



KRONOS BOOKING
SOLUTIONS

Kronos Salon Edition *Counter Guide*

Kronos Support

Email: Support@KronosSalon.com.au
Web: www.KronosSalon.com.au
Knowledgebase: www.KronosSalon.com.au/kb/

Helpful Tips:

- Pressing the **[F12]** key will open your cash drawer (if installed).
- Pressing the **[F3]** key will start a new **Cash Sale** transaction.
- Mark bookings as “No Show” if the customer does not turn up for their booking. The number of No-Shows for a client will be shown when creating a new booking.
- Press **[CTRL]+[E]** on any search screen to transfer that information into Excel.
- Keep your stock holdings correct. If you use or break a product, write it off.
- Always receive stock into Kronos when it arrives in your store.
- Always pay for a booking while the client is in the store. Do not wait until the end of the day to enter the transaction.
- Always select the correct payment types when completing sales.

Manual

Kronos user manual is located on the Help menu.
Additional guides can be found on our website.

Entering your password

Kronos uses password security to protect its sensitive data, to allocate commissions to the correct salesperson, and to prevent unauthorised access to the terminal. To access the system, you must enter your password, scan in your personal barcode or insert your iButton.

1. When the password dialog appears



2. In the **User Name** field provided enter:

- a. Your **User Name** and press **[Tab]**
or
- b. Your **Employee Number** and press **[Tab]**
or
- c. Scan your personal barcode
or
- d. Insert your ibutton.

3. In the password field provided enter your password and press **[Enter]** or click **Continue**

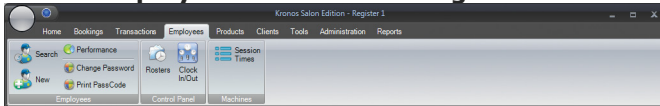
Note: The default password for employees is **“password”**

If you do not require passwords for your store, you can turn them off in Kronos Setup.

Changing Passwords

Depending on your system setup, you may need to change your password from time to time.

1. On the **Employees Tab** select **Change Password**



2. Enter your password when requested
3. The **Change Password** screen will appear



Enter the new password in both **New Password** fields.

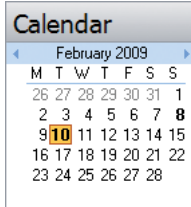
Note: Depending on your system setup, there may be restrictions on the types of password you may use.

Click **Continue** to change your password

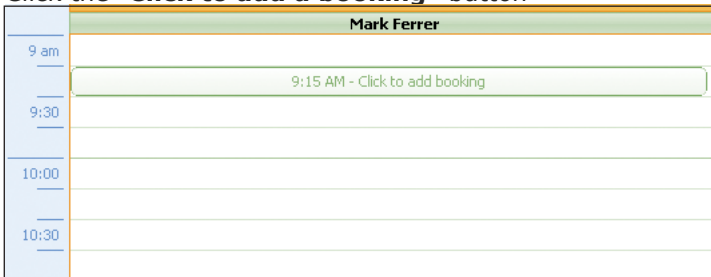
Note: If you have "Owner" Authority, you can change another employee's password by entering his or her username in the **Username** field.

Creating a booking

1. Select a date on the bookings calendar.



2. With your mouse, Hover over the desired booking time
Click the **“Click to add a booking”** button



3. The booking has now been created

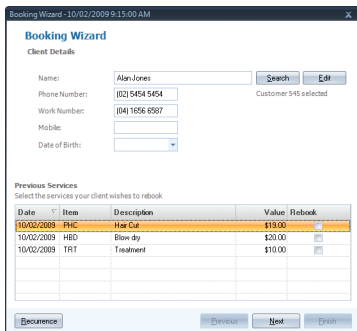


4. You can move or increase the time by dragging the booking with your mouse.
5. To add Client, Service or Comments to the booking, Double-Click the newly created booking.

Editing a booking

1. Enter your client's details.

- If they are a previous client, use the **Search** button to find their details.
- Previous treatments can be re-booked by ticking the **Rebook** box next to the service.



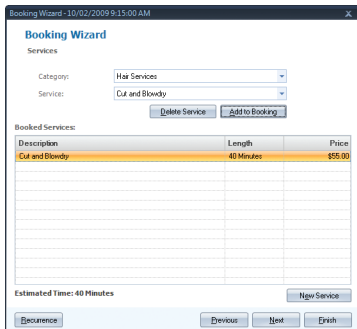
The screenshot shows the 'Booking Wizard' window with the 'Client Details' section. The client's name is 'Alan Jones', phone number is '(02) 5454 5454', work number is '(04) 1656 6987', and date of birth is set to 10/02/2009. A table below lists previous services with columns for Date, Item, Description, Value, and Rebook. The first row shows a 'Hair Cut' for \$13.00 on 10/02/2009, which is rebooked. The second row shows a 'Blow dry' for \$20.00 on 10/02/2009, and the third row shows a 'Treatment' for \$10.00 on 10/02/2009, both of which are not rebooked.

Date	Item	Description	Value	Rebook
10/02/2009	PHC	Hair Cut	\$13.00	<input checked="" type="checkbox"/>
10/02/2009	HBD	Blow dry	\$20.00	<input type="checkbox"/>
10/02/2009	TRT	Treatment	\$10.00	<input type="checkbox"/>

Click **Next** to continue.

2. Add the services

- Select the service you want to book from the **Service** drop down box and click the **Add to Booking** button.
- A new service can be created by clicking the **New Service** Button.



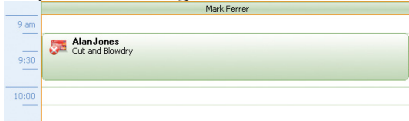
The screenshot shows the 'Booking Wizard' window with the 'Services' section. The 'Category' is 'Hair Services' and the 'Service' is 'Cut and Blowdry'. The 'Booked Services' table shows one service: 'Cut and Blowdry' with a length of 40 minutes and a price of \$55.00. The estimated time for the booking is 40 minutes.

Description	Length	Price
Cut and Blowdry	40 Minutes	\$55.00

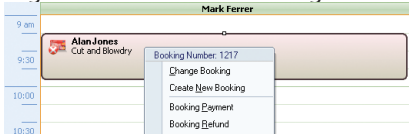
Click **Next** to continue.

Booking Payments

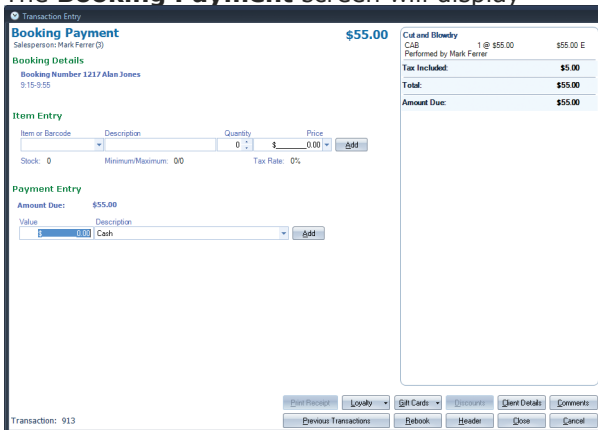
1. Unpaid bookings will show a red cross in the top left corner.



2. Right-Click on the booking and select "Booking Payment"

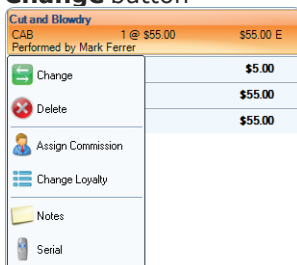


3. The **Booking Payment** screen will display



4. Confirm treatment prices are correct.

If a treatment has the wrong price, click the service and select the **Change** button




- To add a product or service to the transaction
 - In the **Item Entry** section, enter the item code or use the drop down box (circled)
 - Change the **Quantity** and **Price** as required.

Or; using the bar code scanner, scan the product.

Item Entry

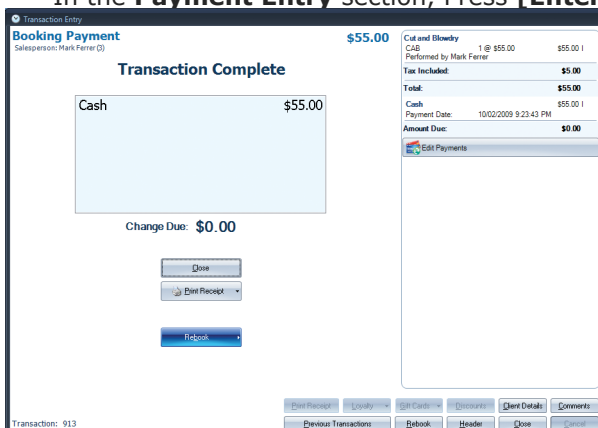
Item	Description	Quantity	Amount	
BBBWHT	Bubble White	1	5.00	Add
	Stock 0	Minimum/Maximum 0/0		

- To add a payment to the transaction
 - In the **Value** field, enter the amount tendered.
 - In the **Description** field, click on the  icon to select from the drop-down list of Payment Types.
 - Scroll down and then select the payment type from the list
 - Press **[Enter]**. The payment will flash in the transaction list.

Payment Entry

Value	Description	
\$ 55.00	Cash	Add
<ul style="list-style-type: none"> Cash Cheque Electronics Funds Transfer Gift Card Loyalty Dollars Money Order Voucher Redeemed 		

- Complete the transaction.
 - Once the products, treatments and payments have been entered, In the **Payment Entry** section, Press **[Enter]**



The screenshot shows the 'Transaction Entry' window with the following details:

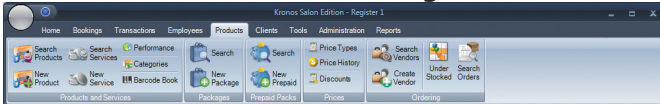
- Transaction Entry:** Booking Payment, Salesperson: Mark Ferrer (2), Total: \$55.00
- Transaction Complete:** Cash \$55.00, Change Due: \$0.00
- Item List:** Cut and Blowdry 1 @ \$55.00 = \$55.00, CAB Performed by Mark Ferrer
- Tax Included:** \$5.00
- Total:** \$55.00
- Cash:** \$55.00
- Payment Date:** 10/02/2009 9:23:43 PM
- Amount Due:** \$0.00
- Buttons:** Edit Payments, Done, Print Receipt, Fitbook, Previous Transactions, Rebook, Header, Done, Cancel

Product Categories

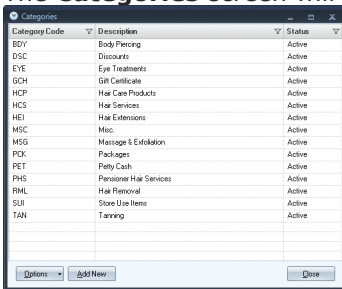
Kronos comes pre-installed with a set of commonly used categories. There may be a need to setup a new category or suspend an existing one.

To setup a new category:

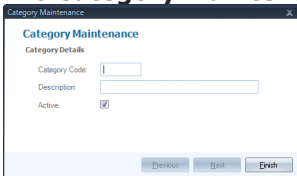
1. On the **Product** tab click the **Categories** button.



2. The **Categories** screen will display.



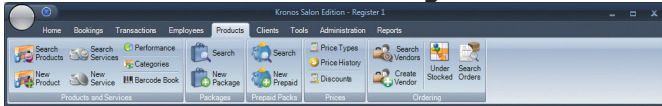
3. Click the **Add New** button.
4. The **Category Maintenance** screen will display.



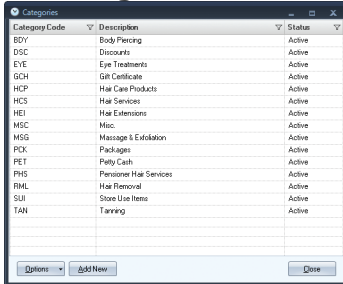
5. Enter a 3-letter unique category code and a category description.
6. Click the **Finish** button

To edit an existing category:

1. On the **Product** tab click the **Categories** button.

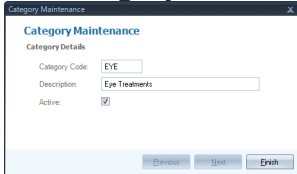


2. The **Categories** screen will display



Category Code	Description	Status
BDY	Body Piercing	Active
DSC	Discounts	Active
EYE	Eye Treatments	Active
GCH	Gilt Certificate	Active
HEP	Hair Care Products	Active
HCS	Hair Services	Active
HEI	Hair Extensions	Active
MSC	Misc.	Active
MSG	Massage & Exfoliation	Active
PKG	Packages	Active
PET	Petty Cash	Active
PHS	Parsons Hair Services	Active
RHL	Hair Removal	Active
SUI	Store Use Items	Active
TAN	Tanning	Active

3. Double-Click the category you want to edit.
4. The **Category Maintenance** screen will display.



Category Maintenance

Category Details

Category Code:

Description:

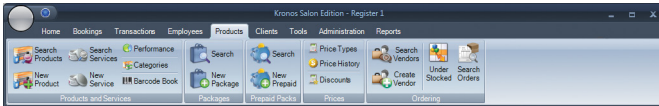
Active:

5. Edit the details as required.
6. Click the **Finish** button

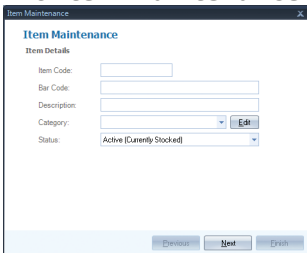
New Products

As new products arrive in your store, you will need to set them up in Kronos.

1. On the **Products Tab** select **New Product**



2. The **Item Maintenance** screen will display



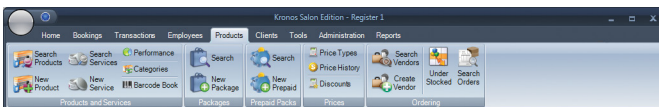
Note: The item code should be a short description of the product.

3. Follow the steps of the wizard to complete the setup.

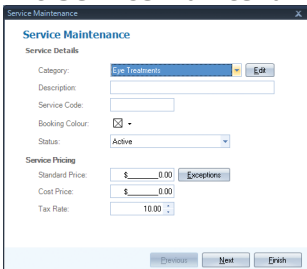
New Services

Services will need to be setup in Kronos.

1. On the **Products Tab** select **New Service**



2. The **Service Maintenance** screen will display



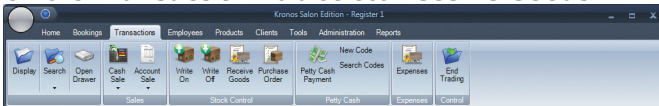
3. Follow the steps of the wizard to complete the setup.

Receive Stock

If you receive a shipment of products, they should be entered into Kronos as soon as possible.

Kronos runs on average costing. Receiving stock before you sell it is crucial if you want to keep your costs correct. If at any time your cost for a product becomes incorrect, simply write off all your stock holding and receive it again using the correct cost.

1. On the **Transaction Tab** select **Receive Goods**



2. The **Receive Goods** transaction screen will display
3. Please pay close attention to the costs you enter. Depending on your setup, Kronos will allow you to enter any combination of Inc. Tax or Ex. Tax costing. Enter the costs displayed on your invoice in any of the four fields.

Receive Goods

0.00

Item Entry

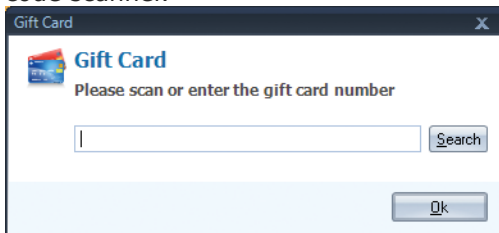
Item	Description	Quantity	Cost Ex.
F/B Lotion	Fake Bake Tan Lotion	10	20.000
		Each Tax Inc.	22.000
		Total Cost Ex.	200.000
		Total Cost Inc.	220.000

4. Complete the transaction as you would a **Cash Sale** or a **Booking Payment**.

Gift Cards

How to sell or top up a Gift Card

1. Open a **Cash Sale** or **Booking Payment** transaction.
2. In the **Item Entry** section:
 - a. Enter the item code "**GFTCRD**"
 - b. In the **Amount** Field, enter the value to add to the **gift** card
 - c. Press **[Enter]**
3. When prompted enter the gift card number or scan it using your bar-code scanner.



Note: If a gift card has not been used, you will be prompted to create a new card.

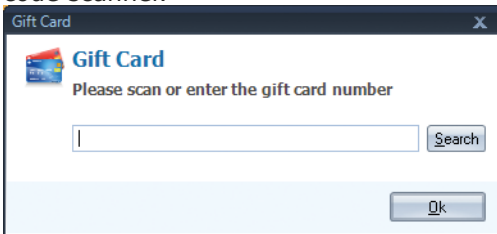
4. The gift card entry will appear in the transaction.

Gift Card		
12352	1 @ \$50.00	\$50.00 E
Tax Included:		\$0.00
Total:		\$50.00
Amount Due:		\$50.00


5. The amount will be added to the card once the transaction is completed.

How to use a Gift Card for payments

1. Open a **Cash Sale** or **Booking Payment** transaction.
2. Enter the items the customers wishes to purchase.
3. In the **Payment Entry** section:
 - a. In the **Value** field, Enter the value the customer wishes to deduct from their gift card.
 - b. In the **Description** field, select **Gift Card**.
 - c. Press **[Enter]**
4. When prompted enter the gift card number or scan it using your bar-code scanner.



Gift Card

 **Gift Card**

Please scan or enter the gift card number

Search

Ok

Note: If the gift card balance is lower than the entered amount, a warning message will appear.

5. The gift card payment will appear in the transaction.

Style Cut and Blowdry		
BAC	1 @ \$45.00	\$45.00 E
Tax Included:		\$4.09
Total:		\$45.00
Gift Card		\$45.00 E
Card: 123456		
Amount Due:		\$0.00

6. Complete the transaction

Gift Cards

To sell a Gift Voucher:

1. Open a **Cash Sale** or **Booking Payment** transaction.
2. In the **Item Entry** section:
 - a. Enter the item code **“VOUCHER”**
 - b. In the **Amount** Field, enter the value to add to the **gift** card
 - c. Press **[Enter]**
3. Complete the transaction.

Transaction Complete	
Cash	\$50.00
Write this number on the sold voucher	
Gift Voucher Number: 1576	\$50.00

4. Write the Gift Voucher Number displayed and the amount on the gift voucher.

To redeem a Gift Voucher:

1. Open a **Cash Sale** or **Booking Payment** transaction.
2. Enter the items the customers wishes to purchase.
3. In the **Payment Entry** section:
 - a. In the **Value** field, Enter the value of the gift voucher.
 - b. In the **Description** field, select **Voucher Redeemed**.
 - c. In the **Voucher Number** field, enter the voucher number.
 - d. Press **[Enter]**

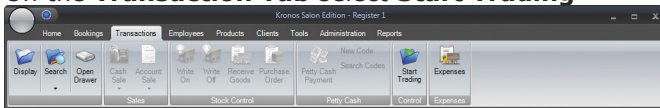
Note: It is important that the voucher number and value be entered as they appear on the voucher. If there is any difference Kronos will not accept the voucher.

4. Complete the transaction

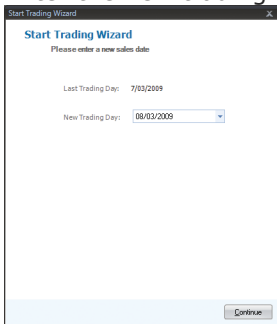
Start Trading

While you can create and modify bookings, you will not be able to enter transactions until trading has been started.

1. On the **Transaction Tab** select **Start Trading**



2. Enter the new trading date in the space provided



Click **Next** or **Continue** to Start Trading

3. Depending on your system setup, enter your current float value



Click **Next** to Start Trading

Note: It is important to always start a new trading day every day as soon as the store opens.

