What is SalonBiz Barber?

SalonBiz Barber is a tool customized for the walk-in environment of a barber shop. This on-demand service app functions on an iPad, enabling barbershops and salons to offer a self-serve kiosk in the location. Customers view wait times and add themselves to a list for the next available barber or their preferred staff. They can monitor their place in line or receive a text when the staff is ready. And with the entire service experience (including product recommendations and checkout) taking place in the comfort of the barber chair, you'll have the perfect solution for customers who value both convenience and time.

Can I use SalonBiz Barber on any mobile device, including Android tablets?

No, SalonBiz Barber is only available from Apple's App Store. It looks great on the larger screens of iPads®.

How much does SalonBiz Barber cost?

SalonBiz Barber is a free app from the App Store for all SalonBiz Enterprise customers.

How do I get SalonBiz Barber?

You can download the app from Apple's App Store at any time. A Vantiv merchant account is required to process credit card transactions on the SalonBiz Barber app. Once this is obtained through Vantiv, you will receive your MagTek® card reader that is compatible with your iPad®. We will then begin the process of setting you up with training sessions so you can begin using this great tool.

How many barbers can be displayed in the app and on the web browsers?

The app and browser display screens were optimized for a maximum of 6 barbers.

Can I make the display on the browser larger for my large screen?

Absolutely. Just use the keyboard shortcut of Ctrl + until the size meets your needs.

Who has access to the app in my salon?

SalonBiz Central admins and any employees in Central that have access to the Walk-In List feature will be able to log into the app.

How do I get my services to show up in the app?

Your services must all be in the same service category in SalonBiz, and that category must be selected in your Central settings for Walk-In List.

How do I get my barbers to show up in the app?

All your barbers must be in the same schedule group in SalonBiz, and that schedule group must be selected in your Central settings for Walk-In List.

Can I see my appointment book in this app?

Yes! Tap the menu in the upper right corner, and select the View Book option. Enter your 4-digit PIN to access the appointment book, where you can access appointments, history, and client information.

If a client has opted out of text communications, will they still receive the text when I use the Notify feature?

Yes. This is not an automated, scheduled text notification. It's done manually by the staff that is ready for the client. It will be sent to the client's mobile phone regardless of Opt In settings in their client file.

Can I access any tickets from the app?

No, you can only access the open tickets linked to checked in clients. Once the client has checked out, they no longer appear in the app, thus removing the access to their ticket.

Can I create a new ticket for a retail-only transaction?

Yes, you can! Tap the menu in the upper right corner, and select the Create Ticket option. Enter your 4 digit PIN. You will need to select a client for the ticket.

Why aren't my professional products showing up in my product search results?
SalonBiz/SpaBiz's ticket default setting, "Professional – Allow sale of professional items?" will determine whether professional products will show up in product search.

What payments can I accept?
Only credit card payments and cash payments can be processed through the app. Any other payments such as check, store credit, or gift card must be processed through your full SalonBiz application.

What if I make a mistake?
Certain functions can be remedied within the app, while others will need to be resolved in your full SalonBiz application. Items manually added to tickets can be removed in the app, and clients mistakenly added to the list can be removed from it. Clients mistakenly checked in must be returned to check-in from SalonBiz. Credit card payments can be voided if done in the same day.

How do I turn on my MagTek card reader?
The MagTek card reader is powered through the iPad's power supply. It only uses power during transactions, and will be ready for you to swipe as soon as you tap the Next button in the ticket.

What if my MagTek card reader does not respond to me swiping a card?
Try unplugging the card reader and plugging it back in.

How do I manually charge a card if the card reader will not read it?
You can run a manual entry sale or return using Vantiv's online portal at vt.mercurypay.com. Contact Vantiv to set up your username and password. (800-846-4472). You will then need to manually process the ticket in SalonBiz with a payment type that makes it clear how it was processed. Our recommendation is Vantiv Manual Entry.

How do I charge my MagTek card reader?
When you receive your card reader from Vantiv, the packaging will include a USB cord that will be used for charging. You can connect the card reader to any computer or outlet with a USB connection to charge your device. Or, even better, you can charge the card reader while it is plugged into your iPad®, charging both devices at once.

Why don't I see my credit card transactions in my batch in SalonBiz?
Credit card transactions completed on Mobile Checkout are processed through Vantiv's credit card processor. Current day transactions which have not been voided can be viewed and voided from the SalonBiz Barber app by a manager with access to the Payment Info PIN. All transactions can be viewed in the Walk-In POS Activity Report.

How do I settle my credit card transactions from SalonBiz Barber?
Your credit card transactions completed on the SalonBiz Barber app are automatically settled every night after close of business. You will receive your deposits within two business days.

How can I view my batch reports?
There is currently not an automated email report that goes out. You can contact Vantiv for a walk-through of the portal which details batches at 800-846-4472 ext 1818.

Can I update a tip on a processed credit card transaction?
No. EMV, also known as Chip and PIN, requires that gratuity be added prior to the charge being authorized. In moving toward that compatibility, SalonBiz Barber requires gratuity be added in the presence of the cardholder.

Can I void a credit card transaction if I make a mistake?
Yes, you can void any credit card transaction that is not yet settled by clicking the Void Payment option in the SalonBiz Barber app. Only managers with access to the Payment Info PIN will be able to do this.

Why don't I see the Walk-In POS Activity report in Central's System Reports?
To ensure security on voiding and updating credit card transactions, this report's access is limited to administrators of Central, unless otherwise specified with a separate security setting for employees.

What happens to the ticket in SalonBiz/SpaBiz that is linked to the voided credit card transaction?
After you have voided the transaction in Central, you will still need to void the SalonBiz/SpaBiz ticket.