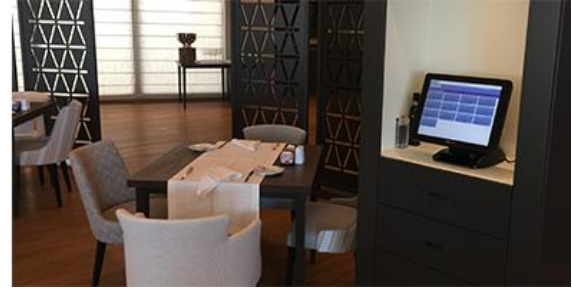




my SPA


my POS



apaleo Integration Onboarding Guide


MY SPA Wellnessplanner and MY POS Cashier System

Our web-based systems are set up for international work: Wherever in the world your hotels, resorts, restaurants and spa's are located, MY SPA and MY POS manages different time zones, currencies, hotel system interfaces and languages. True multi-property.

my SPA MY SPA is an easy-to-use system for organizing your beauty, wellness and sports offers. It enables every employee to book a valid reservation whenever your guest asks for it.

MY SPA offers different booking channels: for the wellness desk, the reception and the guest himself, and stores additional requests and arrangements for the guest's stay, which will be scheduled later. All stay data of the guests and fellow travellers are taken over by SIHOT. Posting to a guest's folio may be done manually any time, the guest is checked-in, or automatically after the treatment has taken place. Day-Spa guests or direct payments may be settled via the integrated MY SPA Cashpoint system (please ask for fiscalization prerequisites).

MY SPA is accessed using your browser, without installing any software on your device. Simply open your browser and log in with your personal credentials. The functional range of the software is bound to the user authorization.

my POS MY POS offers a quick cash register and switches to the extensive restaurant cash register with comprehensive table management with just a few clicks. The POS system is multilingual, can be set up individually for each user. MY POS comes with a kitchen monitor. Set up to your needs by creating a reflection of your hotel, resort or chain with properties, outlets, cashpoints, staff members, kitchen stations, meal periods and articles. Fiscalization is available for Germany, Austria, and Italian fiscal printers

Interface Functionality

From the moment a reservation is booked or altered in apaleo, the reservation is pushed to us. Stay data, fellow travellers and their guest profiles are imported - with all personal data. The language of the guest determines the language of the customer documents, if localization is provided. So all reservation changes are visible on the spot.

Arrangement components and individual services are transferred to MY SPA for fulfillment. They are already booked as fixed services on the guest invoice and will not be billed additionally.

In the scheduler, MY SPA shows a variety of details about the guest's stay. From Check-in Status, arrival and departure day to conflicts with the reservation. Additionally booked treatments, item sales and gratuities by the SPA are charged to the guest profile's folio or the main folio of the reservation. All postings are additionally sent to apaleo sales accounts.

Our web-based MY POS cash register offers a Express Cashpoint as well as an extensive restaurant cash point with comprehensive table management with just a few clicks. The MY POS system is multilingual, can be set individually for each user and offers a separate kitchen item description for foreign-language chefs.

All transactions settled will be checked for check-in-status and posted to either an apaleo folio or settled with external paymethods. In the latter case, the invoice, depending on the country, will be signed for fiscalization. Apalaeo will receive sales and paymethods for accounting information.

All about mappings: The VAT types are mapped by the apaleo tax name, the same applies for paymethod codes. So in both systems, the names must be identical. The service type is „Other“. Paymethods apaleo sub accounts can be mapped with SPA services categories like one for all or one for massages, one for cosmetics and so on. It is not necessary to create all services sold in MY SPA as individual services in apaleo. Packages can be mapped by rate codes and service codes.

How do I open a MY SPA/ MY POS account?

1. Get in touch with us and order a MY SPA/ MY POS installation according to your needs, installed as a Private Cloud in our datacenter.
2. Assisted by our training staff, enter your master data and do the sales and service ID mappings
3. Log in to your apaleo account and [click on this link](#).
4. According your credentials, a prefilled form will open. Scroll down and click on Save.
5. You will get a secret you want to use for the MY SPA/ MY POS interface – save it – they will not be shown again.
6. Enter these credentials in MY SPA/ MY POS: property ID, Client ID and secret and we will connect to your apaleo account and create all webhooks needed.
7. At this point MY SPA/ MY POS is connected to your apaleo account and the data is transferred in real time.

The best way to get in touch

Check our features on the [MY SPA wellnessplanner website](#) and/ or the [MY POS Cashpoint website](#). Interested? Ask for a demo call with a MY SPA/ MY POS representative. See all [partners](#) on our website or give us a call. Later on you can always give us or your local sales partner a call or send an e-mail. We are used to working for the hospitality industry, so we offer a 24/7 service.

How much does MY SPA/ MY POS cost?

After your online presentation call you will receive a quotation according to your needs. Our licenses are not charge per seat or per room, but we do consider your outlets and which modules you would like to use. Also, we offer a project license with service fees or you may go for our Software-as-a-Service monthly fee. If you accept the quotation, you will to sign a contract and will receive invoices.

Training and Services

We or our sales partners offer online training according to your needs. First step will be an onboarding training where we show your administration team how to set up the main data and get familiar with the user guide. In a second step, the interface will be connected. Up and running, the second training is for showing you and your team the daily work and share our experience building routines. After a few days working with the system, we will meet again for fine-tuning, design guest documents and answer questions. After that, we are only a phone-call away and happy to help.

Disconnect MY SPA/ MY POS

You can cancel your contract in written according to the agreement by contacting the MY SPA/ MY POS team. You can additionally disconnect the app in apaleo from the My Store Apps page.



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