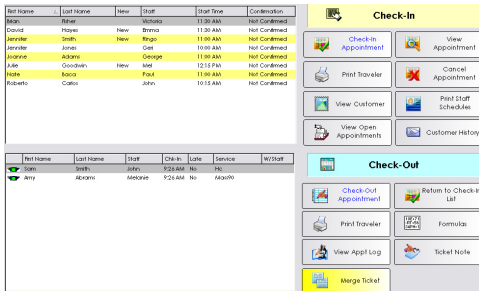


merging tickets

The Merge Ticket button makes combining tickets easy.

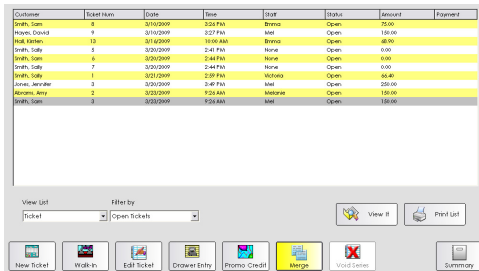
Merging Tickets from the Check In / Check Out Screen

1. From the SalonBiz®/SpaBiz® menu bar, click on the Check In/Check Out icon.
2. Make sure the service clients are checked in.
3. Select by highlighting (clicking once on name) the client that is NOT paying first.
4. Click the Merge Ticket button.
5. You will see a message “This ticket’s contents will be merged into the next ticket selected. Please choose the target ticket and press merge button.”
6. Click OK.
7. Select by highlighting the client’s name that IS paying.
8. Click the Merge Ticket button.
9. Answer the question in the next message window “The contents of these tickets will be merged together are you sure that you want to continue?”
10. If you answer NO then the tickets are still separate.
11. If you answer YES then the tickets will be combined together.



Merging Tickets from the Ticket Screen

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. In the View List field select Ticket.
3. In the Filter by field select Open Tickets to view all open tickets.
4. Select by highlighting (clicking once on name) the client that is NOT paying first.
5. Click the Merge button.
6. You will see a message “This ticket’s contents will be merged into the next ticket selected. Please choose the target ticket and press merge button.”
7. Click OK.
8. Select by highlighting the client’s name that IS paying.
9. Click the Merge button.
10. Answer the question in the next pop-up box “The contents of these tickets will be merged together are you sure that you want to continue?”
11. If you answer NO then the tickets are still separate.
12. If you answer YES then the tickets will be combined together.



frequently asked questions

Can I merge product only tickets?

Sure, merge any open tickets together from the Open Ticket list in the ticket icon.

Can I merge more than two tickets?

Absolutely, the same steps apply, select the ticket that is NOT paying first and always merge with the client that IS paying last.

Who goes first?

The client that is NOT paying gets selected first.

What happens to the “merged” clients’ customer history?

The ticket itself is a “VOID” status. While all service and product purchases remain correct under the individual clients customer history.

What if I make a mistake?

The most common merging mistake can be avoided by paying attention to the pop-up notes; if you are not sure you want to merge two tickets you can select NO.

If two tickets are merged together and processed by mistake, you will have to void the processed ticket and re-create both individual tickets separately with the correct client information on each ticket.

Can I still have everyone check out individually?

Sure, the merge ticket is a tool designed to make the check out process faster and more convenient. However, individual tickets work the same as before.

