MULTI-SITE

WALK-IN

SPA

HAIR

BARBER

CLINIC

ONLINE BOOKING

CONFIGURING
COMPANY SETTINGS

HOME & MOBILE

BEAUTY

SHORTCUTS
SMARTER BUSINESS TECHNOLOGY

it suits you

CONTENTS

ABOUT THIS DOCUMENT

The Shortcuts Online Booking feature allows your clients to book appointments via your website, without you having to lift a finger.

This provides a super-convenient way for your clients to make appointments, and opens your business to opportunities for new appointments around the clock.

Your company settings allow you to add general information about your business and select the look and feel for your Online Booking page.

Within your company settings, you can customise the text that clients will see on your Online Booking page, and in their booking confirmation emails. The information within your company settings will be applied globally to all of your sites.

CONFIGURING YOUR COMPANY SETTINGS

The company settings page is where you can set up your company details. These details will be used at each of your sites.
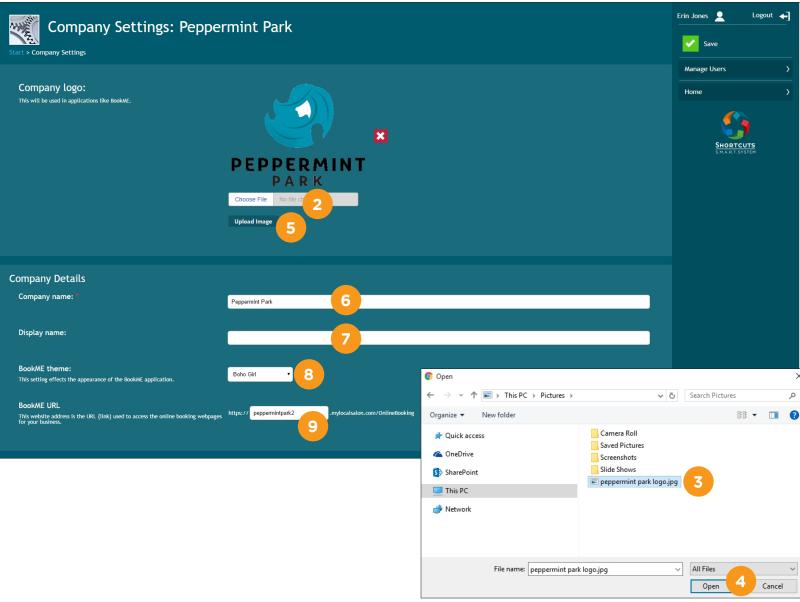
1 Log into your S.M.A.R.T. system console (https://console.shortcutssoftware.com). Then click on the **company settings** tile.

2 To upload your company logo from your computer, click **choose file**.

3 Select the image file.

4 Click **open**.

5 Click **upload image**.

6 Enter your company name.

7 If you want your display name to be different to your company name, enter your desired display name.

8 Select your desired theme. This will affect the look and feel of your application.

9 Enter your desired URL. This is the address clients will visit to make an online booking.

Company Settings: Peppermint Park

Start > Company Settings

Erin Jones   Logout

Save

Manage Users

Home

Company logo:
This will be used in applications like BookME.

Choose File   No file ch...   **2**

Upload Image   **5**

Company Details

Company name: *   Peppermint Park   **6**

Display name: **7**

BookME theme: Boho Girl   **8**
This setting effects the appearance of the BookME application.

BookME URL   **9**
This website address is the URL (link) used to access the online booking webpages for your business.
https://   peppermintpark2   .mylocalsalon.com/OnlineBooking

Open

This PC > Pictures   Search Pictures

Organize   New folder

Quick access   Camera Roll
OneDrive   Saved Pictures
SharePoint   Screenshots
This PC   Slide Shows
Network   peppermint park logo.jpg   **3**

File name: peppermint park logo.jpg   All Files
    Open   **4**   Cancel

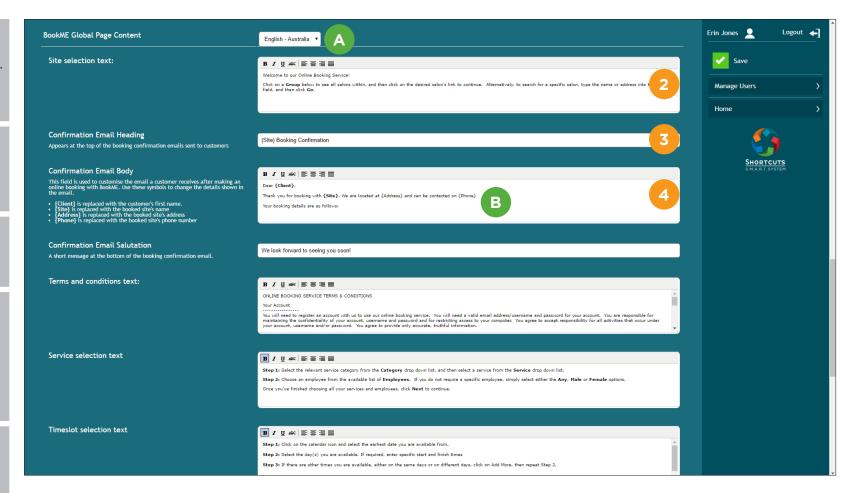|	
10	If you have Google Analytics and AdWords linked to your website, enter the domain name, tracking number and conversion code.
11	Tick this box if you wish to restrict client searches to only the selected site for Self Check-in.
12	Select your preferred default language.
13	If you want your BookME page to support multiple languages, click **add language** and select the desired language.
14	Tick 'enable offline alerts' to receive an email alert when a site has been offline for the specified time period.
15	Select the time period after which you wish to receive an offline alert.
16	Click **save**.

Google Global Settings

Google Analytics Domain Name
The parent Domain Name to be used by Google Analytics.

10

Google Analytics Tracking Number
This will be applied to all BookME pages. E.g. UA-8765454-18

Google Adwords Conversion Code
This will be added to the BookME booking completion page.

Erin Jones   Logout

✔ Save   **16**

Manage Users

Home

SHORTCUTS
S.M.A.R.T. SYSTEM

Other Settings

Restrict search for Self Check-in clients to selected site   **11**

Default supported language   English - Australia   **12**

Supported Languages
This is used to specify what languages the Company supports.

Español - España   ➖

➕ Add Language   **13**

Enable offline alerts
If enabled, an email will be sent alerting you that your site is offline. The offline interval length is configurable.   **14**

Offline alert interval
The time interval for a site to be offline before an alert email is sent. The default time interval is 24 Hours.   24 Hours   **15**
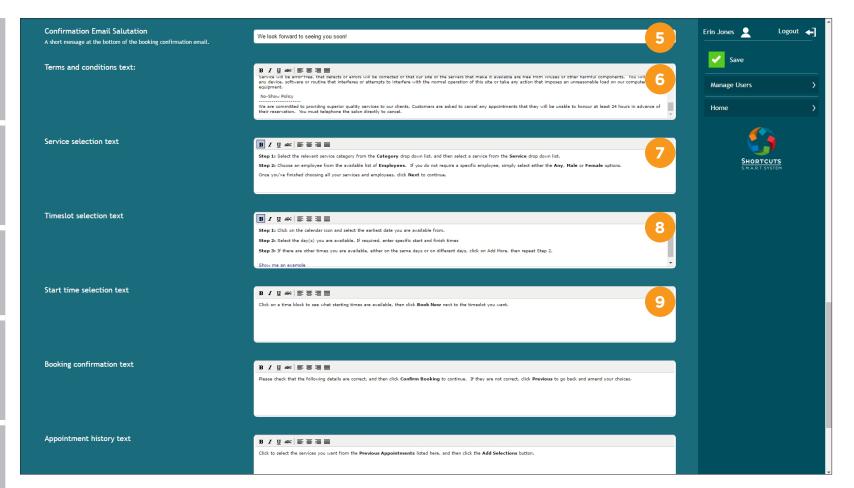
SETTING UP GLOBAL PAGE CONTENT

In the 'BookME global page content' section, you can customise the text that appears on your Online Booking website by adding or editing the text in each field. Most text fields will be pre-filled with default text. The text in these fields will be displayed for all sites unless you customise a site's 'BookME site page content' in your BookME settings.

1 Log into your S.M.A.R.T. system console (https:// console.shortcutssoftware. com). Then click on the **company settings** tile and scroll down.

A If you have enabled multiple languages, you can select the language you wish to edit from the drop-down menu.

2 Enter your 'site selection text'. This text will prompt the client to select a site from your list of sites.

3 Enter your 'confirmation email heading'. This text will appear at the top of the confirmation email (not in the subject line) that your clients receive after they make an online booking.

4 Enter your 'confirmation email body'. This text will appear in the body of the confirmation email clients receive after making an online booking.

B Any text in {brackets} will be auto-filled with the business' or client's details.

BookME Global Page Content

English - Australia ▾ **A**

Erin Jones 👤 Logout ⬅

✅ Save

Manage Users ›

Home ›

SHORTCUTS S.M.A.R.T. SYSTEM

Site selection text:

B I U ABC | ≡ ≡ ≡

Welcome to our Online Booking Service!
Click on a **Group** below to see all salons within, and then click on the desired salon's link to continue. Alternatively, to search for a specific salon, type the name or address into the field, and then click **Go**.

2

Confirmation Email Heading
Appears at the top of the booking confirmation emails sent to customers

{Site} Booking Confirmation

3

Confirmation Email Body
This field is used to customise the email a customer receives after making an online booking with BookME. Use these symbols to change the details shown in the email.

• {Client} is replaced with the customer's first name.
• {Site} is replaced with the booked site's name
• {Address} is replaced with the booked site's address
• {Phone} is replaced with the booked site's phone number

B I U ABC | ≡ ≡ ≡

Dear {Client},

Thank you for booking with {Site}. We are located at {Address} and can be contacted on {Phone}   **B**

Your booking details are as follows:

4

Confirmation Email Salutation
A short message at the bottom of the booking confirmation email.

We look forward to seeing you soon!

Terms and conditions text:

B I U ABC | ≡ ≡ ≡

ONLINE BOOKING SERVICE TERMS & CONDITIONS

Your Account

You will need to register an account with us to use our online booking service. You will need a valid email address/username and password for your account. You are responsible for maintaining the confidentiality of your account, username and password and for restricting access to your computer. You agree to accept responsibility for all activities that occur under your account, username and/or password. You agree to provide only accurate, truthful information.

Service selection text

B I U ABC | ≡ ≡ ≡

Step 1: Select the relevant service category from the **Category** drop down list, and then select a service from the **Service** drop down list.
Step 2: Choose an employee from the available list of **Employees**. If you do not require a specific employee, simply select either the **Any**, **Male** or **Female** options.
Once you've finished choosing all your services and employees, click **Next** to continue.

Timeslot selection text

B I U ABC | ≡ ≡ ≡

Step 1: Click on the calendar icon and select the earliest date you are available from.
Step 2: Select the day(s) you are available. If required, enter specific start and finish times
Step 3: If there are other times you are available, either on the same days or on different days, click on Add More, then repeat Step 2.
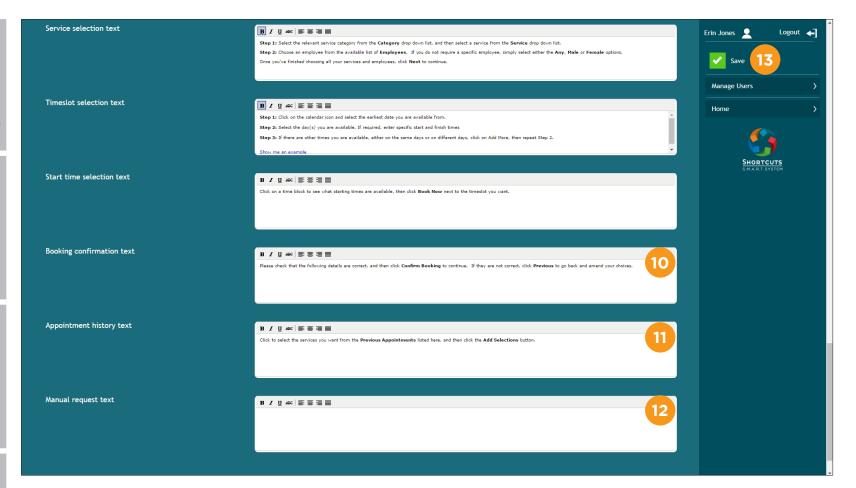
5 Enter your 'confirmation email salutation'. This message appears at the bottom of the appointment confirmation email.

6 Enter your 'terms and conditions text'. These are the terms and conditions your clients agree to accept by making an online booking.

7 Enter your 'service selection text'. This text instructs your clients on how to select a service and employee.

8 Enter your 'timeslot selection text'. This text tells your clients how to select the days and times when they are available for an appointment.

9 Enter your 'start time selection text'. This text will prompt your clients to look at the available start times and choose a time that best suits them.

Confirmation Email Salutation
A short message at the bottom of the booking confirmation email.

5
We look forward to seeing you soon!

Terms and conditions text:

6
B I U ABC | ≡ ≡ ≡ ≡
Service will be error-free, that defects or errors will be corrected or that our site or the servers that make it available are free from viruses or other harmful components. You will any device, software or routine that interferes or attempts to interfere with the normal operation of this site or take any action that imposes an unreasonable load on our computer equipment.
 No-Show Policy

We are committed to providing superior quality services to our clients. Customers are asked to cancel any appointments that they will be unable to honour at least 24 hours in advance of their reservation. You must telephone the salon directly to cancel.

Service selection text

7
B I U ABC | ≡ ≡ ≡ ≡
Step 1: Select the relevant service category from the Category drop down list, and then select a service from the Service drop down list.
Step 2: Choose an employee from the available list of Employees. If you do not require a specific employee, simply select either the Any, Male or Female options.
Once you've finished choosing all your services and employees, click Next to continue.

Timeslot selection text

8
B I U ABC | ≡ ≡ ≡ ≡
Step 1: Click on the calendar icon and select the earliest date you are available from.
Step 2: Select the day(s) you are available. If required, enter specific start and finish times
Step 3: If there are other times you are available, either on the same days or on different days, click on Add More, then repeat Step 2.
Show me an example

Start time selection text

9
B I U ABC | ≡ ≡ ≡ ≡
Click on a time block to see what starting times are available, then click Book Now next to the timeslot you want.

Booking confirmation text

B I U ABC | ≡ ≡ ≡ ≡
Please check that the following details are correct, and then click Confirm Booking to continue. If they are not correct, click Previous to go back and amend your choices.

Appointment history text

B I U ABC | ≡ ≡ ≡ ≡
Click to select the services you want from the Previous Appointments listed here, and then click the Add Selections button.

Erin Jones 👤   Logout ⬅

✔ Save

Manage Users   >

Home   >

SHORTCUTS
S.M.A.R.T. SYSTEM

10 Enter your 'booking confirmation text'. This text will appear on the appointment confirmation page for the client to check the appointment details before they confirm the appointment.

11 Enter your 'appointment history text'. If the client has previously made an online booking, they can select from their appointment history. This text will prompt the client to select a previous appointment to rebook.

12 If you allow email booking requests, enter your 'manual request text'. This message will appear if there are no appointments available to match the client's selection, asking them to email a booking request.

13 Click **save**.

Service selection text

B I U ABC ≡ ≡ ≡ ≡
Step 1: Select the relevant service category from the **Category** drop down list, and then select a service from the **Service** drop down list.
Step 2: Choose an employee from the available list of **Employees**. If you do not require a specific employee, simply select either the **Any**, **Male** or **Female** options.
Once you've finished choosing all your services and employees, click **Next** to continue.

Timeslot selection text

B I U ABC ≡ ≡ ≡ ≡
Step 1: Click on the calendar icon and select the earliest date you are available from.
Step 2: Select the day(s) you are available. If required, enter specific start and finish times
Step 3: If there are other times you are available, either on the same days or on different days, click on Add More, then repeat Step 2.
Show me an example

Start time selection text

B I U ABC ≡ ≡ ≡ ≡
Click on a time block to see what starting times are available, then click **Book Now** next to the timeslot you want.

Booking confirmation text

B I U ABC ≡ ≡ ≡ ≡
Please check that the following details are correct, and then click **Confirm Booking** to continue. If they are not correct, click **Previous** to go back and amend your choices. **10**

Appointment history text

B I U ABC ≡ ≡ ≡ ≡
Click to select the services you want from the **Previous Appointments** listed here, and then click the **Add Selections** button. **11**

Manual request text

B I U ABC ≡ ≡ ≡ ≡
12

Erin Jones Logout

✓ Save **13**

Manage Users >

Home >

SHORTCUTS
S.M.A.R.T. SYSTEM

SHORTCUTS™
SMARTER BUSINESS TECHNOLOGY

it suits you

HAIR | BEAUTY | CLINIC | SPA | BARBER | WALKIN | SCHOOL | MULTI-SITE