

SSBC Consulting Report Calculations

The following document describes how Envision calculates the values needed by the salon for the variety of Goals you have preset for each employee based upon Employee Type and Level.

Front Desk Target System

I. RTS Percentage:

Definition:

This is the salon's Retail to Service percentage.

Calculated By:

Envision sums the total retail sales amount and the total service sales amount for all service providers for the date range specified on the report. To calculate the RTS percentage we divide the total Retail by the total Service Sales.

RTS = Total Retail / Total Service

Example: Total Retail Sales = 100.00, Total Service Sales = 1000, the RTS is 100/1000 or 10%.

Reports that provide information to audit the above information:

- Retail to Service Analysis Report (*Location – Report Menu / Salon Analysis Report Menu*).

II. Prebook Percentage (Salon Prebook Percentage):

Definition:

This is the total number of prebooks divided by the total number of guests.

Calculated By:

Envision calculates the total number of prebooks for all service providers divided by the total number of guests that came in to the salon.

Prebooks are calculated from the individual service provider reports. * Please refer to the individual service provider report specifications for more information on how Envision calculates Prebooks.

The number of guests is based on the number of tickets:

- Single tickets count as a single client.
- If you combine multiple tickets, where one client pays for several different clients, each client on the combined ticket counts as a guest.
- If a client has multiple tickets on the same day, i.e. comes in the morning, cashes out, then comes in the afternoon and cashes out again, or you cash out a client, forget to add services, and cash out the client again on a separate ticket, this will count as two guests.

Reports that provide information to audit the above information:

- Total Prebooks – Prebook Audit Report (*Location – Report Menu / Salon Analysis Report Menu*).
- Total Salon Guests – Prebook Audit Report (*Location – Report Menu / Salon Analysis Report Menu*).

III. Add'l Service Sales FT / PT (Add – On Services):

Definition:

This is any service that is added to the client's appointment after the date that the initial appointment was booked. This includes additional services added on the calendar or sold at the Point of Sale.

Calculated By:

- Envision tracks the initial booking date for each appointment. When additional services are scheduled for that client on their visit date, if they are booked **after** the initial booking date, they are considered Add-On services.

Example: An appointment is scheduled on May 1st for June 1st. The initial booking date is May 1st. Any service scheduled for that client's visit on June 1st that is scheduled **after** the May 1st Booking Date is considered an Add-On Service.

- Envision also counts services added at the Point of Sale as Add-On services if they are not already on the calendar. If multiple services are added to a new ticket when there is not an appointment for any of the services in the calendar, the second service **and** any additional services after the second service will be counted as Add-On services.

Example 1: A client has an appointment for a hair cut. While in the salon, they decide to have a manicure. This service is not on the calendar but added to the Point of Sale ticket. Since it was added after the initial booking date, it is automatically considered an Add-On service.

Example 2: A client walks in to the salon without an appointment and asks for a manicure, pedicure and a hair cut. When this sale is complete, two of the services will be counted as Add-On services.

**** Note: In order for the Front Desk Operator (FDO) to receive credit for an Add-On sale they must set as the FDO user id on the Appointment Calendar. Please see the SSBC Setup Guide page 7 for more information on how to set the current FDO user id.**

Reports that provide information to audit the above information:

- Add-On services – Addon Sales Detail Report sorted by FDO (**Location** – Report Menu / Salon Analysis Report Menu).

IV. Gift Certificates Sold or Upgraded FT / PT:

Definition:

This is the number of gift certificates that have been sold by the employee.

Calculated By:

Envision will give credit to an employee for a gift certificate when their Employee Id is selected in the "Sold by Employee" field on the "Sell a Gift Certificate" window.

Reports that provide information to audit the above information:

- Gift certificate sales by employee – Sales by Employee / Subtotal by Inventory Type for Gift Certificates **only** (**Location** – Report Menu / Sales by Employee / Subtotal by Inventory Type).

V. Referrals by Desk Personnel:

Definition:

The Referrals by Desk Personnel is the number of clients who have been referred by the front desk employee.

Calculated By:

The Employee's Id must be selected for the "Referred by Emp" field in the client's file.

Envision tracks the "Created On" date, which is the date of the client's entry date in Envision. Envision will give credit to an employee for a referral when the client's "Created On" date is within the date range of the SSBC reports. The client must have at least 1 sale to be counted on the reports.

Reports that provide information to audit the above information:

- Employee Referrals – Client Referral List / Employee Referral Type (***Location – Report Menu / Client Report Menu.***)

VI. Monthly Promotions – Retail:

Envision does not currently calculate Monthly Promotions.

Stylist Target System

I. Total Number of Guests:

Definition:

This is the total number of clients that the Stylist has performed services for.

Calculated By:

The number of guests is based on the number of tickets and the service provider who performs services for the guests. The Stylist's Employee Id must be selected for the services on the clients' tickets in the Point of Sale:

- Single tickets count as a single client.
- If a single service provider has multiple services for a single client on the same ticket, this counts as **one** client.
- If you combine multiple tickets, where one client pays for several different clients, each client on the combined ticket counts as a guest for the Stylist when their Employee Id has been selected for the services.
- If a client has multiple tickets on the same day, i.e. comes in the morning, cashes out, then comes in the afternoon and cashes out again, or you cash out a client, forget to add services, and cash out the client again, this will count as two guests.

Reports that provide information to audit the above information:

- Total Guests – Prebook Audit Report (**Location** – Report Menu / Salon Analysis Report Menu).

II. Number of Repeat/Request:

Definition:

The number of Repeat/Requests is the number of guests that requested to see the Stylist.

Calculated By:

The Number of Repeat/Requests is calculated by the number of appointments scheduled with the Stylist that have "Repeat/Request" checked in the "Schedule Appointment" window for a single service or when the Stylist is selected for a service when using the "Book Multiple Services or Packages" feature.

- The Repeat/Request will **only** be counted when the sale of the service has been completed.
- If there are two services on one ticket for the same client and both services were repeat/request appointments for the Stylist, this will be considered one repeat/request when the sale is completed.
- If a client has two tickets within the date range of the SSBC reports and services on both tickets were repeat/request appointments for the Stylist, this will be considered two repeat/requests.
- If there are two clients on one ticket and services for both clients were repeat/request appointments for the Stylist, this will be considered two repeat/requests.

Reports that provide information to audit the above information:

- Number of Repeat/Requests – Requested Employee Audit Report

III. Number of Referrals:

Definition:

The Number of Referrals is the number of clients who have been referred by the Stylist.

Calculated By:

Envision will give credit to the Stylist for a referral when the client's "Created On" date is within the date range of the SSBC reports.

- The Stylist's Employee Id must be selected for the "Referred by Emp" field in the client's file.
- Envision tracks the "Created On" date.

Reports that provide information to audit the above information:

- Employee Referrals – Client Referral List / Employee Referral Type (**Location – Report Menu / Client Report Menu.**)

IV. Prebooks Needed From Total Guests:

Definition:

This is the number of appointments that were prebooked for the Stylist's guests.

Calculated By:

Envision calculates the number of appointments that were prebooked with the stylist before the "Cash Out" button is clicked.

- The appointment **must** be scheduled with the same service provider.
- The appointment **must** be scheduled in the Appointment Calendar the day of the client's appointment **before** the client's ticket is cashed out in the Point of Sale window.
- The appointment may be booked at anytime during the day of the client's appointment as long as it has been booked in the calendar before the "Cash Out" button has been clicked for the client's ticket.

Reports that provide information to audit the above information:

- Total Prebooks – Prebook Audit Report (**Location – Report Menu / Salon Analysis Report Menu.**)

V. Total Number of Services:

Definition:

This is the number of services that the Stylist performed within the date range of the SSBC reports.

Calculated By:

Envision will count a service for the Stylist when their Employee Id has been selected for the service in the Point of Sale.

Reports that provide information to audit the above information:

- Number of Services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VI. Hair Chemicals Needed:

Definition:

This is the number of “Hair – Chemical” services performed by the Stylist.

Calculated By:

A Hair Chemical is counted when a service is performed by the Stylist that has the “Service Type” set as a “Hair – Chemical” service. Please refer to the SSBC Setup Guide for instructions on setting the Service Type.

Reports that provide information to audit the above information:

- Total number of “Hair – Chemical” services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VII. Add'l Services:

Definition:

This is the number of “Hair – Addl Service” items performed by the Stylist or any other service performed that does not fall into the other Stylist categories.

Calculated By:

Envision will count a service as an Additional Service if the Stylist performs a service on a client that has the “Service Type” set as “Hair – Addl Service” or if the Stylist performs a service that does not fall into any of the Stylist categories.

Example: If a Stylist performs a Manicure, this will be considered an additional service for the Stylist when the sale is completed.

Reports that provide information to audit the above information:

- Total Add'l Services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VIII. Retail to Service %:

Definition:

This is the Stylist's retail to service percent.

Calculated By:

Envision sums the total retail sales amount and the total service sales amount for the Stylist for the date range specified on the report. To calculate the Retail to Service percentage we divide the total Retail Sales amount by the total Service Sales amount for the Stylist.

Retail to Service % = Total Retail / Total Service

Example: Total Retail Sales = 100.00, Total Service Sales = 1000, the RTS is 100/1000 or 10%.

Reports that provide information to audit the above information:

- Retail to Service % - Retail to Service Analysis Report (**Location** – Report Menu / Salon Analysis Report).

Nail Tech Target System

I. Total Number of Guests:

Definition:

This is the total number of clients that the Nail Tech has performed services for.

Calculated By:

The number of guests is based on the number of tickets and the service provider who performs services for the guests. The Nail Tech's Employee Id must be selected for the services on the clients' tickets in the Point of Sale:

- Single tickets count as a single client.
- If a service provider has multiple services for a single client on the same ticket, this counts as **one** client.
- If you combine multiple tickets, where one client pays for several different clients, each client on the combined ticket counts as a guest for the Nail Tech when their Employee Id has been selected for the services.
- If a client has multiple tickets on the same day, i.e. comes in the morning, cashes out, then comes in the afternoon and cashes out again, or you cash out a client, forget to add services, and cash out the client again, this will count as two guests.

Reports that provide information to audit the above information:

- Total Guests – Prebook Audit Report (**Location** – Report Menu / Salon Analysis Report Menu).

II. Number of Repeat/Request:

Definition:

The number of Repeat/Requests is the number of guests that requested to see the Nail Tech.

Calculated By:

The Number of Repeat/Requests is calculated by the number of appointments scheduled with the Nail Tech that have "Repeat/Request" checked in the "Schedule Appointment" window for a single service or when the Nail Tech is selected for a service when using the "Book Multiple Services or Packages" feature.

- The Repeat/Request will **only** be counted when the sale of the service has been completed.
- If there are two services on one ticket for the same client and both services were repeat/request appointments for the Stylist, this will be considered one repeat/request when the sale is completed.
- If a client has two tickets within the date range of the SSBC reports and services on both tickets were repeat/request appointments for the Stylist, this will be considered two repeat/requests.
- If there are two clients on one ticket and services for both clients were repeat/request appointments for the Stylist, this will be considered two repeat/requests.

Reports that provide information to audit the above information:

- Number of Repeat/Requests – Requested Employee Audit Report

III. Number of Referrals:

Definition:

The Number of Referrals is the number of clients who have been referred by the Nail Tech.

Calculated By:

Envision will give credit to the Nail Tech for a referral when the client's "Created On" date is within the date range of the SSBC reports.

- The Nail Tech's Employee Id must be selected for the "Referred by Emp" field in the client's file.
- Envision tracks the "Created On" date.

Reports that provide information to audit the above information:

- Employee Referrals – Client Referral List / Employee Referral Type (**Location** – Report Menu / Client Report Menu).

IV. Prebooks Needed From Total Guests:

Definition:

This is the number of appointments that were prebooked for the Nail Tech's guests.

Calculated By:

Envision calculates the number of appointments that were prebooked with the Nail Tech before the "Cash Out" button is clicked.

- The appointment **must** be scheduled with the same service provider.
- The appointment **must** be scheduled in the Appointment Calendar the day of the client's appointment **before** the client's ticket is cashed out in the Point of Sale window.
- The appointment may be booked at anytime during the day of the client's appointment as long as it has been booked in the calendar before the "Cash Out" button has been clicked for the client's ticket.

Reports that provide information to audit the above information:

- Total Prebooks – Prebook Audit Report (**Location** – Report Menu / Salon Analysis Report Menu).

V. Total Number of Services:

Definition:

This is the number of services that the Nail Tech performed within the date range of the SSBC reports.

Calculated By:

Envision will count a service for the Nail Tech when their Employee Id has been selected for the service in the Point of Sale.

Reports that provide information to audit the above information:

- Number of Services –Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VI. Total Sets of Hands:

Definition:

Total Sets of Hands is the number “Nails – Manicure” services performed by the Nail Tech.

Calculated By:

A Set of Hands is counted when the service performed by the Nail Tech has the “Service Type” set as “Nails – Manicure”. Please refer to the SSBC Setup Guide for instructions on setting the Service Type. Please refer to the SSBC Setup Guide for instructions on setting the Service Type.

Reports that provide information to audit the above information:

- Total number of “Nails – Manicure” services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VII. Manicure / Pedicure Combos:

Definition:

This is the total number of Manicure / Pedicure packages sold by the Nail Tech.

Calculated By:

- These packages **must** be in the Package / Series List **and** marked as “Series (Prepaid Items)”.
- The “Service Types” for the services in these packages must be either “Nails – Manicure” or “Nails – Pedicure”.
- These packages can be a mix of manicures and pedicures of AT LEAST three items or this can be a package of one manicure and one pedicure.

The following are examples of packages that will be counted as Manicure / Pedicure Combos:

1. A package of 1 Manicure and 1 Pedicure.
2. A package of 3 manicures.
3. A package of 3 pedicures.
4. A package of 2 Manicures and 2 Pedicures.
5. A package of 2 Manicures and 1 Pedicure.

VIII. Pedicures:

Definition:

This is the number of “Nails – Pedicure” services performed by the Nail Tech.

Calculated By:

A Pedicure is counted when the service performed by the Nail Tech has the “Service Type” set as “Nails – Pedicure”.

Reports that provide information to audit the above information:

- Total number of “Nails – Pedicure” services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

IX. Add'l Services:

Definition:

This is the number of “Nails – Addl Service” items performed by the Nail Tech or any other service performed that does not fall into the other Nail Tech categories.

Calculated By:

Envision will count a service as an Additional Service if the Nail Tech performs a service on a client that has the “Service Type” set as “Nails – Addl Service” or if the Nail Tech performs a service that does not fall into any of the Nail Tech categories.

Example: If a 1 Hour Massage was performed by the Nail Tech, this will be considered an additional service for the Nail Tech when the sale is completed.

Reports that provide information to audit the above information:

- Total Add'l Services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

X. Retail Dollars Needed:

Definition:

This is the total retail dollar amount sold by the Nail Tech.

Calculated By:

Envision sums the total retail sales amount for the Nail Tech.

Reports that provide information to audit the above information:

- Total Retail Sales amount – any of the Sales Analysis Reports (**Location** – Report Menu / SSBC Consulting Report Menu).

Massage Therapist Target System

I. Total Number of Guests:

Definition:

This is the total number of clients that the Massage Therapist has performed services for.

Calculated By:

The number of guests is based on the number of tickets and the service provider who performs services for the guests. The Massage Therapist's Employee Id must be selected for the services on the clients' tickets in the Point of Sale:

- Single tickets count as a single client.
- If a single service provider has multiple services for a single client on the same ticket, this counts as **one** client.
- If you combine multiple tickets, where one client pays for several different clients, each client on the combined ticket counts as a guest for the Massage Therapist when their Employee Id has been selected for the services.
- If a client has multiple tickets on the same day, i.e. comes in the morning, cashes out, then comes in the afternoon and cashes out again, or you cash out a client, forget to add services, and cash out the client again, this will count as two guests.

Reports that provide information to audit the above information:

- Total Guests – Prebook Audit Report (*Location – Report Menu / Salon Analysis Report Menu*).

II. Number of Repeat/Request:

Definition:

The number of Repeat/Requests is the number of guests that requested to see the Massage Therapist.

Calculated By:

The Number of Repeat/Requests is calculated by the number of appointments scheduled with the Massage Therapist that have "Repeat/Request" checked in the "Schedule Appointment" window for a single service or when the Massage Therapist is selected for a service when using the "Book Multiple Services or Packages" feature.

- The Repeat/Request will **only** be counted when the sale of the service has been completed.
- If there are two services on one ticket for the same client and both services were repeat/request appointments for the Massage Therapist, this will be considered one repeat/request when the sale is completed.
- If a client has two tickets within the date range of the SSBC reports and services on both tickets were repeat/request appointments for the Massage Therapist, this will be considered two repeat/requests.
- If there are two clients on one ticket and services for both clients were repeat/request appointments for the Massage Therapist, this will be considered two repeat/requests.

Reports that provide information to audit the above information:

- Number of Repeat/Requests – Requested Employee Audit Report

III. Number of Referrals:

Definition:

The Number of Referrals is the number of clients who have been referred by the Massage Therapist.

Calculated By:

Envision will give credit to the Massage Therapist for a referral when the client's "Created On" date is within the date range of the SSBC reports.

- The Massage Therapist's Employee Id must be selected for the "Referred by Emp" field in the client's file.
- Envision tracks the "Created On" date.

Reports that provide information to audit the above information:

- Employee Referrals – Client Referral List / Employee Referral Type (*Location – Report Menu / Client Report Menu*).

IV. Prebooks Needed From Total Guests:

Definition:

This is the number of appointments that were prebooked for the Massage Therapist's guests.

Calculated By:

Envision calculates the number of appointments that were prebooked with the Massage Therapist before the "Cash Out" button is clicked.

- The appointment **must** be scheduled with the same service provider.
- The appointment **must** be scheduled in the Appointment Calendar the day of the client's appointment **before** the client's ticket is cashed out in the Point of Sale window.
- The appointment may be booked at anytime during the day of the client's appointment as long as it has been booked in the calendar before the "Cash Out" button has been clicked for the client's ticket.

Reports that provide information to audit the above information:

- Total Prebooks – Prebook Audit Report (*Location – Report Menu / Salon Analysis Report Menu*).

V. Total Massage Sessions:

Definition:

Total Massage Sessions is the number of "Massage – Session" services performed by the Massage Therapist.

Calculated By:

A Massage Session is counted when a service is performed by the Massage Therapist that has the "Service Type" set as "Massage – Session". Please refer to the SSBC Setup Guide for instructions on setting the Service Type.

Reports that provide information to audit the above information:

- Total number of “Message – Session” services – Sales Analysis Report / By Employee (*Location – Report Menu / SSBC Consulting Report Menu*).

VII. Packages of 3 or More Messages Sold:

Definition:

This is the number of times that three or more “Message – Session” services were sold on one ticket.

Calculated By:

Envision calculates the total number of times three services are sold that have the “Service Type” set as “Message – Session” services.

- This can be three or more separate “Message – Session” service items on one ticket.
- This can also be a package containing three or more “Message – Session” service items.

VIII. Specialized Massage:

Definition:

Specialized Massage is the number of “Message – Specialized” services performed by the Massage Therapist.

Calculated By:

A Specialized Massage is counted when a service is performed by the Massage Therapist that has the “Service Type” set as “Message – Specialized”.

IX. Add’l Services:

Definition:

This is the number of “Message – Addl Service” items performed by the Massage Therapist or any other service performed that does not fall into the other Massage Therapist categories.

Calculated By:

Envision will count a service as an Additional Service if the Massage Therapist performs a service on a client that has the “Service Type” set as “Message – Addl Service” or if the Massage Therapist performs a service that does not fall into any of the Massage Therapist categories.

Example: If a Manicure was performed by the Massage Therapist, this will be considered an additional service for the Massage Therapist when the sale is completed.

Reports that provide information to audit the above information:

- Total Add’l Services – Sales Analysis Report / By Employee (*Location – Report Menu / SSBC Consulting Report Menu*).

Esthetic Target System

I. Total Number of Guests:

Definition:

This is the total number of clients that the Esthetician has performed services for.

Calculated By:

The number of guests is based on the number of tickets and the service provider who performs services for the guests. The Esthetician's Employee Id must be selected for the services on the clients' tickets in the Point of Sale:

- Single tickets count as a single client.
- If a single service provider has multiple services for a single client on the same ticket, this counts as **one** client.
- If you combine multiple tickets, where one client pays for several different clients, each client on the combined ticket counts as a guest for the Esthetician when their Employee Id has been selected for the services.
- If a client has multiple tickets on the same day, i.e. comes in the morning, cashes out, then comes in the afternoon and cashes out again, or you cash out a client, forget to add services, and cash out the client again, this will count as two guests.

Reports that provide information to audit the above information:

- Total Guests – Prebook Audit Report (*Location – Report Menu / Salon Analysis Report Menu*).

II. Number of Repeat/Request:

Definition:

The number of Repeat/Requests is the number of guests that requested to see the Esthetician.

Calculated By:

The Number of Repeat/Requests is calculated by the number of appointments scheduled with the Esthetician that have "Repeat/Request" checked in the "Schedule Appointment" window for a single service or when the Esthetician is selected for a service when using the "Book Multiple Services or Packages" feature.

- The Repeat/Request will **only** be counted when the sale of the service has been completed.
- If there are two services on one ticket for the same client and both services were repeat/request appointments for the Esthetician, this will be considered one repeat/request when the sale is completed.
- If a client has two tickets within the date range of the SSBC reports and services on both tickets were repeat/request appointments for the Esthetician, this will be considered two repeat/requests.
- If there are two clients on one ticket and services for both clients were repeat/request appointments for the Esthetician, this will be considered two repeat/requests.

Reports that provide information to audit the above information:

- Number of Repeat/Requests – Requested Employee Audit Report

III. Number of Referrals:

Definition:

The Number of Referrals is the number of clients who have been referred by the Esthetician.

Calculated By:

Envision will give credit to the Esthetician for a referral when the client's "Created On" date is within the date range of the SSBC reports.

- The Esthetician's Employee Id must be selected for the "Referred by Emp" field in the client's file.
- Envision tracks the "Created On" date.

Reports that provide information to audit the above information:

- Employee Referrals – Client Referral List / Employee Referral Type (**Location – Report Menu / Client Report Menu**).

IV. Prebooks Needed From Total Guests:

Definition:

This is the number of appointments that were prebooked for the Esthetician's guests.

Calculated By:

Envision calculates the number of appointments that were prebooked with the Esthetician before the "Cash Out" button is clicked.

- The appointment **must** be scheduled with the same service provider.
- The appointment **must** be scheduled in the Appointment Calendar the day of the client's appointment **before** the client's ticket is cashed out in the Point of Sale window.
- The appointment may be booked at anytime during the day of the client's appointment as long as it has been booked in the calendar before the "Cash Out" button has been clicked for the client's ticket.

Reports that provide information to audit the above information:

- Total Prebooks – Prebook Audit Report (**Location – Report Menu / Salon Analysis Report Menu**).

V. Total Facials:

Definition:

This is the number of "Esthetic – Facial" items performed by the Esthetician.

Calculated By:

A facial is counted when a service is performed by the Esthetician that has the "Service Type" set as "Esthetic – Facial". Please refer to the SSBC Setup Guide for instructions on setting the Service Type.

Reports that provide information to audit the above information:

- Total Facials – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VI. Make Up Application, Lesson or Permanent:

Definition:

This is the number of “Esthetic – Makeup” items performed by the Esthetician.

Calculated By:

A Make Up Application, Lesson or Permanent is counted when a service is performed by the Esthetician that has the “Service Type” set as “Esthetic – Make Up”.

Reports that provide information to audit the above information:

- Total Make Up Applications, Lessons or Permanents – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VII. Body Waxes:

Definition:

This is the number of “Esthetic – Wax” items performed by the Esthetician.

Calculated By:

A Body Wax is counted when a service is performed by the Esthetician that has the “Service Type” set as “Esthetic – Wax”.

Reports that provide information to audit the above information:

- Total Body Waxes – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

VIII. Specialty Packages of 3 or More Facials:

Definition:

This is the number of times that three or more “Esthetic – Facial” services were sold on one ticket.

Calculated By:

Envision calculates the total number of times a package of three or more services were sold that have the “Service Type” set as “Esthetic – Facial”.

- These packages **must** be in the Package / Series List **and** marked as “Series (Prepaid Items)”.
- The “Service Types” for the services in these packages must be “Esthetic – Facial”.

IX. Add'l Services:

Definition:

This is the number of "Esthetic – Addl Service" items performed by the Massage Therapist or any other service performed that does not fall into the other Esthetic categories.

Calculated By:

Envision will count a service as an Additional Service if the Esthetician performs a service on a client that has the "Service Type" set as "Esthetic – Addl Service" or if the Esthetician performs a service that does not fall into any of the Esthetic categories.

Example: If a 1 Hour Massage was performed by the Esthetician, this will be considered an additional service for the Esthetician when the sale is completed.

Reports that provide information to audit the above information:

- Total Add'l Services – Sales Analysis Report / By Employee (**Location** – Report Menu / SSBC Consulting Report Menu).

X. Retail Dollars Needed:

Definition:

This is the total retail dollar amount sold by the Esthetician.

Calculated By:

Envision sums the total retail sales amount for the Esthetician.

Reports that provide information to audit the above information:

- Total Retail Sales amount – any of the Sales Analysis Reports (**Location** – Report Menu / SSBC Consulting Report Menu).