

MINI-GUIDE: Work with Packages in Kitomba

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.

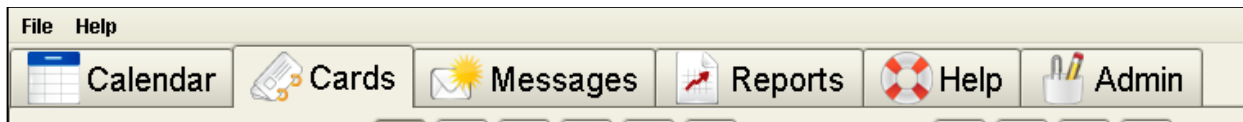
In this mini guide we'll cover:

1. Creating packages in Kitomba
2. Editing packages in Kitomba
3. Deleting packages in Kitomba
4. Booking a package for a customer in Kitomba

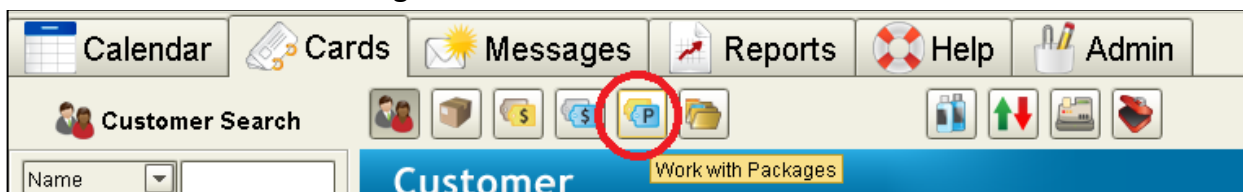
1 – Create a Package in Kitomba One

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

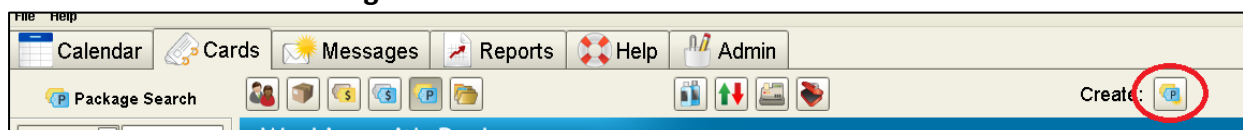
- 1) In Kitomba, go to the **Cards** tab at the top



- 2) Click on the **Work with Packages** button.



- 3) Click on the **Create a Package** button



- 4) The **Package** window will open. Type the name for your package in the **Name** field

Package

Name:

Package Contents

- 5) Add a service to your package by clicking on the **Add a service** button

Package Contents

Add a service or product to get started.

Add a service Add a product

- 6) A list of your services will appear. Select the service you wish to add to the package

Service

Categories:

- Recent Services
- All Services
- Beauty
- Booked Out
- Colouring
- Cutting and Styling
- JustBookMe.com placeho..
- Products
- Styling
- Treatments
- Wedding**
- workshops

Category - Wedding: (click to add)

- Bridal Hairup
- Bride - trial
- Bride Updo
- Bridesmaid Updo**
- Flower girl
- Mother of Bride

The service will be added to the package and show in the **Packages** screen

Package

Name:

Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="45"/> mins	\$105.00	<input type="text" value="\$105.00"/>	n/a	
	45 mins	\$105.00	\$105.00		

- 7) Keep adding services until you have included all the services you want to package together
- 8) If you wish to add a retail product to your package, click on **Add a Product**

Package

Name:

Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="45"/> mins	\$105.00	<input type="text" value="\$105.00"/>	n/a	
Bride Updo	<input type="text" value="60"/> mins	\$125.00	<input type="text" value="\$125.00"/>	n/a	
Mother of Bride	<input type="text" value="30"/> mins	\$50.00	<input type="text" value="\$50.00"/>	n/a	
Flower girl	<input type="text" value="25"/> mins	\$20.00	<input type="text" value="\$20.00"/>	n/a	
	160 mins	\$300.00	\$300.00		

- 9) A list of your products will appear. Click on the product you wish to include in your package.

Name:

Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="45"/> mins	\$105.00	<input type="text" value="\$105.00"/>	n/a	
Bride Updo	<input type="text" value="60"/> mins	\$125.00	<input type="text" value="\$125.00"/>	n/a	
Mother of Bride					
Flower girl					

Select a product

- Volupt Spray 150ml
- Ultra Hairspray 300ml
- Ultra Strong Hairspray 750ml
- Designer Spray
- Stayput Hair Spray 300ml
- Overplay Texture Spray 300ml
- Volume Detangling Spray 150mL
- Surf Bomb Sea Salt Spray 150ml
- Lavender Body Maker spray 200ml
- Organic Hairspray 50ml
- Color Protection Conditioning Spray 150ml
- Curl Conditioning Spray 150mL
- Original Queenie Hairspray 328ml
- Clear Water Sprayer
- Session Spray 337ml
- 150ml High Hair Firm Hairspray**
- Age Ensure Cond Spray 150ml
- Hair Resort Spray 150ml

The product will be added to your package

Package

Name:

Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="45"/> mins	\$105.00	<input type="text" value="\$105.00"/>	n/a	
Bride Updo	<input type="text" value="60"/> mins	\$125.00	<input type="text" value="\$125.00"/>	n/a	
Mother of Bride	<input type="text" value="30"/> mins	\$50.00	<input type="text" value="\$50.00"/>	n/a	
Flower girl	<input type="text" value="25"/> mins	\$20.00	<input type="text" value="\$20.00"/>	n/a	
150ml High Hair Firm Hairspray	n/a	\$15.00	<input type="text" value="\$15.00"/>	\$14.43	
		160 mins	\$315.00		

10) Add any additional products you wish to include in your package.

11) When you have finished adding your services and products, you now need to decide how much to charge for each component of your package, and if you want to change the normal durations for the services. By default, Kitomba will set the usual price and duration for the services you've selected, and it will set the usual retail price for your products.

Pricing your Package

- If you want the total package price to be reduced, you'll need to reduce the price of at least one item in the package. The total of the package shows at the bottom of the **Price** column.

Package

Name:

Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="45"/> mins	\$105.00	<input type="text" value="\$105.00"/>	n/a	
Bride Updo	<input type="text" value="60"/> mins	\$125.00	<input type="text" value="\$125.00"/>	n/a	
Mother of Bride	<input type="text" value="30"/> mins	\$50.00	<input type="text" value="\$50.00"/>	n/a	
Flower girl	<input type="text" value="25"/> mins	\$20.00	<input type="text" value="\$20.00"/>	n/a	
150ml High Hair Firm Hairspray	n/a	\$15.00	<input type="text" value="\$15.00"/>	\$14.43	
		160 mins	\$315.00		

- It's a good idea to consider your commission structure if you are adjusting the cost of your services and retail, as Kitomba will give the credit to who did the work for each service, and who made the sale for the retail product. In the example below, Elle and Christy get the 'credit' for the work that they each complete, and it has been decided that Christy will get the credit for the retail product sale.

Customer's Invoice

Angelina Jolie
 Mobile: 04 123 4567

Document No: INV19800
 Date: 30-Jan-14
 Reference:
 Designated Sales Person: Christy

Editing Tips

Code	Description	Staff	Qty	Price	Disc%	Total
✗	Bridesmaid Updo (Wedding Package)	Elle	1	\$90.00		\$90.00
✗	Bride Updo (Wedding Package)	Christy	1	\$100.00		\$100.00
✗	Mother of Bride (Wedding Package)	Christy	1	\$50.00		\$50.00
✗	Flower girl (Wedding Package)	Elle	1	\$25.00		\$25.00
✗ 1899878	150ml High Hair Firm Hairspray (Wedding Package)	Christy	1	\$15.00		\$15.00

Payments

Date	Payment	Amount
✗	Eft-Pos	\$280.00

 Total Payments: \$280.00
 Change: \$0.00

Comment

Sub Total: **\$280.00**

 Total: **\$280.00**
 Includes GST (15%): \$36.52

Add discount

 Commit

Session: None

- You can keep track of the difference between what the bundled services and product would normally cost and the total package price by comparing the price at the bottom of the **normally** column and the **price** column. In the example below, the normal price for our services and retail item would be \$315.00, but because we've reduced the price of most items the total package price is \$280.00

Name: <input type="text" value="Wedding Package"/>						
Package Contents						
	Duration	Normally	Price ?	Margin ?		
Bridesmaid Updo	40 mins	\$105.00	<input type="text" value="\$90.00"/>	n/a		
Bride Updo	60 mins	\$125.00	<input type="text" value="\$110.00"/>	n/a		
Mother of Bride	30 mins	\$50.00	<input type="text" value="\$50.00"/>	n/a		
Flower girl	25 mins	\$20.00	<input type="text" value="\$15.00"/>	n/a		
150ml High Hair Firm Hairspray	n/a	\$15.00	<input type="text" value="\$15.00"/>	\$7.53		
	155 mins	\$315.00	\$280.00			

- The margin column will have a dollar figure in it if Kitomba knows what the cost price of your product is. It works out how much margin you will be getting by selling the product (within the package) at that rate.

Package

Name:

Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="40"/> mins	\$105.00	<input type="text" value="\$90.00"/>	n/a	
Bride Updo	<input type="text" value="60"/> mins	\$125.00	<input type="text" value="\$110.00"/>	n/a	
Mother of Bride	<input type="text" value="30"/> mins	\$50.00	<input type="text" value="\$50.00"/>	n/a	
Flower girl	<input type="text" value="25"/> mins	\$20.00	<input type="text" value="\$15.00"/>	n/a	
150ml High Hair Firm Hairspray	n/a	\$15.00	<input type="text" value="\$15.00"/>	<input type="text" value="\$7.53"/>	
	155 mins	\$315.00	\$280.00		

Setting the Duration Of Your Package

- If you are reducing the price of your services or products, you may want to consider reducing the amount of time you spend with your client.
- If you want to change the total duration of the package, you'll need to reduce the duration of at least one service in the package. The total duration of the package shows at the bottom of the **Duration** column

Name:

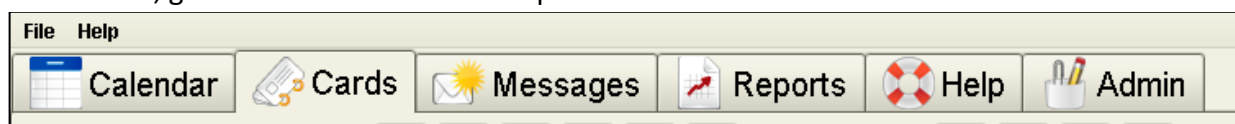
Package Contents

	Duration	Normally	Price ?	Margin ?	
Bridesmaid Updo	<input type="text" value="45"/> mins	\$105.00	<input type="text" value="\$105.00"/>	n/a	
Bride Updo	<input type="text" value="60"/> mins	\$125.00	<input type="text" value="\$125.00"/>	n/a	
Mother of Bride	<input type="text" value="30"/> mins	\$50.00	<input type="text" value="\$50.00"/>	n/a	
Flower girl	<input type="text" value="25"/> mins	\$20.00	<input type="text" value="\$20.00"/>	n/a	
150ml High Hair Firm Hairspray	n/a	\$15.00	<input type="text" value="\$15.00"/>	<input type="text" value="\$14.43"/>	
	160 mins	\$315.00	\$315.00		

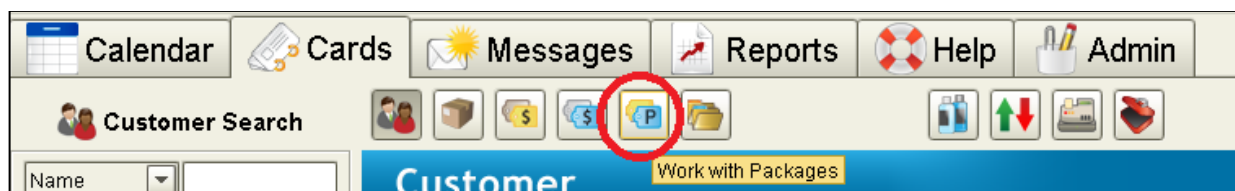
2 – Editing your Package in Kitomba

From time to time you may want to change the services or products included in your package, or change the price or duration of one or more components.

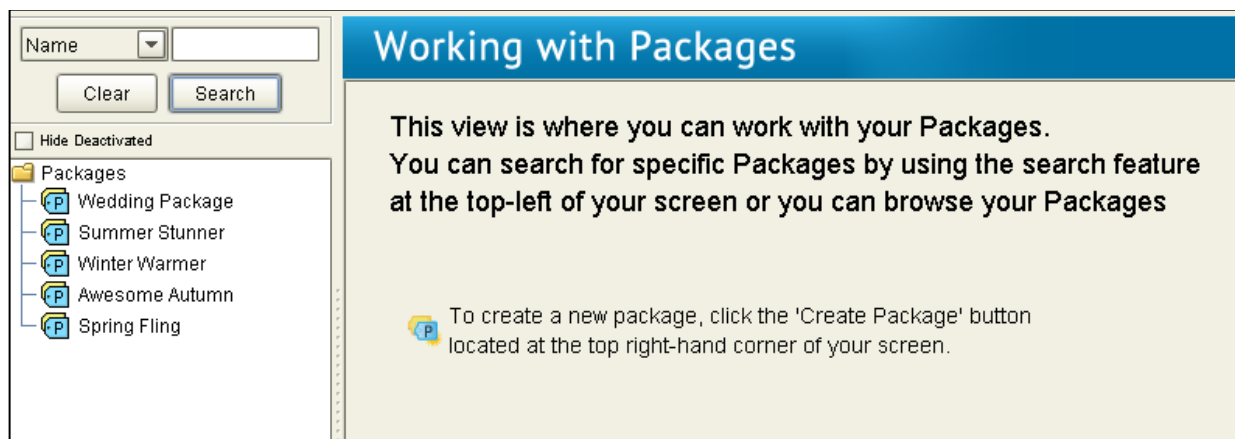
- 1) In Kitomba, go to the **Cards** tab at the top



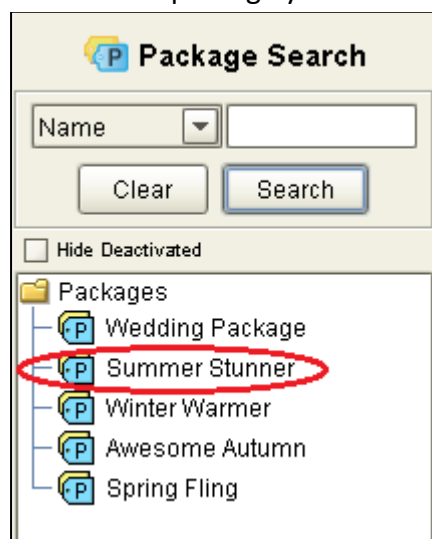
- 2) Click on the **Work with Packages** button.



- 3) The **Working with Packages** screen will open and a list of your packages will appear on the left hand side.



- 4) Click on the package you wish to edit



- 5) The package and its contents will display

Package

Name:

Package Contents:

	Duration	Normally	Price ?	Margin ?	
Self Tan - 15 mins	<input type="text" value="15"/> mins	\$40.00	<input type="text" value="\$36.00"/>	n/a	<input type="button" value="X"/>
Luxury Shower	<input type="text" value="25"/> mins	\$25.00	<input type="text" value="\$22.50"/>	n/a	<input type="button" value="X"/>
Exfoliation - Full Body	<input type="text" value="50"/> mins	\$100.00	<input type="text" value="\$90.00"/>	n/a	<input type="button" value="X"/>
Summer Sparkle Lotion 250mL	n/a	\$29.95	<input type="text" value="\$26.50"/>	\$9.62	<input type="button" value="X"/>
	90 mins	\$194.95	\$175.00		

6) Make the appropriate changes to your package.

- To change the duration of an included service, click in the **duration** box and type in the new duration
- To change the price of an included service or product (which will affect the overall package price), click in the **price** box and type in the new price
- To remove an item from the package, click the button at the end of the row
- To add a new service, click the **add a service** button
- To add a new product to the package, click the **add a product** button

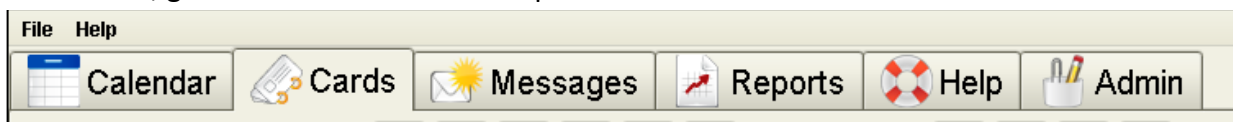
7) Click **Save** at the bottom of the screen.

3 – Deleting a package in Kitomba

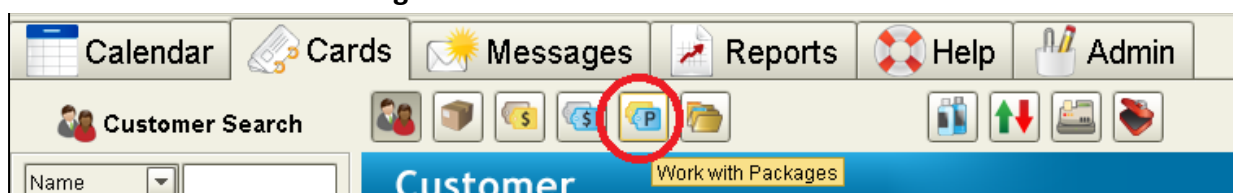
You can only delete a package if it has never been booked or invoiced previously. Kitomba needs to keep a record of your packages for reporting purposes. You can deactivate a package which means it can no longer be booked.

Delete a package that has never been booked or invoiced

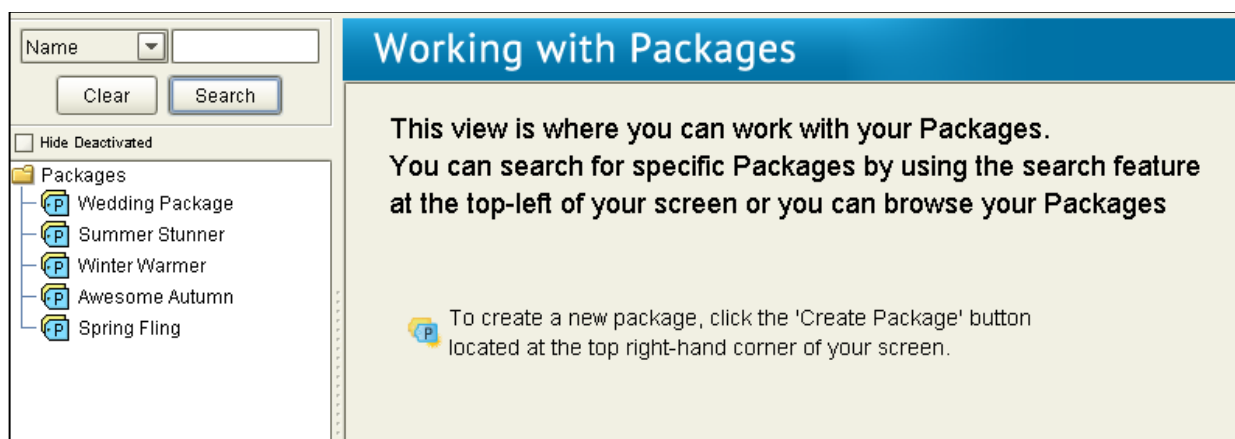
1) In Kitomba, go to the **Cards** tab at the top



2) Click on the **Work with Packages** button.



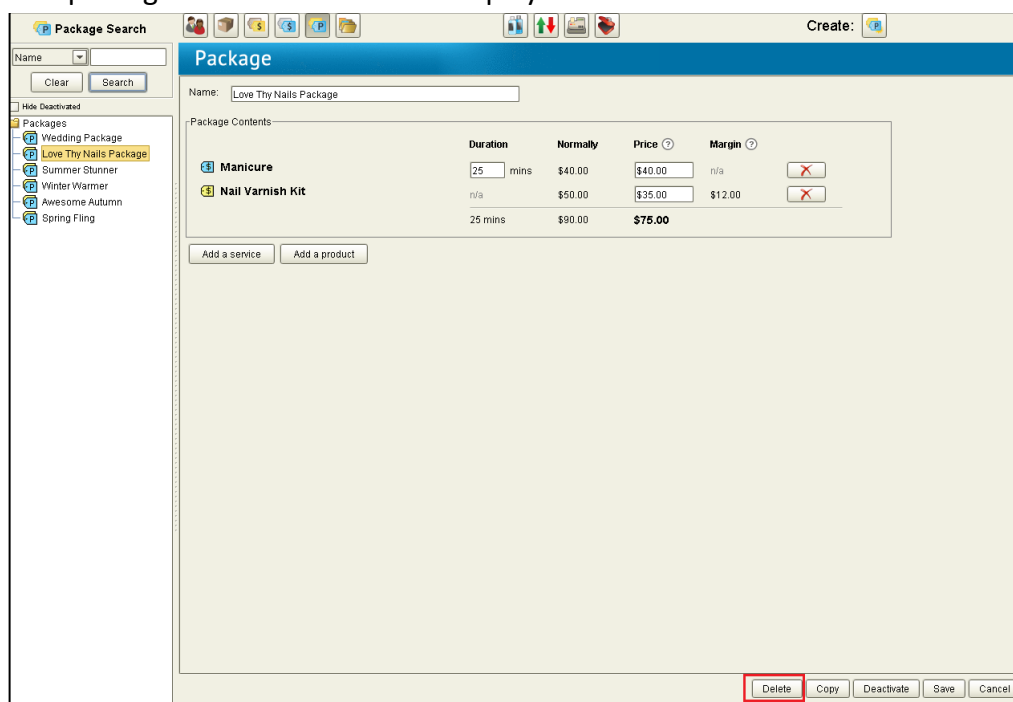
- 3) The **Working with Packages** screen will open and a list of your packages will appear on the left hand side.



- 4) Click on the package you wish to delete



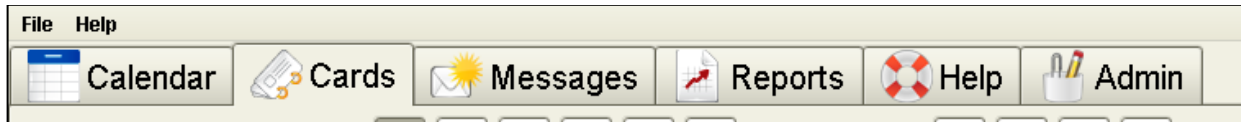
- 5) The package and its contents will display. Click **Delete** at the bottom of the screen



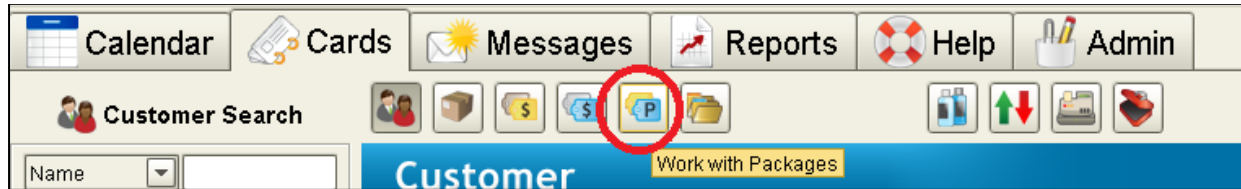
- 6) The package will disappear.

Deactivate a package

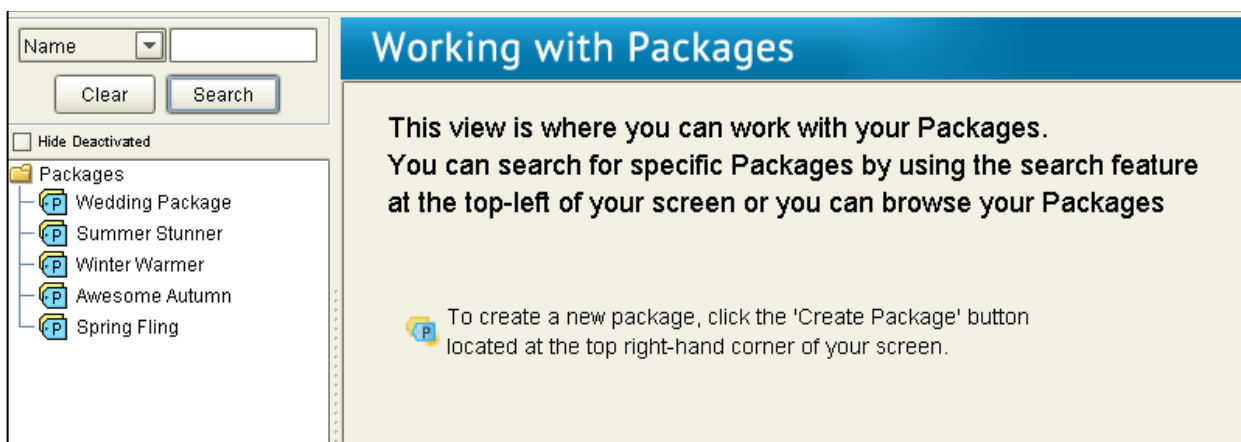
- 1) In Kitomba, go to the **Cards** tab at the top



- 2) Click on the **Work with Packages** button.



- 3) The **Working with Packages** screen will open and a list of your packages will appear on the left hand side.



- 4) Click on the package you wish to deactivate



- 5) The package and its contents will display. Click **Deactivate** at the bottom of the screen

The screenshot shows the 'Package Search' window. On the left, there's a sidebar with a search bar and a list of packages. The 'Love Thy Nails Package' is highlighted. The main area shows the details of this package, including its name, duration, normal price, and the price with margin. The package is currently active, and the 'Deactivate' button is highlighted with a red box.

	Duration	Normally	Price	Margin
Manicure	25 mins	\$40.00	\$40.00	n/a
Nail Varnish Kit	n/a	\$50.00	\$35.00	\$12.00
Total	25 mins	\$90.00	\$75.00	

6) The package will show as greyed out on the left hand side

NB: If you can't see the greyed out package, you may have the **hide deactivated** box ticked, as in the example below.

This screenshot shows the 'Package Search' window with the 'Hide Deactivated' checkbox checked. The package list on the left is empty, indicating that all packages are currently deactivated.

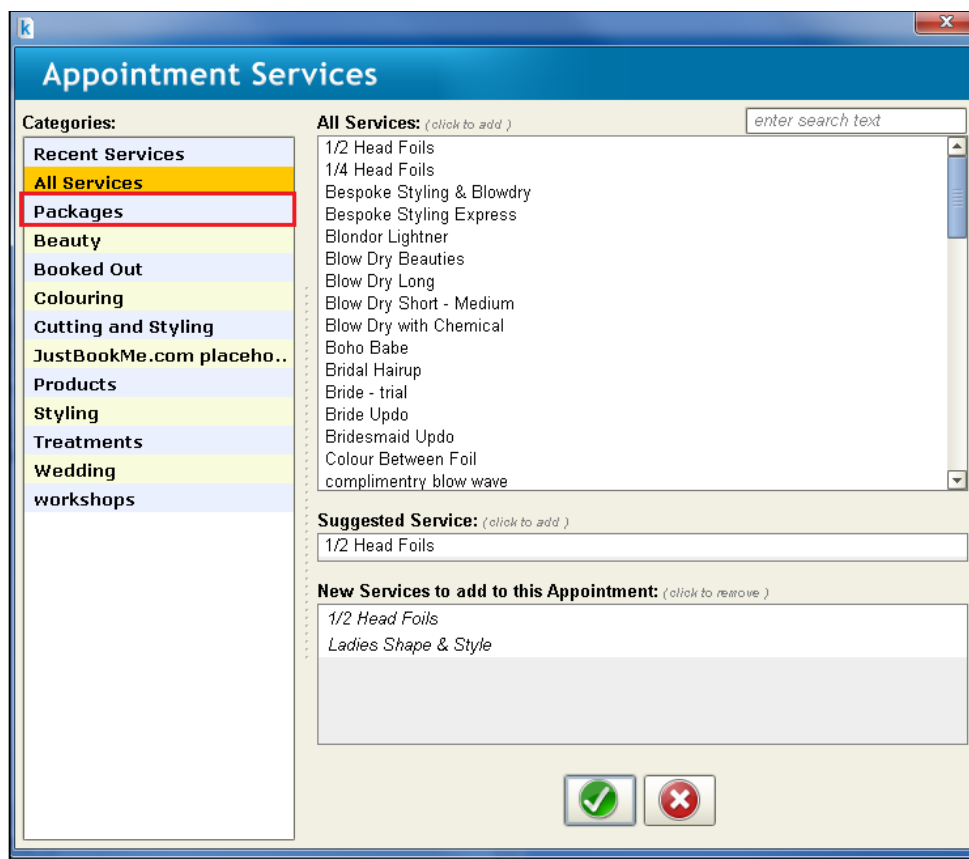
4 – Book a package for a customer in Kitomba

- 1) On the calendar, double-click on the appointment start time for your package. The **Edit Appointment** screen will open

2) Select the customer

3) Click **Next**

4) The **Appointment Services** window will appear. Click on **Packages** on the left hand side.



5) A list of available packages will display

k

Appointment Services

Categories:

Recent Services

All Services

Packages

Beauty

Booked Out

Colouring

Cutting and Styling

JustBookMe.com placeho..

Products

Styling

Treatments

Wedding

workshops

Packages: (click to add)

enter search text

Awesome Autumn

Spring Fling

Summer Stunner

Wedding Package

Winter Warmer

Suggested Service: (click to add)

1/2 Head Foils

New Services to add to this Appointment: (click to remove)

1/2 Head Foils

Ladies Shape & Style

6) Select the package you wish to book

Categories:

Recent Services

All Services

Packages

Beauty

Booked Out

Colouring

Cutting and Styling

JustBookMe.com placeho..

Products

Styling

Treatments

Wedding

workshops

Packages: (click to add)

enter search text

Awesome Autumn

Spring Fling

Summer Stunner

Wedding Package

Winter Warmer

Suggested Service: (click to add)



7) Click the tick button

8) The included services will display in the appointment screen

Edit Appointment

File

Customer Appointment

Appointment





Customer: Angelina Jolie

Date: 02-Mar-14

Status: Booked

Service	Room/Equipment	Staff	Requested	Start Time	Length (mins)
Bridesmaid Updo (Wedding ...	No room/equipment	Christy	<input type="checkbox"/>	10:00am	40
Bride Updo (Wedding Packa...	No room/equipment	Christy	<input type="checkbox"/>	10:40am	60
Mother of Bride (Wedding Pa...	No room/equipment	Christy	<input type="checkbox"/>	11:40am	30
Flower girl (Wedding Package)	No room/equipment	Christy	<input type="checkbox"/>	12:10pm	25

Msg-1

Type:    

Template: Appt Confirmation When: Day before Chars: 158

Hi Angelina, you're booked in @ So You Hairdressing Sun, 2-Mar 10:00am with Christy. Please respond YES to confirm or call 04 473 6919 to reschedule. Thanks.

Add Msg Remove Msg

Appointment Attributes

New Customer: ☒

Notes:

Colour Notes:


From Web Booking: ☐

Web Notes:

History << Prev Next >> Save Make Sale! Prep Sale Cancel

9) Add appointment notes and set up your appointment confirmation message (if applicable)

10) Click **Save**

11) Kitomba will show each service booked on the calendar. You can see that the services are part of a package because they have an icon that looks like this 

Calendar Cards Messages Reports Help Admin

kitomba

Sun, 2 Mar

Kitomba Hair and Beauty

Christy

March 2014

	Elle	Christy	Linda	Claudius
8:00 am				
8:15				
8:30				
8:45				
9:00 am				
9:15				
9:30				
9:45				
10:00 am		Angelina Jolie Bridesmaid Updo		
10:15		Angelina Jolie Bride Updo		
10:30				
10:45				
11:00 am				
11:15				
11:30				
11:45		Angelina Jolie Mother of Bride		
12:00 pm		Angelina Jolie Flower girl		
12:15				
12:30				
12:45				
1:00 pm				

Note: you can move any service appointments to other staff or timeslots by clicking on them and dragging them to another place on the calendar.