



FOR SHOP OWNERS

MIRA Owner Manual

From Setup MIRA to a running shop: every screen of your dashboard, and everything MIRA does for you on its own.

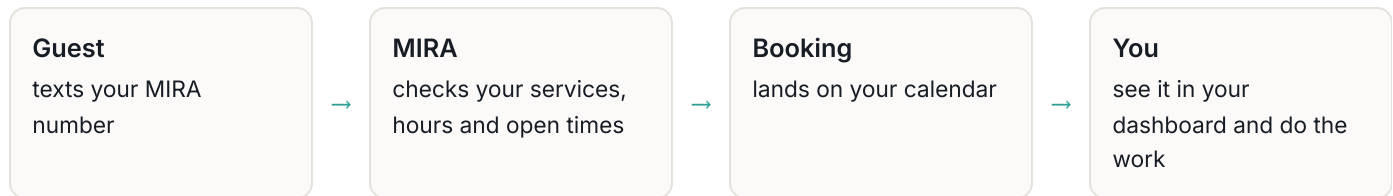


Contents

01	Welcome to MIRA What MIRA does for your shop, what you do, and what MIRA never does
02	Setting up your shop The seven steps of Setup MIRA, the activation fee, your MIRA number
03	Your first guest text The consent question, opting out, and telling clients your number
04	Overview Your day at a glance; check in, check out and no-show
05	Bookings Day, week and list views, booking details, adding a booking, the waitlist
06	Messages Every conversation MIRA had, with its outcome and full transcript
07	Guests Your client list, rhythm and who is due back
08	Your team Inviting providers, agreements, who pays MIRA's bill, and when someone leaves
09	Services, hours and what MIRA knows Your menu, provider prices, business hours, profile and knowledge base
10	Payments intelligence Coming in Stage 2. Today, guests pay at the appointment
11	Billing What you pay MIRA, the monthly invoice, unpaid bills, pausing
12	What MIRA does on its own Replies, reminders, waitlist offers, time switching, quiet hours
13	Explore MIRA and what is coming What is live today and the stage map
14	Getting help Support tickets, feedback links and your profile

Welcome to MIRA

MIRA is the AI personal assistant for your shop. Guests text your MIRA number, and MIRA books, moves and cancels their bookings, answers their questions and fills cancelled times from your waitlist. This manual takes you from sign-up to a running shop.



What MIRA does for your shop

- Answers guests by text, 24 hours a day, 7 days a week, in English, Spanish or Arabic.
- Books, moves and cancels bookings, including Grouping services: several services in one visit (up to five), across providers if needed.
- Answers questions about your services, prices, hours and anything in your knowledge base.
- Offers cancelled times to guests on your waitlist, one guest at a time, and sends two reminders before every visit.

What you do

- Keep your services, prices, hours and business details up to date. MIRA only knows what you tell it.
- Invite your providers and record each one's agreement.
- Take payment from guests at the appointment, the way you do today.
- Check guests in and out, and mark no-shows. Nothing marks a booking automatically.
- Read conversations in Messages, and report anything that looks wrong.
- Pay your monthly MIRA invoice (your saved card is charged automatically).

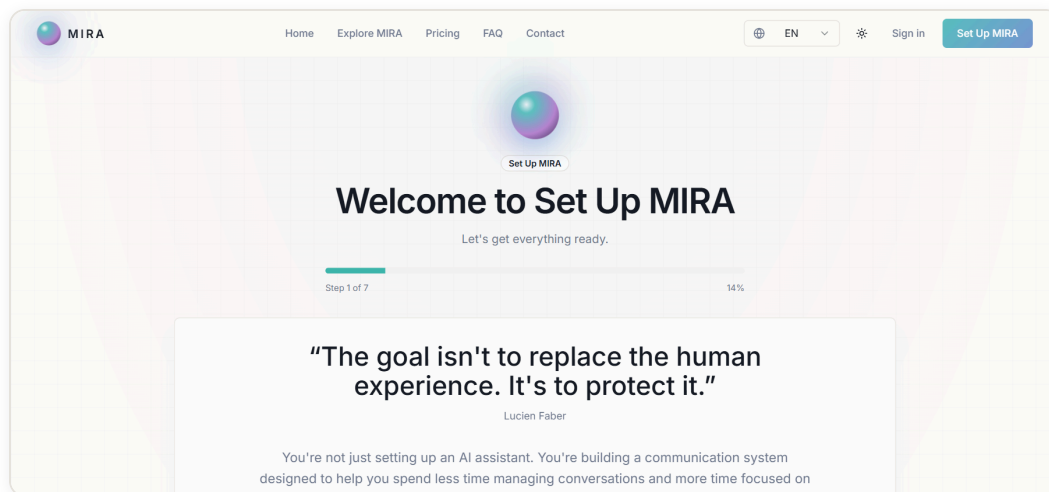
WHAT MIRA NEVER DOES

- MIRA never guesses a provider. If several could do the service and the guest has no saved preference, MIRA asks.
- MIRA never invents a price, a time or a booking. It works only from your dashboard and the live calendar.
- MIRA never texts a guest who has not agreed to MIRA, or who has opted out.
- MIRA does not pass messages to your staff, cannot read photos, and nobody can take over a conversation and type as the shop.
- MIRA never tells a guest to "Reply YES". It asks the way a front desk would ("Shall I book it for you?") and lets the guest answer in their own words.

CHAPTER 2

Setting up your shop

Setup MIRA is a seven-step wizard on the MIRA website. You do it yourself: you accept the terms and enter your card. A MIRA team member can sit with you, but cannot do these steps for you. Most owners finish in one sitting.



Step 1 of 7. Press **Set Up MIRA** on the website to start. The bar shows how far you are. Press **Continue** to move on.

The seven steps

STEP	WHAT YOU DO
1. Welcome	Read the welcome and press Continue .
2. Account	Enter your full name, email, US mobile number and a password. Press Continue and MIRA texts a 6-digit code to your phone. Type the code and press Continue again. Your phone is how you get back in if you forget your password.

3. Business	Business name, business phone, business email, business type, time zone and address (street, city, state, ZIP; US only). Type the state as a name or a code ("New Jersey" or "NJ"); it is saved as the two-letter code. Tick the box to accept the Terms of Service and Privacy Policy for the business.
4. Role	Choose Independent Provider (you work alone) or Business Owner (others may work with you). You can add your website and social links. Pressing Continue here saves your business.
5. Preferences	Choose what MIRA helps with (booking, rescheduling, cancellations, waitlists, preferred times, service questions). Tick the two boxes: the MIRA Standard, and the messaging confirmation (your guests contact you or give you their number for booking, and MIRA is used only for booking messages).
6. Billing	Enter the cardholder name and your card, press Confirm Card , and tick the authorisation: the \$99 activation fee, then each month's bill at month end, and the card processing fee added to each card charge. Nothing is charged at this step.
7. Ready	Press Activate Account . Your card is charged the activation fee, and your MIRA number is set up.

IF YOU STOP HALFWAY

Sign in again and Setup MIRA picks up where you stopped. Your account and business details are kept. You are asked the preferences, the two confirmations and the billing authorisation again.

The activation fee and the card fee

Activation costs **\$99, once per business**. It covers your MIRA number, account setup and support. It is not charged per provider. Like every MIRA charge to your card, it includes a card processing fee that covers Stripe's fee (2.9% + 30¢), so the activation charge on your card is **\$102.27**. There is no free trial and no free month.

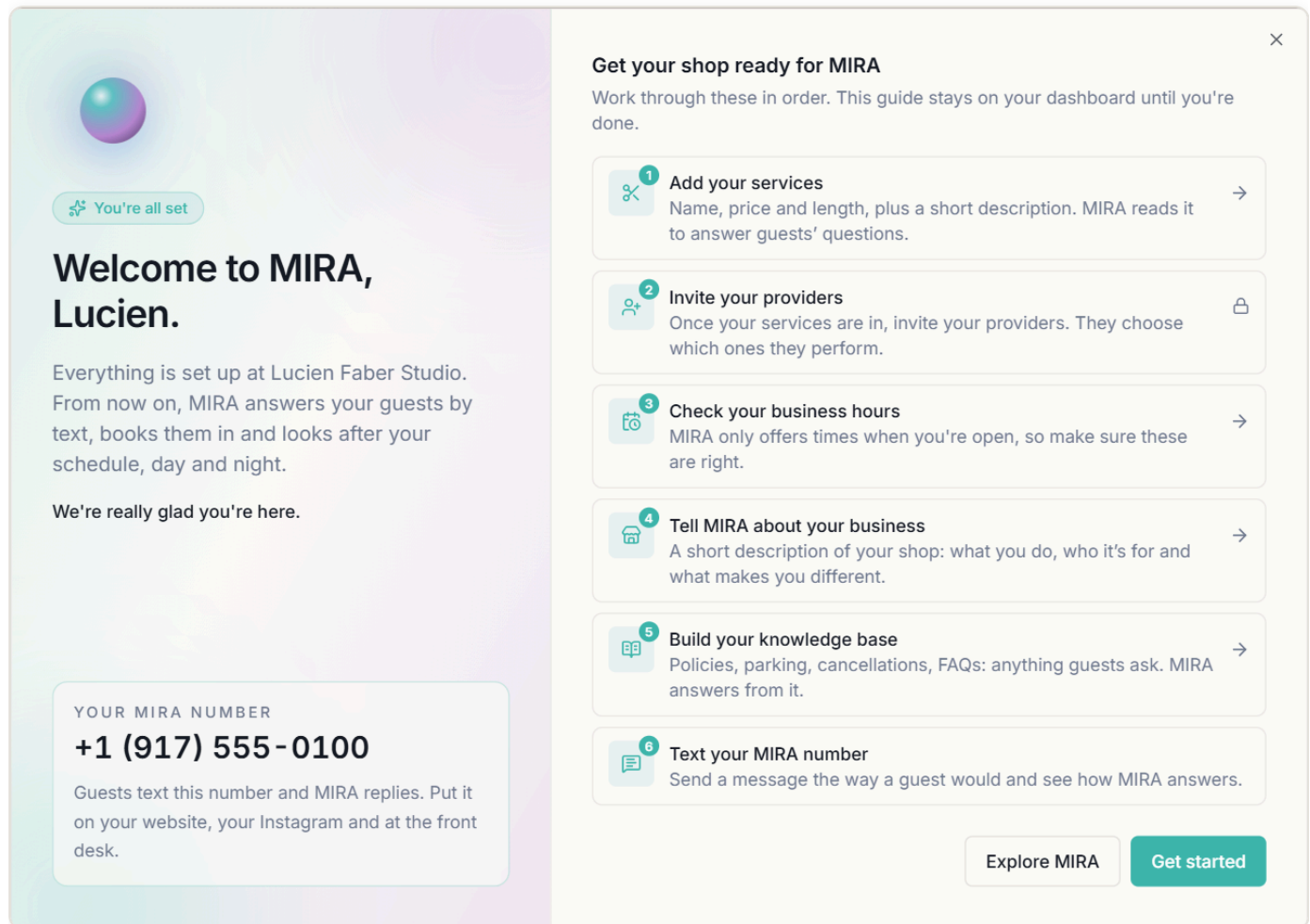
If the activation payment does not go through, your shop is not live yet. The last step tells you so; check your card or use another one, then activate again.

Your MIRA number

When you activate, MIRA gets your shop a **new phone number** with a local area code, chosen from your address. Your existing shop phone stays exactly as it is: MIRA does not move (port) your number. Your MIRA number stays at the top of every dashboard page ("MIRA is live on your line").

Your welcome

Right after activation you land on your dashboard with this welcome on top. It opens once.



Welcome to MIRA. MIRA's greeting and your number on the left; the getting-started guide on the right.

Welcome to MIRA	"You're all set." Your shop is live: from now on MIRA answers your guests by text, books them in and looks after your schedule, day and night.
Your MIRA number	The number your guests text. Put it on your website, your Instagram and at the front desk. If it says the number is still being set up, it appears at the top of your dashboard as soon as it is live, and MIRA support follows up.
Get your shop ready for MIRA	Six steps, in order. Each one opens the page where you do it.
Explore MIRA	See what MIRA does today and what is coming next (Chapter 13).
Get started	Closes the welcome. The same guide stays on your Overview and ticks off each step as you finish it, until you hide it.

STEP	WHAT YOU DO	WHY MIRA NEEDS IT
1. Add your services	Name, price and length, plus a short description (Chapter 9).	MIRA can only book and quote what you list, and reads the descriptions to answer guests' questions.
2. Invite your providers	Invite each one by email and/or phone, with their agreement (Chapter 8). Locked until you have at least one service. A solo shop does not see this step.	Your providers choose which services they perform when they accept. MIRA only offers providers who have joined.
3. Check your business hours	You start Monday to Saturday, 9:00 AM to 7:00 PM, Sunday closed. Change them if they're wrong.	MIRA only offers times when you're open.
4. Tell MIRA about your business	A short description: what you do, who it's for, what makes you different.	MIRA uses it when guests ask about your shop.
5. Build your knowledge base	Policies, parking, cancellations, FAQs: anything guests ask (Chapter 9).	MIRA answers your guests from it.
6. Text your MIRA number	Text it the way a guest would. Shown once your number is live.	You see MIRA at work, starting with the consent question every new number gets (Chapter 3).

GOOD TO KNOW

You don't tick anything yourself: the guide checks your shop and marks each step done when it is. Every step can wait, but MIRA does its best work once your services, hours and knowledge base are in.

Your starting hours

New shops start open **Monday to Saturday, 9:00 AM to 7:00 PM, closed Sunday**. Change them in My Availability (Chapter 9) before guests start texting.

IF SIGN-UPS ARE FULL

When MIRA is at capacity, the account step still creates your account and holds your place in line. You see "Your place is held" and your number in line each time you sign in. The MIRA team emails you when your spot opens; then you sign in and finish setting up your shop.

Your first guest text

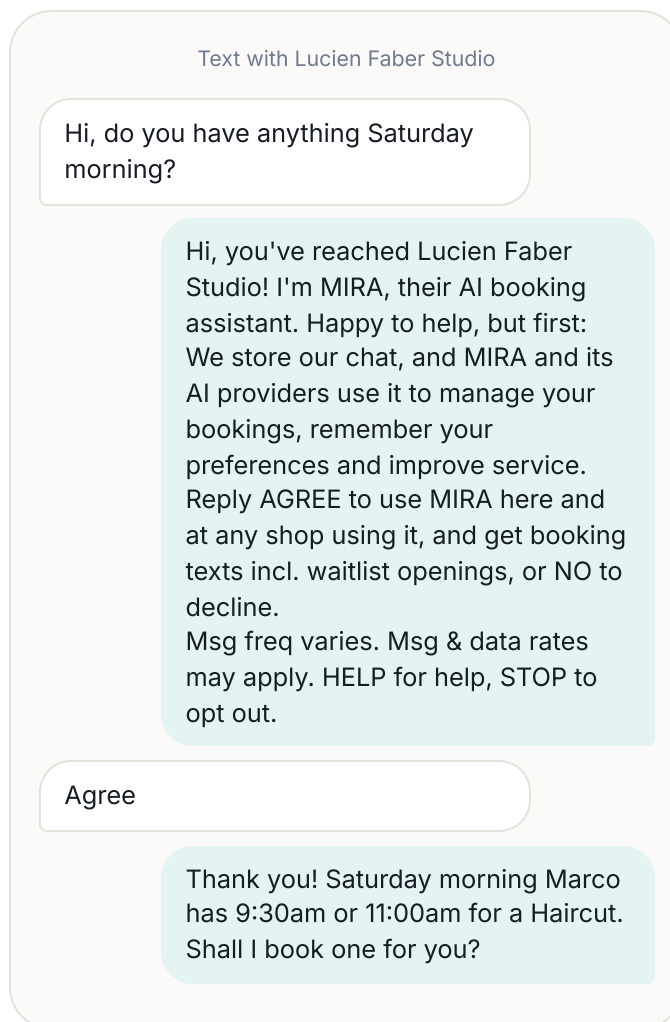
Before MIRA reads anything a guest writes, the guest must agree to it. This chapter shows what a new guest sees, and how to tell your clients about your MIRA number.

The consent question

The first time a phone number texts any MIRA shop, MIRA sends a fixed message: it is an AI assistant, the conversation is stored, and the guest can reply AGREE or NO. Nothing the guest wrote is read or stored until they agree.

When the guest agrees, MIRA answers what they asked first, as long as it was sent the same day and within 12 hours. Otherwise MIRA asks them to send it again, so it never books the wrong day.

Consent belongs to the phone number, across every MIRA shop. A guest who agreed at another shop is already set. A guest who says NO is asked once more, the next time they text a day or more later, and never again after that.



Example conversation. The consent message is fixed text.

Opting out

A guest who texts a single word STOP, CANCEL, END, QUIT, UNSUBSCRIBE, REVOKE or OPT OUT stops all MIRA texts, from your shop and every other MIRA shop. START turns them back on. A sentence such as "Cancel my 3pm" is not an opt-out; MIRA reads it and cancels the booking.

DON'T TELL GUESTS

"Text CANCEL to cancel." A bare CANCEL opts the guest out of every MIRA text. Tell them to just say what they want: "Can you cancel my Friday booking?"

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Telling your clients

- Put your MIRA number on your website, Instagram, Google listing and at the front desk.
- Tell regulars at checkout: "Next time, just text this number. It books you in any time, day or night."
- Guests you book yourself (by phone or walk-in) get no texts from MIRA until they text your MIRA number and agree. That includes reminders.
- Text your MIRA number yourself from your own phone to see what guests see.

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SAY THIS

"Text us at this number to book, move or cancel. It's MIRA, our AI personal assistant, and it answers straight away, even at night."

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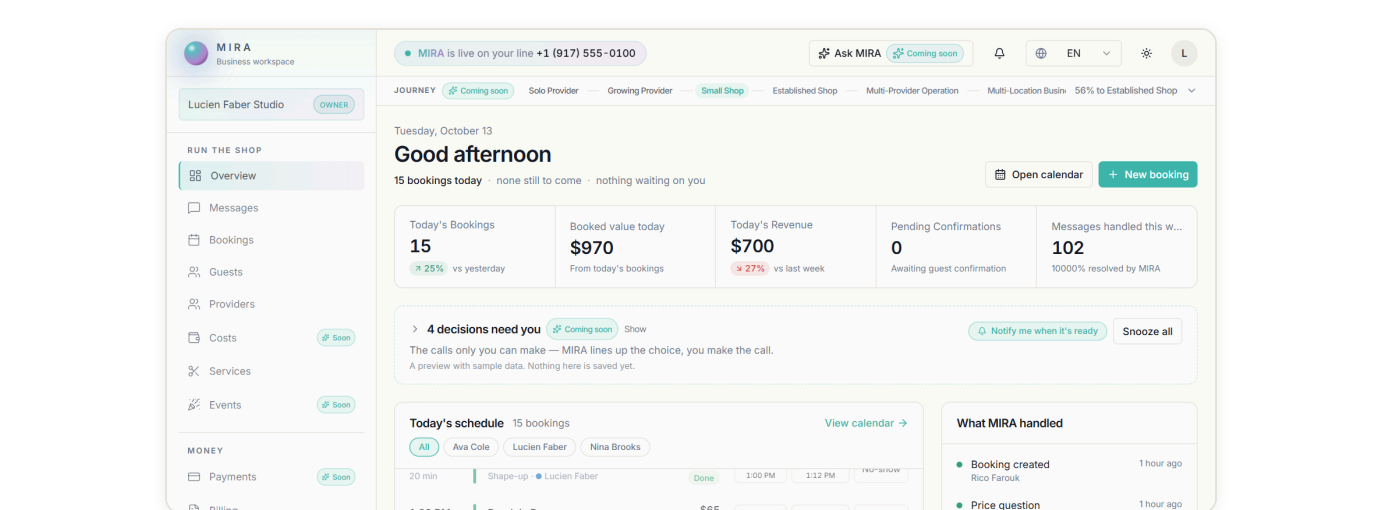
CHAPTER 4

Overview

Overview is the page you land on when you sign in. It shows today: how busy you are, who is in the chair, and what MIRA has just done.

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Overview. Today's numbers across the top, today's schedule with check-in buttons below, and MIRA's latest work on the right.

The page, top to bottom

Sidebar	Run the shop, Money, MIRA and Account. Items with a Soon badge, such as Payments, are previews, not live yet (Chapter 13).
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Open calendar, New booking	Jump to Bookings, or add a booking yourself (Chapter 5).
Number cards	Today's Bookings (compared with yesterday); Booked value today (what today's bookings are worth); Today's Revenue (payments collected online, which arrive with Payments intelligence in Stage 2; what guests pay at the appointment is not counted here); Pending Confirmations (waiting for the guest to confirm); Messages handled this week . Click any card to see what is behind it.
Today's schedule	Every booking today in time order, with service, provider, price and status. Filter by provider with the buttons above the list. A red NOW line marks the current time.
What MIRA handled	MIRA's latest work: bookings created, filled from the waitlist, moved or cancelled.
Billing snapshot	Your estimated next invoice, how many providers and bookings it covers, your saved card and the next billing date. Open billing takes you to Billing.

Sections marked **Coming soon** on this page, such as "decisions need you", "Money still on the table" and "This week", show sample data and are not live yet.

Check in, check out and no-show

These are your calls, made by hand. MIRA never marks them automatically. Each booking in today's schedule has three buttons. The same buttons are on the Bookings page and in each booking's details.

- 1 **Check in** when the guest arrives. The booking turns **In the chair** and the button shows the time.
- 2 **Check out** when the visit is done. The booking turns **Done**.
- 3 **No-show** if the guest never came. The button works only once the booking has started, and before check-out. It frees the time. If the guest turns up after all, press Check in and the booking comes back (unless someone else has been booked into that time).

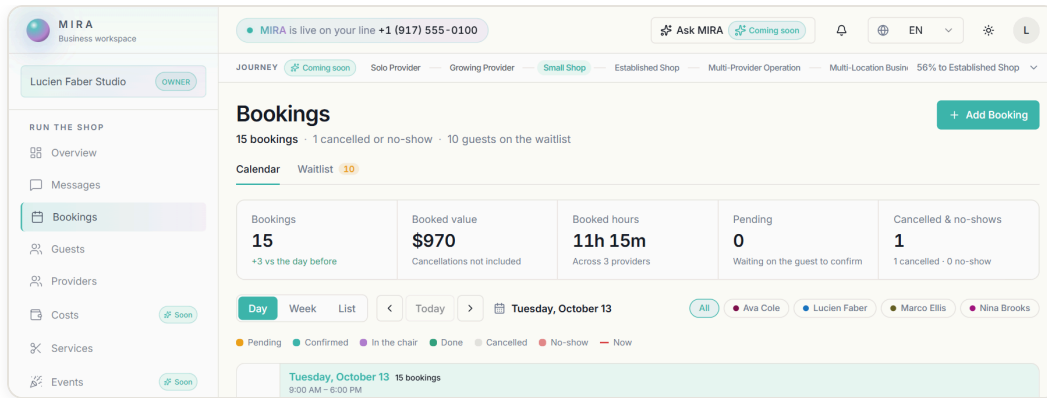
TIP

A past booking you never check out keeps its status. Make checking out part of finishing each visit, so your records and revenue stay right.

CHAPTER 5

Bookings

Bookings is your calendar. Every booking appears here, whether MIRA made it by text or you added it yourself.



Bookings. The day's numbers, the Day, Week and List switch, the provider filter and the colour key. Below them, the day view has one column per provider, a red line for the current time, and cancelled bookings struck through.

Calendar and Waitlist tabs

The calendar of bookings, and the guests waiting for a time (the number shows how many).

Number cards

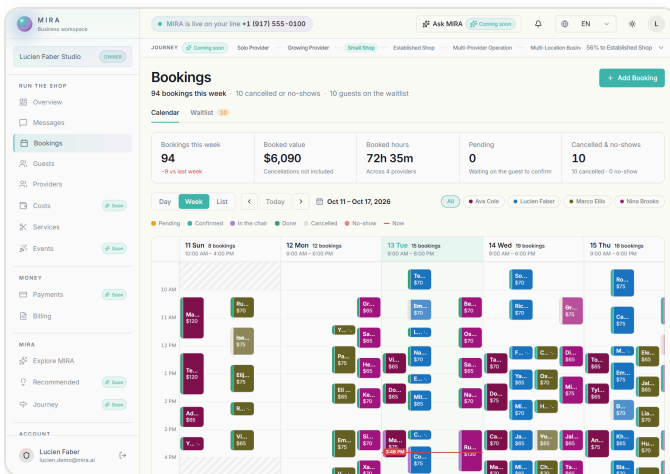
Bookings, booked value (cancellations not included), booked hours, pending (waiting on the guest to confirm), and cancelled and no-shows for the day or week you are looking at.

Day, Week, List

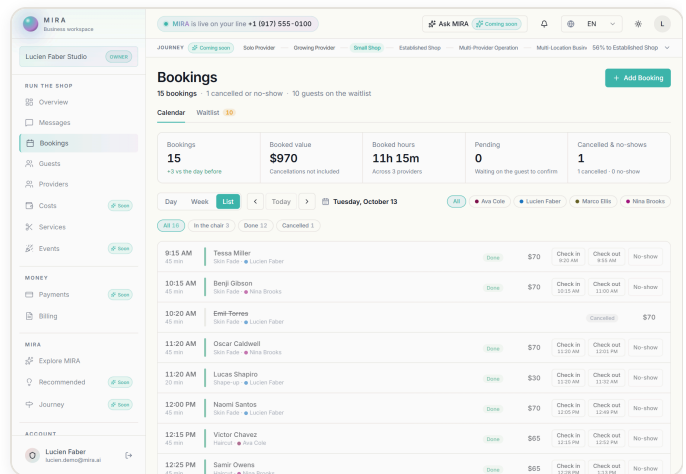
Three ways to see the same bookings. Use the arrows and **Today** to move through dates.

Provider filter

All, or one provider at a time.



Week view. The whole week, with each day's opening hours and count.



List view. Filter by status, and check in, check out or mark a no-show from the list.

Booking details

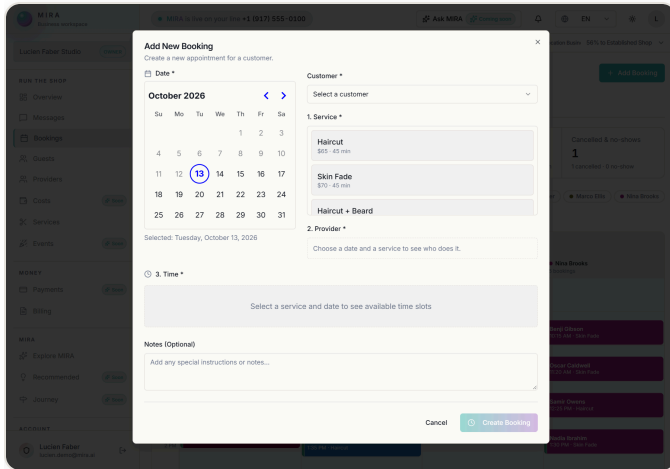
Click any booking on the calendar to open its details: the guest, time, service, provider, price, how it was booked (text message, dashboard, walk-in, from the waitlist or through Preferred Times and Cadence), the guest's phone number, and the Check in, Check out and No-show buttons.

At launch, guests pay at the appointment. A booking's **paid** status (paid online, or with a booking credit) is part of Payments intelligence, coming in Stage 2 (Chapter 10).

Guests move and cancel their own bookings by texting MIRA. If a guest calls you to change a booking, ask them to text your MIRA number.

Adding a booking yourself

Use **Add Booking** for a phone call or a walk-in. Bookings you and your providers enter are **free**: only bookings MIRA makes cost \$0.75.



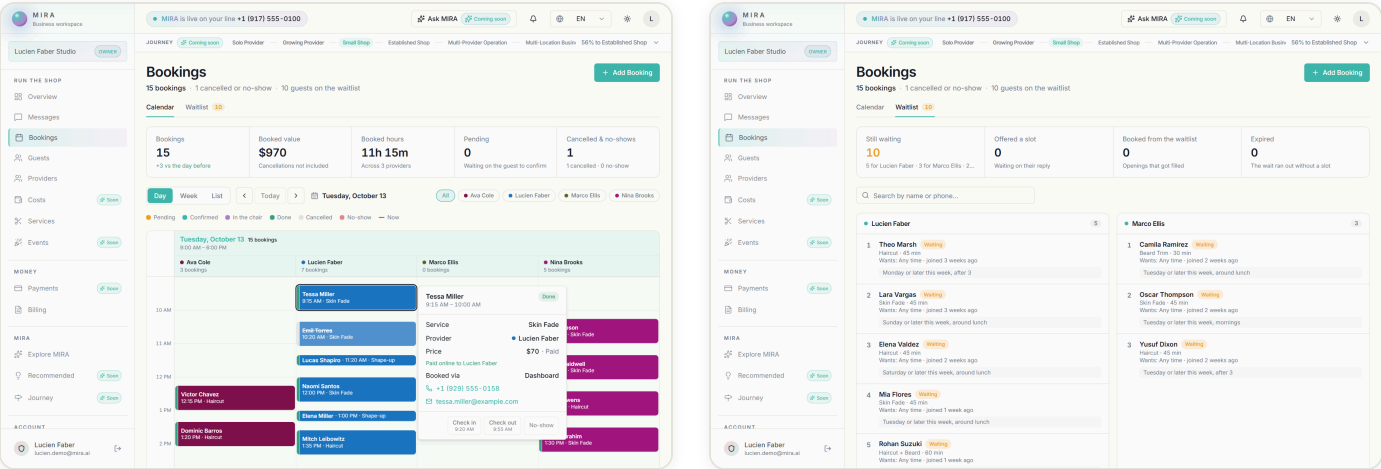
Add New Booking. Date, customer and service, then provider and time.

- 1 Press **Add Booking** (or **New booking on Overview**).
- 2 Pick the **Date** on the calendar and the **Customer**. A new client can be added first in **Guests**.
- 3 Pick the **Service** (up to two in one booking), then the **Provider**, or **Earliest available** to see times across everyone. Each provider shows their own price and length.
- 4 Pick a **Time**. Only real open times are offered: the same rules MIRA uses decide them.
- 5 Add notes if you like, then press **Create Booking**.

BEHIND THE SCENES

A guest you book this way gets no texts from MIRA (no confirmation, no reminders) until they text your MIRA number and agree to MIRA.

The Waitlist tab



Booking details. Click a booking to open it. The "Paid online" line is demo data previewing Payments intelligence (Stage 2).

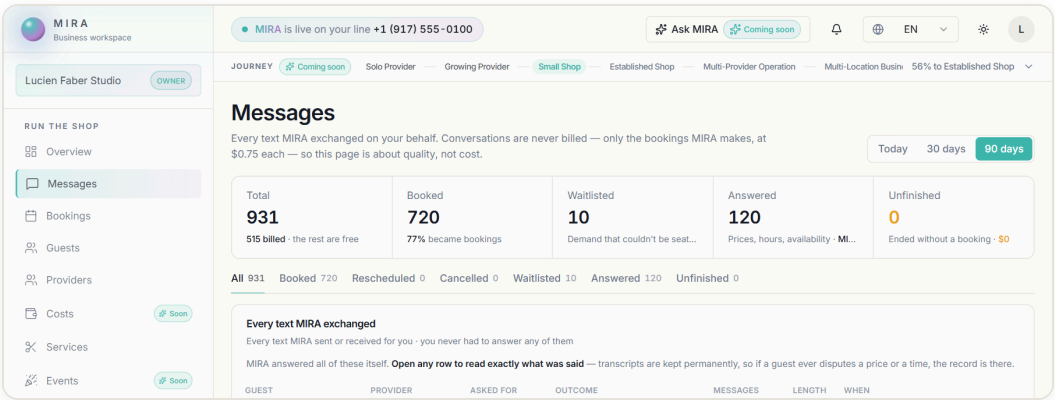
Waitlist. Who is waiting, for which provider, and for when.

When a guest asks for a time that is full, MIRA offers to put them on the waitlist. Guests are grouped by the provider they asked for (or **Any provider**), and you can search by name or phone. Each entry shows the service, the time window they want ("Monday or later this week, around lunch") and when they joined. A guest who has just been offered a time shows **Offered** with that time, waiting on their reply. The cards at the top count who is **Still waiting**, who has been **Offered a slot**, who was **Booked from the waitlist**, and entries that **Expired** without a slot. MIRA offers each opening to one guest at a time, held for 3 minutes (Chapter 12).

CHAPTER 6

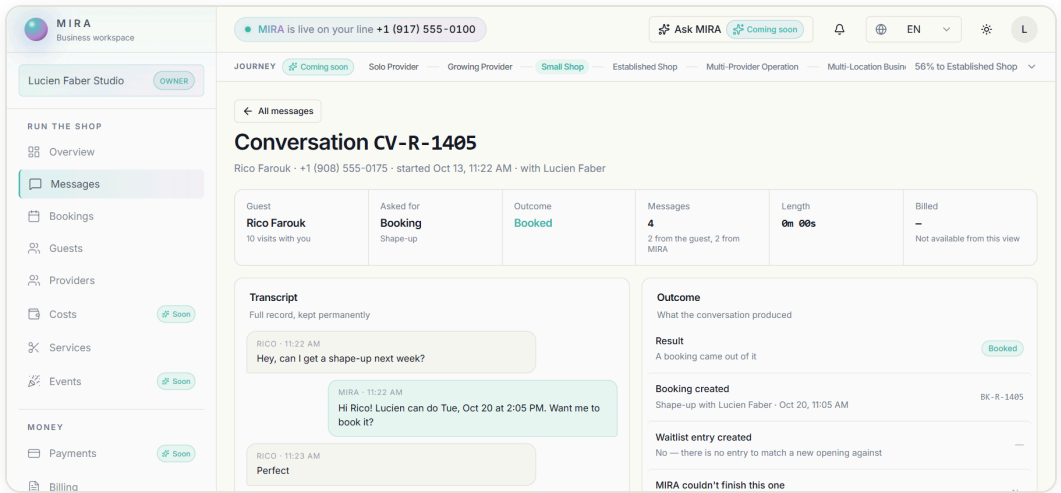
Messages

Messages shows every text MIRA exchanged for your shop, grouped into conversations, each with its outcome. Conversations are never billed; only the bookings MIRA makes are.



Messages. Choose Today, 30 days or 90 days. Each row is one conversation with a guest.

Number cards	Total conversations, Booked, Waitlisted, Answered (questions about prices, hours and availability) and Unfinished (ended without a booking).
Outcome tabs	All, Booked, Rescheduled, Cancelled, Waitlisted, Answered, Unfinished.
Each row	Guest, provider, what they asked for, the outcome, number of messages, length and when. Press Open to read it.



One conversation. The transcript on the left, what the conversation produced on the right.

Transcript	Exactly what was said, kept permanently. Useful if a guest ever disputes a price or a time. Show the whole conversation loads earlier messages.
Outcome	The result, the booking it created (service, provider, time and reference), any waitlist entry, and the value of the booking.
Report a problem	Opens a support ticket with the MIRA team, with this conversation attached. Choose what was wrong (said something inaccurate, offered a time that wasn't free, tone was wrong, should have asked you first, or something else) and say what should have happened. The guest is never told.

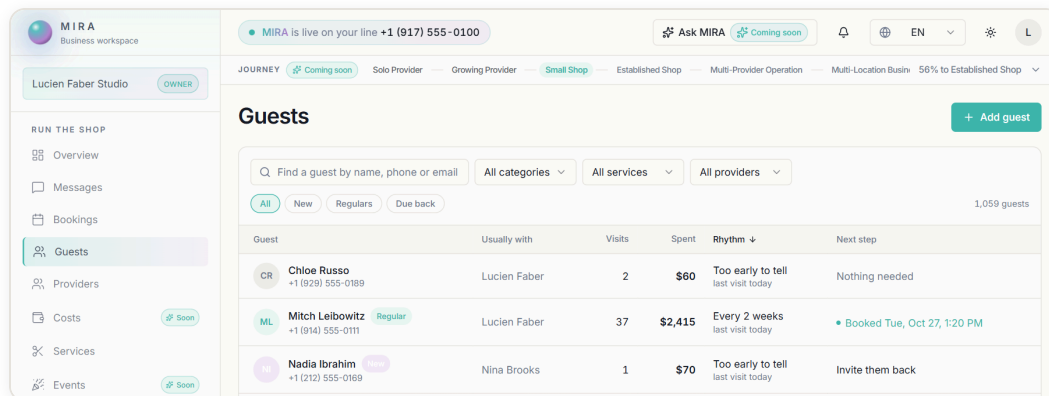
YOU READ; MIRA REPLIES

There is no box to type to a guest from the dashboard, and nobody can take over a conversation as the shop. MIRA cannot pass a message to you either. If a guest needs you personally, call them from your own phone; their number is on the conversation and the booking.

CHAPTER 7

Guests

Guests is your client list. Every guest who texted MIRA or was booked by your team is here, with their visits and their rhythm.



Guests. Search by name, phone or email, and filter by category, service or provider.

All, New, Regulars, Due back

Quick filters. Due back shows guests whose usual time to return has passed.

Columns

Usually with (the provider they see most), **Visits** and **Spent** at your shop, **Rhythm** (how often they come, such as "Every 4 weeks", and their last visit; new guests show "Too early to tell") and **Next step** (their next booking, or a note for you such as "Invite them back" after a first visit, "Due back, nothing booked" or "Nothing needed").

Add guest

Add a client yourself (full name, mobile number, email if you have it), for example before booking them by phone. The mobile number can't be changed later: it is how MIRA recognises them.

Guest profile

Click a guest to see their visits, average spend, last and next visit, recent bookings, and **What MIRA knows**: their usual service, preferred provider, best times and days, and anything to avoid. Buttons let you call, text or email them from your own phone, or edit their details. A guest who opted out of texts is marked as such.

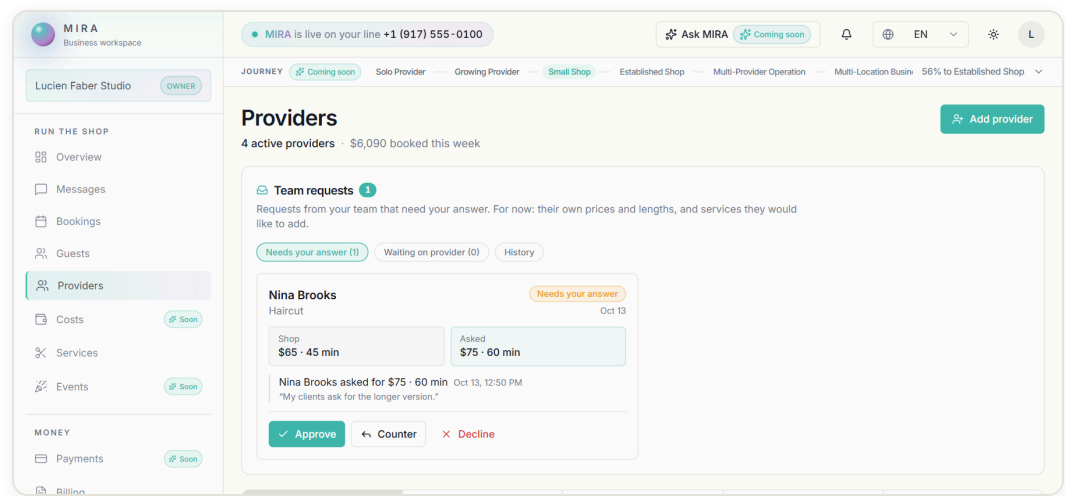
BEHIND THE SCENES

Guests belong to your shop. If the same person also uses another MIRA shop, that shop has its own separate record; your notes and history stay private to you.

CHAPTER 8

Your team

Providers is where you invite the people who work at your shop, record each one's agreement, choose who pays MIRA's bill for them, and see what they booked this week. You count as a provider too.



Providers. Team requests waiting for your answer sit at the top. Team numbers and one card per provider follow below.

Team requests	Requests from your providers that need your answer, for now their own prices and lengths and services they would like to add. Approve , Counter or Decline (see Chapter 9).
Number cards	Providers, Active (working and bookable), Invited (not joined yet), this week's booked value, and billable providers.
Provider cards	Name and role, status, who pays (Provider pays appears when they pay MIRA themselves), their agreement, and today's and this week's bookings. Every card says Paid at the appointment with a Soon badge: online payment arrives with Payments intelligence (Stage 2).
Invited providers	Until they accept, someone new to MIRA is shown by the email and phone you invited them with, because they have not set their name yet. Someone who already had a MIRA account shows their own name. The card notes that the invitation was sent and not accepted yet.

Inviting a provider

The screenshot shows the 'Add provider' form in the MIRA interface. The form is titled 'Add provider' and includes a disclaimer: 'This demo doesn't send a real email or text — the provider just appears as invited.' The form has several sections: 'Email' with a text input field containing 'name@example.com'; 'Phone' with a text input field containing '+1 555 123 4567'; 'Billing' with a dropdown menu set to 'Shop pays'; 'Color' with a row of colored circles and 'Automatic' selected; and 'Agreement' with a dropdown menu set to 'Commission'. Below the 'Agreement' dropdown, there is a text input field for 'Shop's commission (%)' with the value 'e.g. 40'. At the bottom of the form are 'Cancel' and 'Send invite' buttons.

Add provider. Email or phone, who pays, colour and agreement.

- 1 Add your services first (Chapter 9). Then press **Add provider**.
- 2 Enter their **Email**, their **Phone**, or both. The invitation goes to each one you fill in.
- 3 Choose **Billing**: **Shop pays** (you pay MIRA \$50 a month for them plus \$0.75 for each booking MIRA makes for them, on your invoice) or **Provider pays** (they pay MIRA directly; nothing is added to your bill).
- 4 Pick a **Color** for the calendar, or leave it on Automatic.
- 5 Set the **Agreement** (required): **Commission** with the shop's percentage, or **Lease** with an amount per week or per month. It is recorded now; MIRA acts on it with Payments intelligence (Stage 2).
- 6 Press **Send invite**. They appear as Invited until they accept.

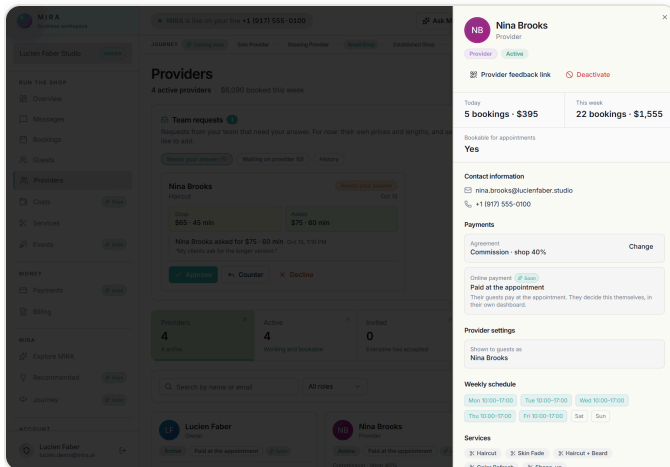
The provider opens the link, sets their own name and password, proves their phone, chooses their services and **saves a card**. Every provider saves a card, even when the shop pays for them; there is no skip. They then land on their own dashboard with a short welcome. An invited provider is **not billed and not offered to guests** until they accept. **Resend invitation** sends a fresh link; the old one stops working.

Agreements

AGREEMENT	WHAT IT RECORDS
Commission	The shop's percentage of the price of each service.
Lease	A fixed amount the provider pays the shop each week or month.

The agreement is recorded when you invite a provider and appears on their invitation. You do not have one yourself. Today it is a record: you and your providers settle up the way you already do. When **Payments intelligence** arrives in Stage 2, MIRA acts on it, passing commission to the shop and collecting lease automatically (Chapter 10).

After they join



Provider details. The agreement has a **Change** button; nothing else about the provider is yours to edit.

Click a provider's card to open their details: contact information, agreement, weekly schedule and services. Once a provider has joined, their **name, email, phone and services are theirs**; there is no Edit button. Ask the provider to update them in their own dashboard. From their details you can:

- **Change** their agreement (the only thing you set on a provider).
- Set their own **prices and lengths** (Chapter 9).
- **Deactivate** or **Reactivate** them, **Resend invitation** if they have not joined, and get their **Provider feedback link**.

Who pays (Shop pays or Provider pays) is chosen when you invite. A provider who has joined can't be moved to paying for themselves. If a provider has no agreement, their card shows **Set agreement**; set it so it is ready for Payments intelligence.

A provider can **pause themselves** at your shop when they are away. While paused they are not offered to guests, take no new bookings and are not billed. Their booked guests keep their bookings and reminders. You see "Paused" on their card. You cannot pause a provider; as the owner, you cannot pause yourself this way either.

When someone leaves

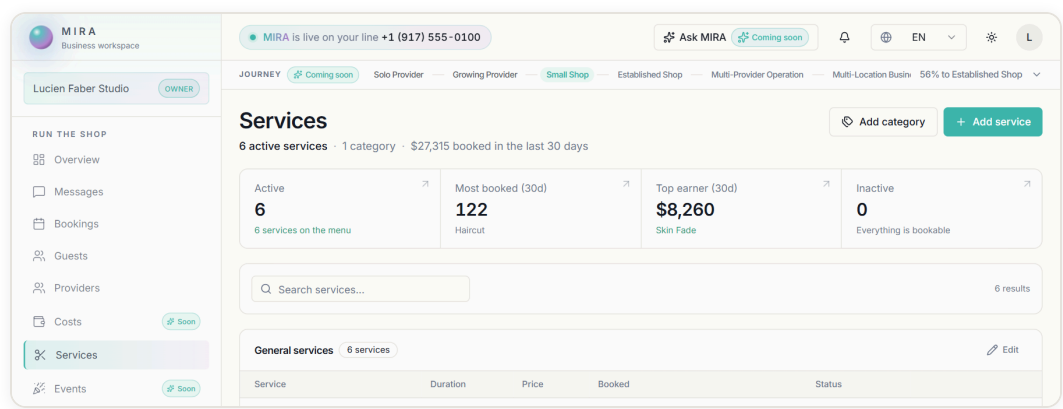
- 1 Open the provider and press **Deactivate**, then confirm.
- 2 They stop taking new bookings and lose access. Their past bookings stay on record.
- 3 Bookings already on the calendar are not changed. You'll be asked what to do with any upcoming ones.

Reactivate gives them access again. A person can work at two shops; each shop is a separate membership with its own bill.

Services, hours and what MIRA knows

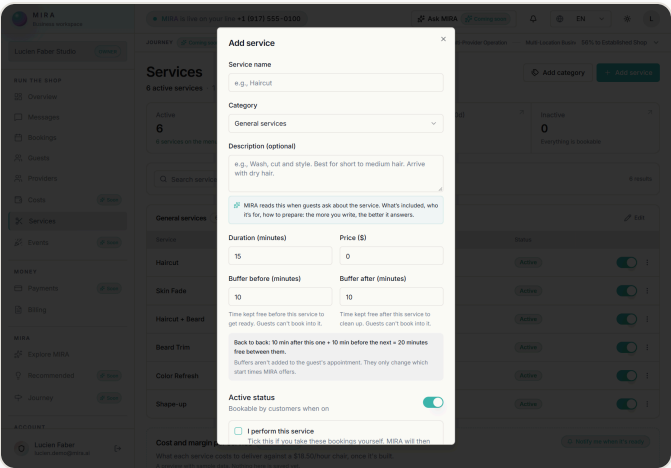
MIRA answers guests only from what you set up: your services and prices, your hours, your business profile and your knowledge base. Keep them accurate and MIRA's answers stay accurate.

Services



Services. Your active services, the most booked and the top earner over 30 days. Your menu by category follows, with duration, price and an on/off switch per service.

Use **Add category** to group services and **Add service** to add one. The switch on each row takes a service off the menu without deleting it.



Add service.

Service name, Category	What guests ask for, and where it sits on your menu.
Description	MIRA reads this when guests ask what is included, who it is for and how to prepare. The more you write, the better it answers.
Duration, Price	The length MIRA books and the price it quotes.
Buffer before, after	Time kept free to get ready or clean up. Guests can't book into it, and it is not added to the guest's booking.
Active status	On means guests can book it.

I perform this service

Tick it if you take these bookings yourself.

Provider prices

A provider can have their own price or length for a shop service, for example a senior barber who charges more. Either the provider asks (it appears under **Team requests** on Providers, where you **Approve, Edit, then approve, Counter** or **Decline**), or you set it yourself under **Prices and lengths** in the provider's details. The Services page always shows the shop's price. MIRA quotes each provider's own price. Bookings already made keep the price they were made at. Providers never see each other's prices.

My Availability: your business hours

Working days	Weekly hours	Breaks scheduled
7	58.5 hours	0

Week at a glance

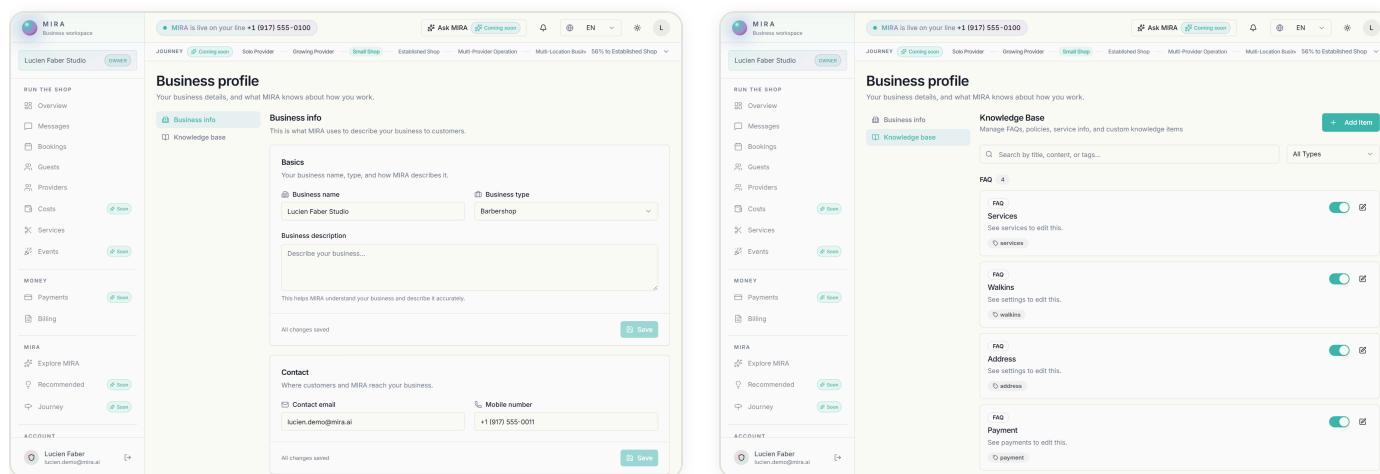
Day	Start	End
Mon	9:00 AM	6:00 PM
Tue	9:00 AM	6:00 PM
Wed	9:00 AM	6:00 PM
Thu	9:00 AM	6:00 PM
Fri	9:00 AM	6:00 PM

My Availability. Your shop's opening hours. Guests can only book inside them.

- 1 Open **My Availability** under Account.
- 2 Switch each day on or off, and set its **Start** and **End**.
- 3 Use **Add break** for a lunch break or any time you don't take bookings.
- 4 Press **Save changes**. MIRA offers only times inside these hours, minus breaks and existing bookings.

There is no way yet to block a provider's vacation or a day off. Plan around it with hours and breaks, or by booking the time yourself.

Business profile and knowledge base



Business info. Name, type, description and contact details.

Knowledge base. Answers MIRA can give guests.

Business info is what MIRA uses to describe your shop: name, type, a description, contact email and phone, and your address. Each section has its own **Save** button.

The **Knowledge base** holds answers to the questions guests ask: parking, walk-ins, payment, policies, anything else. Press **Add Item**, choose a type (FAQ, Business Policy, Service Information or Custom Knowledge), write the question and answer (or title and content), add tags if you like, and press **Create**. Only active items are used by MIRA: the switch turns an item off without deleting it, and the pencil edits it. Some items point to where the real answer lives ("See services to edit this").

GOOD KNOWLEDGE-BASE ITEMS

- Where to park, and whether there is a lift or step-free access.
- Whether you take walk-ins, and how kids' cuts work.
- How to prepare: "Arrive with dry hair", "Come 5 minutes early for your first visit".

MIRA has its own concierge guiding tone, the same for every shop, by design. You change what it knows, not how it sounds.

CHAPTER 10

Payments intelligence Stage 2

Payments intelligence is MIRA handling the money between your guests, your providers and you, and the agreement between each barber and the shop. It is coming in Stage 2. At launch, guests pay at the appointment.

TODAY, AT LAUNCH

Guests pay at the appointment, the way you already take payment. MIRA books the visit and quotes the price; you take the payment at the shop. Your MIRA bill (Chapter 11) is separate and live today.

What it will do for your shop

Online guest payments	Through each provider's own Stripe account, which MIRA sets up and manages. Online payment is each provider's choice; your own bookings use the shop's account.
Card fee paid by the guest	The guest pays the price plus a card processing fee, so the provider receives the full price: a \$40 service is \$41.50 on the guest's card.
Commission and lease	MIRA acts on the agreement you record today (Chapter 8): the shop's commission is passed to the shop, and a lease is collected from the provider's balance automatically.
Sunday payouts	Weekly, on Sunday evening: lease to the shop first, then the rest to each provider's bank.
Booking credits	Payments are final. A cancelled paid booking becomes a booking credit with the provider who was paid, ready for the guest's next visit.

MIRA takes no cut of guest payments.

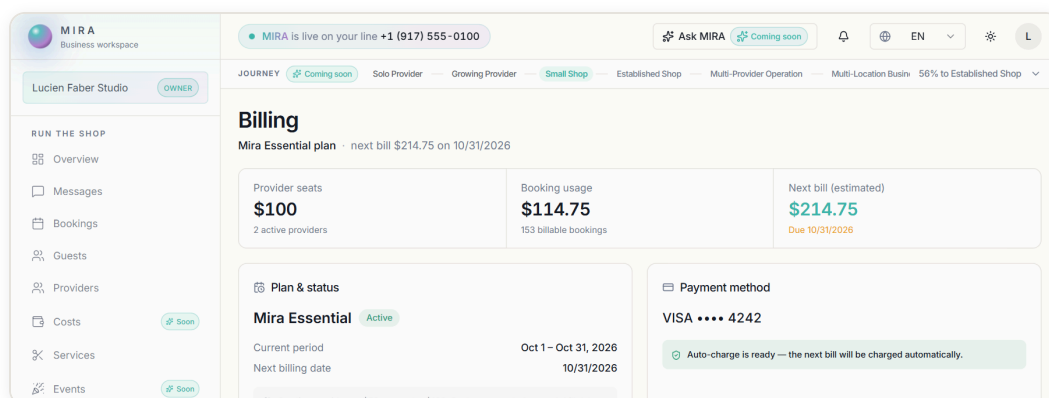
Where it shows in your dashboard today

- **Payments** in your sidebar carries a **Soon** badge. The page shows where Payments intelligence will live, but nothing is set up there and its buttons and switches are turned off until it launches.
- On **Providers**, each provider shows **Paid at the appointment** with a **Soon** badge. The **agreement** you record for each provider is live and unchanged (Chapter 8).

CHAPTER 11

Billing

Billing shows what your shop pays MIRA, your saved card and every invoice. Each month is billed when it ends, for that month. Nothing is billed ahead.



Billing. This month so far, your plan status and billing period, and the card that is charged automatically.

What you pay

CHARGE	AMOUNT	NOTES
Per provider	\$50 a month per active provider	You count as a provider, even if you never take bookings. Invited providers who have not joined, providers who left, and providers paused for the month are not billed. Providers who pay for themselves are on their own invoice.
MIRA bookings	\$0.75 per booking MIRA makes	By text, from the waitlist, and through Preferred Times and Cadence. Each service in a visit counts. A MIRA booking stays billed if it is later cancelled or missed. Bookings you add, and walk-ins, are free. Conversations are never billed.
Activation	\$99 once	At Setup MIRA (Chapter 2).
Card fee	2.9% + 30¢ per charge	Added when your card is charged; the invoice shows the bill itself. \$50 becomes \$51.80, \$200 becomes \$206.28.

TWO EXAMPLES (BEFORE THE CARD FEE)

A solo barber with 40 MIRA bookings in a month: $\$50 + \$30 = \$80$.

An owner who doesn't cut, plus 3 barbers, with 120 MIRA bookings: $4 \times \$50 + \$90 = \$290$.

Providers are counted when the month closes. Someone added the day before month end is billed for that month; someone who leaves before it is not.

The monthly invoice

At the end of each month MIRA raises one invoice for that month's providers and MIRA bookings, and charges your saved card that night. The **Invoices** list shows every bill with its status and the date it was paid. Open an invoice to see its lines: providers, booking usage and a per-provider breakdown. The breakdown is a statement, not a separate bill; you owe one total.

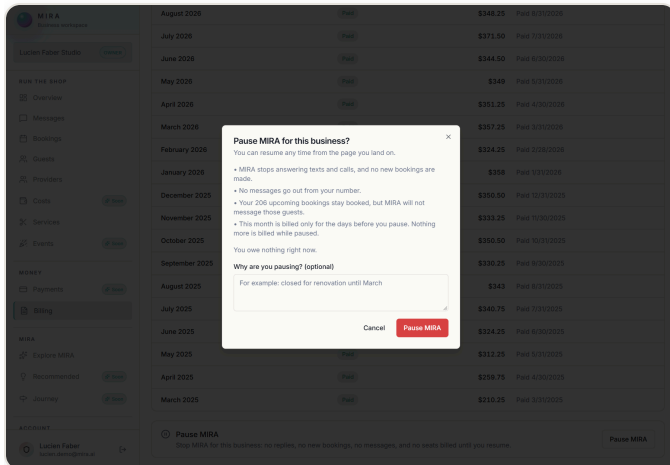
If an invoice is open or its charge failed, the invoice offers **Pay now**, **Retry charge** and a payment link. The **Payment method** card shows the card that is charged. Only the owner's card pays the shop's bills, and there is no button to change it on Billing while your shop is active. Your last saved card can be replaced, never removed.

If a payment fails

- MIRA texts you a reminder at about 2 and 4 days overdue.
- At 5 days overdue your shop is **suspended**: MIRA stops replying to guests and sends nothing. When you sign in, your dashboard sends you to a page where you can pay, charge your card, or add a card or replace the one on file.
- Paying the overdue bill lifts the suspension automatically.

- If your bank asks you to approve a charge, it is not a decline. Approve it, or pay from the invoice, and the bill is settled.
- A provider who pays for themselves and does not pay is put on hold (no new bookings). Your shop is never suspended for a provider's own bill.

Pausing your shop



Pause MIRA. The window lists what pausing does and charges.

- 1 At the bottom of Billing, press **Pause MIRA**.
- 2 Read what happens: MIRA stops answering and makes no new bookings, no messages go out from your number, and upcoming bookings stay booked but those guests get no texts from MIRA.
- 3 The window shows what pausing charges now: the days used so far this month for each provider ($\$50 \times \text{days used} \div \text{days in the month}$) plus MIRA bookings since your last invoice, or that you owe nothing right now. Add a reason if you like, then press **Pause MIRA**.
- 4 To come back, press **Resume MIRA** on the page you land on. MIRA starts answering again right away. Resuming charges nothing: a new month starts that day and is billed when it ends. Resume needs the pause bill paid and a card on file.

CHAPTER 12

What MIRA does on its own

Most of MIRA's work is answering guests, at any hour, whenever they write. A few times it texts first: reminders, waitlist offers, time-switch questions and the next date in a guest's Preferred Times and Cadence. This chapter shows when.

QUIET HOURS

MIRA never texts first between **8:00 PM and 9:00 AM** your shop's time. Replies to a guest who wrote first go out at any hour. MIRA only texts guests who agreed to MIRA, and never more than one open offer per guest at a time.

WHY 9AM TO 8PM: THE LAW

US texting laws limit when a business may text people first, and each text sent at the wrong hour can be its own claim against the business that sent it.

LAW	WHEN A BUSINESS MAY TEXT FIRST (THE GUEST'S LOCAL TIME)	IF IT IS BROKEN
Federal: Telephone Consumer Protection Act (TCPA), 47 CFR 64.1200(c)(1)	8am to 9pm	Guests can sue: \$500 per text, up to \$1,500 if willful, often as class actions
Florida Telephone Solicitation Act, Fla. Stat. § 501.059	8am to 8pm	Guests can sue: \$500 per text, up to \$1,500 if willful
Maryland Stop the Spam Calls Act	8am to 8pm	State enforcement
Texas, Bus. & Com. Code § 301.051, covering texts since SB 140 (1 Sep 2025)	9am to 9pm; Sundays noon to 9pm	Guests can sue under the Texas Deceptive Trade Practices Act
New Jersey	8am to 9pm	State enforcement

MIRA uses the strictest window of all of them, 9am to 8pm, for every shop. That keeps your shop clear of these rules without you having to know which one applies to which client. Replies to a client who texted first go out at any hour, because the client asked.

This explains why the rule exists; it is not legal advice.

Reminders

Two per visit, fixed text, with nothing to reply to. A guest who needs a change simply replies, and MIRA handles it. A visit booked inside the reminder window gets no early reminder (the confirmation is enough). A 9:00 AM visit gets no same-day reminder, because its four-hour mark falls in quiet hours.

Text with Lucien Faber Studio

Hi Jordan, a quick reminder from Lucien Faber Studio:

Haircut with Marco
Today at 2:30pm

Waitlist offers: one guest at a time

When a time opens (a cancellation, a moved booking, new hours), MIRA looks for a waiting guest whose service, provider and time window fit. It asks the best fit first: a guest who asked for that provider, then the guest with the narrowest time window, then the order on your waitlist. Offers follow quiet hours: a time that opens overnight is not offered the next morning.

- 1 MIRA texts **one guest** and **holds the time for them for 3 minutes**. The offer says so.
- 2 If they say yes, MIRA books it. While the offer is open, nobody else is offered that time.
- 3 No answer in 3 minutes: the guest is told their time is up (they stay on the waitlist), and MIRA asks the next guest.
- 4 **A late opening**, one that starts within 40 minutes, goes to **two guests at once**, each told the other was asked. The first to say yes gets it, and the other is told straight away.

Text with Lucien Faber Studio

Hi Jordan, your 3 minutes for the Friday 2:30pm opening are up, so it's no longer held for you. You're still on the waitlist, and I'll text you if another time opens.

Text with Lucien Faber Studio

Hi Sam, good news: today at 4:00pm just opened with Marco for Skin Fade. Shall I book it for you? It's held for you for 3 minutes; after that I'll offer it to the next person on the waitlist.

Yes please!

Done: Skin Fade with Marco, today at 4:00pm. See you then.

Booked from the waitlist

Time switching

Only when a guest asks. If a guest can't make their time and wants a time that another guest already holds with the same provider, MIRA can ask that other guest whether they would trade. It asks one guest at a time, only for a booking of the same length, not within two hours of the start. No answer means no. MIRA never suggests a swap on its own.

Example conversations with invented names. The sentences about the 3 minutes are fixed text.

How the waitlist fills a cancelled time

When a time opens, MIRA offers it to waiting guests one at a time, and holds it for each one for 3 minutes.

A time opens → Best-matched guest · 3 min → Next guest · 3 min → **Booked**

- 1 **A guest wants a time that is full.** MIRA puts them on the waitlist: the service, the day, the time window, and the provider if they care who.
- 2 **A time opens.** Someone cancels or moves, or the shop adds hours.
- 3 **MIRA picks the best match first:** a guest who asked for that provider, then the guest with the tightest time window, then whoever joined first.
- 4 **It texts that one guest** and holds the time for them for 3 minutes. The text says so.
- 5 **Yes:** MIRA books it. **No answer in 3 minutes:** MIRA tells them their time is up (they stay on the waitlist) and asks the next guest.

WHEN THE TIME STARTS VERY SOON

If the opening starts within 40 minutes, MIRA asks two guests at once and tells each that someone else was asked. The first yes gets it, and the other is told straight away.

GOOD TO KNOW

Offers follow quiet hours: nothing goes out between 8pm and 9am. A guest only ever has one open offer at a time.

Example · text with Lucien Faber Studio

Hi Jordan, a 2:00pm haircut with Ava just opened today, Thursday, October 15. Want me to book it for you? It's held for you for 3 minutes; after that I'll offer it to the next person on the waitlist.

Yes please!

Done: haircut with Ava, today at 2:00pm. See you then!

IF JORDAN DOESN'T ANSWER IN TIME

Hi Jordan, your 3 minutes for the Thursday, October 15 2:00pm opening are up, so it's no longer held for you. You're still on the waitlist, and I'll text you if another time opens.

Example conversation. The 3-minute sentences are fixed text MIRA always sends.

WHAT YOU SEE

The booking appears on your calendar like any other, and you can read the offer and reply in Messages. You do nothing.

How Time Switching works

A guest who can't make their time can ask MIRA to ask another guest, with the same provider, whether they would swap. Only when the guest asks: MIRA never suggests it.

Guest asks to swap → MIRA asks one guest → No answer = no → Next guest → **Swapped**

- 1 A guest asks** for a time that is already taken with their provider.
- 2 MIRA finds who holds that time:** same provider, same length of booking.
- 3 It asks that one guest, kindly,** whether they would swap, and makes clear that saying no changes nothing.
- 4 One guest at a time, up to 5.** Each gets time to answer (below). No answer means no.
- 5 Yes:** the two bookings swap and both guests are told. **Nobody can:** the booking stays as it was, and MIRA offers another day or the waitlist.

BOOKING IS	TIME TO ANSWER
More than 2 days away	6 hours
1 to 2 days away	2 hours
4 to 24 hours away	45 minutes
Under 4 hours away	15 minutes

GOOD TO KNOW

No asking or swapping within 2 hours of either booking. Swap texts follow quiet hours (8pm to 9am).

Example · Maya can't make 5:00pm on Friday, October 16

I can't make 5 on Friday. Could you ask whoever has 3pm with Ava if they'd swap with me?

Of course. I'll ask them now and text you as soon as I hear back.

MIRA TEXTS THE GUEST WHO HAS 3:00PM

Hi Chris, it's MIRA from Lucien Faber Studio. Another guest is hoping to move to your 3:00pm with Ava on Friday, October 16, and has 5:00pm the same day. Would you like to switch? Totally fine to say no, and nothing changes if you do.

Sure, 5 works for me

BACK TO MAYA

Good news — they were happy to switch. You're now 3:00pm on Friday, October 16 with Ava.

Example conversation. The question to the other guest and the result are fixed text.

WHAT YOU SEE

Both bookings move on your calendar, and the provider gets a notice. You do nothing.

Explore MIRA and what is coming

Explore MIRA lists what MIRA does for your shop today and what is on the way.

Pages and sections marked **Soon** or "Coming soon" in your dashboard are previews with sample data. Nothing in them is saved yet.

Open **Explore MIRA** in the sidebar. It has three columns: **Available now**, **Launching soon** and **On the roadmap**, and two next steps: build your knowledge base, and read what MIRA handled in Messages.

Stage map

STAGE 1 · LIVE

- Guests book, move and cancel by text
- Reminders, waitlist, time switching
- Owner and provider dashboards
- Guests pay at the appointment

STAGE 2 · SOON

- Payments intelligence
- MIRA answers phone calls
- Enhanced client memory
- Booking intelligence
- Business insights
- Late-cancellation tracking
- Cost per guest and pricing tools
- LFBER Barber Essentials

STAGE 3 · ADVISES

- Recommended actions
- Journey
- Provider performance
- Train MIRA
- Events
- Ask MIRA

STAGE 4 · ECOSYSTEM

- Marketplace discovery
- Provider recommendations for guests
- Operational intelligence
- Growth systems

Previewed in your sidebar and pages: **Recommended** (the moves MIRA would suggest), **Journey** (where your shop stands, from solo to multi-location), **Payments** (Payments intelligence, Chapter 10), **Costs** (cost per guest), **Events**, **Requests** (ask for features) and **Ask MIRA**. The notification bell at the top right is live: it shows your shop's booking, payment, team and system notices, such as a provider pausing or a booking being cancelled, and checks for new ones every minute. Press **Notify me when it's ready** on any preview to hear when it goes live.

NOT AVAILABLE YET

Online guest payments (Stage 2); MIRA answering phone calls; calendar sync with Booksy, Square, Vagaro, Google or any other calendar; number porting; deposits and cancellation fees; staff time off; texting guests yourself from the dashboard; automatic review requests. Please don't promise these to your clients.

Getting help

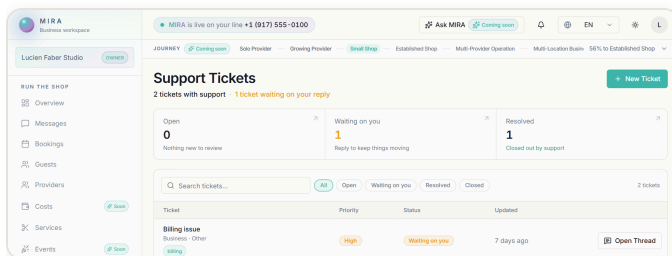
Three pages under Account keep you in touch with the MIRA team and with your clients' views.

Support Tickets

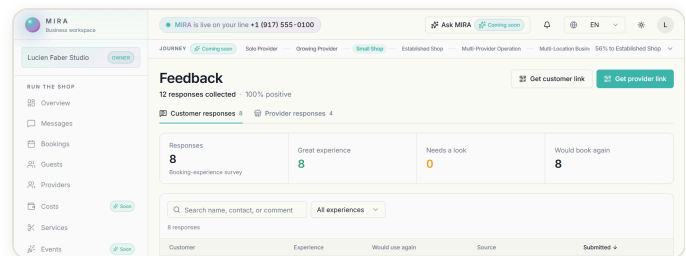
- 1 Press **New Ticket**. Give it a title and description, choose the issue type (for example wrong time, wrong provider, bad response, payment issue or dashboard issue) and severity, and attach up to five files. Press **Create Ticket**.
- 2 The MIRA team replies in the ticket. **Waiting on you** means they need your answer: press **Open Thread** to reply.
- 3 For a problem in one conversation, use **Report a problem** on that conversation in Messages instead. The conversation is attached for you.

Feedback

Get customer link and **Get provider link** give you a link and QR code for a short survey (copy it or open it). Each provider also has their own feedback link in their details. Put the customer one at the front desk. Responses appear here, with how many had a great experience and how many would book again.



Support Tickets. Your tickets, their priority and status.



Feedback. What guests and providers said.

My Profile

Open it from your name at the bottom of the sidebar or your initial at the top right. Change your name and a short bio your providers can see, and change your password on the Password tab. To change your email or phone number, contact support: your phone is how you reset your password.