**Retail Management Hero**

Whether you are looking for your first point of sale system or a replacement/upgrade for Microsoft’s Retail Management Systems Store Operations, Retail Management Hero (RMH) can fit the bill. NitroSell’s**Integrated eCommerce for Retail Management Hero** makes it easy to have a website that shares sales, customer info, and inventory updates between your NitroSell ecommerce webstore and your brick and mortar store.  The online **shopping cart for RMH**delivered by NitroSell gives you a seamless connection to your retail management system so that you can concentrate on driving your online sales.

Specifically, integrated e-commerce solutions combine customer service and marketing in one powerful platform to attract new customers – all while allowing retailers streamlining order fulfillment and increasing the return on their investment. Integrating e-commerce is not only smart; it’s vital to making your store stand out in a fiercely competitive market.

NitroSell has long been the leader in **integrated ecommerce** for small and medium retailers and our integration with Retail Management Hero will prove once again that NitroSell provides more value and more features than anyone else.

**Realize return-on-investment (ROI):**

* **Seamless synchronization to Retail Management Hero** — In just a few clicks, staff can modify promotions, product images, descriptions, pricing and other information in-store and it will automatically update online. The e-commerce interface also features tools to monitor inventory levels, customer and shipping information and sales reports for both online and B&M stores.
* **Take advantage of all of Retail Management Hero’s Features online and in-store** — NitroSell’s integration with Retail Management Hero will take advantage of many of the new features in RMH including the built-in customer loyalty program so that shoppers have a seamless experience whether they come into the store or shop from home or smart phone.
* **Easy order fulfillment** — Retailers can use the RMH system to easily manage online orders. A customizable workflow helps fulfill orders step by step – from the time the order is received – to the time the customer is automatically notified of the shipment status.
* **Improved marketing and promotions tracking** — Cultivate customer relationships through customizing email templates and harnessing the power of social media. Increase repeat sales by monitoring foot/web traffic and buying patterns, as well as tracking the success of promotional campaigns. Gauge the success of promotional codes and coupons with easy-to-use features.
* **Centralized data management** — A single interface streamlines business processes, including management of inventory levels, customer information and reports for both online and brick and mortar stores. Shipping and taxation amounts are also synchronized between the in-store POS and web store so charges are harmonized across both channels.

**Detailed business reporting and analytics** — Retailers have the option to list e-commerce transactions and in-store sales separately on select reports. Designated personnel can access detailed hourly updates on web store traffic and can view historical information including visitor totals and revenue.

bLoyal professional is an open web solution that empowers your website to turn visitors into repeat, loyal customers

* Easily add integrated Ecommerce to any web site
* Build recurring customers with bLoyal’s powerful loyalty engine.
* Go Live in one day with a bLoyal hosted shopping cart and web store “snippet” that matches your web site design, or
* Work with the web designer of your choice on a custom web store hosted anywhere
* Integrated business class order processing system

bLoyal is a feature packed loyalty and rewards program for organizations at all stages of growth. Learn more about our unique products from our flagship “Editions” loyalty software to custom integrations, managed services, and loyalty consulting.

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bLoyal is a cloud-based omnichannel loyalty and rewards program solution which integrates with a range of eCommerce platforms and point of sale (POS) systems. The software is suitable for companies at all stages of business growth, and can be used to create and manage customer loyalty programs for in-store, online, phone, and other sales channels.   
  
bLoyal enables users to create a range of flexible and customizable frequent buyer programs, promotions, and offers, with options for loyalty points, electronic punch cards, dollar amount & cashback rewards, tiered award programs, gift card promotions, buy-one-get-one offers, and more. Customers can enroll in programs in-store or online during the checkout process, through website popups, mobile apps, or SMS messages, and over social media. Loyalty program members can be segmented based on any criteria, including demographics, interests, signup method, and preferred store, to deliver personalized, targeted offers and rewards to different market segments.   
  
bLoyal includes a ‘360 CRM’ for customer relationship management, which links customers’ purchases and reward balances in a single profile, whether they shop in-store, online, over the phone, or through any other channel. Sales transactions from all channels are recorded in real-time, and loyalty program members can log in to complete or update their personal details online. Gift card balances and transactions can also be tracked in the CRM. bLoyal also includes a range of outbound marketing tools, allowing users to create and manage email, SMS, social media, and remarketing campaigns. Custom-branded templates can be used to create email newsletters, event announcements, surveys, exclusive content, promotional campaigns, and more, personalized for each customer, and members can opt in and out of receiving messages at any time. Real-time engagement metrics give users insight into which campaigns, channels, and techniques are most effective at engaging members.

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Core Edition

bLoyal Core Edition

If you’re looking for an affordable and intuitive loyalty platform, our Core edition was created just for you. This entry-level system is easy to manage and includes everything you need for rewarding your most loyal customers, right out of the box.

bLoyal’s Core [edition](https://www.bloyal.com/products/editions/) is cloud-based and integrates with your existing checkout or point of sale system for truly easy-to-mange loyalty options. You can instantly reward your customers in any way that you want, without having to buy new point of sale hardware or change your checkout system, and bLoyal works smoothly during transactions for an uninterrupted customer experience.

Reward Point Systems

Core edition users can build flexible reward point systems and automatically administer benefits from their point of sale or loyalty enabled e-commerce platform. You can offer signup bonus points as an incentive to join your programs, and add new members at the point of purchase, or through mobile and web sign-up.

*bLoyal “Core Edition” users can expect a intuitive, in-flow method for rewarding their most valuable customers for every day purchases.*

Also, since bLoyal “Core” is infinitely scalable, we’ll be there to provide new solutions as your business grows.

**Core edition loyalty and marketing features:**

* [Enroll](https://www.bloyal.com/service/easy-signup/) new members quickly at the point of sale, or they can sign up through your website or from mobile devices
* Attract new members by offering signup bonus points or coupon awards as instant incentives to join
* Automated welcome emails or text messages greet new members for immediate engagement
* Loyalty members can [accrue points](https://www.bloyal.com/service/frequent-buyer-programs/) or loyalty dollars on total sales, which they can redeem for gift card credits, coupons awards, and as a tender during checkout
* Standard rechargeable gift cards and electronic gift cards become loyalty enabled when registered, so your gift cards become your loyalty cards, and bLoyal integrates with First Data ValueLink Gift Cards
* [Outbound marketing](https://www.bloyal.com/service/outbound-marketing/) is built in, giving you an accessible and easy to use system for sending bulk marketing emails and text messages to your customers
* Schedule automated check-in emails and texts, and automated product (SKU) emails and texts
* Digital receipts keep your member transactions organized and always accessible
* More features are coming soon to the Core edition, including event-triggered marketing and drip campaigns

The Core edition provides a simple and affordable way to keep your customers coming back. Call us today to schedule a demonstration of this edition, and learn more about how loyalty rewards programs can help your business grow.

Pro Edition

bLoyal Pro Edition

If you’re a small to mid-market business or startup looking to quickly launch intuitive loyalty rewards programs and outbound marketing campaigns, we’ve optimized bLoyal Pro with your needs in mind. This edition offers the same easy, out-of-the-box integration as our Core edition, but with enhanced features, SKU level insights, and new outbound marketing tools for proactively engaging and understanding your fan base.

*Pro Edition users can expect an intuitive , yet powerful loyalty solution that will allow you to extend the power of your loyalty marketing efforts with advanced customer relationshim managment.*

Pro Features

As a Pro user, you can tap into powerful outbound marketing campaigns using email, text, social media, and more. You’ll also have access to analytics tools for learning how your customers shop and what they’re looking for, so you can plan your campaigns, promotions, and product offerings or pairings based on real insights.

Pro users can track purchases and trends based on user demographics, enable segmented user signups for targeting members based on their interests and behaviors, and market to program participants with personalized special offers and information. With the Pro edition, you can also view engagement trends and reports to see which strategies and campaigns are performing the best for your business.

**Our Pro edition includes the following features and benefits:**

* Quick member [enrollment](https://www.bloyal.com/service/easy-signup/) at your point of sale system, online from your website or social media, and from mobile phones
* Offer enrollment bonuses to attract new members with loyalty dollars, points, and signup coupon awards
* Automated welcome emails and text messages can be segmented, and you can send segmented, personalized text and email check-ins
* You can [segment](https://www.bloyal.com/service/segmentation/) customers at sign up based on preferences, demographics, store locations, defined channels, or management assigned customer lists
* Emails and texts can also be automated based on product (SKU level) purchases
* Create [points-based](https://www.bloyal.com/service/frequent-buyer-programs/) rewards, or loyalty dollar reward programs and offer accruals on total sales and specific product purchases
* Base coupon awards on points conversions and total sales, or apply order promotions that are dollar-based or percentage-based, and apply them to specific timeframes or segmentation criteria
* Redeem loyalty points as tender, as order promotions, or as coupons and gift card credits
* Send bulk [marketing emails](https://www.bloyal.com/service/outbound-marketing/) and texts to all customers, or to segmented groups, and members can opt into specific segments
* Create viral, shareable electronic coupons to distribute via email, text, or social media
* Digital receipts keep customer transaction history organized and available at all times
* Electronic and traditional, rechargeable gift cards are loyalty enabled, so every gift card sale is a new loyalty opportunity, and bLoyal already integrates with First Data ValueLink gift cards
* Drip campaigns and event-triggered marketing will be coming soon to the Pro edition, for even more [automated member engagements](https://www.bloyal.com/service/customer-journeys/)
* bLoyal works in-flow with your transactions for a cohesive loyalty and shopping experience for your customers
* Custom user dashboards and out-of-box reporting, along with more than 70 standard [reports](https://www.bloyal.com/service/analytics-bi/), let you analyze member data any way you like

bLoyal Pro is a comprehensive, scalable system for activating repeat business with targeted loyalty initiatives so you can reward your valuable customers each time they shop. You’ll start seeing the return on your loyalty investment quickly, because loyal customers spend more per transaction, and come back more often.

Call today for a demo of our Pro edition toolset and learn more about how bLoyal can boost your return customers and overall revenue.

Marketer Edition

bLoyal Marketer Edition

Marketers need comprehensive, agile loyalty solutions that provide real-time data on the latest trends, along with powerful tools for building a strong foundation of customer loyalty. With bLoyal’s Marketer edition, your team will have everything it needs for planning, developing, executing, and reporting on your loyalty-based marketing efforts.

*Marketers can expect one of the most powerful retail based CRMs on the market, with industry leading tools for attracting new customers and telling their story across segments.*

Our Marketer edition includes robust tools to help you create rich, targeted loyalty experiences and marketing programs that focus on maximizing the lifetime value of each and every customer in a way that feels personal and creates a deeper connection with your members. In this edition, we’ve bundled our most requested marketing features into a set of omnichannel solutions with dynamic segmentation that will help you engage and reward new and returning shoppers in meaningful ways.

Marketer Features

bLoyal “Marketer” puts the power of loyalty enabled marketing in your hands by allowing you to readily plan, execute, and monitor your campaign’s progress while comparing progress against other programs or campaigns.

**bLoyal Marketer edition features and benefits:**

* [Enroll](https://www.bloyal.com/service/easy-signup/) new users at the point of sale, from your website, mobile phones or devices, and even through social media
* Offer bonus points, dollars, or coupon awards as sign-up [incentives](https://www.bloyal.com/service/frequent-buyer-programs/)
* Set automated welcome messages and texts that are personalized for each marketing segment
* Segment your members at signup, or let customers opt-in to subscriber groups. You can create segments based on customer preferences, demographics, stores, channels, and management-assigned lists
* Create unique customer experiences for first time customers, initial visits or repeat visits
* Launch loyalty reward programs based on point accruals, dollar rewards, frequent purchases of specific products or brands, and more
* Members can accrue points based on loyalty dollars or earn points at the SKU or total sales level
* Trigger [promotions](https://www.bloyal.com/service/offers-promotions/) based on total points, earned points, or total sales, and points can be redeemed as gift card credits, coupons, order promotions, product (SKU) promotions, or as loyalty dollars or tender
* Promotions can be scheduled to run during specific time frames, and timeframes can be applied to segmentation criteria
* Apply product and order promotions that are percentage-based or dollar-based, as a fixed price, or as “cost plus”
* Trigger order and product-level promotions on SKU sales or total sales
* Offer buy-one-get-one promos, cross-sell and upsell product promotions, and enable advanced promotions with “and/or” and “if/then” criteria
* Award non-transferrable coupons based on points conversions, SKU sales, or total sales, with validation and redemption limits
* Gift card enabled loyalty converts standard, rechargeable gift cards and electronic gift cards into loyalty opportunities. Gift cards can be registered as loyalty cards, and bLoyal is integrated with First Data [ValueLink](https://www.firstdata.com/en_us/products/merchants/prepaid/gift-card-solutions.html) Gift Cards
* Schedule [automated](https://www.bloyal.com/service/customer-journeys/) emails and texts based on specific product purchases, targeting all members or specific segments
* Use bLoyal’s [bulk marketing](https://www.bloyal.com/service/outbound-marketing/) tools to send newsletters, promotions, surveys, and electronic coupons to members or segments via email and text
* Event triggered marketing and drip campaigns will be coming soon to the Marketer edition
* Keep transaction history and information organized with digital receipts associated with each member
* Offer [POS check-ins](https://www.bloyal.com/products/loyalty-app/) and check-in coupon awards
* bLoyal is fully integrated to work in-flow of your transactions for a seamless loyalty experience
* Powerful custom user [dashboards](https://www.bloyal.com/service/analytics-bi/) give each member of your marketing and business management team access to quick views of the metrics they care about most, and detailed reports give you deep program and member analytics

Our Marketer edition was created with the needs of marketing professionals and middle-market businesses in mind, and it’s [infinitely scalable](https://www.bloyal.com/loyalty-solutions/) for any business size. Get in touch today to learn more and schedule a bLoyal Marketer edition demonstration.

Order Processing

Order Processing

bLoyal’s order processing plugin enables advanced purchasing and order management across every channel and store location, keeping inventory synchronized in real-time, and giving you the power to extend your shelves to take full advantage of every sales opportunity on and offline.

Multi-location functionality gives your customers the ability to order online, on the phone, in-store, or anywhere they shop with you, and have their order shipped anywhere, or scheduled for pickup at a convenient store location. If an out of stock item is available at another location, process the sale immediately and offer customer pick-up at that store, or schedule a pickup at your location at a later date.

*bLoyal offers one of the most flexible club processing software’s I have used, allowing multiple passes with sophisticated abilities to change product, shipping and logic rules during each pass. ~ John Curnutt, Chateau Montelena*

Features

Recurring orders and club memberships can be processed simply, and revised before they ship, so you can confidently offer your members the ability to have their favorite products delivered on a regular basis and maximize your revenue potential at the same time.

Online shopping becomes even more convenient for your customers with the option to make purchases online and schedule for pickup at any store location.

The order processing plugin offers the following ordering features:

* Advanced eCommerce
* Call-center ordering
* In-store shipping
* In-store pickup
* Cross-store pickups
* Ship from POS
* Ship-to-store
* Multi-store returns
* Recurring club orders
* Automated billing clubs
* Membership subscriptions
* Flexible shipping
* Scheduled delivery
* Digital receipts
* Real-Time inventory transfers
* Tracking across locations
* Batch processing

Give us a [call](https://www.bloyal.com/contact/) to learn more about the Order Processing plugin and how it can help you extend your shelf and secure more sales.

Who needs Business Appointment Manager Sofware?

Academics Advisors  
Accounting Services  
Assisted Living Centers  
Attorneys & Legal Services  
Archtitects & Engineers  
Banks & Financial Planners  
Barber Services  
Car Detailing Services  
Carpet & Flooring Installation  
Caterers & Events Planners  
Consultants  
Counselors  
Chiropractors  
Cleaning Services  
Community Centers  
Dance Instructors & Studios  
Dentists & Doctors  
Government Offices  
Hair Nail & Beauty Salons  
Healthcare Services  
Homecare Agencies  
Home Health Nursing Agencies  
Hospitals & Medical Clinics  
Insurance Adjusters & Agents  
Interior Designers  
Massage Therapists  
Medical Staffing Agencies  
Nurse Staffing Agencies  
Music Instructors  
Nurses Registry Services  
Nursing Agencies  
Optometrists  
Personal Trainers  
Pets Clinics & Hospitals  
Pets Grooming Services  
Photographers  
Physical Therapists  
Realtors & Real Estate Agencies  
Rental Services  
Senior Centers  
Spas & Tanning Salons  
Sports & Tennis Courts  
Sports & Fitness Instructors  
Veterinarian Offices

**Appointment scheduling features**

Fast, easy, thorough!

* Familiar Microsoft Office® 2007 style user interface reduces complexity and speeds up learning
* Contextual tabs bring context sensitive and relevant command options to your attention precisely when they are needed
* Extensive context-sensitive right-click mouse options speed frequent tasks
* Standard Microsoft Windows user-interface: Drag and drop, right click menus, keyboard shortcuts, function Tabs on left, your appointment-sorting Tabs on right
* Each function is a full-featured, robust business application
* Integration among functions is seamless and imperceptible because all share a common Microsoft SQL Server database
* No more double- or triple-entering the same information as in older programs.
* BAM technology auto-dials—and then logs—outbound calls, e-mails, and tracks documents in and out from Business Appointment Manager
* 25 Customizable Fields can require standard formats for Social Security and numeric fields

Visual, multi-column appointment book screen

* See, manage and schedule everyone’s appointments on one screen, side-by-side!
* Schedule a customer for multiple services at once, with multiple providers, and in multiple places.
* Know who’s where, doing what, when, for how long — and tying up what resources
* Foresee and resolve appointment scheduling conflicts — end double-bookings
* Block out meetings, vacations and unavailable resources
* Update appointment scheduling status as things change
* Set up Tentative Appointments — Business Appointment Manager Software will find the next availability
* Set appointments to recur Daily, Weekly, Monthly, Yearly, or on sporadic days/dates.
* Work in the “drop-ins” — Drop out the “no-shows”!
* Set flexible Reminders and customer-specific Alerts
* Add 25 Appointment fields that you name and format
* Effortlessly drag and drop Appointments from one day to another or move them weeks or months in seconds

Flexible appointment scheduling

* Schedule multiple services or combine services and products together using appointment scheduling templates
* Reserve rooms, tools, equipment or anything else you must have when making an appointment
* Rearrange, Sort, filter, list, format and report your appointments hundreds of ways—in seconds
* Format Calendar in daily, weekly or monthly layouts
* Attach Alerts about Customer preferences and quirks
* Set Calendar’s scheduling intervals
* Set color-coded labels to categorize appointments
* Create Tabs to filter appointments—by provider, team, specialty, resources, pay grade—you choose it!
* Add and format 25 Customizable fields in Appointment Forms to company needs
* Pre-set Provider work hours and individual holidays to avoid conflicts
* Import existing contacts from everyone’s Microsoft Outlook

Cut hours and minutes off everyone’s “busywork”

* Right-click on appointments to bring up a context menu with actions as Edit, Delete, Mark Complete, Mark No-Show, Break, Invoice for services, or Show Customer Record.
* Email provider's appointment schedules, appointment reminders, and confirmation
* Auto-populate Appointment Forms with Customer contact data
* Create multiple appointment views to filter—by provider, team, specialty, resources, pay grade—you name it!
* Providers use Business Appointment Manager’s time clock to log calls, appointment and task durations
* Set appointment scheduling intervals; work hours and holidays
* Set color-coded labels to categorize appointments and see patterns
* Sort, filter, list, format and report your appointments in hundreds of ways
* Find any appointment in seconds by Provider, Customer, Status, Resources, Phone Number and other fields
* Export and print appointment reports in PDFs, Excel, Word

Getting and keeping customers

* Follow customers from first contact to close of sale
* Instantly see details of past and future appointments, services, purchases, and communications records
* Follow customer needs from conception through collection
* Know when staff has down time. Fill it with cold calls.
* Click on a Business Appintment Manager phone or fax number and your modem autodials it
* Faster calling, no misdials—and a clear call record in Business Appointment Manager Software’s database.
* Trigger your e-mails from Business Appointment Manager Software — get a complete, reportable communication trail
* Create, reuse and adapt letter templates to speed daily correspondence and e-mails
* Import contacts from Outlook
* Add and format 25 user-definable fields—text, numbers, dates, checkboxes—in Contact

Sell, invoice for, track, and report stock levels

* Include stock or non-inventory items in appointments
* Invoice for inventory and non-inventory items
* View real-time inventory status such as quantity on hand, on order, and more
* Get easy stock reports to see what’s low
* Know inventory levels, set reorder points
* Order stock and enter deliveries into Business Appointment Manager Software with just a few clicks

Invoicing

* Auto-calculate and insert individual staff rates and totals
* Auto-sum appointment durations, services, and time-clock tasks
* Show line items for inventory, non-inventory, taxes, even mileage and third-party services and goods
* Choose from five ready made Invoice Templates or adapt Invoice forms to your needs
* E-mail invoices in PDF or other formats
* Know status of every invoice
* Extensive sales-tax management tools for VAT, multiple zones and tax authorities
* Create and auto-calculate discounts for frequent customers, big account customers, etc.

Collections and revenue

* Generate customer statements detailing invoices, payments, credits, and aging balances
* Auto-dial and log collection calls and emails—and track each one
* Assess finance charges on overdue invoices
* See and report company receipts, overall health and details
* Project income using periods and filters you specify
* See trends in the company, in individual Providers or specific Customers
* Export detailed financial data to Microsoft Small Business Accounting software - no double entry

Reporting power and ease

* Report on any appointment, Provider, Customer, Resource, Inventory item, or account
* Track payments, outcomes, cancels/no-shows, referrals and other key aspects practice management
* Set date ranges, sort, filter, list, and report your company data hundreds of ways
* Customize lists and reports to display, sort, filter, group and export fields, even Customizable Fields you’ve created and formatted
* Save (memorize) and reuse report templates you have tailored
* Drill-down links in actual reports, show you details on staff, customers, appointments, invoices, et al.
* Print and export reports in various formats, depending on who needs what
* Mail merge directly from from reports to print labels or send form letters to customers

Built with the latest technologies

* Business Appointment Manager Software works with on-premise or Web-hosted SQL Server platforms as well as in-the-cloud database services like Microsoft SQL Azure
* Business Appointment Manager Software SQL Server database supports virtually Unlimited Providers, Resources, Contacts, Customers, Appointments, Tasks, Invoices, Communications Records and billing transactions
* Multi-user support - with sufficient hardware, thousands of concurrent users can be supported
* Remote employees and distant offices can open Business Appointment Manager Software database over the Internet using a broadband Internet connection or Virtual Private Networks (VPN)
* Integration with other Microsoft Office programs helps streamline time-consuming and repetitive tasks.
* BAM is developed in C# to run on top of the advanced Microsoft .NET 2.0 framework for faster task execution, installations and deployments
* System integrators can use the Business Appointment Manager Software software development kit to access and manipulate BAM data, or to create custom plug-ins to extend its functionality

# Minimum System Requirements

If you've purchased your PC computer within the past few years, you probably already have everything you need to run Business Appointment Manager. To run Business Appointment Manager on a Mac computer, you will need Boot Camp, VMware, or Parallels software installed on your Mac.

Client Computer

PC with a Pentium III 800 MHz or faster processor, 512 MB or more of RAM, 20 GB hard disk, Super VGA (1,024x768) or higher resolution video adapter and monitor. Microsoft Mouse or compatible pointing device.

Windows 10, 8, Windows 7, Windows XP Pro with Service Pack 2 or later, or Windows Vista, or Windows Server 2003 Service Pack 1 or later, or Windows Server 2008, or Windows Server 2012.

Database Server

The included copy of the Microsoft SQL Server 2005 SP2 Express Edition software can be installed on the same client computer running Business Appointment Manager or on a dedicated computer in a local area network for better performance.

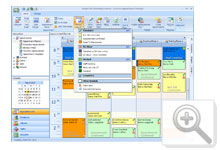
Alternatively, you can use existing on-premise or Web-hosted SQL Server 2005 / 2008 platforms as well as a cloud-based relational database service like Microsoft SQL Azure™.

**New features and enhancements**

We've listened to you, our customers, and added many new features that you really want and need. Business Appointment Manager 2010 now sports a new look, with familiar Microsoft Office® look and feel, and it gives you more power, more control and more flexibility. What's more, we make it easy for you to upgrade. Business Appointment Manager 2010 easily upgrade your existing datbase in a flash. For a complete list of features added,

New look with familiar user interface

If you have learned to use any of the Microsoft Office 2007/2010 programs, you can use the same skills to navigate around Business Appointment Manager. If you are new to Office, you will find that Business Appointment Manager's friendly user interface makes it easy to discover commands and features that otherwise might have been hidden beneath layers of toolbars and menus. The screen layout is designed to help you quickly find the commands you need to complete a task and reflect the way you do appointment scheduling. Contextual tabs bring context sensitive and relevant command options to your attention precisely when they are needed. Effortlessly drag and drop appointments from one day to another or move them weeks or months instantly.

[](http://www.bmscentral.com/products/bam/images/whatsnew10_newlook.png)

More ways to schedule

Need to change the time, date or your service provider for an appointment? Simple – just use the drag and drop feature. Want to book multiple services or combine services and products together? Easy – put them all in an appointment template. Need to reserve rooms, tools, equipment or anything else you must have when making an appointment? No problem – just add them and BAM will flag any conflict.

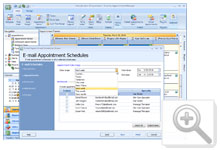
The new Schedule Wizard speeds up scheduling of commonly used services and complex appointments that depend on a number of variables such as the availability of certain providers and resources, the availability of any provider with the required skills, etc. To schedule new appointments, you simply specify the desired time window and the appointment templates to use. The wizard automatically seeks and displays all open time slots that match the criteria specified in the templates and your operational settings.

[](http://www.bmscentral.com/products/bam/images/whatsnew10_schedulewizard.png)

Save time emailing appoinment schedules and reminders

The E-mail Appointment Schedules wizard guides you through the process of sending appointment schedules to all or selected providers. Each e-mail can contain each provider's individual appointments or appointments for a group of selected providers. You have the option to include an ICalendar formatted file that contains the provider's personal schedule for easy importing of appointment schedules into calendar programs or PDAs.

You can also right click on an appointment to send a reminder email composed using a template that you can modify to suit your needs.

[](http://www.bmscentral.com/products/bam/images/whatsnew10_emailschedules.png)

Access database from anywhere!

Designed for multiple schedulers working concurrently and accessing the same information from anywhere, Business Appointment Manager gives you the flexibility to store your data on-premise or in a Web-hosted SQL Server database, or in the cloud using a secure cloud-based relational database service like Microsoft SQL Azure™. When you use a Web-hosted SQL Server database or Microsoft Azure, multiple users across geographical areas can work from the same data and instantly update the data using a standard Internet connection. Business Appointment Manager is optimized to use minimal bandwidth and to tolerate communications failures so a typical DSL connection is more than sufficient for most cases.

Roll your own plug-ins with BAM Software Development Kit (SDK)

Plug-ins provides endless possibilities for programmers and system integrators to create customized business processes that extend Business Appointment Manager’s functions. Plug-ins can be written in a .NET language such as VB .NET or C# and compiled as .NET assembly dynamic link libraries (DLL) that can be run from Business Appointment Manager. At startup, Business Appointment Manager will search its directory for plug-in DLLs and display them under the Plug-ins drop-down menu.

The SDK provides programmers with a powerful toolset for writing software to integrate with Business Appointment Manager. It is a .NET class library that allows programmers to write fully functional stand-alone programs or plug-ins that have full access to Business Appointment Manager data objects.

[](http://www.bmscentral.com/products/bam/images/whatsnew10_plugin.png)

Report engine overhaul and a new report

The report viewer now sports the new Office 2007 look and allows up to five sort levels - up from three. You can now import and run custom reports developed by us for your specialized requirements. By popular request, the new Appointments by Customer report has been added to show appointments by customer for a specified date range. You have the options of enabling/disabling the display of appointment notes and appointment items for each appointment listed.

[](http://www.bmscentral.com/products/bam/images/whatsnew10_newreport.png)

**Employee Scheduling Software Overview**

Spend less time creating and publishing work schedules

The more time you spend on scheduling, the less time you spend on more value-added tasks or working directly with your employees and customers. Snap Schedule employee scheduling software gives you an easy-to-use graphical user interface and powerful software tools that make scheduling employees, editing information, analyzing data, and distributing employee work schedules easy and simple.

Easily assign shifts, mark time off, move or copy schedules with a simple drag & drop

Complex shift assignments, such as split shifts, multiple shifts, paid/unpaid time off, and on calls, are all supported. You can schedule with confidence as Snap Schedule software automatically alerts you of any scheduling conflicts. You can instantly see the impact of scheduling changes because Snap Schedule software updates total hours and shift coverage data in real-time.

Reduce labor costs, foresee and avoid overtime

Snap Schedule software lets you accurately track and forecast employee absences and staffing needs. It warns you of scheduling conflicts and helps you minimize over-staffing, which in turn reduces payroll costs. As you create shift assignments, Snap Schedule software automatically sums up employees’ work hours, calculates overtime, on-call, time off, and shift premium pays, and provides detailed labor cost reports so you know instantly if you are on budget.

With Snap Schedule software, you can specify how overtime pay is computed for work hours in excess of: (a) certain hours per workday, (b) certain hours per work period, or (c) a combination of both. A shift premium pay can be a fixed amount per shift, a fixed amount per hour, a percentage of the employee’s regular rate, or any combination of the three. This can also be limited by days of the week, exempt and/or non-exempt employees, and can be included in employee overtime calculations. Similarly, the on call compensation can be a fixed amount per shift, a fixed amount per hour, a percentage of the employee's regular rate, or any combination of the three.

Ensure adequate shift coverage

The Shift Coverage Planner displays the number of employees scheduled to work by position, skill, or assignment reason for each shift and lets you quickly see any over/under staffed conditions. Snap Schedule employee scheduling software automatically computes and displays the assigned head counts and variances for comparison with the required employee head counts.

Know instantly where employees are assigned

No need to flip through pages of paper to see absentee, on-call, training, or overtime situations. And if there’s ever any question about coverage, you can use Snap schedule software to show shift and rotation scheduling for any date and location.

Schedule breaks and tasks to be performed in each shift

Within a shift assignment, you can schedule and specify which tasks (duties) an employee will perform or when an employee can take breaks. The Employee Count Graph in the Task View shows the total number of employees scheduled for each time frame on a selected date.

Save time and speed up shift rotations with pre-designed schedule plans

Snap Schedule comes with pre-designed schedule plans for fixed and rotating compressed work week, 8, 10, 12, and 24 hour work schedules that meet scheduling needs for virtually all shift-based businesses. You can select shift patterns, preview shiftwork schedules, and adapt them to fit your unique requirements.

Quickly and efficiently fill a shift or find a substitute

With Snap Schedule software, you can easily find the right employees for the open shift based on position, skill, availability, labor cost, work hour limits, seniority, and other criteria.

Set reminders for training or certification expiration

Use Snap Schedule software to keep track of employees’ certification, training, and re-certification due dates. Snap Schedule software will display an alert when an employee’s skill/certification is within a specified number of days from expiration or is already expired.

Reduce the time to track and assign employee training, vacation and time off requests

You can define as many time-off reasons as you like and simply drag and drop a reason onto the schedule planner to mark when an employee will be on training or absent. Snap Schedule software keeps you up to date on who will not be coming in to work and why. Its comprehensive reports provide details on planned vacation, training, and time off hours for any time period you select.

Extensive reporting capabilities

Use a comprehensive set of standard reports to analyze your scheduling data; prepare records for day-to-day management and planning; and track agent activities, work assignments, labor costs, coverage, and time-offs.

Filter, sort, and group report data in thousands of ways. Include or exclude specific information in your reports, drill-down for more details, and make changes to the report data.

Compile time sheet data and pass the information to payroll

As you create shift assignments, Snap Schedule software automatically sums up employees’ work hours, calculates labor costs, and provides detailed cost reports so you know instantly if you are on budget. Adjust the shift's scheduled start and end times to reflect the actual time worked and instantly see the revised the hours and costs. Add notes and reasons to record or explain deviations and then use Snap Schedule's extensive reports to provide time card data for payroll processing.

Try It For Yourself

Download Snap Schedule and try it free on your personal computer. The trial period starts on the day you first use our software and automatically expires 30 days after. You can use one of the sample schedules to evaluate the software features or enter real data and use Snap Schedule to schedule and manage your employees.

[**DOWNLOAD NOW**](http://www.bmscentral.com/downloads/confirm.aspx?product=Snap%20Schedule%202017)

Request a Personalized Demo

If you prefer personalized online demo from the convenience of your office via Citrix GoToMeeting, we can do that too. We will schedule one of our product specialists to help you set up your schedule, walk you through the many features of our scheduling software, and answer your specific questions. There is no risk, no cost, and absolutely no obligation on your part.

**Employee scheduling features**

Familiar User Interface

* Familiar Microsoft Office® 2010 style user interface reduces complexity and speeds up learning.
* Contextual tabs bring up command options relevant to what you are doing.
* Context sensitive right-click menus make it easy to add, edit, and delete data records.
* Mouse-over tooltip expands scheduling details and provides explanations.
* One click dialing and one click e-mailing of work schedules put you in touch with your employees instantly.
* Zoom to see work schedule overview or details.
* Color coded shifts, time off reasons and employee positions help you easily track assignments and shift patterns.
* Persistent user settings allow you to see the same exact settings as from when you last left off.

Schedule Setup

* Software supports an unlimited number of schedule data files. Employees, shifts, and scheduling information are stored in a single Microsoft SQL Server database file (up to 4 gigabytes) for easy access and backup.
* Secure schedule data files with password protection option and 128-bit file level encryption.
* Schedule an unlimited number of employees, shifts, and time off requests.
* Unlimited positions and work locations. Use positions and work locations for employee grouping, filtering or as criteria filling an open shift.
* Set non-working days (business closures, observed holidays, etc.) for your business.
* Define skill sets and locations where an employee is allowed to work.
* Easily specify when employees are available to work, desired work hours, and labor law constraints.

Multi-view Employee Scheduling

* View assignments and schedule employees from four different views. Use whichever view is easiest and most effective for your scheduling needs.
* The Daily view shows all shift and time off assignments for each employee for each day in the specified date range. You can view assignments by shift or by employee.
* The Shift view shows employee staffing for each shift along with coverage summary for each job position.
* The Task view lets you schedule tasks and breaks within an employee's shift. You can accomplish this by first assigning a shift to an employee then schedule the employee to perform various tasks during the shift.
* The Calendar view presents work and time off assignments for each employee similar to a calendar or monthly planner.
* Create custom filters and save them in the schedule file for future use. Use custom filters to display employees or shifts that meet very specific criteria.
* Create rolling work schedules - from days to years.
* Software lets you view employee availability, track planned and unplanned leaves and work hours scheduled.

Drag & Drop Employee Scheduling

* Software easily handles multiple and split shifts, on calls, and time off.
* Drag & drop to easily assign shifts, mark time off, move or copy assignments.
* Copy data from a past scheduling period to make new schedules.
* Undo, add, edit, delete shift assignments via right-click menus.
* Software lets you easily find available employees to fill open shifts.
* Ensure adequate staffing with the shift coverage planner.
* Software lets you select the best employees for shifts based on availability, labor cost, work hour limits, seniority and other criteria.

Automatic Employee Scheduling

* Automatically check for scheduling conflicts and display alerts on Schedule Planner.
* Software displays alerts when an employee is scheduled on a non-working day or is unavailable.
* Enable/disable individual conflict checks and select a different color for each of the conflict error flags.
* On-demand report to check for shift assignment conlicts and work hour constraints for specific date ranges. Regular and overtime work hour limits for each day or work period can be specified for each employee.
* Show the number of employees scheduled by position for each shift so you can quickly see if any position is over/under staffed while making shift assignments.

Auto Conflict Detection

* Automatically check for scheduling conflicts and display alerts on Schedule Planner.
* Software displays alerts when an employee is scheduled on a non-working day or is unavailable.
* Enable/disable individual conflict checks and select a different color for each of the conflict error flags.
* On-demand report to check for shift assignment conlicts and work hour constraints for specific date ranges. Regular and overtime work hour limits for each day or work period can be specified for each employee.
* Show the number of employees scheduled by position for each shift so you can quickly see if any position is over/under staffed while making shift assignments.

Shift Premium, On Call, and Overtime Pay

* Software lets you specify up to three rules for shift premium calculation. A shift premium pay can be a fixed amount per shift, a fixed amount per hour for each hour worked, a percentage of the employee’s hourly rate for each hour worked, or any combination of the three.
* Snap Schedule software provides a very flexible scheme to handle practically all types of overtime pay through the use daily overtime rules and work period overtime rules. The resulting overtime pay is the sum of the products of all rules that are enabled.
* An on-call pay can be a fixed amount per shift regardless of the number of hours worked, a fixed amount per hour for each hour worked, a percentage of the employee’s hourly rate for each hour worked, or any combination of the three.
* Shift premium can be payable only on the portion of the shift that falls within a specific time period of the day.

Maintaining Complete Employee Information

* Use the software to monitor and report expiration status of employee skills/certifications. You specify when a skill/certification is about to expire or needs to be renewed. Snap Schedule alerts you when an employee’s skill/certification is within the specified number of days from expiration.
* Import employee data from Intuit QuickBooks, Microsoft Office Accounting, or an Excel spreadsheet template.
* Manage employee records and maintain employee contact information, availability, position, labor rate, authorized work locations, skills and certifications.
* Customizable fields (25) for each employee record to help you track information that is unique to your business.
* Manage employee vacations, time off and holidays.
* Allow multiple employee availability intervals for each day of the week

Extensive reporting capabilities

* Comprehensive reports in multiple categories. Customize standard reports to fit your needs and save them for future use.
* Filter, sort, and group report data in thousands of ways.
* Preview report before printing.
* Use the software to export report data to Excel, PDF, RTF, and many more popular formats.
* Drill-down on embedded hyperlinks for more details, and make changes to the underlying data.

Printing, exporting, and emailing work schedules to employees

* Print Daily, Shift, Calendar schedules and shift assignment reports to communicate schedule information to management and your employees.
* Easily preview and publish work schedules and reports in PDF and a variety of other formats.
* Automatically email work schedules (in text or iCalendar file format) to all or a selected group of employees.

# Minimum System Requirements

If you've purchased your PC computer within the past few years, you probably already have everything you need to run Snap Schedule. To run Snap Schedule on a Mac computer, you will need Boot Camp, VMware, or Parallels software installed on your Mac.

Computer/processor

PC with Pentium III 800 MHz or faster processor

Memory (RAM)

512 MB or more of RAM highly recommended

Hard disk

Hard disk usage will vary depending on the number of shift assignments, employees, and other records. 80 MB of available hard-disk space is required for installation. A 20 GB hard disk is recommended.

Display

Super VGA (1,024x768) or higher-resolution video adapter and monitor.

Drive

A writable CD/DVD drive is recommended for data backup.

Other devices

Microsoft Mouse or compatible pointing device.

Operating System

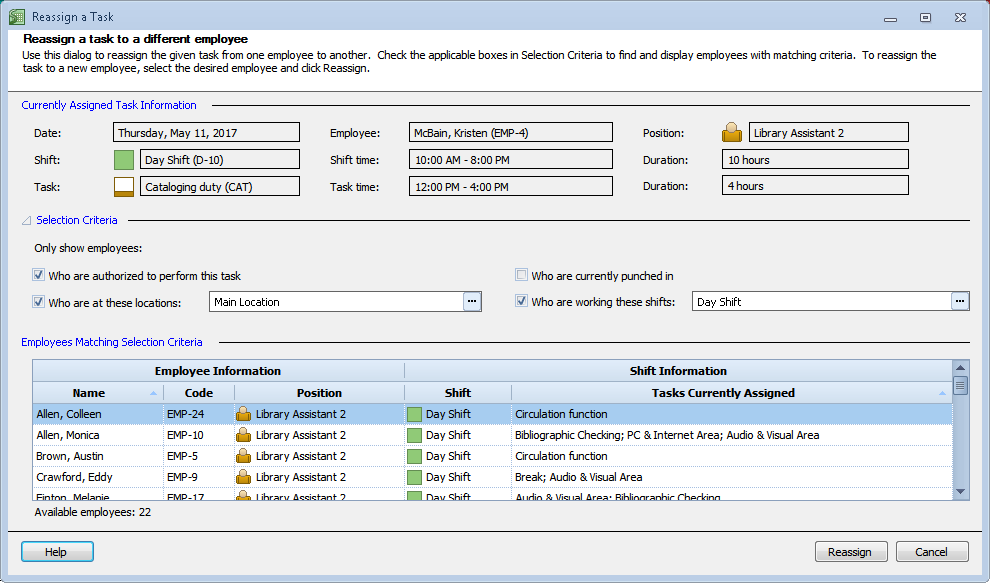
Microsoft Windows XP SP2, Windows Vista, Windows 7 (32 bit and 64 bit), Windows 8, 8.1 (32 bit and 64 bit), Windows 10, Windows Server 2008, 2012, or 2012 R2;

What's new in Snap Schedule 2017 Employee Scheduling Software

We've listened to you, our customers, and added many exciting new features and improvements to the 2013 Edition to help you get more done in fewer steps.

New Feature In The Task View To Reassign Tasks

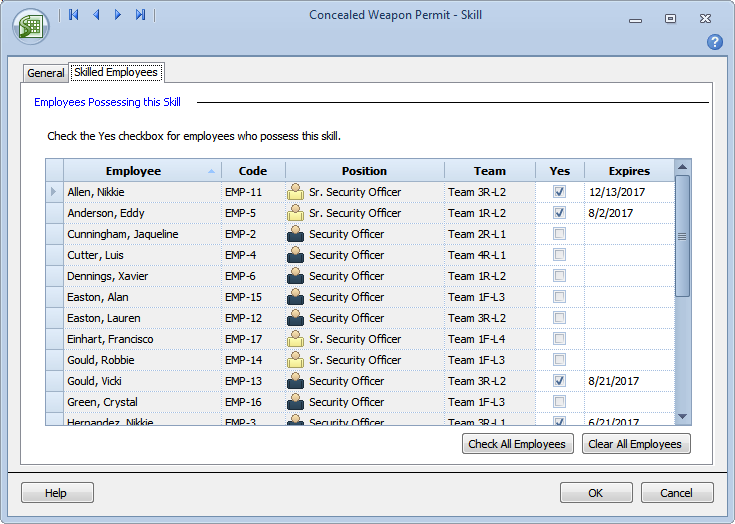
There are times when you need to reassign tasks from one employee to another due to absence or unexpected changes in the workload. To reassign all tasks in an employee’s shift, you can simply move the shift or cut and paste the shift to another employee while in the Daily View. However, if you just want to reassign a single task to a different employee, you can select the task while in the Task view and use the new Reassign a Task command to select an employee from a list of qualified candidates. A new user interface is now available to help you find the best available employee to take over another employee’s assigned task. You can use different criteria such as current employee work locations, current work shifts, punch/in out status, qualifications for the task, etc. to narrow down the list of available substitute employees.



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Easily Specify Skills

A new tab is added to the Skill property page to indicate whether or not each of the active employees possesses the specified skill. From this tab, the skill status and skill expiration date can be quickly entered for any active employee.



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Enhancements to Existing Reports

* Improved report data filtering capability. When applying a filter on a report text field, the report engine now retrieves all possible values for that text field from the database and populates them in a drop-down list for easy user selection. Currently, only values that are being displayed on the report are populated.

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New Reports

Added 2 new reports:

* Shift Coverage by Assignment Reason: This report displays the number of people required and scheduled by assignment reason for each shift, organized by shift location for each day in the report date range.
* Shift Coverage by Skill/Certification: This report displays the number of people required and scheduled by skill/certification for each shift, organized by shift location for each day in the report date range.

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Other Enhancements

* Removed the upper limit of 168 hours for work periods when entering work schedule data for each employee. Any non-negative work hour limit is now acceptable.

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Bug Fixes

* Fixed the Employee Work Hours By Location and Recorded Employee Work Hours By Location reports to correct a problem where the date and shift header information may not be exported correctly to a pdf file.
* Fixed the Punch Records By Employee report to correct a bug where the position description and team description are blank.
* Fixed a bug in the Open Shift Summary report that caused date values to be formatted incorrectly under certain conditions when the United Kingdom date format is selected.