



Frequently Asked Questions

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Rosy Salon Software

Frequently Asked Questions

The future of salon and spa management is Rosy! Below is a list of the most frequently asked questions by salons and spa owners.

Is there a contract for Rosy?

No contract! You can use Rosy on a month-to-month basis for as long as you'd like.

What equipment do I need to use Rosy?

Rosy is cloud-based, so you just need any device (phone, tablet, laptop or desktop computers) that connects to the internet. Additional equipment is available to purchase through [POS Portal](#).

What makes cloud-based software different?

Rosy Salon Software is centrally located in the cloud on highly secure, state-of-the-art servers. With Rosy, you are subscribing to a service, so you and your staff simply access the software on the internet. We are responsible for maintaining the entire system, so there's no software for you to buy, no server in your salon or spa, and no maintenance or hassle. You are free to access your information anytime from virtually anywhere. With a hosted system, you get the most powerful, flexible salon/spa management software available today without significant upfront investment or maintenance headaches.

Why is a cloud-based system so much more powerful?

The large volume data handling capacity of Rosy's cloud servers allows sorting capabilities, huge databases, email marketing, and other programs that would be cost prohibitive to most salon or spa owners in a locally-installed application. A hosted system allows Rosy to integrate easily with other internet-based solutions to bring the most value to your business without significant investment.

What if my internet connection goes down?

Every major business in the world relies on the internet to conduct business, and all internet service providers ensure dependable availability. Utilizing the same technology used by financial and commercial institutions, you can rest assured that your data is safe in the event of a power or internet failure. In-house or

locally installed applications are far more likely to have downtime problems and data loss.

In the unlikely event that the primary internet connection goes down at your salon or spa, there are multiple options. First and foremost, you can always access Rosy directly on your phone or through the Rosy App. As a backup, you can purchase a cellular link card or even use your phone as an internet hotspot for your tablet, laptop or desktop computer. Additionally, you may have wireless Wi-Fi capabilities in your location that can be utilized. Remember, Rosy access isn't restricted to the computer at your front desk. We can advise you of alternate options that would work best for you, in your environment.

What about system security?

Security is a top priority for Rosy. That's why each subscriber account is a separate entity that is protected by a security code and a password. Absolutely no other subscriber can access your salon or spa data. When an authorized user accesses the system, there are further levels of security clearance and each person has access only to the information necessary for their job. If an employee leaves, their password becomes invalid, and the system will not respond. Rosy maintains the highest safeguards against viruses, hackers, and loss of information with the same SSL certified protection used in online banking.

What does centralized data do for multiple salon locations?

Each salon or spa in a group or chain generates its own operational data (such as appointments, client records, employee records, inventory usage, income, etc.) and has no access to data for another salon or spa. However, some or all of this data may be accessed and pooled at a central location to enable centralized oversight, shared resources, or call center abilities for scheduling, marketing, inventory, etc. It's all made possible because Rosy is a centralized, web-based application.

What about multiple computers within one salon?

A salon location with computers at multiple workstations requires only one internet connection. Most internet service providers offer a wireless option that will allow several computers to communicate over one internet connection. An alternative is to install a simple router to enable multiple computers to access the same internet connection. However, multiple salon locations require one internet connection per location with no limit on the number of networked computers at each site.

What is remote access?

Remote Access is a real-time connection to your data. No matter where you are, you have easy access to your account at any time and on any device with an internet connection. That way you can check your schedule, add or update a booking, set up automated confirmations and reminders, run a report, or even check inventory anytime and from almost any location.

What about system support and maintenance?

For the user, Rosy is virtually maintenance-free, as there's no server or software in your salon or spa. Rosy is your own personal IT department, maintaining the system at a central server so you can concentrate on managing your business. Should you ever need to report a technical problem, we don't talk you through a "fix" and hope you've done it correctly; we fix the issue at the source. On the other hand, if you have an application problem or question, we're here to discuss it with you in plain English, and we'll gladly work with you one on one until it's resolved.

How are upgrades handled?

Upgrades are applied by us at the central server and are immediately available free to all subscribers. That means no installation hassles, no additional fees, and no downtime. Your Rosy application is always technologically up to date without buying or installing new software.

For those who have opted to download the locally-installed phone app, notices from Apple Store or Google Play will indicate when an update is available for download. Even with the app, updates are always free.

How do I make a switch from my existing software?

Depending on the software you are currently using or how you have your data is stored, we can transfer your clients, history, inventory, gift cards, and more. Ask us about our [conversion services](#).

Who owns my data that is generated on Rosy?

At Rosy, you ALWAYS maintain ownership of your information. Also, should the need to move on ever arise; you are free to take your data with you.

What if my employees aren't computer experts?

No problem, because Rosy provides complete training and support. In fact, Rosy is so easy to use that most employees become proficient in just a couple of hours. The browser-based format is familiar to web users everywhere, and all parts of the system are clear and logical, written in plain language, with pop-up screens to assist you. It's important to realize that Rosy was developed by salon and spa owners who understand the unique language, challenges, and needs of your business. And, if you ever need help, someone is always available to answer your questions.

Do I need software that's so powerful in my small salon?

You might not think so, but it's the large-volume data handling capacity that integrates all aspects of your business that makes Rosy so effective. The ability to sort and link large amounts of information is the key to Suggestive Selling, accurate financial and performance data, email marketing, and Rosy's

uncomplicated, user-friendly operation. Why not make your life easier and your salon, small or otherwise, more profitable?

What if I need help with Rosy or have questions?

In addition to a dedicated account manager, unlimited training, and ongoing phone support, we have a handy Support tab in your Rosy home page. This tab is a combination self-help tool and news source. Should you need emergency support, simply click the tab. You can also visit our Knowledge base for answers to frequently asked questions plus access news, updates, problem-solving techniques, download documentation, review billing information, and even pay online in a secure environment. You can also join our [Facebook Community](#) for peer support.

What's unique about the Rosy Scheduler?

Rosy's [scheduler](#) is fast, efficient, and personalized. Click on an available time slot and enter the client's name; then click on the desired service. Multiple services for one client? No problem! Rosy will work out schedules in a few seconds, giving the client a choice of two or three plans. Once the appointment is made, all information on that client is immediately available with a click on the appointment screen. This data includes contact information, color formulas, personal preferences, and a complete retail/service history. You can also insert notes and reminders to pop up at any time during the appointment scheduling to help your staff enhance the client's experience.

When the client enters the salon or spa, one click automatically generates an accurately priced sales ticket ready for payment at checkout. Service providers can also send internal notes to the front desk to indicate last-minute changes in services or product recommendations.

How is tiered pricing accommodated?

Most salons and spas have a tiered pricing structure and charge more for the time of experienced or popular service providers. During the initial setup of your Rosy system, each employee is assigned a pricing level or tier so that the automatically-generated sales tickets show the correct price for that service provider. You can also program services with a waiting period such as processing time for color or perms, so the schedule shows an opening for other appointments during that "down" time.

What is Online Client Scheduling?

With [Online Client Scheduling](#) (OCS) the client makes his/her own appointments by accessing the salon or spa website, social media or mobile web app anytime, on any device and anywhere with an internet connection. Each client has access to his/her data only, with salon-authorized individual logins and passwords. The client may schedule or check their own appointments, view their service and product history, and even check gift card balances. Your busy clients will greatly appreciate the 24/7 convenience.

For couples and families, is there a way to link accounts under one email address?

Yes, your clients' accounts can have other accounts attached to them. This feature will allow a spouse or parent to receive a child's or family member's appointment notifications and will permit a child to use the parent's credit card on file to pay for services and products.

How does Rosy's inventory management help?

The average profit margin on retail products is typically twice that of services, so it pays to increase product sales while maintaining tight control of your inventory. Rosy's real-time [inventory management system](#) keeps a continuous, accurate track of every product in your salon or spa and adjusts the inventory figures each time you make a sale, process a return, or receive a new product shipment. This control means no more time-consuming physical inventories every week. Rosy will also alert you when you're running low on product according to your own pre-set trigger points. With Rosy, you'll save time, spot sales trends, simplify order processing, and maximize product sales – all while reducing inventory costs. You'll never again miss a profitable retail sale due to lack of inventory.

What is Suggestive Selling?

Suggestive Selling is an intuitive Rosy feature that helps improve your bottom line. Clients typically rely on the advice of their service provider when purchasing products but employees are often a little shy about making recommendations. However, Rosy isn't shy. Rosy continuously correlates data such as customer history, service links to products, and new product launches. Then, at checkout, Rosy makes intelligent suggestions for product purchases based on that particular client's buying history, or the service performed that day. Clients love the personal attention, and your business will benefit from increased retail sales. The proof? Salons and spas using Rosy have reported an average 19%* increase in product sales.

* Study performed with Aveda in 2008.

Do I have to use Rosy's credit card processing?

No, you do not. However, if you're looking for an integrated, PCI compliant [payment processing solution](#) without all of the guesswork, try RosyPay.

Can I use my own gift cards?

Yes! You can use any gift card or gift certificate with our software as long as there is a unique code or serial number.

Do you have a downloadable app?

Yes. For those who prefer a locally installed application on their devices, we've created versions for [Android](#) and [Apple](#).

However, because Rosy is cloud-based, there technically is no need for an app. For those who embrace the power of working in the cloud, Rosy is still the most responsive salon or spa software on the market. No updates to add or IT or data storage issues to worry about, just hop online from any computer or device, and you're off and running.

What is Client Connect?

[Client Connect](#) is a premium package designed to take marketing to the next level for salons and spas. It offers Enhanced SMS, Text Confirmations, Client Images, Image Library, and targeted marketing solutions including Mass Emails and Automated Emails.

Does Rosy offer marketing for my salon or spa?

Yes, Rosy offers powerful email marketing features with [Client Connect](#). Email marketing is an easy way to promote sales and build customer loyalty. Rosy lets you put your marketing on autopilot with Automated Email Marketing and Mass Emails.

With Automated Emails, you can send clients birthday greetings, new client thank you emails, notice when they are past due for their next appointment or running low on product, or a reminder for those who have not visited in a while.

You can also keep in touch with your customers by creating, sending, and tracking newsletters, promotions, and other Mass Emails to your targeted client lists. Simply compose your message or use one of Rosy's convenient templates, tell Rosy how you want it personalized, and send it to everyone in your database that fits your chosen criteria with just a click.

Rosy doesn't stop after the email is sent: promotion results can be tracked and analyzed to provide the information you need to refine your marketing strategies. Increased sales are the goal, of course, but never underestimate the goodwill created by simply remembering birthdays, confirming appointments, or just sharing relevant news.

What is SalonInteractive?

[SalonInteractive](#) is a plug-in within Rosy that offers online retail solutions. It lets you develop stronger relationships with your customers and take your retail sales to a whole new level. With a custom-branded online store, your salon can offer your clients the convenience that they demand and the products that they love and want. It's fast, easy, and you don't even have to carry inventory. It also makes a great add-on service for your customers if you already carry inventory. Either way, just take orders from your online store, and we'll deliver directly to the comfort of your client's home. Simply offer a variety of products, set your permissions, and watch your sales grow!

About Rosy

Founded by former salon and spa owners, Rosy Salon Software is a comprehensive suite of cloud-based scheduling and business tools with features designed for salons and spas. This service leverages the latest technology and allows users to build deeper relationships with clients while increasing their revenue and profitability.

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