

 Albinora

Salon & Spa Software
Albinora Wave™



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Albinora Wave™ has the ability to manage your entire business - increasing profits and creating greater efficiency.

Whether you run a small hair salon, a fully networked multi-station day spa or a multiple-site chain or franchise, Albinora Wave award winning software has the solution for you.

Albinora Wave delivers the following benefits to your business:

- ▣ Provides complete integration of your appointments, clients, services, products, employees and point of sale information increasing business efficiency by spending less time on administration.
- ▣ Enables you to generate more business from your client base through marketing and loyalty clubs.
- ▣ Possesses a powerful reporting engine with almost endless possibilities empowering your decision making.
- ▣ Easy on the eye yet powerful in the background with easy to learn features making for happy staff and a well run business.
- ▣ Flexible configuration suitable for many different sizes and styles of salon operations.
- ▣ The ability to confirm appointments via SMS, reducing no shows, therefore increasing profitability and ensuring your clients are made to feel special.





Features and exceptional benefits

Appointment Book

The Appointment Book is the hub of your system and will make salon life stress free and brilliantly easy. You will be amazed at how much it can improve your salon's efficiency and free up your time.

Albinora Wave makes it so much easier for you to manage who is coming in when, for what, and which of your staff will look after them!

The software can link appointments with client information and the Point of Sale as well as making it fast and easy to gain access to your clients' visit and sales history. By queuing client bookings for a speedy checkout and having the ability to navigate your calendar easily makes future bookings a breeze. No more wading through the paper diary searching for a relevant time, and there will be no more double bookings... we simply won't allow it!

Capabilities - Making an appointment through Albinora Wave is now made even easier with the Capabilities feature. Assign capabilities to employees and configure services to require any combination of capabilities. Now the appointment maker doesn't need to know each employees' capabilities, avoiding slip ups like booking a stylist in to give a client a facial!

Availability Assistant - Ideal for the hectic salon, the Availabilities Assistant is the most efficient way to search for the next available appointment slot.

Based on your search requirements i.e. time and employee, this feature will highlight the available times as you flick through the appointment book. Make double booking appointments a thing of the past.

Confirmation Manager - At Albinora Wave we understand you are busy. Imagine how much time and money you will save when you can automatically confirm appointments. Albinora Wave can automatically confirm your clients attendance, or lack there of! A text message can be sent directly to clients to confirm their appointment, to which you will receive a reply updating the Confirmation Manager and Appointment Book automatically. Think how much time that will save you, when the alternative is to call each client individually.



Point of Sale

All the information within the Appointment Book is automatically integrated with the Point of Sale making till transactions smooth, precise and traceable. You can also perform gift certificates, discounts, promotions, petty cash and even end of day reconciliation with ease and efficiency

Operating the till with Albinora Wave is fast and effective.

Albinora Wave has been designed to make transactions at the Point of Sale fast and convenient. You'll be able to manage your clients effortlessly and make their experience at your salon even better. Not only does this mean you can take new bookings and process paying clients, but you'll also be able to sell products seamlessly, increasing your turnover and profits.

End of Day - This feature brings unprecedented accuracy and security to your end of day with a built in calculator, a wide range of reports and a simple, easy to use wizard. The End of Day wizard takes you through the process step by step. A full audit trail can be produced and sub totals hidden during the course of the day. Safe, secure and exact.

Groups - Ever had difficulty processing groups at the Point of Sale? You wouldn't be alone. But with Albinora Wave this is no longer a problem.

Albinora Wave Groups feature eliminates the difficulty normally associated with processing groups at the Point of Sale. Now you will be able to handle group bookings, like families, weddings and corporate clients as a single transaction, quickly and simply.

Cash Movements - Albinora Wave Cash Movements have been greatly enhanced allowing you to view all current and outstanding cash movements. Petty cash taken from the till is recorded and balanced when cash and receipts are returned. Also, taking money for banking and adding money to the float has now been made easier, developing a complete audit trail. Albinora Wave keeps an eye on the till as all these movements are recorded for balancing, linked to the End of Day feature.

Inventory Management - Save yourself time and money with Albinora Wave acting as your very own inventory assistant. It will help you manage your inventory and provide you with everything you need to run your business.

You can track the profitability of product sales, orders and deliveries and the exact value of inventory on hand. Of course with this information being so accurate generating inventory counts is a breeze. Albinora Wave helps make inventory ordering simple - at the touch of a couple of buttons you can print, fax, or email automatically generated orders and print barcode labels easily.

Inventory Count - Inventory Count supports automated and ad hoc inventory counts for a higher level of simplicity and accuracy with minimal disruption to your business operations. Inventory Counts can be conducted for individual products, companies, suppliers and even categories/sub-categories of products. The Responsible Employee feature ensures staff conducting inventory counts are accountable for their accuracy as Albinora Wave conceals current inventory levels. You determine who uses the feature according to their security setup.

Emailing Inventory Orders - Albinora Wave has made replenishing your inventory now even easier! If you have an email address set up for a supplier in the Supplier Details window, you can automatically email your supplier whenever you place an order, saving you time and hassle as you keep your inventory levels up.



Service Management

With the Service Manager you can even breakdown services to allocate separate employee commissions, which will help cut your administration time. Combine all of this with the Capabilities feature and you'll make sure the right employees are always booked for the right services.

Appointment booking is child's play with Albinora Wave. Simply customize your services to allow for set times, multiple blocks and tiered pricing. Once again your salon will run more efficiently.

Security - The information contained in your salon management system is the lifeblood of your business. Albinora Wave ensure you maintain peace of mind knowing your information is protected from employee dishonesty, loss of client information, product shrinkage, and cash drawer misuse. [more >](#)

Albinora Wave security will keep your information under lock and key by personalising your security settings for each staff member. Restricted access to areas, icons, screens and menus within Albinora Wave ensures the right employees have access to the right information. The security levels are activated by the log on/off feature which times out when the computer is not in use, encouraging employees to log on and off and ensuring complete traceability and responsibility for errors. With Albinora Wave you can relax in the knowledge your information and assets are safe.

Reporting - Albinora Wave reports will enable you to generate everything you need to see in order to run your business. From detailed stock reporting through to employee performance figures and business transaction records, Albinora Wave provides you with the information you need to take your business to the top and keep it there.

Running a salon is like juggling. Keeping an eye on the day to day operations and keeping your finger on the pulse of the business is a difficult balancing act.

Reports are fully customisable, offering many choices across employees/employee levels, company/line, supplier, category/sub-category, terminals or service category. You can specify date ranges and also save customized reports to make it easier next time round.

Albinora Wave Key Reports:

- 1). Trading Summary
- 2). Client Retention Report
- 3). Rebooking Breakdown
- 4). Visit Note Reminders
- 5). Employee Performance Summary
- 6). Session Details
- 7). Top Selling Products
- 8). Client Card Accuracy
- 9). Value of Future Appointments
- 10). Referral Activity Breakdown



Walkin Manager

The Walkin Manager can manage waiting times, staff availability, service times, existing appointments, business hours, break times and tasks, ensuring your staff resources are being utilized thoroughly and most efficiently.

If you have a high volume of walkin trade, Albinora Wave Walkin Manager is designed for you. With this tool your walkin clients will feel as important as anyone else, which of course they are. At a glance you can see the total number of clients waiting, returning and in-service.

Employee Schedule

Staff management has never been easier. Organize your employees' hours and track their wages and commissions easily. The Employee Schedule integrates with the Appointment Book to ensure you're aware of staff availability and can track log in and off times, so you'll always know who's been working and who hasn't!

This is such an important tool to your business as it will help you run a more efficient salon and in turn assist in making you more money.

Configurable Schedule Shift Types

Specify your own Schedule Shift Types to appear on the schedule, appointment book and reports, allowing you to better manage and control employee availability and work times for payroll.

Client Management

Information is power and the key to client retention. Making a client feel special is your number one priority and with Albinora Wave you can take this to the next level. [more >](#)

With access to;

- Precise contact details
- Birthdays
- Previous visit notes
- Cut and color information
- Product purchasing history
- Photo history

Not only will you drastically increase customer retention and spend, you'll also be acquiring a distinct competitive advantage.



Marketing

The Marketing function is your simple and incredibly effective route to increasing turnover and profit. Albinora Wave will make it second nature to run regular promotions, increasing your retail sales, boosting client retention and spend, ultimately making you more money. [more >](#)

Using the information Albinora Wave stores about your clients, you can easily discover:

- Non-returning clients
- Upcoming birthdays
- Client preferences of services and products
- Client's awareness of your brand
- Referral and lead management

Using this information, you can send a letter, email or SMS to any of these groups. For example, it becomes an incredibly simple process to send birthday wishes and offer 10% off a product within a month. Albinora Wave turns marketing into a routine, low-pressure way to increase stock movement. You could even concentrate on harder to move lines, or start a color promotion.

Client Loyalty Clubs

Client loyalty is your most valuable asset, keep your clients coming back by introducing a client incentive program.

Albinora Wave supports a points-based system whereby clients are rewarded based on what they spend. The more they spend the more points they earn. It's a win-win situation - your valued clients are rewarded and encouraged to return, resulting in increased client loyalty.

History Visit Notes & Details

Now you can keep a closer eye on your professional stock levels.

The History Notes and Visit Details feature allows you to record the quantity of each professional product used for each client. Albinora Wave will ensure this level of accuracy and control will become second nature to your salon.

SMS Technology

SMS is fast becoming an essential communications tool for businesses. Albinora Wave enables fully automated confirmations from Albinora Wave to clients' cell phone, and back to the Appointment book as a 'confirm' or 'cancel'. The reduction in costs and increase in staff efficiency is truly amazing. So there is no excuse for you not to be heard. Send birthday wishes and promotions via SMS for the ultimate cost-effective marketing campaign.

Listening.

Adapting.

Albinora

Performing.