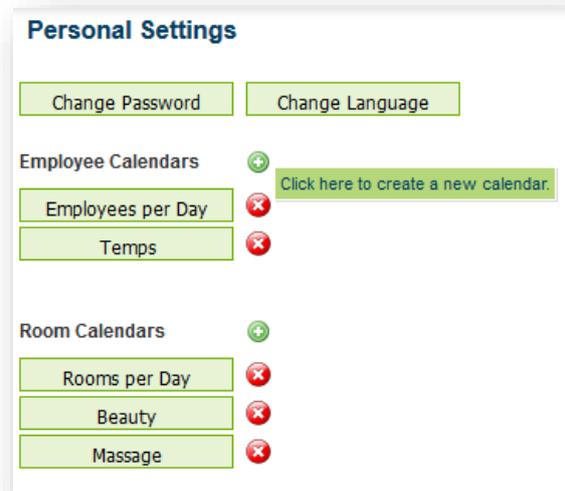


MY SPA 3.7 – New in this Version

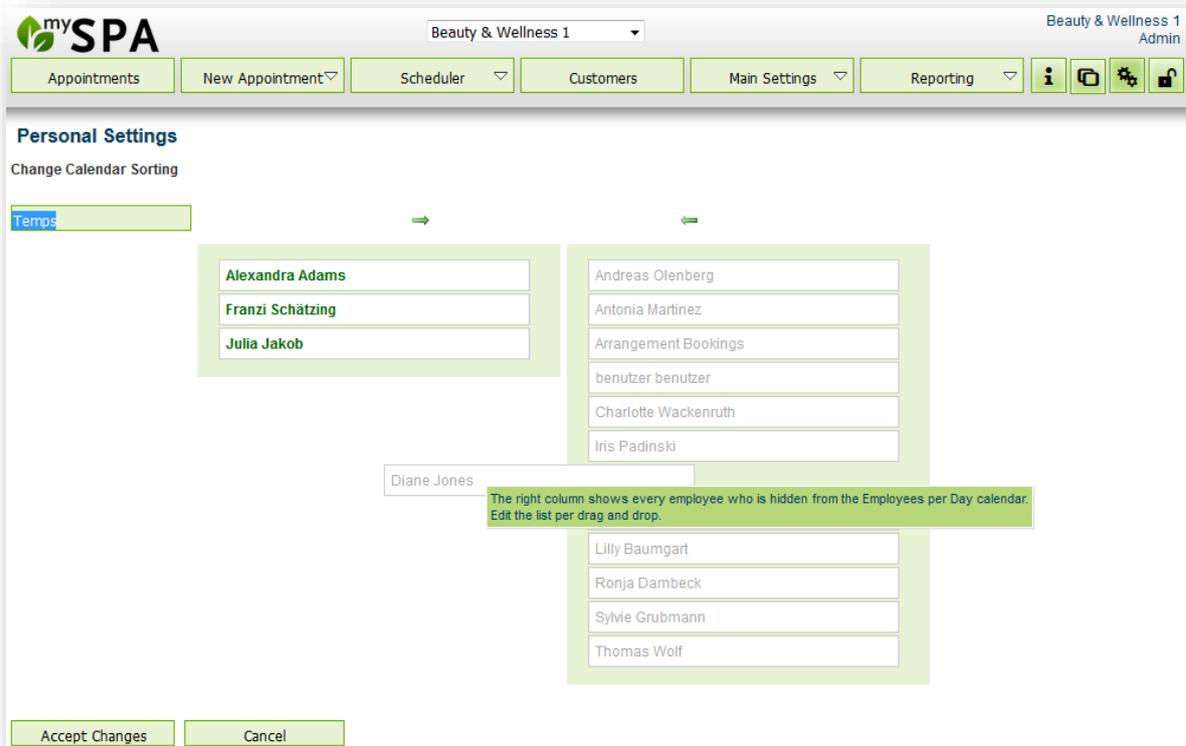
Personalized Calendars

Under 'Personal Settings', each user can edit the display and names of the 'per Day' calendars, as well as create individual calendars by clicking on the plus icon.

You can delete an existing calendar by clicking on the X-icon next to the name.



By clicking on the name of the calendar, the editing screen will open where you may define the display of employees or rooms per drag & drop. You can also edit the name.



Appointment Quick Info

To offer appointment details in a way that is more comfortable to read, we included a mouse over function in the calendar. If you hover the mouse over an appointment, you now may see a preview of the appointment details. If you are connected to Protel, the guest's room number and his or her stay duration is displayed as well.

You may activate and deactivate this feature under 'Main Settings' – 'Shop Data' by checking/unchecking the box next to 'Show Appointment Hover'.

These appointment details are loaded, whenever the page is refreshed. If the details are not shown, please refresh the page by clicking on CTRL+F5.

To edit an appointment, you still need to click on it.



Charlie McCarthy
Exfol Massage -
Massage 3

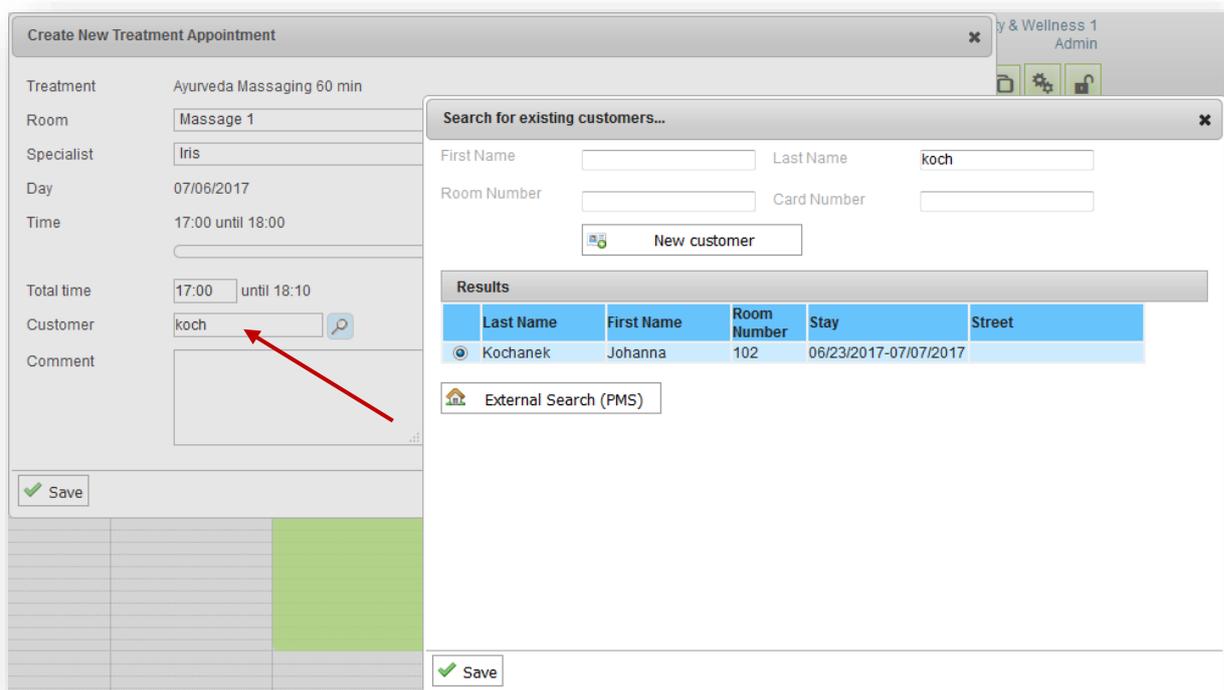
Date: 04.05.2017
Time: 09:45 - 10:35 (45 Minutes)

Guest: Charlie McCarthy

Treatment: Exfoliating Massage 45 min (59,50 EUR)
Specialist: Charlotte Wackenruth
Room: Massage 3
Created by: Admin

Appointment booking – find the guest

Selecting the guest is now even faster. Simply enter the guest name or his room number in the appointment booking mask. If you enter a room number, all checked in guests that match this room at the day of the appointment, will be shown in a list of the second booking mask. In the next step, you will be able to choose the right person from the list of MY SPA customers or the guests from the hotelsystem with all their stays.



Create New Treatment Appointment

Treatment: Ayurveda Massaging 60 min
Room: Massage 1
Specialist: Iris
Day: 07/06/2017
Time: 17:00 until 18:00
Total time: 17:00 until 18:10
Customer: koch
Comment:

Search for existing customers...

First Name: Last Name: koch
Room Number: Card Number:

New customer

Results

Last Name	First Name	Room Number	Stay	Street
Kochanek	Johanna	102	06/23/2017-07/07/2017	

External Search (PMS)

Save

Customer Screen – more info, enhanced possibilities

We included more functionality, therefore designed some topics as expandable + and retractable - elements. All information about the guest's actual or upcoming stay are summarized. His bundles are divided in open and closed packages, his appointments are divided in upcoming and deleted treatments, and we show the complete treatment history. The same applies to additional sales.

The screenshot shows the 'mySPA' interface for user 'Kochanek, Johanna'. The top navigation bar includes 'Appointments', 'New Appointment', 'Scheduler', 'Customers', 'Main Settings', and 'Reporting'. The user's profile is displayed with the following details:

Salutation	Mrs	Title		Σ Revenue	910,00 EUR
First Name	Johanna	Last Name	Kochanek	Σ Treatments	910,00 EUR
Street		ZIP / City		Σ Items	0,00 EUR
Country	Germany	Protel ID	10		
Phone		Fax			
Mobile		SMS Notification	<input type="checkbox"/>		
E-Mail		E-Mail Notification	<input type="checkbox"/>		
Birthday		Language	german		

Additional fields include Group (active), Comment, Username, and Reminder Date. Below the profile, there are buttons for 'Upselling', 'Pay', and 'Export Customer Data'. A section for 'Stay Data' shows 'von 23.06 bis 07.07' and 'Room Number 102' with a print icon. Below this are expandable sections for 'Item Sales', 'Packages', 'Appointment History', and 'Cancelled Appointments'.

If you are connected to the Protel hotelsystem, you may see details about the momentarily or upcoming stays, as well as former stays.

The print icon now refers to a certain stay, showing all of the guest's appointments referring to the chosen stay.

This close-up shows the 'Stay Data' section with the text 'von 01.01 bis 01.01' and 'Room Number'. A red arrow points from a callout box to the print icon. The callout box contains the text: 'Print a PDF overview of appointments'.

Appointments

The screen of the 'Appointments' Page has been redesigned. As we offer more information, we included expandable + and retractable - elements.

Multiple Selection Employee Plans

If you choose to print the specialists' daily plans for your employees, you may now select them from the Drop-Down list (hold ctrl and click on individual names).

my SPA Beauty & Wellness 1 Admin

Appointments New Appointment Scheduler Customers Main Settings Reporting

Welcome to MY SPA

Period: 07/06/2017 to 07/06/2017
Booker: -all-
Specialist: Adams, Alexandra, Olenberg, Andreas, Lindtherr, Anja

Attendance Status: -all-
Payment Status: -all-
Room: -all-

Cancellation Status: not cancelled
Office 2003 and newer [PDF icon] [Print icon] [Show icon] [Create PDF-file based on your selection]

If you now click on the PDF icon, a PDF document will be created, including one individual sheet per chosen person. The Printout now shows also the notes of each appointment.

my SPA

Issued: 07/06/2017 12:32

Period: 05/02/2017 - 05/06/2017
Specialist: Andreas Olenberg
Cancellation Status: not cancelled

Date	Time	Treatment	Customer	Room
05/02/2017	16:00 - 17:10	Ayurveda	George Bailey	Massage 2
		booked for his wife, Sarah		
05/03/2017	16:15 - 16:35	Express Ma	Ginger Rogers	Beauty 1
05/04/2017	11:00 - 12:30	Meeting		
05/04/2017	14:00 - 14:55	Depil. L.	Tom Powers	Beauty 3
05/04/2017	15:05 - 16:00	Depil. L.	Ming Lau	Beauty 2
05/04/2017	17:15 - 18:25	Trad. Thai	Frank Nalling	Massage 3
05/05/2017	10:55 - 11:25	Aloe Body	Victor Mature	Beauty 3
05/06/2017	10:50 - 11:50	Abhyanga	Ginger Rogers	Fango 1

Proof of Performance Sheet

Besides the customer booking confirmation PDF (showing all future appointments) the proof of performance sheet shows the guests appointments of a single day and – new – one for every specialist.

You might want to print all sheets in one step: Go to 'Appointments', choose your day and specialists from the Drop-Down list (hold ctrl and click on the names) and click on the Icon:

my SPA Beauty & Wellness 1 Admin

Appointments New Appointment Scheduler Customers Main Settings Reporting

Welcome to MY SPA

Period: 05/08/2017 to 05/08/2017
Booker: -all-
Specialist: Adams, Alexandra, Olenberg, Andreas, Martinez, Antonia

Attendance Status: -all-
Payment Status: -all-
Room: -all-

Cancellation Status: not cancelled
Office 2003 and newer [PDF icon] [Print icon] [Show icon] [Create proofs of performance for all of this days appointments]

If you print the proof of performance sheet after billing and you gave a discount, the discounted price will now be displayed on the PDF.

Appointment Confirmation Sheet for all Arriving Guests

If your PMS is Protel, and MY SPA is connected to it by using the Wellness planner API, you may print all appointment confirmations of arriving guests for the next day in one step. Go to ,Appointments', scroll down to ,Check-ins' expand it by clicking on the + and choose the arrival day. Klick on the printer icon on the right next to the date and all appointment confirmations for each guest and their momentarily stay will be printed in one PDF.

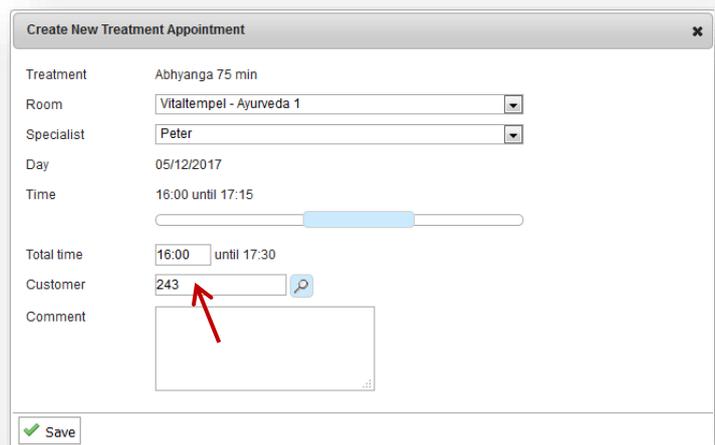


Calendar Detail Screen

We changed the sorting of the information, that you see in the calendar: first you see the room, second the guests' name, and then the appointment details (given the guest stays in the hotel).

Quick Search for Room Number

Now you may search not only for a guests' name, but also for a room number in the first booking mask of a new appointment. If you do so, all checked in guests that matches this room at the day of the appointment, will be shown in a list of the second booking mask.



Create New Treatment Appointment

Treatment: Abhyanga 75 min

Room: Vitaltempel - Ayurveda 1

Specialist: Peter

Day: 05/12/2017

Time: 16:00 until 17:15

Total time: 16:00 until 17:30

Customer: 243

Comment:

Save

Main Settings

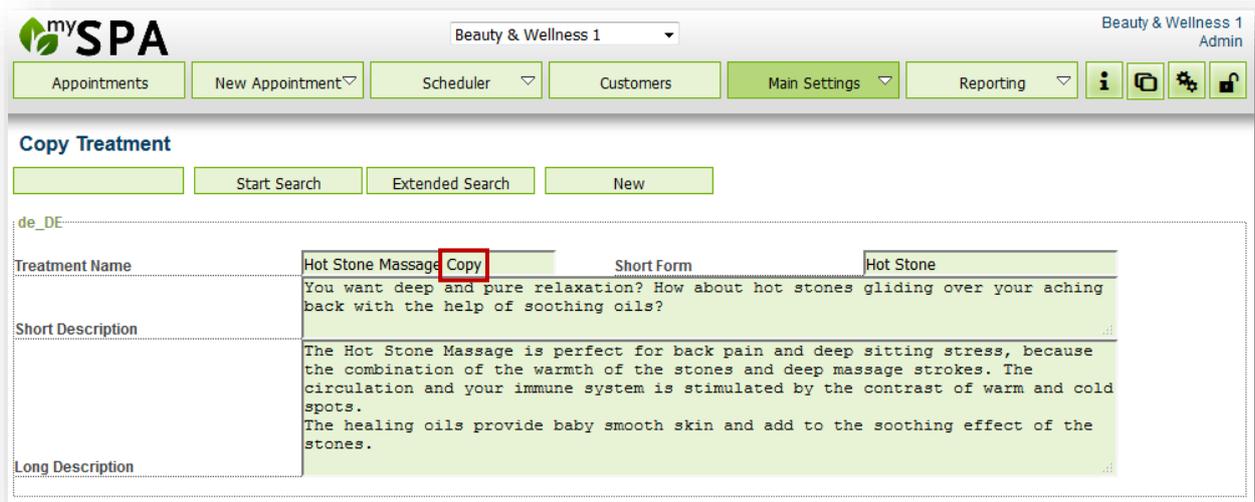
Copying a Treatment

In the list of treatments there is an icon, next to the magnifying glass symbol, which allows you to create an identical treatment.



	Hibiskus Maske	Iris, Charlotte, Julia, Antonia, Ronja, Andreas, Sylvie	Beauty 2, Beauty 3, Fango 1, Fango 2	5 min 10 min 15 min 20 min	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Hot Stone Massage	Lilly, Charlotte, Iris, Antonia, Julia, Sylvie, Andreas, Diane, Ronja	Massage 2, Beauty 2	30 min 45 min	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Indian Head Massage	Iris, Andreas, Franzi, Sylvie, Charlotte, Julia	Massage 1, Massage 2, Massage 3, Beauty 3	30 min	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If you click on the 'copy icon', a pre-filled editable screen will open, where all the information from the treatment that may be copied will already be available (except for pictures and treatment details). Under "Treatment Name", you will find that a "Copy" was added behind the name of the treatment as a remark.



mySPA Beauty & Wellness 1 Beauty & Wellness 1 Admin

Appointments New Appointment Scheduler Customers Main Settings Reporting

Copy Treatment

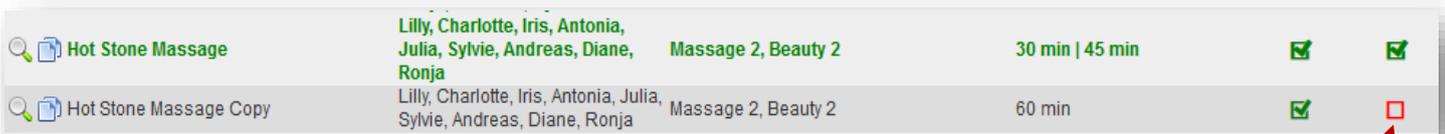
Start Search Extended Search New

de_DE

Treatment Name	Hot Stone Massage Copy Short Form Hot Stone
Short Description	You want deep and pure relaxation? How about hot stones gliding over your aching back with the help of soothing oils?
Long Description	The Hot Stone Massage is perfect for back pain and deep sitting stress, because the combination of the warmth of the stones and deep massage strokes. The circulation and your immune system is stimulated by the contrast of warm and cold spots. The healing oils provide baby smooth skin and add to the soothing effect of the stones.

Now you enter a treatment duration(s) and price, as well as an ID (only if you use a PMS connection). If needed, you also may upload new pictures for the online booking.

Information for Multi-Outlet: If you copy a global treatment and you are in the overview of one specific shop, the copy will be created as a local treatment for the shop you are logged in.



	Hot Stone Massage	Lilly, Charlotte, Iris, Antonia, Julia, Sylvie, Andreas, Diane, Ronja	Massage 2, Beauty 2	30 min 45 min	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Hot Stone Massage Copy	Lilly, Charlotte, Iris, Antonia, Julia, Sylvie, Andreas, Diane, Ronja	Massage 2, Beauty 2	60 min	<input checked="" type="checkbox"/>	<input type="checkbox"/>

To create a global copy, first choose "all" in the shop menu at the top and then start the copying process.

Packages: Price Management of individual Components

From now on, you can define the prices of all treatments included in a package, when editing it. You can create a new package as usual by giving a name and a package price and by choosing which treatments are included.

After you have clicked on 'Save Data', you will be directed to another screen where you can edit the individual treatment prices, delete package components or add new ones, if you want to. If you don't, you can click on Cancel and MYSPA will use the automatically calculated percentage prices for the treatments.

my SPA Club Playa

Appointments New Appointment Scheduler Customers Main Settings

Edit Packages
 Entry successfully created.

Package Name: Pure Refresher
 Price: 99 EUR 99 EUR ✓
 Active:

Treatments	Quantity	Price	Unit
Collagen Eye Treatment 20 min (+5+10)	1	22,50	EUR
Collagen Eye Treatment 20 min (+5+10)	1	22,50	EUR
Refresh Peeling 15 min	1	18,00	EUR
Refresh Peeling 15 min	1	18,00	EUR
Refresh Peeling 15 min	1	18,00	EUR

Accept Changes Cancel

Edit Packages
 Entry successfully created.

Package Name: Pure Refresher
 Price: 99 EUR 101 EUR ⚠
 Active:

Treatments	Quantity	Price	Unit
Collagen Eye Treatment 20 min (+5+10)	1	22,50	EUR
Collagen Eye Treatment 20 min (+5+10)	1	22,50	EUR
Refresh Peeling 15 min	1	18,00	EUR
Refresh Peeling 15 min	1	18,00	EUR
Refresh Peeling 15 min	1	20	EUR

Accept Changes Cancel

If you change the individual price of a package treatment, the difference to the original package price will be shown next to "Price" at the top and you will be warned when there is a discrepancy. The new package price, as calculated from the entered individual prices, will be shown in red.

You can remove a treatment by clicking on the minus icon next to it. Furthermore, you can search for a treatment to add to the package by writing in the search field under the package components.

Treatments	Quantity	Price	Unit
Collagen Eye Treatment 20 min (+5+10)	1	22,50	EUR
Collagen Eye Treatment 20 min (+5+10)	1	22,50	EUR
Refresh Peeling 15 min	1	18,00	EUR
Refresh Peeling 15 min	1	18,00	EUR
Refresh Peeling 15 min	1	20,00	EUR

Message

- Ayurveda **Massage** 30 min (+0+10)
- Ayurveda **Massage** 60 min (+0+10)
- Body Pack + Hot Stone Back **Massage** 75 min (+0+15)
- Hot Stone **Massage** 30 min (+5+15)
- Hot Stone **Massage** 45 min (+5+15)
- Indian Head **Massage** 30 min (+0+10)
- Kids **Massage** 20 min (+0+10)
- Rücken**massage** 20 min (+0+5)
- Thai **Massage** 60 min (+5+10)
- Traditionelle Thai **Massage** 60 min (+5+5)
- Traditionelle Thai **Massage** 90 min (+5+5)

Accept Changes

Choose one of the suggested treatments by clicking on the name and add it to the package by clicking on the plus icon.

1	x	Collagen Eye Treatment 20 min (+5+10)	22,50	EUR	-
1	x	Collagen Eye Treatment 20 min (+5+10)	22,50	EUR	-
1	x	Refresh Peeling 15 min	18,00	EUR	-
1	x	Refresh Peeling 15 min	18,00	EUR	-
1	x	Refresh Peeling 15 min	20,00	EUR	-

Treatments

Ayurveda Massage 30 min (+0+10) +

Accept Changes Cancel

Now define a price within the package for the new treatment and adapt the other individual prices or the package price, if necessary. If you click on 'Cancel', your last changes will be lost and the package will be saved with its original prices.

You may also change the price afterwards by choosing the desired package and clicking on 'Edit'. Here, it should be noted that the changes will not apply to packages already booked beforehand.

Edit Packages

Package Name: Pure Refresher

Price: 135 EUR 135 EUR ✓

Active:

1	x	Collagen Eye Treatment 20 min (+5+10)	22	EUR	-
1	x	Collagen Eye Treatment 20 min (+5+10)	22	EUR	-
1	x	Refresh Peeling 15 min	18,00	EUR	-
1	x	Refresh Peeling 15 min	18,00	EUR	-
1	x	Refresh Peeling 15 min	18,00	EUR	-

Treatments

1 x Ayurveda Massage 30 min (+0+10) 37 EUR +

Accept Changes Cancel

MYPOS- and Protel-ID's for Treatments

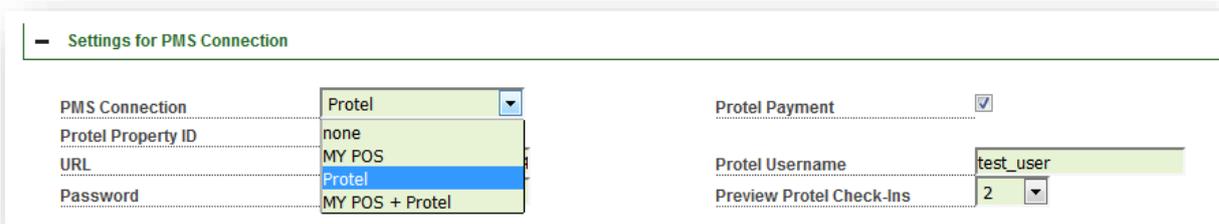
If you use the MYPOS Cashpoint in connection with MYSPA and Protel is connected (Shop Data – PMS Connection: MYPOS + Protel), you will see two fields available to you when editing or creating a treatment, the MYPOS item ID and the Protel ID, so you can link the treatment to both systems.

	Duration (min)	Preprocessing (min)	Postprocessing (min)	Price (EUR)	Unit	MYPOS Item ID	Protel-ID	active
Treatment Details	75	0	15	75,00	1	6368	44251	<input checked="" type="checkbox"/>

Protel Wellness API

The shop data settings have been extended by the tab 'Settings for PMS Connection' to allow you to set the connected PMS through the interface and control the communication of reservations, as well as the payment between Protel and MY SPA and/or allow the payment through MYPOS.

When defining Protel as your PMS, the Protel-Wellness-Interface will be used for transferring the guest data including room, reservation number, duration of stay and arrangements. In return, MY SPA will transmit appointment reservations and book them to the guest's hotel invoice, or, by using MY SPA in combination with MY POS, the protel POS XML interface will be used additionally for the extended Cashpoint billing to allow all payment methods that require a printed bill.



Settings for PMS Connection

PMS Connection	Protel	Protel Payment	<input checked="" type="checkbox"/>
Protel Property ID	none	Protel Username	test_user
URL	MY POS	Preview Protel Check-Ins	2
Password	Protel		
	MY POS + Protel		

Posting of Protel Arrangements

All Treatments, which were booked as parts of an arrangement, are automatically reported to MY SPA as open packages with the status 'already paid'. They are bound to the guest's stay and a certain treatment, and protel expects an answer that the treatment was performed successfully.

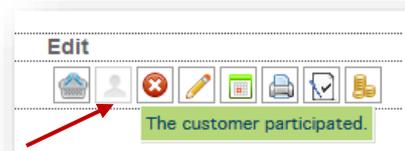
In the 'Appointments' screen, you see all package reservations with details about his stay: duration, reservation- and room number.



Appointed Day	Departure	Package Name	Customer	Price
06/29/2017 	07/07/2017	Protel Package Frühlingswachen	Unbekannter Protel Kunde Fehler! Reservation Number 96, Room Number 102: Unbekannter Protel Fehler! 06/23/2017 - 07/07/2017	57,00 EUR     

 Make appointments for the parts of the arrangements. As long as the treatments have not been performed, it shows the status: 'The customer did not participate'. When the treatment was accomplished, please click on this icon to set the status to 'The customer participated'.

With this click, MY SPA reports to Protel this arrangement part as successfully performed. Please note: Once this was done, it cannot be changed again!



Upselling

Besides the integration of the fiscal compliant cash-point system MY POS, you may now manage your ancillary sales in MY SPA and post them directly to protel. Please note, that this feature set is an additional license module.

All sales are posted directly to protel on the guest's account and protel will issue an invoice. Therefore, external Spa guests must be checked in as Day Visitor in the hotelsystem. If you prefer to issue fiscal compliant invoices at the wellness desk, please ask for the MY POS cashpoint system.

Under 'Main Settings' you will find a new topic: Items. You need to be a user with user rights 'Admin', 'Shop Admin' or 'Supervisor' to manage articles.

VAT Rates

Please enter all possible VAT rates, used in your Spas for articles. You are free to choose a name for each VAT rate.

The screenshot shows the 'mySPA' interface for managing VAT rates. The top navigation bar includes 'Appointments', 'New Appointment', 'Scheduler', 'Customers', 'Main Settings', and 'Reporting'. The 'VAT Rates' section is active, showing a table with columns for Name, Tax Rate (in %), and Active. The table contains four entries: Standard DE (19%), Ermäßigt (7%), MwSt frei (0%), and Standard AU (20%). A new entry is being added with a name field and a tax rate field set to 20%.

Name	Tax Rate (in %)	Active
Standard DE	19 %	<input checked="" type="checkbox"/>
Ermäßigt	7 %	<input checked="" type="checkbox"/>
MwSt frei	0 %	<input checked="" type="checkbox"/>
Standard AU	20 %	<input checked="" type="checkbox"/>
<input type="text"/>	<input type="text"/> %	<input type="checkbox"/>

Add your new entries by clicking on the green + icon or edit an existing entry by clicking on the pencil. Save all changes with a click on the green check icon.

This close-up shows the 'Standard AU' entry with a tax rate of 20%. A green checkmark icon is visible on the left, and a 'Save' button is located below the name field.

Selling articles from the MY SPA Upselling module does not issue fiscal compliant invoices, but reports sales to protel front office, where the guest bill is settled. Therefore, all VAT entries are used internally only for correct statistical calculations of net turnover. In the Multi-Property Version, you are free to choose to calculate with local or global VAT.

Deleting VAT Rates is not possible, because it is used for statistics. If a VAT rate is no longer needed, please change or deactivate it.

Item Categories

If needed, you may create main categories for your articles. They are used as a filter in the article booking screen.

Article Categories

Start Search Extended Search New Item VAT Rates Category Manage your Product Categories

(Your query returned 6 matches in total.)

Description	Sorting
THALGO Gesicht	1
THALGO Körper	2
THALGO Men	3
THALGO Sonne	4
Hyapur Kosmetik	5
Beauty Zusatz	6

1

Enter a new category in the light green field next to the green + symbol. Edit the sorting in the booking mask category filter by entering a number. 1 will be the first entry shown in the Drop-Down menu. Edit existing entries by clicking on the pencil and save your entries by clicking on the green check icon.

Managing Items

Create new items or edit your entries by clicking on the Magnifier Icon. In the article detail screen, you may enter the article's name, which will be used in the booking mask and as posting information sent to protel.

my SPA Beauty & Wellness 1 Beauty & Wellness 1 Admin

Appointments New Appointment Scheduler Customers Main Settings Reporting

Items Start Search Extended Search New Item Category

Pages (7): Page 1 (Your query returned 165 matches in total.)

Item Name	Description	Price (gross)	Currency	Tax	Category	Barcode
Duftkerze Indoce		43,00	EUR		HALGO Körper	0
Korrektur-Gel		58,00	EUR	Stand	HALGO Körper	123456789012

Treatments Employees Rooms Shop Data Packages Items Appointment Types

The description is an information for your employees, the VAT and categories are offered from the settings for both. The product EAN barcode may be entered if a barcode scanner is connected and may be used for a faster posting in the sales process.

Item No. 5008

Start Search Extended Search New Item VAT Rates Category

Item Name: Sanftes Tonic Barcode: 3525801624813
 Description: Thalgo Sanftes Gesichtswasser
 Price (gross): 26,00 Currency: EUR
 VAT Rate: Standard DE (19%) Category: THALGO Gesicht
 Article/ Rev. Acc. ID: 0

Sold at

	Price (gross)	VAT Rate	Article/ Rev. Acc. ID
<input checked="" type="checkbox"/> Beauty & Wellness 1			
<input checked="" type="checkbox"/> Beauty & Wellness proinhotel		Standard AU (20%)	
<input type="checkbox"/> Club Playa			
<input checked="" type="checkbox"/> Bay Resort			
<input checked="" type="checkbox"/> Wellness & Spa			
<input type="checkbox"/> New TestShop			

Edit Cancel

In the Multi-Outlet-Version you can manage the categories and VAT rates for each spa separately. Check the box next to the shop you want to sell the item at and if needed, set deviating prices, VAT rates or enter a different item ID.

Select and post articles



To post ancillary sales, the guest must be checked in with a valid reservation number and stay. Therefore, you will find the feature in four different spots:

1. In the appointments list:

Appointments

(Your query returned 2 matches in total.)

Date	No.	Treatment	Specialist	Time	Room	Customer	Edit
07/07/2017		Ayurveda Massaging 30 min (+0+10)	Larry Fitzgerald	11:00	Message 1	Franz Rusche	
07/07/2017		Exfoliating Massage 45 min (+0+5)	Larry Fitzgerald	11:40	Message 1	Bianca Rose	

2. In the calendar's appointment detail screen:

MY SPA :: Employees per Day Friday, 07/07/2017

Alex Anja L. Diane Iris Larry Lilly Ronja

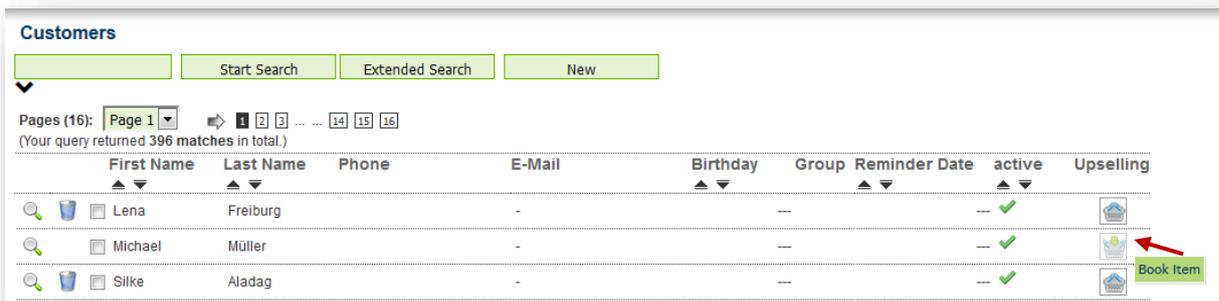
Booking

Treatment: Ayurveda Massaging 30 min
 Room: Message 1
 Specialist: Larry
 Day: 07/07/2017
 Time: 11:00 until 11:30
 Total time: 11:00 until 11:40
 Customer: Franz Rusche
 Price: 40,00 EUR
 Comment:
 Last Edit: Admin, 07/07/2017 11:35 : The treatment Ayurveda Massage 30 min (+0+10) on 07.07.2017 at 11:00 hrs was booked.

Edit Move/Replace Cancel Print No show Article Pay

11 AM Franz Rusche Ayurveda - Massage 1

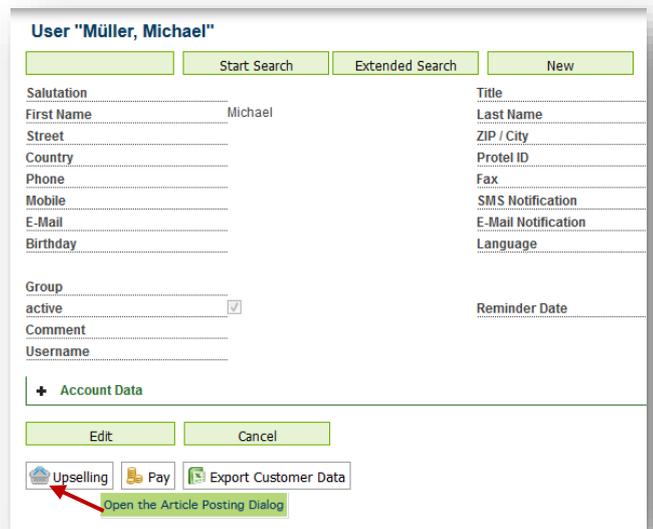
3. In the customers list:



4. In the customers detail screen:

In every case, an item posting screen will open, enabling you to book available sales items for this customer. Filtering items by category or search for part of the name will speed up your posting process.

Choose the desired item (or multiple items) by clicking on the according button.



If a barcode scanner is attached and EAN barcodes were entered before, you may simply scan the EAN barcode of the product, and it will be found immediately. We are happy to help you to find suitable scanner hardware. Confirm your selection by clicking on the posting icon.



A pop-up will open, confirming your booking. Now you can sell more items or close the booking mask.

If unpaid sales items are in the guest's shopping card, you will see this icon: 

If opened again, you will find all already added sales for this customer in the upper screen area as a collapsed element. As long as these sales were not transmitted to protel, they may be deleted with a click on the basket icon.

Upselling ✕

Article Please choose a category

Please choose an article :

– Unpaid Articles

Date	Item Name	Treatment	Guest	Price (gross)	
07/07/2017	HyaPUR - Green 4	Ayurveda Massage	Franz Rusche	60,00 EUR	
07/07/2017	Anti-Falten-Pfle	Ayurveda Massage	Franz Rusche	56,00	

24h Feucht-Creme 50,00	24h Feucht-Fluid 45,00 EUR	24h Feucht-Serum 57,50	24hFeuchts. Kör 38,00	3 in 1 Reinigung 30,00
3er PowerPlate 99,00	5er PowerPlate 164,00	After Sun Maske 35,00	Aftershave-Balsa 34,50	Algensahnepeelin 48,00
Anti Age Augenpa 12,00	Anti-Falten-Pfle 56,50	AntiAgeCreme LSF 38,00	AntiAgeCremeLSF5 47,00	AntiAgeFluid LSF 35,00
AntiAgeMilch LSF 45,50	AntiAgeMilch LSF 41,00	Aromaölmassage 75,00	Augenbrauen färbe 13,00	Augenbrauen zupf 12,00
Augencreme 48,00	Bachblütentherap 15,00	Bali Massage 55m 78,00	Bali Massage 60m 90,00	Bali Massage 90m 132,00
Beleb. Augen-Ser	Beruh. FeuchtLot	Beruh. Intens-Ko	BMS Behandlung	Br. Satin-Öl LSF

 Book
  Pay

Payment Dialogue

 Transferring treatments and sales to the hotel system may be done in various sections. The guest must be checked in to proceed: You will find the Pay Icon in the Appointment list, the list of unpaid articles, in the appointment's detail screen and in the customer's detail screen. If you are connected to the hotelsystem, clicking on the coin icon will open this dialog:

Settle Guest Account ✕

Treatment of Larry Fitzgerald	Price	End price
<input checked="" type="checkbox"/> Ayurveda Massage 30 min from 07/07/2017 (11:00:00)	40,00 EUR	40,00 EUR
HyaPUR - Green 4	60,00 EUR	60,00 EUR
Anti-Falten-Pflege	56,50 EUR	56,50 EUR
Tip for Larry Fitzgerald		<input type="text"/> EUR

Tip for: EUR

Payment Method:

Discount percentage:

Pay

You may now pay all services and ancillary sales booked for the guest, or choose them by checking them. All prices may be changed manually. Overall discounts may be granted by entering a percentage in the last field.

Tip may be entered for the guests' treatment specialist, as well as any other employee.

If you wish to post tip only, please go the customer's detail Screen and directly click on the Pay icon. Now you may choose the employee, enter a tip amount and post it directly to hotelsystem.

Reporting

Protel Sales Report

If you are connected to Protel by using the Wellness API, you will find a new report under 'Reporting' and then 'Sales Report'. This statistical revenue, created as a CSV Export by clicking on the button 'Protel Report', relates your employees' sales to the number of hotel guests, staying in the hotel. You may choose all, one or multiple employees of one SPA for your report.

Wellnessresidenz Alpenrose Admin

Appointments
New Appointment ▾
Scheduler ▾
Customers
Main Settings ▾

Reporting ▾

Staff Revenues

Selection

Period (max. 1 month)
 from to

Employees: **Protel Report**

CSV File
 Delimiter:

Show Sales Report
Create Export

Protel Transaction Log

To check the transactions between MY SPA and Protel, we created a new logfile under 'Reports': the Protel transaction log. You may view all or open the Extended Search to look up, if a posting transmission for a certain guest or reservation number was successful. We show the exact response of Protel as we receive it.

