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Webinar Training Outline – Store Operations

Time Stamp	Topic
0:00	**Starting the Day**
0:47	User Log In / Time Clock→Clock In
1:21	**Opening the Day** (Count Cash Drawer / Balance)
2:15	Daily Schedule Confirmation
3:26	**Appointment Book**
4:37	Book a Quick Appointment
5:26	Book a Multi-Service Appointment
8:01	Appointment Details
9:11	Adjust Appointment, Drag & Drop
13:11	Move Appointment
14:01	Find Appointment
14:45	Other Options
16:00	**Client Queue**
16:30	Walk In, Modify
17:44	No Show / Walk Out
18:23	Start Service
19:00	Queue Indicators
19:55	Returning Later
20:32	Ready for Client
21:04	Combine Clients for Single Ticket Check out
22:08	Notes and Formulas
22:56	Queue View Options
23:11	Service Provider Indicators
23:50	**Sales Screen** Check out
24:50	Applying a Promotion Code
26:25	Transaction Options
27:05	Processing a Return
28:50	**Kiosk** – Self Check out
32:30	Guided Check out
33:52	Self Check out
34:59	**Closing the Day** (Count Cash Drawer / Balance)
38:22	**Help Options**