

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.

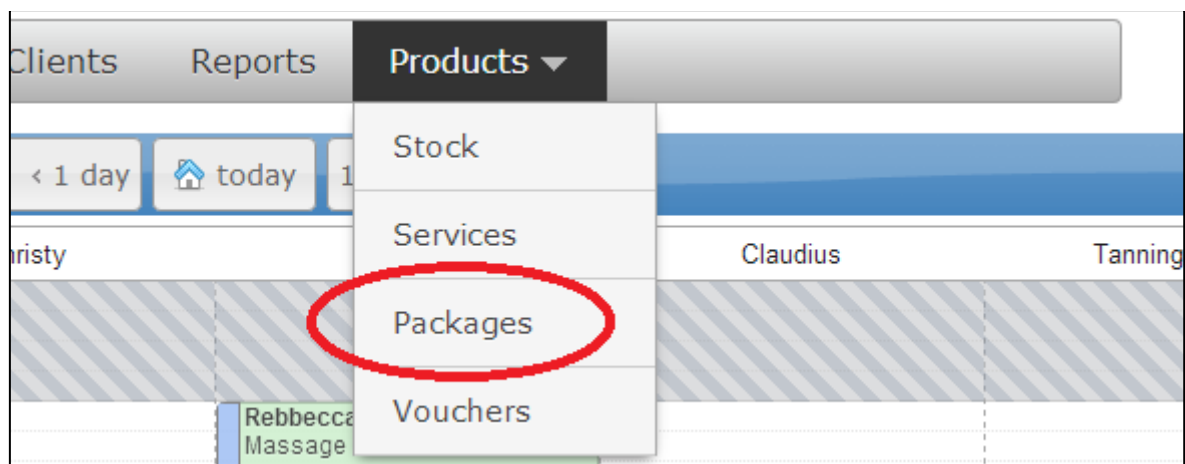
In this mini guide we'll cover:

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

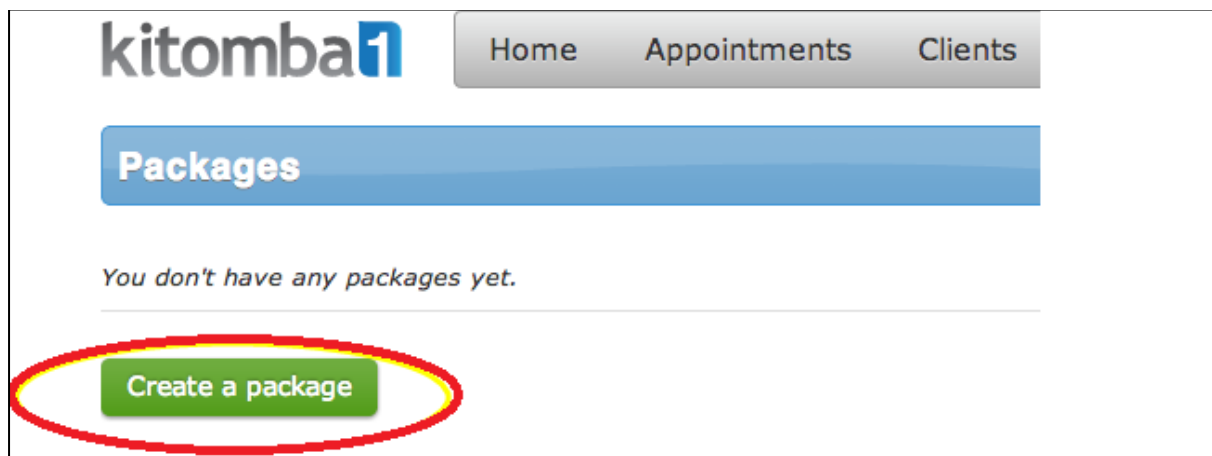
1 – Create a Package in Kitomba One

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

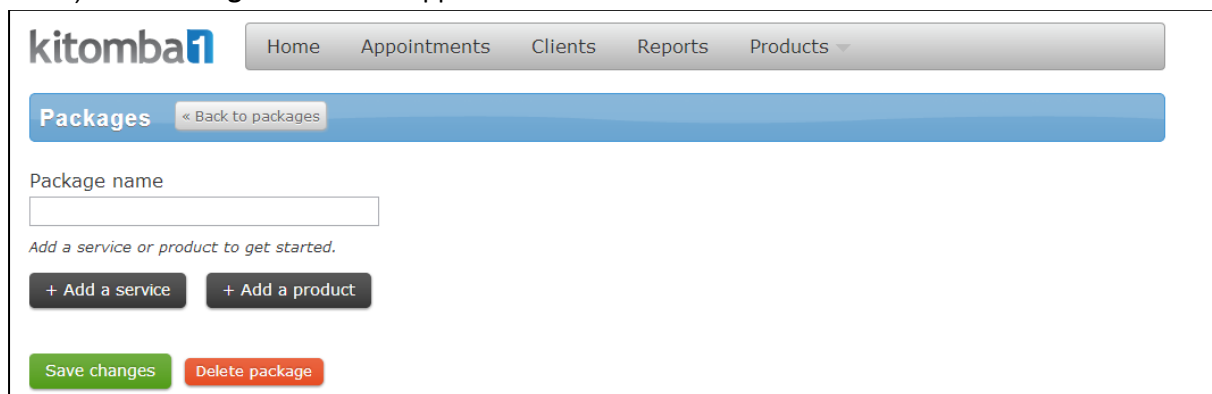
- 1) Log in to Kitomba One (K1)
- 2) Click on the **Products** menu at the top, and choose **Packages** from the drop down menu



- 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**

Packages

[<< Back to packages](#)

Package name

Add a service or product to get started.

+ Add a service
+ Add a product

Save changes
Delete package

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

Add a service

Categories

- All Services and Tasks
- Services
 - Cutting and Styling
 - Styling
 - Colouring
 - Treatments
 - Booked Out
 - Beauty
 - workshops

Services

- Ladies Shape & Style
- Mens Shape & Style
- Blow Dry Short - Medium
- Full Head Tint Short Root - Ends
- 1/2 Head Foils
- 1/4 Head Foils
- Per Foil To Ten
- Colour Between Foil
- Express instant Treatment
- Full Head Foils
- Meeting
- Training
- Fringe Trim
- Toner

[cancel](#)

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

make it easier

Add a service

Categories

All Services and Tasks

- Services
- Cutting and Styling
- Styling
- Colouring
- Treatments
- Booked Out
- Beauty
- workshops

Services

Exfoliation - Full Body

cancel

- 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**

Packages

[< Back to packages](#)

Package name

Package contents	Dur
Self Tan - 15 mins	15
Exfoliation - Full Body	60
Luxury Shower	30
	105

+ Add a service


+ Add a product

Save changes

Delete package

- 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

Add a product




Moisture Balm 150ml
\$40.00

Moisture Balm 900ml
\$0.00

[cancel](#)

- 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



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[Reports](#)
[Products](#)

Packages

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Package name

Summer Stunner

Package contents	Duration	Normally	Price ?	Margin ?	
Self Tan - 15 mins	15 mins	\$40.00	\$ 40.00	n/a	-
Luxury Shower	30 mins	\$25.00	\$ 25.00	n/a	-
Exfoliation - Full Body	60 mins	\$100.00	\$ 100.00	n/a	-
Summer Sparkle Lotion 250mL	n/a	\$29.95	\$ 29.95	\$13.07	-
105 mins		\$194.95	\$194.95		


+ Add a service

+ Add a product

Save changes

Delete package

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.



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Packages

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Package name

Summer Stunner

Package contents	Duration	Normally	Price ?	Margin ?	
Self Tan - 15 mins	15 mins	\$40.00	\$ 40.00	n/a	-
Luxury Shower	30 mins	\$25.00	\$ 25.00	n/a	-
Exfoliation - Full Body	60 mins	\$100.00	\$ 100.00	n/a	-
Summer Sparkle Lotion 250mL	n/a	\$29.95	\$ 29.95	\$13.07	-
105 mins		\$194.95	\$194.95		

+ Add a service

+ Add a product

Save changes

Delete package

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.

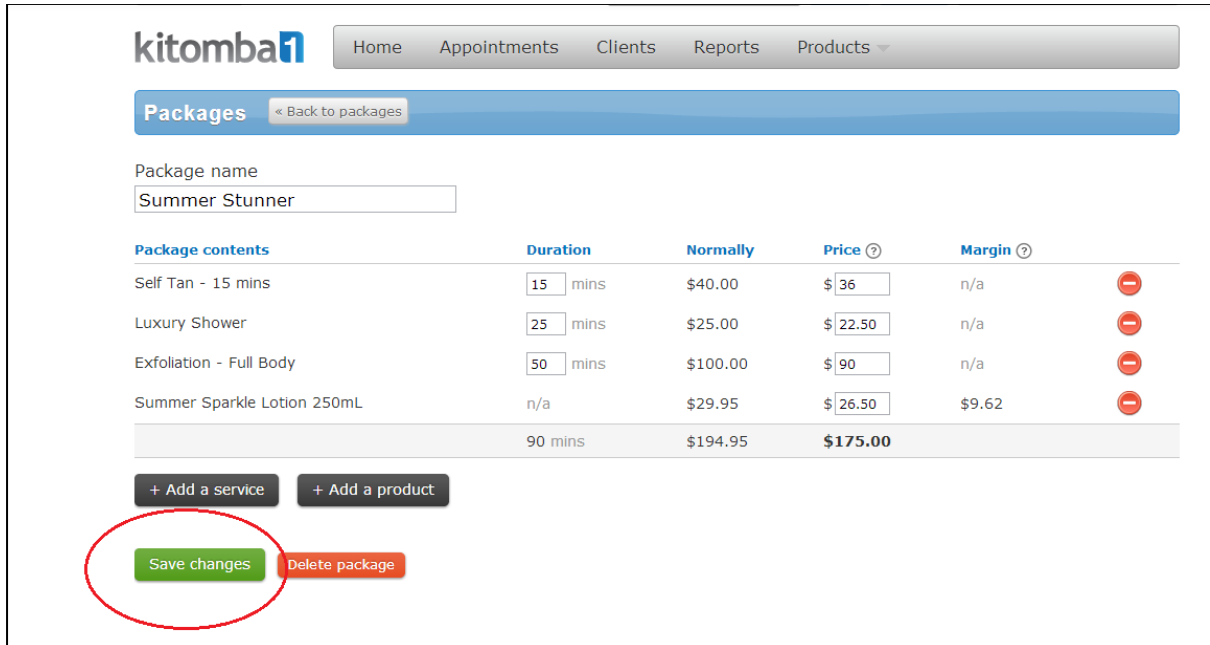
In the example below, we've changed our standard pricing by around 10% across all components resulting in a total package price of \$175.00 – a total saving to the customer of \$19.95. You will see the difference between the normal price and the package price at the bottom of the package screen.

Packages
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Package name

Package contents	Duration	Normally	Price ?	Margin ?	
Self Tan - 15 mins	<input type="text" value="15"/> mins	\$40.00	\$ <input type="text" value="36"/>	n/a	
Luxury Shower	<input type="text" value="25"/> mins	\$25.00	\$ <input type="text" value="22.50"/>	n/a	
Exfoliation - Full Body	<input type="text" value="50"/> mins	\$100.00	\$ <input type="text" value="90"/>	n/a	
Summer Sparkle Lotion 250mL	n/a	\$29.95	\$ <input type="text" value="26.50"/>	\$9.62	
	90 mins	\$194.95	\$175.00		

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



kitomba Home Appointments Clients Reports Products ▾

Packages « Back to packages

Package name
Summer Stunner

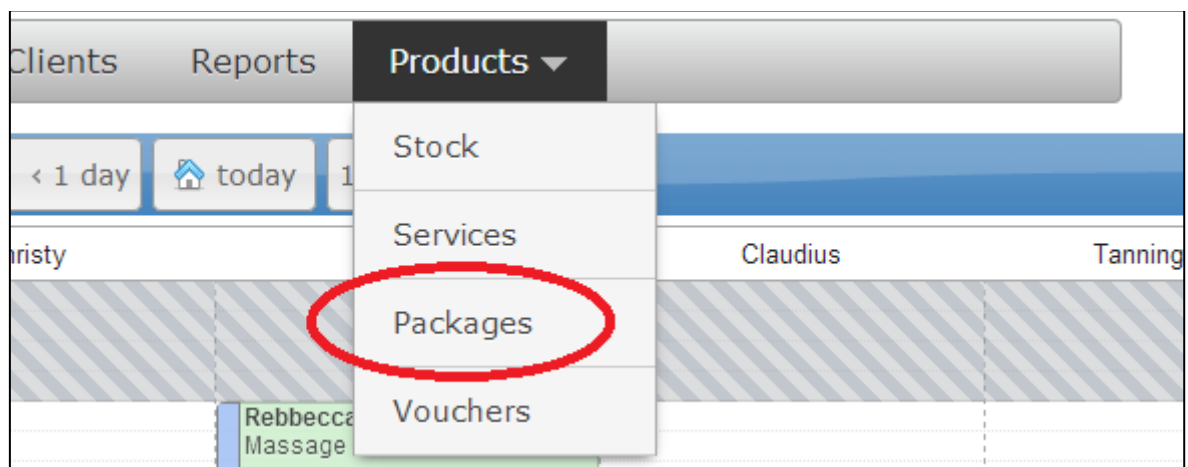
Package contents	Duration	Normally	Price ?	Margin ?	
Self Tan - 15 mins	15 mins	\$40.00	\$ 36	n/a	—
Luxury Shower	25 mins	\$25.00	\$ 22.50	n/a	—
Exfoliation - Full Body	50 mins	\$100.00	\$ 90	n/a	—
Summer Sparkle Lotion 250mL	n/a	\$29.95	\$ 26.50	\$9.62	—
	90 mins	\$194.95	\$175.00		

+ Add a service + Add a product

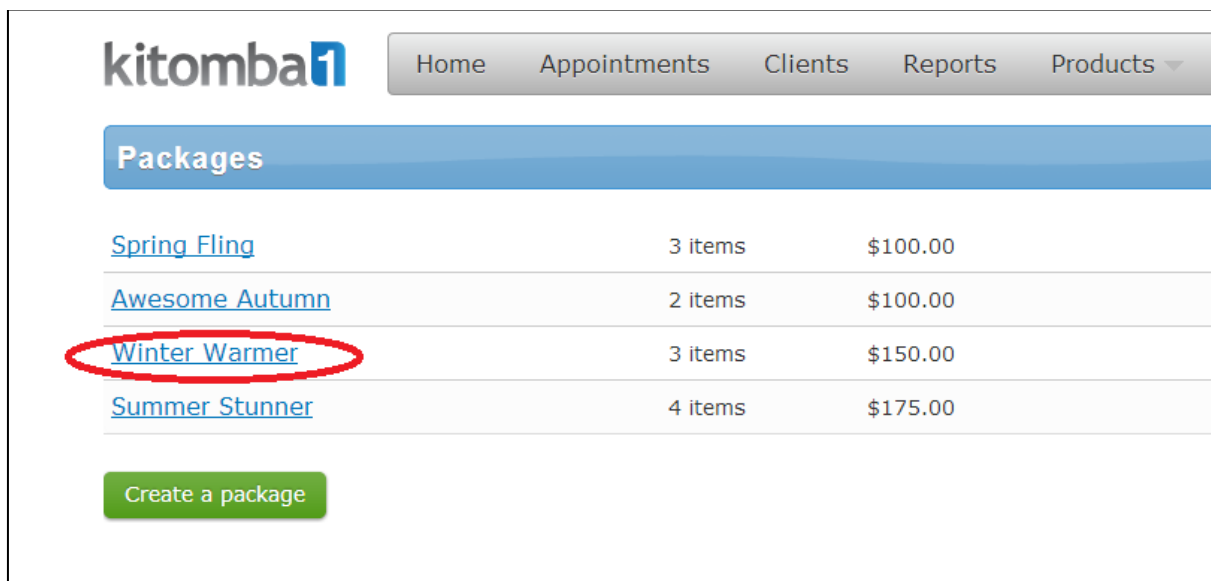
Save changes Delete package

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

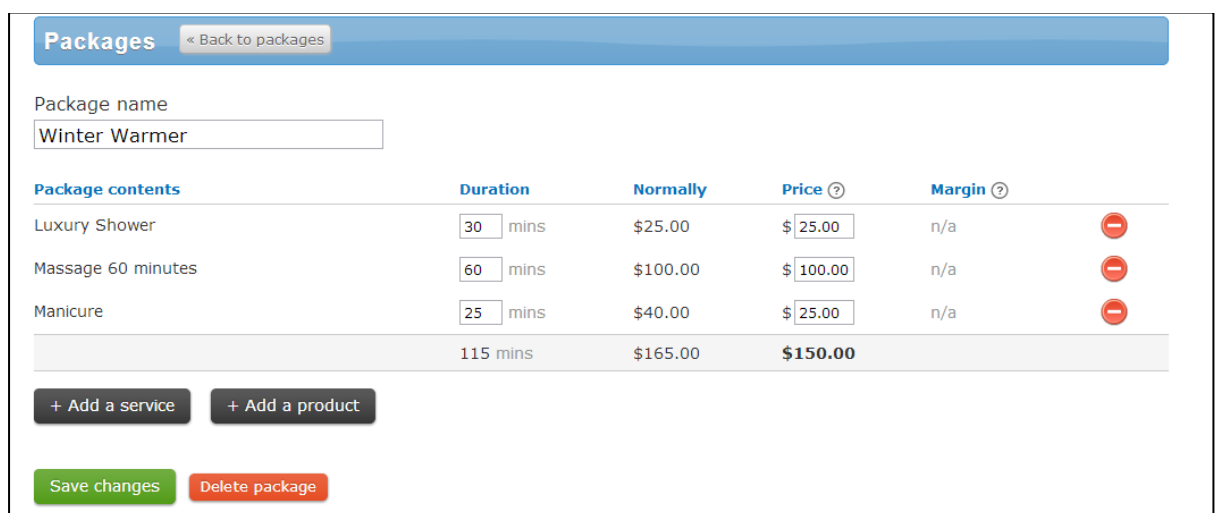


- 3) The Packages screen will appear. Click on the package you wish to edit



The screenshot shows the Kitomba One interface. At the top is the logo and a navigation bar with links: Home, Appointments, Clients, Reports, and Products. Below this is a blue header for the 'Packages' section. A table lists four packages: 'Spring Fling' (3 items, \$100.00), 'Awesome Autumn' (2 items, \$100.00), 'Winter Warmer' (3 items, \$150.00), and 'Summer Stunner' (4 items, \$175.00). The 'Winter Warmer' package is circled in red. At the bottom of the table is a green button labeled 'Create a package'.

4) The package you have selected will display



The screenshot shows the 'Edit Package' page for 'Winter Warmer'. At the top is a blue header with the package name and a 'Back to packages' link. Below is a form for the package name, which contains 'Winter Warmer'. A table lists the package contents with columns for Package contents, Duration, Normally, Price, and Margin. The table has three rows of services: 'Luxury Shower' (30 mins, \$25.00, n/a), 'Massage 60 minutes' (60 mins, \$100.00, n/a), and 'Manicure' (25 mins, \$40.00, n/a). A summary row shows a total duration of 115 mins, a total price of \$165.00, and a total margin of \$150.00. At the bottom are buttons for '+ Add a service', '+ Add a product', 'Save changes', and 'Delete package'.

5) Make the changes to your package. To remove an item from the package click on the

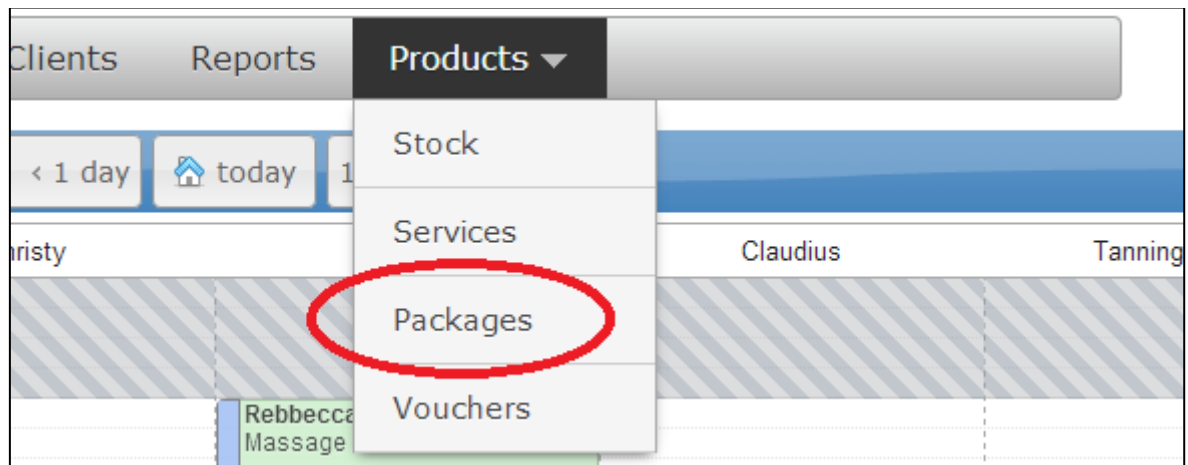


remove icon. To change the price or duration of a service, click in the appropriate box and enter the new duration or price.

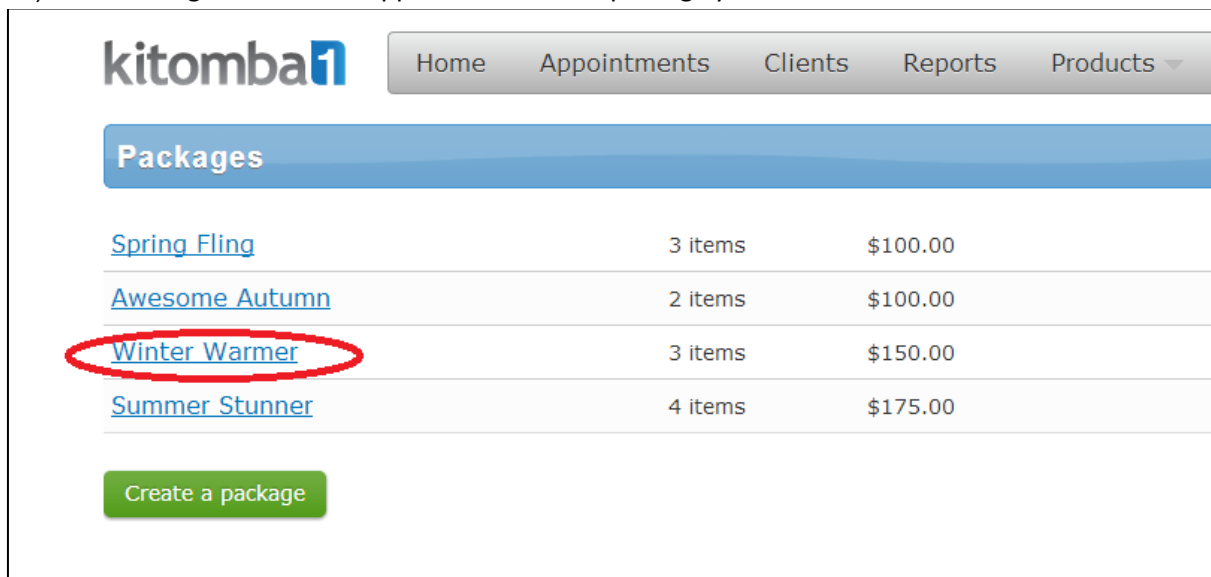
6) Click **Save Changes**

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

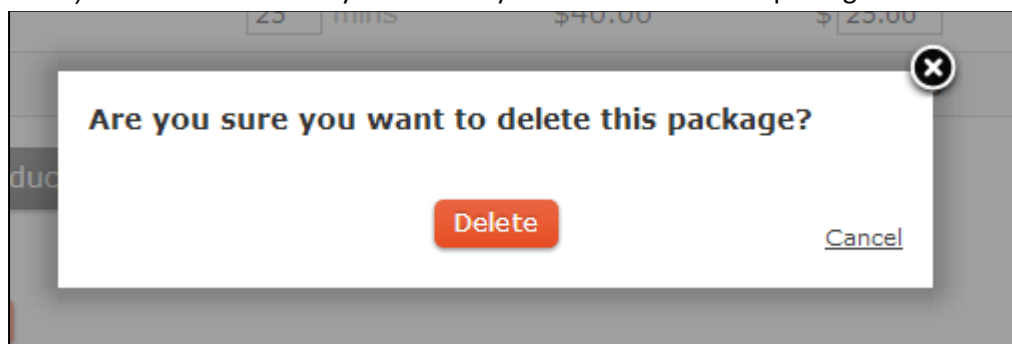
Packages
[< Back to packages](#)

Package name

Package contents	Duration	Normally	Price ?	Margin ?	
Luxury Shower	<input type="text" value="30"/> mins	\$25.00	\$ <input type="text" value="25.00"/>	n/a	
Massage 60 minutes	<input type="text" value="60"/> mins	\$100.00	\$ <input type="text" value="100.00"/>	n/a	
Manicure	<input type="text" value="25"/> mins	\$40.00	\$ <input type="text" value="25.00"/>	n/a	
		115 mins	\$165.00	\$150.00	

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

Packages
[« Back to packages](#)

Package name

Package contents	Duration	Normally	Price ?	Margin ?	
BLOW DRY - Long/Thick	<input type="text" value="60"/> mins	\$58.00	\$ <input type="text" value="40.00"/>	n/a	
MAKEUP Application	<input type="text" value="30"/> mins	\$59.00	\$ <input type="text" value="50.00"/>	n/a	
CO Lip Pout MLLP2 crystal	n/a	\$18.00	\$ <input type="text" value="10.00"/>	\$0.8	
	90 mins	\$135.00	\$100.00		

Location availability

You can only set package availability at locations which have an up-to-date version of Kitomba.

Select: [all](#) | [none](#)

☐ Auckland
☐ Dunedin
☐ Rotorua

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

New appointment

Categories

- All Services and Tasks
- SERVICES
- Beauty Services
- Advanced Treatments
- IPL
- Birthday Treatments
- Depilar - Hair Retardant
- Electrolysis
- EYE BAR
- FACIALS
- Relaxation Facials

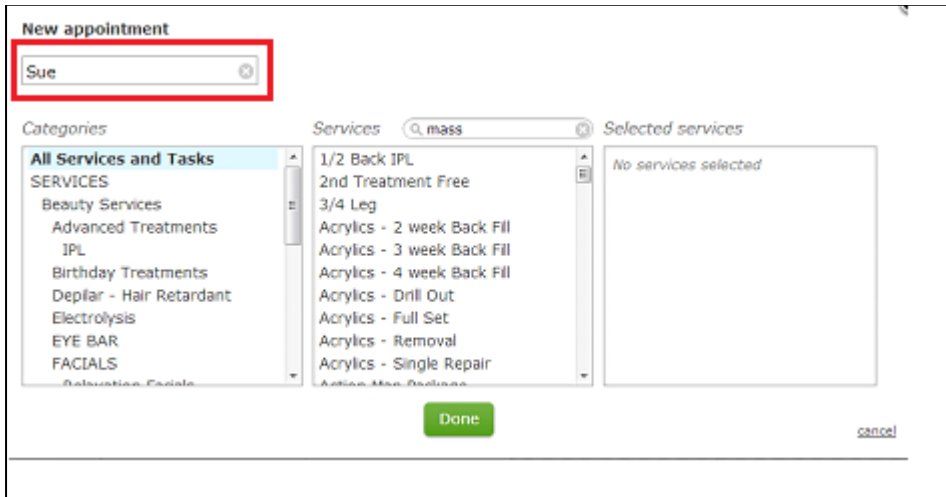
Services

- 1/2 Back IPL
- 2nd Treatment Free
- 3/4 Leg
- Acrylics - 2 week Back Fill
- Acrylics - 3 week Back Fill
- Acrylics - 4 week Back Fill
- Acrylics - Drill Out
- Acrylics - Full Set
- Acrylics - Removal
- Acrylics - Single Repair
- Acrylics - Single Repair

Selected services

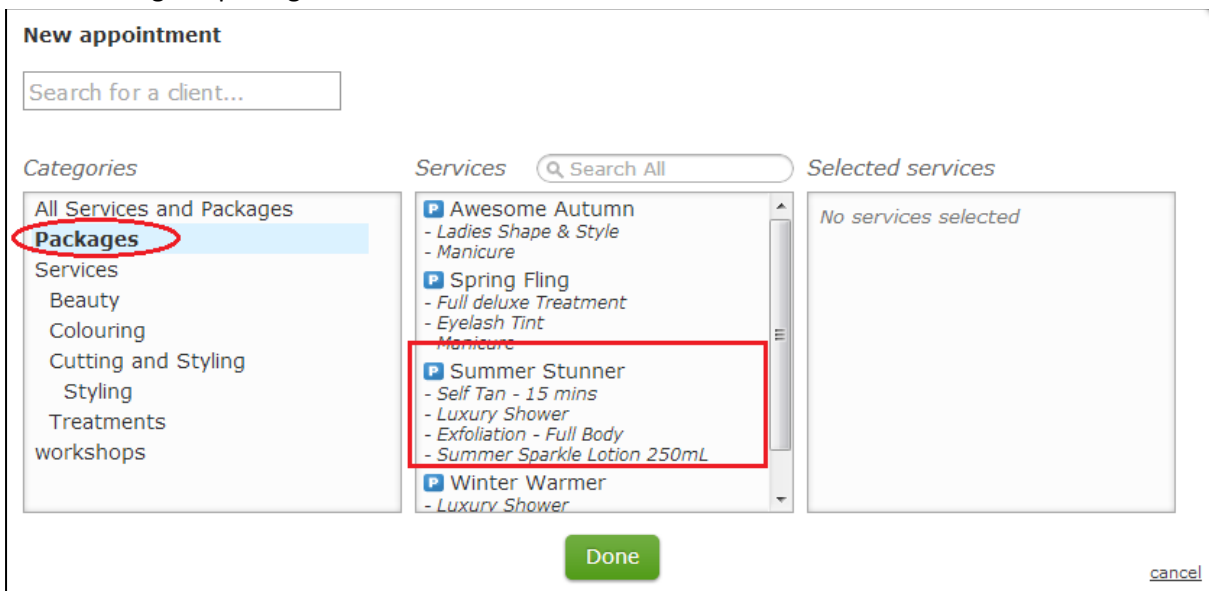
No services selected

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



The screenshot shows the 'New appointment' form. At the top, there is a search field for the client, which contains the name 'Sue'. Below this, there are three main sections: 'Categories', 'Services', and 'Selected services'. The 'Categories' section has a list of options, with 'All Services and Tasks' selected. The 'Services' section has a search bar and a list of services, including '1/2 Back IPL', '2nd Treatment Free', '3/4 Leg', and various acrylic treatments. The 'Selected services' section is currently empty, showing 'No services selected'. At the bottom, there are 'Done' and 'cancel' buttons.

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



The screenshot shows the 'New appointment' form. At the top, there is a search field for the client, which is empty. Below this, there are three main sections: 'Categories', 'Services', and 'Selected services'. The 'Categories' section has a list of options, with 'Packages' selected and highlighted. The 'Services' section has a search bar and a list of packages, including 'Awesome Autumn', 'Spring Fling', 'Summer Stunner', and 'Winter Warmer'. The 'Summer Stunner' package is highlighted with a red box. The 'Selected services' section is currently empty, showing 'No services selected'. At the bottom, there are 'Done' and 'cancel' buttons.

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

New appointment

Sue B [change](#)

Categories

- All Services and Packages
- Packages
- Services
- Beauty**
- Colouring
- Cutting and Styling
- Styling
- Treatments
- workshops

Services

- Exfoliation - Full Body
- Eyelash Tint
- Luxury Shower
- Manicure
- Massage 60 minutes
- Self Tan - 15 mins

Selected services

- Ladies Shape & Style
Part of Awesome Autumn
- Manicure
Part of Awesome Autumn
- Massage 60 minutes

Done [cancel](#)

- Click **Done**
- 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

Thu 16th Jan 2014

[Add client](#)
[Create appointment](#)

Search for a client...

Sue B

0411 234567

[Client history](#)

Appointment summary

Date:

Status:

- Self Tan - 15 mins
11:00 am with Christy
Part of Summer Stunner
[Requires a room/equipment](#)
- Luxury Shower
11:20 am with Christy
Part of Summer Stunner
[Requires a room/equipment](#)
- Exfoliation - Full Body
11:55 am with Christy
Part of Summer Stunner
[Requires a room/equipment](#)
- Eyelash Tint
12:30 pm with Claudius
[Assign a room/equipment](#)

[Service edit](#) [Rebook](#) [Delete](#)

Notes

[Click to edit](#)

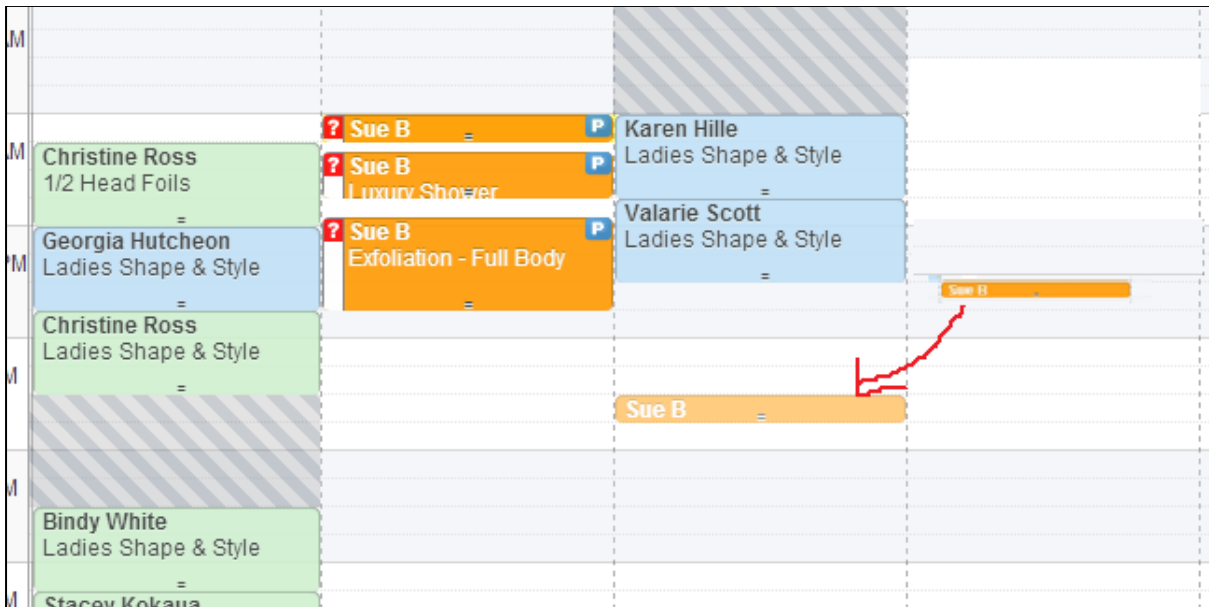
Colour Notes

[Click to edit](#)

[< 1 day](#)
[today](#)
[1 day >](#)

	Elle	Christy	Linda	Claudius	Tanning Booth	Shower
8AM						
9AM						
10AM						
11AM	Christine Ross 1/2 Head Foils	Sue B Luxury Shower	Karen Hille Ladies Shape & Style			
12PM	Georgia Hutcheon Ladies Shape & Style	Sue B Exfoliation - Full Body	Valerie Scott Ladies Shape & Style			
1PM	Christine Ross Ladies Shape & Style			Sue B		
2PM	Bindy White Ladies Shape & Style					
3PM	Stacey Kokaua complimentry blow wave					
4PM	Jo Hiles Ladies Shape & Style	Steph Patton Full deluxe Treatment	Gillian Gainsford Full Head Tint Short Root -			
5PM	Emma Pym Ladies Shape & Style	Jo Hiles Full Head Tint Roots Only	Rachel Read 1/2 Head Foils			
6PM		Pauline Downie Full Head Tint Short Root -	Gillian Gainsford Ladies Shape & Style			
7PM	Maria Molina Ladies Shape & Style	Maria Molina Finest Pigments Med - long	Rachel Read Ladies Shape & Style			
	Carolyn Southcombe	Brigid Kelly Full Head Tint Med - Long	Pauline Downie Ladies Shape & Style			

- 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



Appointment summary

Date:

Status:

P Self Tan - 15 mins
11:00 am with Christy
Part of Summer Stunner
Requires a room/equipment

P Luxury Shower
11:20 am with Christy
Part of Summer Stunner
Requires a room/equipment

P Exfoliation - Full Body
11:55 am with Christy
Part of Summer Stunner
Requires a room/equipment

Eyelash Tint
1:30 pm with Linda
Assign a room/equipment

- 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

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