MINI-GUIDE: Work with Packages in Kitomba One Enterprise

Packages allows you to bundle services and retail together and offer them to your clients as a package for a reduced time and/or cost!

Use Packages to entice your clients to try something new (and see your client average spend grow!) - or offer as the perfect gift for Valentines Day, Mothers Day, birthdays and other occasions.

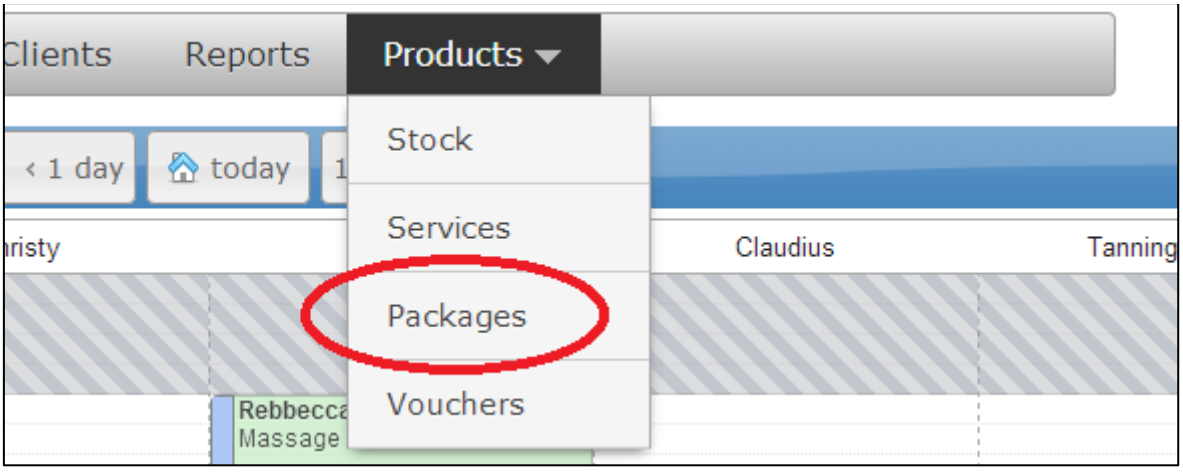
In this mini guide we'll cover:

1. Creating packages in Kitomba One
2. Editing packages in Kitomba One
3. Deleting packages in Kitomba One
4. Setting package availability in Kitomba One
5. Booking a package in Kitomba One

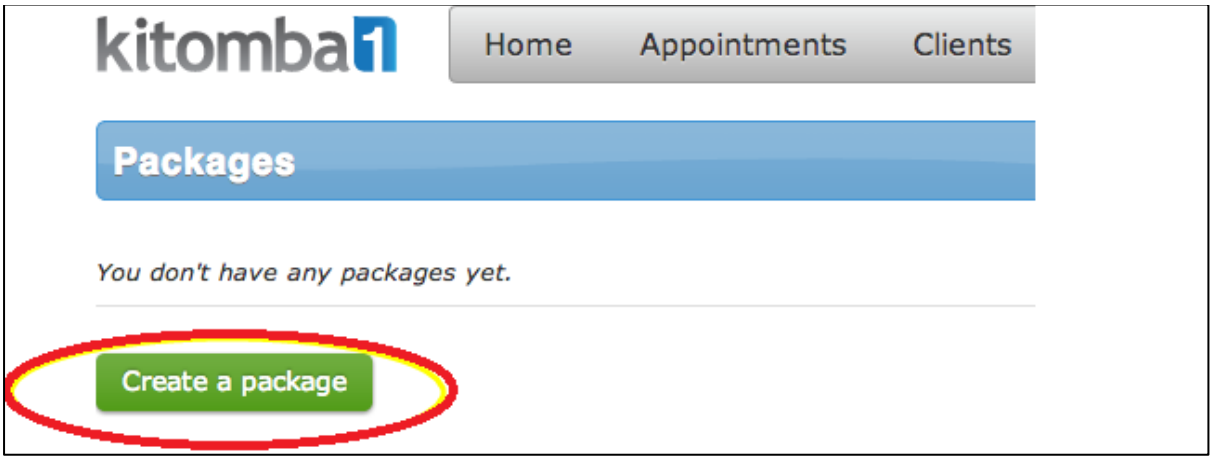
1 – Create a Package in Kitomba One

Note that you must have at least one service in your package. You can't create product only packages.

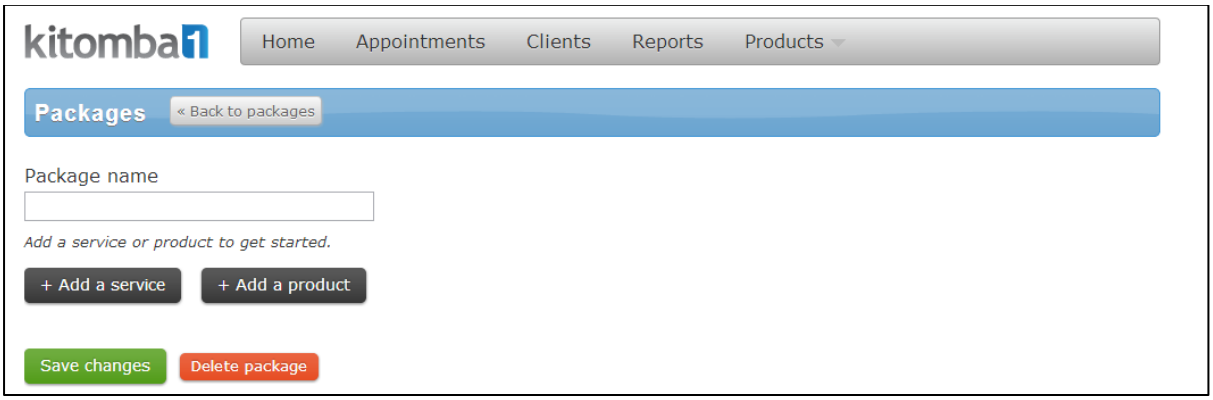
1) Log in to Kitomba One (K1)
2) Click on the **Products** menu at the top, and choose **Packages** from the drop down menu



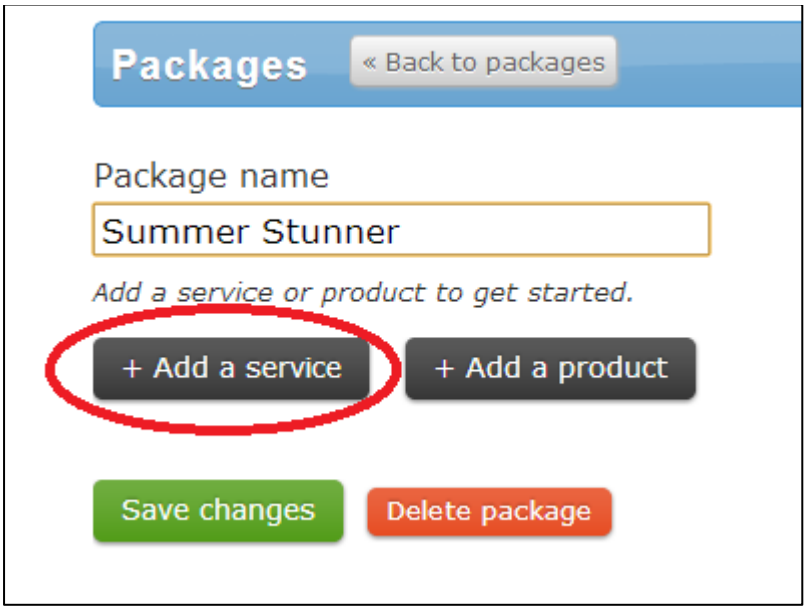
3) The Packages screen will appear. Click **Create a Package**



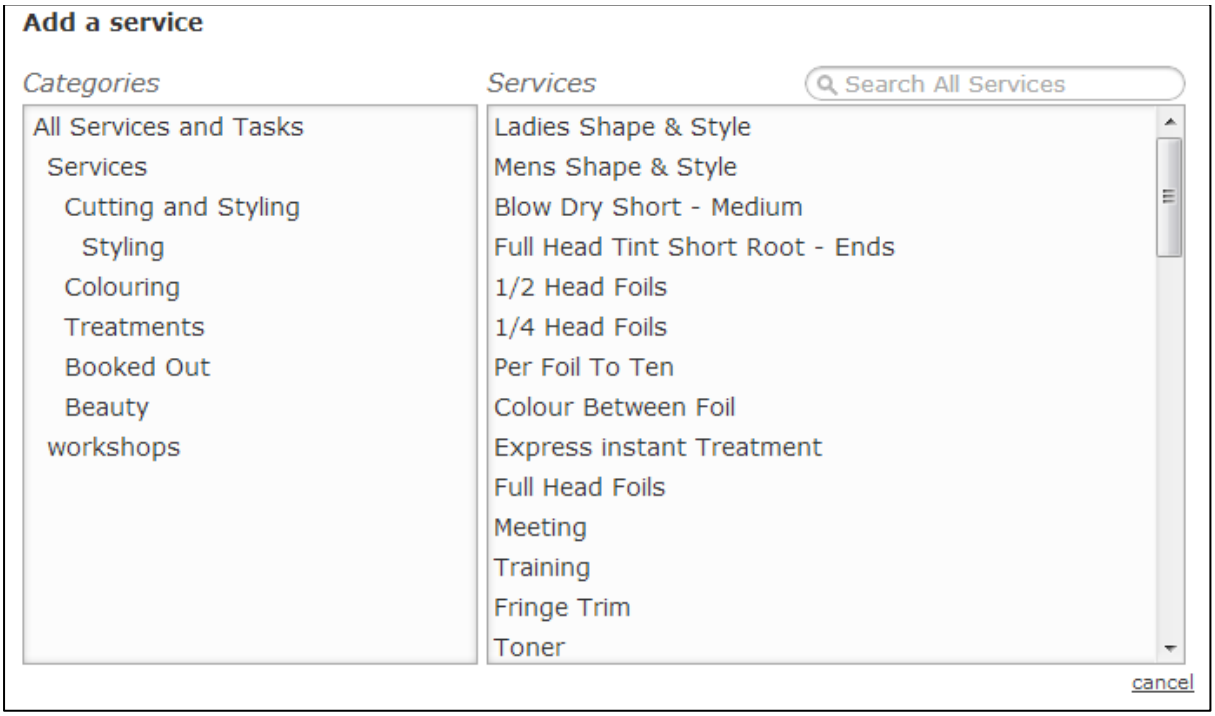
4) The **Packages** screen will appear



5) Enter a name for your package. In the example below, we've called our package 'Summer Stunner'.
6) Click **Add a Service**

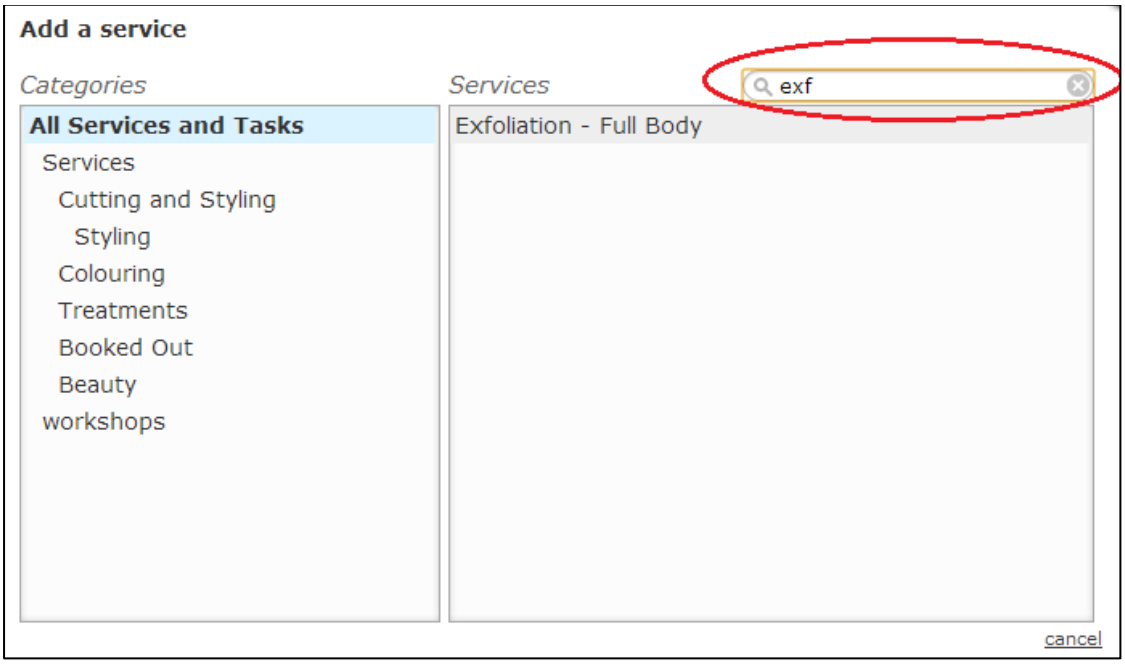


Your services will appear in the **Add a service** window



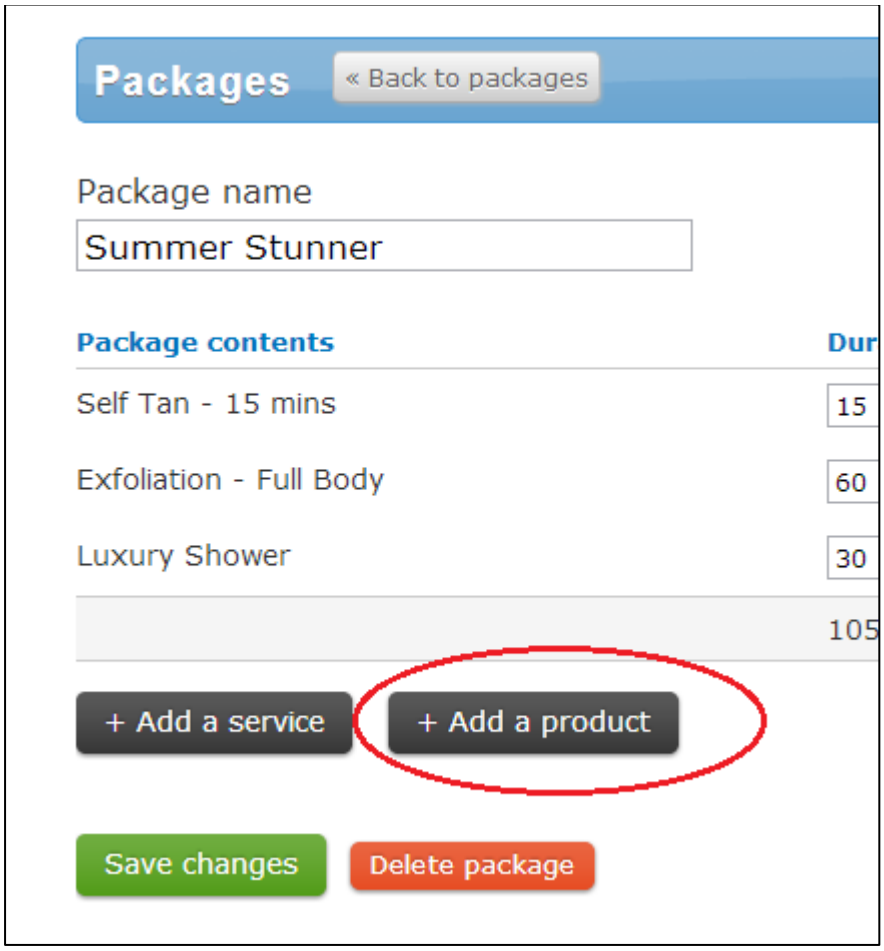
7) Select the service you wish to add to your package. You could use the search function to

make it easier

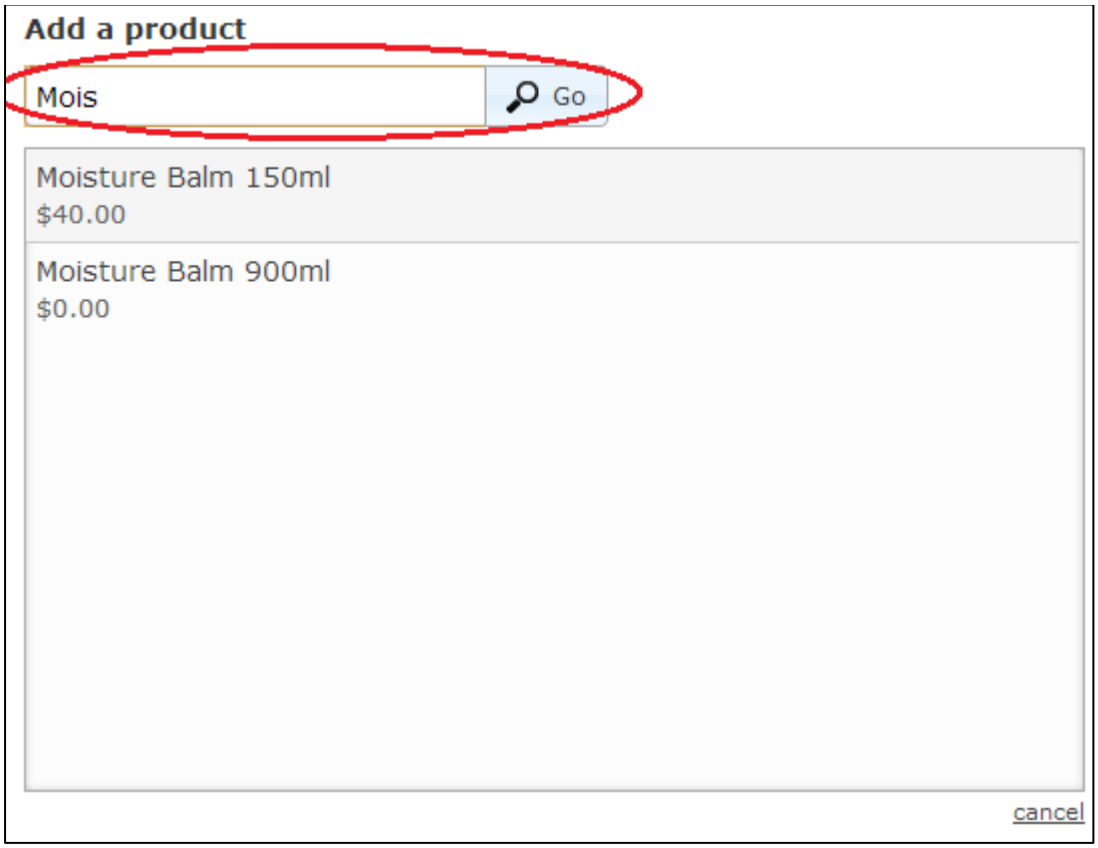


8) You will be taken back to the **Packages** screen. Continue adding any other services you want to include in your package.

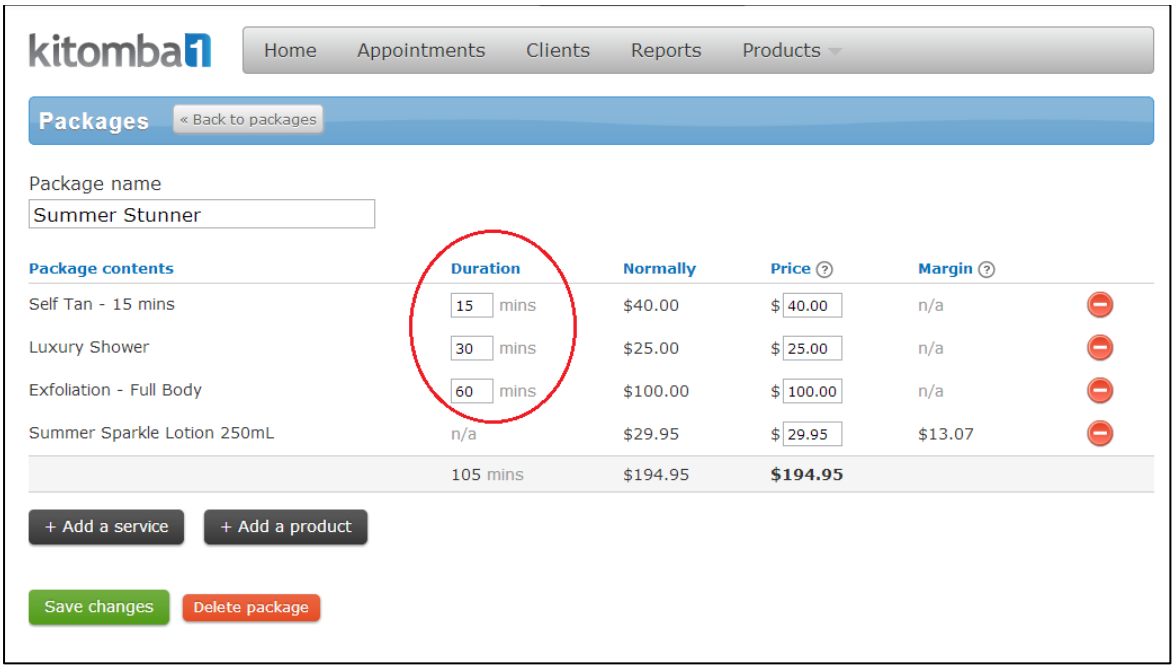
9) To add a product to your package, click **Add a product**



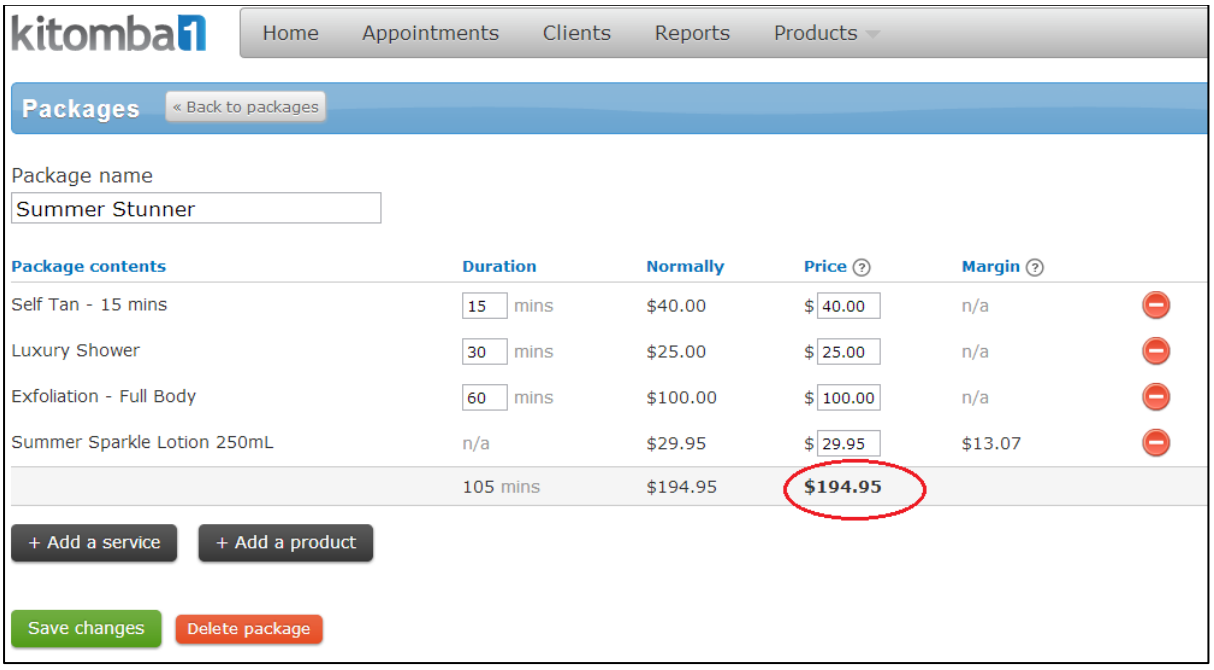
10) The **Add a product** screen will appear. Search for the product you wish to add to your package and click on it to select it



11) Add any additional products to your package.
12) You have now set the components of your package. You can now choose to change the duration of your services or leave them as their standard length. To change the duration, click in the duration box next to the service and type in the number of minutes you want the service to take



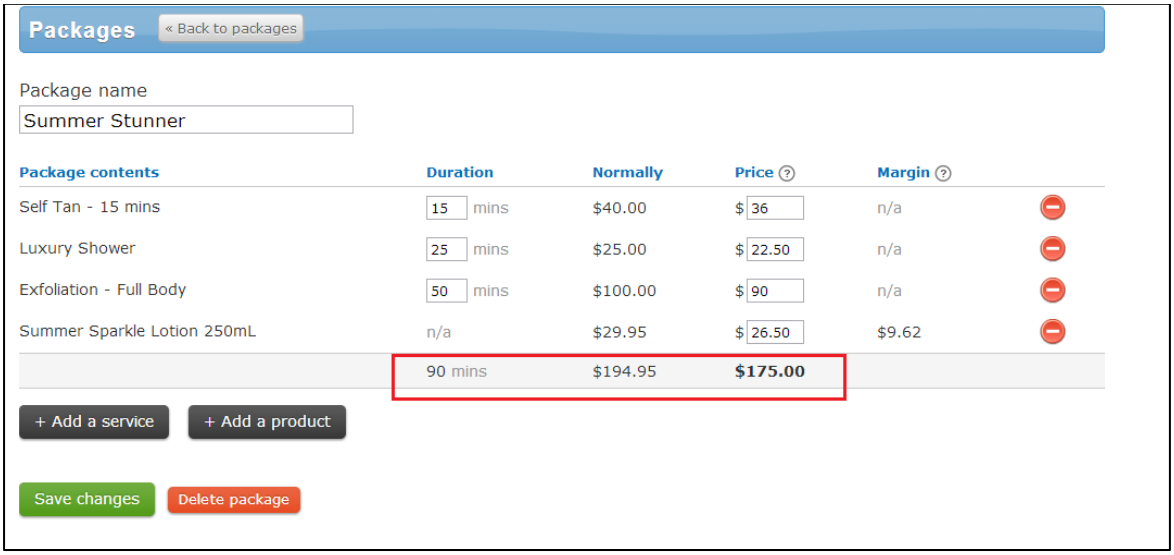
13) You now need to set the price of each component of your package. The total of the components is shown at the bottom, as the package price.



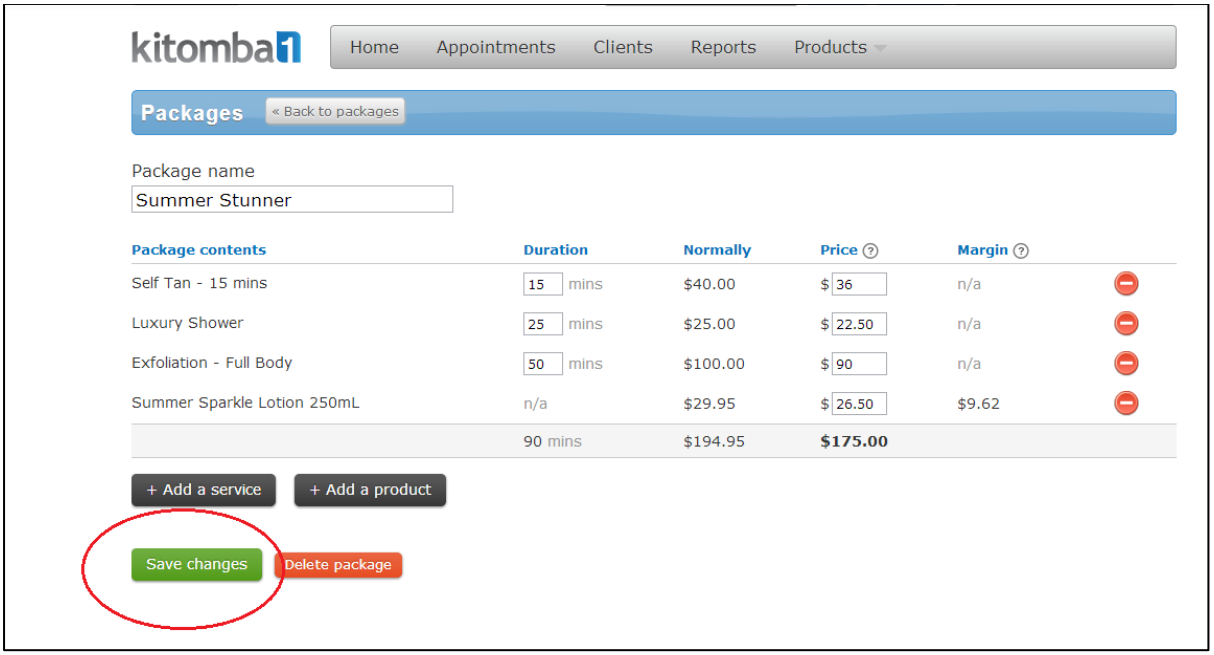
To do this, click in the price box next to each service or product, and type in the cost of the component. You'll see the total package price update itself with each component price change.

Note: if your team is paid commission on services and/or retail, consider this when setting the component prices.

In the example below, we've changed our standard pricing by around 10% across all components resulting in a total package price of $175.00 – a total saving to the customer of $19.95. You will see the difference between the normal price and the package price at the bottom of the package screen.

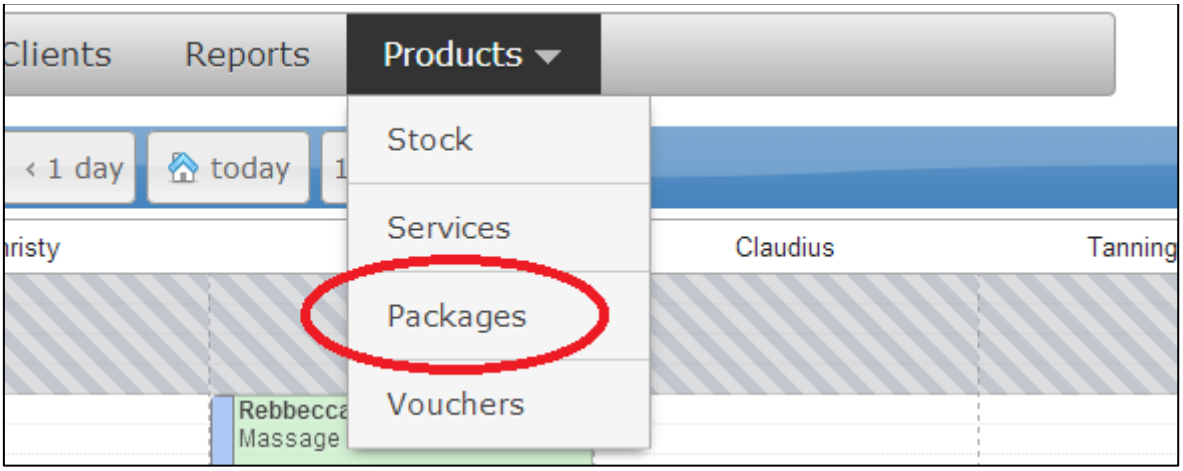


14) When you've added all your components and set your pricing and duration, click **Save Changes**

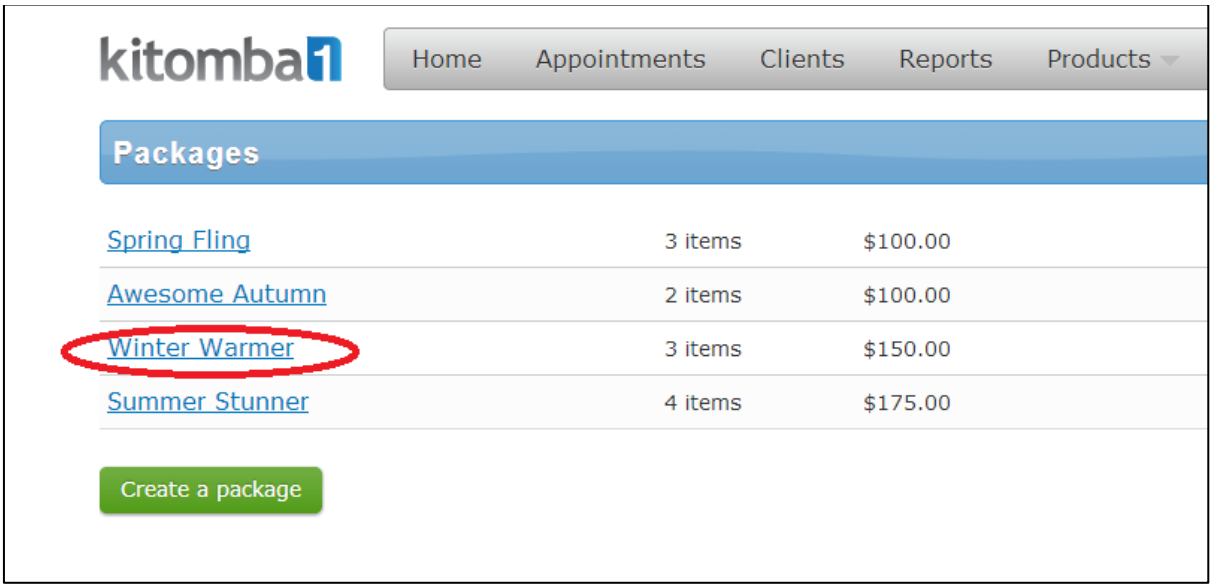


2 – Edit (Change) a Package in Kitomba One

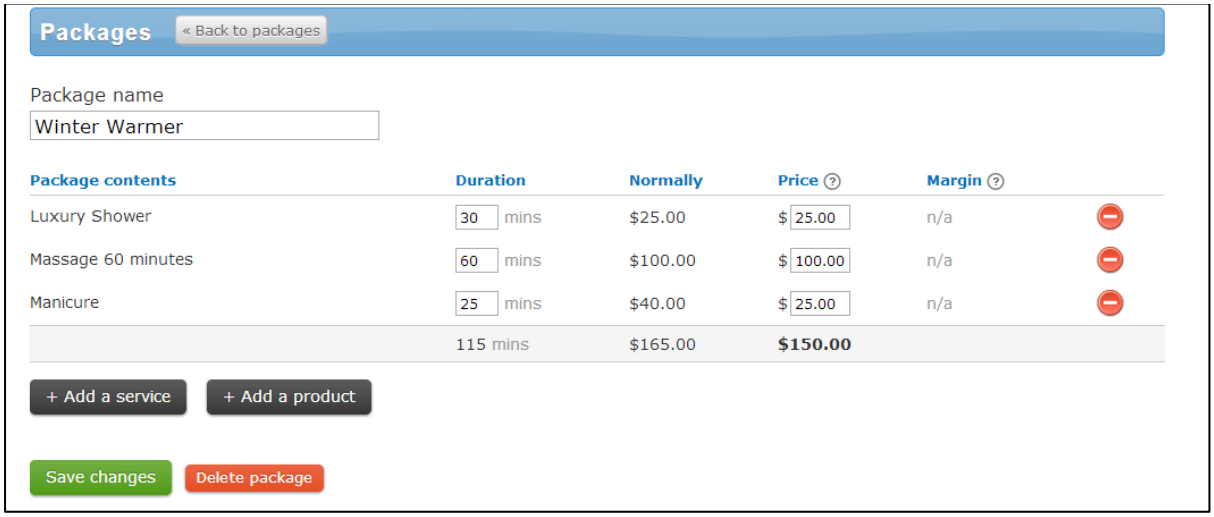
1) Log in to Kitomba One (K1)
2) Click on the **Products** menu at the top, and choose **Packages** from the drop down menu



3) The Packages screen will appear. Click on the package you wish to edit



4) The package you have selected will display

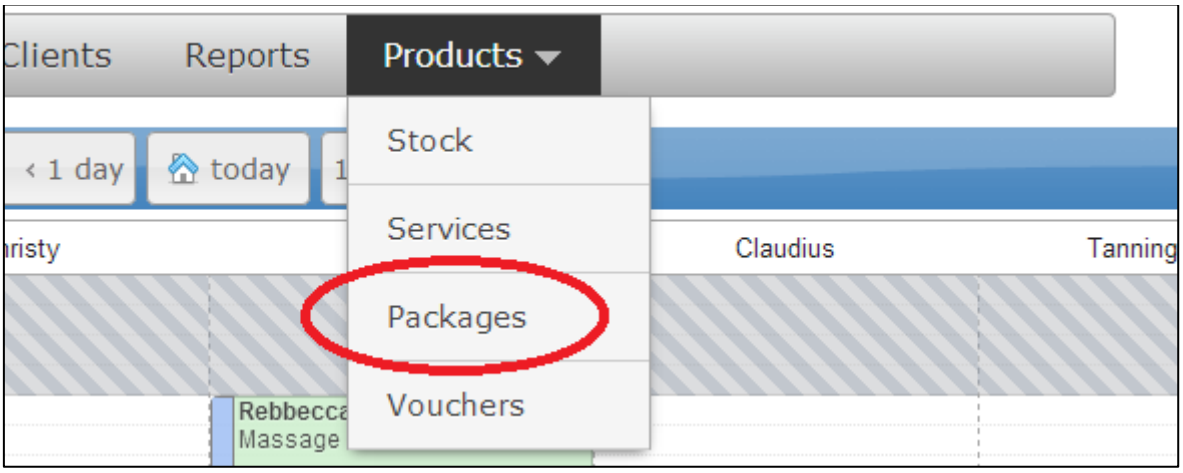


5) Make the changes to your package. To remove an item from the package click on the remove icon . To change the price or duration of a service, click in the appropriate box and enter the new duration or price.

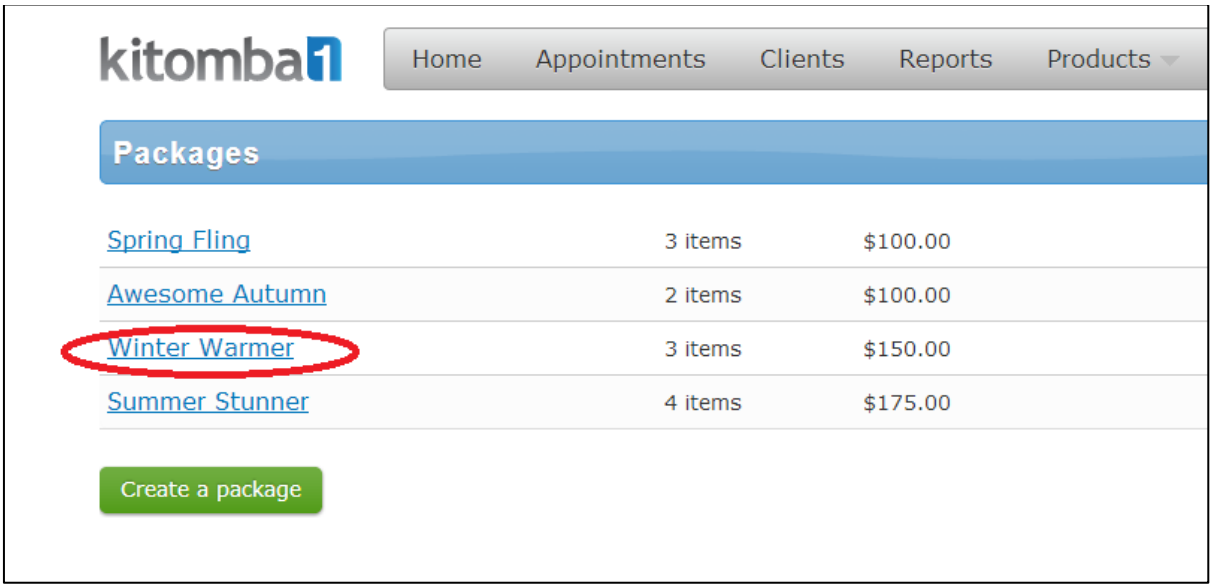
6) Click **Save Changes**

3 – Delete a Package in Kitomba One

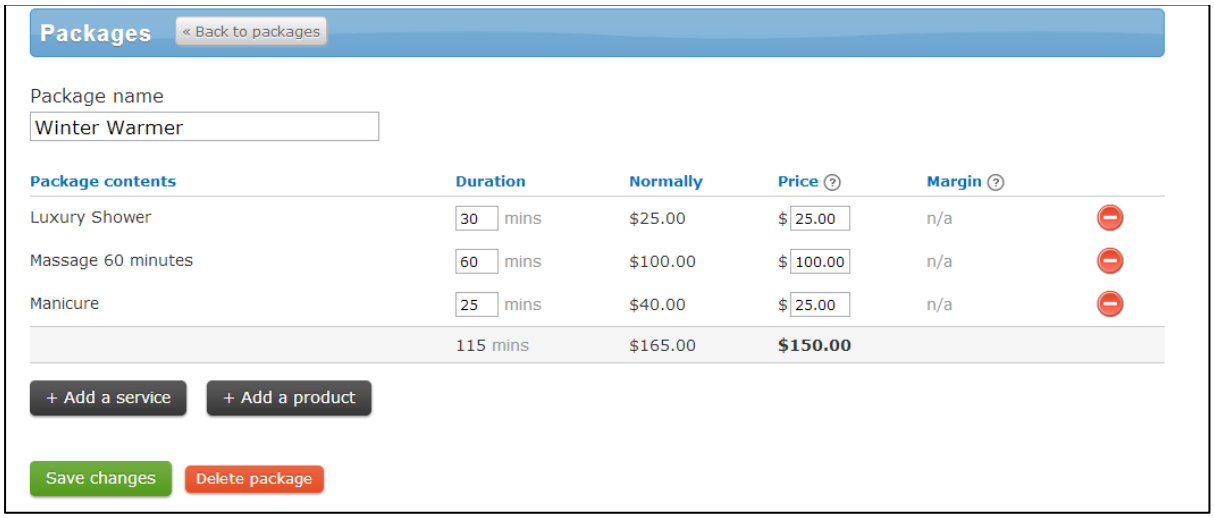
1) Log in to Kitomba One (K1)
2) Click on the **Products** menu at the top, and choose **Packages** from the drop down menu



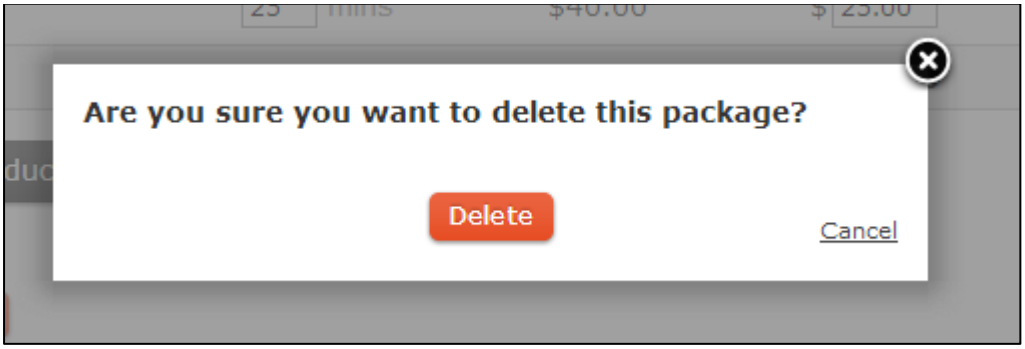
3) The Packages screen will appear. Click on the package you wish to delete



4) The package you have selected will display



5) Click **Delete Package**
6) You will be asked if you are sure you want to delete the package. Click **Delete**



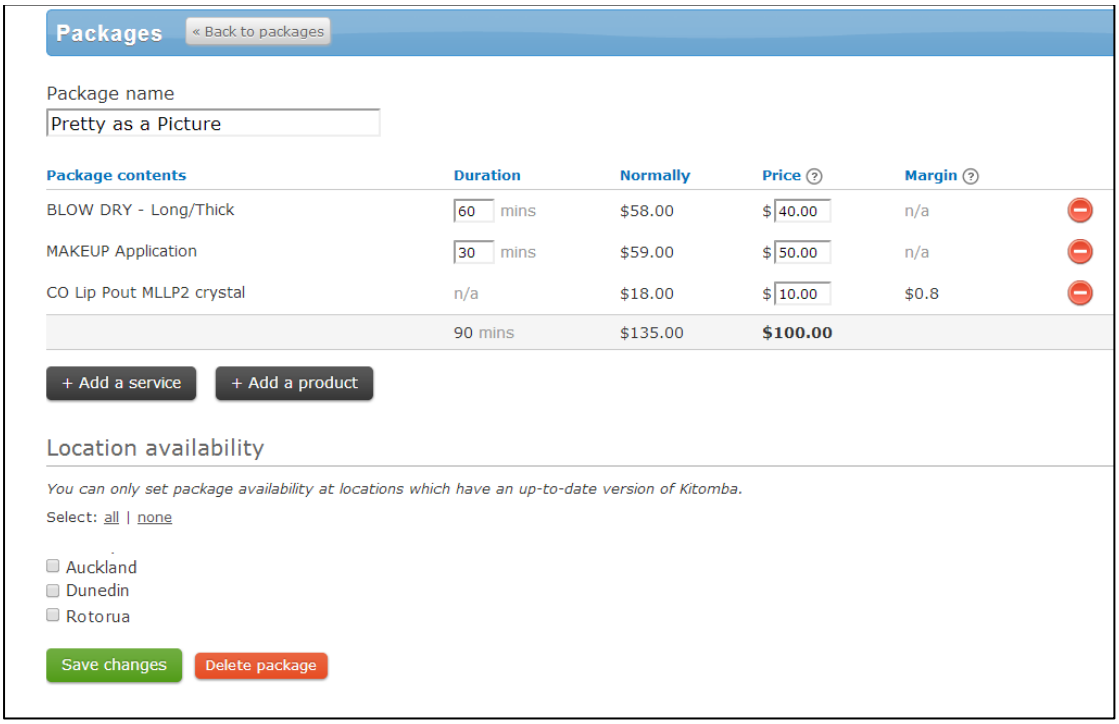
7) Your package is now deleted.

4 – Set package availability in Kitomba One

1) Check that all of the products and services in your package are available at the branches you wish to make the package available at.

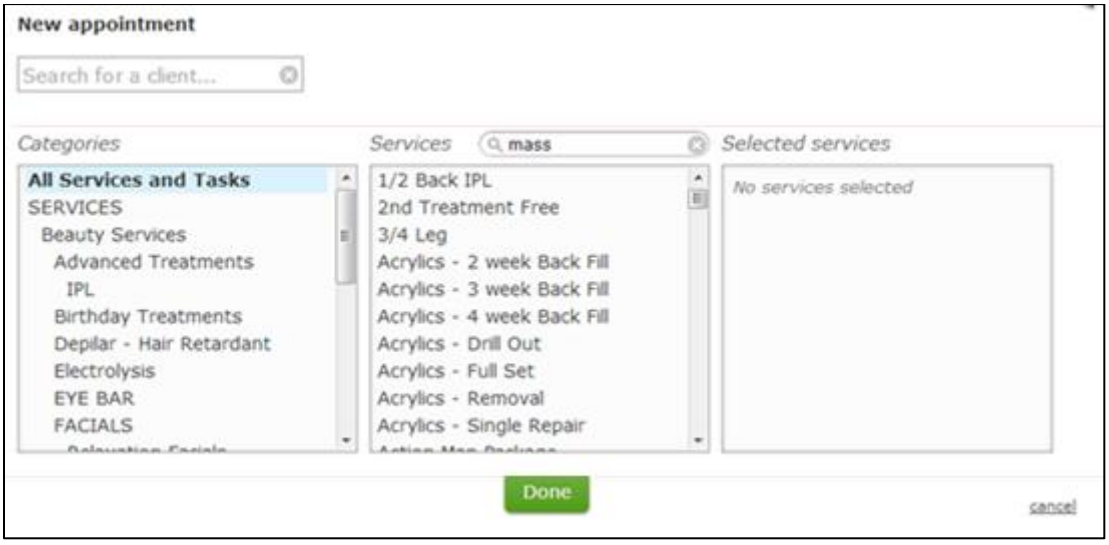
2) Check that the branches have the latest version of Kitomba installed. Call Kitomba if you're not sure how to do this.

3) When you create a package, you will be given the option to tick the box next to the branch/es that you want to make the package available at

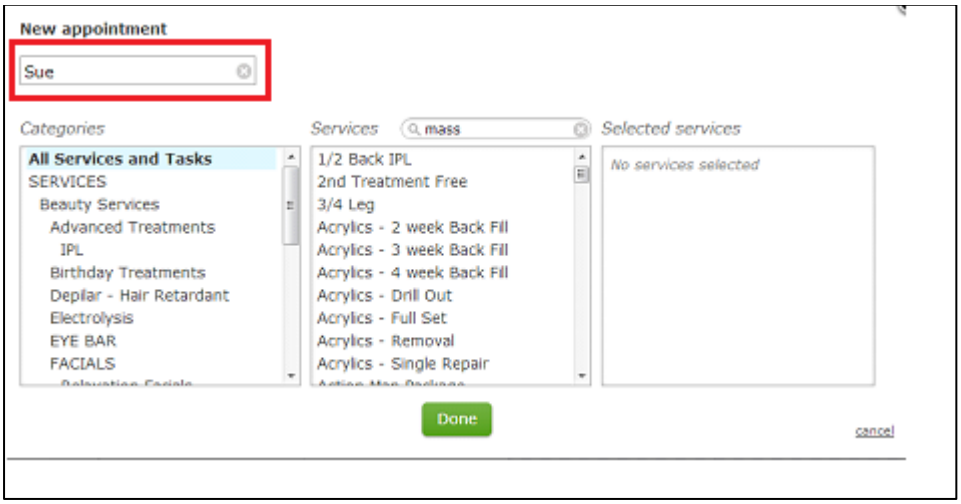


5 – Book a Package in Kitomba One

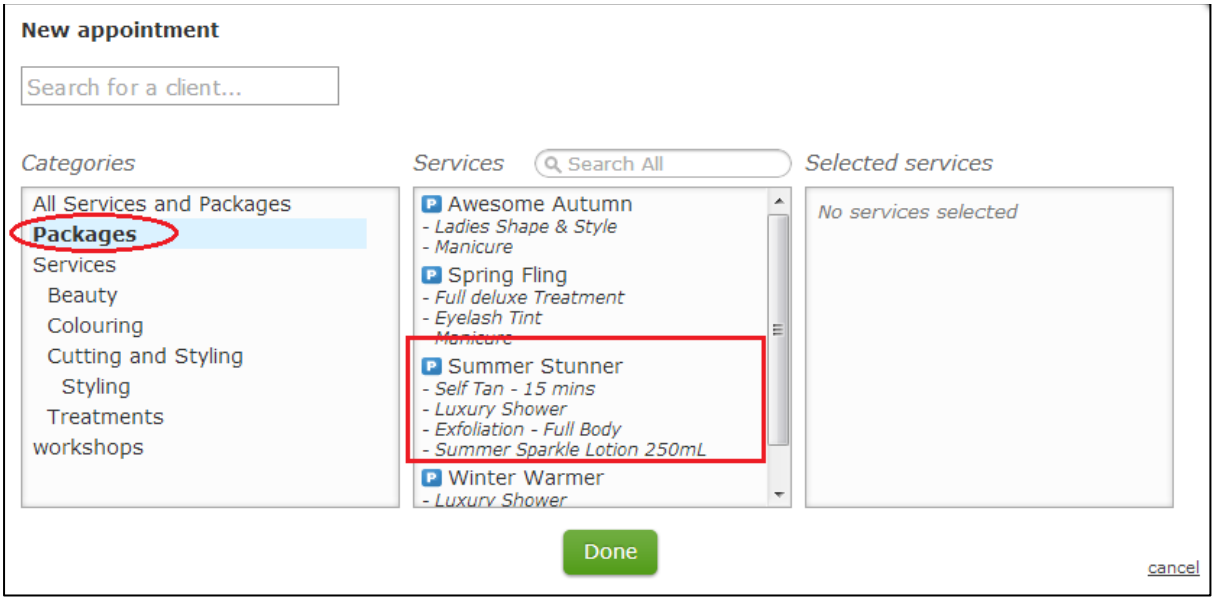
1) Log in to Kitomba One and go to the **Appointment Book**
2) Create a new appointment by double-clicking an empty timeslot on the calendar or clicking 'Create appointment'.
3) The **New Appointment** window will appear



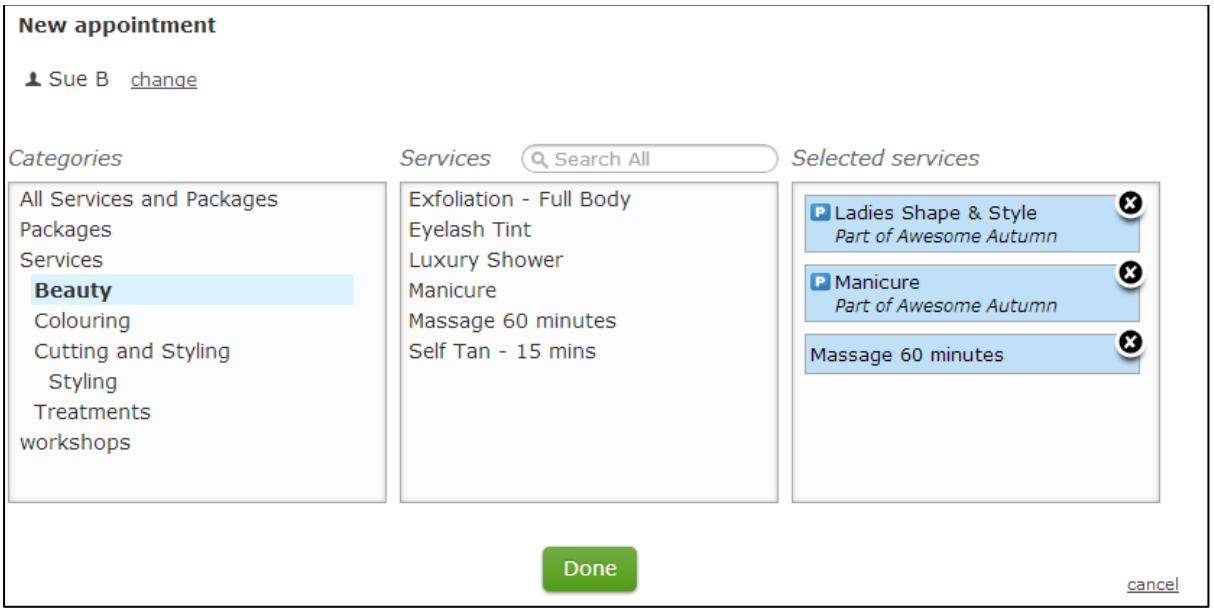
4) Find the client that the appointment is for by using the search field



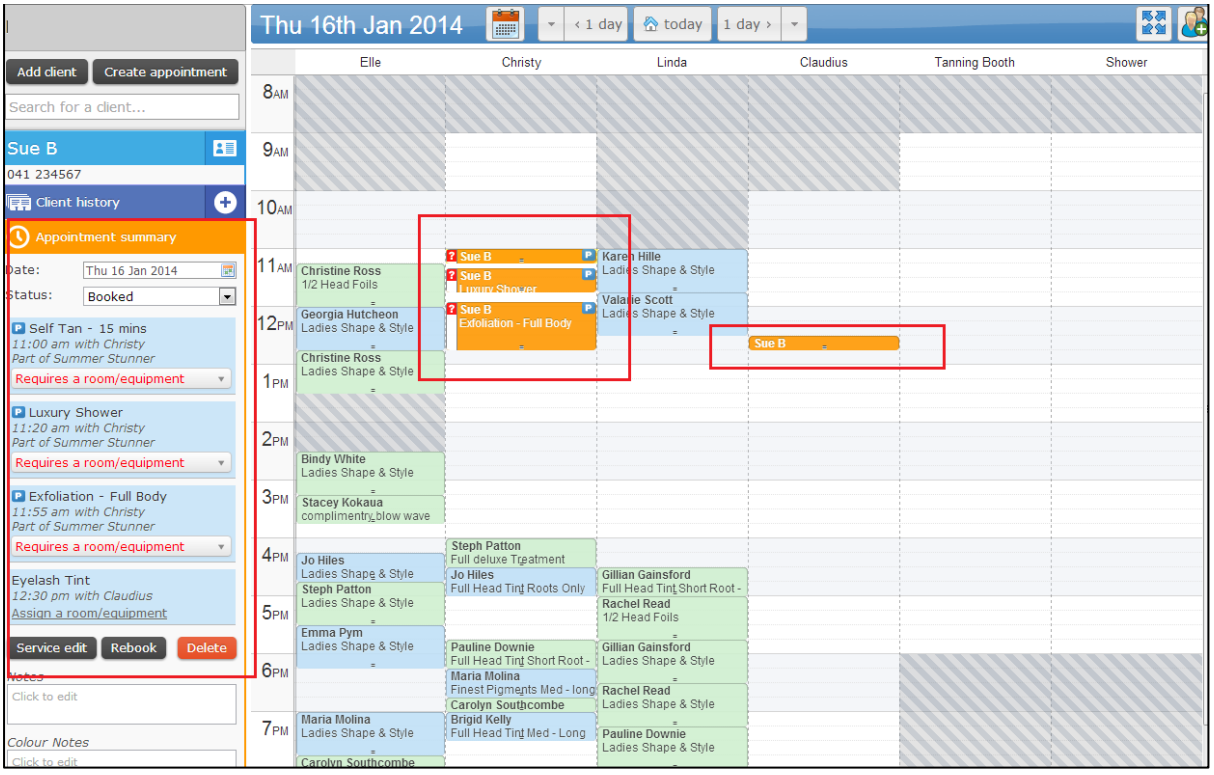
5) Select the package you wish to book by clicking on 'Packages' in the categories menu and then selecting the package



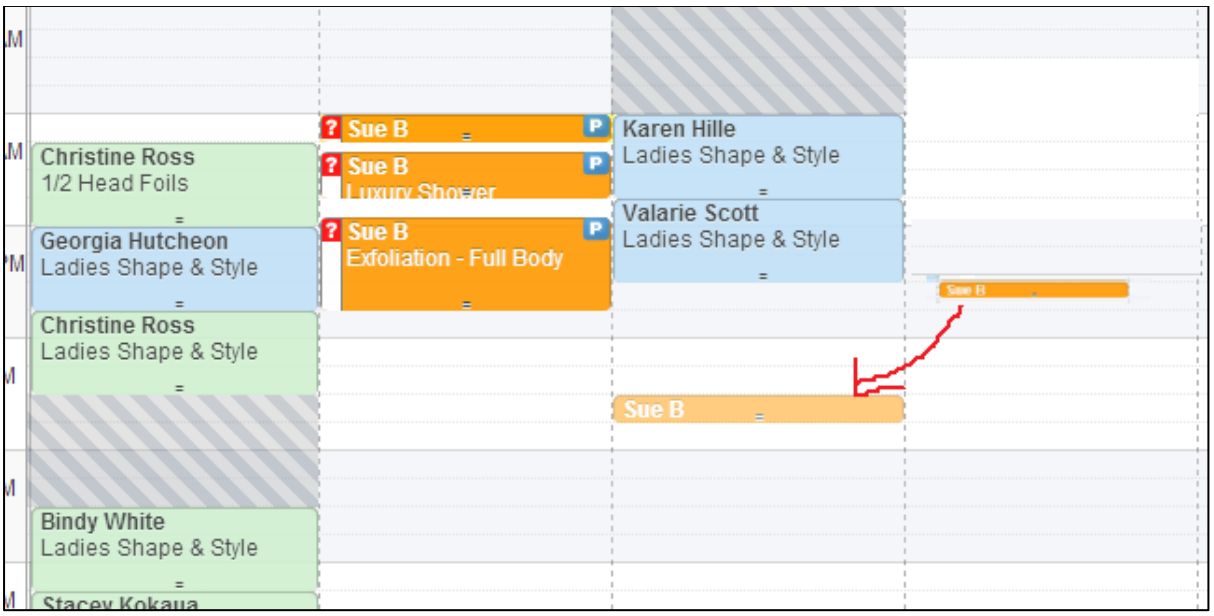
6) Add any additional non-package services if you want to

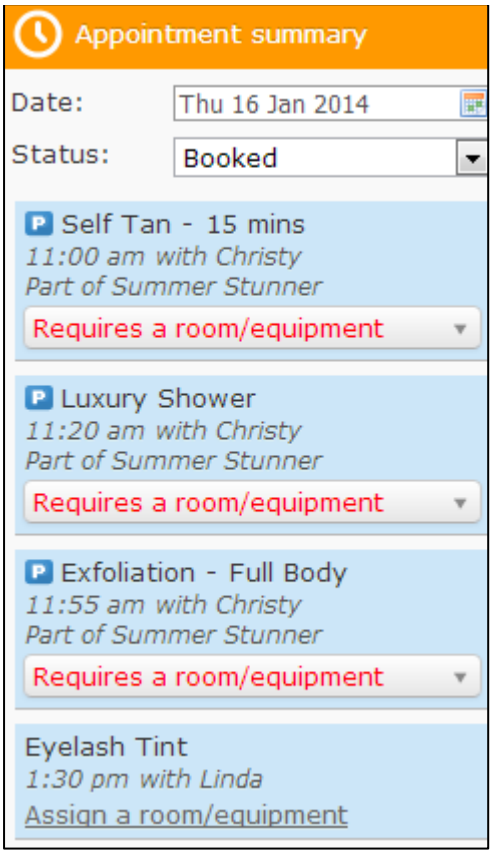


7) Click **Done**
8) The services within the package will show as appointments in the appointment book and will be coloured orange. There will be an appointment summary on the left hand side of your screen

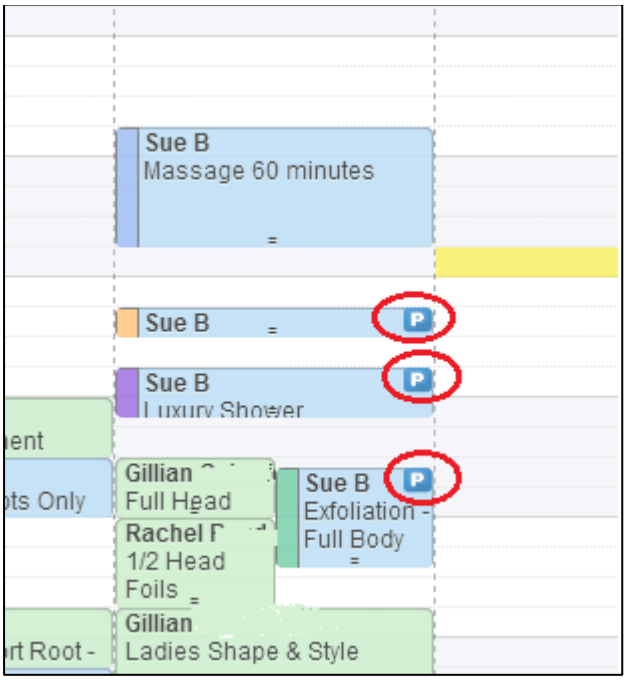


9) You can move the service appointments to different staff or timeslots by clicking on the service appointment and dragging it to a new timeslot or staff column





10) The appointments will show in the appointment book. The appointments for services that are part of a package will have an icon like this P


Sue B
Massage 60 minutes
Sue B
Sue B
Luxury Shower
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Gillian
Full Head
Sue B
Exfoliation -
Full Body
ts Only
Rachel
1/2 Head
Foils
Gillian
Ladies Shape & Style
rt Root -