

1 Concessions

Concessions can be used for situations when you will sell bulk items/services and not charge Customers for a set number of return visits.

Concessions are commonly used for Services such as a Sunbed, where the Customer will buy (as an example) a 10 Trip Concession card and visit the Salon 10 times before they have to purchase another Concession Card.

Kitomba™ supports Concessions and will track each clients Concession visit, showing you how many Concessions they have remaining on their Account.

1.1 Creating a Product/Service Concession Card

1. Select (with a single click) the Category (in the left-hand window) to which the Product/Service should belong.
2. Click the 'Create new: Product/Service' button.
3. Select the Category where you would like to insert the new product/service.
4. Select whether this item is a Product or Service (i.e., the Type).
5. Enter in the details for the product/service.
6. Place a tick in the box that says **Concession Card** and enter the **Number of Concessions**

The screenshot shows the 'Product/Service' creation form in the Kitomba software. The form is titled 'Product/Service' and includes the following fields and options:

- Type:** Service (dropdown menu)
- Concession Card:** (checkbox)
- Code:** SUN1 (text input)
- Number of Concessions:** 10 (text input)
- Name:** Sunbed Concession (text input)
- This item has special commission rules:** (checkbox)
- Description:** (text area)
- Price (incl GST):** \$120.00 (text input)
- GST Code:** Standard (dropdown menu)
- Link to Appointment Type:** Sunbed (dropdown menu)
- Link to staff level:** Everyone Else (dropdown menu)
- Special Pricing Rules:** Add Special Pricing Rule (button)

The left-hand window shows a tree view of the product/service categories, with 'Sunbed Concession' selected. The bottom of the form has a 'Move To' dropdown menu and buttons for 'Move', 'Delete', 'Web', 'Copy', 'Deactivate', 'Save', and 'Cancel'.

7. If you want this product or service to be automatically billed to an appointment (e.g. Bill the cost of a cut to an appointment type called "Cut" then select the appropriate "Link to Appointment Type". Note: more than one product/service can be linked to any particular appointment. You will also need to decide whether the price for this product/service is dependent upon the machine performing the service. If so you will need to create separate prices/items for each machine you want to bill different prices for. For example if you have different Sunbed Machines, such as a *Lie-Down Type* and *Stand-Up Type* you can use the **Add Special Pricing Rule** if they each have their own column on the Calendar.
8. Click 'Save'.

1.2 Selling a Concession Card

When your Customer comes in to purchase a Concession card, there are frequently two situations you may see. The first is a Customer purchasing a Concession Card. The second is a Customer purchasing a Concession Card and using one Concession or Trip at the same time.

1.2.1 Concession Purchase Only

To sell a Concession card without using a Concession or Trip you would search for or create the Client Record and create a new Invoice using the **Invoice** button.

The screenshot shows the 'Customer's Invoice' form. The 'Invoice' button in the top toolbar is highlighted with a red arrow. The form displays the following information:

- Customer Search:** Last, First...: bloggs,jane
- Customer:** Jane Bloggs
- Business Unit:** Blondes
- Status:** Uncommitted
- Document No.:** INV4427
- Date:** 26-Jan-07
- Reference:**
- Table:**

Code	Description	Staff	Qty	Price	Disc%	Total
SUN1	Sunbed Concession		1	\$120.00		\$120.00
- Designated Sales Person:** Birtney
- Sub Total:** \$120.00
- Total Payments:** \$120.00
- Change Given:** \$0.00
- Total:** \$120.00
- Kitomba Dollars:** 6.0

The 'Commit' button at the bottom right is highlighted with a red arrow.

Sell the Concession item and Commit the Invoice.

Once you have Committed the Invoice, you will see in the Customers Details - **Account Tab** that the Concession Details are present.

The screenshot shows the 'Customer' form with the 'Account' tab selected. The form displays the following information:

- Customer Search:** Last, First...: bloggs,jane
- Customer:** Jane Bloggs
- Business:**
- Preferred Staff:** <<No Value>>
- Account Information:**

Account Type	Amount
Credit Account	\$0.00
1 month outstanding	\$0.00
2 months outstanding	\$0.00
3 months outstanding	\$0.00
Total Outstanding	\$0.00
- Loyalty:**
 - Kitomba Dollars: \$6.00
 - K\$ due to expire within 1 mth: \$0.00
 - Kitomba Dollars expired: \$0.00
- Concessions:**

Card Type	Concessions Left	Last used
Sunbed Concession	10	26-Jan-2007

The 'Commit' button from the previous screenshot is highlighted with a red arrow.

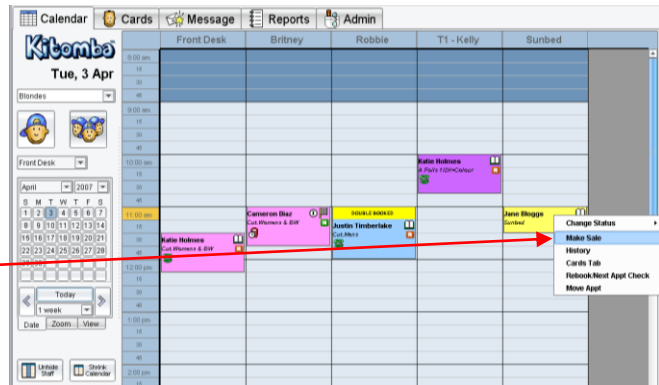
1.2.2 Concession Purchase with Visits

To sell a Concession card and use a Concession or Trip at one time, you can either:

Search for or create a Client Record and create a new Invoice using the Invoice button.

or

Create an Appointment for the Service and Make Sale on the Appointment



When you are Making Sale on the Appointment, or Creating an Invoice you will need to Invoice the Concession item **twice**.

Code	Description	Staff	Qty	Price	Disc%	Total
SUN1	Sunbed Concession		1	\$120.00		\$120.00
SUN1	#10 Sunbed Concession		1	\$0.00		\$0.00

The first entry, is charging the Customer for purchasing the Concession Card.

The second time you enter the Concession Code you will see that Kitomba™ treats the item differently, it has a number next to it ie. **#10** in the description field and is billed at **\$0.00**

On the first use, the number will be the total number of Concessions purchased. So if your Concession Card has 10 visits, the first visit will be #10.

On the second visit, the visit will be #9.

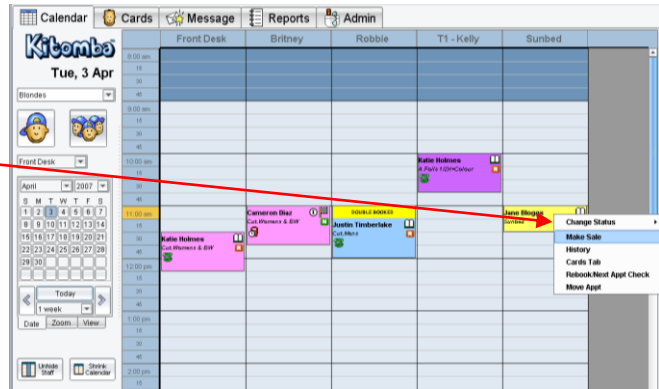
Code	Description	Staff	Qty	Price	Disc%	Total
SUN1	#9 Sunbed Concession		1	\$0.00		\$0.00

From now on, every time this Customer comes in for a Concession appointment, Kitomba™ will automatically reduce the number of Concession Appointments remaining.

1.3 Billing Concession Card Visits

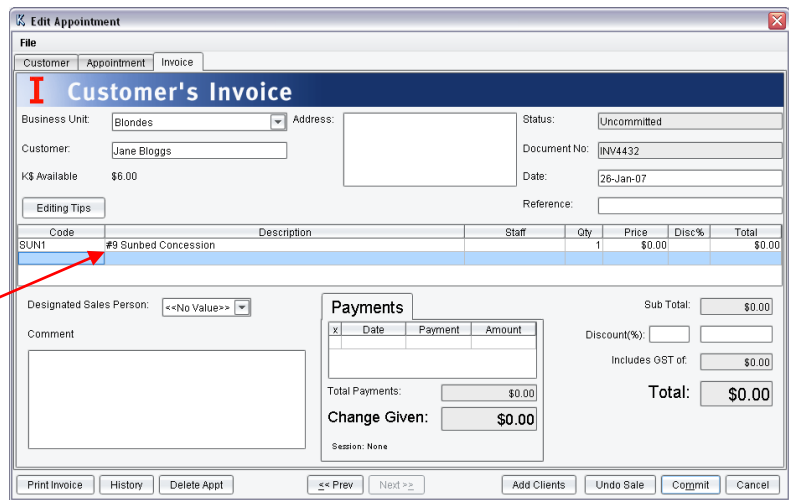
When a Customer comes in who has a Concession Card, you would book them in on the Calendar for their visit.

Make Sale on the Appointment



On the Customers Invoice, you should bill them for the Concession Item Code.

When you put this code in, Kitomba™ recognises the Customer has a Concession Card and removes a Concession from their Account automatically.



1.4 Tracking Concession Card Visits

As the customer uses the concessions up, this will be shown on the Customer's Card under the Account details tab.

