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.
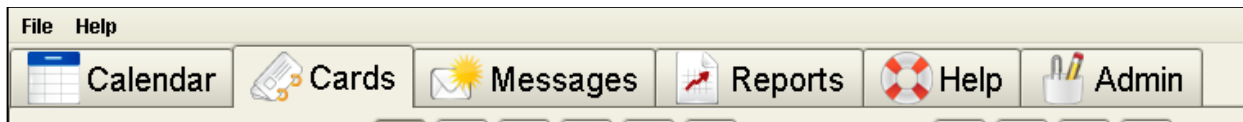
In this mini guide we'll cover:

1. Creating packages in Kitomba

2. Editing packages in Kitomba

3. Deleting packages in Kitomba
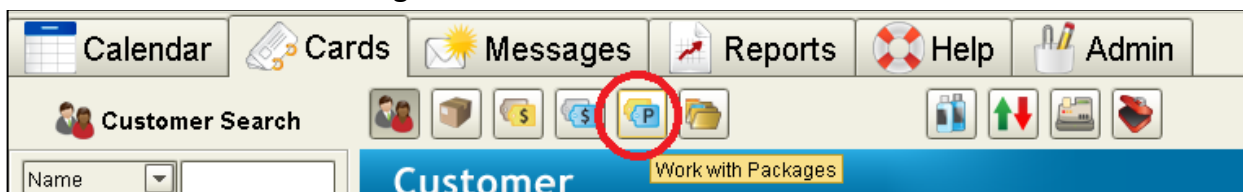
4. Booking a package for a customer in Kitomba

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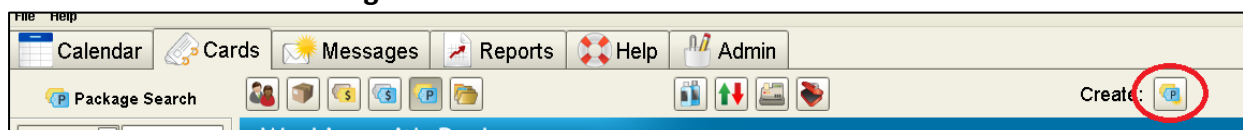
1) In Kitomba, go to the **Cards** tab at the top

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

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

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

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

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**

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

The product will be added to your package

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.

▪ 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.

- 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

- 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.

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

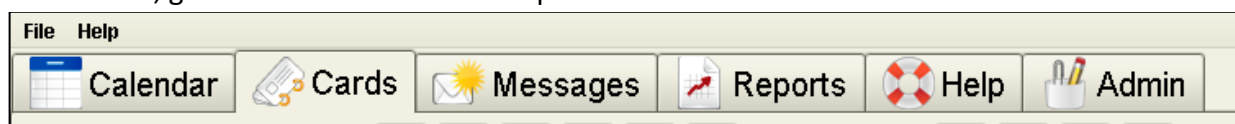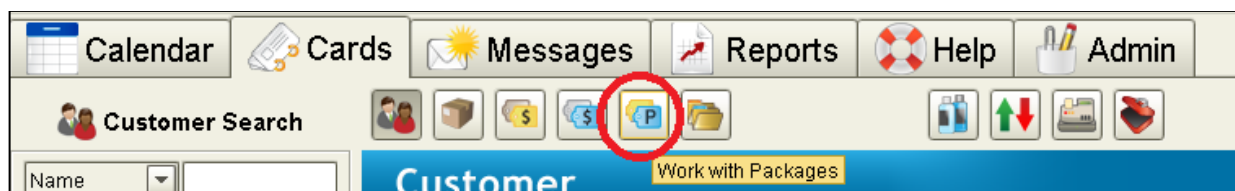## 2 – Editing your Package in Kitomba

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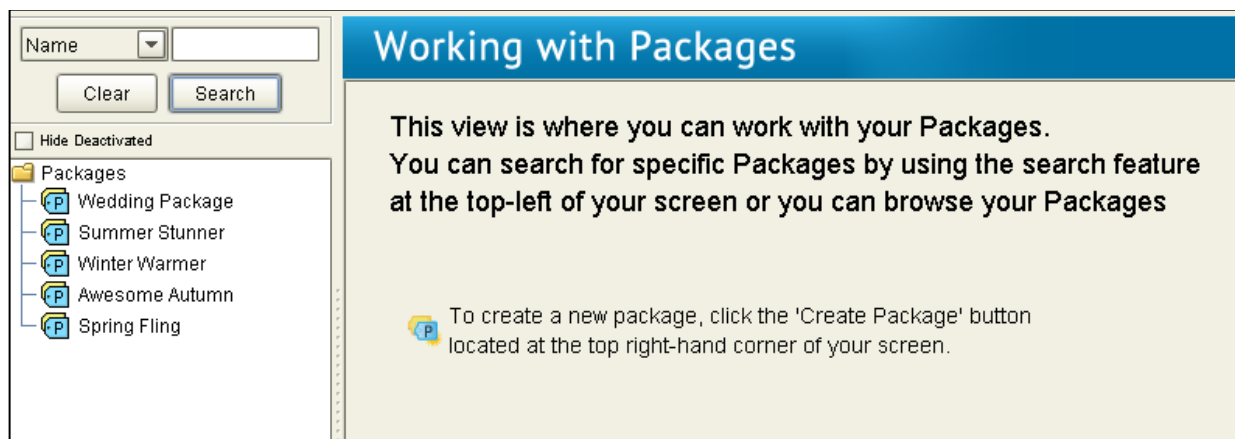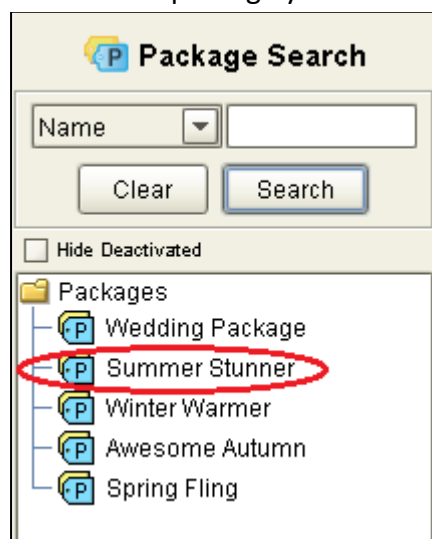
1) In Kitomba, go to the **Cards** tab at the top

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

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 [X] 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.

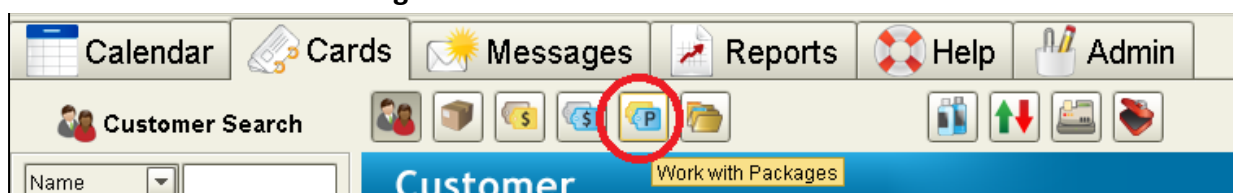### 3 – Deleting a package in Kitomba

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.

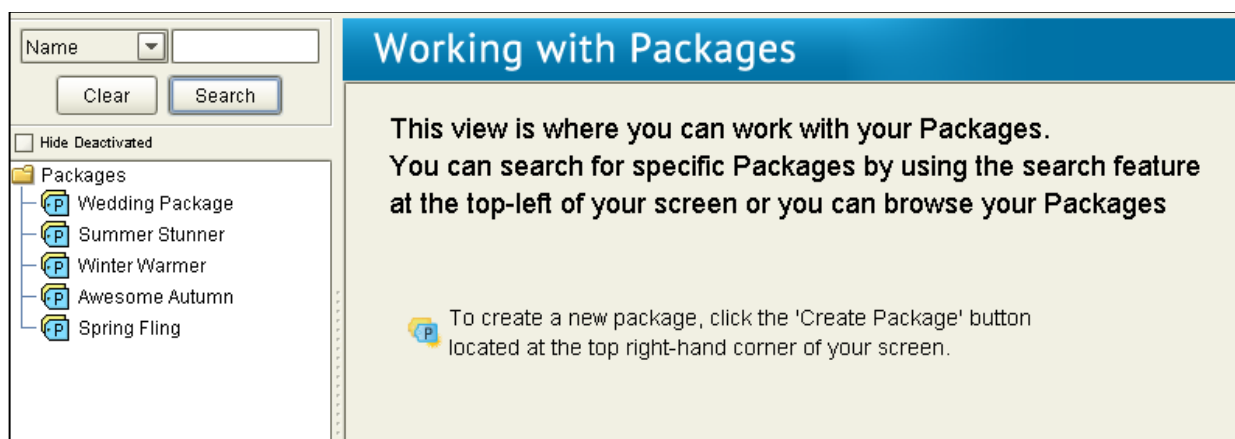<u>Delete a package that has never been booked or invoiced</u>

1) In Kitomba, go to the **Cards** tab at the top
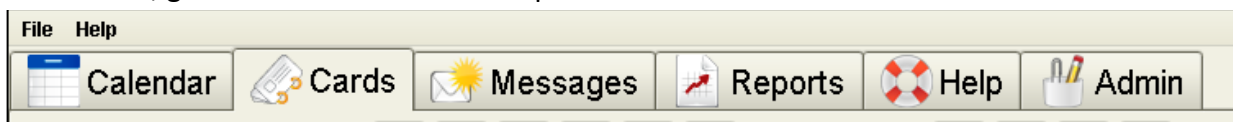
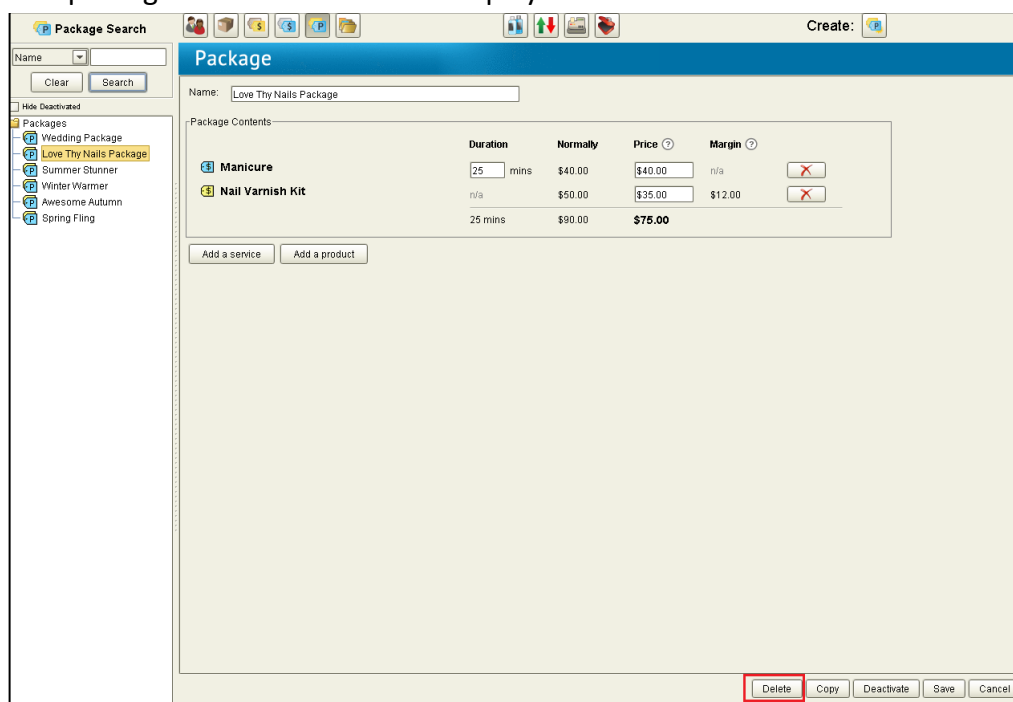2) Click on the **Work with Packages** button.

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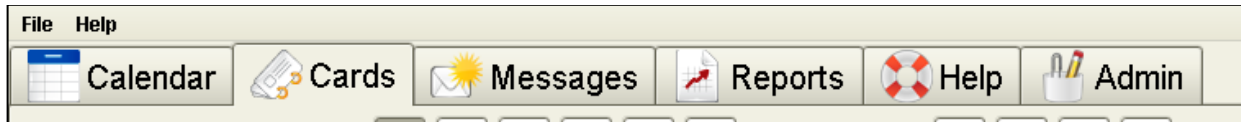

4) Click on the package you wish to delete

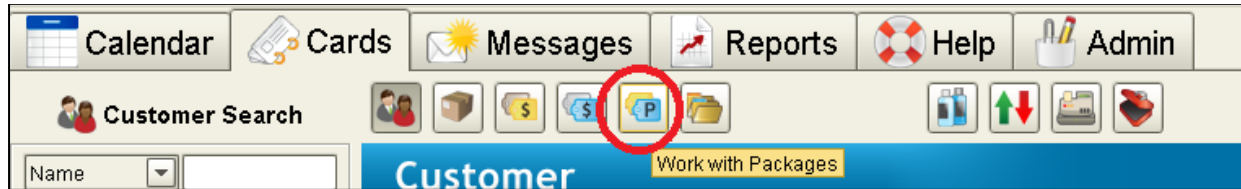5) The package and its contents will display. Click **Delete** at the bottom of the screen
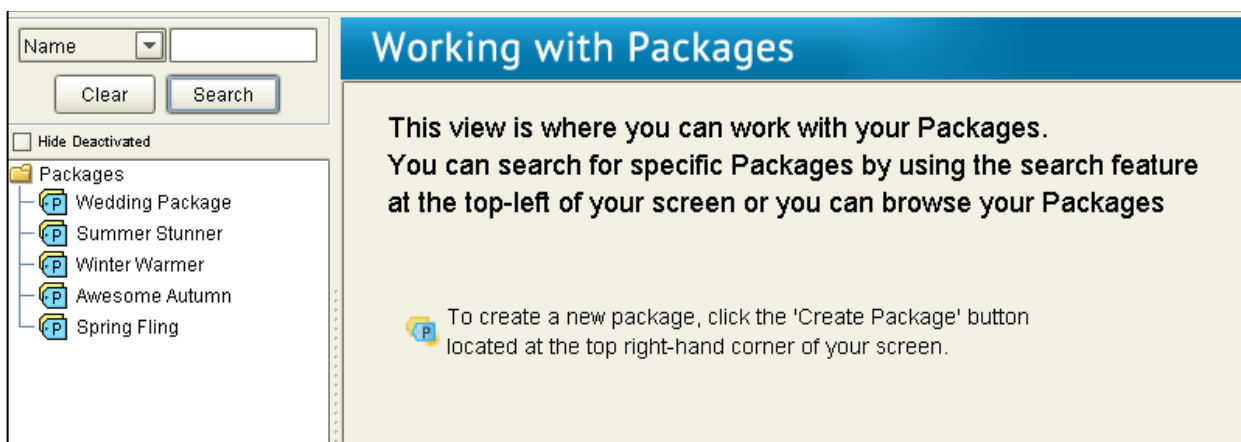

6) The package will disappear.

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

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.

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.
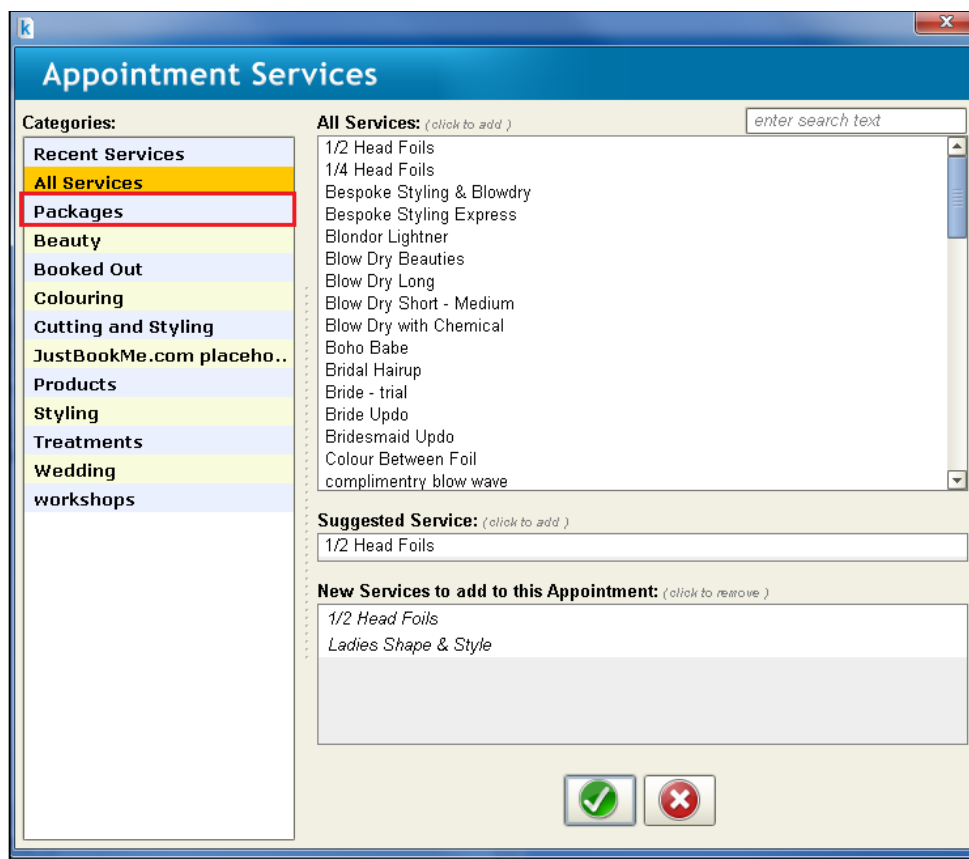
5) A list of available packages will display

6) Select the package you wish to book

7) Click the tick button

8) The included services will display in the appointment screen

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 [P]

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.