



MY SPA 4.4 – New in this Version

Revised customer view.....	1
Current and future stays with extended functions	2
Note guest treatment requests.....	2
Treatment Requests for new MY SPA Guests	3
Scheduling treatment requests and booked packages	4
Appointments.....	5
New Appointment Alerts.....	5
„Lost‘ Appointments	5
Comment Note in Calendar.....	5
protel – cancel Posting Informations.....	5
Further Improvements	6
Salon Products.....	6
Coming up next.....	6

Revised customer view

The functions in the customer profile have been regrouped. The buttons on the left help you to manage your customers master data. Present in the middle you will find functions to manage his appointments and sales. On the right you will find printouts of the guest's documents.

The screenshot shows the customer profile for 'User "Fischer, Anja"'. At the top, there are navigation buttons: 'Start Search', 'Extended Search', 'New', 'Hotelguest Search', and 'To be Forgotten'. The profile is divided into several sections:

- Personal Data:** Salutation (Mrs), First Name (Anja), Street, Country (Germany), Birthday, Title, Last Name (Fischer), ZIP / City, Guest Profile ID (32), Language (german).
- Account Data:** Group, Active (checked), Comment (Only female specialist), Username, Reminder Date, Keep personal data (unchecked), Last Activity (11/14/2019 (17:07:59)).

Below the profile, there are buttons for 'Edit' and 'Back'. At the bottom, there are several action buttons: 'Print PDF', 'CSV Export', 'Anonymize', 'Treatment Request', 'Appointment', 'Pay', 'Upselling', 'Print Appointments', 'Mail Appointments', 'Proof of Performance', and 'Print Certificate'.



Current and future stays with extended functions

For guests from a connected hotel system, you will also find functions and overviews that have already been assigned to their booked stays or that still need to be edited.

Stay Data 28.10 - 30.11 Room Number 54 Reservation 5702				
Pre-Bookings				
Reserved	Treatment	Price	Edit	
11/14/2019	Hot Stone 45 min (+5+15)	69,00 EUR		
10/28/2019	Aktiv & Verwöhnen: Skikurs 30 min (+15+15)	30,00 EUR		
10/28/2019	Aktiv & Verwöhnen: Skikurs 30 min (+15+15)	30,00 EUR		
+ Appointments				
+ Hotel Packages				
+ Treatment Requests				
+ Item Sales				
+ History				

Note Guest Treatment Requests

It is now possible to reserve treatments for a guest without scheduling them directly.

Requests can be pre-booked in two ways: in the MY SPA customer profile and via New booking - treatment request.

Book Treatment Request

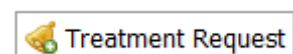
Treatment Category Customer:

Abhyanga 1 min 1,00 EUR	Abhyanga 1 min 1,00 EUR	4HandMass 75 min 130,00 EUR	4HandMass 20 min 67,00 EUR	Einzel - Ju 60 min 0,00 EUR	Hot Stone 60 min 79,00 EUR
Hot Stone 90 min 29,00 EUR	Indian Hea 30 min 40,00 EUR	Indian Hea 30 min 40,00 EUR	Indian Hea 30 min 40,00 EUR	Indian Hea 30 min 45,00 EUR	Indian Hea 30 min 40,00 EUR
Massage-Einbe ... 30 min 0,00 EUR	Paar - Ju 30 min 150,00 EUR	Paarbehandlun ... 30 min 100,00 EUR	Peeling Ma 45 min 59,50 EUR	Peeling Ma 45 min 59,50 EUR	Peeling Ma 60 min 70,00 EUR
Refresh Pe 10 min 20,00 EUR	Refresh Pe 15 min 20,00 EUR	Refresh Pe 15 min 25,00 EUR	Test 22 min 0,00 EUR	Two for One 60 min 75,00 EUR	Variable B 60 min 100,00 EUR

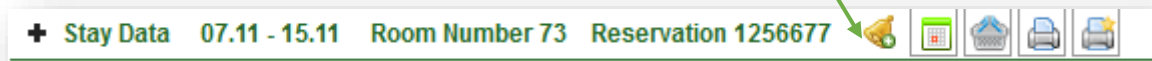
Book

As with the free sale of articles, clicking on treatment request opens a list of all treatments that are included in MY SPA and which you can search by name or find more easily by category. Click on the desired treatments and select a guest in the top right-hand corner and, if necessary, his or her stay. Save your selection by clicking on 'Book'.

For existing MY SPA guests you will find the new button 'Treatment Request' in the customer profile.



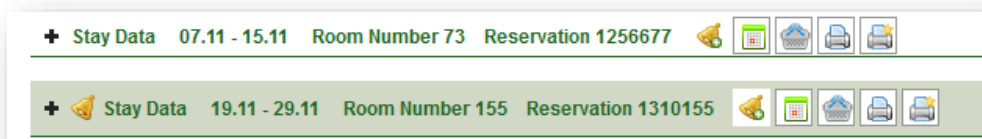
If a hotel system is connected and a customer profile has already been created in MY SPA, you can also assign the treatment request directly to the stay:



As soon as treatment requests have been noted, you will find a note in the guest profile under the new tab:

Treatment Requests			
Reserved	Treatment	Price	Edit
09/17/2019	Depilation Bikini line 20 min	25,00 EUR	

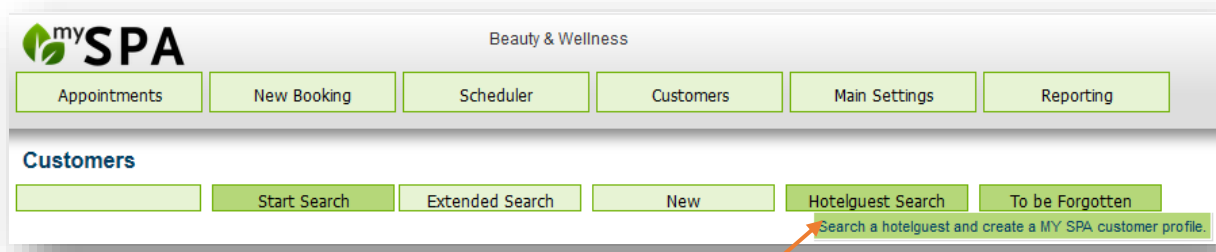
You will also find the note in the list of reservations. If reservations have already been made, the bar is highlighted in green and the bell is displayed:



When a treatment request is scheduled, the treatment can be found under the list of appointments.

Treatment Requests for new MY SPA Guests

If it is an external guest, first create a customer profile for him or her. If you are dealing with a guest from a connected hotel system, use the function to create a new MY SPA profile under 'Hotelguest Search' to import his data.



For protel customers this happens automatically, if you have extended protel with the MY SPA CKit and from there jump directly to the MY SPA customer mask (ask your protel representative for the MY SPA CKit). with fiscal connection via local Epson printer or fiscal trust



Scheduling treatment requests and booked packages

You will find an overview of all open requests and orders under the menu item New booking - Pre-bookings. Here you can find all orders per guest, which you have to schedule. The list can be sorted by date of arrival and you can also search by guest name, room number or reservation number.

New Booking
Appointment
Course
Pre-Bookings
Package Sale
Treatment Request
Item Sale


Treatment Requests

Arrival:
 Guest:

Reservation:
 Room:

Package Name:

Arrival	Guest	Comment
11/19/2019	Anja Fischer Fix: Reservation 1310155, Room Number 155: Anja Fischer 11/19/2019 - 11/29/2019	Only female specialist!
11/16/2019	Fritz Neuermeier Fix: Reservation 10817, Room Number 134: Miltz Neuermeier 11/16/2019 - 11/30/2019	Befreundet mit Chef



















 Open the list of all open guest's orders by clicking on the folder icon.

You will find an overview of treatment requests and package treatments from arrangements that you can schedule.

Treatment Requests and Packages

Name: Markus Thor

Stay: Fix: Reservation Number 451923, Room Number 260: Markus Thor 11/14/2019 - 11/19/2019

Reserved	Treatment	Price	Edit
11/14/2019	Aloe Vera Body Mask 15 min (+5+5)	25,00 EUR	   
11/14/2019	Thalgo Men 60 min (+5+10)	65,00 EUR	   
11/14/2019	Harmonie für zwei: Paar - Ju 30 min (+5+10) 	80,00 EUR	   
11/14/2019	Harmonie für zwei: Paar - Ju 30 min (+5+10) 	80,00 EUR	   

A click on the calendar icon leads you to the calendar overview of the customer, where you can find qualified specialists and free rooms in the green marked areas.

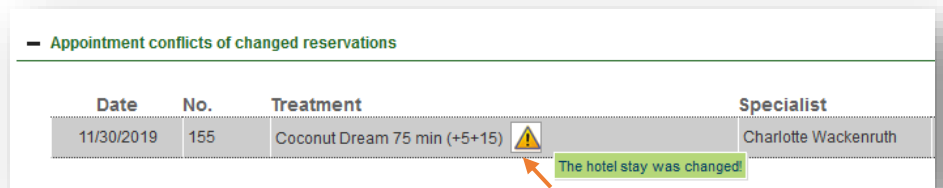


Appointments

New Appointment Alerts

Further types of appointment conflicts with hotel reservations are now shown. Also those resulting from postponed stays and deleted arrangements, if appointments have already been assigned for their validity period.

You will find hints on this if you move your mouse over the warning triangle, which is shown in all appointment lists at the customer and in the appointment overview. These dates are framed with a blue frame in the calendar.



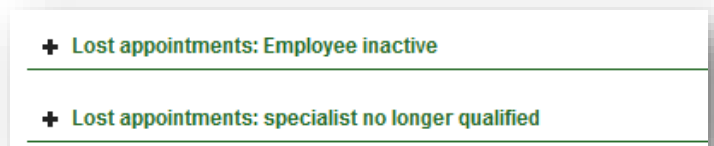
The screenshot shows a table with the following data:

Date	No.	Treatment	Specialist
11/30/2019	155	Coconut Dream 75 min (+5+15)	Charlotte Wackenruth

A warning triangle icon is present next to the treatment name, with a tooltip that reads "The hotel stay was changed!".

„Lost‘ Appointments

„Orphaned‘ appointments, that have lost their specialist because she/he was deactivated or because his qualification for treatments was withdrawn are now displayed under new items on the 'Appointments' screen.

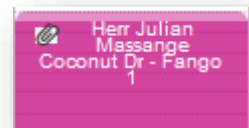


The screenshot shows two categories of lost appointments:

- + Lost appointments: Employee inactive
- + Lost appointments: specialist no longer qualified

Comment Note in Calendar

In the calendar now dates, to which date or guest comments are deposited, are marked with the bracket.



protel – cancel Posting Informations

If MY SPA is connected to a hotel system, appointment informations are sent to the hotel system when an appointment is created for a hotel guest. You can now suppress this message under Shop Data - Settings for PMS Connection. Remove the tick from 'Send Posting Information'.



Further Improvements

New Template for your E-mail Appointment Confirmation

We can now provide you with another template for sending appointment confirmations, which may differ from the appointment confirmations for direct printout on site. The prerequisite is the use of individual templates, which we would be happy to design and integrate for you at an hourly rate of € 160.

A direct dispatch of confirmation e-mails from the MY SPA server is planned.

Salon Products

If you mark items as a cabin product, it will not be offered in the list of sales items, but stocks can be managed in the MY SPA Article module and displayed in the inventory list. To do this, select the article and check the box.

Item Name	Sugar-Salt-Peel.
Description	
Price (gross)	68
Purchase price (gross)	0
VAT Rate	Standard DE (19.00%)
Item Categories	THALGO Body
Cabin Product	<input checked="" type="checkbox"/>

Coming up next

- New Calendar View Resource Optimizer: view rooms and employees for a treatment to optimize capacities
- Spa-Cashpoint MY POS with fiscal connection via local Epson printer or Fiskaltrust Cloud

