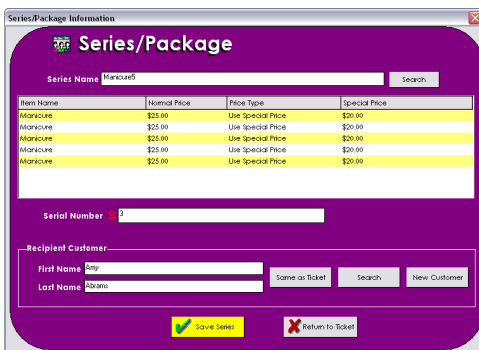
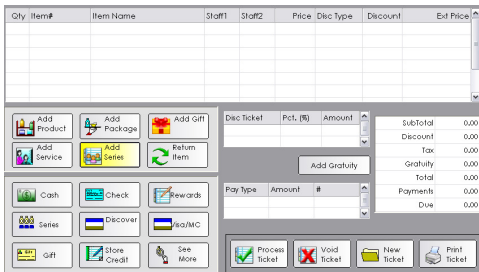


# service series

A series is a collection of services that are grouped together and sold on a ticket. Typically, the price of the series is discounted to be less than the services would add up individually. The incentive for the client is that when purchasing a series, there is a greater cost benefit.

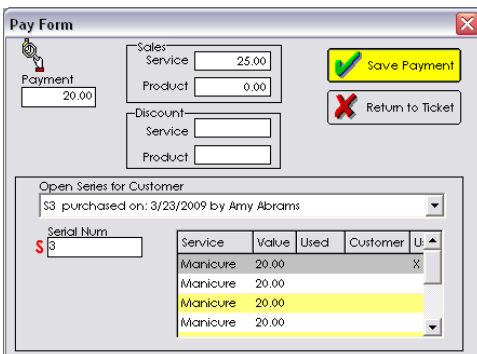
## Selling a Series

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Click on the New Ticket button.
3. Click the Add Series button.
4. Click on the Search button and choose the appropriate series from the Select a Series screen.
5. Type the first few letters of the customer's first and last name (use the Tab key on your keyboard to move between fields) in the corresponding fields, press the Enter key.
  - If the recipient is already in the system select their name from the Search For Customer screen.
  - If the recipient is not in the system and the purchaser knows the information necessary to add the customer, press the Add New button. Fill out the required fields in the Add New Customer screen.
  - If the series recipient is the same as the purchaser, click the Same as Ticket button to record the series under the purchaser's name.
6. Click in the serial number field and scan or type the series number.
7. Click the Save Series button to save the series.
8. The series will be added to the sales ticket.
9. Select the payment type and process the ticket.



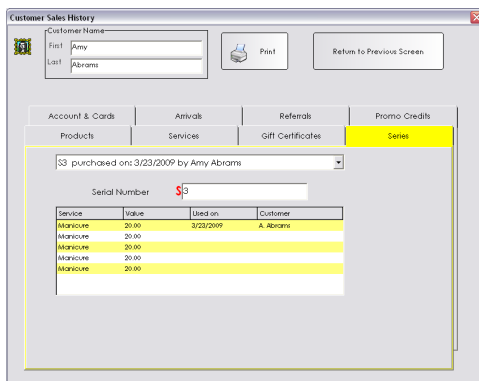
## Redeeming a Series

1. On a sales ticket, verify the service received is part of the previously purchased series.
2. Click on the Series button (may be located under the See More button).
3. Click on one of the services in the service field of the Series screen. An "X" will be displayed next to the service.
4. Click the Save Payment button.
5. Click the Process Ticket button to process the ticket.



## Voiding a Series

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Choose Series in the View List field.
3. Choose Serial Number in the Filter By field. If you do not know the serial number, choose Open Series in the Filter By field.
4. Enter the serial number then click the OK button.
5. Click once on the series you wish to void, then click the Void Series button.
6. A confirmation screen will ask if you are sure you wish to void the series? Click the Yes button.
7. The series will be voided.



## Viewing a Series

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Choose Series in the View List field.
3. Choose Serial Number in the Filter By field. If you do not know the serial number, choose Open Series in the Filter By field.
4. Enter the serial number then click the OK button.
5. Double click on the series you wish to view.
6. The series screen will be displayed.
7. You may click on the pull-down menu to see other series for this client.
8. Click the Return to Previous Screen button.

## Returning a Series

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Click the New Ticket button.
3. Enter customer's first and last name.
4. Click the Return Item button.
5. From the type of item being returned field, click on the Series button.
6. From the drop down menu Series Open for Customer field click once on the series that the client is returning.
7. The series serial number and value will appear on the screen. Note: Only the amount remaining on the series will be refunded.
8. Click the Return Item button.
9. Choose the type of payment that you will use to refund the series.
10. Press the Enter button on your keyboard when the Pay Form screen appears. This will enter the exact amount of the series.
11. Click the Save Payment button.
12. Click the Process Ticket button.
13. Follow your procedure for returning the specific payment type.
14. The series will be voided out of the system.

