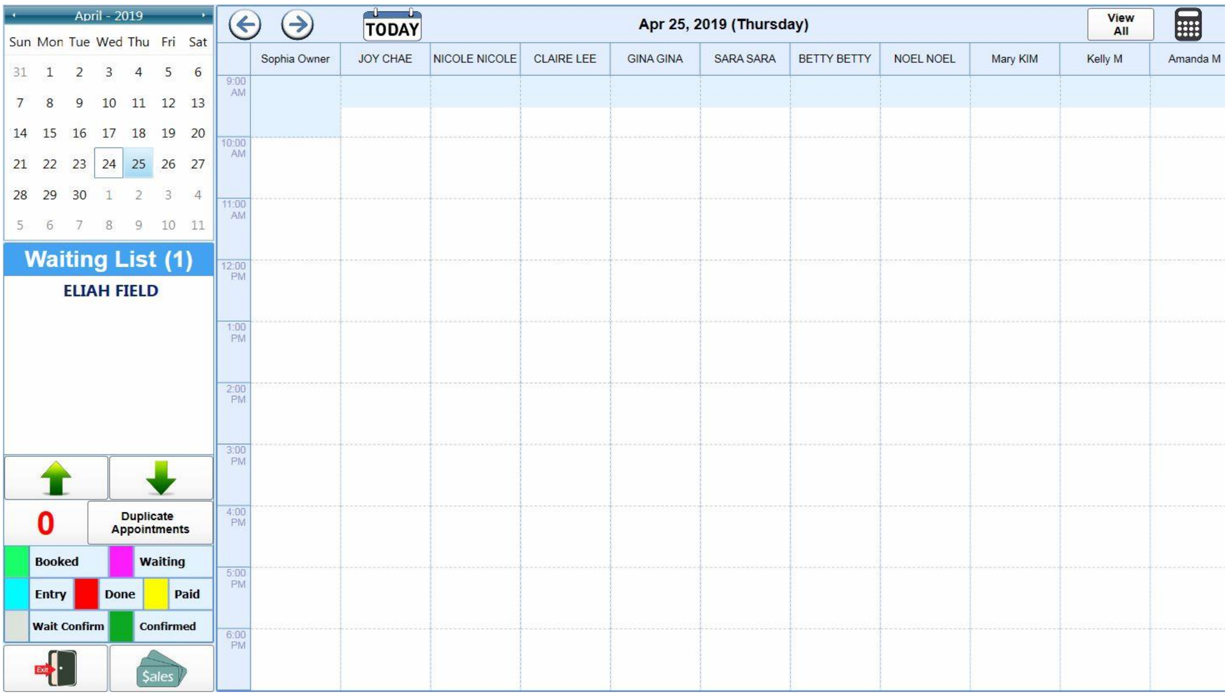
Online Confirm – online booking that need to be confirmed.

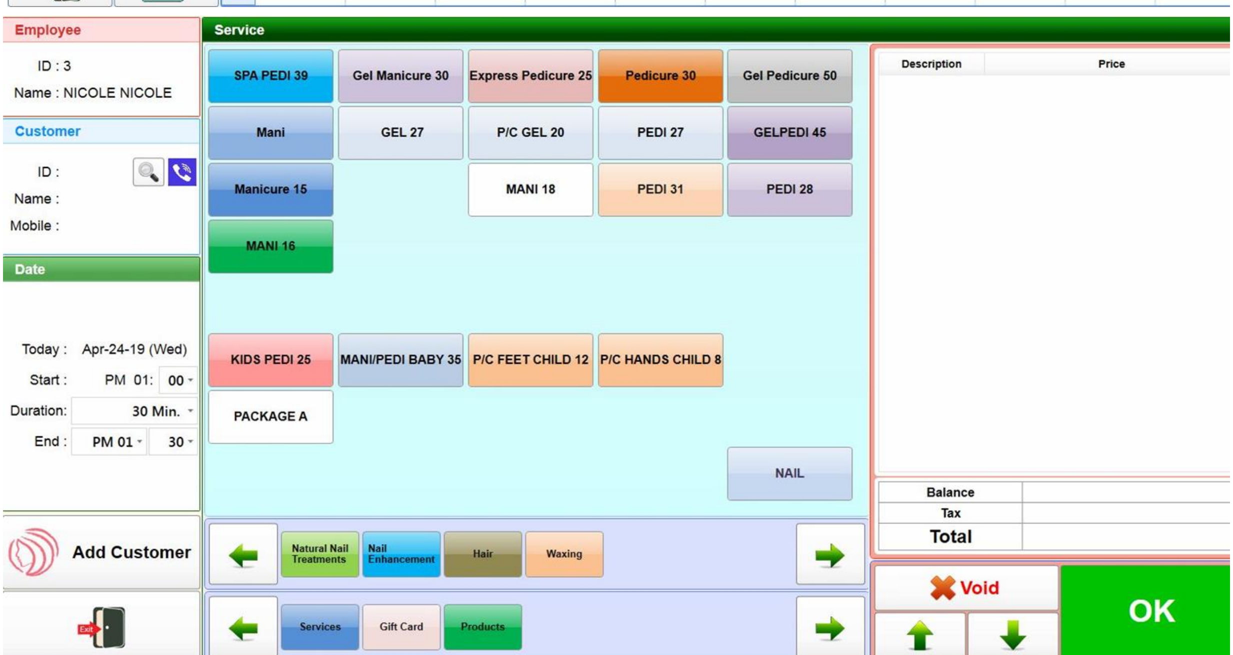
Confirmed – online booking that has been confirmed.



Making Appointment

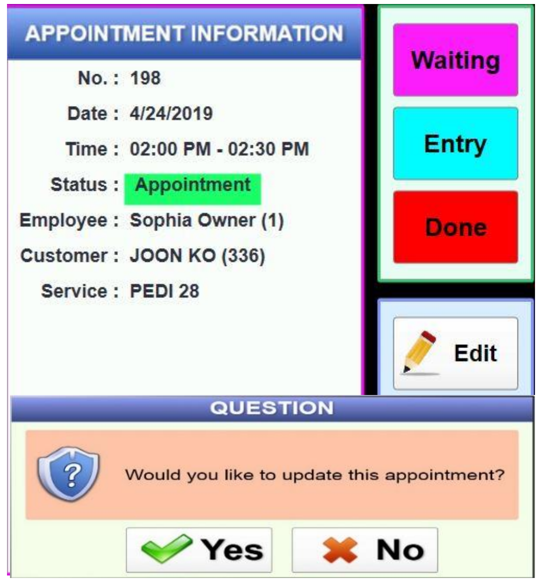
1. Click Appointment from the main screen.
2. Choose the date from the date selector. Default date is today's date.
3. Choose open time slot and employee and tap the box.
4. From the New Appointment screen, click Magnifier icon and select the customer.
(If it's a new customer, click Add Customer to register this customer.)
5. Select services.
6. Click OK.
7. Confirmation email will be sent to the customer. Email must be configured beforehand.
(Text will be sent if cloud service is configured.)

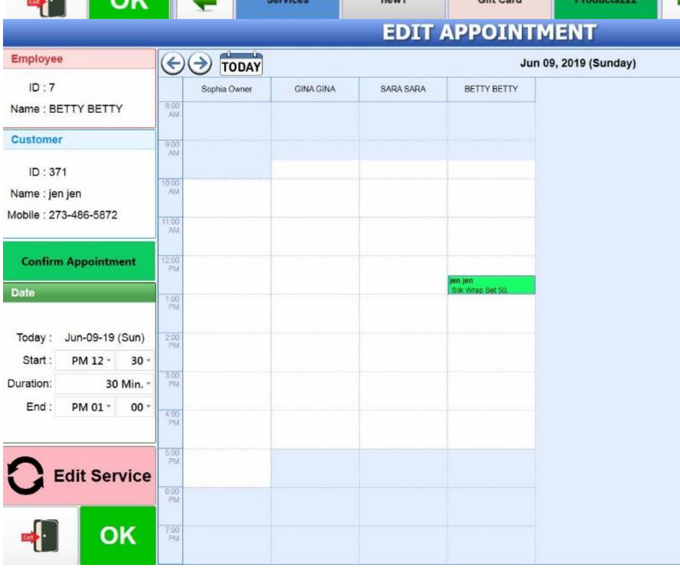




Editing Appointment

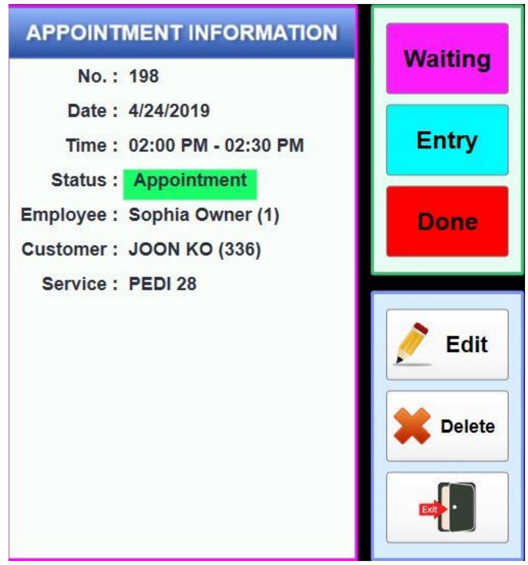
1. Tap the appointment box you need to edit.
2. From the Appointment Information pop-up window, tap **Edit**.
3. At the prompt, click Yes to starting editing the appointment.
4. Screen very similar to sales screen will appear. You can add or remove services from here.
5. Click OK to finish editing service.
5. You can edit time and employee of appointment by clicking Edit Time located at bottom left corner.
6. Once you click Edit Time, Edit Appointment windows will appear showing all appointments.
7. Tap the appointment to want to change and tap the new opened slot.
8. When finished either Exit or Click Edit Service to go back.





To Delete Appointment

1. Tap the appointment.
2. From the Appointment Information pop-up windows, click Delete.
3. Click Yes at confirmation windows.
4. Exit.



Confirming Online Appointment

Online Booking is available only with Cloud Service.

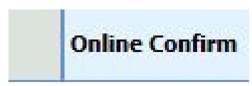
1. Unconfirmed appointments are color coded in light grey and light green. Confirming appointments will change the status code color to darker shade of green and send confirmation text to the customer.
2. Tap the appointment that needs to be confirmed.
3. From the pop-up window, click **Confirm.**

5. Text Confirmation window will pop-up. Cloud service text must be configured beforehand.

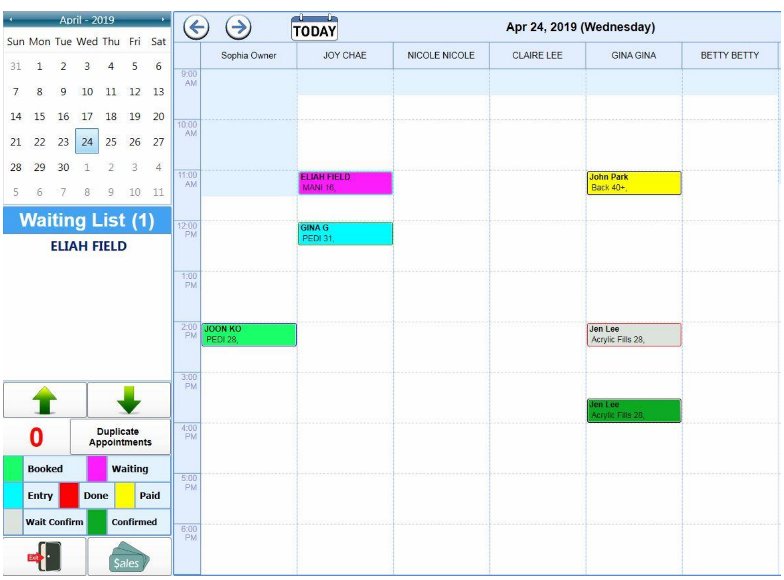
4. Exit.

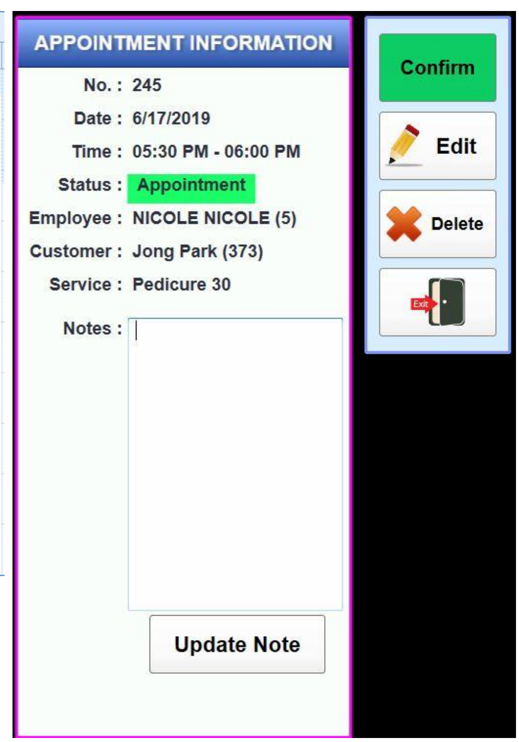
(*Only cloud enabled version will send text confirmation. Local version will send email confirmation.

Appointments made locally from Appointment screen



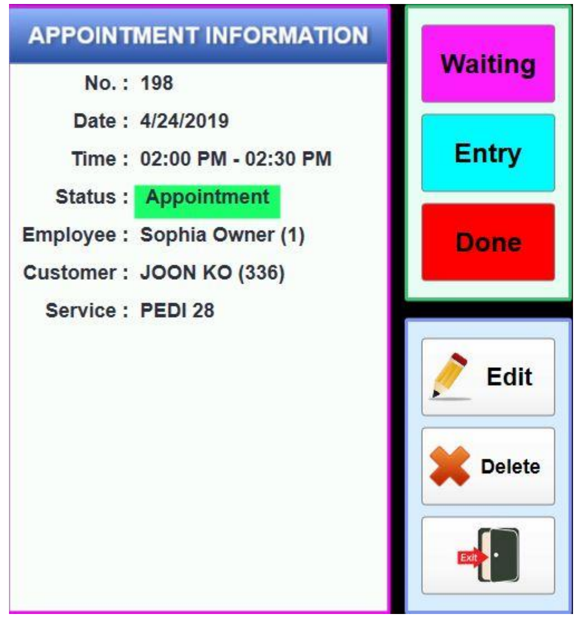
Appointments booked online

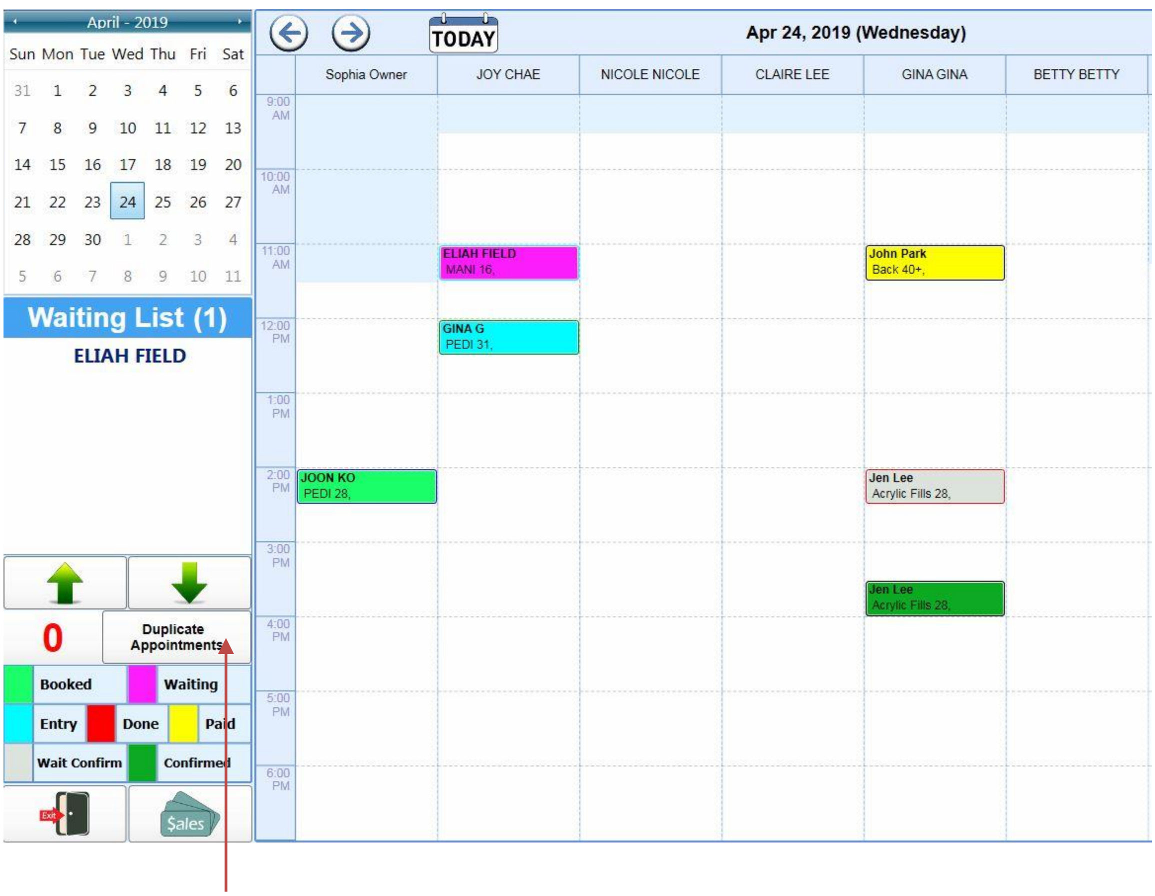




Checking-In Appointment Customers

1. To begin the appointment check-in process, open **Appointment** screen.
2. Tap the appointment box.
3. Look over the pop-up window.
4. If the customer need to wait tap **Waiting**, otherwise tap **Entry**.
5. If the **Waiting** customer is ready to be serviced, reopen the appointment and tap Entry.
6. Notice the Entry sky blue color coded status.
7. When the customer is done receiving services, reopen the appointment and tap **Done**.
8. Proceed to Payment.
9. Notice the **Paid** yellow color coded status. The yellow color indicates that appointment has been paid.





Duplicate Appointment

Duplicate appointments need your involvement. Duplicate appointment means there are more than one appointment on the same time slot for the same employee. Click **Duplicate Appointment** and reschedule conflicting appointments.

You should contact the customer directly for any changes you make for duplicated appointments.

Accessing Back Office

From the Main Screen click Management and enter password at the prompt.

Back Office Menu

1. Customer – add, edit, and delete customers.
2. Employee – add, edit, and delete customers.
3. Items – configure services, products, and gift card menu.
4. Gift Card – track gift cards and view gift card usage history.
5. VIP Card – create, edit, and assign reward cards.
6. Mobile Carrier – configure mobile carrier for texting service.
7. Send Text – send texts to selected customers. Enabled with Premium Text Service.
8. Email – send email to selected customers.
9. Report – view various reports.
10. Return Sales – void cash sales.
11. Setup – configure system settings.

Manual Sync – click manual sync to upload local data to the cloud database. * This is for cloud enabled version only.

Customer

To Add New Customer

1. Click New
2. Fill in the information
3. Ensure to select carrier for Mobile phone number
3. Click Save

To Edit Customer

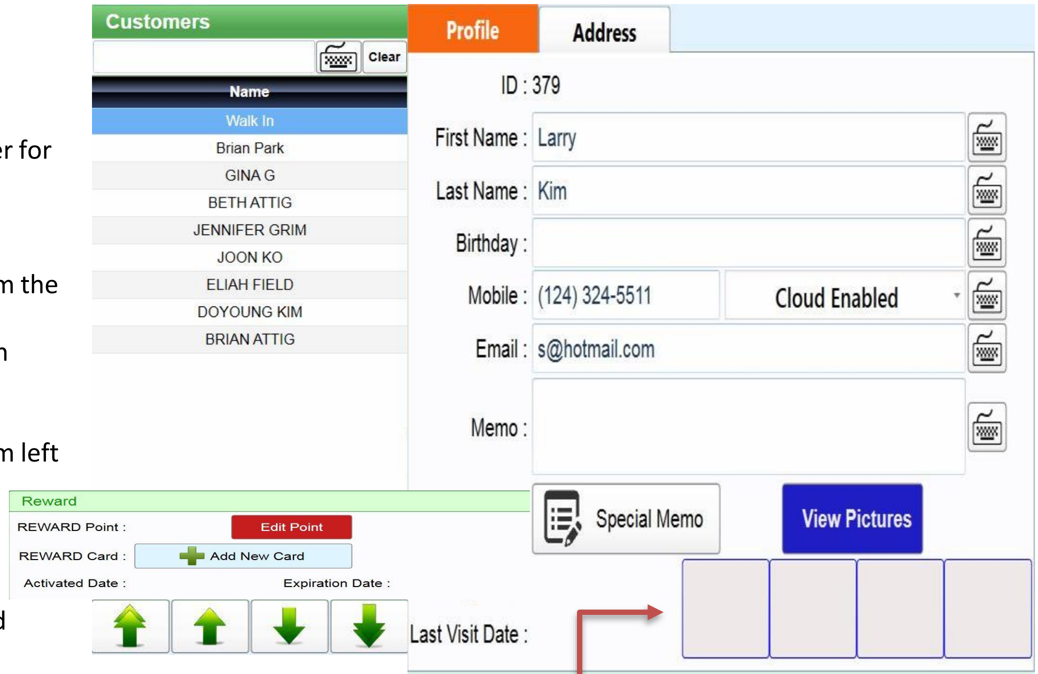
1. Select a customer from the left
2. Enter new information
3. Click Save

To Delete Customer

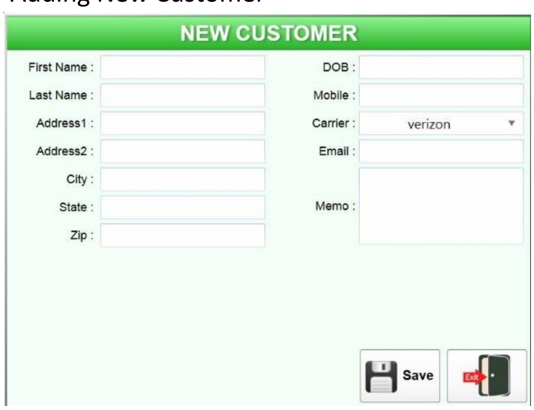
1. Select a customer from left
2. Click Delete

To Assign Reward Card

1. Select customer
2. Click Add New Card
3. Swipe the reward card
4. Click Add



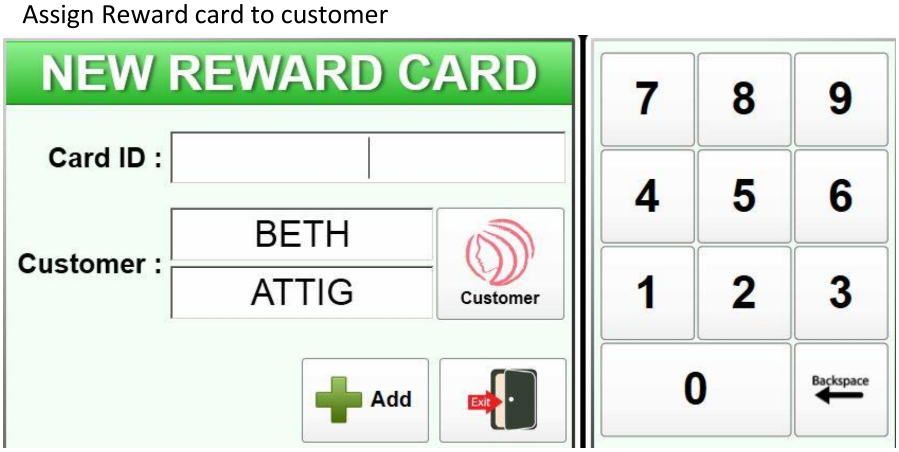
Adding New Customer



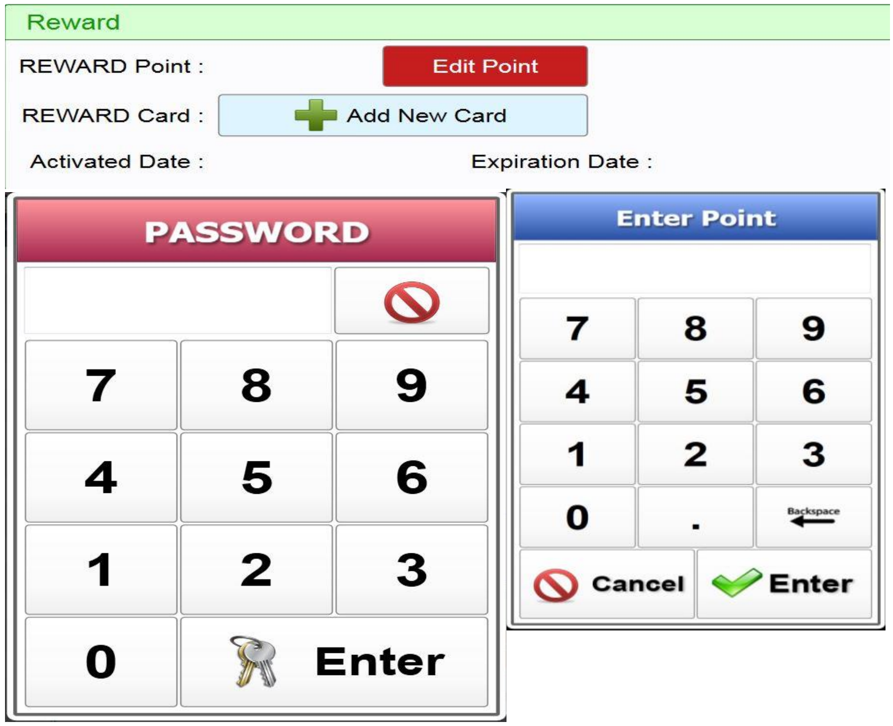
To Upload Pictures

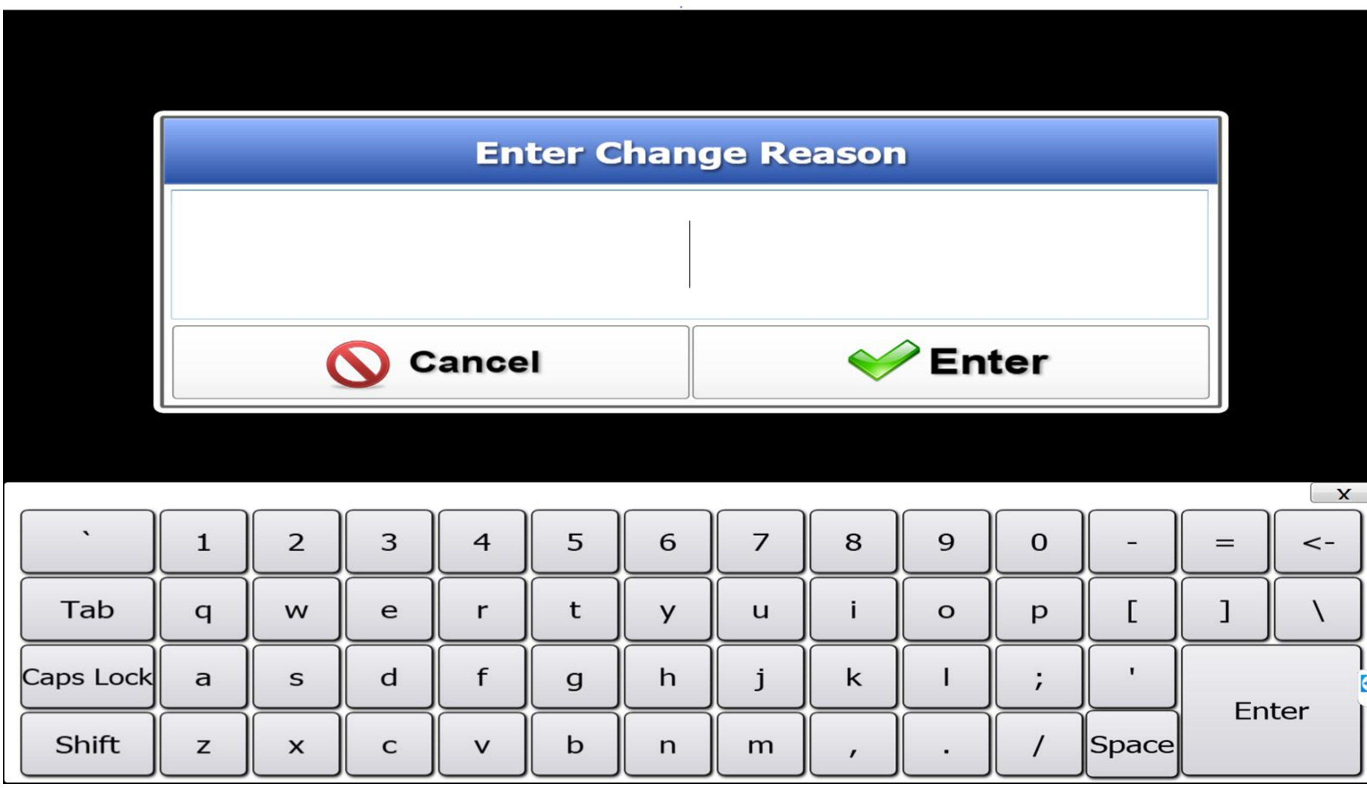
1. Click on an empty box.
2. Select one picture to upload.
3. Click View Pictures to view enlarged pictures.

Assign Reward card to customer



Customer
Edit Reward Point
1. Click Edit Point
2. Put Password
3. Enter Point that you want to put
4. Enter Change Reason





Employee

Manager position gives all administrative rights.
Staff position gives limited administrative rights.

To Add a New Employee

1. Click New
2. Enter fill-in Profile, Address, and Schedule
3. Enter Service and Product commission if necessary
4. Click Save

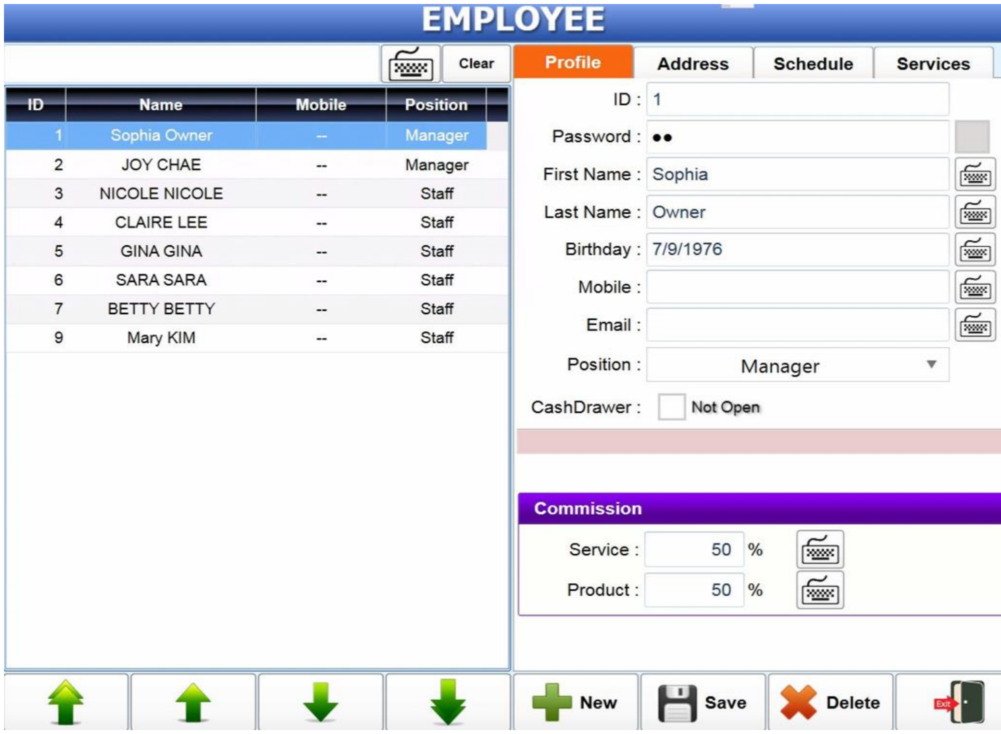
To Edit Employee

1. Select a employee from the left
2. Enter new information
3. Click Save

To Delete Employee

1. Select an employee from left
2. Click Delete

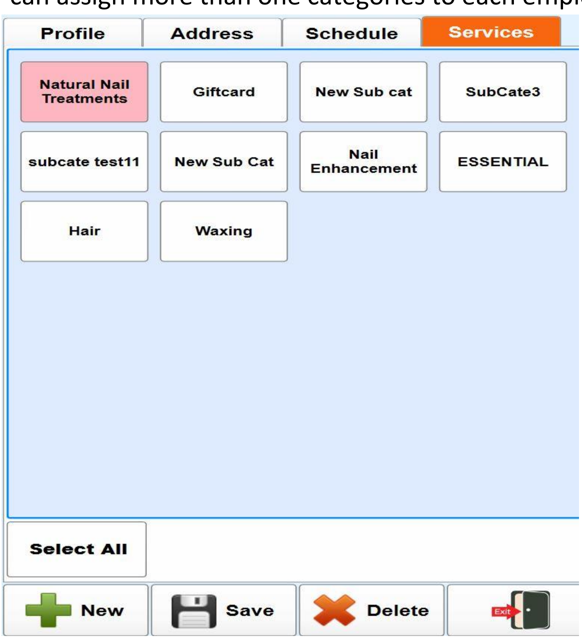
Employee schedule is reflected on appointment screen. Appointment screen will only show employees scheduled to work on specified date.



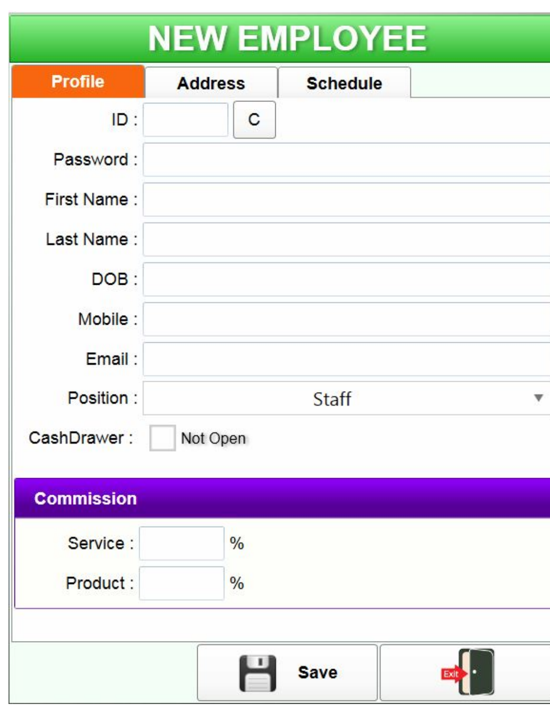
To Assign Services

***This is required for online booking.**

Assign service categories each employee can perform. You can assign more than one categories to each employee.



Adding New Employee



Items

Setup service and product menus.
Add Gift Card sale functionality.

A. Create 1st Category.
B. Create 2nd Category within the 1st Category.
C. Add Items on 2nd Category created.

Create 1st Category

1. Click Add below 1st Category
2. Select 1st Category from the top
3. Enter category name and select color
4. Click OK.

Create 2nd Category

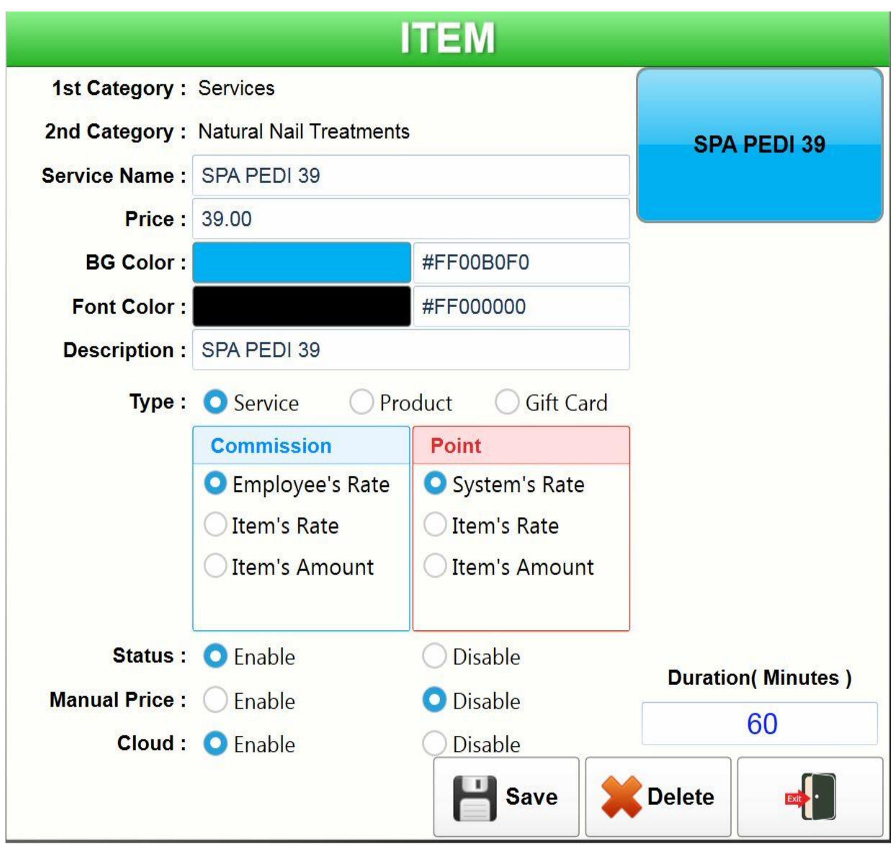
2nd category is sub-category of 1st Category.

1. Click Add below 2nd Category
2. Select 2nd Category from the top
3. Select the 1st Category (Parent) from drop down menu.
3. Enter 2nd category name and select color
4. Click OK.

Add Items

1. Select 1st Category, 2nd Category, and click on box.
2. Enter Service Name, Price, Description (appears on receipt), Duration (service duration, leave default value of 30 if not needed)
3. Select Color.
4. Select Type and Commission and Point rates.
5. Gift Card type – Item Type must be selected as Gift Card type to sell Gift Card. Enable Manual Price to enter gift card amount. When Gift Card type item is selected from the sales screen it will initiate the sale.
6. Manual Price – if enabled, it will prompt you to enter the price you want to charge.
7. For Service Type, select service duration from drop down menu. Default value is 30 minutes.
8. Click OK

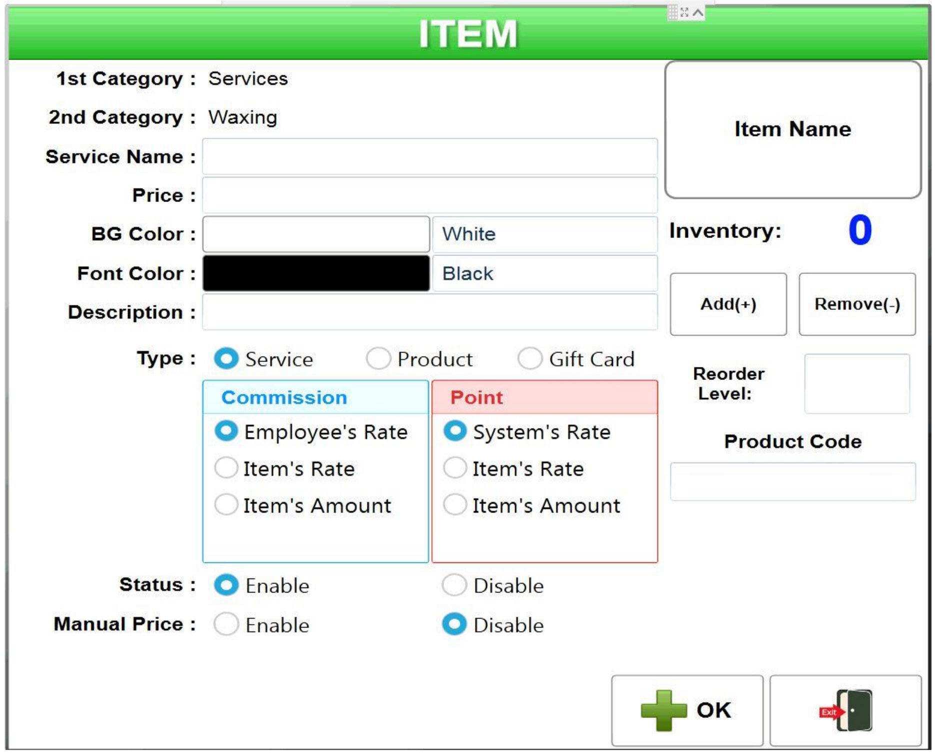
*Transfer or Copy Items by clicking Transfer or Copy and select an existing item and select a new empty box .



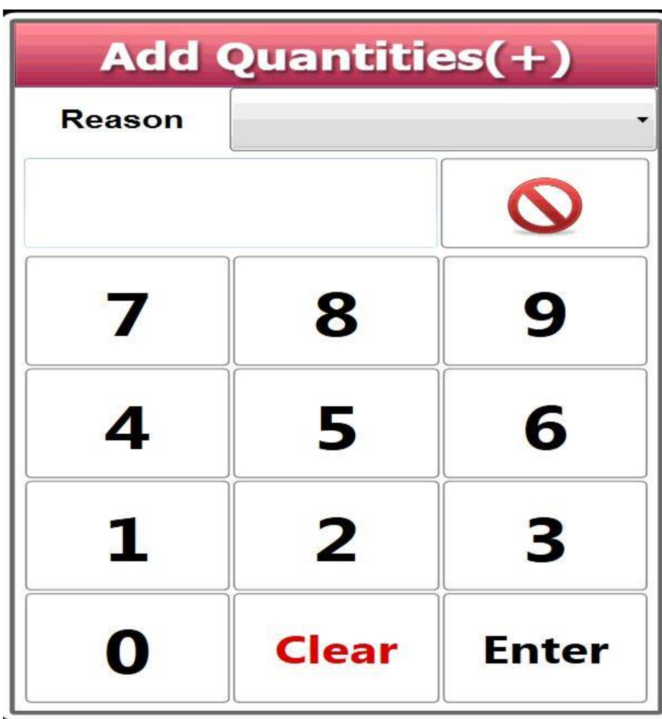
Adding Products

Type must be selected as product

1. Select 1st Category, 2nd Category, and Click on an empty box
2. Enter Service Name, Price, and Description (appears on receipt)
3. Select Color.
4. Select Type as **PRODUCT** and Commission and Point rates.
5. Either scan-in or manually enter barcode number.
6. Click Add(+) to add inventory or Remove (-) to reduce inventory
7. On the pop-up window, enter quantity and select a reason.
8. Click OK



Add Quantity



Remove Quantity

Gift Card

You can keep track of all sold Gift Cards from here.

A. Manually change the gift card amount from Amount

B. Change status of a gift card from Status

C. View gift card usage history by clicking View History

D. Selecting a gift card and clicking Delete will delete the gift card from the system.

To Sell a Gift Card

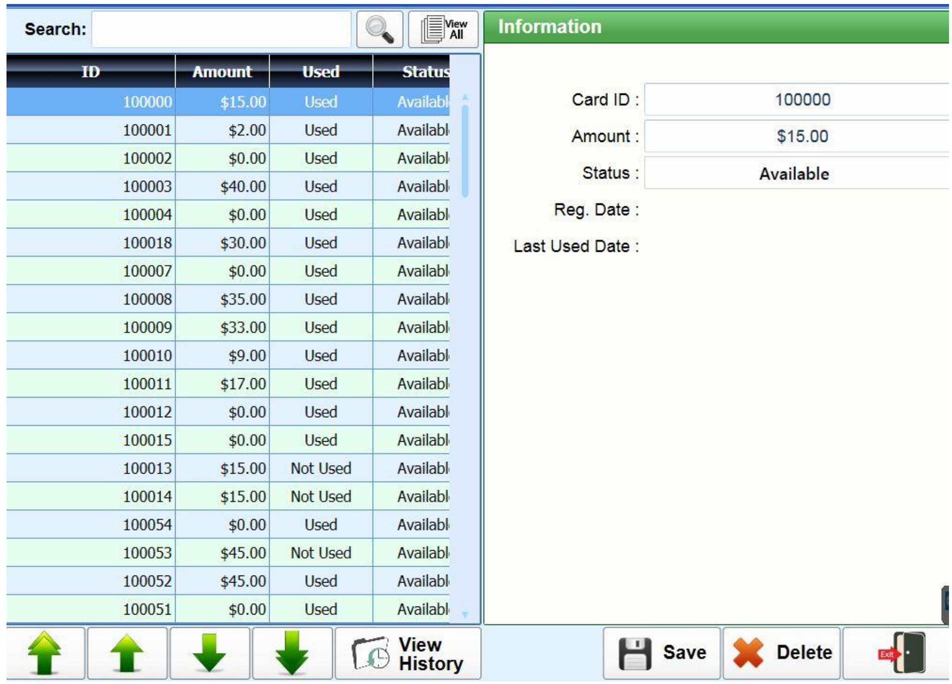
1.Select Gift Card from the Sales screen.

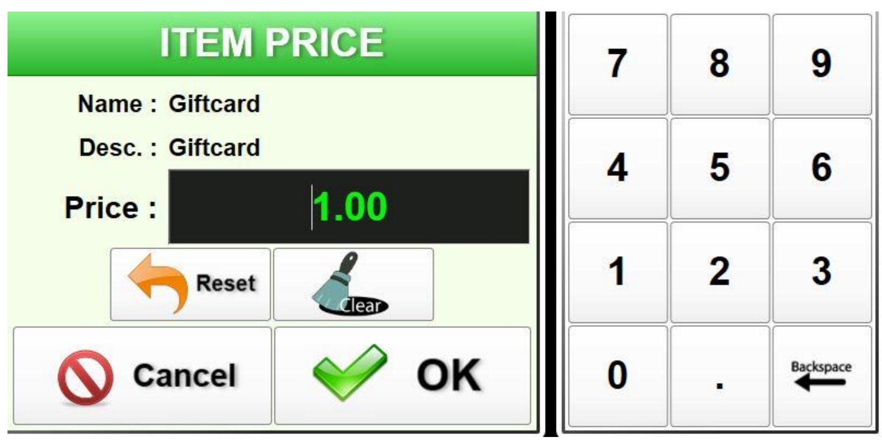
2. At the prompt, enter the gift card amount and click OK.

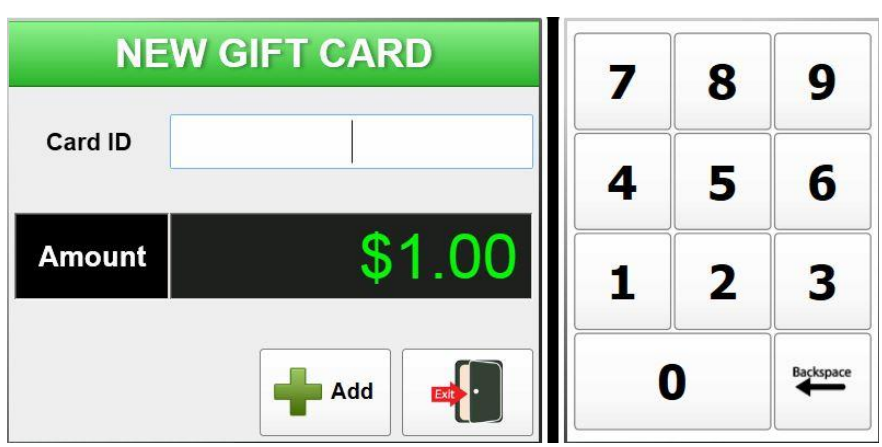
3. Swipe the gift card to enter the gift card number.

4. Click Add

5. Click Payment button and finish out the sale.







VIP Card

Manage VIP Reward Cards

Create New VIP Reward Card

1. Click New
2. Swipe reward card to assign reward card ID
3. Click Customer icon to directly assign VIP Reward card to a customer
4. Click Add

To Edit VIP Reward Card

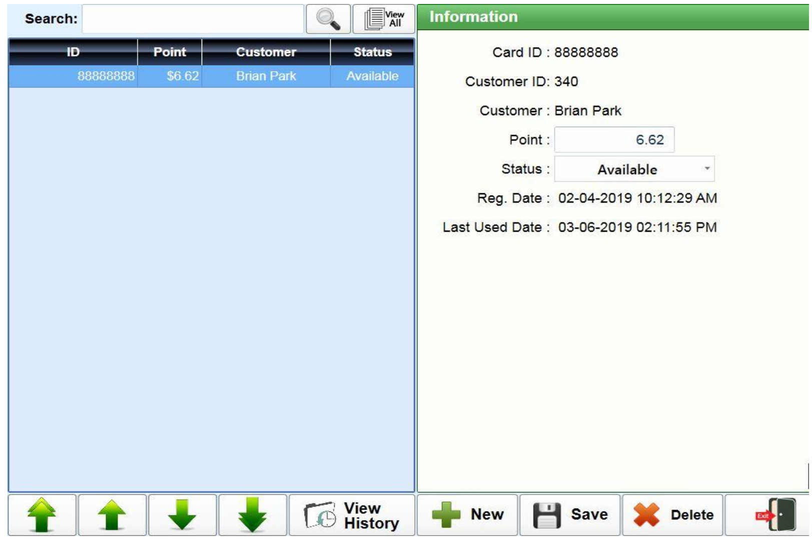
1. Select a customer from the left
2. Edit points or change status of the VIP Reward Card
3. Click Save

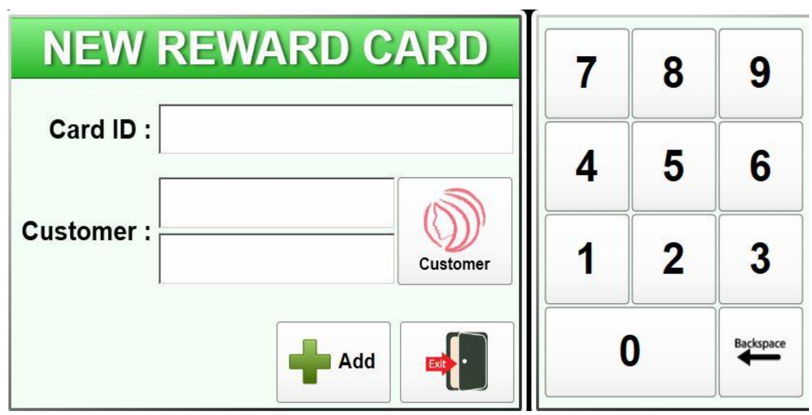
To Delete VIP Reward Card

1. Select a customer from the left
2. Click Delete
3. Click Save

To View VIP Reward Card History

1. Select a customer from the left
2. Click View History





Mobile Carrier

This is required if you want to send text without the cloud service.

Added Mobile Carrier appears on customer profile carrier drop down menu.

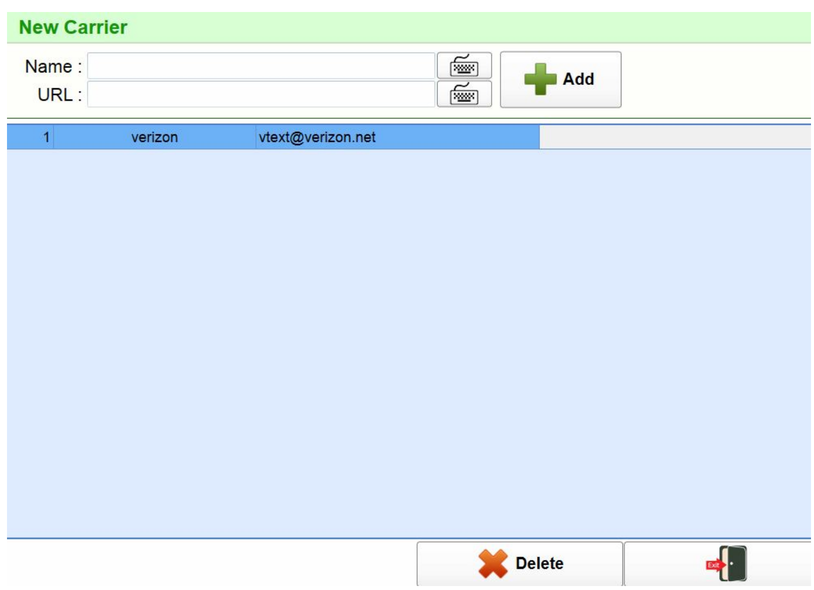
This is required to send free but limited number of texts.

To Add Mobile Carrier

1. Enter name
2. Enter Mobile carrier's text and email service URL
3. Click Add

To Delete Mobile Carrier

1. Select Mobile Carrier
2. Click Delete.

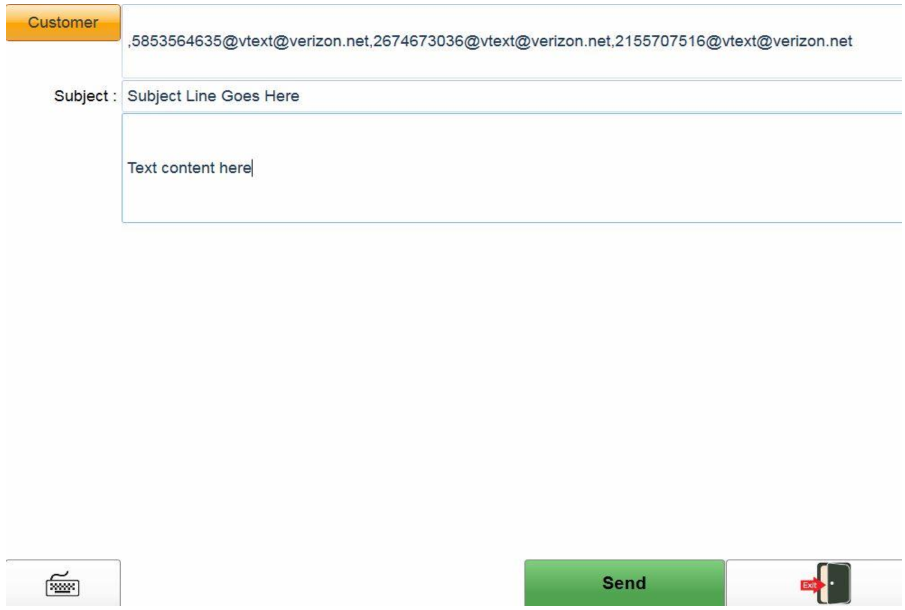


Send Text

Mobile Carrier and Email must be setup beforehand. Customer's mobile number and carrier are perquisites before sending texts to a customer.

To Send Text

1. Click Customer
2. Select customers you want to send texts to
3. Click Select
4. Enter Subject and text you want to send
5. Click Send

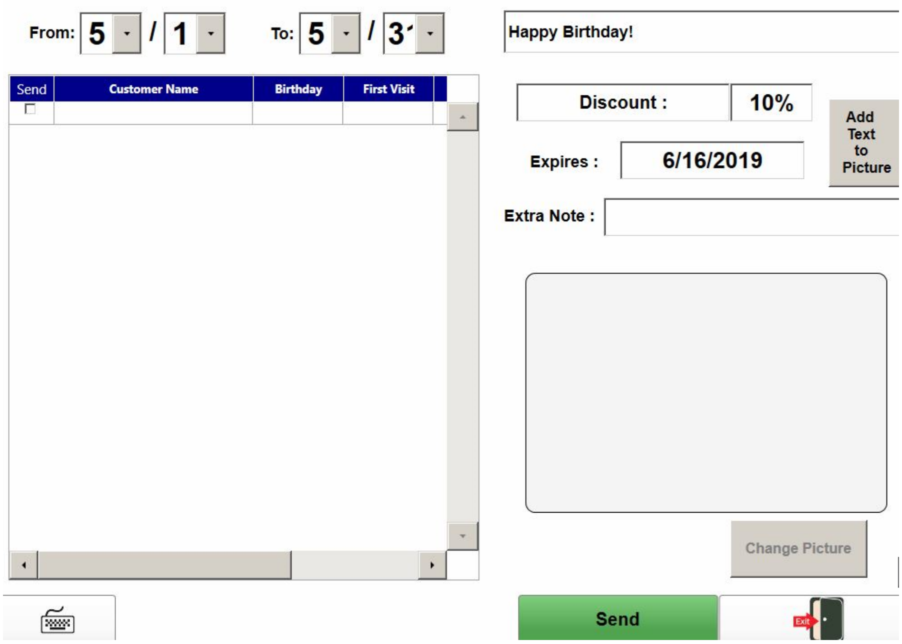


Send Coupon Email

Email service must be configured before you can send emails.
Customer's email address is prerequisite.

To send Email

1. Select Date Range – this will display all customers with birthdays that falls within the date range
2. Enter Title, Discount Amount, Expiration Date, Extra Notes
3. Click Add Text to Picture
4. Click Send



To Void/Return Cash Sales

This does not VOID credit card transactions

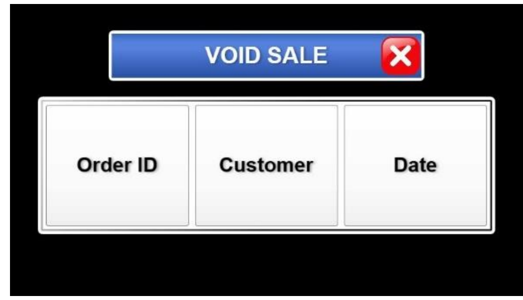
1. Click Return Sales
2. Click VOID
3. Select how you want to find the invoice to void: ORDER ID, CUSTOMER, DATE

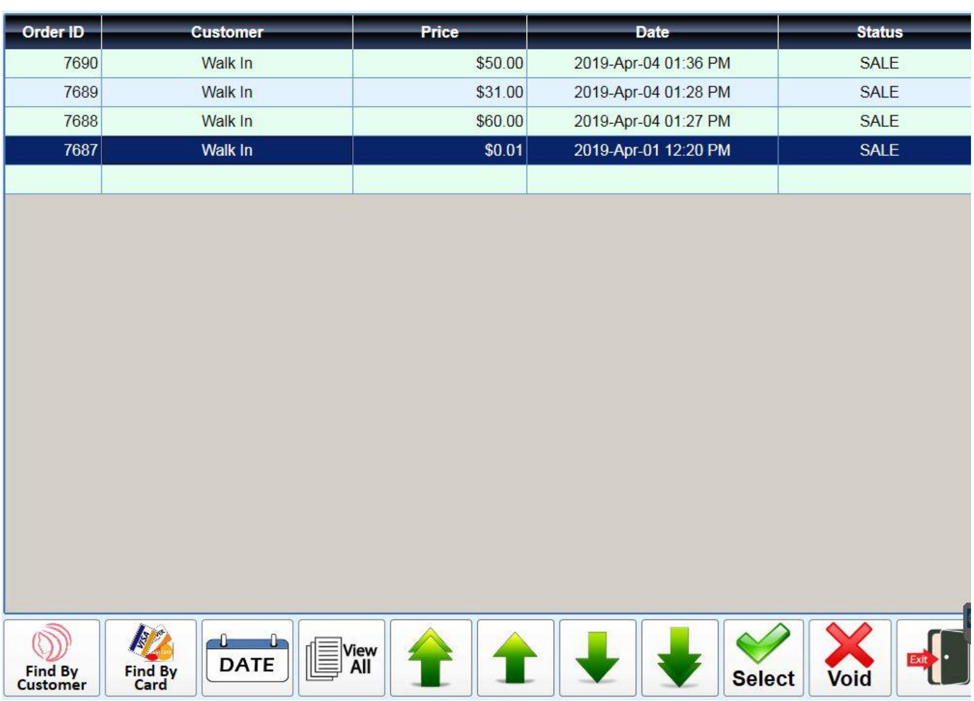
Find Invoice by Order ID – enter Order ID

Find Invoice by Customer – select the customer

Find Invoice by Date – enter date range

4. From the Sales History list, select the invoice you want to void
5. Click Void



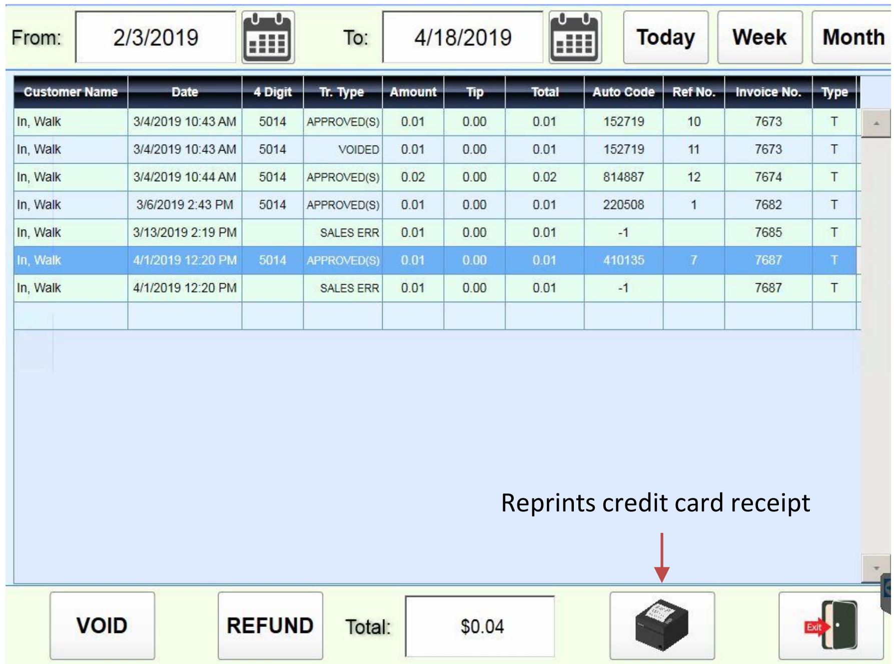


To Void and Refund Credit Card Transaction

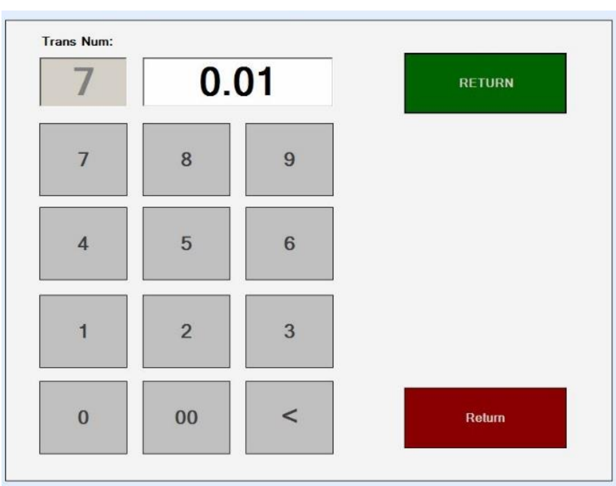
You can only void a credit card transaction if it hasn't been batched.

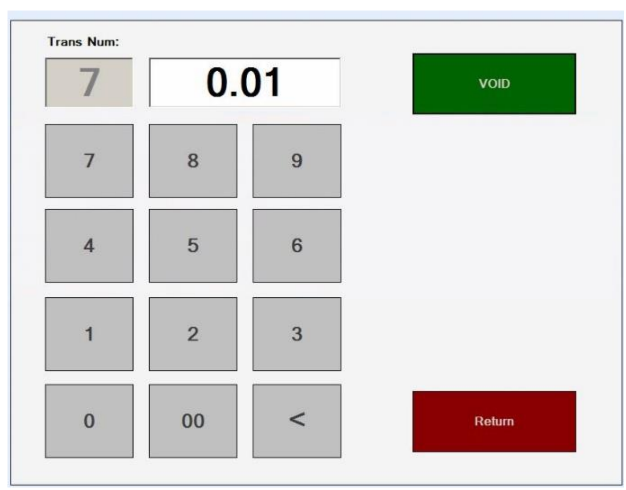
If it has been batched, you need to issue a refund.

1. Go to Reports -> Credit Card Tr. Details
2. Enter date range
3. Select the credit card transaction you want to void or refund
4. Select VOID or REFUND
5. Click Void or Refund from the pop-up window
5. The integration credit card terminal will respond
6. Enter transaction # for VOID. Key-In full credit card # for REFUND.
7. Press Enter from the credit card terminal



Customer Name	Date	4 Digit	Tr. Type	Amount	Tip	Total	Auto Code	Ref No.	Invoice No.	Type
In, Walk	3/4/2019 10:43 AM	5014	APPROVED(S)	0.01	0.00	0.01	152719	10	7673	T
In, Walk	3/4/2019 10:43 AM	5014	VOIDED	0.01	0.00	0.01	152719	11	7673	T
In, Walk	3/4/2019 10:44 AM	5014	APPROVED(S)	0.02	0.00	0.02	814887	12	7674	T
In, Walk	3/6/2019 2:43 PM	5014	APPROVED(S)	0.01	0.00	0.01	220508	1	7682	T
In, Walk	3/13/2019 2:19 PM		SALES ERR	0.01	0.00	0.01	-1		7685	T
In, Walk	4/1/2019 12:20 PM	5014	APPROVED(S)	0.01	0.00	0.01	410135	7	7687	T
In, Walk	4/1/2019 12:20 PM		SALES ERR	0.01	0.00	0.01	-1		7687	T





Credit Card Transaction

1. Tap **Credit Card** icon from the main screen.
2. The list of all credit card transactions will be displayed.
3. Select date range to see past credit card transactions.

To Add Tip

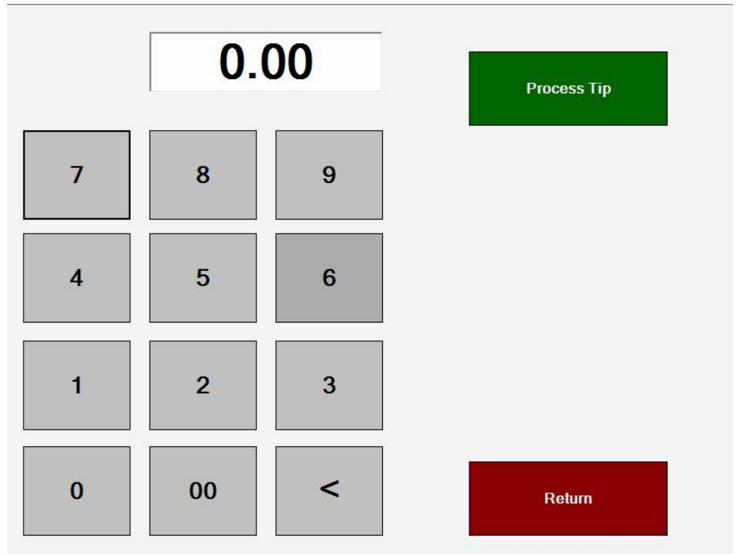
1. Select credit card transaction that needs tip added.
2. Click **Tip**.
3. Enter tip amount and click Process Tip.

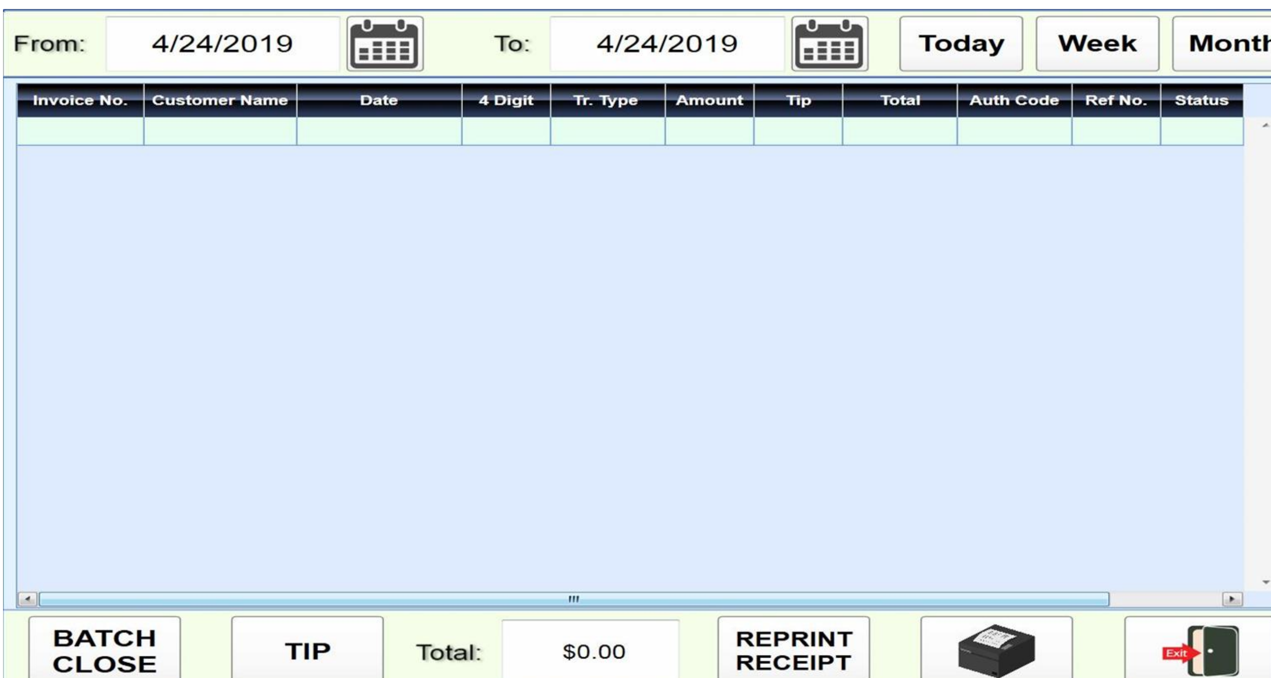
To Batch

1. Click **Batch Close**

Reprint Receipt – reprints credit card receipt.

Printer Icon – prints credit card transaction report.





Credit card report

Reports

A. **Summary (Print)** – sales summary with employee break down. Prints to a thermal receipt printer.
B. **Employee's Summary (Print)** – sales summary broken down by employee. Prints to thermal receipt printer.
C. **Only Summary (Print)** – brief sales summary that prints to thermal receipt printer.
D. **Summary** – sales summary in full sized format. You can export to a different file format.
E. **Detail** – detailed sales summary in full sized format. You can export to a different file format.
F. **Detail (Thermal)** – detailed sales summary that prints to thermal receipt printer.
If you check off "BY EMP" box it will reorganize the report by employee.
G**. By Customer Summary** – sales summary broken down by customer. Full size format.
H. **By Customer Detail** – detailed sales summary broken down by customer. Full size format.
I. **Sales by Category** – view sales broken down by services and category.
J. **Sales History** – view sales history by customer, employee, and date. You can reprint receipts from here.
K. **Zero Pay History** – view zero pay history by customer and date. You can print summary of zeropay.
L. **Employees** – displays list of employees.
M. **Clock In/Out** – clock in/out report.
N. **Clock In/Out History** – view clock in/out history and edit clock in/out time.
O. **Customers** – list customers in printable full size format.
P. **Birthday** – displays customers with birthdays that falls within the month selected.
Q. **Appointment** – lists appointments.
R. **Reward Point Change History** – track who changed reward points manually.
S. **Credit Card Tr. Details** – view credit card transaction details and initiate void and refund.
T. **Product Management** – view product lists, inventory level, and sold quantity.