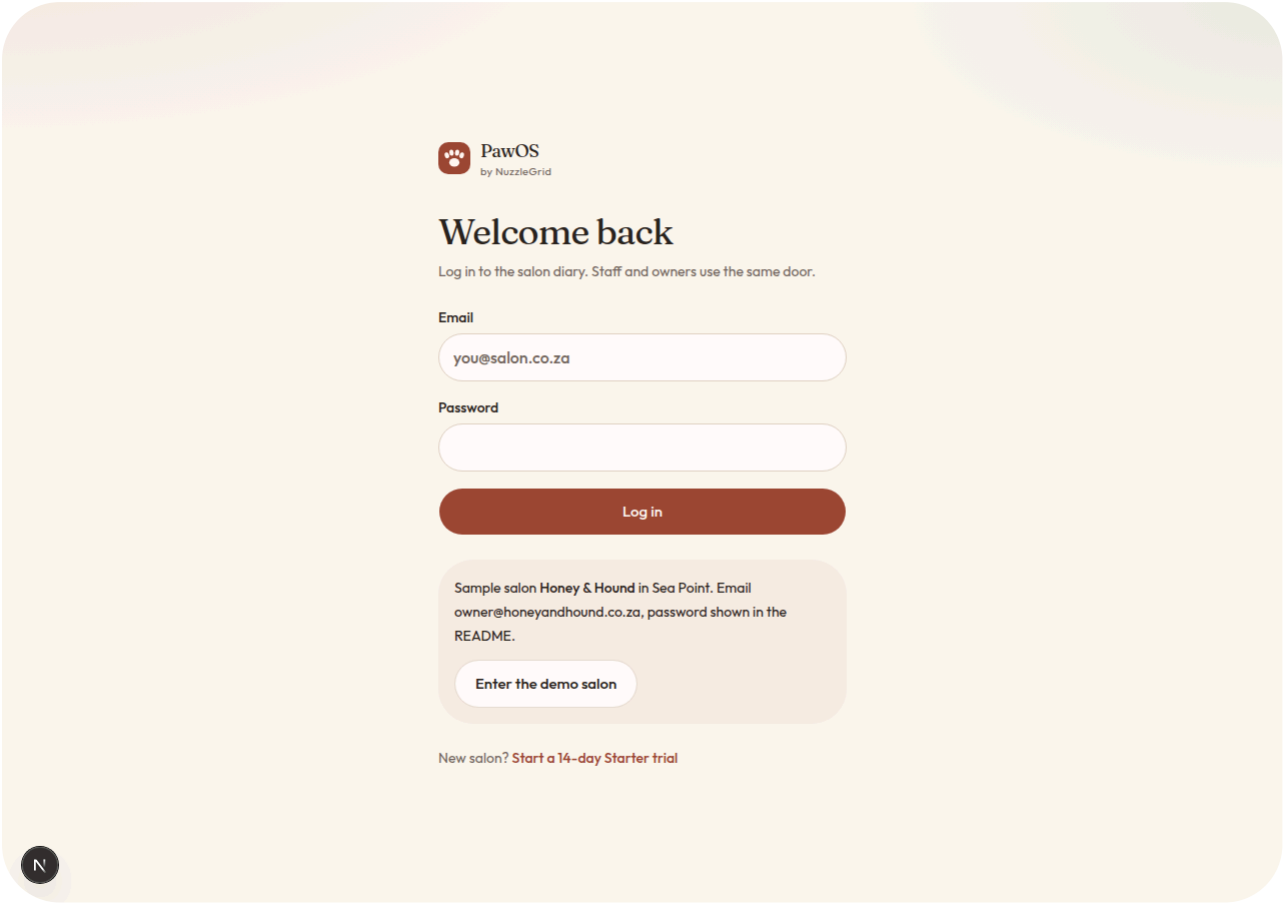
PawOS by NuzzleGrid

User manual for salon owners

A plain guide for groomers. Prices are in rands and include VAT. There is no phone support. The assistant in Help answers only from this manual.

Getting started

PawOS is the diary for your grooming salon. You open it in the phone browser. Clients do not install anything.



1. Open a salon

On the PawOS home page, tap Start a trial. Add the salon name, your city, your name, a South African mobile number, your email and a password of at least 8 characters. You start on Solo for 14 days. No card is taken in this version.

2. Sign in next time

Use Log in with the same email and password. Staff and owners use the same door. After you sign in you land on Today, which is the home of the diary.

3. Try the sample salon

Honey & Hound in Sea Point is already filled in. The owner email is owner@honeyandhound.co.za and the password is PawDemo2026!. Liam and Ayesha use the same password with their own emails.

4. Put PawOS on your home screen

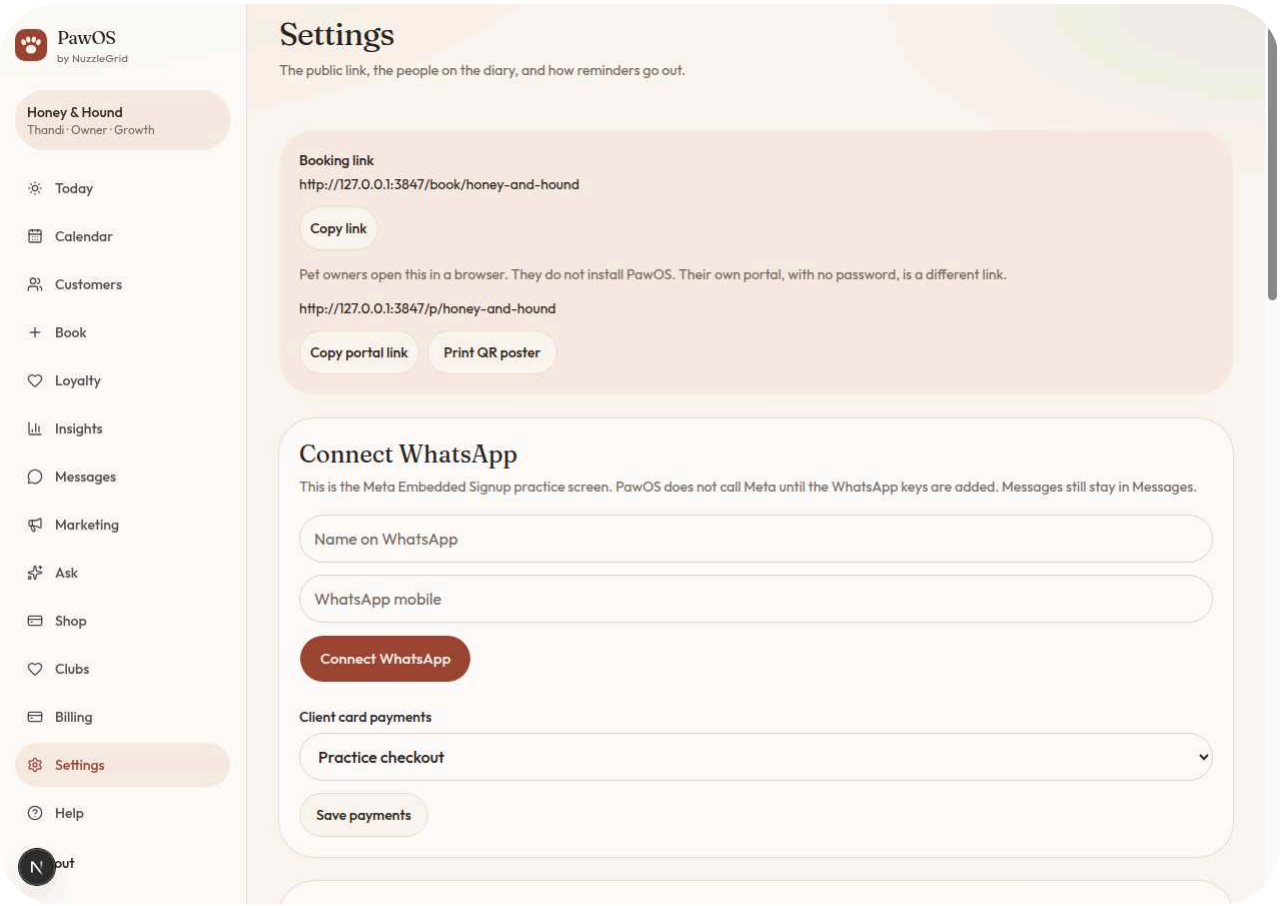
In the phone browser, open the share or menu button and choose Add to Home Screen. The icon opens PawOS like an app. You still need a connection to see today's bookings.

5. If a tap sends you back to log in

Sign in once more from that screen. PawOS remembers the page you wanted. If it keeps happening, refresh the page and sign in a single time before you tap around.

Salon setup

Settings is where the salon name, the booking link, services and the team live. Only the owner can change these.



1. Open Settings

From Today, open Settings in the list on the left. On a phone, open More, then Settings.

2. Save the salon details

Check the name, phone, email, street, city and province. Add your VAT number if you are registered. It is 10 digits. Tap Save salon.

3. Choose how reminders go out

Reminder channel is WhatsApp, SMS or email. WhatsApp is the usual choice. Booking reminders use this channel.

4. Use your existing WhatsApp number

Settings, WhatsApp. Connect my existing WhatsApp Business app number keeps the number on the phone and links it to PawOS. The app on the phone needs a recent version, and the number must already be active. Messages you send from the phone show under Messages, and PawOS pulls in contacts and recent history when you connect. Those contacts are not added to the client book. Use a new number if this SIM has never been on the WhatsApp Business app. Meta charges

for template messages, which covers reminders and marketing. A reply within 24 hours of the client's own message is free, and it does not spend PawOS credits. Marketing still costs 1 credit per person. Reminders do not. Disconnect WhatsApp drops the link and leaves the old messages in place. Until the Meta keys are on the server, Honey & Hound uses a sandbox: nothing is sent to Meta, and the status says Sandbox.

5. Online bookings and deposits

Leave Accept online bookings ticked if clients may book themselves. Tick Require the service deposit if the public page must take the deposit for that service.

6. Services

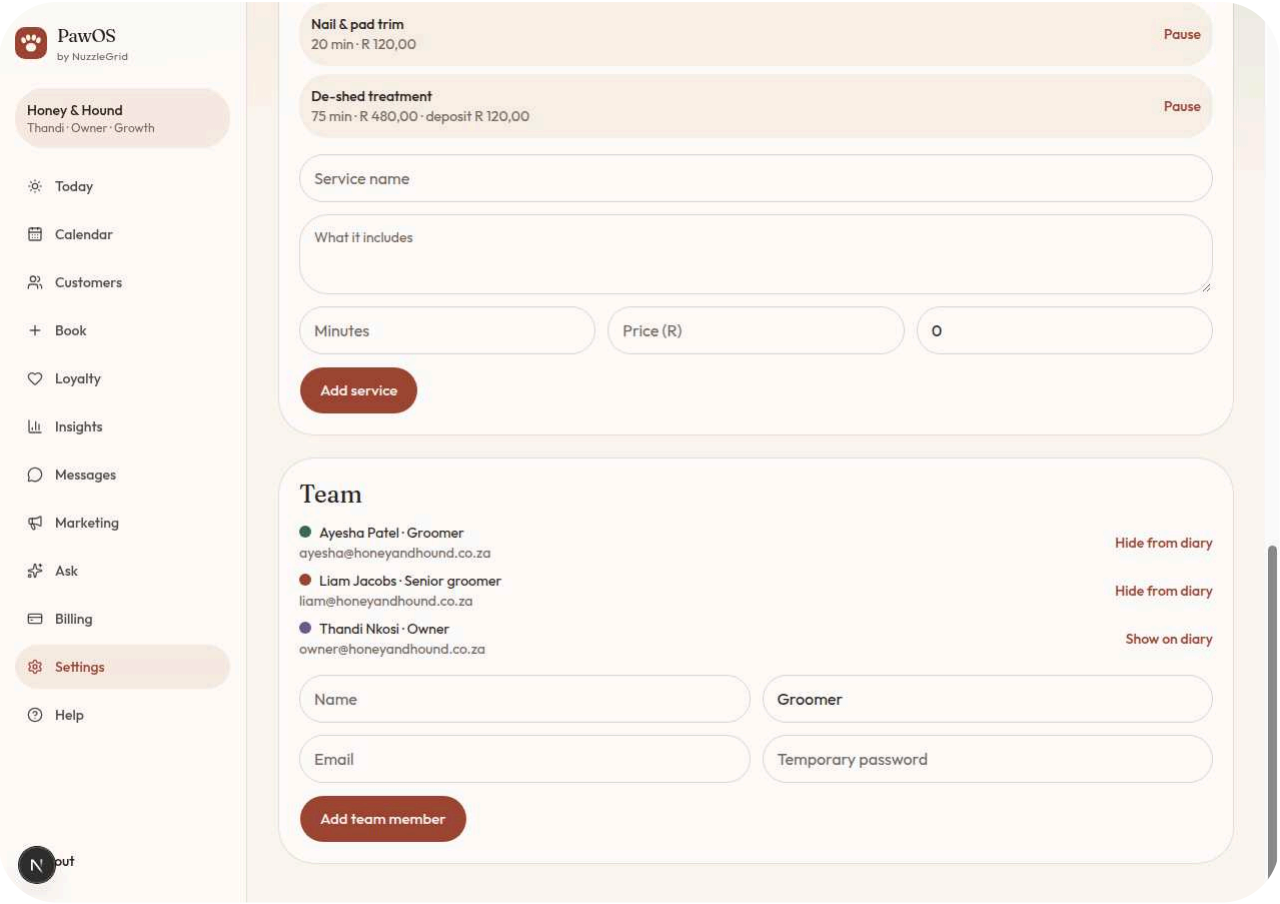
Each service has a name, minutes, a price in rands and an optional deposit. Prices include VAT. Pause a service when you are not offering it. Add service saves a new one.

7. Add your branding

Settings, Branding. Every plan, including Solo, can upload a logo. Solo keeps the PawOS colours and shows Upgrade to use your brand colours. Starter at R399 unlocks your colours. PawOS refuses a pair that is hard to read and tells you the contrast ratio. Growth at R999 adds an address such as book.salon.co.za and removes the Powered by PawOS line. Enterprise is full white-label: the salon name replaces PawOS on the booking page, the pet portal, messages, VAT invoices and the phone icon. Point a CNAME for your address at PawOS. Until that name is live, the PawOS booking link still works.

Adding staff

Each groomer gets their own login and a colour on the diary. They only see this salon.



1. Add a team member

In Settings, scroll to Team. Fill in their name, title (Groomer is already there), email and a temporary password of at least 8 characters. Tap Add team member.

2. Tell them how to sign in

They open PawOS, tap Log in, and use that email and password. There is no separate staff app.

3. Show or hide them on the diary

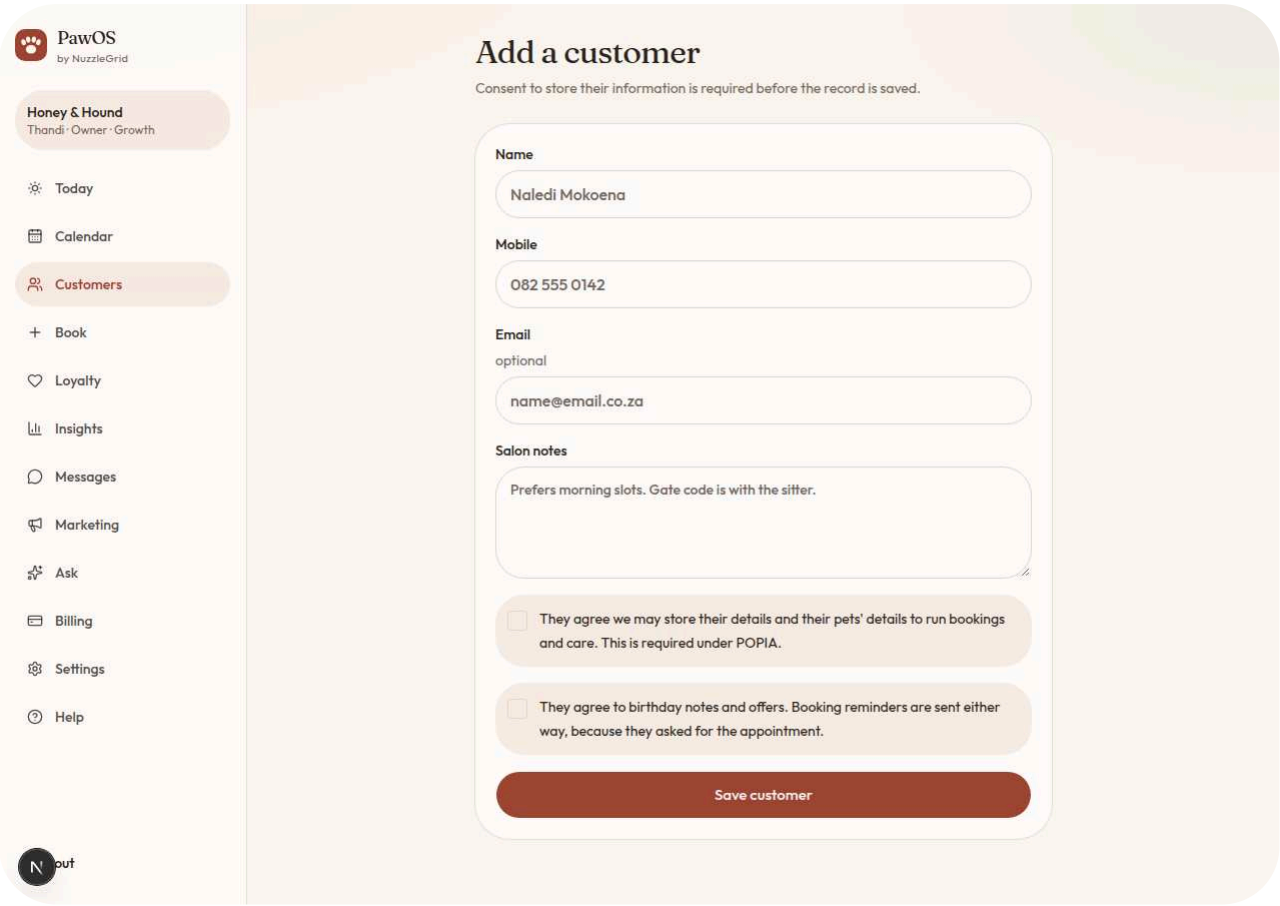
Hide from diary keeps their login but takes them off the booking list. Show on diary puts them back. Use this when someone is on leave.

4. What staff cannot do

Staff can work the diary, clients and pets. Billing, credits, marketing sends and deleting a client's file are for the owner.

A client and their pet

A client is the person who pays. The pet is who sits on the table. You need both before you can book.



1. Add the client

Open Customers, then Add customer. Enter their name and South African mobile. Email is optional. Salon notes are for you, such as a gate code or a preferred morning.

2. Tick the consent boxes

The first box is required. It means they agree you may store their details and the pet's details so you can run the booking and the care. The second box is optional. It means they agree to birthday notes and offers. Reminders for a booking they asked for still go out without that second box.

3. Save, then add the pet

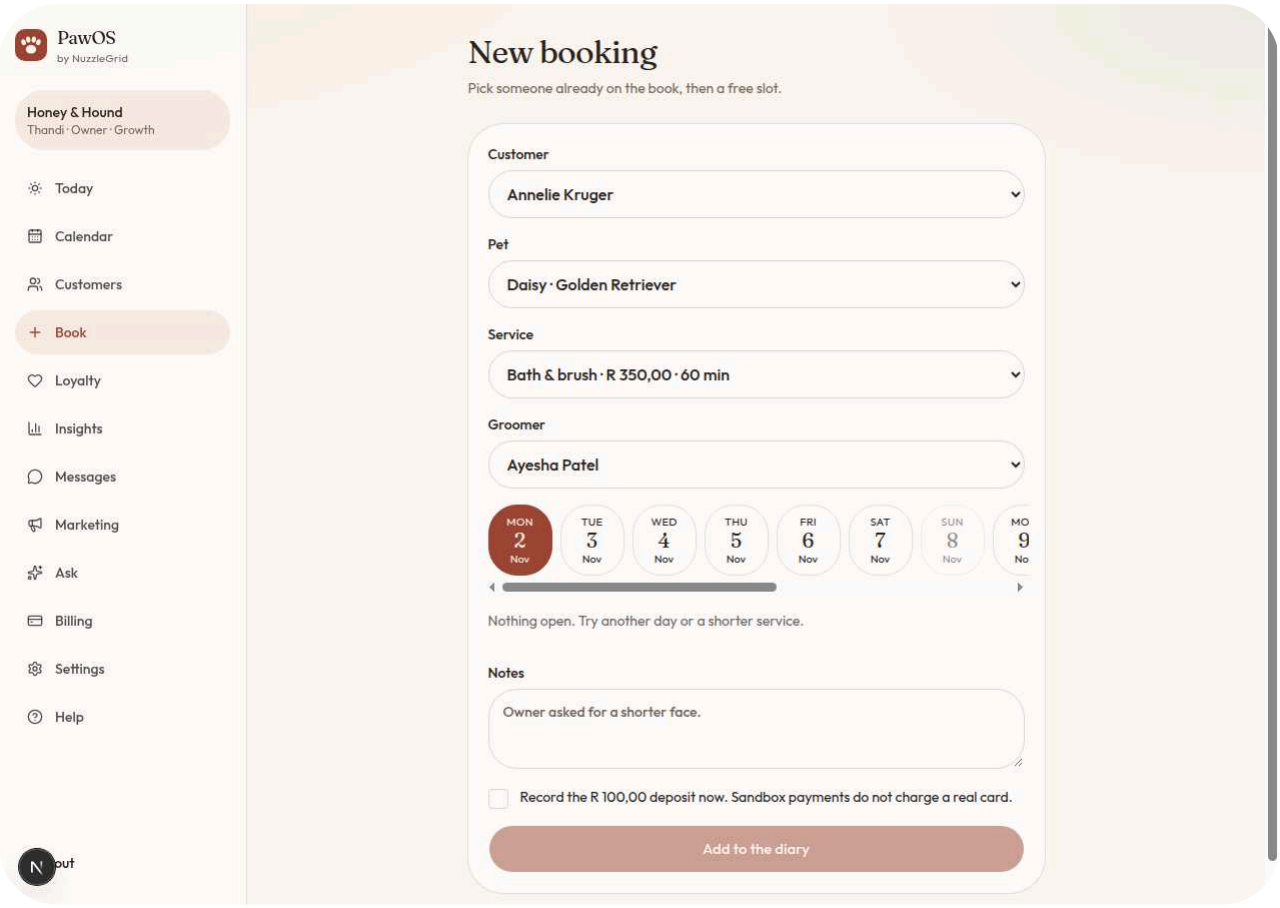
Tap Save customer. On their page, under Pets, add the pet's name, species, breed, sex, birthday and weight. Dietary needs, favourite products, grooming requirements and care notes sit with the pet, not the person.

4. Save the pet

Tap Save pet. Open the pet's name later to change the notes. Care notes show on the booking so the groomer sees them before the bath.

Adding a booking

Bookings land on the diary and on Today. You can add one yourself, or a client can use the public link.



1. Start the booking

Tap Book. Choose the customer, then the pet. If the pet list is empty, go back to the client and add the pet first.

2. Pick the service and the groomer

The service sets the price, the minutes and any deposit. Choose a groomer, or First available if any chair will do.

3. Pick a day and a time

Tap a day, then a free time. Taken times are not offered. Add a note if the owner asked for something specific, such as a shorter face.

4. Deposit, if there is one

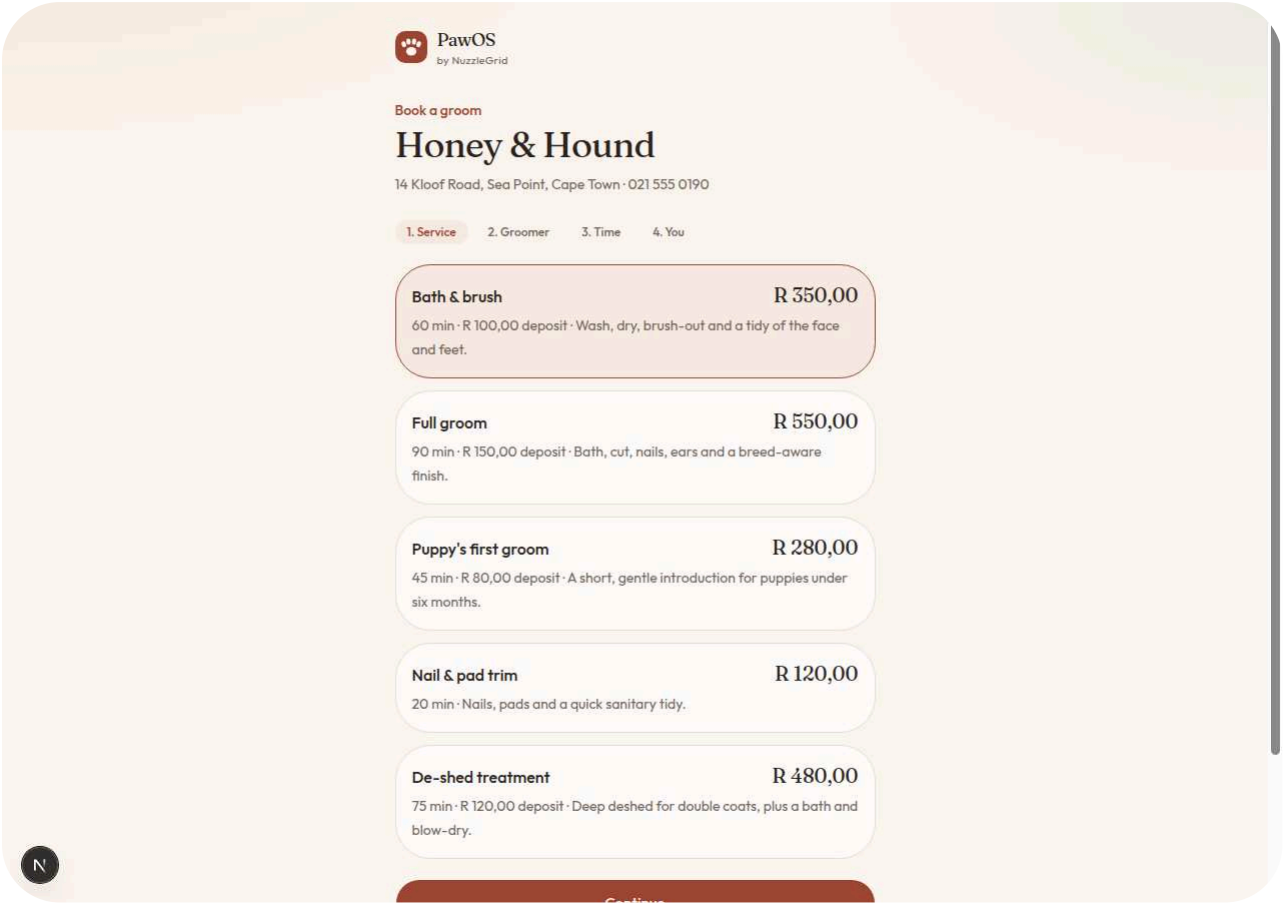
If the service has a deposit, you can tick Record the deposit now. This version does not charge a real card. It only marks the deposit as paid in the diary.

5. Save it

Tap Add to the diary. The visit shows on Today and on Calendar. Open it for the reference number, the invoice split, and the buttons to finish or cancel.

The public booking link

Clients book in their own browser. They do not need PawOS on their phone.



1. Copy the link

Open Settings. The booking link is at the top. Tap Copy link. It looks like your site address with /book/ and your salon name.

2. Send it on WhatsApp

Open WhatsApp, choose the client or your status, paste the link and send. A short line is enough: Book a groom here. They tap the link, pick a service, a groomer, a time, and their details.

3. What they see

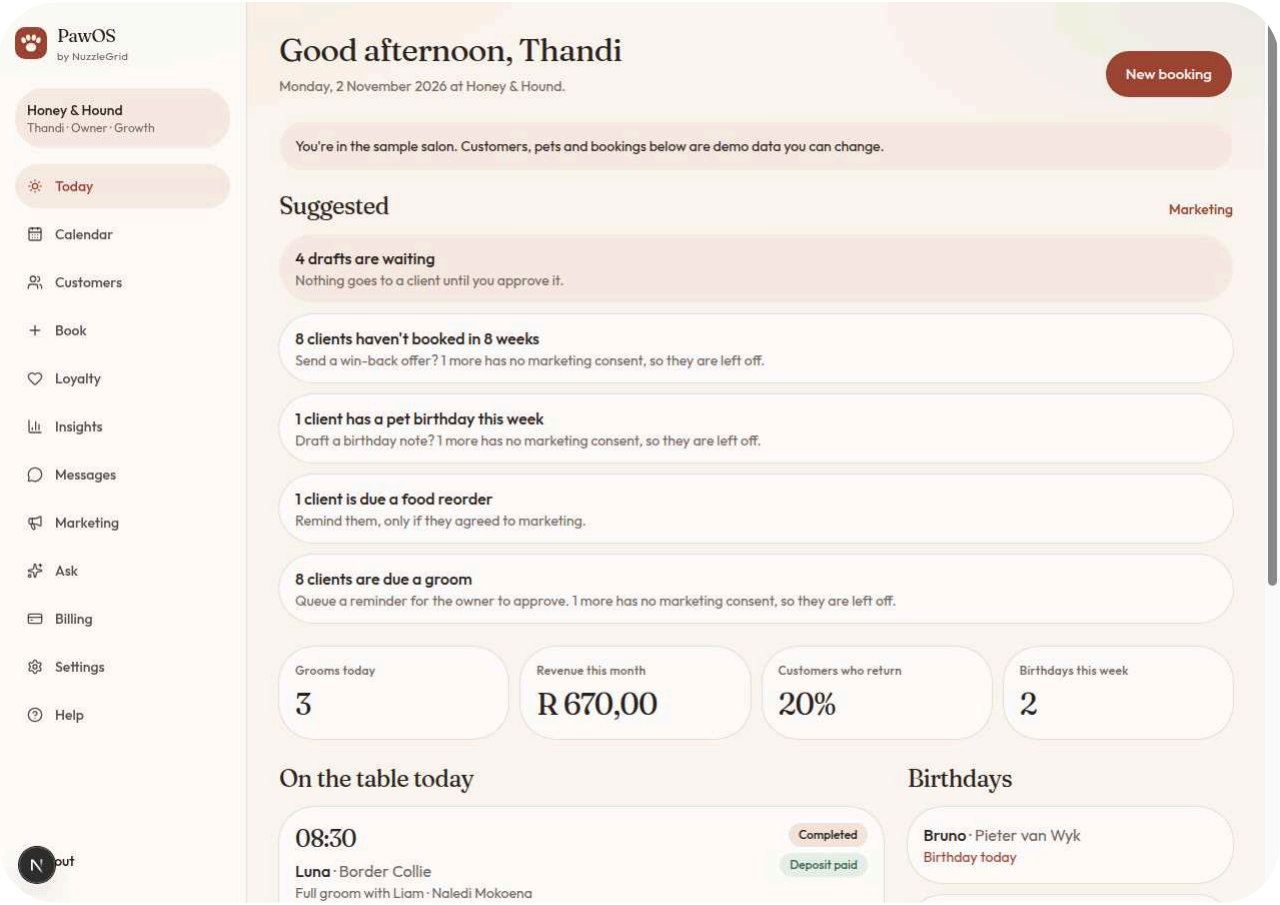
Your salon name, the services you have not paused, and open times. If you required a deposit, the page asks for it. The visit then appears on your diary as a public booking.

4. Turn the page off

In Settings, untick Accept online bookings and tap Save salon. The link stays, but new visits will not be taken until you tick it again.

Reminders

A booking reminder is part of the appointment. It does not need marketing consent, and it does not spend credits.



1. When it is queued

PawOS queues a reminder for 24 hours before the visit, using the channel you chose in Settings. The usual channel is WhatsApp.

2. Read what would go out

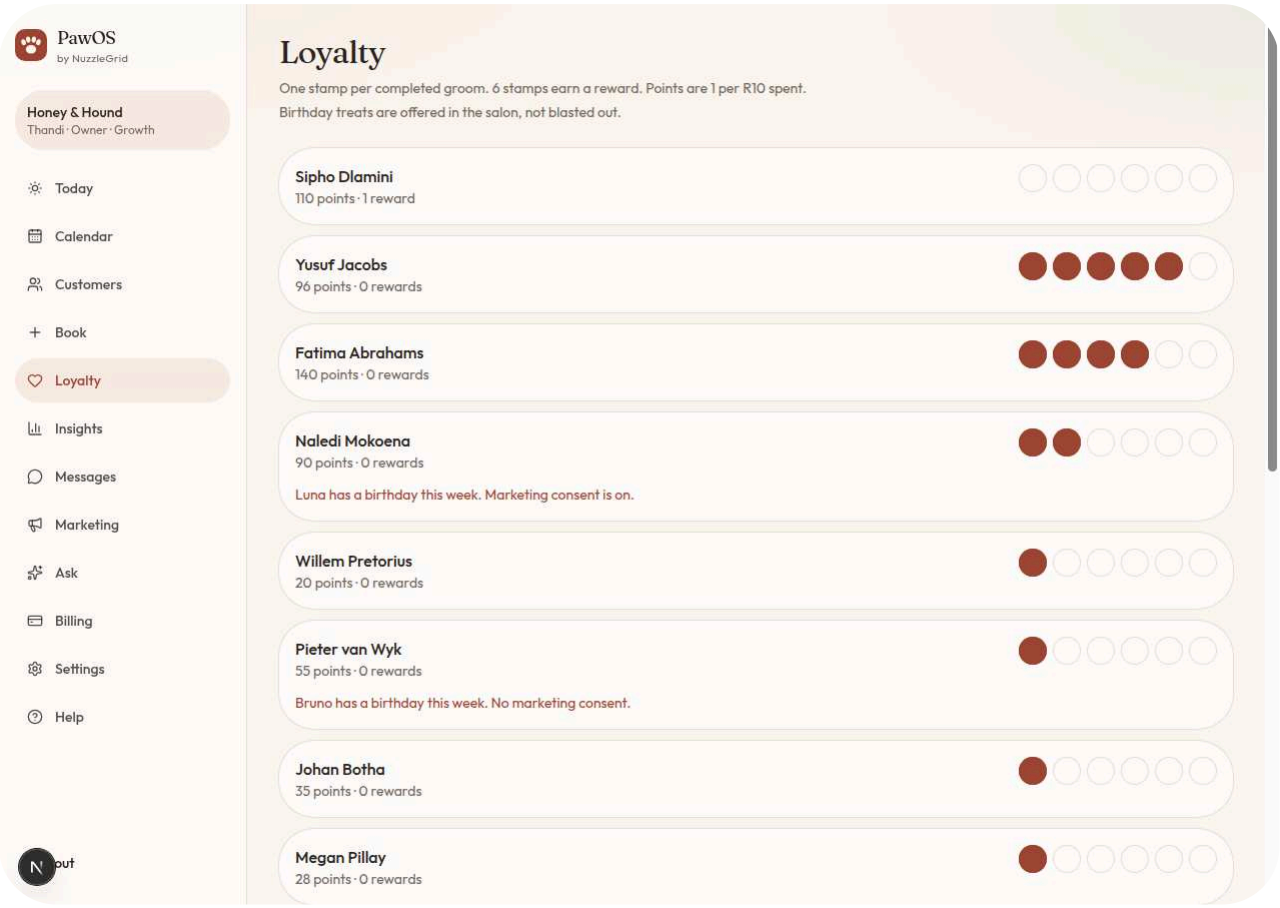
Open Messages. You will see confirmations and reminders, including ones still waiting for their time. This version keeps the message in PawOS so you can read it.

3. What does not go to the phone yet

Until NuzzleGrid connects your live WhatsApp Business line, SMS account or email sender, the message is not delivered to the client's phone. Nothing is lost. It is stored on the booking so you know what was prepared.

Loyalty

Stamps, points and birthday treats are earned in the salon. PawOS does not text them out by itself.



1. Award a stamp

Open the booking and tap Complete and award a stamp. One completed groom is one stamp. The standard card is 6 stamps, then a reward is waiting.

2. Points

Points are 1 per R10 spent on the completed visit. You see points and waiting rewards on Loyalty and on the client's page.

3. Use a reward

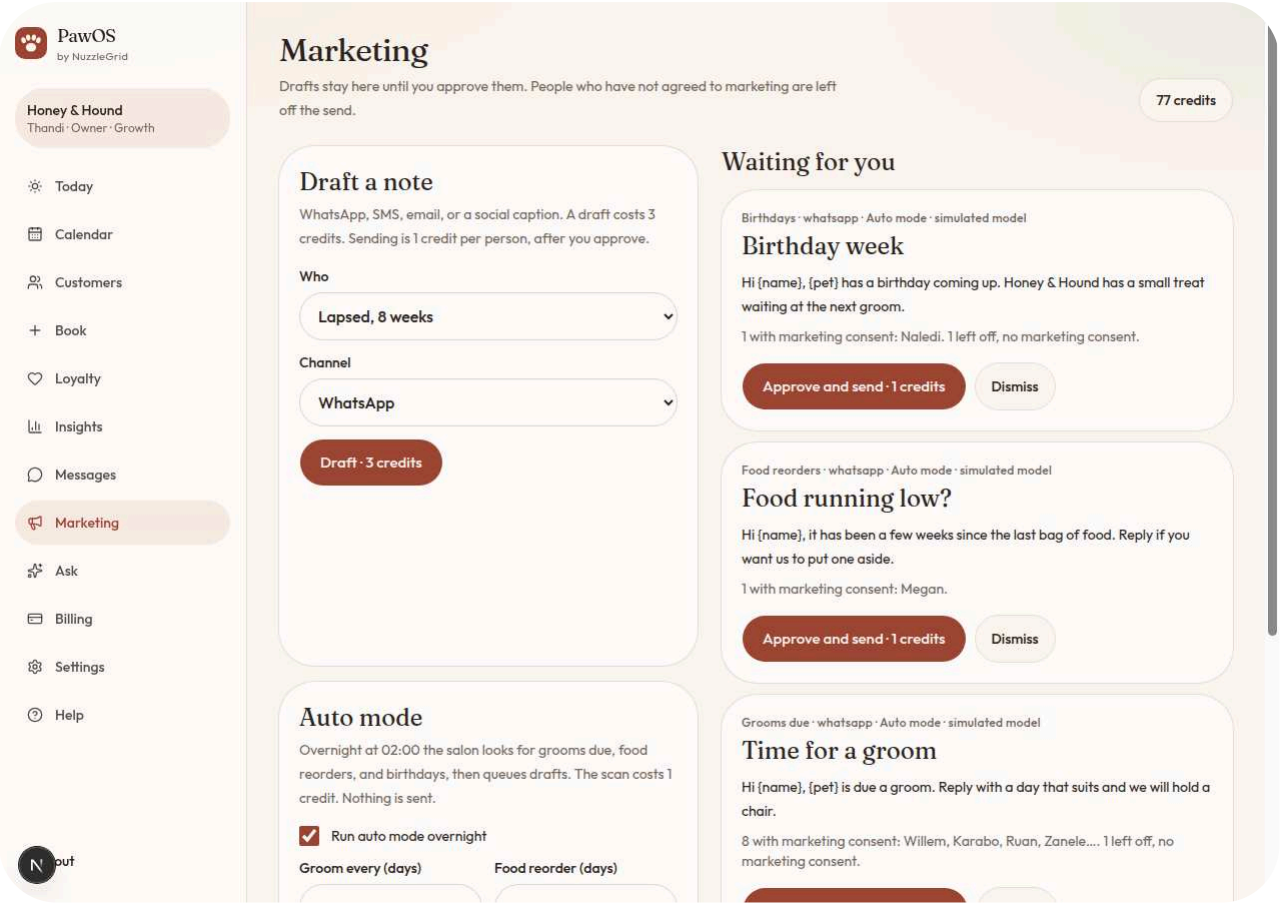
On the next booking, before you complete it, tick Use a loyalty reward and comp this groom. That spends one waiting reward.

4. Birthday treat

When a pet's birthday is today or within 7 days, the pet's page offers Record birthday reward. Offer the treat in the salon. PawOS records it and does not send a marketing message unless you approve one yourself.

Marketing drafts and approval

PawOS can write a note. It does not send it until you approve. People who have not agreed to marketing are left off.



1. Draft a note

Open Marketing. Choose who: lapsed clients (8 weeks), grooms due, birthdays this week, or food reorders. Choose WhatsApp, SMS, email, or a social caption. Tap Draft. A draft costs 3 credits.

2. Read who is included

The draft lists people with marketing consent. Anyone without consent is counted as left off. Check the wording. {name} and {pet} are filled in for each person when it sends.

3. Approve, or dismiss

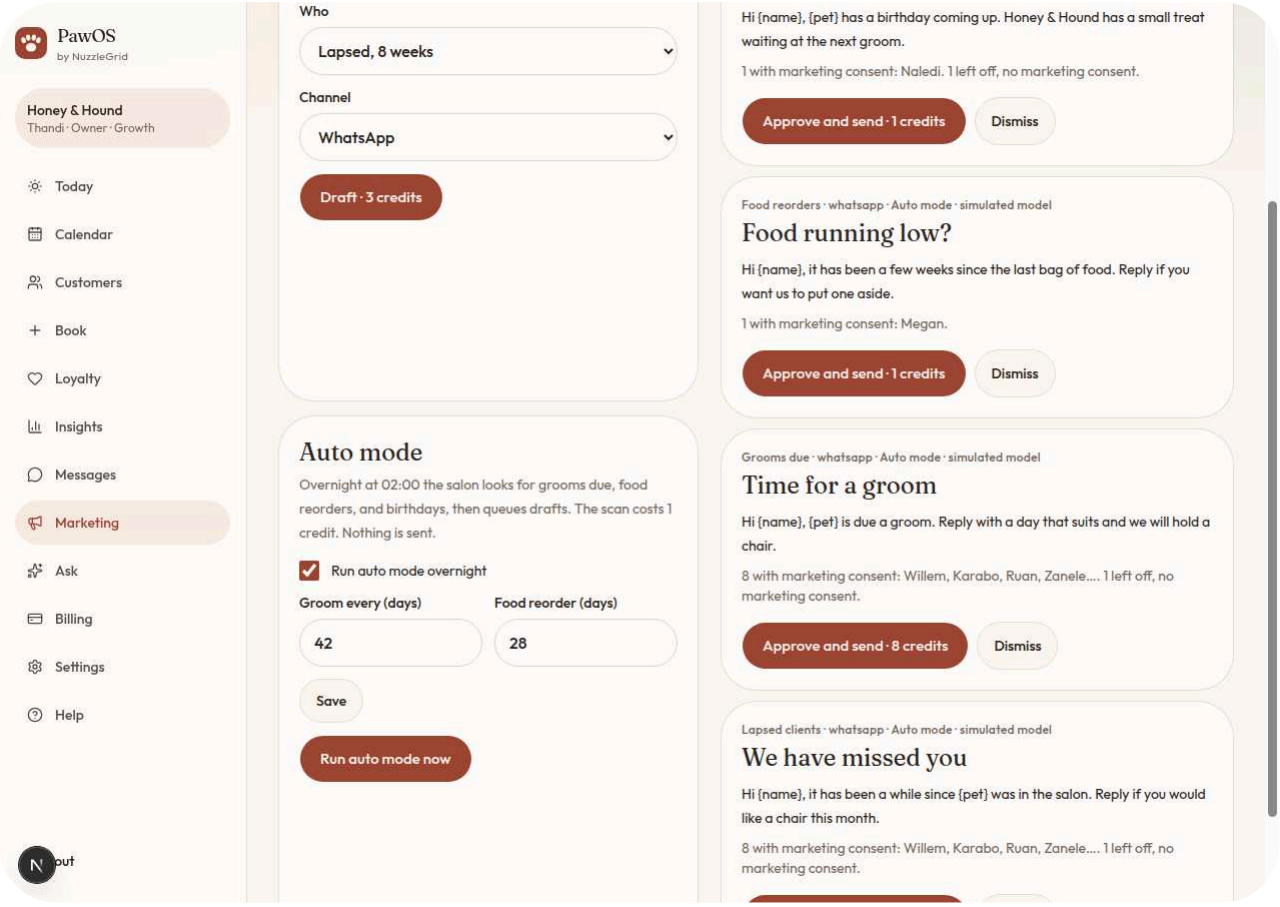
Approve and send queues one message per included person and spends 1 credit each. Approve caption only saves a social post for you to copy. It is not posted for you. Dismiss drops the draft.

4. Nothing sends in the background

If you do not tap Approve, nobody is contacted. A social caption is never delivered as a WhatsApp.

Auto mode

Overnight, PawOS looks for people who are due and queues drafts. You still approve every send.



1. What the night run does

At 02:00 salon time, auto mode looks for grooms due, food that may need a reorder, and birthdays. It writes drafts on your reminder channel. The scan costs 1 credit. It does not send.

2. Set the gaps

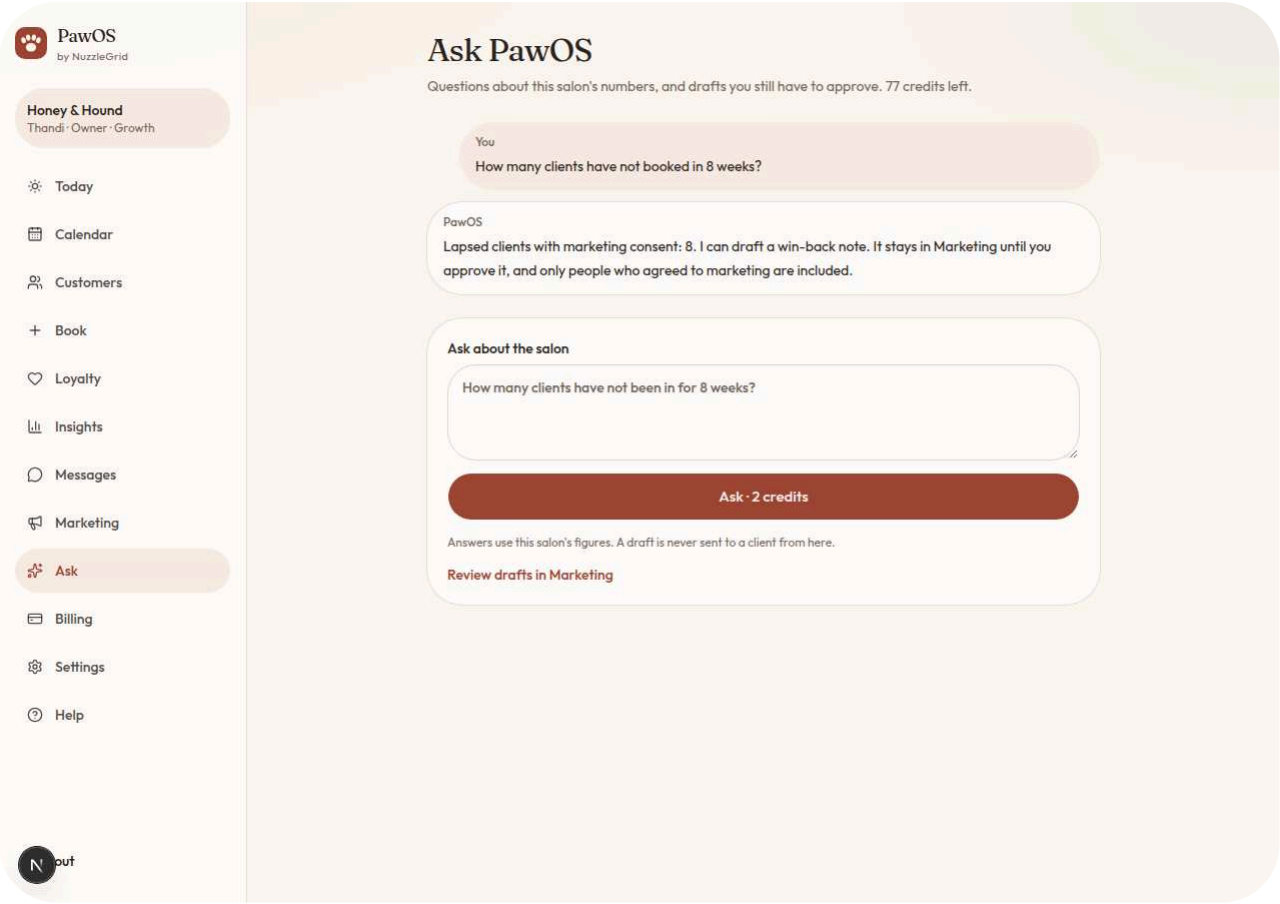
Groom every (days) is how long after a groom you want a nudge. The starting point is 42 days. Food reorder (days) starts at 28. Tap Save.

3. Turn it off, or run it now

Untick Run auto mode overnight and tap Save to stop the night run. Run auto mode now does the same check immediately, still as drafts only.

Ask PawOS

Ask PawOS answers questions about this salon's numbers. It is not the help assistant.



1. Ask about your own figures

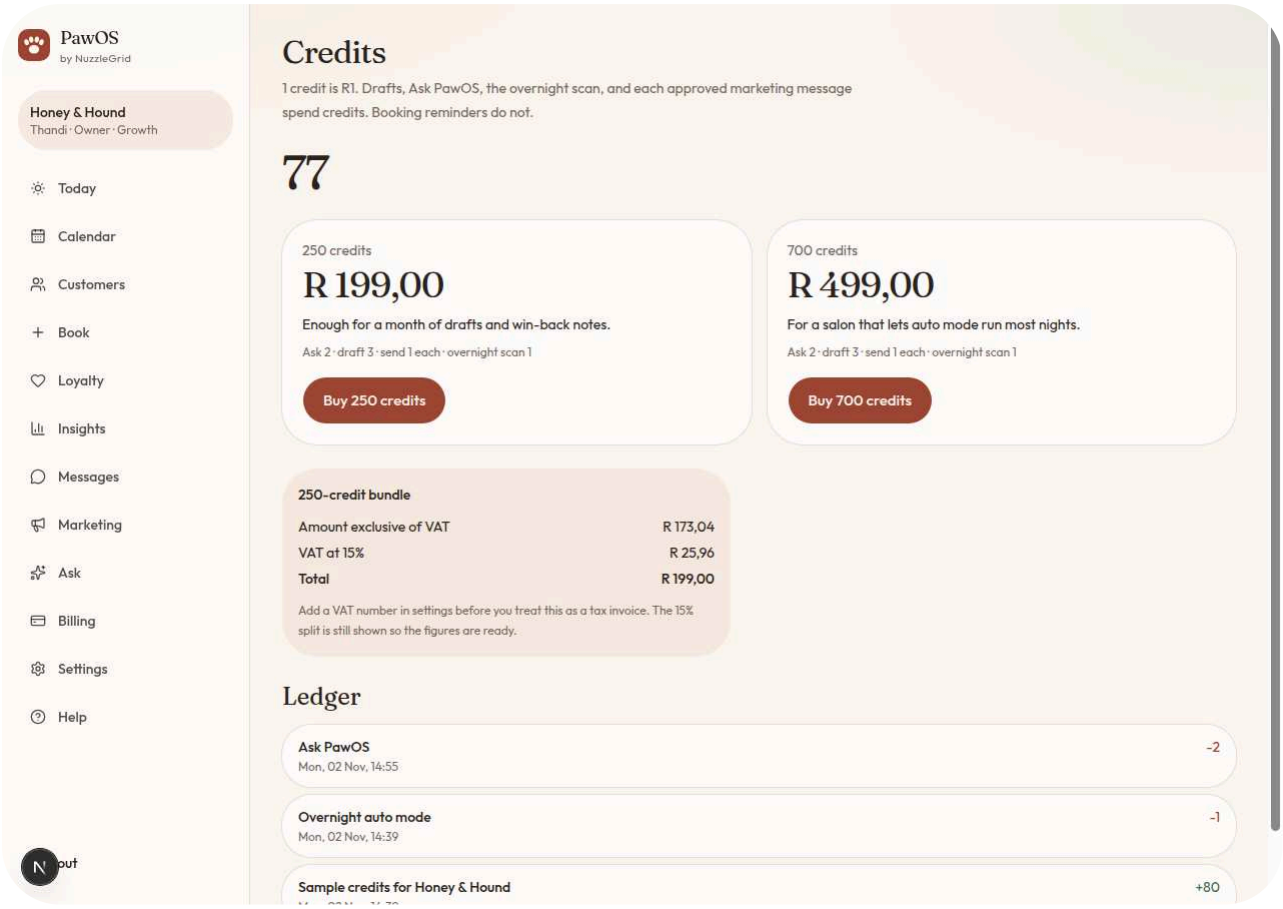
Open Ask. Type a question such as how many clients have not been in for 8 weeks, or what revenue looks like this month. A question costs 2 credits.

2. What it will not do

It uses this salon's figures. It does not send a message to a client. It does not change a booking. For how the product works, use Help instead.

Credits

1 credit is R1. Credits pay for AI drafts, Ask PawOS, the night scan, and approved marketing messages. They are not the monthly plan.



1. What spends credits

A draft is 3. Ask PawOS is 2. The overnight scan is 1. Each approved marketing message is 1. Booking reminders are free. Help in this guide is free.

2. Buy a bundle

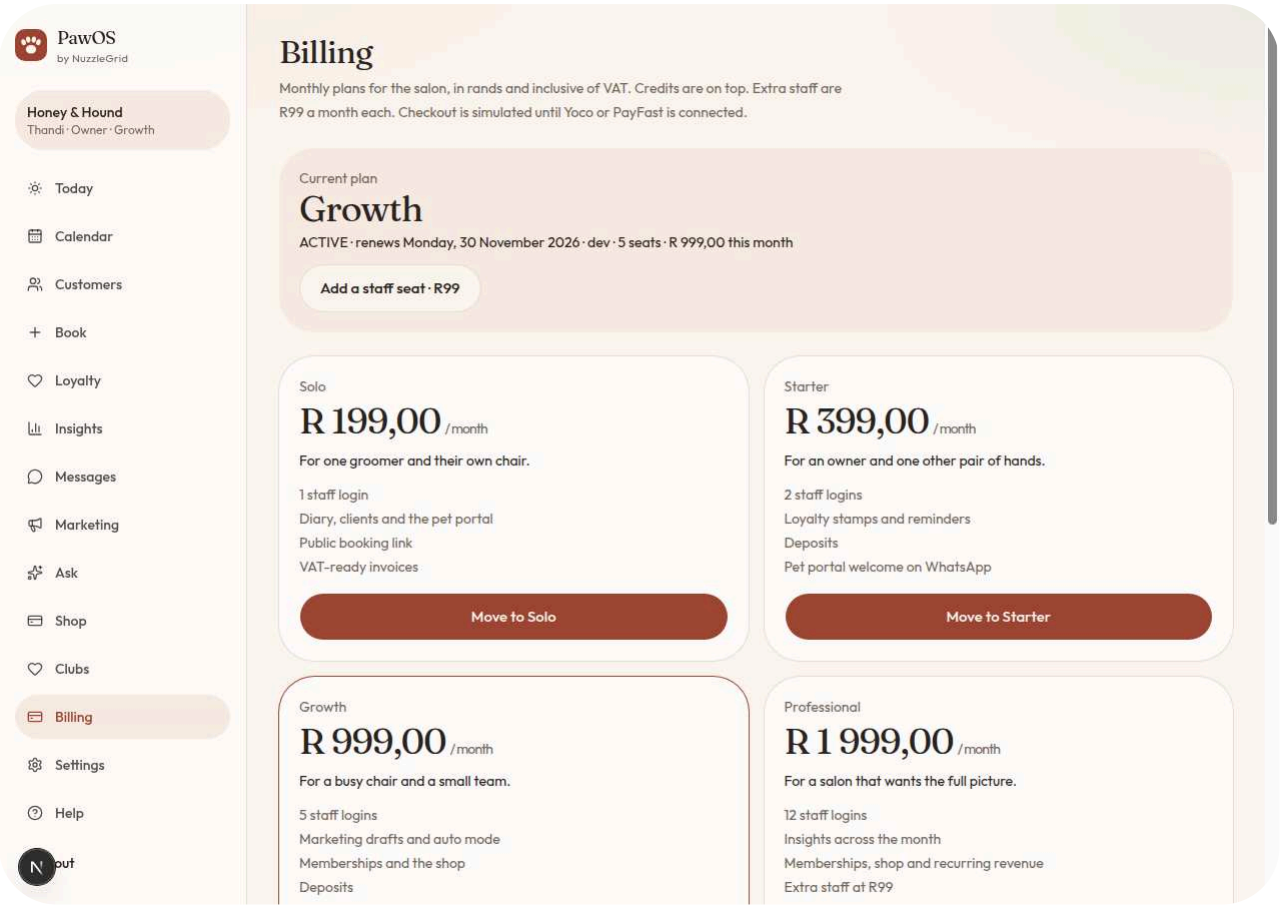
Open Credits. Buy 250 credits for R199, or 700 credits for R499. Both prices include VAT. The owner taps the buy button. This version records the purchase without charging a real card.

3. The ledger

Under the bundles you can see each movement: opening balance, a draft, a send, a bundle. New salons start with a small trial balance.

Plans and billing

The monthly plan is the salon subscription. It is separate from credits.



1. The four plans

Solo is R199 a month for 1 staff login. Starter is R399 for 2. Growth is R999 for 5. Professional is R1,999 for 12. Enterprise starts at R3,999. Extra people are R99 a month each, from Billing. Credits for drafts and Ask PawOS are on top. Prices include VAT.

2. Move or renew

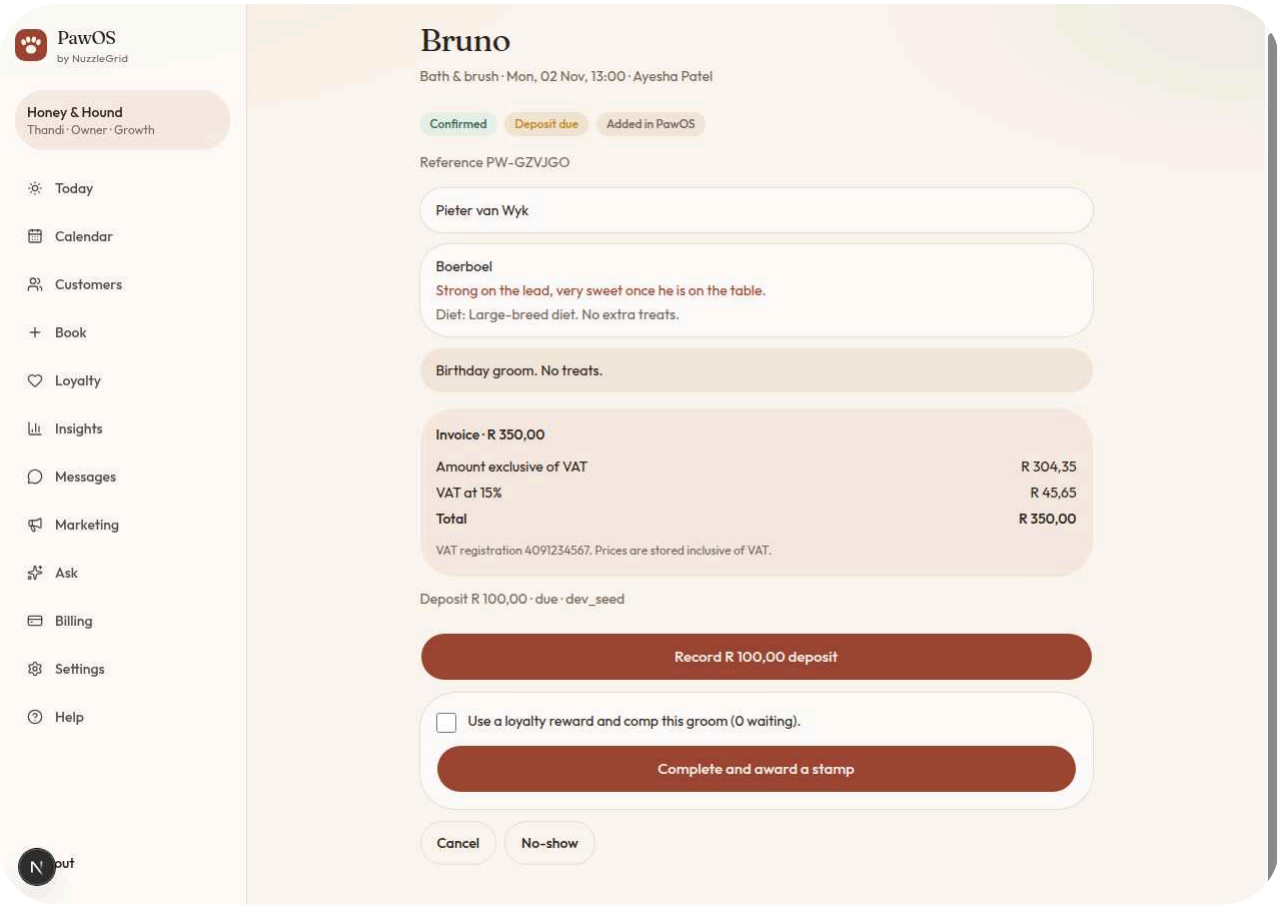
Open Billing. The current plan is marked. Tap Move to the plan you want, or Renew this plan. The new period is 30 days. Checkout is a practice payment until Yoco or PayFast is connected, so a real card is not charged.

3. There is no cancel button

To close the salon, use Help and send a note asking for the account to be closed. Say the salon name and the owner email.

VAT invoices

Prices in PawOS already include VAT at 15%. The invoice splits that out.



1. Add your VAT number

In Settings, enter the 10-digit VAT number and tap Save salon. Until it is there, PawOS still shows the 15% split, and it tells you to add the number before you treat the page as a tax invoice.

2. Read a visit invoice

Open the booking. Under the price you will see the amount exclusive of VAT, VAT at 15%, and the total. The total is the price you already charge.

3. Month and credit bundles

Insights shows the same split for this month's revenue. The Credits page shows the split on a bundle. Plan prices on Billing are VAT inclusive as well.

The pet portal

Clients get their own page for pets, visits, loyalty, a grooming club and food repeats. There is no password.

PawOS

Honey & Hound

Hello Naledi

Your pets

Luna

Dog · Border Collie

Sensitive skin. Skip lavender products.

Milo

Cat · Domestic shorthair

Only books a tidy when he will tolerate it. No dryer.

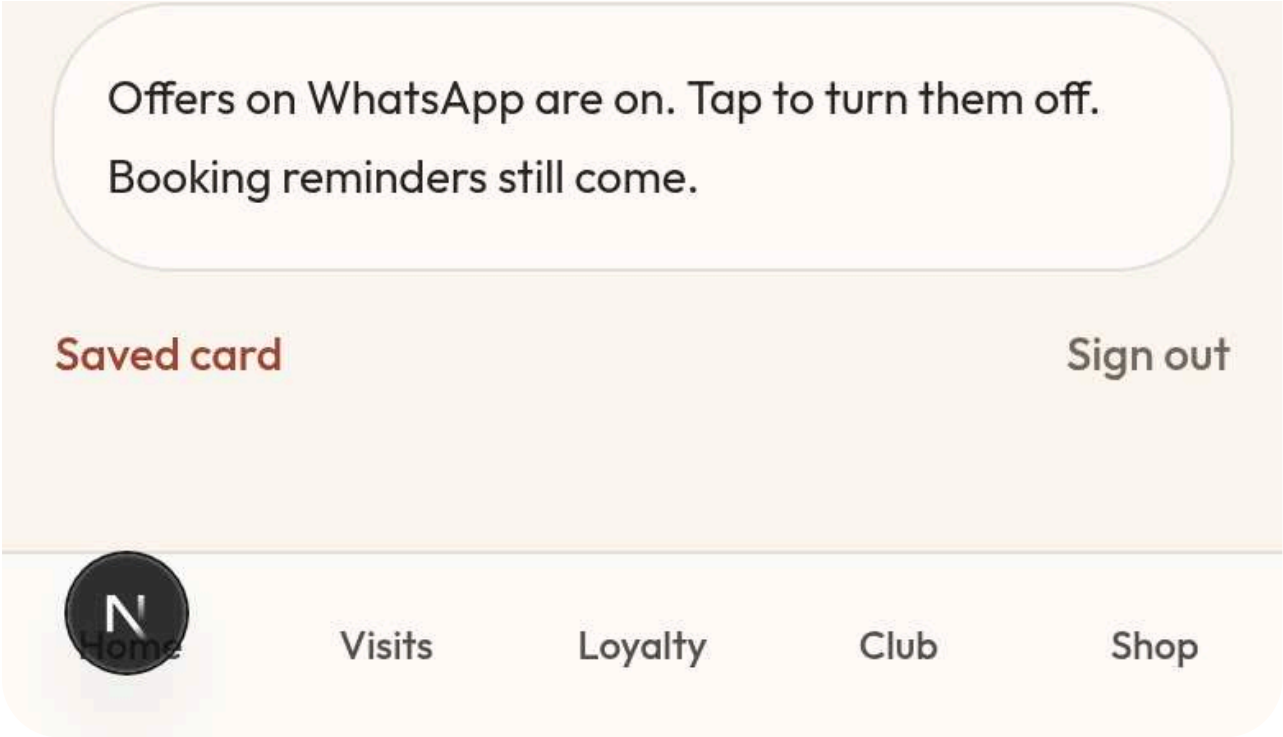
Next visit

Nothing booked yet.

Book or see past visits

Loyalty

4 stamps to the next reward · 90 points



1. Add the cellphone

When you save a client at the counter, PawOS sends a WhatsApp welcome with the portal link. The first online booking does the same. They are on the portal as soon as that number is on your book.

2. Print the poster

Settings, Print QR poster. Put it on the counter. A client scans it, enters the mobile you saved, and types the 6-digit code.

3. What they can do

See their pets, upcoming and past visits, and book again. The loyalty card shows stamps, points, and how far they are from the next reward. They can ask to use a reward on the next groom. They can join, pause or cancel a grooming club and book an included groom. They can put food on repeat every 2, 4 or 8 weeks, then confirm, skip or change each order.

4. Offers stay optional

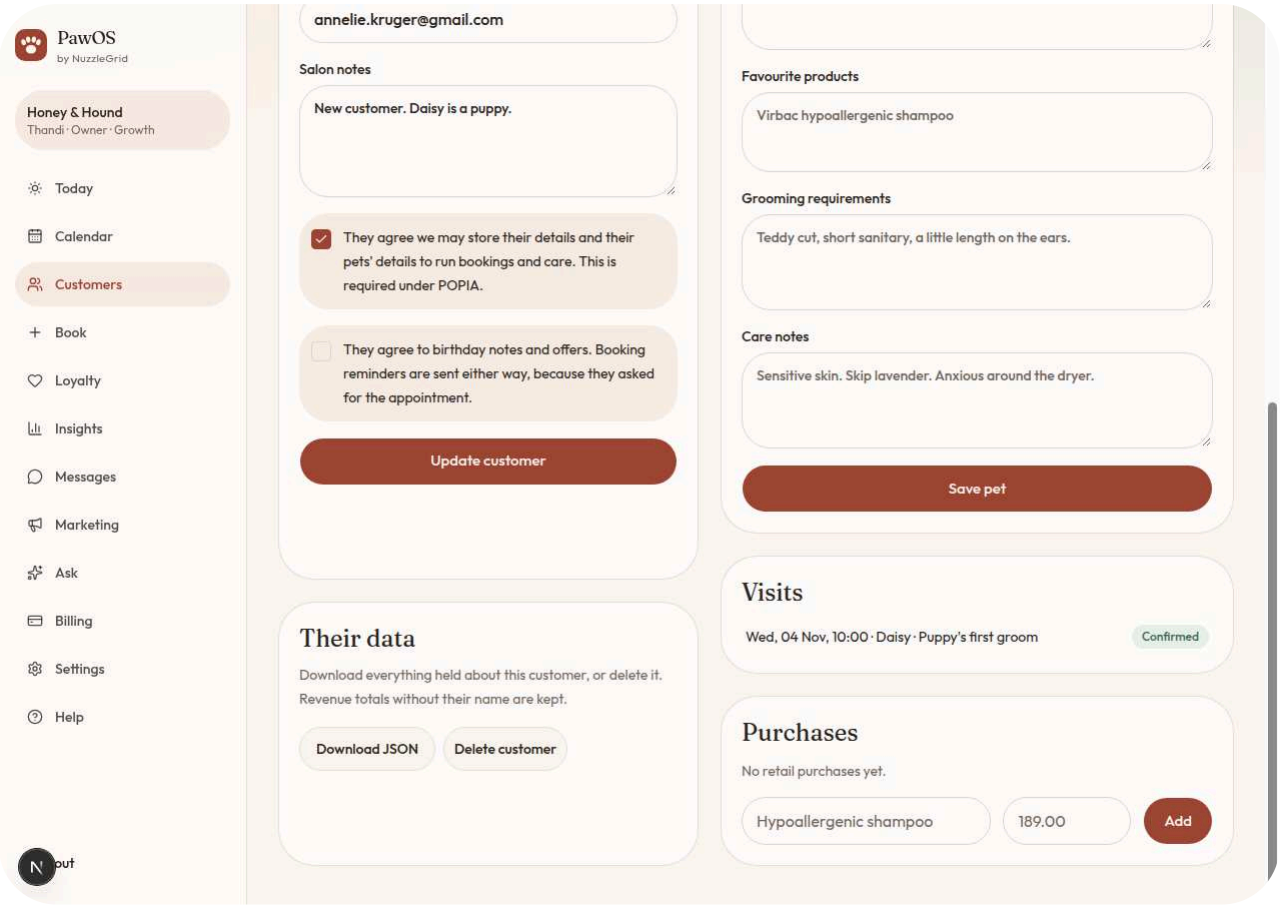
The portal has a tick for marketing consent. Booking reminders still go out without it. They can turn offers off later.

5. Cards, clubs and the shop on your side

Client cards use your own Yoco or PayFast choice in Settings. Until those keys are connected, the charge is practice only. Add clubs under Clubs and products under Shop. Fulfil an order when the bag is ready. Connect WhatsApp in Settings is the Meta signup practice screen. It does not call Meta until the keys are added.

POPIA consent, export and deletion

You keep client information so you can groom their pets. POPIA means you store it with consent, and you can hand it over or delete it.



1. Two kinds of consent

Processing consent is required to save the client. It covers the booking and the pet's care notes. Marketing consent is separate and optional. Without it, they still get reminders for bookings they asked for, and they are left off offers.

2. Change your mind later

Open the client, update the ticks under Details, and tap Update customer. Marketing drafts after that will follow the new tick.

3. Download their file

On the client page, under Their data, tap Download JSON. You get one file for that person: their details, pets, bookings, purchases and loyalty. Passwords are not in it. Forward the file if they ask for a copy of what you hold.

4. Delete their file

Tap Delete customer, then Delete their data. Their name, pets and visits are removed. Revenue totals for the salon stay, without their name. Only the owner can do this.

Questions

Billing

How much are the plans?

Solo is R199 a month for 1 staff login. Starter is R399 for 2. Growth is R999 for 5. Professional is R1,999 for 12. Enterprise starts at R3,999. Extra staff are R99 a month each. Credits are on top. All prices include VAT.

Is VAT included in the monthly price?

Yes. You do not add 15% on top of the plan price shown on Billing.

How do I change plan?

Open Billing. Tap Move to the plan you want. The owner has to do this. The new period runs for 30 days.

How do I renew the plan I am already on?

Open Billing and tap Renew this plan. That starts another 30 days on the same plan.

How long is the trial?

A new salon starts on Solo for 14 days. You can move to Starter, Growth, Professional or Enterprise from Billing whenever you are ready.

Why was my card not charged?

Card checkout is not live yet. Yoco and PayFast are prepared, but this version records the plan or the credit bundle as a practice payment. A real card is not charged.

How do I cancel the salon subscription?

There is no cancel button on Billing. Open Help, ask the assistant, and if you still need it closed, send a note with the salon name and the owner email. Ask for the account to be closed.

What is the difference between the plan and credits?

The plan is the monthly subscription for the diary. Credits pay for drafts, Ask PawOS, the overnight scan and approved marketing messages. 1 credit is R1. Reminders and Help do not use credits.

How do I buy credits?

Open Credits. Buy 250 credits for R199, or 700 credits for R499. Only the owner can buy. The price includes VAT. The card is not charged in this version. The balance updates straight away.

Do booking reminders cost credits?

No. Reminders for a booking are free. Credits are spent when you draft marketing, ask about your figures, run the night scan, or approve a marketing send.

What happens if I run out of credits?

Drafts, Ask PawOS, auto mode and new marketing sends wait until you buy a bundle. The diary, bookings and reminders keep working.

How do I add another staff login?

Billing, Add a staff seat, R99 a month. Then add the person under Settings, Team. Solo includes 1, Starter 2, Growth 5 and Professional 12, plus any seats you have added.

Branding

Can I put my logo on PawOS?

Yes, on every plan, including Solo. Open Settings, then Branding, choose a PNG, JPG or WebP under 1.5 MB, and tap Save branding. It shows on the booking page, the pet portal, VAT invoices and the home-screen icon.

Why does it say upgrade to use your brand colours?

Solo keeps the PawOS colours and your logo. Starter at R399 unlocks your own colours. PawOS checks that text is at least 4.5:1 and that the brand colour stays visible. If a pair is too pale, it tells you the ratio and does not save it.

How do I use book.salon.co.za and remove Powered by PawOS?

That starts on Growth at R999. In Branding, enter an address you own, such as book.salon.co.za, and point a CNAME at PawOS. The Powered by PawOS line comes off the booking page, the portal, messages and invoices. The PawOS link keeps working.

What is full white-label?

Enterprise replaces the PawOS name on the customer booking page, the pet portal, WhatsApp and email, VAT invoices, and the home-screen icon. The salon diary you and your staff use still says PawOS.

Where do clients see my colours?

On the public booking page, the pet portal, the counter QR poster, VAT invoices, and the icon if they add the portal to their home screen. Email can include the logo address. WhatsApp and SMS stay as text, with your salon name, and without the PawOS line from Growth upwards.

Cancellations

How do I cancel a booking?

Open the booking from Today or Calendar. Tap Cancel. The visit stays on the record as cancelled. It no longer holds the chair.

What does No-show do?

No-show marks that the client did not arrive. It does not award a stamp. Use Cancel if the visit was called off before the time.

Does cancelling a booking message the client?

Cancelling updates your diary. It does not send a new marketing note. A reminder that was already queued may still be sitting in Messages. Open Messages if you want to see it.

Can a client cancel from the booking link?

The public page is for making a booking, not for cancelling one. If they need to move or cancel, they contact the salon and you tap Cancel on the visit.

Your data

Where is the client list kept?

It is kept for your salon only. Another salon cannot open it. Staff of your salon can work the diary. Billing, credits and deleting a file are for the owner.

How do I give a client a copy of their information?

Open the client and tap Download JSON under Their data. The file has their details, pets, bookings, purchases and loyalty. It does not include passwords. Send them that file.

How do I delete a client?

Open the client, tap Delete customer, then Delete their data. Only the owner can do this. Pets and visits for that person are removed.

If I delete a client, do I lose the month's takings?

No. The salon's revenue totals stay, without that person's name attached.

What is the difference between the two consent ticks?

The first tick is required. It lets you store their details and the pet's care so you can do the groom. The second tick is for offers and birthday notes. Without the second tick they still get reminders for bookings they asked for.

Where do I put my VAT number?

Settings, in the salon form. It is 10 digits. Tap Save salon. Booking invoices then show it with the 15% split.

WhatsApp

How do I send the booking link on WhatsApp?

Settings, Copy link. Open WhatsApp, paste, and send. Clients tap the link in the browser. They do not install PawOS.

How do I choose WhatsApp, SMS or email for reminders?

Settings, Reminder channel, then Save salon. New reminders use that channel. The usual choice is WhatsApp.

Why did the WhatsApp not arrive on the client's phone?

PawOS prepares the message and keeps it under Messages. Until your WhatsApp Business line, SMS account or email sender is connected, it is not delivered to the phone. You can still read the wording.

Will a marketing WhatsApp go to every client?

No. Only people with marketing consent are included, and only after you tap Approve and send. Everyone else is left off the draft.

Does a social caption get posted for me?

No. Approve caption saves the words so you can copy them to Facebook or Instagram yourself. PawOS does not post them.

How do I connect WhatsApp?

Settings, WhatsApp. Connect my existing WhatsApp Business app number if that number is already on the phone. Use a new number if it is not. Without Meta keys the connection stays in the sandbox and messages still appear under Messages.

Can I keep using the WhatsApp Business app on my phone?

Yes. Connect my existing WhatsApp Business app number. You keep chatting on the phone. PawOS shows those sends as From the phone app, and it syncs contacts and history when you connect. The app needs a recent version and the number must already be active. Disconnect WhatsApp in Settings if you want to stop the link.

What does Meta charge for on WhatsApp?

Meta charges for template messages. Booking reminders and marketing templates are in that group. A reply within 24 hours of a message the client sent is free. PawOS credits are separate: marketing still costs 1 credit per person, reminders do not, and a reply inside 24 hours spends none.

Why can I not link the number on my phone?
The WhatsApp Business app needs a recent version, and the number has to be active on it already. Update the app, open it once on that number, and try Connect my existing WhatsApp Business app number again. If the SIM has never used the app, choose Use a new number.

Pet portal

How does a client sign in to the portal?
They open the portal link or scan the QR poster. They enter the mobile number you saved, then the 6-digit code sent on WhatsApp or SMS. There is no password. In this version the code also appears on the screen because WhatsApp is not live yet.

How does a client join the portal?
Add their cellphone when you save them at the counter. PawOS sends a welcome with the link. They can also join the first time they book online. Marketing offers stay off unless they tick the consent box.

Where is the QR poster?
Settings, under the booking link. Tap Print QR poster. It opens a page you can print and put on the counter.

Can a client see stamps and use a reward?
Yes. Loyalty in the portal shows stamps, how many are left until the next reward, and points. If a reward is waiting they can ask for it on the next groom. You still tap Complete and award a stamp in the diary.

How do grooming memberships work?
You add the club under Clubs, with a monthly price and how many grooms are included. The client joins, pauses or cancels from the portal, and can book an included groom from Visits.

How do food repeats work?
Add the product under Shop. The client picks every 2, 4 or 8 weeks. Before the order they get a WhatsApp to confirm, skip or change it. You tap Fulfil when the bag is ready. They can also order once.

If something is stuck

I tapped a page and it sent me to log in.
Sign in again on that screen. PawOS opens the page you were trying to reach. Then refresh once and carry on. If it happens on every tap, you were signed out and the new sign-in puts the session back.

I forgot my password.
There is no reset link yet. If you are staff, ask the owner. The owner can send a note from Help with the salon name and the email that cannot sign in, and ask for the password to be replaced.

A team member cannot sign in.
Check the email you typed under Team in Settings. They use Log in, not a different app. The password is the temporary one you set, at least 8 characters. Hide from diary does not block the login. It only takes them off the booking list.

The public page will not take a booking.
In Settings, tick Accept online bookings and tap Save salon. Also check the service is not paused, and that the groomer is set to Show on diary.

I cannot see a free time.
Pick another day. Times that overlap a booking are hidden. If the whole day is closed, that weekday is not in the salon's open hours. First available only shows groomers who are on the diary.

I cannot approve a marketing draft.
Only the owner can approve. You also need enough credits: 1 per person on a WhatsApp, SMS or email. A social caption does not spend a credit per person. If nobody on the draft has marketing consent, there is nobody to send to.

Ask PawOS gave me a figure I do not trust.
Ask PawOS only uses this salon's own totals. Compare it with Insights and Today. It will not explain how to use PawOS. For that, stay in Help.

The help assistant says it is not sure.
That is on purpose. It only answers from this manual and these questions. Send the note on the form. There is no phone line. Support reads the same manual.

How do I put PawOS on my phone?

Open PawOS in the phone browser. Use the browser menu and Add to Home Screen. Clients should not do this. They only need the booking link.

Who do I phone?

There is no call centre. Use Help and the assistant. If the manual does not cover it, send the form. Replies come by email.

When does a client get a stamp?

When you open the booking and tap Complete and award a stamp. Cancelling or marking a no-show does not give a stamp. Six stamps earn a reward you can use on a later groom.

Will auto mode message clients while I am asleep?

No. At 02:00 it only queues drafts. You still tap Approve and send in the morning. People without marketing consent are left off.