Full Feature List

This list details all the features in your Shore plan

Service Levels

1. Shore shall assume responsibility for the uninterrupted, due and proper functionality of Shore's Customer Management Solution. Shore shall in so far ensure a monthly server availability of 98.5%.

2. This shall not include failures resulting from force majeure. Such shall include in particular connection problems with the Internet which lie beyond the control and/or competence of Shore, as well as among others, strikes, civil wars or failures of Internet Service Providers. Announced maintenance operations shall not take place from Monday to Saturday between 7:00 AM and 10:00 PM.

Shore Basic

Up to 5 employees/users

Cloud-based online calendar

- o Cloud-based online calendar
- o Online booking via our booking widget (installed on an existing website)
- o Appointment management
- o Appointment confirmations and reminders via email
- o Optional online payment processed by selected payment service providers
- o Secure payment process
- o Google and Apple Calendar synchronization

Customer management

- o Customer database
- o Customer profiles
- o Option to add personal notes
- o Creation of customer groups
- o Customer feedback
- o To-do lists
- o Resource management, e.g. creation of tables/rooms

Reserve with Google

- o Available in DE, CH, AT, IT, ES, US and UK
- o Activation is requested by enabling the integration in the settings
- o Activation is subject to all requirements being fulfilled and Google having given their consent (see Help Center)
- o Reserve with Google only supports the direct booking mode
- o Your services can be booked directly in the Google Search and on Google Maps

Booking via Instagram

- o Available in all countries
- o Requires an existing Facebook and Instagram business page

Accessible via PC, as well as via our app for iOS and Android (up-to-date software required)

Shore Plus

Unlimited employees/logins

Shore Basic +

Newsletter marketing

- o Tool for creating and sending email newsletters
- o Automated emails
- o Ready-made design templates
- o Integrated Unsplash image database
- o Content is provided by the customer
- o Option to attach files via drag and drop
- o Option to select customer groups as recipients
- o Performance insights

Google Ads management

Shift planning

- o Manage working hours and absences

Messenger

- o Send messages to employees and customers

Birthday reminders in the dashboard

Reports

- o Overview of calendar-based data

Shore Premium

Unlimited employees/logins

Shore Plus +

- o Fully integrated iPad POS system
- o Cloud-based
- o Offline funcionality
- o Data security (SSL)
- o Dashboard
- o Reporting
- o Inventory management
- o Ledger
- o Common payment methods
- o Split payment
- o Gift cards
- o Discounts
- o Email receipts
- o Cancellations and returns
- o Customer management
- o Staff management
- o Permissions management
- o DATEV export
- o Shore interface

Shore POS Basic

Standalone iPad POS system

Up to 5 users

- o Cloud-based
- o Compliant with GDPdU and GoBD regulations
- o Live reporting
- o Inventory management
- o Preparatory accounting
- o Common payment methods
- o Receipts via email and QR code
- o Discounts
- o Cancellations and refunds
- o Customer management
- o Employee and permissions management
- o Connection with the DATEV Kassenarchiv online (DATEV account required)
- o Connection with Sage (Sage account required)
- o Unlimited number of iPads per account
- o Unlimited number of products
- o Unlimited transactions
- o Email and phone support
- o Online shop (available as an add-on)
- o Cloud TSE (available as an add-on)

Only available for customers without Shore Basic or Shore Plus

Shore POS Plus

Standalone iPad POS system

Unlimited users

Shore POS Basic +

- o   Purchase on invoice
- o   Voucher management
- o   Unlimited users
- o   Stock taking via XLS Sheet

Only available for customers without Shore Basic or Shore Plus

Shore POS Premium

iPad POS system and calendar

Unlimited users

All features of Shore Plus + Shore POS Plus

Reports

- Revenue overview from the Shore POS app

Add-ons

Website

Optional creation of a website (using a website builder)

- o   Hosting and maintenance (this does not include regular complete rework)
- o   Up to 10 subpages
- o   Updates and backups
- o   Possibility to reset content and to republish website
- o   Incl. SEO and analytics
- o   No guarantees for a specific ranking
- o   Customization
- o   Free SSL encryption
- o   Integration of your cookie policy
- o   Integration of your privacy policy

Contact form

Blog on website

- o   Created using a website builder
- o   Content provided by the customer

E-Commerce

- o Up to 2,500 products
- o Analytics
- o Inventory
- o Manage shipping fees
- o Customer management and promotions
- o Different payment providers
- o Mobile responsive

Web App

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Progressive Web App for iOS and Android

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- o Design
- o Option to add modules such as photo galleries or Google Maps
- o Updates and maintenance: Content updates to a reasonable extent; design or structural changes after 12 months
- o Integrated booking feature
- o Push notifications (Android only)
- o Loyalty card
- o Coupons
- o Customer chat

Online Directories (Local Listing)

- o   Partner networks
- o   Option to book appointments via the Shore partner networks