

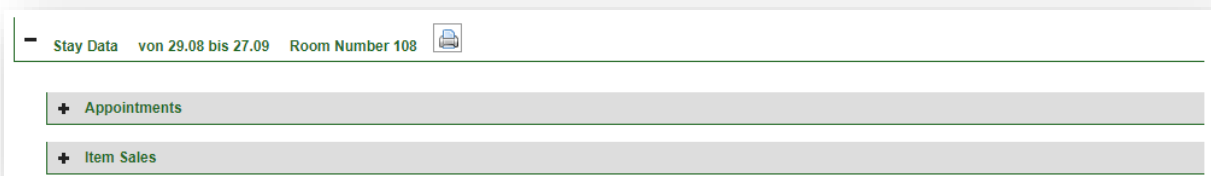
MYSPA 3.71 – New in this Version

Sending cancellations to your PMS

Treatments and item sales

When transferring services to your PMS for billing, you can sum up multiple items of a guest, including tip, and send it all at once. Other than in the cash point, you don't cancel the whole transaction, but the individual services separately.

The easiest way is to go to the customer's detail view. Here, you will find a list all of his treatments, packages and items, if you also transfer item sales to your PMS.



You can also search for a treatment of a specific day on the 'Appointments' site.





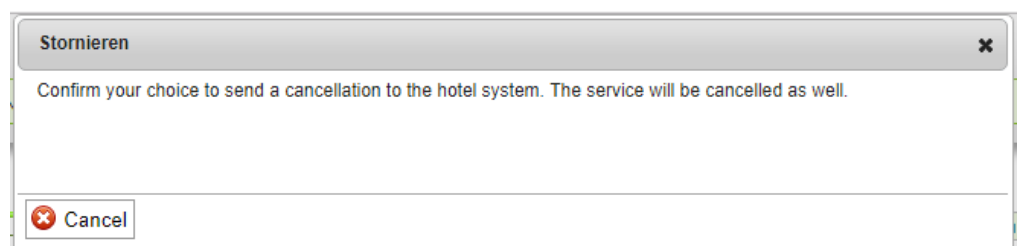
The screenshot shows the 'Appointments' view with a search result table. Above the table, it states '(Your query returned 2 matches in total.)'. The table has the following columns: Date, No., Treatment, Specialist, Time, Room, Customer, and Edit. There are two rows of data.

Date	No.	Treatment	Specialist	Time	Room	Customer	Edit
09/26/2017		Collagen Facial Classic 60 min (+5+10)	Lilly Baumgart	15:10	Beauty 2	Wolf Achimm	[Icons]
09/26/2017		Padabhyanga 45 min (+5+10)	Andreas Olenberg	15:25	Beauty 3	Charlton Heston	[Icons]

The cancellation button has another function if the service is already paid:

  = The cancellation of unpaid services deletes the appointment or item sale within MYSPA.

  = The cancellation of a service that has been transferred to the PMS will open a dialogue window asking you to confirm the sending of the cancellation, as well as the deletion of the service within MYPSA.



Cancellation of Tips

If you book a tip on the hotel invoice by mistake, please send a compensating amount to the PMS.

Go to the customers detail view and open the pay mask:

mySPA Beauty & Wellness 1 - WPS Admin

Appointments New Appointment Scheduler Customers Main Settings Reporting

User "Heston, Charlton"

Start Search Extended Search New

Salutation		Title		Σ Revenue	60,00 EUR
First Name	Charlton	Last Name	Heston	Σ Treatments	60,00 EUR
Street	Dornkratz 1 WP	ZIP / City	65207 Wiesbaden	Σ Items	0,00 EUR
Country	Germany	Protel ID			
Phone	+49 (0) 611 - 95 000 50	Fax	+49 (0) 611 - 95 000 515		
Mobile		SMS Notification	<input type="checkbox"/>		
E-Mail		E-Mail Notification	<input type="checkbox"/>		
Birthday		Language	german		

Group active Comment Username

+ Account Data

Edit Cancel

Print Appointments Upselling Pay Export Customer Data Proof of Performance Print Certificate

Opens the Payment Dialog

Now enter a negative amount in the tip field, which will be deducted from the hotel invoice.

Tip for Petra Schumann -10 EUR

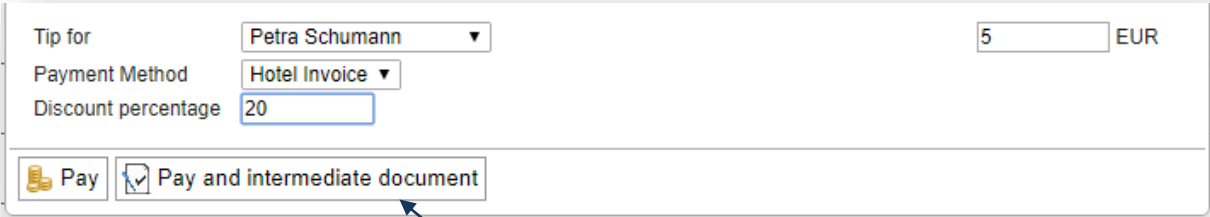
Payment Method Hotel Invoice

Discount percentage

Pay Pay and intermediate document

Proof of Performance after Payment: Intermediate Document

When sending a service to the PMS for billing, you can now create an intermediate document right there, which shows the discounts you just entered, as well as the items and tips, in case you booked some.



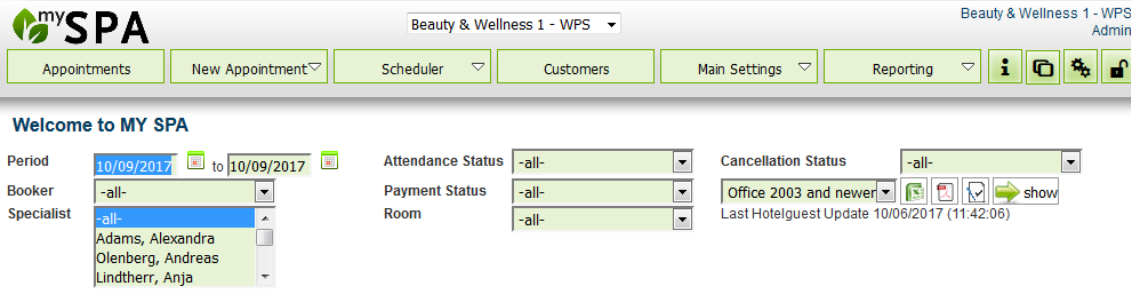
The screenshot shows a payment interface with the following fields and options:

- Tip for: Petra Schumann (dropdown), 5 EUR (input field)
- Payment Method: Hotel Invoice (dropdown)
- Discount percentage: 20 (input field)
- Buttons: and

A callout box with an arrow pointing to the 'Pay and intermediate document' button contains the text: "Transfer all checked positions to your PMS and print an intermediate document."

Warning in Case of Interface Error

If the last update of reservation data is older than 24 hours, MYSPA will inform you on the 'Appointments' site, and show you the date and time of the latest update.



The screenshot shows the MYSPA interface with the following elements:

- Header: my SPA logo, Beauty & Wellness 1 - WPS (dropdown), Beauty & Wellness 1 - WPS Admin
- Navigation: Appointments, New Appointment (dropdown), Scheduler (dropdown), Customers, Main Settings (dropdown), Reporting (dropdown), user icons, settings, and lock icons.
- Section: Welcome to MY SPA
- Filters: Period (10/09/2017 to 10/09/2017), Attendance Status (-all-), Cancellation Status (-all-), Booker (-all-), Payment Status (-all-), Office 2003 and newer (dropdown), Room (-all-), Last Hotelguest Update 10/06/2017 (11:42:06), show button.
- Specialist list: Adams, Alexandra; Olenberg, Andreas; Lindtherr, Anja.

Warning in Case of Unpaid Package

If you mark a package appointment as 'participated' and the package this appointment belongs to has not been paid/transferred for payment yet, you will see a warning message, informing you that the package amount has yet to be settled.

Price change of treatments

It is now possible to edit certain treatment details of treatments that have already been booked once. For example, if there has been a price change. If you choose a treatment by going to Main Setting – Treatments and editing this treatment, you will see that you can edit the price, Protel- or MYPOS-ID and the VAT. You can do this for all treatment detail rows, even if these details already apply to an appointment.

Duration (min)	Preprocessing (min)	Postprocessing (min)	Price (EUR)	Protel-ID	VAT	active
30	0	10	40,00	901	Standard DE (19.00%)	<input checked="" type="checkbox"/>
60	0	10	70,00	901	Standard DE (19.00%)	<input checked="" type="checkbox"/>
90	0	10	100,00	0	Standard DE (19.00%)	<input checked="" type="checkbox"/>

Treatment Details

Accept Changes Cancel

Standard DE (19.00%)
Ermäßigt (7.00%)
MwSt frei (0.00%)
Standard AU (20.00%)

It should be noted, that these changes apply to all appointments that haven't been settled/ marked as paid at the time of the change.

Example: On Monday, you book a back massage for 30 € and set the date for Friday. On Thursday, you change the price of the back massage to 25 € and bill the appointment on Friday. Now, the new, edited price of 30 € will be used for settling this appointment.