

what is Setmore Premium?

Text reminders, online payments,
2-way calendar sync, and more

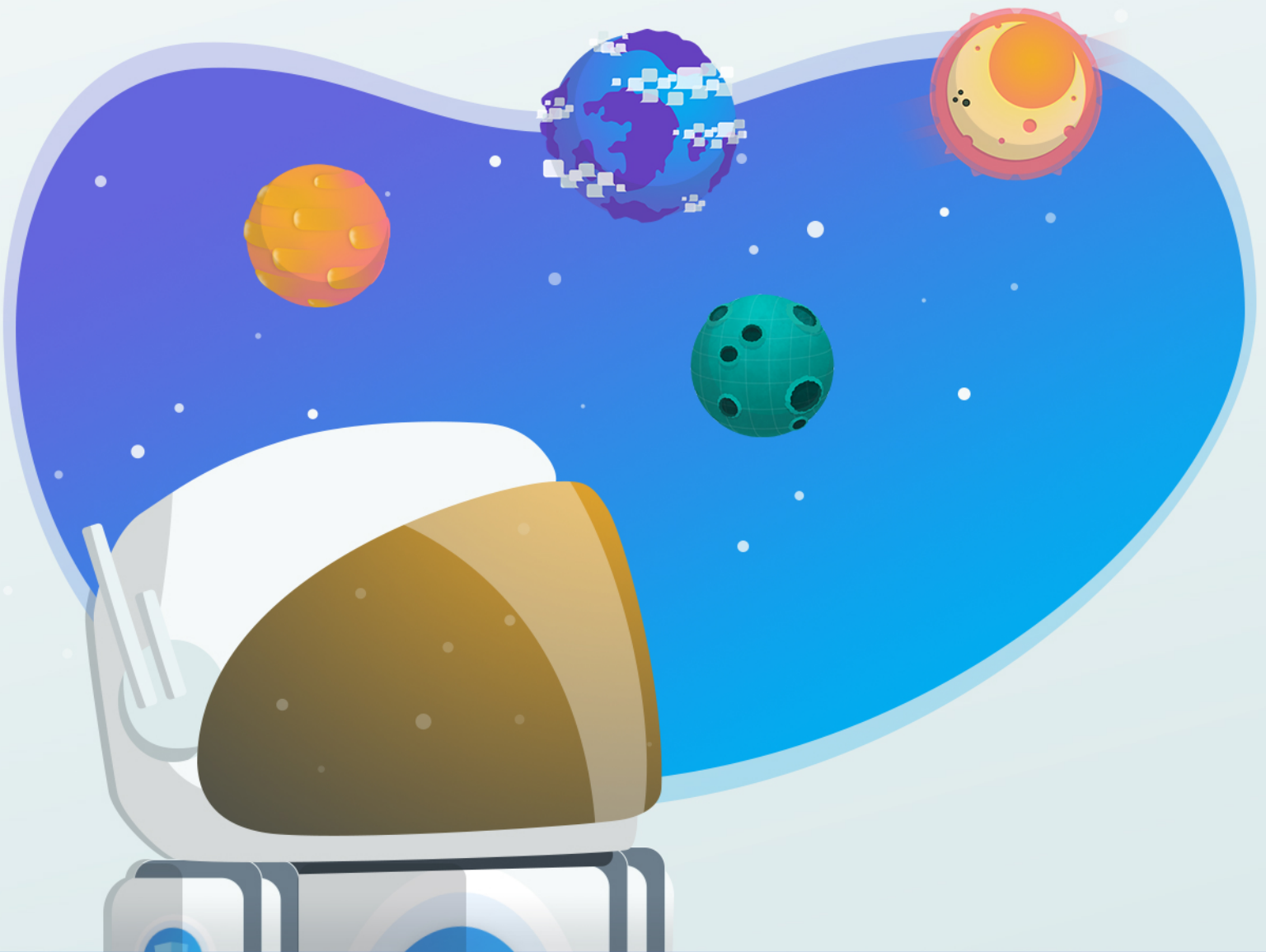
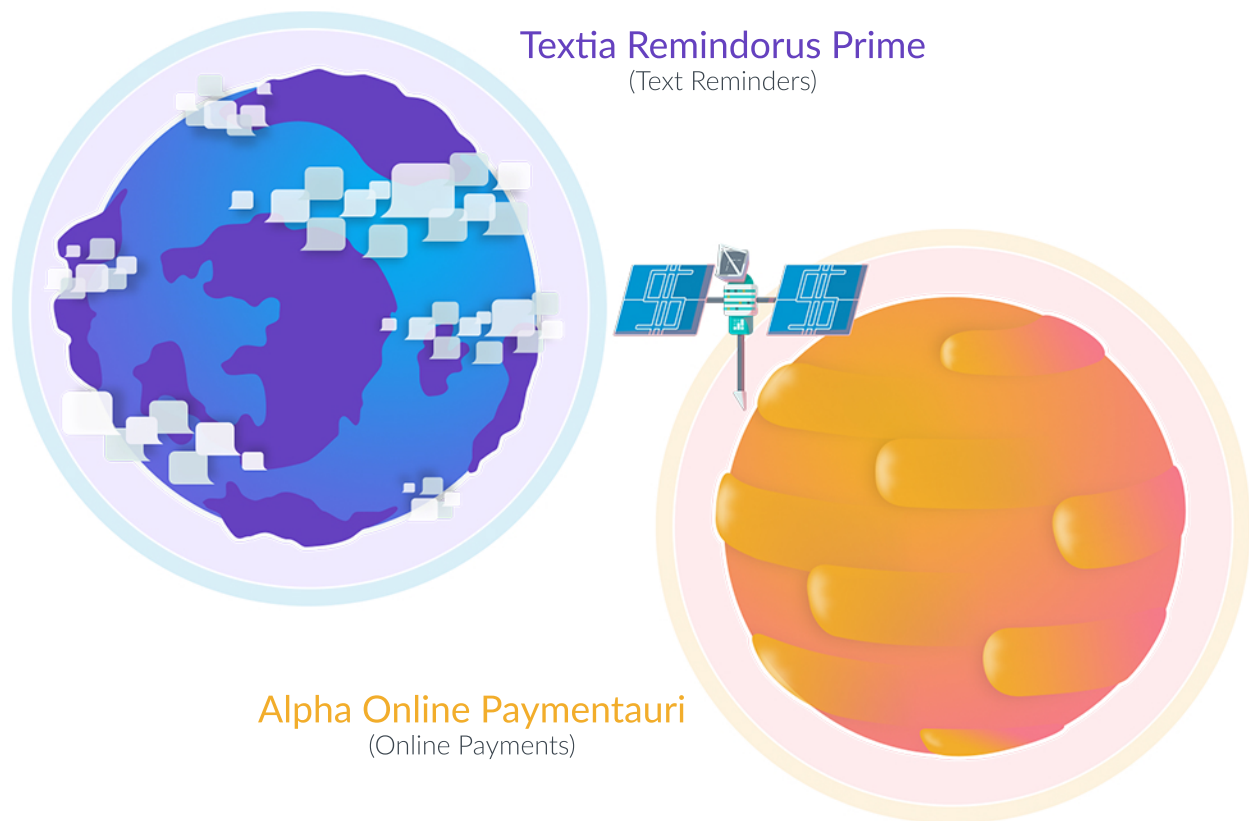


Table of Contents

Introduction	3
Text Reminders	5
2-Way Calendar Sync	7
Online Payments	8
Recurring Appointments	10
Adding More Than 20 Staff	11
What's Next?	12

What is Premium?

Setmore Premium is a paid subscription for advanced features in your Setmore account. These features are designed to help you be more productive while helping your business be more profitable.



The difference between free and Premium

With the free Setmore plan, you get an admin calendar, an online booking page, up to 20 staff profiles, and unlimited appointments, customers, and email notifications.

Setmore Premium adds the following features, which we'll cover more in-depth over the next few sections:

- Text reminders
- 2-way calendar sync
- Online payments
- Recurring appointments
- More than 20 staff

How the subscription works

Your billing cycle starts the day you sign up, and automatically renews every month or year thereafter (depending on which plan you choose: monthly or annual). The annual plan will save you up to \$100 USD per year over the monthly plan!



\$25 USD/month or \$199 USD/year

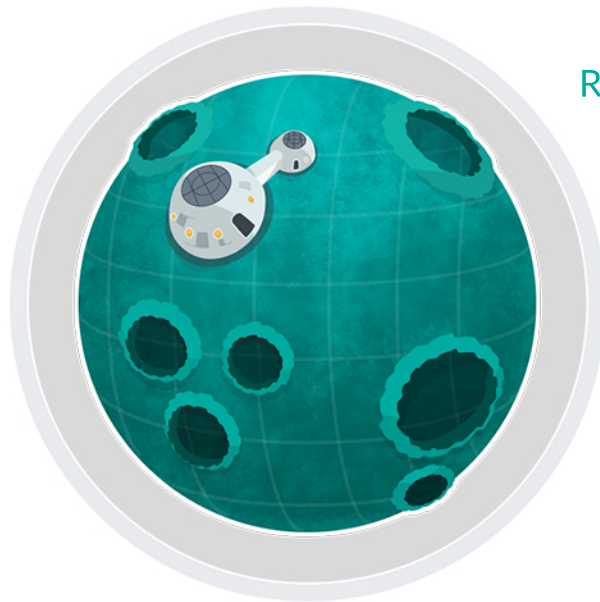
- Choose between monthly or annual plans
- Not satisfied? Request a refund in first 30 days
- Cancel anytime, resume anytime



To add a Premium subscription:

In your Setmore account, click the shield icon in the left navigation bar.

<https://my.setmore.com/premium#premiumproducts>



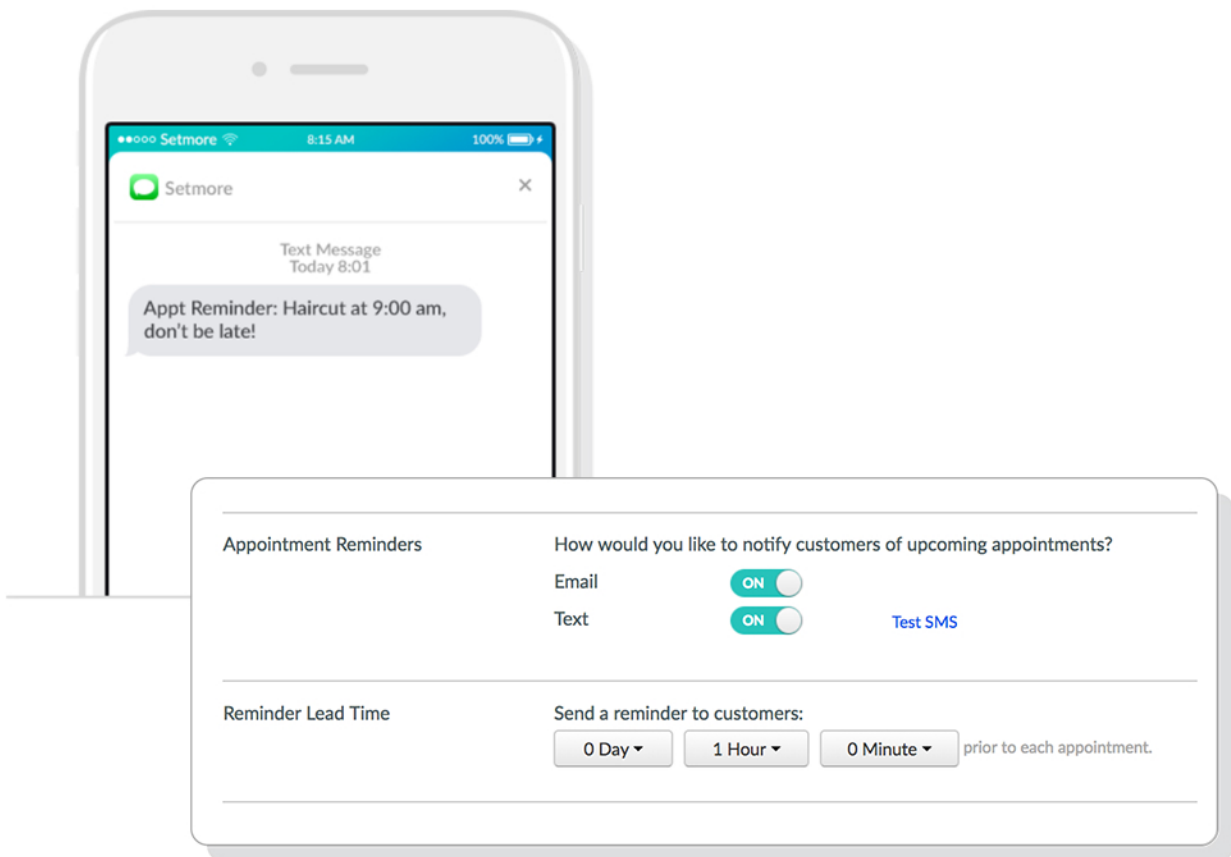
Recurring Appointments 22B
(Recurring Appointments)

Calendar-Syncing Stars
(2-way Calendar Sync)



Text Reminders

Text/SMS reminders will ping your customers at a set time before their next appointment. Typical email open rates float around 20%-30%, but text messages have an open rate of about 90%, making them much more effective at preventing no-shows.



Once you enable text reminders in your Premium account, you can set the appointment lead time. Both your email and text appointment reminders will abide by this lead time.

⚡ Pro Tip: It's best to set the reminder lead time to 1 day, or 1-3 hours before the appointment. Experiment and see what works best for your customers!

FAQ: Will my staff members also get a text reminder?

Only customers may receive text reminders, but your team members can use the Setmore mobile app for [iOS](#)/[Android](#). They'll get push notifications for upcoming appointments, which are just as good as (if not better than) text reminders.

Customizing your text reminders

Setmore Premium also lets you customize the body of the text reminder template. You can add variable data fields for things such as the service provider name, appointment date and time, and so on. These fields will update dynamically based on the appointment information, so each text will be relevant to the customer receiving it.

Drag and drop or type to customize your SMS reminders:

They say elephants never forget but you're no elephant! Appt rmnder:

× with × on ×

Characters left: **21**

[Reset to default](#)

SMS Preview

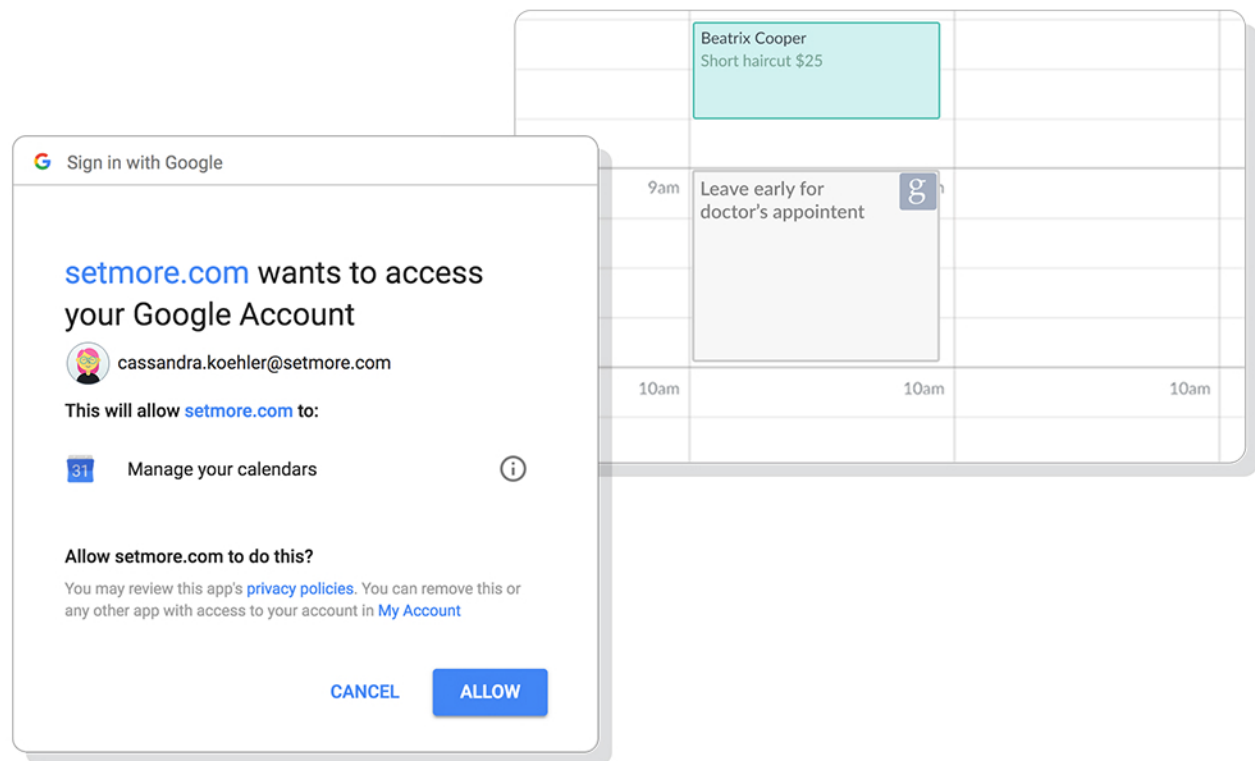
They say elephants never forget but you're no elephant! Appt rmnder: Short Haircut with Michael on Feb 6 @ 9:00 am



Spread it around: Text reminders are our bread and butter. If they spare you one missed appointment in a month, then your Premium subscription will most likely pay for itself.

2-Way Calendar Sync

With a 2-way calendar sync enabled, Setmore will automatically export your appointments to an external calendar of your choosing, and will automatically import events from that external calendar to your Setmore account. This ensures that appointments and events show up on both calendars, and block out your availability in Setmore to help prevent double bookings.



Currently Setmore supports a 2-way calendar sync with Google Calendar, Office 365, and Outlook. Each of your team members can have their own 2-way sync enabled in their staff profile.

⚡ Pro Tip: You can also set up a number of 1-way calendar syncs, from Setmore to iCal, Google, and others. Click to learn more.

<https://support.setmore.com/calendar-sync>



Online Payments

Use Setmore to take debit or credit card payments from your customers, and tie payment information to appointment data for easy tracking and accounting. Setmore currently integrates with [Stripe Payments](#) to allow this capability, so you'll need a Stripe account first before setting up the integration.

The diagram illustrates the process of taking a card payment in Setmore. On the left, the 'Appointment' screen shows the 'PAYMENT' tab selected. The 'Type' is set to 'Card'. The 'Payer Name' is 'Beatrix Cooper'. The 'Card Details' are '5555 1234 4321 1010' and '01/05 | 321'. The 'Purchase(s)' are '\$30.00' and 'Long Haircut'. The 'TOTAL' is '\$30.00'. There are buttons for 'Charge Customer' and 'Cancel'. A blue arrow points from the 'Charge Customer' button to the right, where a 'Payment Receipt' is shown. The receipt includes the following information:

Payment Receipt	
Payer Name	Beatrix Cooper
Transaction ID	card_sd656sd95sd6-s5d6s5
Payment Mode	card
Date	22 Feb 2018 03:22 pm
Purchase	\$30 - Long Haircut
Discount	\$3.00 - 10% OFF
TOTAL	\$27.00

At the bottom of the receipt, there is a red 'Issue Refund' button and a 'Print' button.

⚡ Pro Tip: Stripe charges 2.9% + 30 cents per transaction in the US (rates vary by country). Click to learn more.

<https://stripe.com/pricing>



Taking payments from the Booking Page

One of the key benefits of online payments is the ability to let customers pay upfront for their appointments as they book online, via your public Booking Page. This ensures a more firm commitment from them, and lets you focus on quality of service during the actual appointment.

It's pretty satisfying for your customers to hear the phrase, "You're already paid up."

The screenshot shows the Setmore online payment interface for 'Simple Salon & Spa'. The interface is divided into three main sections: a left sidebar, a central booking area, and a right sidebar.

Left Sidebar: Features the 'simple SALON & SPA' logo and a menu with options: 'Book Appointment', 'About Us', 'Staff Members', 'Services', and 'Reviews'.

Central Booking Area: The title 'Simple Salon & Spa' is at the top. Below it is a progress bar with steps: 'SERVICE' (checked), 'STAFF' (checked), 'DATE' (checked), 'YOUR INFO' (active), and 'CONFIRM'. The current step is 'Enter Your Payment Details', with a note 'Registration ends in 04:36 mins'. The service details are: 'Long Haircut - 30 mins', 'Provider: Michael', and 'Charges: \$30.00'. The payer information is: 'Payer Name: Beatrix Cooper' and 'Card Details: 5555 1234 4321 1010'. Below the card details are the expiration date '01/05' and the CVV '321'. A large green button labeled 'Pay and Book Appointment' is at the bottom, with logos for Visa, Mastercard, and American Express below it.

Right Sidebar: Contains the 'Location' information: '1033 SE Main STE 5, Portland, Oregon, 97217', a map showing the location, and the 'Business Hours (PST)' table.

Business Hours (PST)	
Mon	8:00 AM - 5:30 PM
Tue	8:00 AM - 5:30 PM
Wed	8:00 AM - 5:30 PM
Thu	8:00 AM - 5:30 PM
Fri	8:00 AM - 5:30 PM
Sat	Closed
Sun	Closed

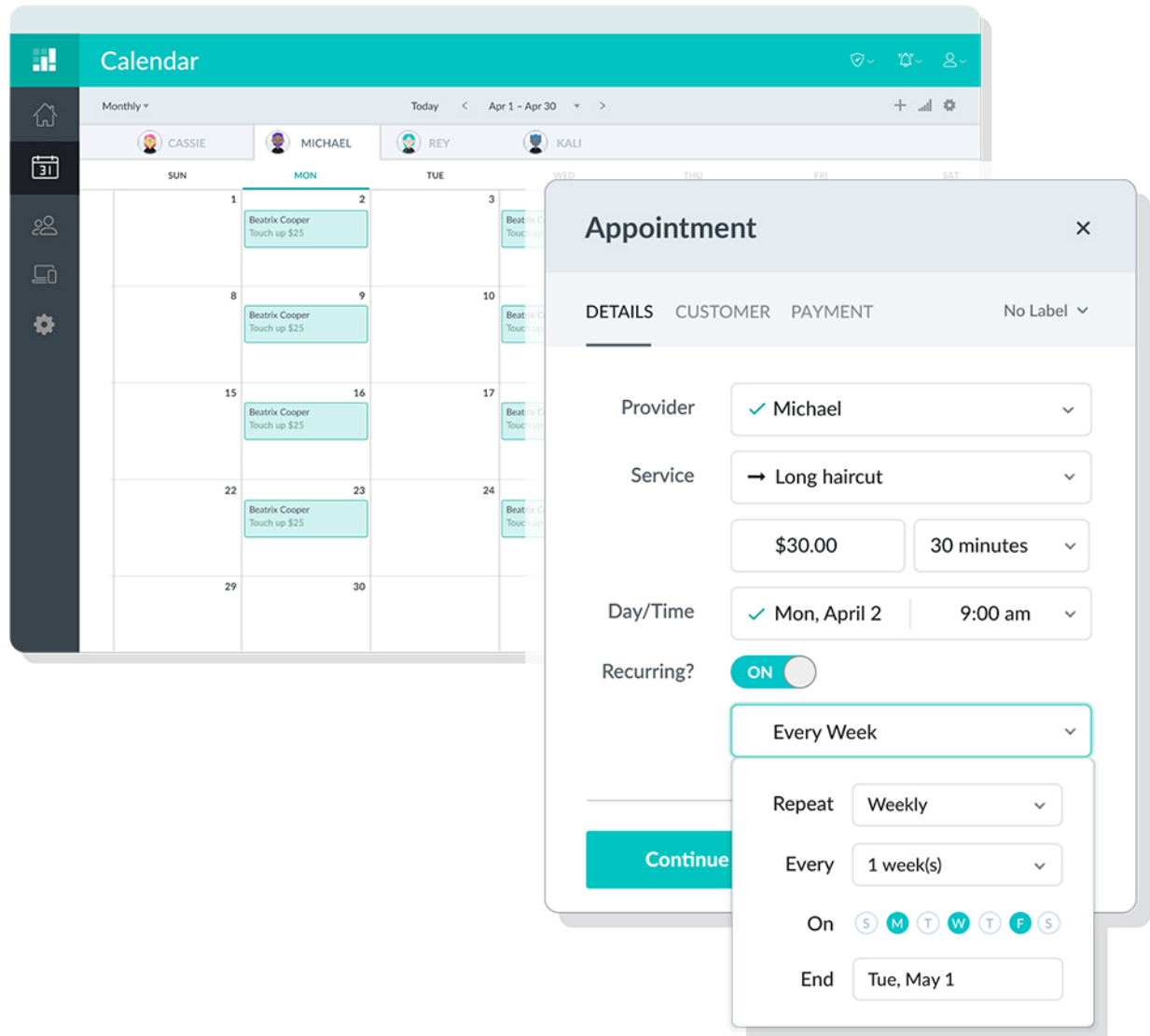
At the bottom of the interface, it says 'POWERED BY SETMORE'.

⚡ See it in action: Watch video tutorials for how to set up and use online payments in Setmore. Click to learn more.

<https://www.setmore.com/features/payments>

Recurring Appointments

Recurring appointments allow you to book a whole series or sequence of appointments in just a few clicks. You can schedule recurring appointments on a daily, weekly, or monthly basis. When scheduling an appointment, simply click the switch for “Recurring” and set the interval of recurrence.



⚡ Pro Tip: All email notifications and email/text reminders will be scheduled and sent automatically for every appointments in a recurring series. You can simply set it and forget it.

Adding More Than 20 Staff


As your business grows, you may need to exceed beyond Setmore's 20 staff member limit. You can raise this limit with a Premium subscription, with and modular increases to your subscription rate:

Monthly plans: +\$5/mo per +5 staff profiles

Yearly plans: +\$50/year per +5 staff profiles

So for example, if you have a monthly Premium subscription (\$25 USD/mo) and you want to add 5 more staff calendars, your subscription rate will increase to \$25 USD + \$5 USD, or \$30 USD/mo.

We process requests to increase the staff limit on an individual basis, so just email us at help@setmore.com to get started.

 **Pro Tip:** If you need hundreds or more staff profiles, contact our support team and we'll work with you to find the best solution.

What's Next?

Learn about our Refund Policy

We're confident that you'll love Setmore Premium, but if it doesn't work out, you can always request a refund during the first 30 days of your subscription.

<https://support.setmore.com/setmore-premium/premium-trial-period-and-refund-policy>

Sign up for Setmore Premium

The best way to see the value that Premium can offer your business is to try it for yourself. Choose between a monthly subscription, or save \$100 with an annual subscription.



\$25 USD/month, or \$199 USD/year

Choose between monthly or annual

Instant access to Premium features

Cancel anytime, come back anytime



To add a Premium subscription:

In your Setmore account, click the shield icon in the left navigation bar.

<https://my.setmore.com/premium#premiumproducts>



Like this guide? Share it.

