MY SPA 4.5 – New in this Version

Inhalt

More Pre-Bookings for the Guest

In addition to treatment requests, packages and courses can now also be pre-booked for a guest in the customer mask, and thus quickly added to the list of pre-bookings. This booking method is particularly suitable for receptionists who would like to include additional services for the guest when making the hotel reservation.
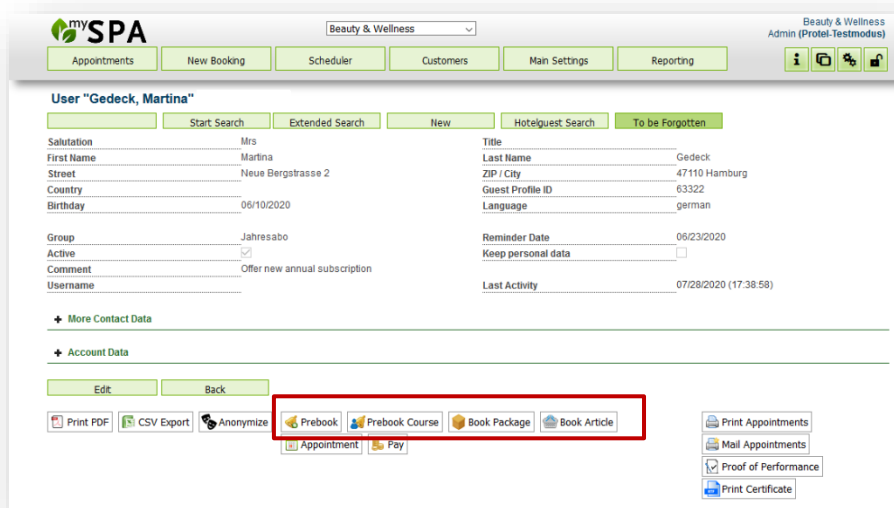
By clicking on one of the buttons, a new booking mask opens, in which you can note the various wishes of the guest for the desired stay:

If a hotel system is connected, upcoming stays are offered, from which you can choose one to suit your needs. However, you can also reserve wishes for a guest without a hotel reservation.
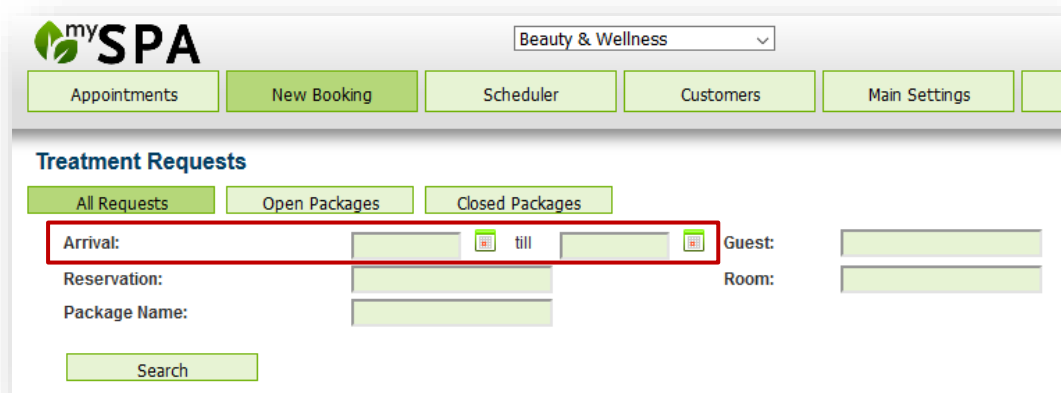
Within this mask you can change the 'type' without leaving the mask: between treatment, course, package, article.

You can settle the reservations directly or print a confirmation. However, printing the regular MY SPA appointment form for the guest will show undermined treatments without an appointment. We will be happy to create individual templates for you, in which we will attractively show the pre-booked services and packages (we charge for these services on a time basis).

Schedule Treatment Requests, Courses and Packages

The list of pre-bookings for a guest can now be sorted by stay, but can also be limited to a specific arrival period.


In the list of pre-bookings, we display not only the stored guest commentary but also, depending on the configuration, the notes from your hotel system.

For connected hotel systems that do not book fellow travellers by name, but create them with a number of accompanying persons or as 'Mr. and Mrs. Miller', the appointment allocation of package applications and pre-booked applications is possible at parallel times via the appointment search of the 'green areas'. The prerequisite is that you deselect the option 'Multi-Appointment Check' in the shop data.

Swap Package Parts

Now it is possible to exchange services for packages booked in MY SPA as well as for arrangements sent by the hotel system:
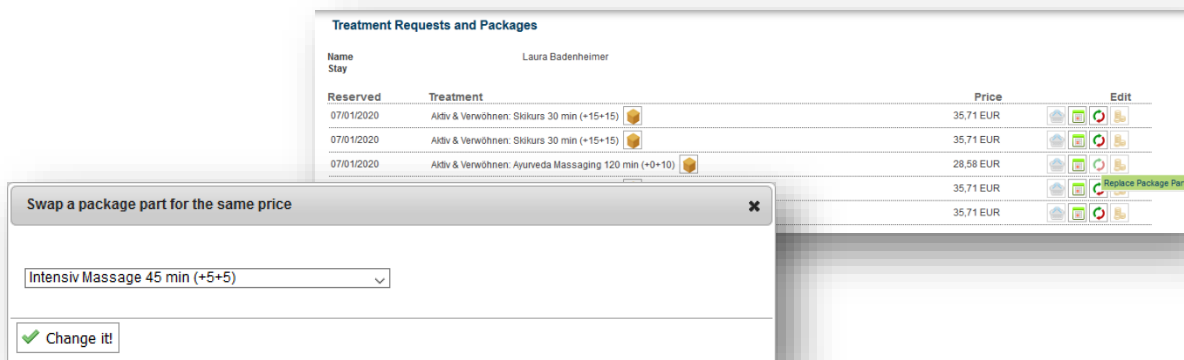
You can find this function under 'New booking' -> 'Pre-bookings', as well as in the customer mask, as long as the package service has not yet been scheduled. The change to the included partial service is noted in MY SPA, the price remains unchanged.

The authorization to exchange package partial services is linked to a new employee authorization, which you can assign in the employee master data.

Any surcharges must be added manually during hotel billing - either as an article, as a manual price change in the MY SPA package or in the hotel system. Please note: the hotel system is notified that the service originally sent from there has been performed!

Free Booking

This function allows you to switch off all validations of qualification and working time for employees and rooms at short notice when selecting an appointment to search for a free date.

This type of appointment booking requires precise knowledge and must therefore be released explicitly for employees who do not have the highest authorization level.:
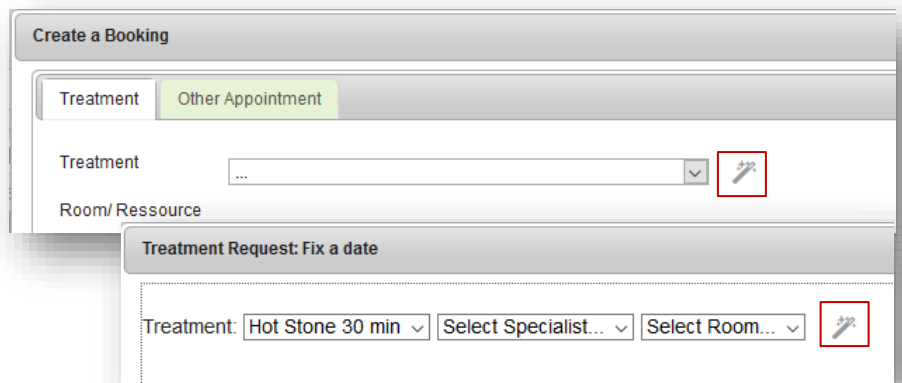
After enabling the authorization, you will find the icon in all appointment booking views, which extends the booking options when activated.

Clicking on the icon expands the offer, the icon is highlighted in red.

You will find the option when booking an appointment in the calendar:

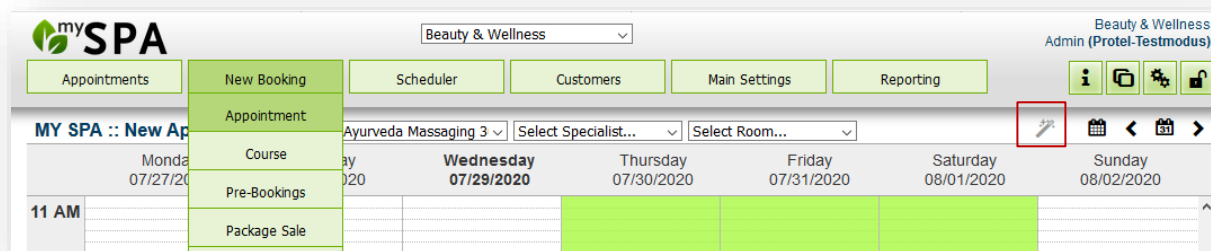When assigning appointments for pre-bookings and via the 'Move/Replace' function in the appointment detail:

Via New booking Treatment:

Only the general opening hours and appointments already occupied by treatments form the maximum scope of bookability.

Appointments that have been created freely are marked with the magic wand icon in the calendar. They can only be moved appropriately in the calendar by Drag & Drop.
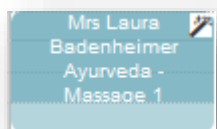
Hotel Guest Data

Display of the guest's check-in status

You can check the status 'CI' for Checked-in by moving the mouse over the hotel system icon at the guest name. In addition, we now show the status in the guest's appointment calendar.

Check-in/check-out lists with features

On the `Appointment` page you can see the Check-in's for the upcoming days. There the guest names are marked, for which wishes or appointments have already been accepted. Click on the guest name to jump to their customer file.

Hotel guests who are not yet known in MY SPA can be added and entered as customers by clicking on the button.

New Schedule Warnings

Additional types of appointment conflicts with the hotel reservation are now shown. Also those resulting from postponed stays and deleted arrangements, if appointments have already been made for them.

You will find information on this if you move the mouse over the warning triangle which is shown in all appointment lists at the customer and in the appointment overview. In the calendar these appointments are surrounded by a blue frame.
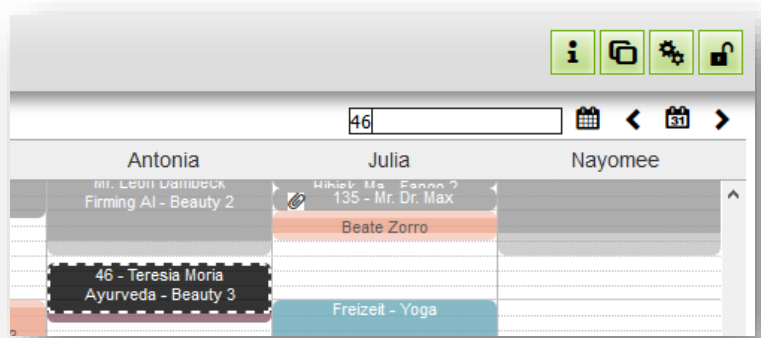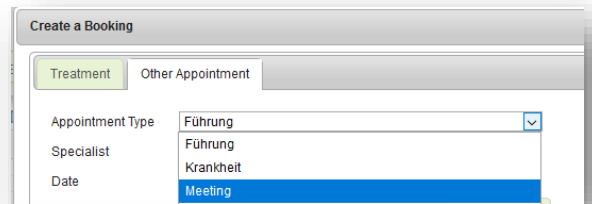
In the Calendar

Quick Search

Would you like to quickly find the dates of a guest in the calendar? You can search for a guest name or room number in the search field in the upper right corner next to the green icons. By clicking 'Enter' the dates are highlighted in black. Add further names, e.g. to see the appointments of a group.

Resolve the display by reloading the page or jumping one day forward and back again.

Book ‚Other Appointments' in the Calendar

The appointment types offered in the calendar are defined in the master data under Master data - Administration - Appointment types. The order of the display depends on the assigned sorting and, within the same priority, on the alphabetical order.

Start Time

The start time of an appointment that you book in the calendar can now be entered in the Start field.

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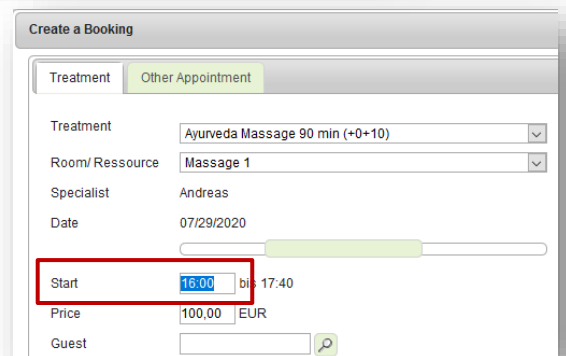
Menu Item `Appointments`

Employee plan PDF

The guest information and comments have been extended: the plan also shows the corresponding package during treatment. The guest's room number and stay are shown beneath the guest name, if a hotel system is connected.

Date	Time	Treatment	Customer	Room
06/16/2020	14:00 - 16:00	Heaven for Two 110 min (+0+10)	Timo Sauer, 53 R. 61, 06/05/-07/05/2020	Paar- Wellness
		Serve two glasses champagne! - No lavender fragrance		

In the info area, the (internal) comment of the application is displayed before the guest and appointment notes. You can store this comment in the Master Data - Treatments.

This information is also displayed in the new room plan.

Room Plan PDF

In addition to the daily schedule PDF for employees, you can now also create a daily PDF for each room. You can find it on the 'Appointments' page righthand side of the employee plan.

Setup Preview Period

Open packages and treatment requests for which appointments have not yet been made can always be viewed in full under New booking - Prebookings. On the 'Appointments' page, these are only shown when the stay is imminent. You can now set the deadline for this yourself under Master data - Shop data - Settings for the PMS connection. Choose a period between 3 and thirty days.

Settings for PMS Connection		
PMS Connection	3	PS
Hotel Property ID	7	
URL	10	7.6.121.162
Password	14	word
Automatic billing	21	
Post-Processing time for automatic transfer	30	
Preview in Days	10	

Birthdays

Until now, the guests' birthdays were always displayed for the current day. You can now control these using the date selection at the top.

Edit Reminders

On the 'Appointments' page reminders are shown, which you can define at the customer mask. If you want to move or edit a reminder, click on the guest name to jump to the customer mask.

If there is nothing else to do, click on the done icon to delete the entry.

Reminder

Reminder Date	Customer	Group	Phone	Comment	
06/23/2020	Martina Gedeck	Jahresabo	0123-456789	Offer new annual subscription	☑
					Done: delete Reminder

# Duty Roster and Working Hours
Authorisation for Editing

The processing of employee data is linked to the 'Admin' authorisation. A new option is that employees with lower right level can now also be set up with the authorisation to maintain duty rosters.

In the employee's data you will find a new option 'Authorized for Duty Roster':

By setting this authorization, the sub-menu item 'Working time' can be enabled for each employee, whether user, master or supervisor.
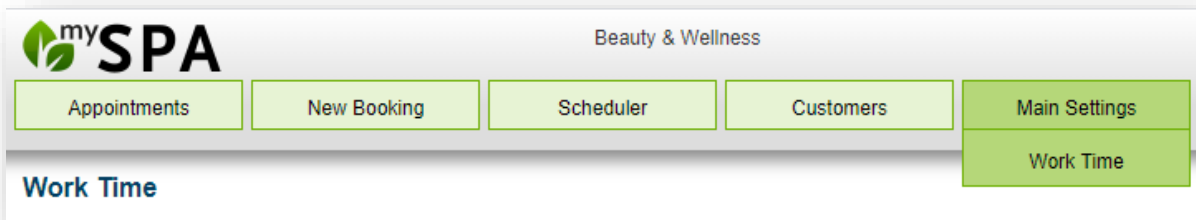
Duty Roster Printouts

A weekly duty roster of all employees for a specific week can be created directly in the Working Time view.
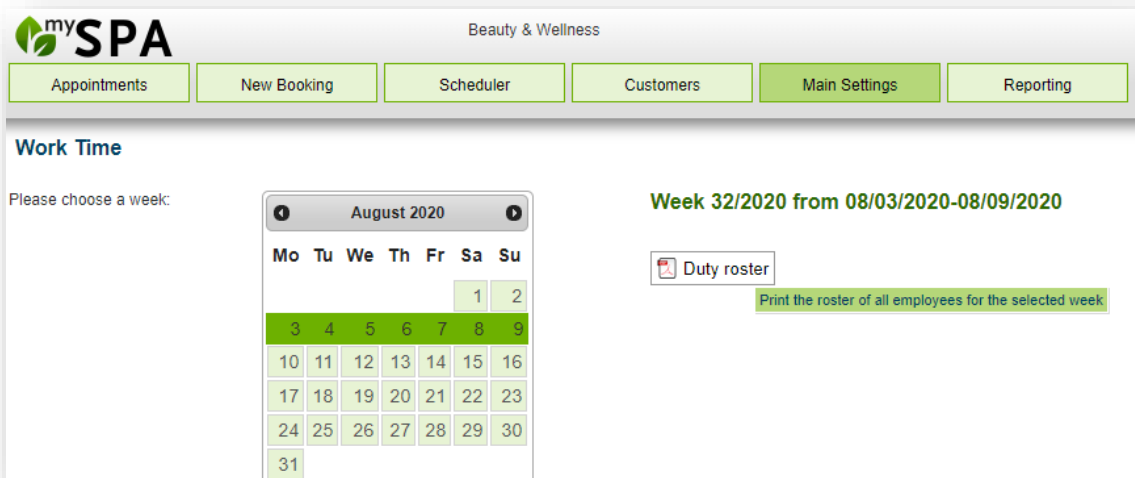
If you now click on the detailed view of an employee, you can print the monthly duty schedule of the selected employee.

The working hours are printed according to the planning. You can find the actual working times in the new report 'Working Times'.

Working Time Report and Archive

You can find the actual working times in the new report 'Working times'. There we also show the working times as a view and offer an export function, which you can still find in the 'Commission Report'. In addition, we have set up an archive function that automatically archives the working times of the previous year after the first quarter of the new year.

Treatments

Treatment Notes

Under Master Data - Treatment, you can define an internal remark if employees have something to consider during this treatment or if an additional service is to be performed. This comment is displayed on the employee and room plans and in the appointment detail.

Treatments/ Courses for Packages only

In the master data of treatments and courses, you can flag an offer as 'Only available as a package' in the details. This service is then not offered for booking as an individual service.

Settlements

MY POS Spa Cashpoint with German Fiscalisation

If you have licensed the MY POS cash register system for the settlement of Day Spa guests and direct payers, you can now also connect a technical security device (TSE). We offer both the Fiskaltrust Cloud Service and the connection of a TSE in an Epson fiscal printer. Please contact us for the installation.

Sales assignment of free article sales

In the case of an article sale, that is not linked to a treatment, you now have the option of selecting the employee to whom the sales are to be allocated. Here all active employees of the shop are offered, preselected is the employee who is currently doing the billing.
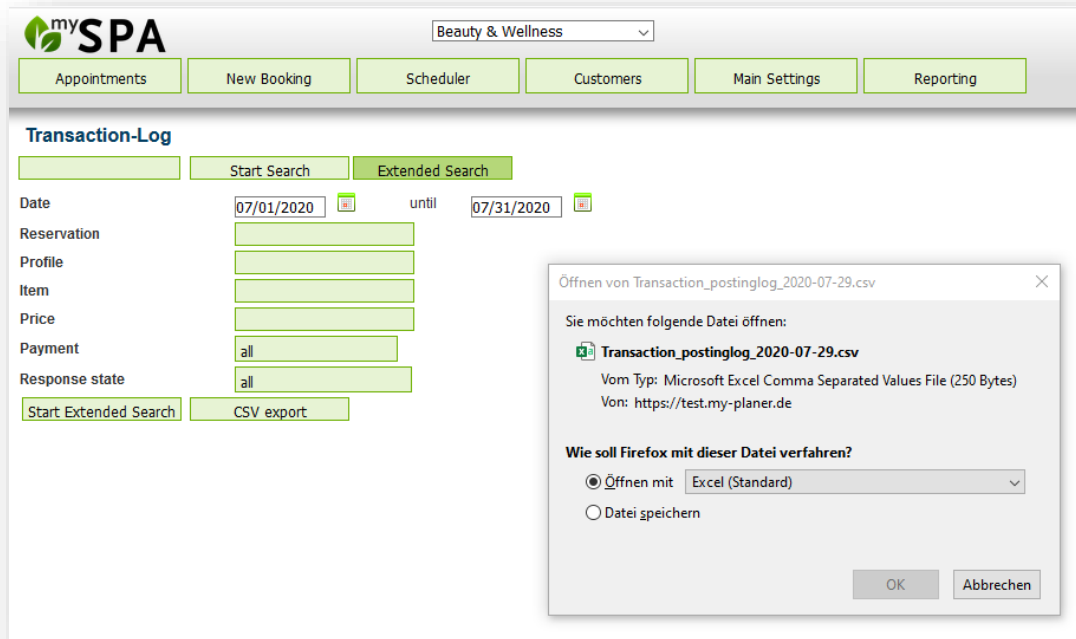

Cashier / Transfer Report

Under Reporting - Transaction Log we now show more details about the guest name and billed services. Under 'Advanced search' you will find an export that you can limit by time period. In this way, you can create a report for a specific period and, if necessary, for specific payment types.

Permit Payment via an External System

If you do not use our MY POS Cashpoint Module, but a different cash register for the settlement of direct payers/day visitors, mark the payment of these sales with the payment type 'Other settlement'. However, you can also deactivate this settlement type: Under Master Data - Shop Data - Settings for the PMS Connection you will find the option to hide this payment type. Do you bill all services via your hotel system? If this option is not checked, a service cannot be billed if no reservation is selected or the guest has not checked in.
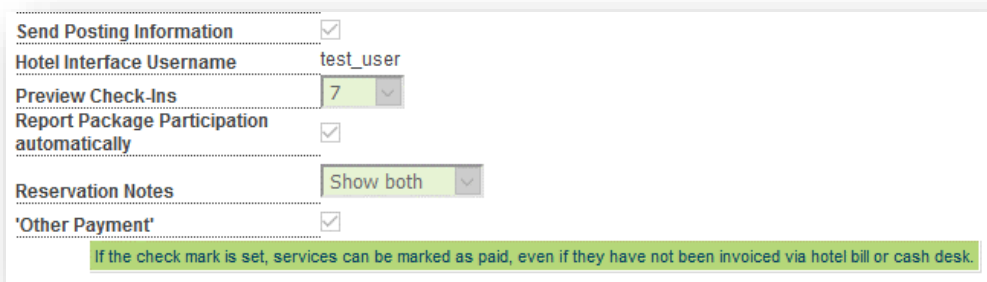
Future Versions in Development

- Services with period of validity
- Connection to ERP system
- New calendar view Resource Optimizer: Display of rooms and employees for one treatment for optimal use of capacities
- Link articles to bundles and treatments
- And further 92 good ideas from our customers!