



HAND & STONE®

Action Guide:

Using the Liabilities Reports in Power BI

Memberships

The membership liability report reflects the value of **every credit that has accrued** for a member. Use this report to monitor trends, ensure service delivery aligns with usage, and spot signs of disengagement. Always **export to CSV (not Excel)** for accurate detail, and review data **monthly** to stay ahead of liability buildup.

Gift Cards

This report shows all outstanding gift card balances, including both active and expired cards. As with memberships, **export via CSV** and start from **1/1/2001** to ensure a full historical view.

“On Demand” Reporting

Liabilities Reports

The Liabilities tool in Power BI provides **a clear snapshot of your spa’s membership and gift card balances for any selected date range**. It’s an easy way to view and aggregate liabilities by spa location.

This report helps franchisees understand how much service value is owed to clients and track liability trends. With flexible filtering options, you can analyze liabilities by date and location to ensure accurate financial oversight.

Unlike Zenoti’s native reports, this tool uses improved categorization and structure, making it a more accurate and reliable source for understanding true liability.

How To

1. Select Spa Name.
2. Choose your desired Date Range — for the most complete view on the **gift cards** report, we recommend starting from **1/1/2001**.
3. Click View Report.
4. To analyze the data in detail, click Export → **CSV** (do **not** export to Excel, which may misformat the data). CSV ensures a clean, line-by-line export.

Need Help?

For detailed, step-by-step instructions - including screenshots - click [HERE](#). This walks you through pulling and exporting the report with ease.

Common Pitfalls

Misinterpreting Liabilities as Revenue: Liabilities represent services owed—not income earned. Avoid factoring these balances into your monthly revenue goals, as they have not yet been redeemed or realized.

Ignoring Liability Build-Up: An increasing liability balance without corresponding redemptions can indicate member disengagement or potential staffing and capacity limitations. Regular review helps you take proactive action.

