



What is the SalonBiz iPad App?

The SalonBiz App for iPad is a fantastic tool that will help prevent front desk bottleneck, allow you the ability to check clients in and out quickly, sell gift cards or retail from anywhere, make or move appointments, review client history and more.

This application puts your SalonBiz appointment book and tickets at your fingertips, so you are free to move out from behind the desk to greet and assist your clients.

Can I use SalonBiz App to checkout tickets on any mobile device, including smartphones?

No, although portable, the SalonBiz iPad app is specifically designed for checkout on an iPad.

How much does the app cost?

The app is available to all SalonBiz Enterprise HA customers at no cost.

How do I get started?

To utilize the appointment book features of the SalonBiz App, you need to download it from the Apple App Store. To use the checkout functionality, a Vantiv merchant account is required to process credit card transactions on your iPad. Once this is obtained through Vantiv, they will send you a Magtek iDynamo card reader with lightning port connector for your iPad.

After you receive the device, the SalonBiz team will arrange a quick training session so you can begin using this great tool. Click here to get started: salonbizsoftware.com/iPad.

Why don't I have the option to check out an appointment on my iPad?

The Check Out button will appear in place of the Check In button after the appointment has been checked in. Check with your Central administrator to be sure you have access to checkout.

Why don't I see the Tickets button on my iPad?

Check with your Central administrator to be sure you have access.

Why can't I create a walk-in ticket?

SalonBiz ticket default setting, "Process Ticket – Require customer?" will determine when a customer is required on a ticket.

Why aren't my professional products showing up in my product search results?

SalonBiz ticket default setting, "Professional – Allow sale of professional items?" will determine whether professional products will show up in product search.

Why am I getting an invalid card data error?

In the iOS version, you should receive a message if you need to swipe the card again due to a bad swipe. If you're having trouble, try unplugging the card reader and plugging it back in.

Why don't I see my credit card transactions in my batch?

Credit card transactions completed on your iPad are processed through Vantiv's credit card processor. View the Mobile POS Activity report (Apps version) in SalonBiz Central's Report Center.

Why don't I see the Mobile 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.

How do I settle my credit card transactions?

Your credit card transactions completed on your iPad are automatically settled every night after close of business. You will receive your deposits within two business days.

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 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 update a tip on a processed credit card transaction?

The iOS app was developed with EMV in mind. EMV, also known as Chip and PIN, requires that gratuity be added prior to the charge being authorized. In moving toward that compatibility, the iOS app requires gratuity be added in the presence of the cardholder.

What happens if I need to void a credit card payment on my iPad?

In the SalonBiz iOS app, you will tap the menu button, and tap the Void Payments option to void the payments directly from the app. You will also need to void the ticket on your shift in SalonBiz. Use your workstation to do this task before closing your shift.

Why can't I move or delete an appointment?

Appointments that have been checked in cannot be moved or deleted. You'll still see the buttons, but they will be grayed out not giving you the option.

How can I switch to the app to view vertically?

Currently, the app is designed for horizontal view only. You will have the ability to view vertically in a future version.

Can I view today's tickets on the iPad?

You can only view processed or open tickets from your SalonBiz workstation.

Why can't I delete an appointment on the iPad?

Check with your manager to verify permissions on deleting appointments from the iPad. These settings can be found in Central/Admin/iPad Admin/Settings.