mySPA

Spa Planner Manual

Version 5.8

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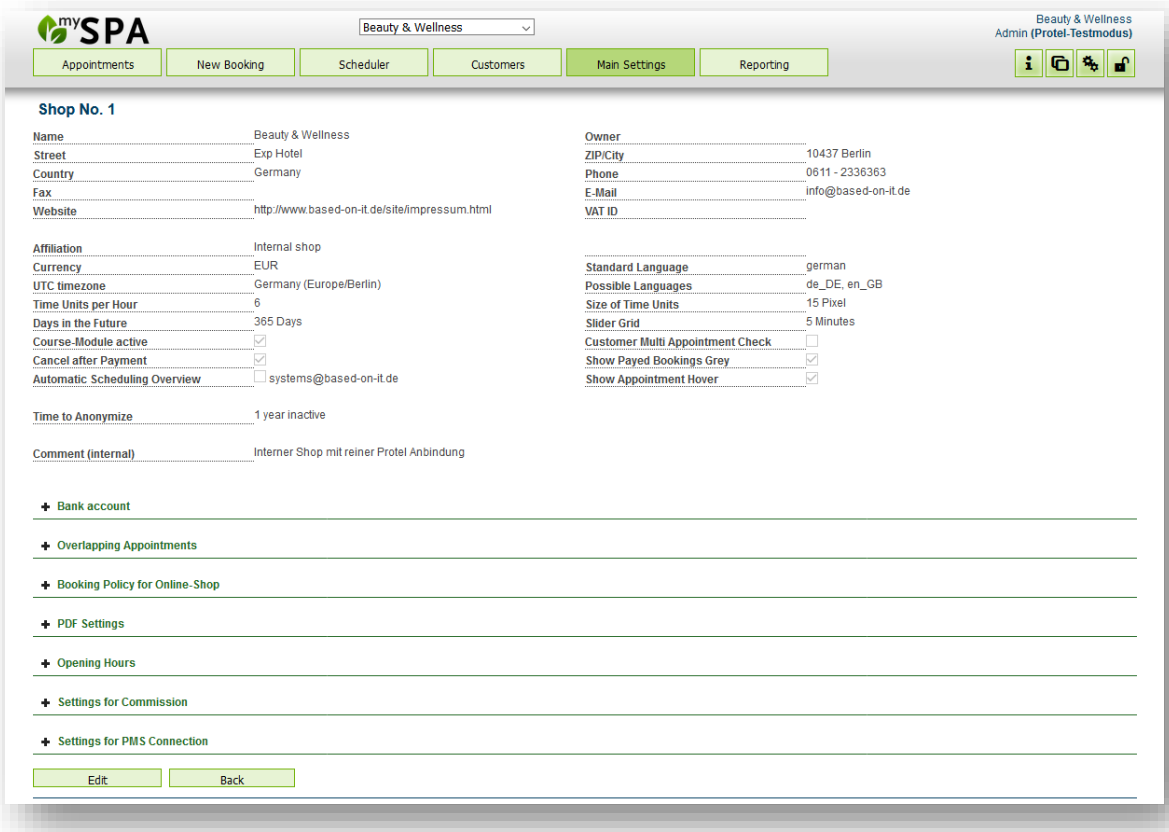
Your Startpage

If you enter the domain name without the direct reference to MY SPA in your browser (https:[your MY SPA IP address]/myspa/index.php), you will be taken to the general start page where you will find links to your treatments depending on the modules you have booked. In the top menu you will find links to all current versions of the manuals and contact options.

1. Your Spa: Main Settings

Before you can start scheduling your appointments, you will need to define the parameters of your spa: Your rooms, your specialists with their individual working hours and positions, as well as their treatments.

The settings are divided into tabs, which you can open by clicking on the + sign and see the further setting options.



1.1 Your Business

Under 'Main Settings' – 'Shop Data' you can define all the main settings and parameters of your offer, Define, how long do you want to be able to plan ahead or time units are visible in the calendars and personalize the accuracy of the slider tool for moving the appointments.

Specify, if the online reservation of simultaneous appointments (a customer books for multiple people under their name) is enabled or if you want to be warned if there are customer appointment overlaps. Define, whether you can cancel an appointment after it has been paid. Another feature allows you to display paid appointments grey in the calendars, even without the connection to the MY POS cash point.

Clicking on the **+** sign on the left expands more options. If you want to be able to book overlapping appointments in your shop, check the box next to "Overlappings", which opens some additional parameters to define the restrictions of this feature. You can choose to always allow overlapping appointments or limit

the booking possibilities. For example, appointments are only allowed to overlap when they are carried out by the same specialist or in the same room or booked under the name of the same customer.

Enter your online booking policy, provided you use the Online Booking module.

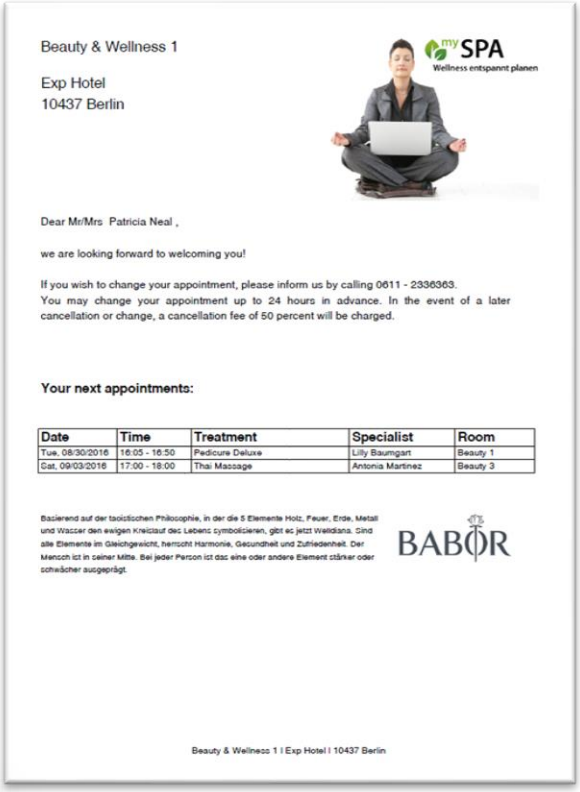
1.2 Guest Documents

You may enter information which is shown on the customer booking confirmation PDF (shows all future appointments – seen on the right), as well as the proof of performance sheet (showing today's appointments).

These appointment print-outs can be created in the customer's overview, on the Appointment detail view or right after booking an appointment and if you click on an appointment in the calendar (last two only refer to the booking confirmation). You may upload your shop logo, as well as an advertising image and text, shown at the bottom of the PDF.

You can decide whether your guest's salutation on the PDF should be formal or informal and if his first and/or last name will be displayed. Furthermore, you can choose whether the room, specialist or price of the treatment should be shown on the customer sheets.

You can setup the display of the date on the guest documents:


Beauty & Wellness 1

Exp Hotel
10437 Berlin

my SPA
Wellness entspannt planen

Dear Mr/Mrs Patricia Neal ,

we are looking forward to welcoming you!

If you wish to change your appointment, please inform us by calling 0611 - 2336363.
You may change your appointment up to 24 hours in advance. In the event of a later cancellation or change, a cancellation fee of 50 percent will be charged.

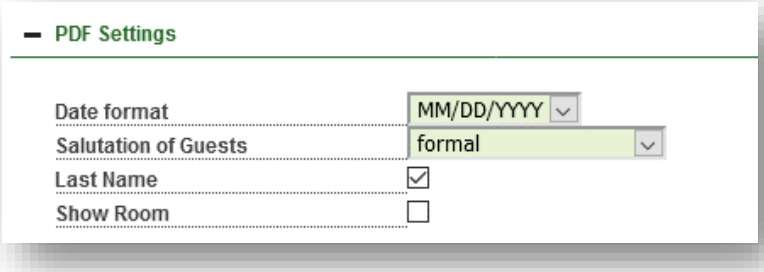
Your next appointments:

Date	Time	Treatment	Specialist	Room
Tue, 08/30/2016	16:05 - 16:50	Pedicure Deluxe	Lilly Baumgart	Beauty 1
Sat, 09/03/2016	17:00 - 18:00	Thai Massage	Antonia Martinez	Beauty 3

Basierend auf der taoistischen Philosophie, in der die 5 Elemente Holz, Feuer, Erde, Metall und Wasser den ewigen Kreislauf des Lebens symbolisieren, gibt es jetzt Weleldans. Sind alle Elemente im Gleichgewicht, herrscht Harmonie, Gesundheit und Zufriedenheit. Der Mensch ist in seiner Mitte. Bei jeder Person ist das eine oder andere Element stärker oder schwächer ausgeprägt.

BABOR

Beauty & Wellness 1 I Exp Hotel I 10437 Berlin

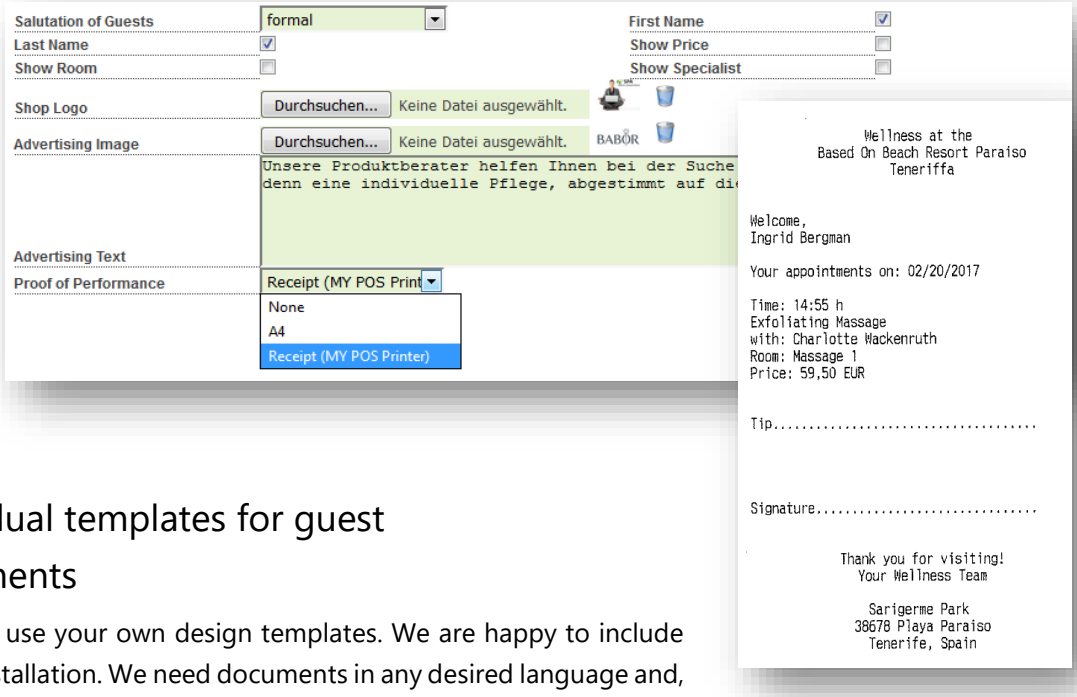


Select the setting DD.MM.YYYY for the display 20.05.2021, or MM/DD/YYYY for the English version 05/20/2021.

You can configure the number of guest checks: The receipts can be generated per guest/therapist and day, or per guest/therapist for all consecutive services, or per guest/ each service separately.

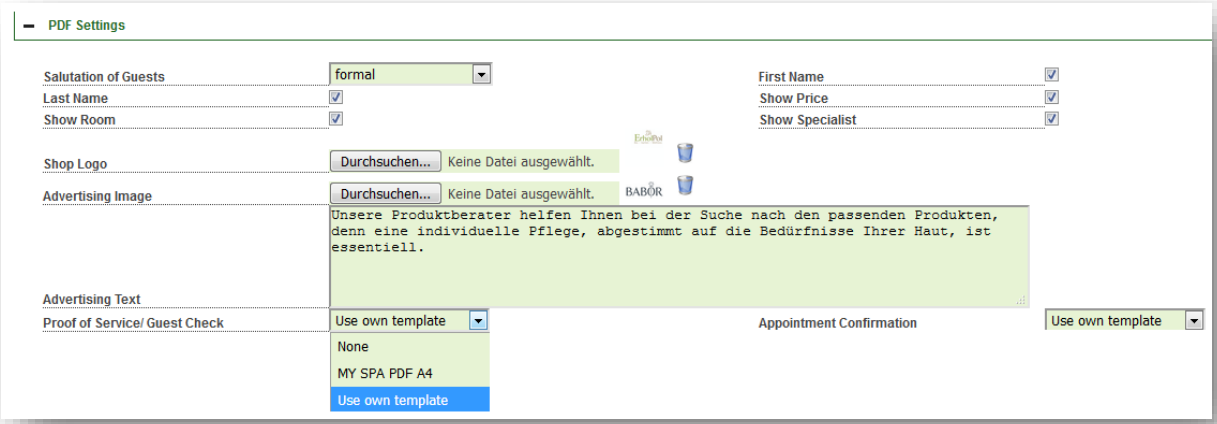
All guest documents will be issued in the selected customer language specified in MY SPA.

If you use the MY POS Cashpoint, you may also choose to print your proof of performance sheets through a receipt printer. The printer that is used for this function is registered under 'Printer 1' in the MY POS outlet.



1.3 Individual templates for guest documents

It is possible to use your own design templates. We are happy to include them in your installation. We need documents in any desired language and, if necessary, for each spa of your multi-property installation:



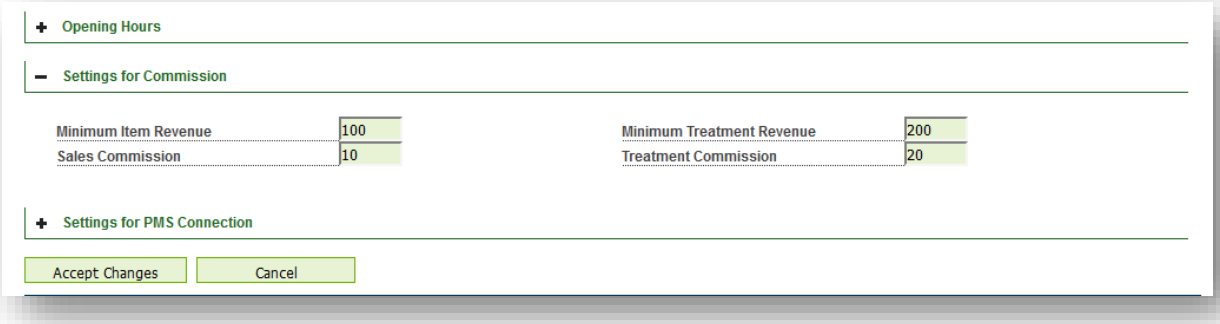
- Appointment List for Print-Outs
- Appointment List for E-Mail
- Proof of Service (before treatment)
- Guest Check (after settlement)
- Other guest templates such as invoices or medical history forms, the contents of which are not saved in MY SPA.

The requested format of the template is .ODT, we will gladly send you the list of possible placeholders. Images must be integrated in good resolution as graphics in original size and must not have been changed by formatting the word processing program. We also need our own or licensed fonts as a file.

All templates will be checked by us, converted and stored in your installation. We will be happy to help you create the templates. Please note that we charge for the design and integration of templates on a time basis.

1.4 Commission Settings

This feature allows to set commissions for your employees, which will be automatically calculated. First, set the basic conditions: under „Settings for Commission“. Enter the general data for the commission of the treatments and the items: the minimum revenue a specialist must reach to be considered for the commission calculation and the percentage of the commission, which will be accounted for the net prices of services and sales. These settings are applied for all employees of this shop. You may also enter individual commission values for employees by changing the settings in the employee view.

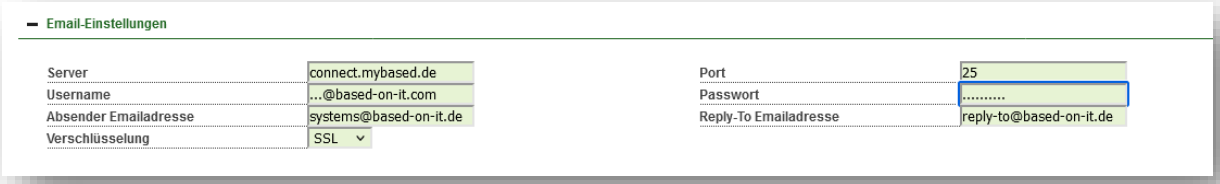


1.5 MY SPA Mail Communication

Whether you want to configure the mail dispatch for the e-mails of the appointment schedules or your online booking, or the dispatch of the employee schedules for the coming days - you can maintain the required data of your mail provider yourself:

Master Data – Shop Data – E-Mail Settings

The entry in the Sender email address field is the one that is used both as the sender email address and the one to which the information that an online booking has been made or cancelled is sent.



Server:

Enter the host name of the SMTP server here. This is the address of the server that sends the emails.. Example value for Office 365/Outlook 365: "smtp.office365.com". Note: The host name may vary depending on the email service used (e.g. `smtp.gmail.com` for Gmail).

Port:

The port via which the MY SPA server communicates with the SMTP server. This may need to be authorised in the firewall. Typical values: 587 for `TLS` (STARTTLS), recommended for modern connections. 465 for `SSL` (SMTPS), used for direct SSL connections. 25 Without encryption (or in some cases also for STARTTLS), often

blocked or severely restricted for modern email services. Example value for Office 365/Outlook 365: 587. Note: Make sure to specify the port correctly, as this affects the successful connection to the SMTP server.

Username:
The user name is usually the e-mail address that you use for authentication with the SMTP server. This is the email address used to send the messages. Example value for Office 365/Outlook 365: ihre_email@ihrhotel.de. Note: Use the full email address as the user name.

Password:
This is the password for the above e-mail address. It is required to authenticate the MY SPA server on the SMTP server and to enable e-mails to be sent. Note: Make sure that the password is secure and can only be viewed by authorised persons - once saved, it will no longer be displayed legibly in MY SPA.

Senderaddress:
The sender address is the email address (From) that is displayed in the "From" field when the recipient receives the email. It should be a valid email address, ideally belonging to the domain you are using. Example: noreply@ihrhotel.de. Note: Make sure this address is consistent and recognisable to recipients to increase trust and avoid spam filters.

Reply-To-Address:
The reply-to address is the email address to which replies to the sent email are sent. This may differ from the sender address if, for example, you use a no-reply sender address and replies are to be sent to a different email address. Example: spa@ihrhotel.de. Note: This address should be monitored if you expect users to reply to the emails.

Encryption:
This parameter defines which type of encryption is used to secure the connection to the SMTP server. You can choose between the following options: None (leave blank): No encryption is used, which means that the communication is transmitted unencrypted over the Internet. This is not recommended. SSL: Establishes an encrypted connection to the SMTP server by using SMTPS (SMTP over SSL). This is an older method that is still supported by some servers. TLS: Uses STARTTLS, which converts the connection from unencrypted to encrypted (TLS). This is the recommended method as it is more secure. Example value for Office 365/Outlook 365: TLS

All guest emails in BC to:

By entering an e-mail address in this field, all e-mails sent to guests will also be sent as blind copies to this e-mail address.

All example values may vary depending on your SMTP infrastructure/settings.

If you want to send emails from MY SPA via Office 365, an SMTP relay must be configured for this. To do this, you may need to set up a connector in the Exchange Admin Centre. It is recommended that you configure the connector so that it only accepts emails from authorised IP addresses or domains to prevent misuse. Make sure that the source address via which the MY SPA server establishes the connection (firewall/NAT) is known and correctly specified. If you obtain MY SPA hosted in the data centre of based on IT, this address is "46.4.124.28" (as of 08/2024; you will be notified of any changes in good time).

Note: Office 365 is very often used for sending emails from apps (such as MY SPA), which is why it is also covered here, but this is not its "core competence". There are alternative offers for SMTP mail dispatch, including from Microsoft (Azure Communication Services), which are more suitable in many scenarios.

1.6 PMS Connections

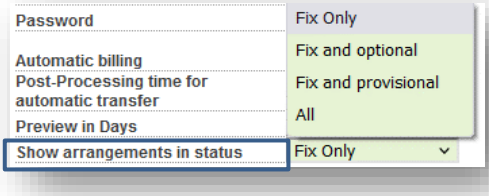
The shop data settings have been extended by the tab 'Settings for PMS Connection' to allow you to set the connected PMS through the interface and control the communication of reservations, as well as the payment between and MY SPA and/or allow the payment through MYPOS.

You may select in the settings for the PMS connection which category of the reservation note should be displayed in MY SPA.

Automatic posting to the Hotel System: a setting may be selected, with which the postings are automatically transferred to your hotel system. You may use this feature for the treatments, sold items and courses, as well as the participation in appointments from arrangements. Packages sold in MY SPA will be settled at the time of the first package date. Transmission errors to the PMS (reservation not checked in, or account unknown) are shown on the 'Appointments' page and can be re-sent after clarification with the reception. Please contact us and we will set up the automatic system in your installation.

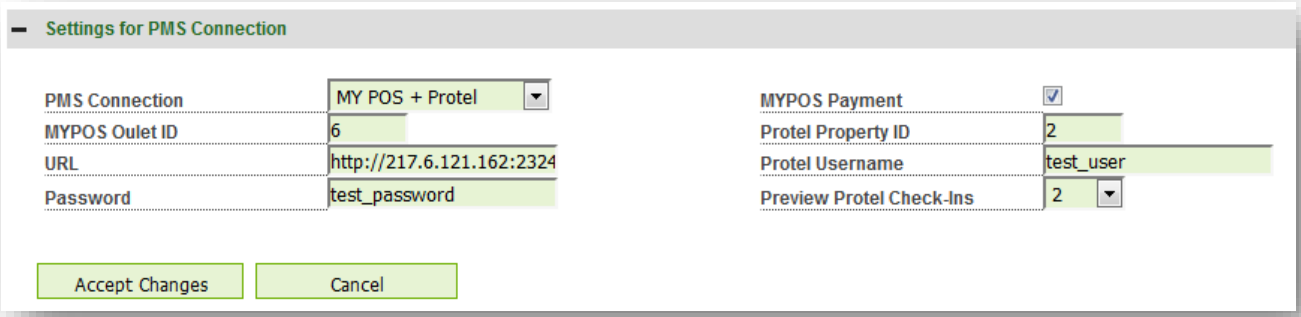
Automatic Cancellation of all Wellness Services
If a reservation is cancelled by the hotel system, all spa services linked to this reservation number can now also be automatically deleted. Please note that a guest can also have several reservations under which appointments may already have been booked in the spa area.
Only services that have not yet been paid for will be cancelled.

Submission of Arrangements
You can choose whether arrangement services concerning the spa area should already be transferred in the not yet confirmed status: Confirmed arrangements are always shown, in addition reservations can also be shown in the offer status (optional) and/ or in the case of room deduction (provisional).



Set the desired PMS connection or choose 'none'. If you choose no connection to a PMS or MYPOS, you can only decide, whether or not the 'Cash' button should be displayed, so you can mark appointments as paid.

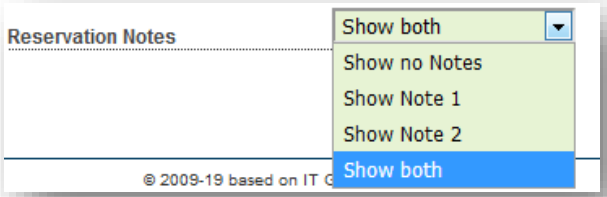
For the remaining connections, additional settings will appear (e.g.):



- <u>Opera cloud:</u> The hotel ID, the URL with interface username and password as well as a client token and an interface cashier ID are required. The booking to a guest account can be made automatically if you have ticked the option. See 6.5 - Automatic billing

If a reservation is cancelled by the hotel system, all spa services linked to this reservation number can be automatically deleted. Please note that a guest can also have several reservations under which appointments in the spa area may already have been booked.
Only services that have not yet been paid for will be cancelled.
If you would like to use this option, please tick the box:

- MEWS: The following communication settings are required for this:
  Hotel ID, URL of the hotel, password and user, authentication is additionally done by a client token and a standard service ID. A preview of check-ins can be set in days before arrival. Automatic billing is available. You can see when the last guest data import was successful by a timestamp.
- APALEO: The apaleo hotel short name, and the interface user and password are required for the setup. Communication takes place via webhooks, which we will create for you. This results in reservation pushes from the hotel system, which we supplement with requests for the associated guest profile data. The services are mapped via sales accounts, price and rate code IDs. In addition, there is the apaleo POS interface, which also transfers payments from MY POS for external payment methods. This requires additional MY POS settings and a miscellaneous account to which the daily deductions are sent.
- ASA: The hotel ID, URL with interface user name and password are required. Automatic billing is also available here. In ASA, arrangements or fixed services are created as extras and linked to MY SPA services. All appointments booked for hotel guests in MY SPA are transferred to ASA for information before billing. When the hotel bill is created, reception is informed that not all services from the spa have yet been billed. Using a link in the ASA interface, reception can jump directly into MY SPA to initiate billing there.
- protel air: MY SPA communicates via the protel I/O interface. For this the following communication settings are needed: Hotel ID, URL of the hotel and the I/O interface, authentication is done by a client token, preview check-ins. In addition, you can choose which reservation notes should be transmitted and from which status of the reservation arrangement services should be known for scheduling. The option of automatic billing with appointment follow-up completes the settings.
- Protel: Property ID, URL and authentication (user name + password), Preview Check-Ins (in days) 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.

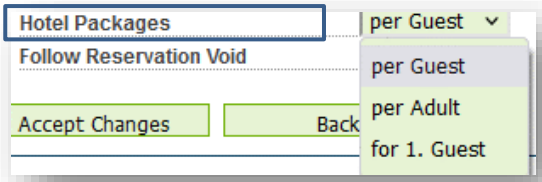


- MY POS + protel: all of the above
  Do you want MY POS Payment, as well as the data exchange from Protel? Choose the third option 'MY POS + Protel'. If you use MYPOS and Protel simultaneously, the Protel-POS-XML-Interface will be used additionally for the extended Cashpoint billing to allow all payment methods that require a printed bill.

- Suite8/ Fidelio: Hotel-ID, URL and authentication, Preview Check-Ins, Last data import

  The interface behaves like the Protel interface, described above. Suite8/ Fidelio exports guest data and MYSPA transmits appointments and sales.

  You will find another option for how many packages are to be saved for a reservation: The setting 'per Adult' takes over 'Number of Adults' from the Suite 8 reservation. The setting ‚per Guest' sets that for each name, which is added to reservation, a packages will be transferred with the guest's name. The setting per 1. Guest transfers only one package for the main traveller.



- SIHOT: Hotel ID, URL, authentication, preview check-ins.

  The interface combines reservation pushes from SIHOT with check-ins and postings from MY SPA. In addition, there is a SIHOT+Cash module interface, which also transfers payments from MY POS for external payment types. For this, additional MY POS settings are required and an account Miscellaneous, to which the daily deductions are sent collectively. In addition to the usual reservation statuses, SIHOT offers the possibility to store your own reservation statuses in SIHOT. By default MY SPA shows arrangements and guests of reservations in Fix status. If you want to see other statuses, we will store this for you after consultation in your installation.

- AIDA: see protel interface description.

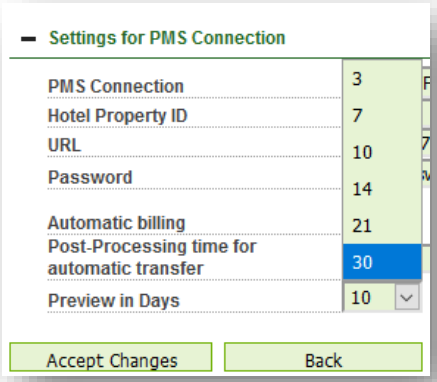
- MY POS Cashpoint without hotelsystem interface: MY POS Outlet ID
  If you set the connection to our MYPOS Cashpoint, transferred appointments will appear as open transactions in the cash point touchscreen view. You now have the opportunity to book additional items, which will be assigned to the specialist of said appointment.

It is also possible to connect two protel hotel interfaces that all communicate with a shared spa. The prerequisite is the uniqueness of the reservation numbers and guest profiles used by the PMS. Please note that two interfaces must be licensed for this.

1.7 Preview of Check-Ins and Check-Outs

If you are connected to a hotel system, this feature allows you to show future Check-Ins and Check-Outs on your MY SPA front page. Go to 'Main Settings' – 'Shop Data' – 'Settings for PMS Connection' and define, how many days in advance you wish to see the booking information.

You can choose whether and which category of the reservation note should be shown in the list of check-ins and check-outs in MY SPA.

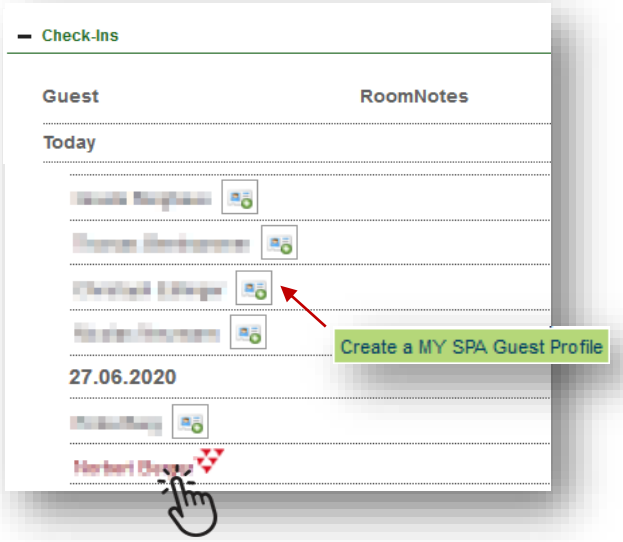


Preview in days: Open packages and treatment requests for which appointments have not yet been made are always shown in full under New Booking - Prebookings. On the 'Appointments' page, these are only shown when your stay is imminent. You can set the deadline for this yourself under 'Preview in days'. Choose a period between 3 and thirty days.

You will see a preview of all guests that are arriving or departing within this period of time. For each arrival date, you have the option to print all booking confirmation PDFs for the arriving guests of this day by clicking on the printer icon.

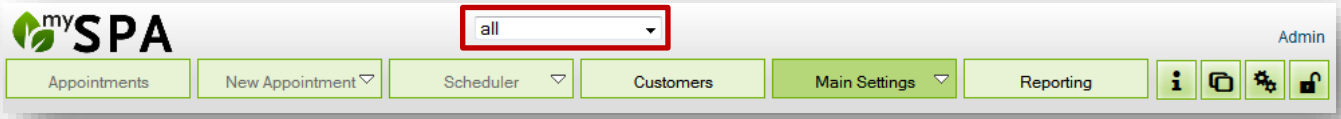
Here the guest names are marked, for whom wishes or appointments have already been accepted. Click on the guest name to jump to their customer file.

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



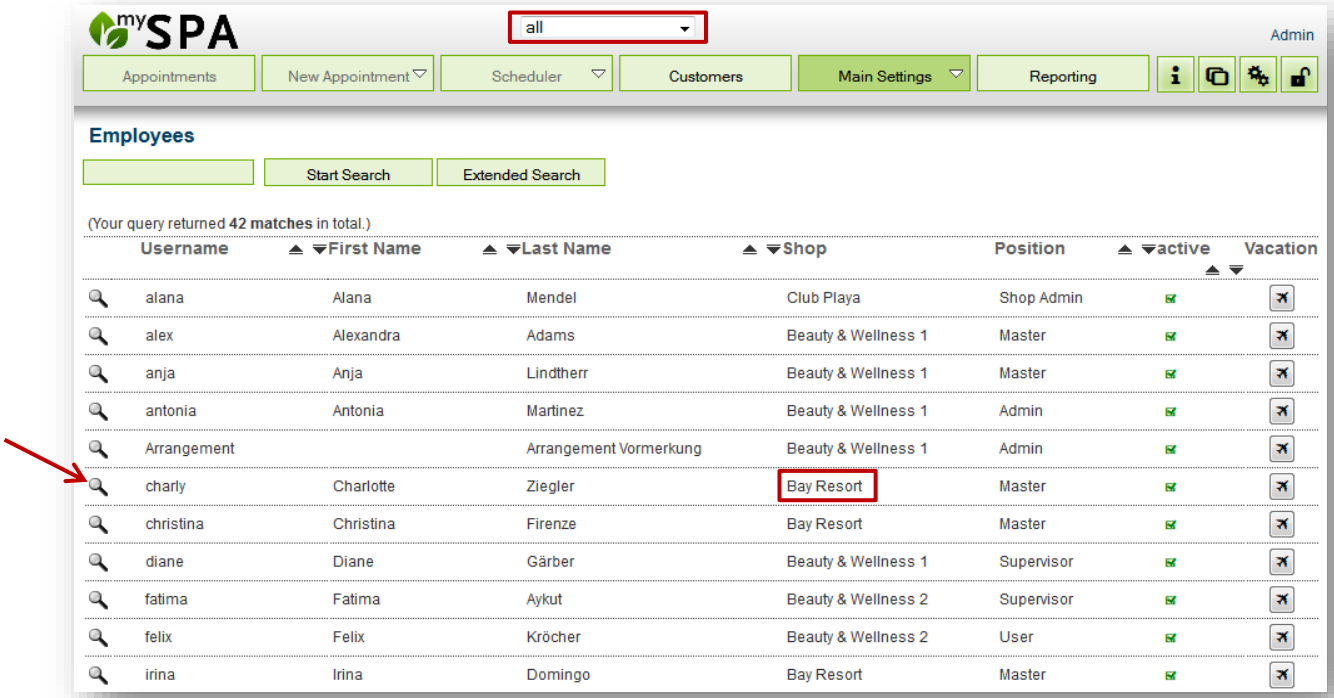
1.8 Multi-Outlet Option

The MY SPA Multi-Outlet license allows you to create multiple shops and manage them all in one system. After you've created your shops, you can manage treatments that are available in every one of them.

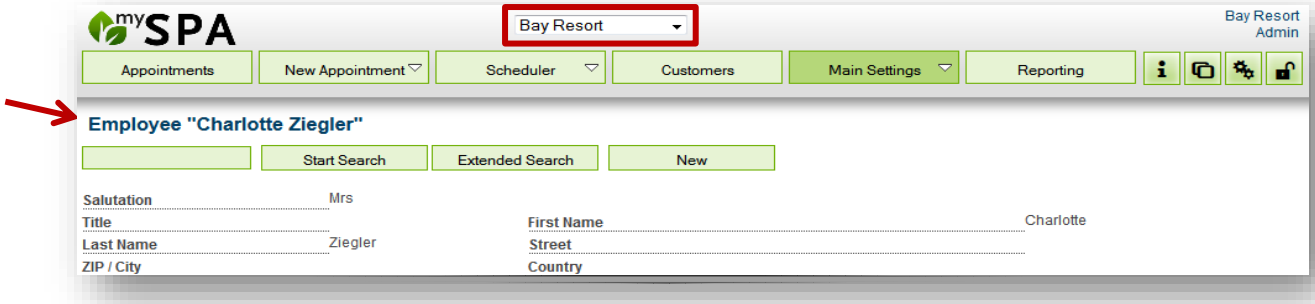


If you want to switch to the global display – for example in order to change a treatment and have these changes effective in all your shops – you need to choose 'all' instead of a specific shop (red frame) first. That way you can look at and manage all your customer data and the main settings of your shops.

Main Settings like Rooms and Employees are always assigned to one specific shop. That means if you're in the global display and you go to 'Main Settings' and 'Employees', you will see a complete list of all your employees of every shop.

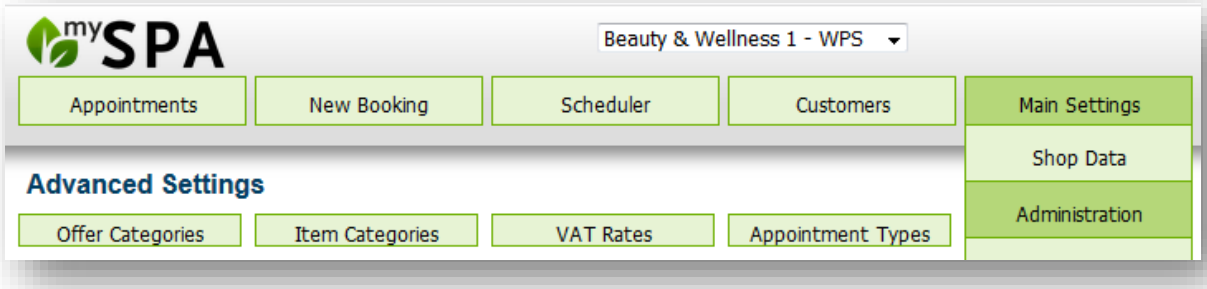


As soon as you select an employee to edit their data, the view switches from 'all' to the shop in which the employee is registered.



1.9 Administration: Extended Settings

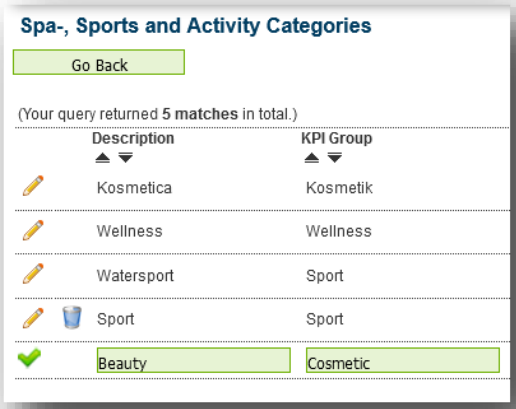
Under the submenu item 'Administration' you will find advanced settings for categories, VAT rates, appointment types and more.

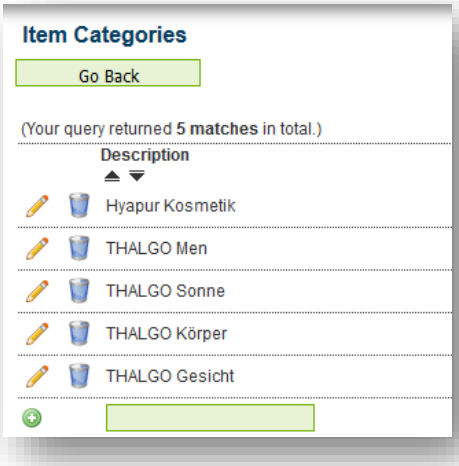


1.9.1 Item and Offer Categories

If needed, you may create main categories for your offers and articles. They are used as a filter in the article booking screen, for the course module and employee filter options. Go to Main Settings – Administration and choose 'Item' or 'Offer Categories'.

Enter a new category in the light green field next to the green + symbol. If you wish to combine categories for the KPI report, you may enter KPI group names for several categories. 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.



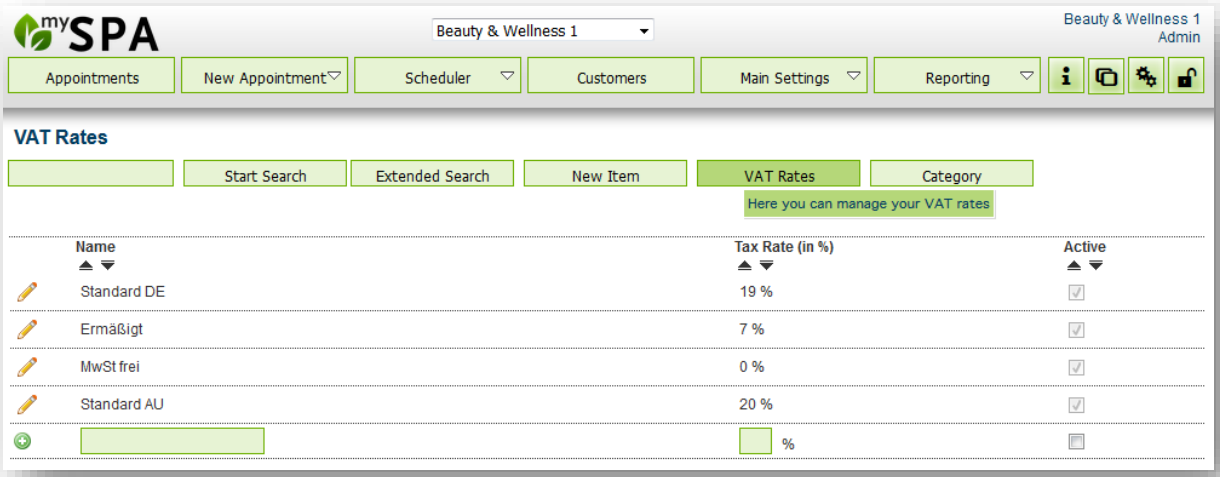


1.9.2 VAT Rates

Please choose or enter all possible VAT rates, used in your Spa. You are free to choose a name for each VAT rate. Go to Main Settings – Administration:

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.

Selling articles from the MY SPA Upselling module does not issue fiscal compliant invoices, but reports sales to the 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.



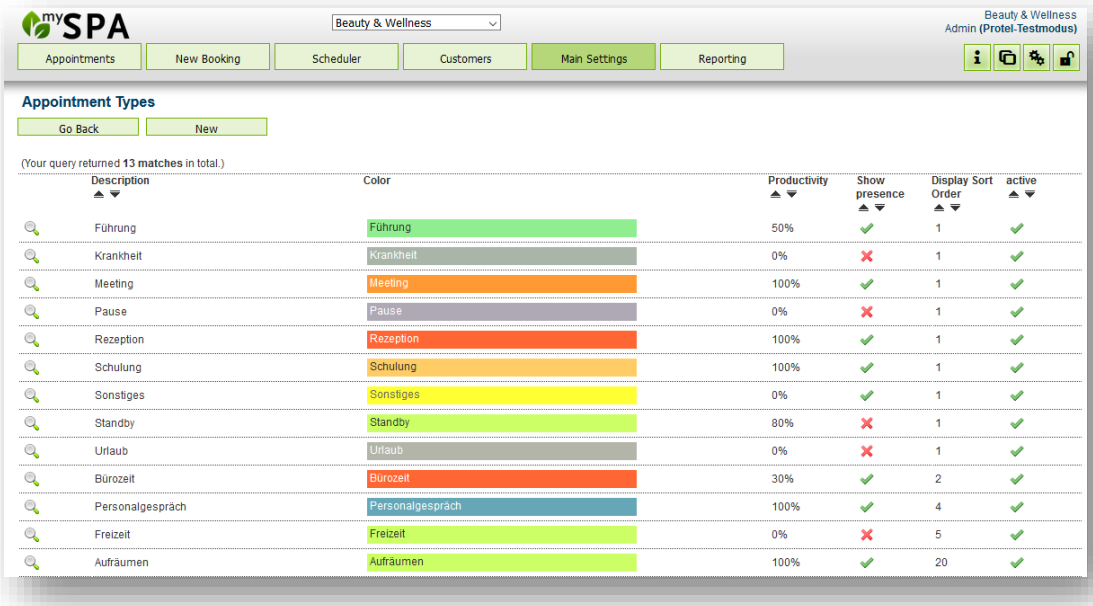
Deleting VAT Rates is not possible, because it is used for statistics. If a VAT rate is no longer needed, please change or deactivate it.

1.9.3 Individual Appointment Types

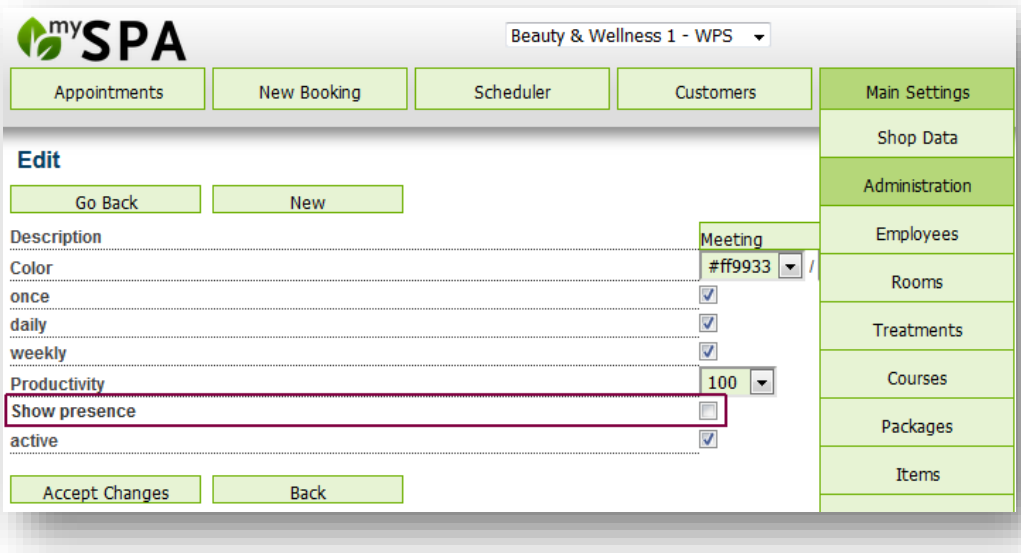
Create your own appointment types that you need frequently.

Choose the color of the presentation in the calendar and decide if this activity should be counted to the working time or not, and to what percentage (in steps of 10). This setting has an effect on the statistics in the statistics. Also define the possible repetition frequency (once, daily, weekly).

Certain appointment types, such as vacation, illness, and free time, can be marked with a flag, which determines whether they should be shown in the calendars by clicking on the filter symbol and schedules.



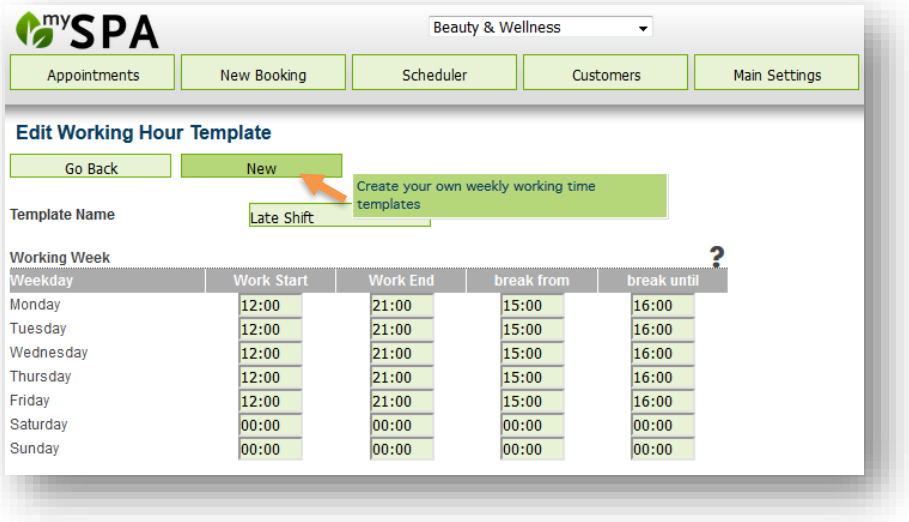
Edit the appointment types by clicking on the magnifying glass. The order of the display depends on the assigned sorting and, within the same priority, on the alphabetical order.



1.9.4 Shift Plan Templates

With a click on 'Shift Plans' and 'New' you can create your own weekly work schedule template and save it permanently for quick assignment to employees.

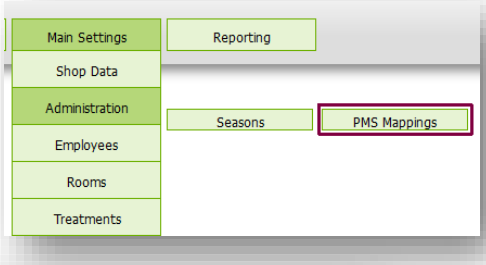
Assign a name freely, which you can quickly recognize for later assignment to the employee.

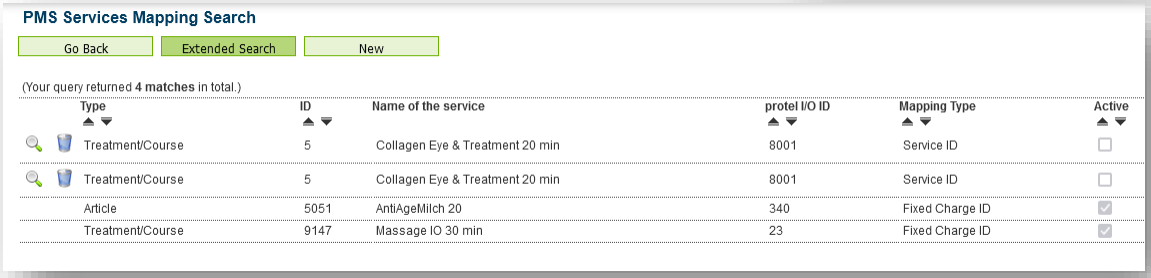


1.9.5 Mapping Table

In addition, a MY SPA service can also be part of different hotel rates or services. For this, you will find, as far as applicable for your hotel system and interface, under Master data - Administration - PMS Mappings the option to include services in several rates/services:

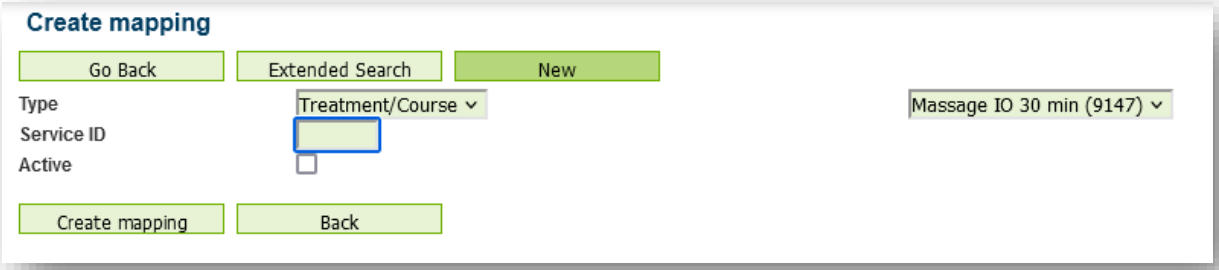
The list shows all mappings that you have edited directly by your entries in the treatments, courses, articles and packages. You can edit them only there.





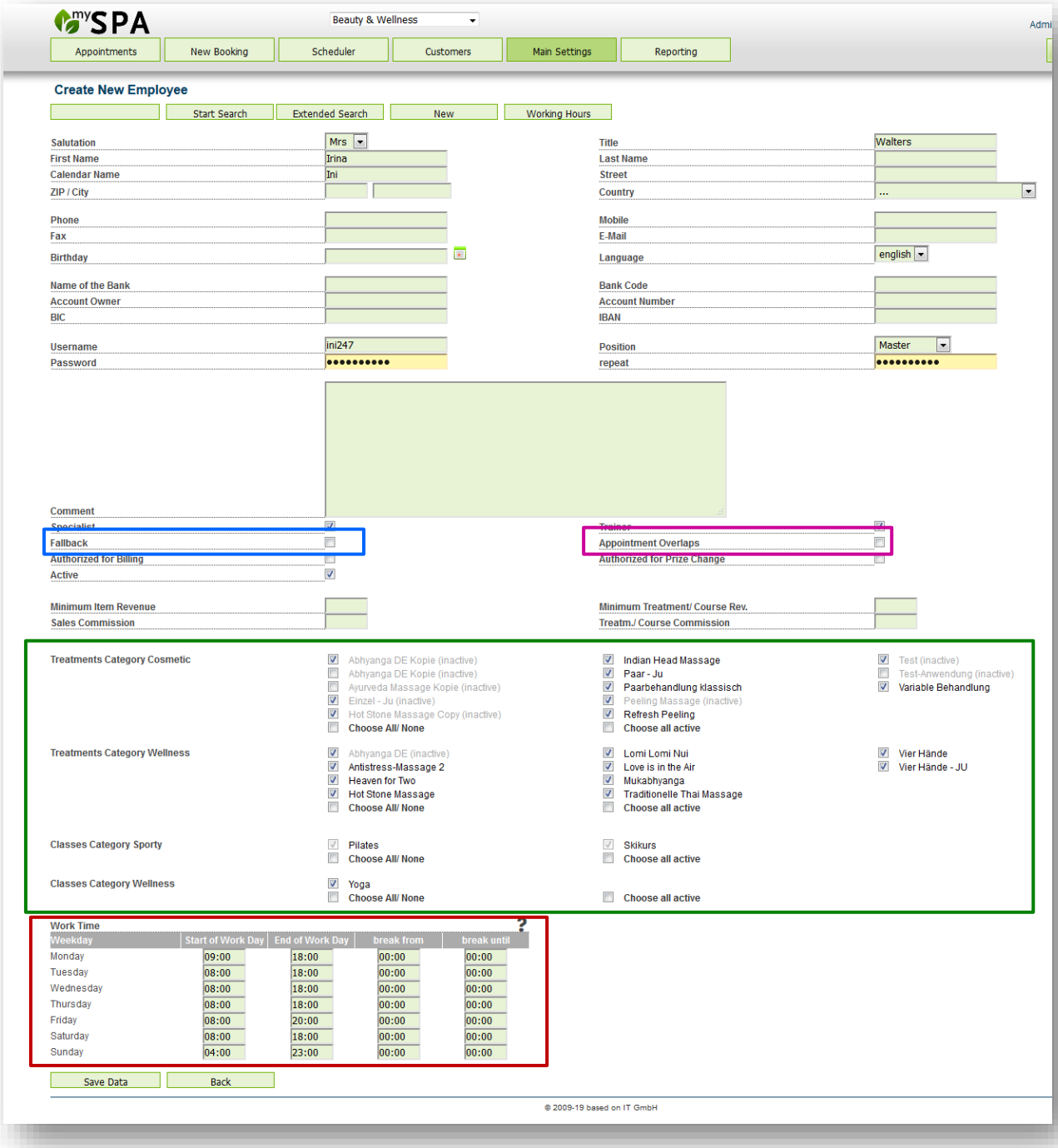
But you can expand the list of assignments with new entries, and choose from your MY SPA offers services that should be part of different hotel rates or services.

The terms e.g. Fixed Charge, Package Code, Service ID may differ depending on the hotel system.



1.10 Employees

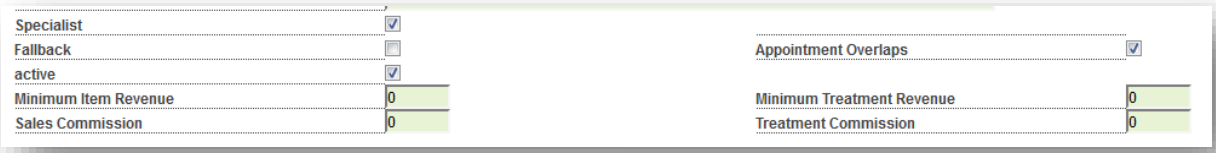
Employees are always assigned to one specific shop. Choose one first and enter all the relevant data, like assigning him a username (at least six characters) and password (at least 8 characters, one of which must be in capital letters and one number). If you have changed it, confirm it by entering your admin password. Set up their user rights (more under [Authorizations]).



You can enter the start and end of their working hours and set fixed break times (red frame). These times are now available for booking appointments. In the detailed view of the employee you can also create other 'appointments' like sickness, vacation, meetings and so on. After you've created your treatment range, you can define which of your employees does which treatments: just check the checkbox next to the relevant treatment or all service of a category (green frame). Another feature is the "Fallback" tool (blue frame). If you enable the fallback feature, this employee will not be suggested for an appointment. You can still assign appointments to him or her through 'New Appointment' if you click into the calendar. Their appointments are only shown in their own weekly calendar and in the room calendars, as well as on the homepage, where all appointments are listed.

By checking the box next to "Appointment Overlaps" (pink frame), you allow this employee to book overlapping appointments. These overlaps are only possible in the calendars by dragging the appointment onto another existing appointment or by clicking next to another appointment by the same guest. In your shop data you can define to which extent these overlaps are allowed (e.g. only if it's in the same room, the same specialist or the same customer).

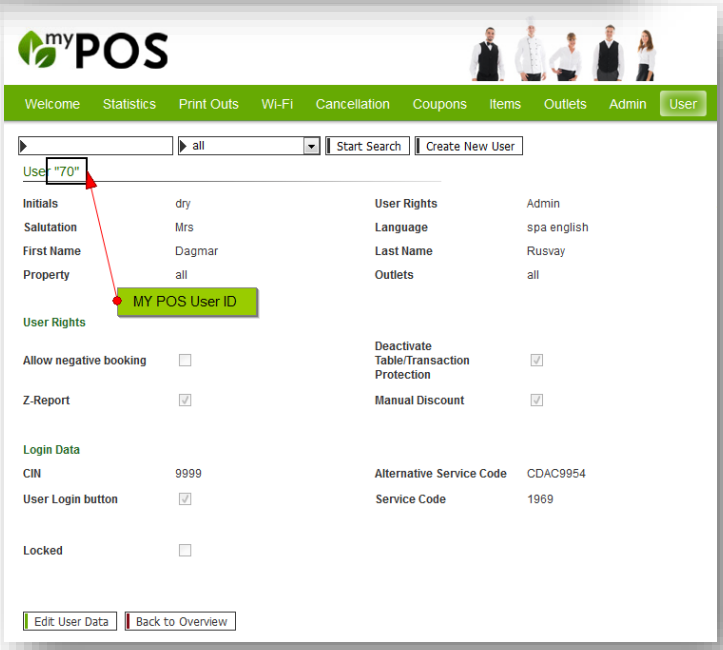
You may enter individual commission values for employees by changing the settings. The evaluations are found under Reports – Commission Report.



You may determine whether an employee is entitled to settle accounts in MY SPA and, in addition, whether he may change prices (already at the time of reserving an appointment, as well as in the payment dialog for changing individual prices and grant percentage discounts).

Do you also use the cash point 'MY POS' for accounting? If so, please enter the MY POS user ID along with the other data. You can find the ID in the MY POS Backend.

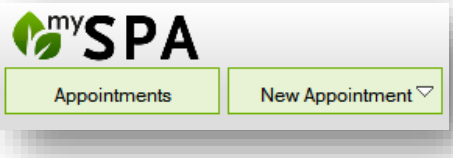
If you use the automatic data synchronisation between MY SPA and the cash register module, this is will be done automatically.



1.10.1 Authorization for Use of MY SPA

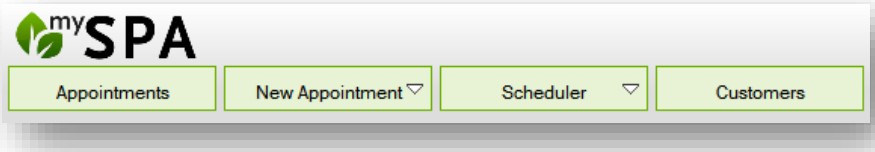
User

The authorization level 'User' only allows a limited view. The user is allowed to book appointments and see those, as well as their own appointments.



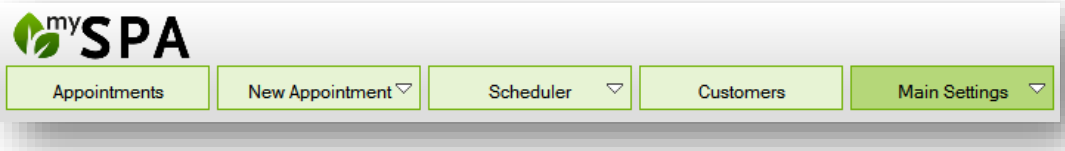
Master

A 'Master' can see all appointments and is allowed to book appointments and see all the calendars. He is also entitled to create new customers and manage customer data.



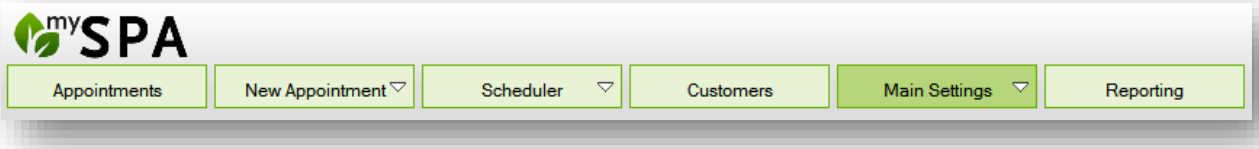
Supervisor

A 'Supervisor' can access the Main Settings. He is allowed to create rooms and treatments and he may define the parameters of your spa, like opening hours, in the Shop Data.



Shop Admin

The 'Shop Admin' has the highest level of authorization within the location/shop. He may manage the data of employees and may use the 'Reporting' feature to evaluate sales and employee performances.



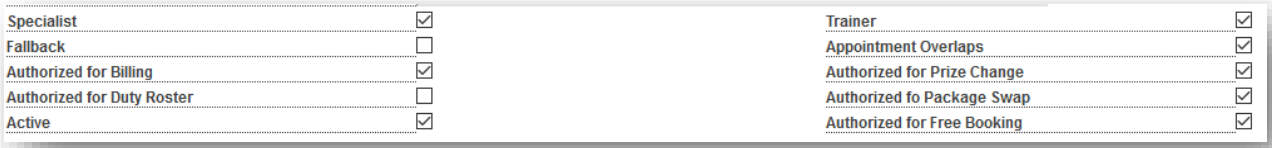
Admin

The 'Admin' has full system authorization. The Admin may manage all shops and their employees and rooms, as well as globally-offered treatments.

Regardless of the authorisation level, each user can edit their personal settings and edit their password, language and calendar view.

1.10.2 Additional Authorizations

Several duties require special skills or trust in the employee's abilities. Check the boxes for the required option if you wish to grant the user right (find details in the according feature description):



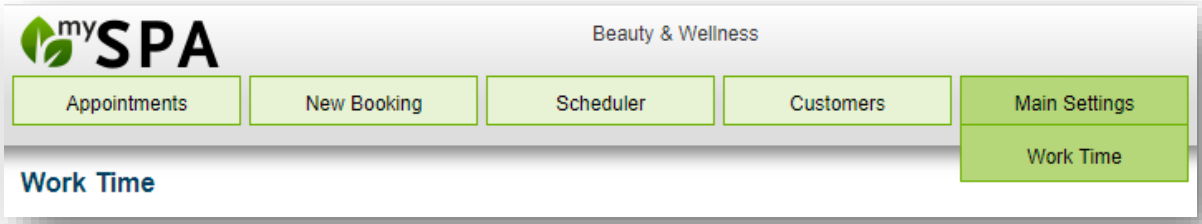
A Specialist or Trainer will be shown in the calendar and you may assign treatments and classes. A Fallback staff member will not be proposed for treatments or courses in the first place. Nevertheless ‚Fallback' employees may be chosen to fulfill treatments in case service cannot be fulfilled otherwise.

The Authorization for Billing and includes the right for cancellations, but there is a seperate right for prize change.

Authorisation for Editing Duty Rosters:

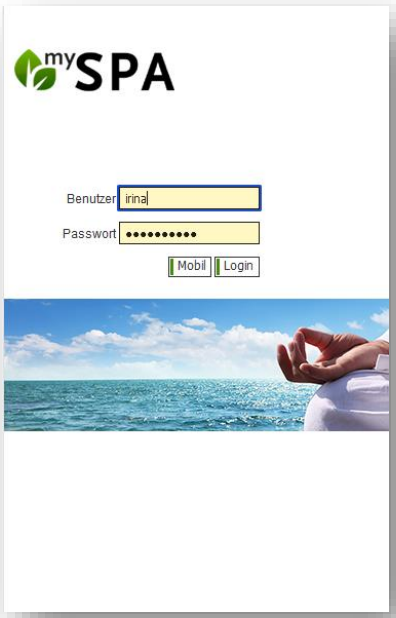
The processing of employee data is linked to the 'Admin' authorisation. You may grant employees with lower right level with the authorisation to maintain duty rosters.

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



The user right Package Swap and Free Booking, as well as booking appointments overlapping require special knowlegde.

1.10.3 Mobile View for Smartphones

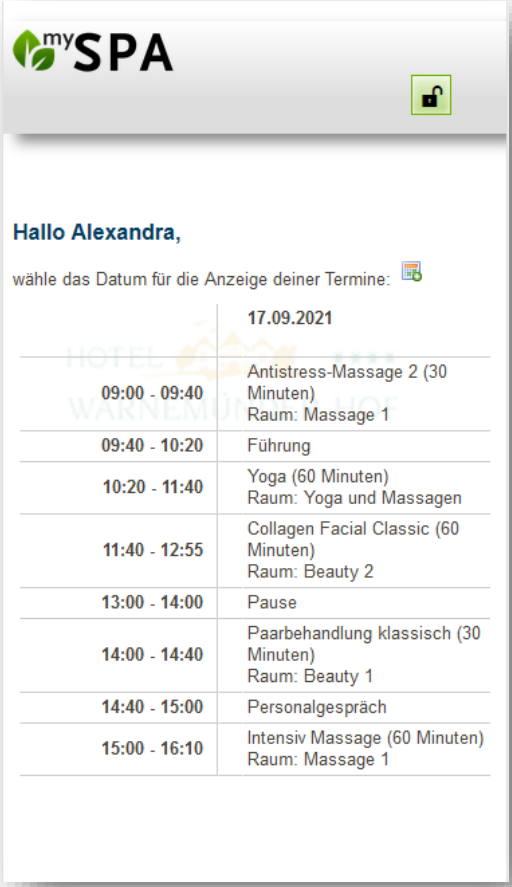


If you open MY SPA from a smartphone, you are given the opportunity to see a personal short view of the upcoming appointments via the „Mobile“ button.

If you want to make use of extended appointment processing with your mobile phone, the „Login“ for the full view is also available according to the assigned rights of the user.

No guest names are displayed in this view.

This access to a mobile display of the appointments depends on the accessibility of MY SPA in your hotel system. By default, the view is visible to all employees who log on to your office WLAN with their mobile phones. If you want to make MY SPA accessible from outside via the Internet, your IT can implement this: For this purpose, a port forwarding to the MY SPA server in your network must be set up. Then your employees can log on from anywhere.

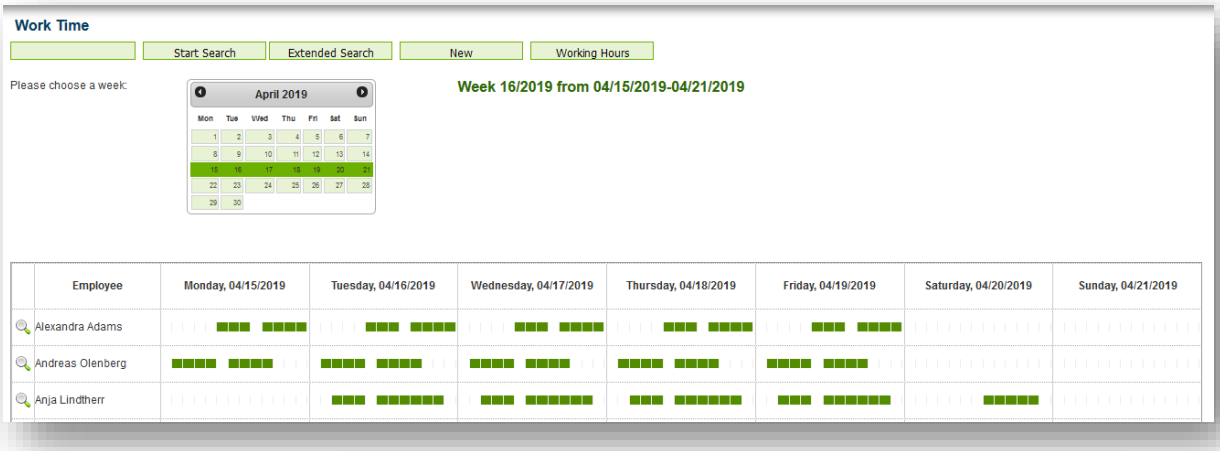


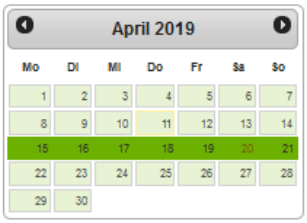
You can save the MY SPA login on many mobile devices as an icon on your mobile phone home screen.

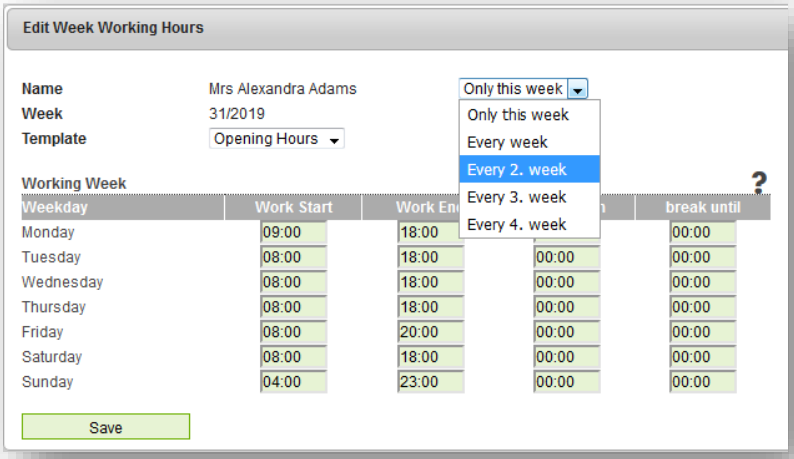
1.10.4 Shift Plans and Flexible Break Times

In addition to the regular employee weekly working times, you have the option of creating different weekly working times and saving these as general templates for shift plans under Master data - Administration. Under Main Settings - Employees you will find the button 'Working Hours'.

You will now see the list of your active employees for one week, with the current week preselected.





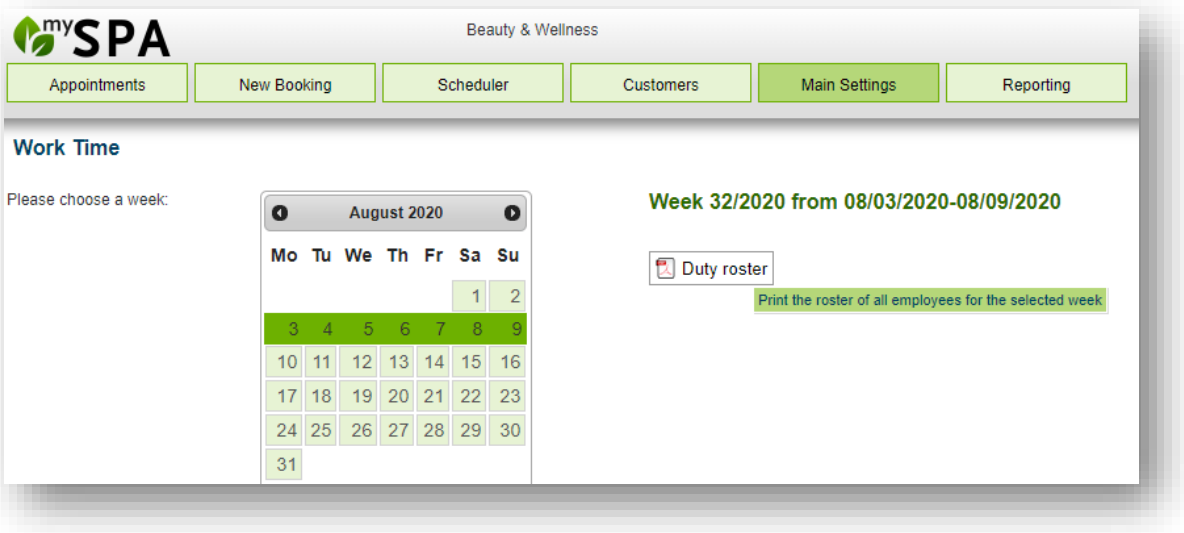


Click on the calendar to switch to a specific week and click on the magnifying glass next to the employee name to enter the employee's different working times for this week, or load a working time schema from your previously created working time templates. Choose the enddate for your changes and, if applicable, repetitions of your weekly assignments.

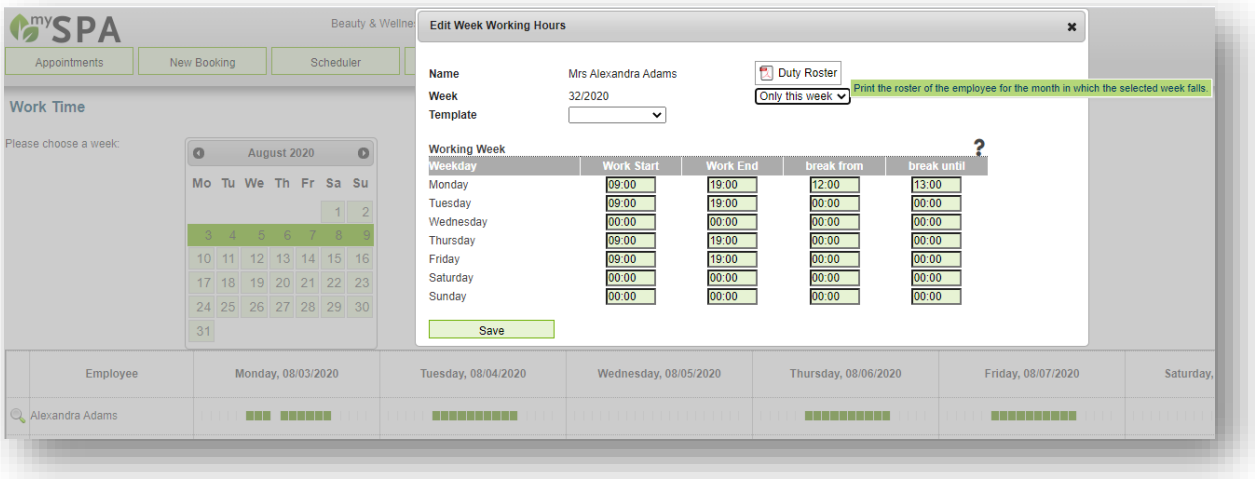
You can find the evaluation of employee working times under Reporting - Commission Report - Export Working Hours. The export always refers to a specific month and supplements the planning with actual working time and shows overtime and breaks included. This data is stored until April of the following year. Please make sure to export all data needed until then.

1.10.5 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'.

1.10.6 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.

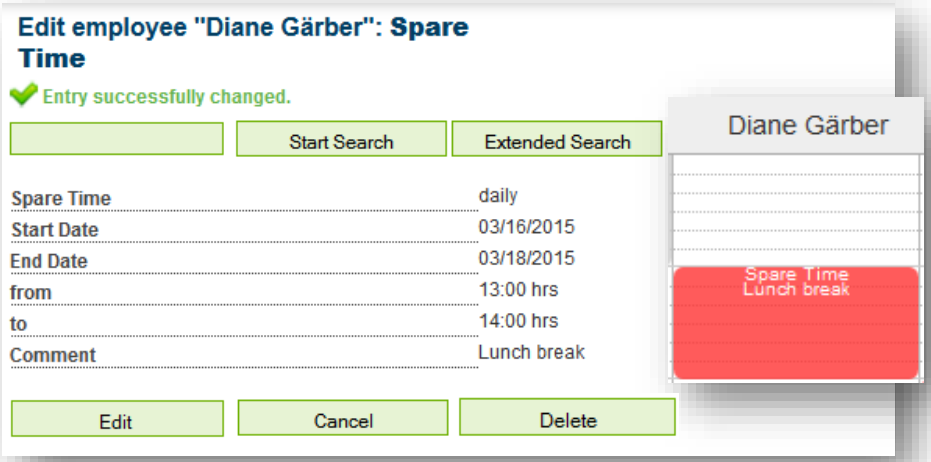
Under the menu item Reporting - Commission report you will find a CSV 'Export Working Hours' for your further processing in the personnel administration. In the table you will find the working times, breaks and overtime for your employees per month documented.

1.10.7 Vacation planning, flexible and permanent Dates

In the employee master data you will find the option for entering varying dates below the regular working times.

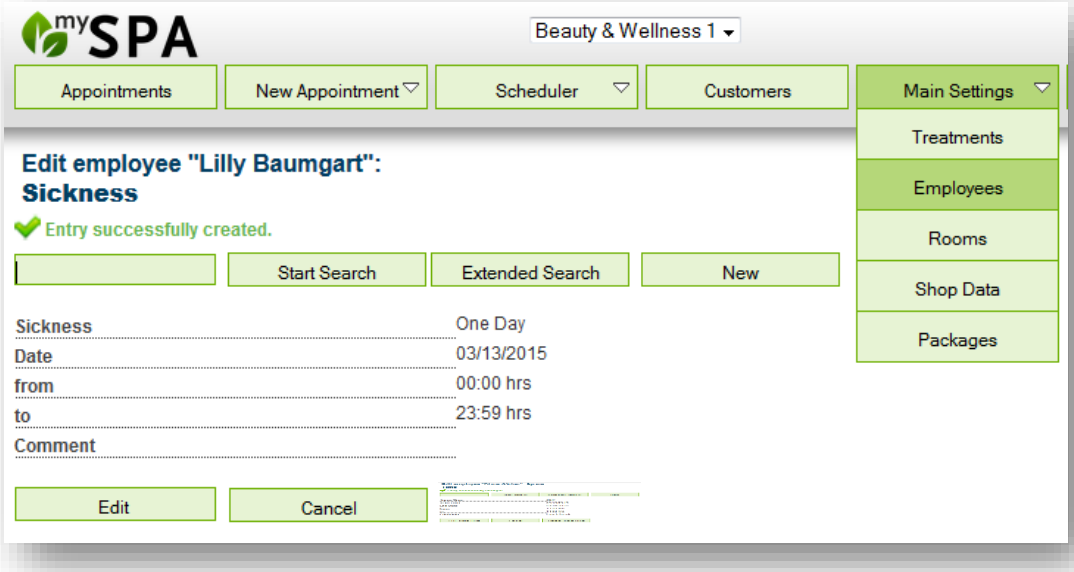
You may use the feature 'Enter Appointment' in the employee settings or the Employee overview to create flexible lunch breaks, which are movable in the calendars:

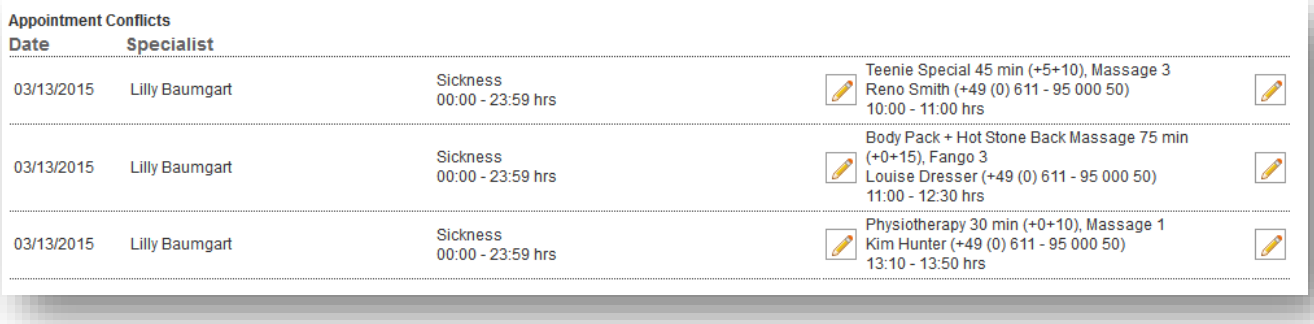
From the start date on, there will be a daily appointment called 'lunch break' that can also be moved per click and drag. You can also extend or shorten it by dragging at the lower edge.



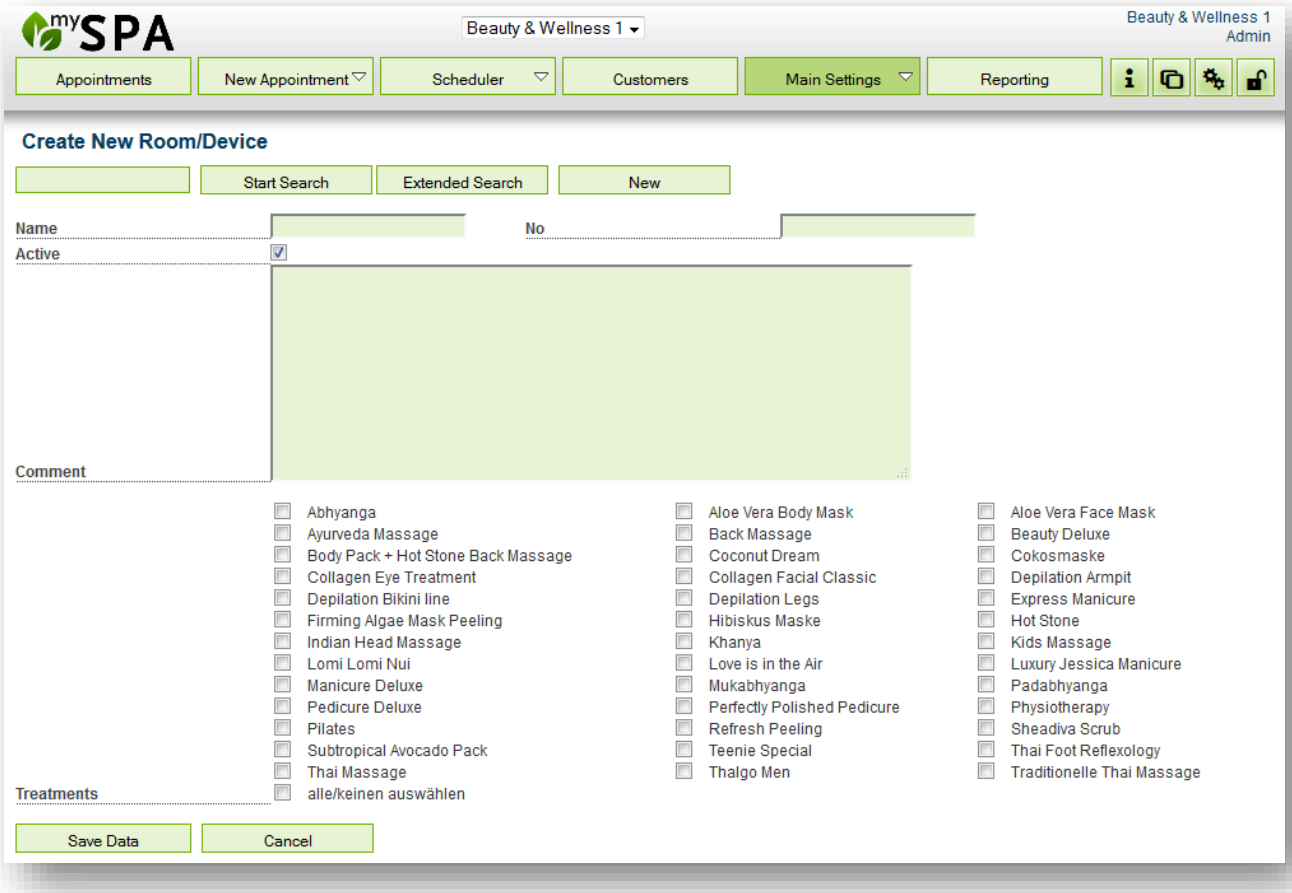
1.10.8 Unexpected Sickness of an employee

If an employee is spontaneously unable to attend, enter a 'new appointment' in his or her employee master data, e.g. an illness of expected duration. On the one hand, this information is important for the statistics, on the other hand, it affects the employee's bookability. On the start page, the appointment overview, you will now find a warning with appointment collisions to which you must react.





1.11 Rooms and Devices



To create rooms or 'devices', like moving devices, which aren't available to other customers during a treatment, please go to 'Main Settings' – 'Rooms' – 'New'.

You can note details about the purchase or warranty of the device in the comment section. To create a fully functioning room, you need to define which treatments you're able to perform in this room or with this device. All your entered room data can be seen and changed if you click on the magnifying glass next to the room.

1.12 Treatments

Edit Treatment

Start Search | Extended Search | New

de_DE

Treatment Name: Hot Stone Massage — Short Form: Hot Stone

Short Description: Sie wollen tiefste Entspannung und wärmende Rengenerierung? Sind sie gestresst oder haben Verspannungen? Dann ist die Massage mit heißen Steinen das richtige für Sie.

Long Description: Die "Hot Stone Massage" bietet die perfekte Kombination aus einer sanften Massage und der energetisierenden Verwenden von heißen Steinen, die auf den Druckpunkten des Rückens plaziert werden und so die Wärme tief in die Muskulatur leiten. In Verbindung mit beruhigenden Aromaölen gleiten dann die Steine über Ihre strapazierten Muskeln und Bänder und lösen Verspannungen. Laut Tradition die ultimative Massage für physische und mentale Anspannungen.

en_GB

Treatment Name: Hot Stone — Short Form:

Short Description: You want deep relaxation? How about warm stones which slide on aroma oils gently over your skin? The combination of gentle massage and deep heat is effectively a miracle remedy for tension.

Long Description: The Hot Stone Massage combines relaxing forms of massage and energizing treatment with the beneficial effect of hot stones. In the historical tradition it promises healing on physical, mental and spiritual level. The heated stones glide in conjunction with aromatic oil over her body and dissolve unpleasant tensions and pain points.

Category: ☐ Favorite

Tax: Standard DE (19.00%)

Treatment Color (background / font): Example Text

Comment (only visible internally):

Image 1

Image 2

Show in the Website: ☑

Specialist

Lilly Baumgart	Arrangement Bookings
benutzer benutzer	Alexandra Adams
Charlotte Wackenruth	Franzi Schätzing
Iris Padinski	Larry Fitzgerald
Antonia Martinez	Thomas Wolf
Julia Jakob	
Sylvie Grubmann	
Andreas Olenberg	
Diane Jones	
Ronja Dambeck	

Rooms/Device

Massage 2	Activity
Beauty 2	Beauty 1
	Beauty 3
	Desk
	Fango 1
	Fango 2
	Massage 1
	Massage 3
	Paar- Wellness

Treatment Details

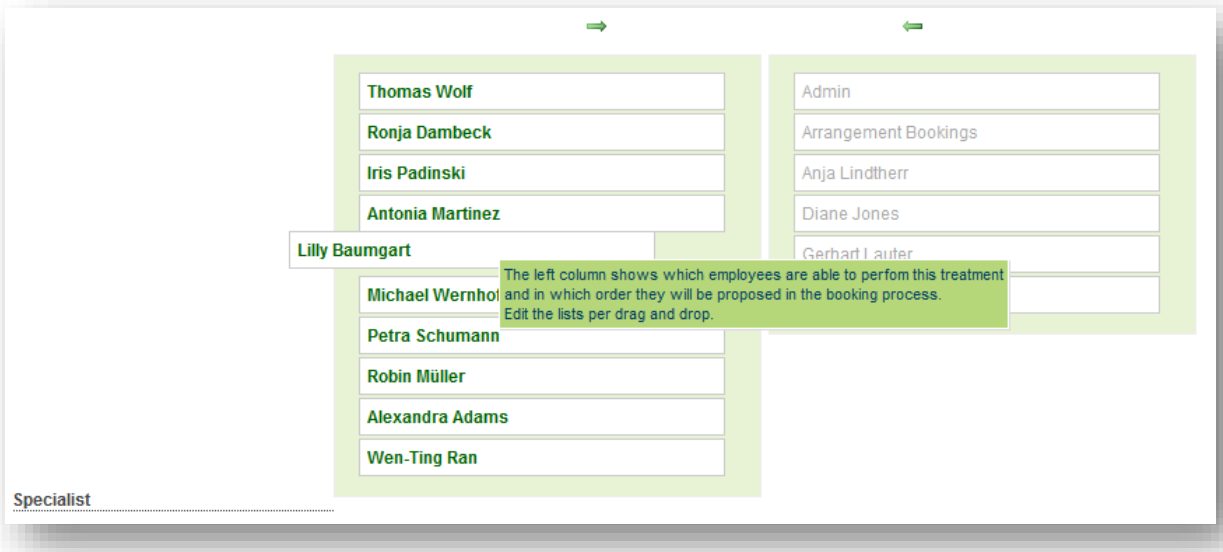
Duration (min)	Preprocessing (min)	Postprocessing (min)	Price (EUR)	Protel-ID	VAT	active
15	2	6	49,00	0	Standard DE (19.00%)	☐
30	5	15	49,00	0	Standard DE (19.00%)	☑
45	5	15	69,00	0	Standard DE (19.00%)	☑

Accept Changes | Cancel

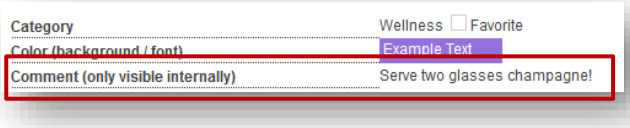
You can set up treatments that are globally active, which means that these treatments are available in all the shops you've created in MY SPA. You can further define them for a specific shop. To create a new treatment, go to 'Main Settings' – 'Treatments' – 'New'. The input mask will open, as shown in the picture above. Enter a name for your treatment and if necessary, a short form, which will be visible in the calendars. Choose the color your treatment should have in the calendars – making it easier to recognize.

If applicable for your installation, enter the information and upload the pictures that should be displayed in the Online Booking Module. The uploaded images are displayed on the online booking engine in the overview on the home page with a width of 250 pixels, and on the details page with a width of 400 pixels.

Then you define who can perform this treatment and which rooms are suitable. To do that, just click on the employee or room (all possible options are shown in the right column) and drag them into the left column. The order of the left list defines which of your employees or rooms is suggested first for the booking of this 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.



1.12.1 Treatment Details

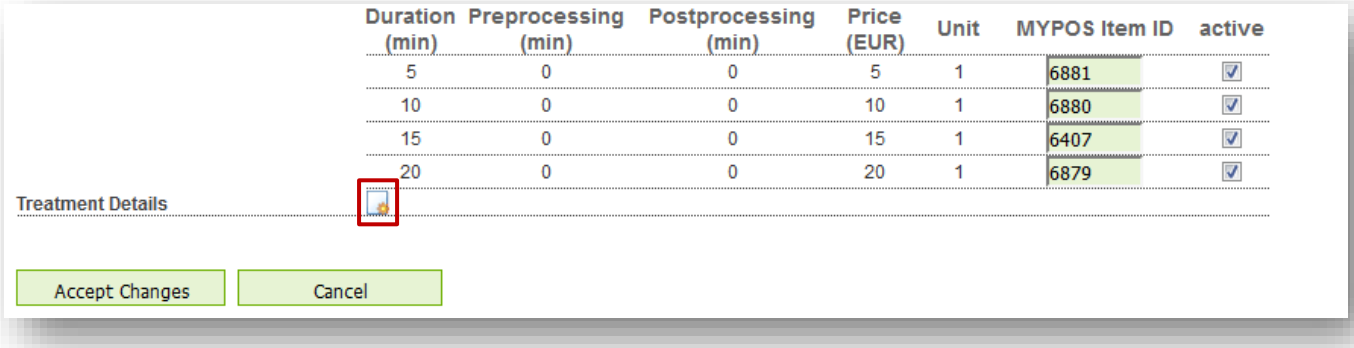
In the bottom line, the duration and other important details of the treatments are entered. With the small icon below, further treatment durations/prices can be entered, this is described below.

It is possible to change the price or VAT of a treatment even if an appointment to which these treatment details apply has already been booked. It is important to note that changing the price will affect all appointments that have not yet been billed / marked as paid at the time of the change.

1.12.2 Treatments Variants

If you want to create a treatment with flexible length that can be changed, if required, after the appointment was booked, please continue like this:

1. Set a treatment name, define specialist and room and enter the first option under 'Treatment Details'.
2. To enter more duration options, click on the 'New Entry' Button on the buttom left (red frame) and enter a new line of treatment details. Now you can see, in the treatment overview, that this treatment has multiple options under duration.

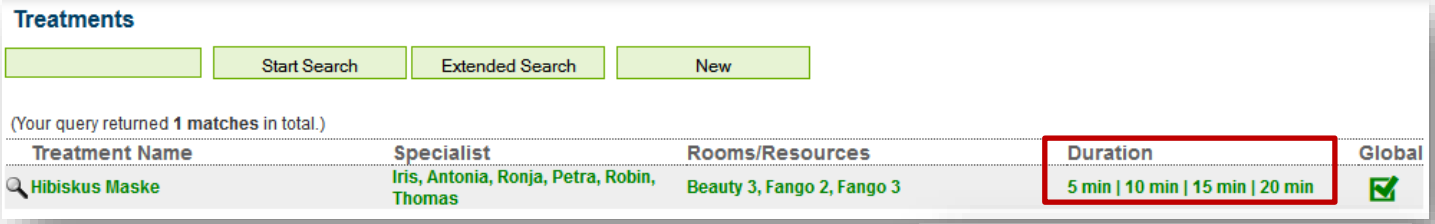


Duration (min)	Preprocessing (min)	Postprocessing (min)	Price (EUR)	Unit	MYPOS Item ID	active
5	0	0	5	1	6881	☑
10	0	0	10	1	6880	☑
15	0	0	15	1	6407	☑
20	0	0	20	1	6879	☑

Treatment Details

Accept Changes | Cancel

If this treatment is booked (for example Hibiscus Mask) and it turns out that it was shorter or longer than the customer wanted, you can change the length of the treatment afterwards:



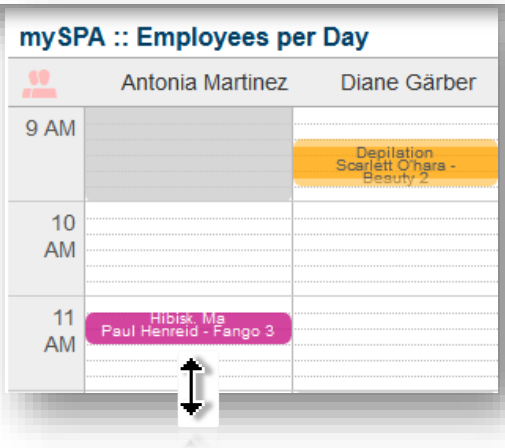
Treatments

Start Search | Extended Search | New

(Your query returned **1 matches** in total.)

Treatment Name	Specialist	Rooms/Resources	Duration	Global
Hibiskus Maske	Iris, Antonia, Ronja, Petra, Robin, Thomas	Beauty 3, Fango 2, Fango 3	5 min | 10 min | 15 min | 20 min	☑

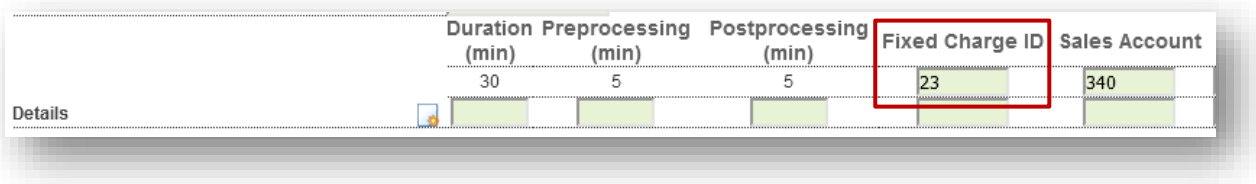
Hover over the lower part of the appointment with your mouse until you see this double-sided arrow and you can shorten or extend the treatment by dragging it in the desired direction.



1.12.3 Transfer of Fixed Charges

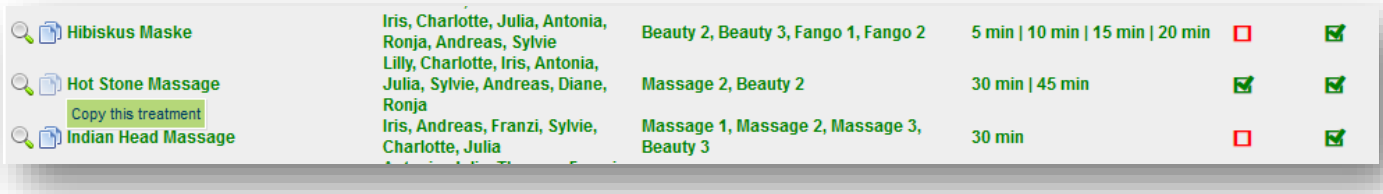
If individual services are added to a reservation by the hotel system, for some PMS interface constellations can be saved as pre-bookings for the guest, even the single treatments are not part of a package. This function is available for the interfaces Suite 8, MEWS, SIHOT.

If applicable to your constellation, you will find a new field in your applications, courses and articles, which is used to note the service for the guest. These services are marked as already paid, just like packages sent by the PMS, and are not posted again on the hotel bill. It is no longer necessary to create MY SPA packages for individual fixed services.



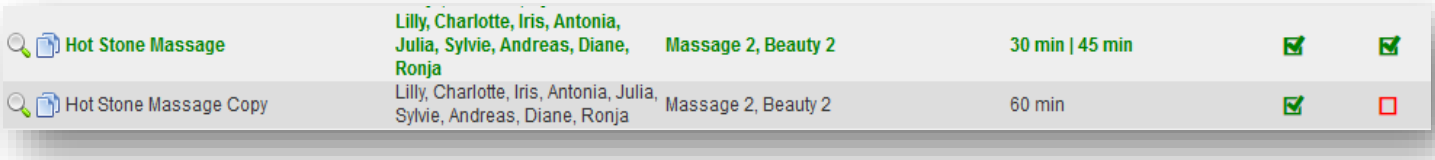
1.12.4 Copying a Treatment

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



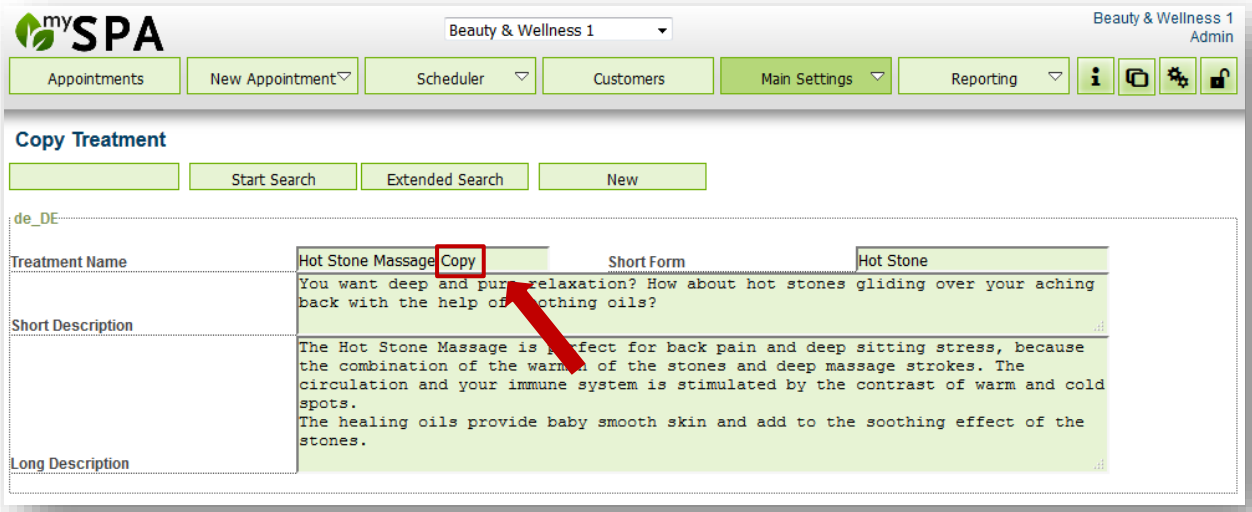
If you click on the 'copy icon', a pre-filled creation view will open, where all the information from the treatment that may be copied will already be available (except for pictures and treatment details). Under "Treatment Name", you will find that a "Copy" was added behind the name of the treatment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

Now you enter a treatment duration(s) and price, as well as ID (only if you use MY POS or a PMS in connection



with MY SPA). If needed, you also have to upload pictured for 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 in.



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

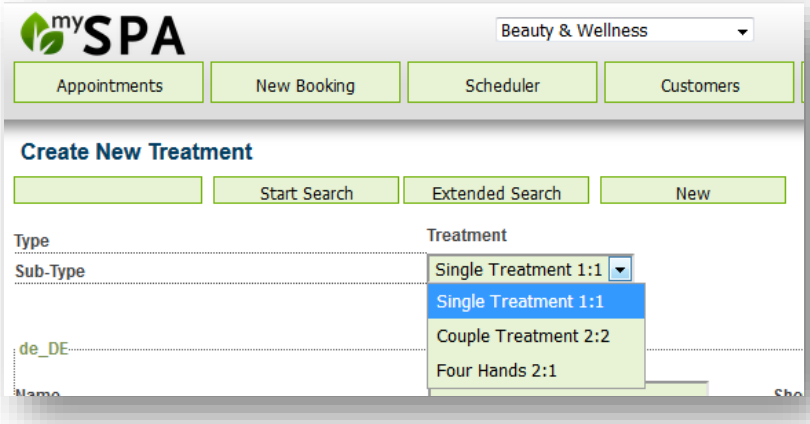
1.12.5 Couple and four-handed treatments

For couple treatments, two specialists and one room are reserved and two guests can be registered. The treatment for couples has one price, the billing is prepared for the first selected guest. For the second participant the treatment is saved with the price 0,00. The value of the service is split in equal parts in the statistics for the specialists.

Four-handed treatments, on the other hand, have two practitioners, but only one room.

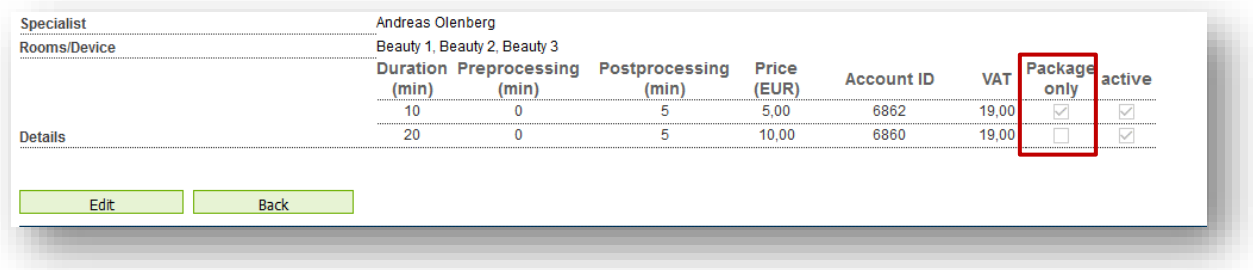
When creating a new treatment, please select the appropriate option under Master data – Applications.

Please note that existing single treatments cannot be changed to treatments of a different type.



1.12.6 Treatments/ Courses for Packages only

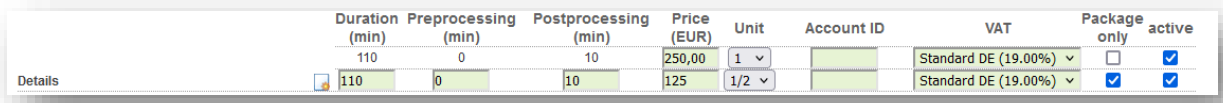
In the master data of treatments and courses, you can flag an offer as 'Only available as a package' in the details. This service will not be offered for booking as an individual service.



1.12.7 Couple treatments as ½ service in a package

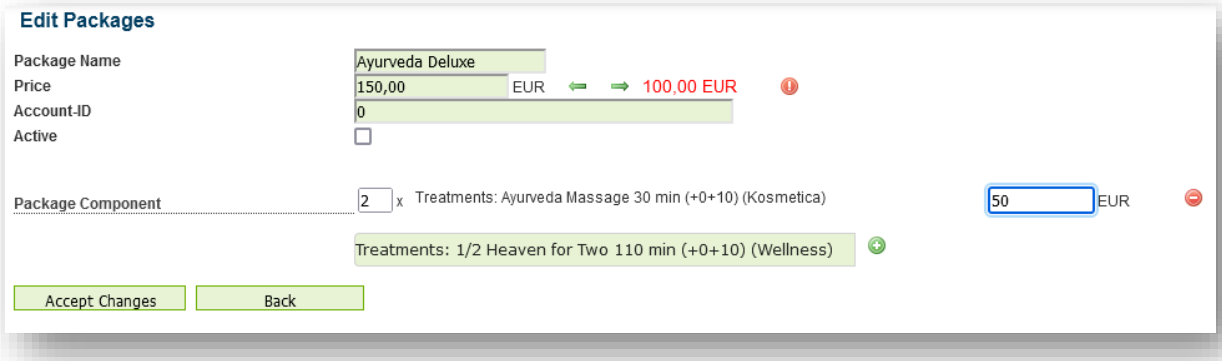
If you want to assign a couple treatment per room or per reservation in the arrangement, you can predefine a couple treatment as a half service.

First edit your couple treatment and create a half variant:



When creating a couple treatment for the first time, please save your entries first, you can change the unit when editing again.

Then edit your package and add the half variant of the service there.



1.13 Module ‚Course Management '

Prerequisite for the use is the licensing and activation of the module! Please contact your sales partner or us directly.

Courses or group appointments of a trainer / therapist with associated room and several participants can now be planned. A course planning page has been set up to configure a course with instructor, min. and max. number of participants and time intervals. Guests may be booked in through different ways and descriptions and participant lists printed.

1.13.1 Use the Course Module in Your Spa

After licensing, you can activate the use of the module by visiting 'Main Settings' – 'Shop Data' and ticking the option 'Course-Module active':

1.13.2 Define employees as instructors

If the group module is activated, employees may be defined in the Employee Settings not only as specialist, but also as a 'trainer'.

Depending on which tasks the employees can take over, the treatment or course offers are presented for him/ her to check on.

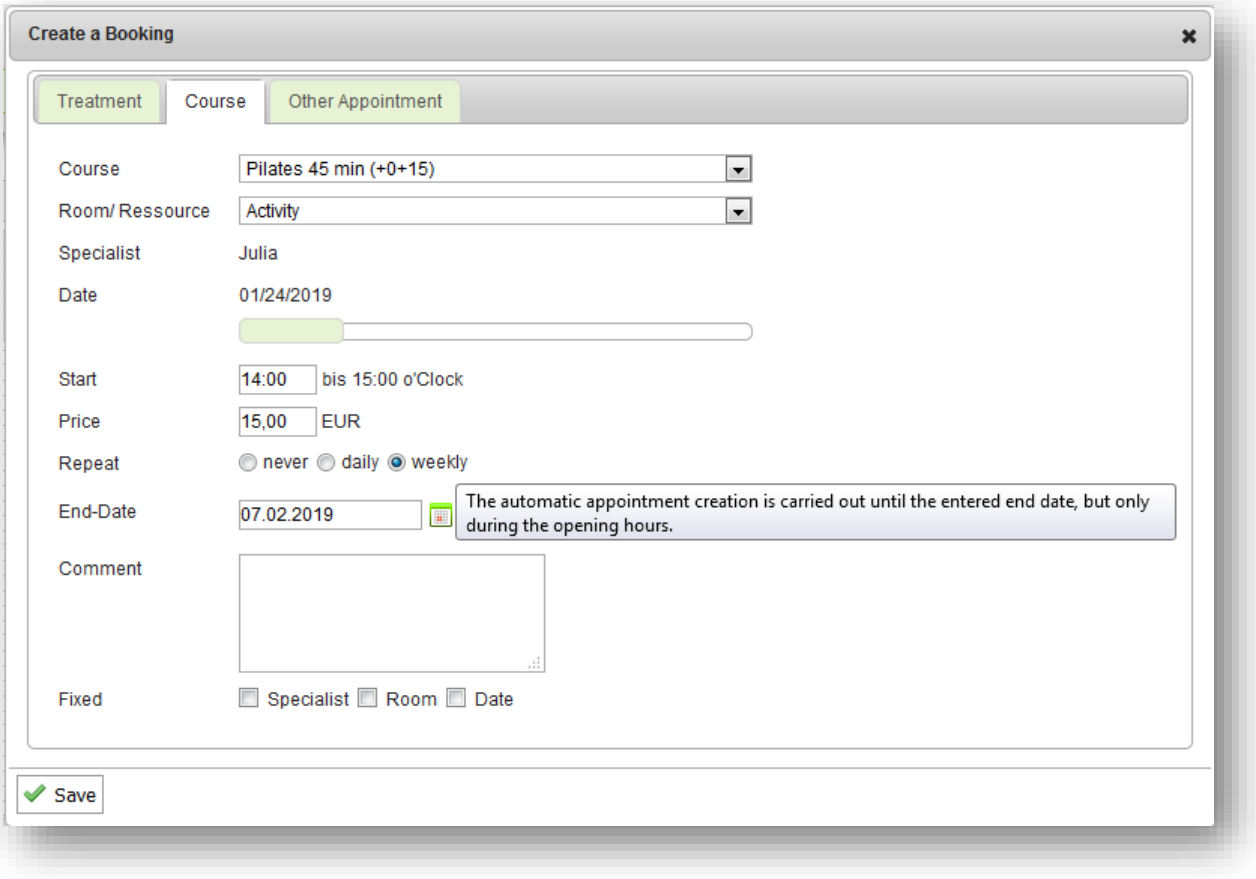
1.13.3 Create Courses

Regardless of whether you are creating a yoga-, ski-class or excursion, under 'Main Settings' – 'Courses', you create the course with its basic data, price and appearance in the calendar and determine where and with which instructors it can take place. The data to be entered is mainly the same as for treatments. In addition, enter information about the number of participants:

Images, as well as short and long description of the course will be used for the printouts, and in one of the upcoming versions for booking engine and API. Please note: Grafics will automatically trimmed to the presentation as a banner in the PDFs.

1.13.4 Schedule courses in the calendar views

Once the course has been set, determine when exactly the course will take place, and reserve a room and trainer. To do this, click on the desired start date in a calendar and select the new tab 'Course'.

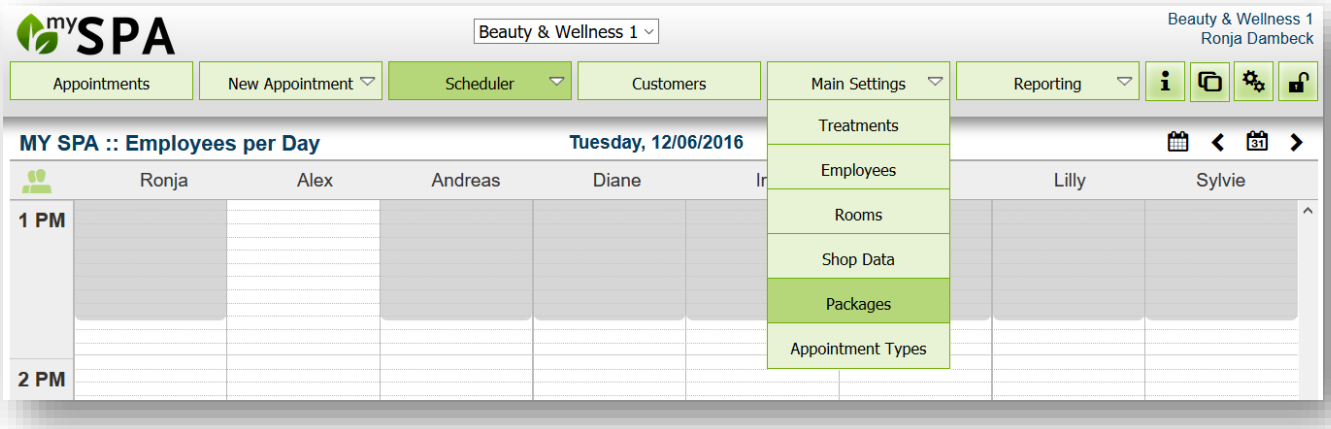


The difference to booking treatments is that you first create the course without guests and may repeat it directly in a specific time interval like daily or weekly.

If you choose a repetition, the trainer, room, and time are initially retained for subsequent courses - however, they can be deleted and moved separately later. It is necessary to enter an end date of the repetitions.

1.14 Packages and Subscriptions

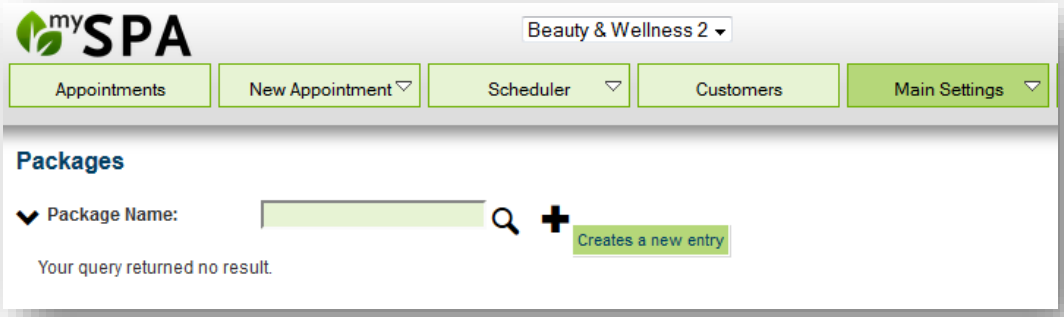
Under 'Packages' in the Main Settings you can put together packages by combining existing treatments. You can create packages consisting of many different treatments or you might create a package with multiple treatments of the same kind, like a subscription.



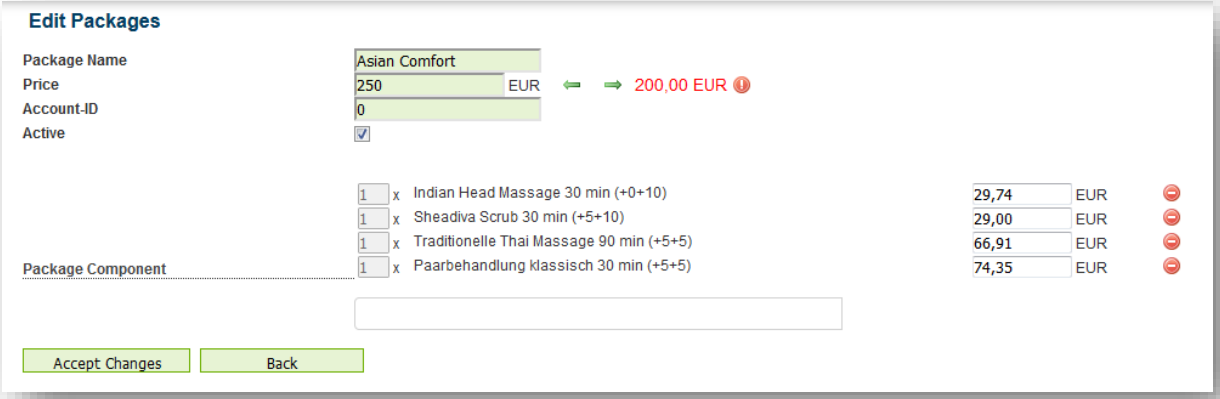
1.14.1 Creating a New Package or Subscription

Click on the + sign and an overview of your existing treatments will open up.

Enter a name, a package price (which can differ from the sum of your individual treatments), and check the 'Active' box, to make the package bookable.



Now choose the treatments you want by entering how often they are included in the package. For example, you could offer a combination of two massages and a cosmetic treatment, or a package of 10 of the same kind. Confirm your choice with a click on ‚Save Data'.



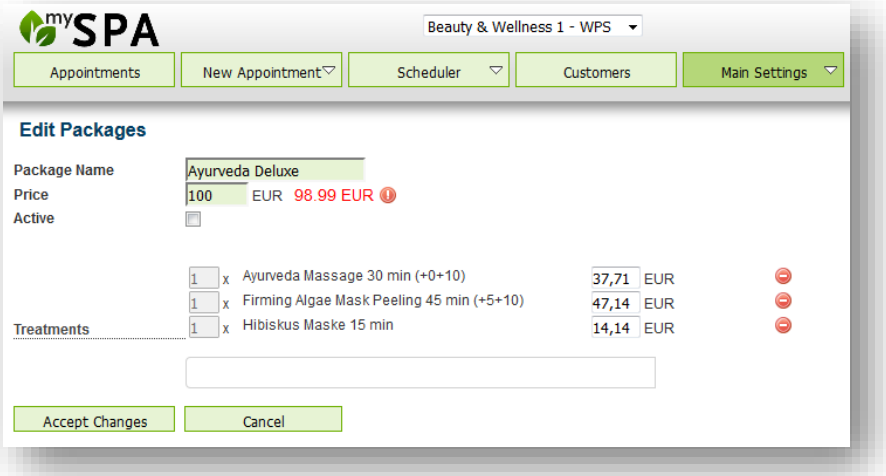
If you are using the Fidelio interface, you will need to enter additional information, such as commodity group (Account-ID), Package Code and Price Code.

If you are connected to Protel, please note that the manual entry of the Protel-ID here is only applicable for internal MYSPA packages. It is used as the revenue account for billing. In case of Protel Packages, there needs to be an additional mapping in Protel.

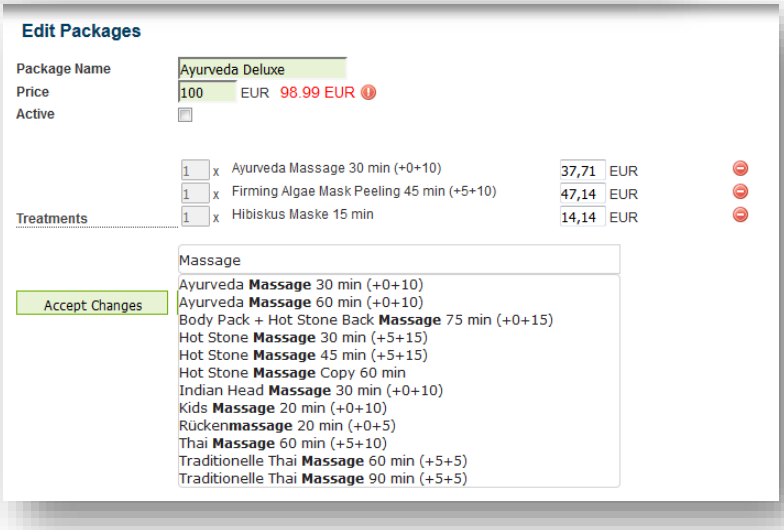
1.14.2 Manage the Pricing of the Package Parts

After creating a package, you may edit the automatically created single prices of the treatments included in the package. In the first place, they are calculated automatically partial to the total of the package price, but you may change them according to your individual calculation. By changing the price of one part, the difference to the total prices is shown next to the "Price" field in red. Please change the price until they match the total sum.

By clicking on the red minus icon, the treatment will be deleted from the package. If you want to add new treatments, search for the name in the field below and click on the green plus icon. Correct the single treatment until all prices sum up to the total package price and save your changes.

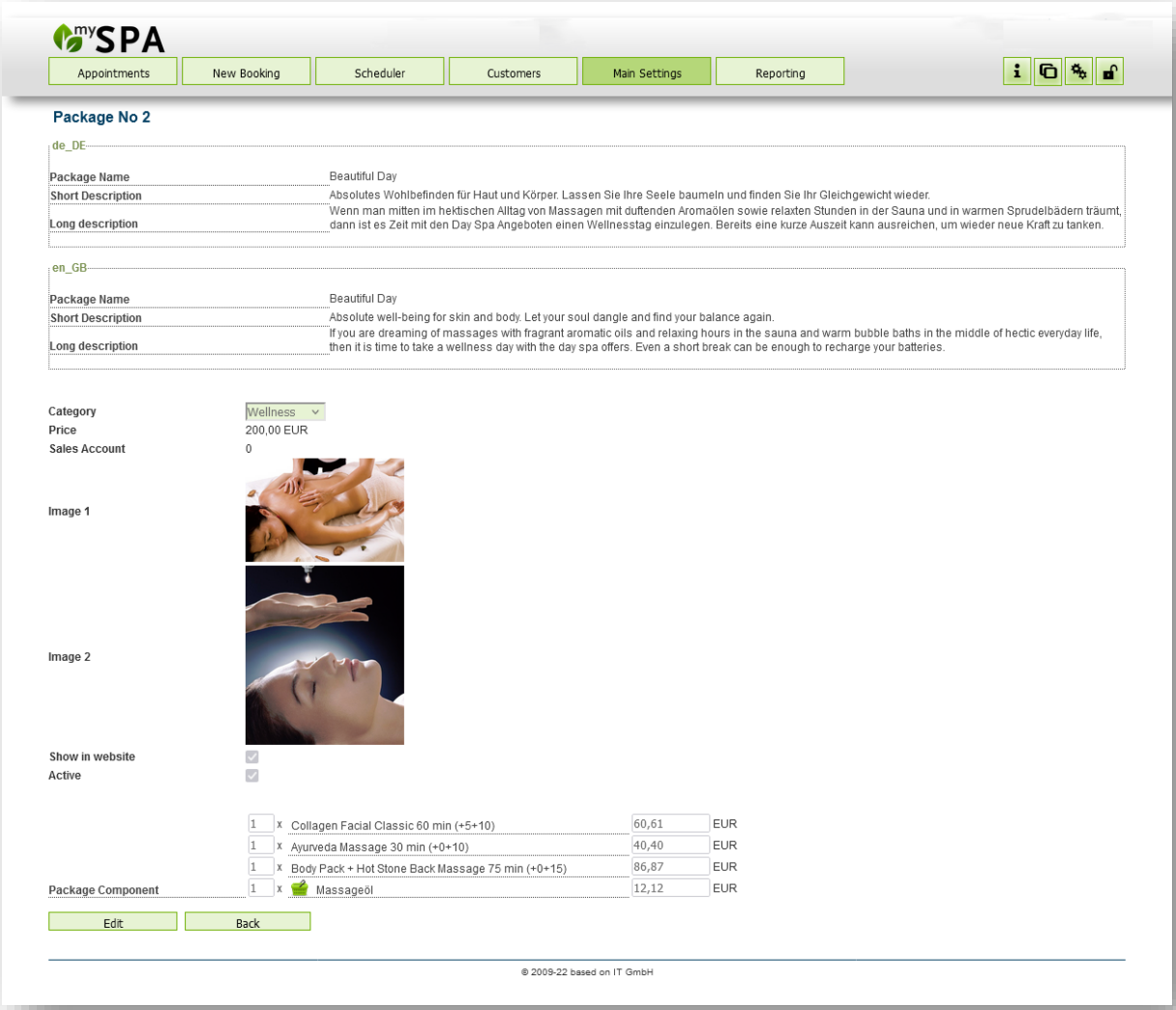


When adding a new component, the calculation of the proportional prices can be carried out again as a percentage if the arrow to the left is selected. The calculated price can be taken over as the total package price by clicking on the arrow to the left.



Please note: If you should change a treatment by setting it as 'inactive', or creating a new version of it with a new price or duration, it will be deleted from the package automatically. In this case, please edit the package and add the included package again.

To display package descriptions of the online booking route, please fill in the fields for inserting categories, short and long descriptions and images:



1.14.3 Delete/ Deactivate Entries

If entries are not relevant for the statistics, you can delete them. You will then find this symbol. But as soon as statistically relevant bookings have been made for this entry, you can no longer delete the entry, but only deactivate it.

This applies equally to employees, rooms, articles, treatments, packages and courses.

If a treatment variant is deactivated, it is no longer offered for sale or booking. Appointments already booked for your guests remain valid. The changes will take effect for new bookings.

1.15 Yield Management

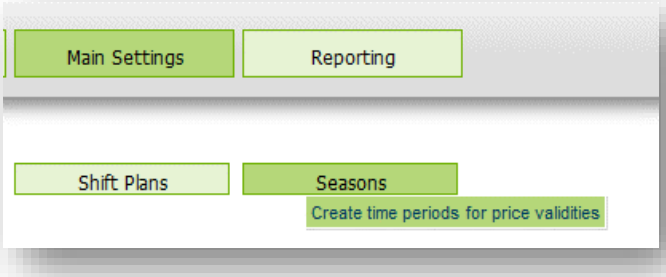
In addition to the seasonal periods for which you can enter new or different prices for your offer, we offer further options that we summarise under the Yield Management menu item.

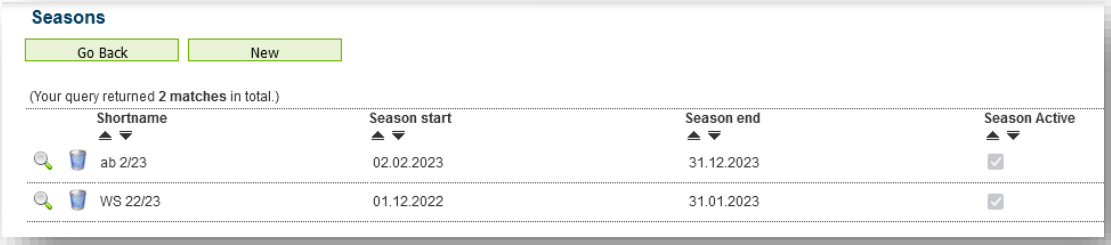
1.15.1 Seasonal Prices

You can define a price validity for treatments and courses, which you adjust using the 'Seasonal times' function. Basically, your services continue to have a basic price that is reverted to should you not use seasonal prices or book into a date range for which no deviating price has been stored. When you book a new appointment to a different date, MY SPA will check which price is valid depending on the day of the service. If you move appointments and they fall into a new price range, the then valid price is shown in brackets for you in the appointment and you have the option to adjust the price manually. MY SPA does not automatically adjust the price, because you may have already confirmed prices.

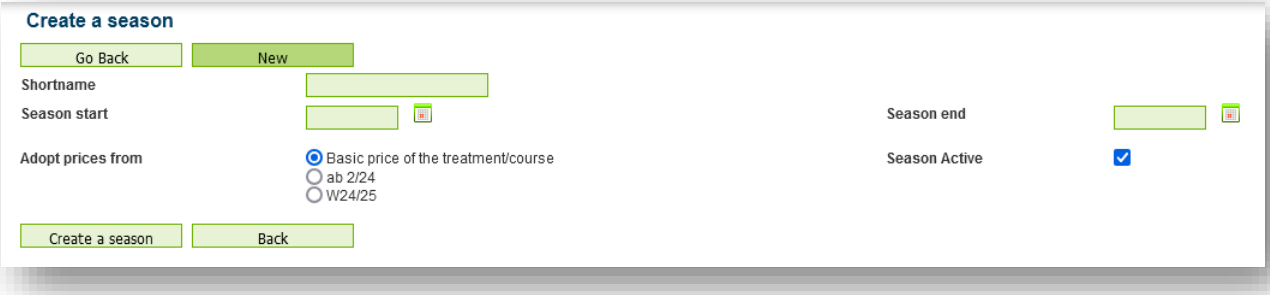
1.15.1.1 Create Seasons

You can find the new configuration under the menu item Administration. First create a new season there. This can be valid from 1.1.2023 and apply to the coming year, or you define higher prices for the main season and lower prices for the off season.



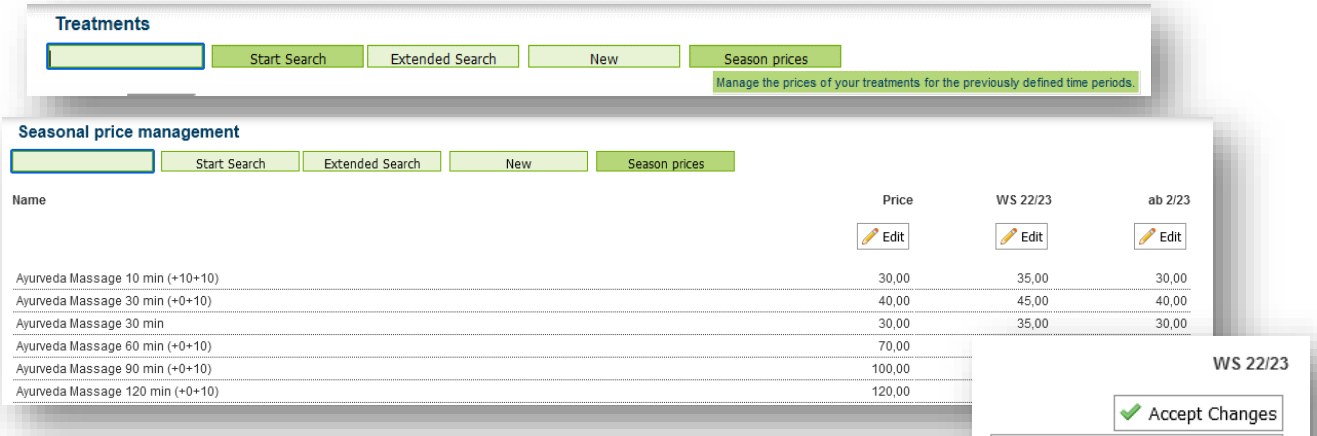


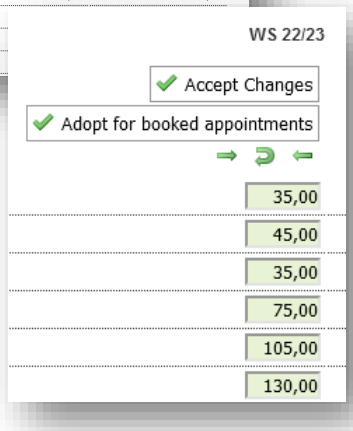
Please
choose a short name for the season - e.g. '23' or 'SS23' and 'HS23'. Entered times must not overlap, but it is possible to leave season gaps where regular prices should apply.



1.15.1.2 Assign Season Prices

If you have defined a new season, you will find a new view "Season prices" under 'Master data' - 'Treatments' or 'Courses', where you can easily customize the new prices.Activate the price table by clicking on 'Edit'. Enter the new prices moving forward by clicking on the Tab key.

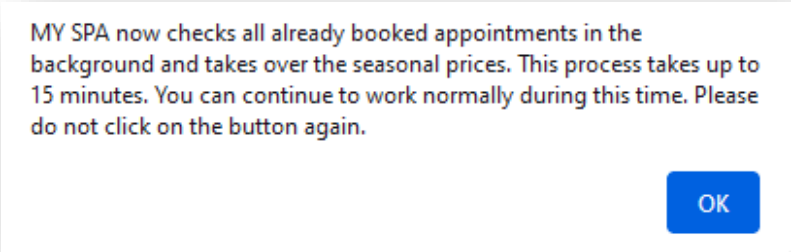




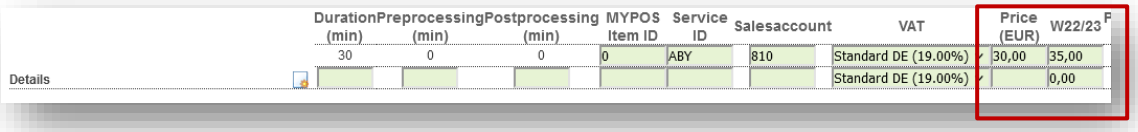
You can transfer the prices from the previous (or later) season to the new season column by clicking on the arrow pointing to the right (or to the left), or you can cancel your entries by clicking on the undo arrow.

When you have finished making your entries, two options are available for saving: 'Save' and Adopt for booked appointments'. With the 'Save' option, the new price will only be used for future bookings, already booked appointments (and possibly prices already confirmed to the guest) will remain priced as they are.

With the latter option, already booked dates that fall into the new price season are adjusted to the new price. For this, MY SPA works in the background and searches all future dates and adjusts the prices if necessary. This process takes some time, in which you should not start the process again, we show a hint:

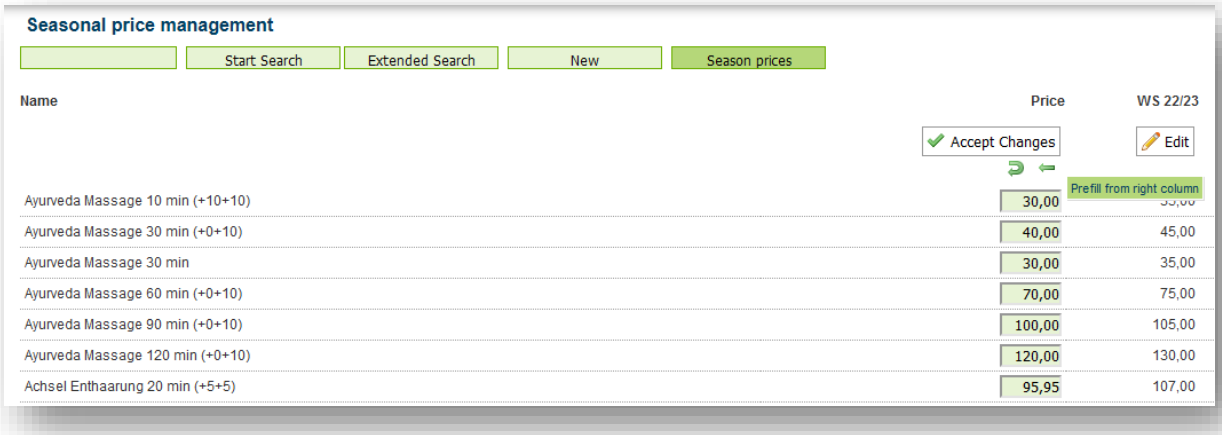


The deviating prices are also displayed in the view of
the individual treatments and courses and can be edited individually. However, you do not have the option here to apply price changes for dates that have already been booked.



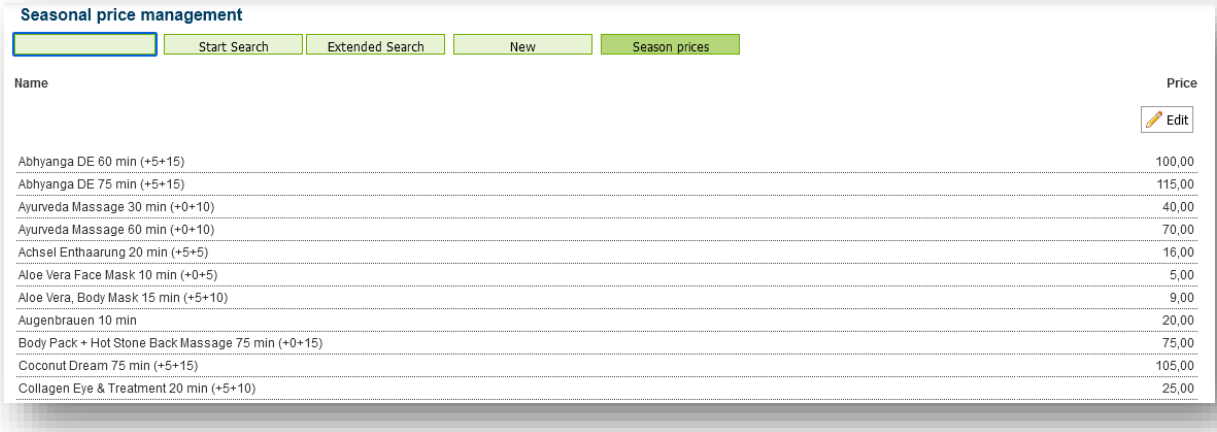
1.15.1.3 Convert seasonal prices to standard prices

If the old validity period has passed, you can adopt the seasonal price table prices as the new default by clicking on 'Edit' under 'Prices', clicking the arrow to adopt from the right column and then confirming with 'Accept Changes'.



1.15.1.4 Price Management without Seasons

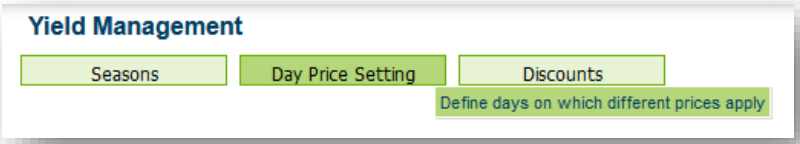
Even if you want to stick to the method of changing prices only from the new validity date on, the menu item Main Settings - Treatments (or courses) - Season prices offers you a comfortable batch processing of entering new treatment prices.



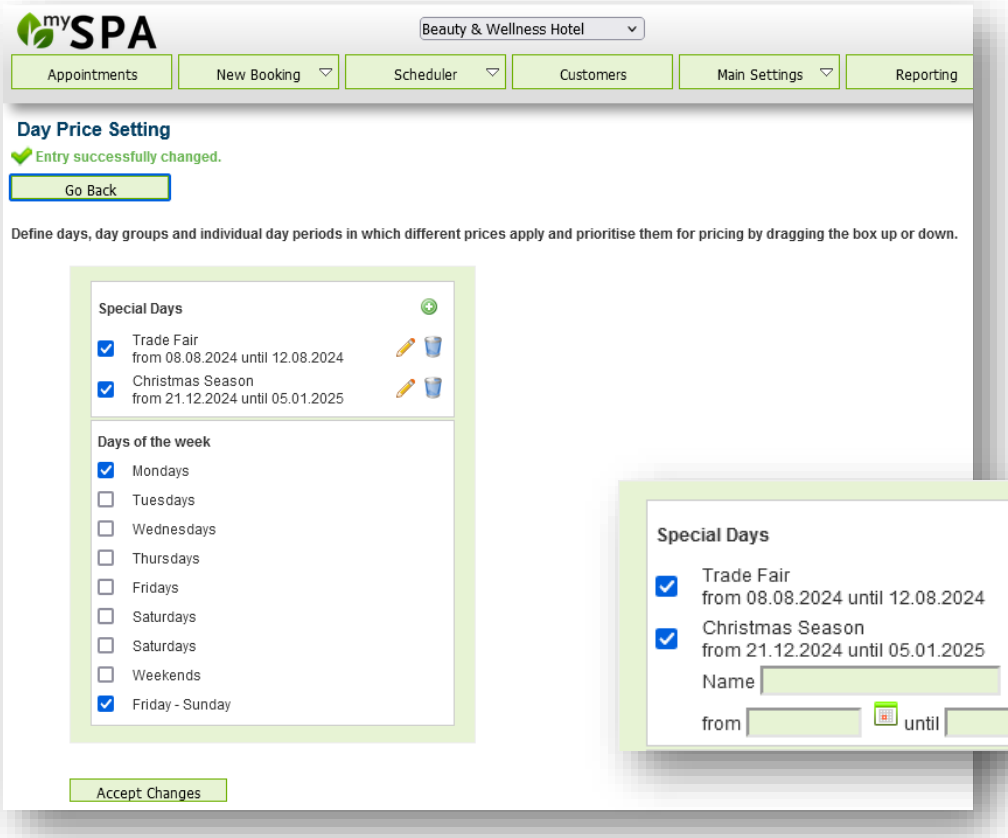
1.15.2 Day Prices

Select weekdays or weekday groups on which lower or higher prices should apply.

Special days can be created as separate periods, for example trade fair days or the Christmas holidays with the turn of the year. For longer periods or the introduction of a new price list, the season settings are the better choice.



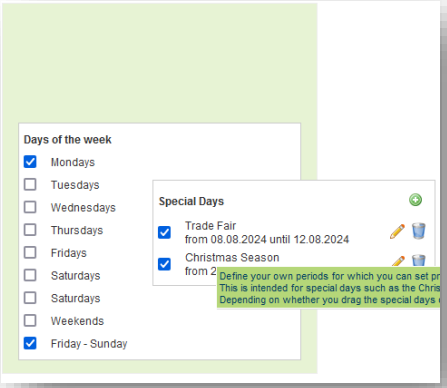
Firstly, define days, day groups and your own periods, for which you can then set prices, price increases or reductions in the application/course overview. Special days: this is intended for the Christmas period, for example.

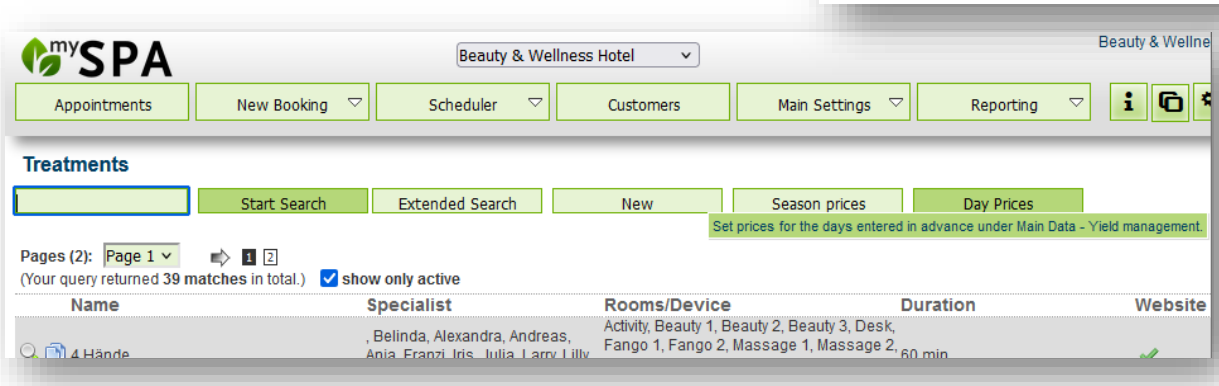


Create a new entry under "Special days" by clicking on the plus sign. Select the start and end date and assign a name. Click on Save at the bottom of the page. You can delete expired periods by clicking on the recycle bin or edit them by clicking on the pencil and updating the date for the future.

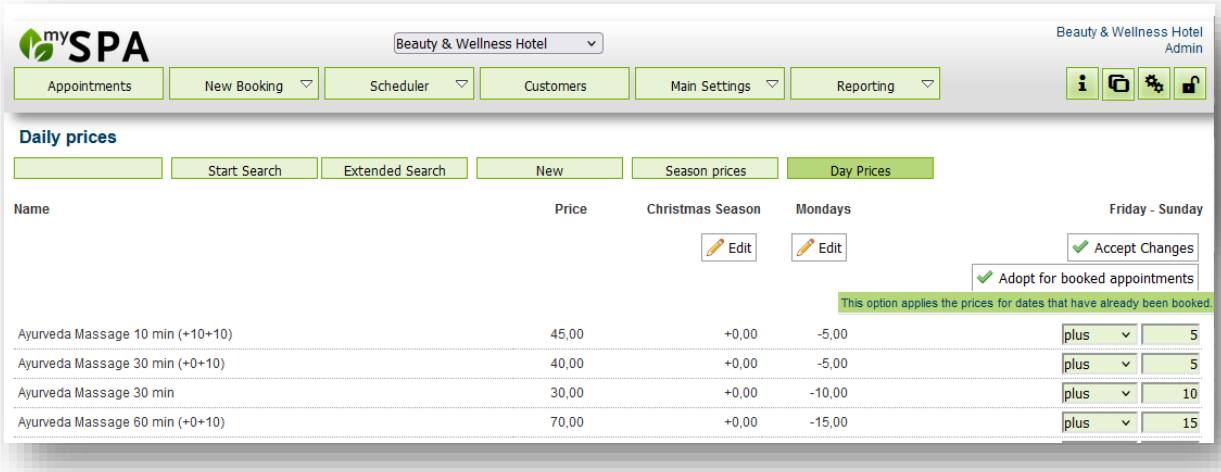
Depending on whether you drag the block of special days or the block of weekdays up or down, these prices take precedence in the calculation!

Once you have defined the daily price setting, switch to the master data for your treatments and courses.





Under the item Daily prices you will now find the list of your offers and can define other fixed prices or price deviations.



When entering the different price, select the option to set an absolute new price or to enter a price increase or decrease. The advantage of a plus or minus price is that it will continue to be used in the event of new seasonal prices applying at a later date.

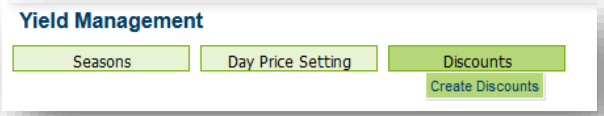
1.15.3 Discounts

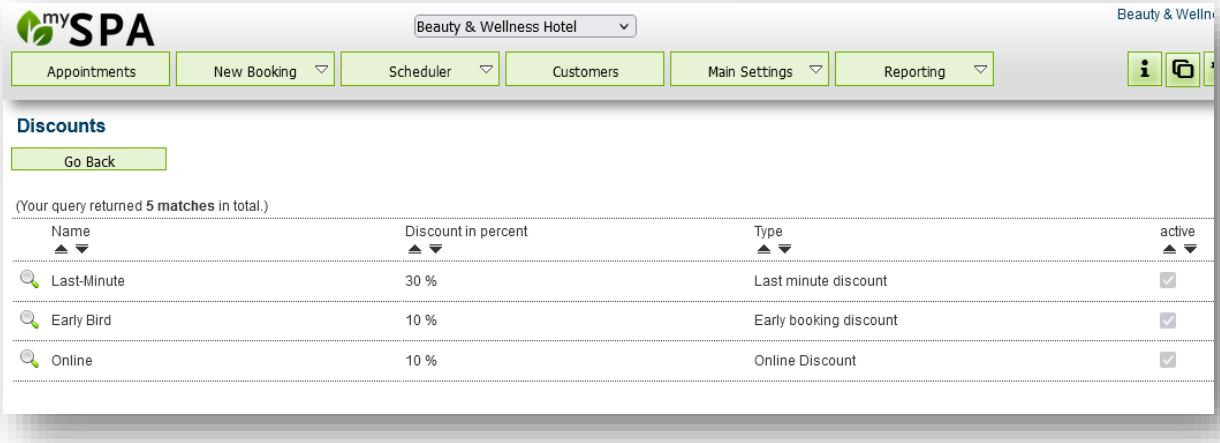
Invite your guests to book appointments at the spa early with more favourable prices and fill free treatment appointments with last-minute discounts.

You can offer an online discount for the online booking route, which will make your guest communication easier.

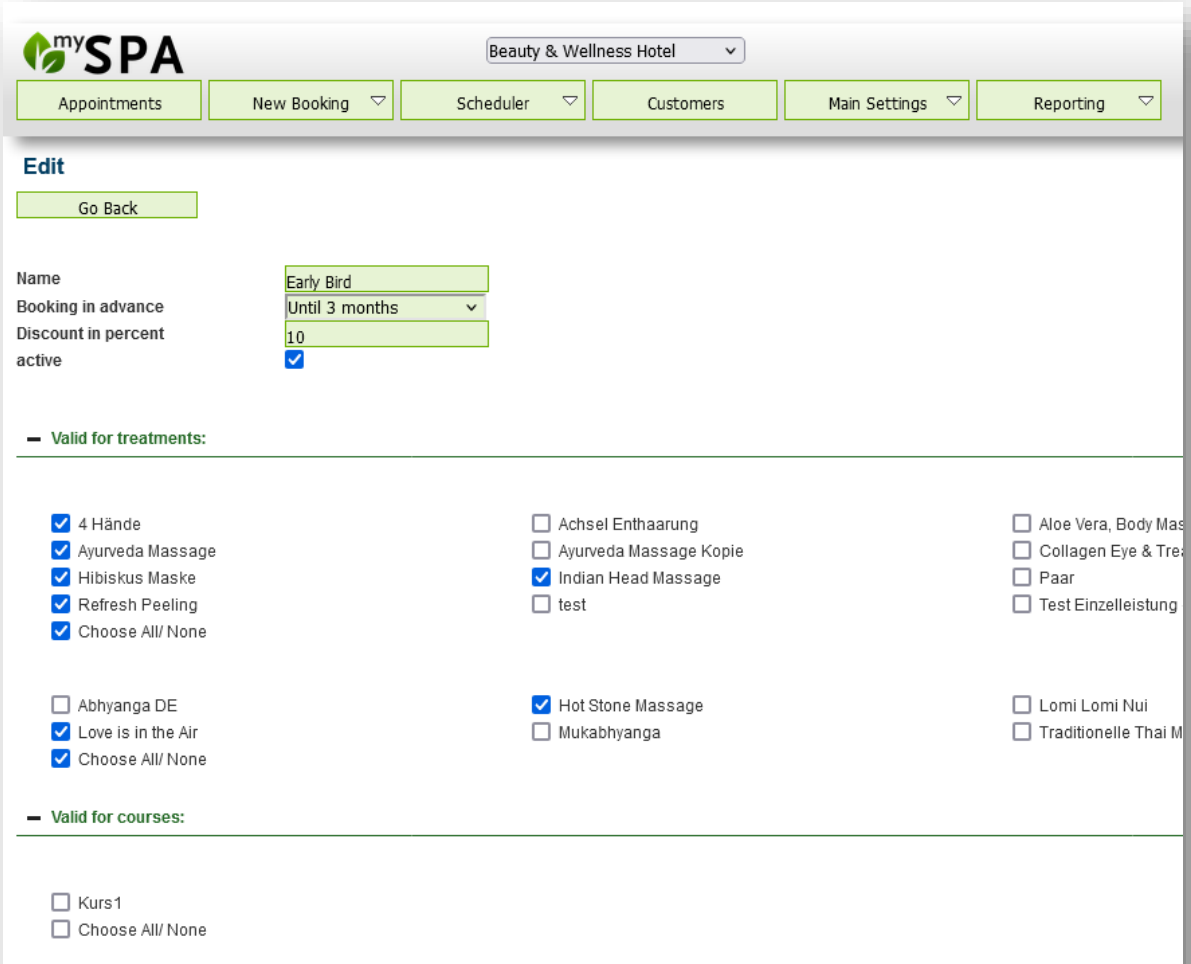
1.15.3.1 Discount Settings

Under Master data - Yield Management you will find the submenu item Discounts.





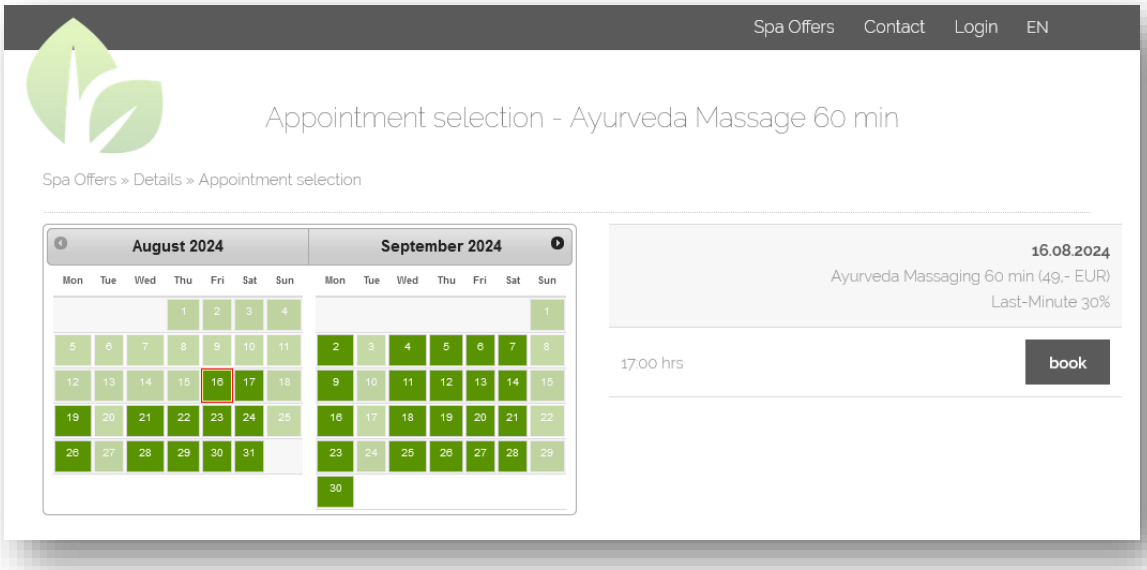
By clicking on the magnifying glass, you can activate the discounts, set the amount and specify which of your offers they should apply to.



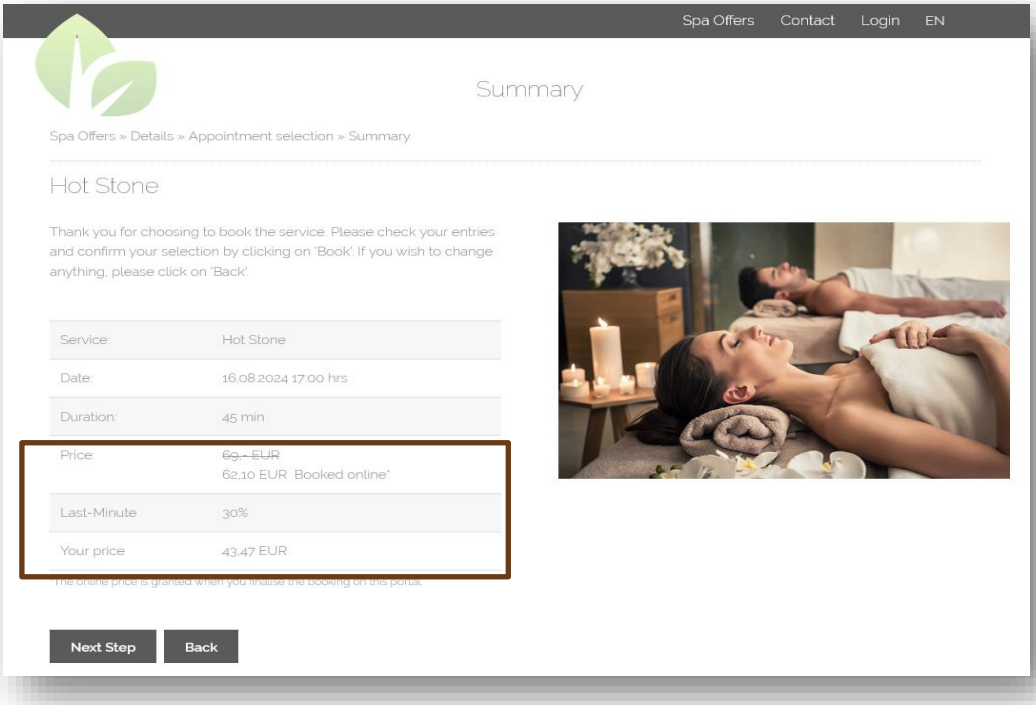
The early booking and last-minute discount is calculated automatically from the booking date and the planned start date. You can choose the period of the early booking and last minute discounts. Early booking discount: between 1 - 12 months before the date, last minute 2 weeks to 1 day before the date. Please pay attention to the interaction of your setting for advance booking in the booking conditions - if you have entered 24 hours in advance and only grant the guest the last minute discount one day before the treatment, he or she will never be able to reach it.

Automatic in the Online Booking Route

Early booking or last-minute discounts are calculated and granted automatically. The online discount and one of the two time-based discounts can be combined. The early booking and last-minute discounts can never overlap.

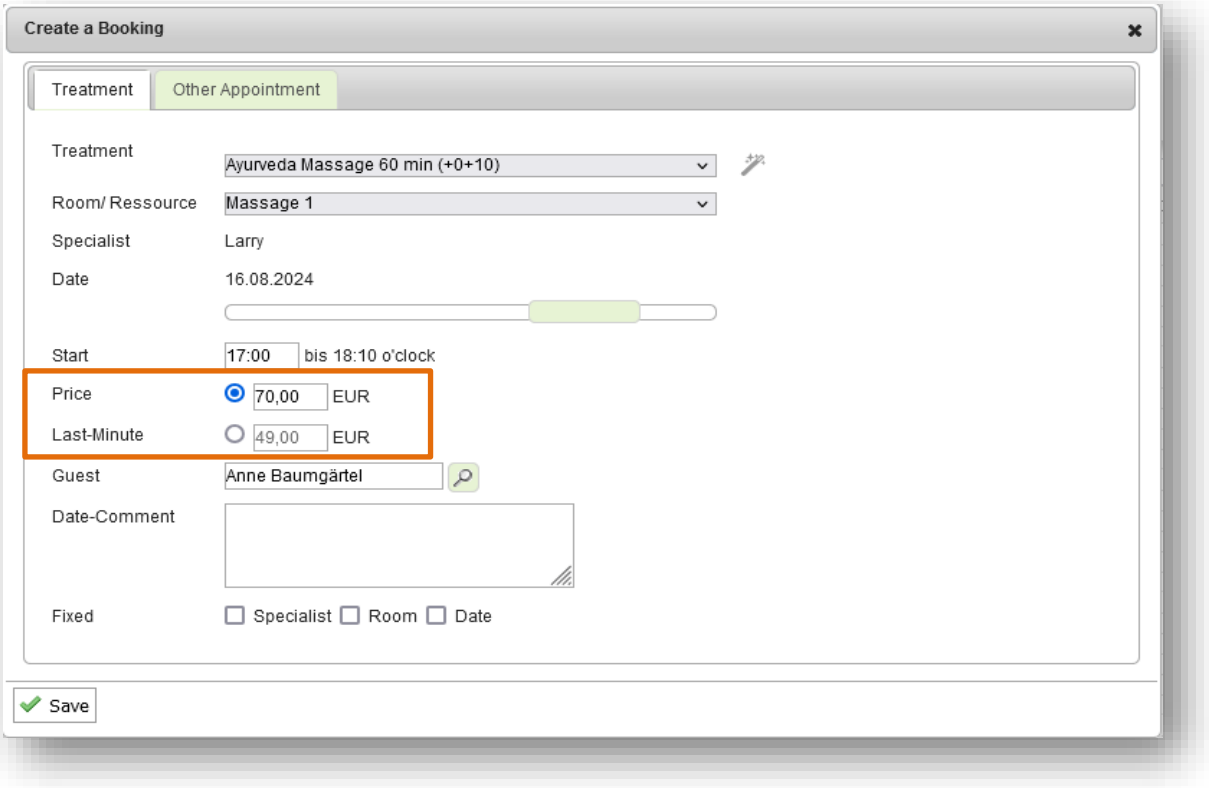


If you have entered a discount for the online booking, this will be shown to the guest in the summary.



1.15.3.2 Discount Assignment for Manual Booking

When you create an appointment in the calendar, the discount is offered as an option. You decide whether it is granted or whether the regular price should be saved: In the case of postponements that leave a more



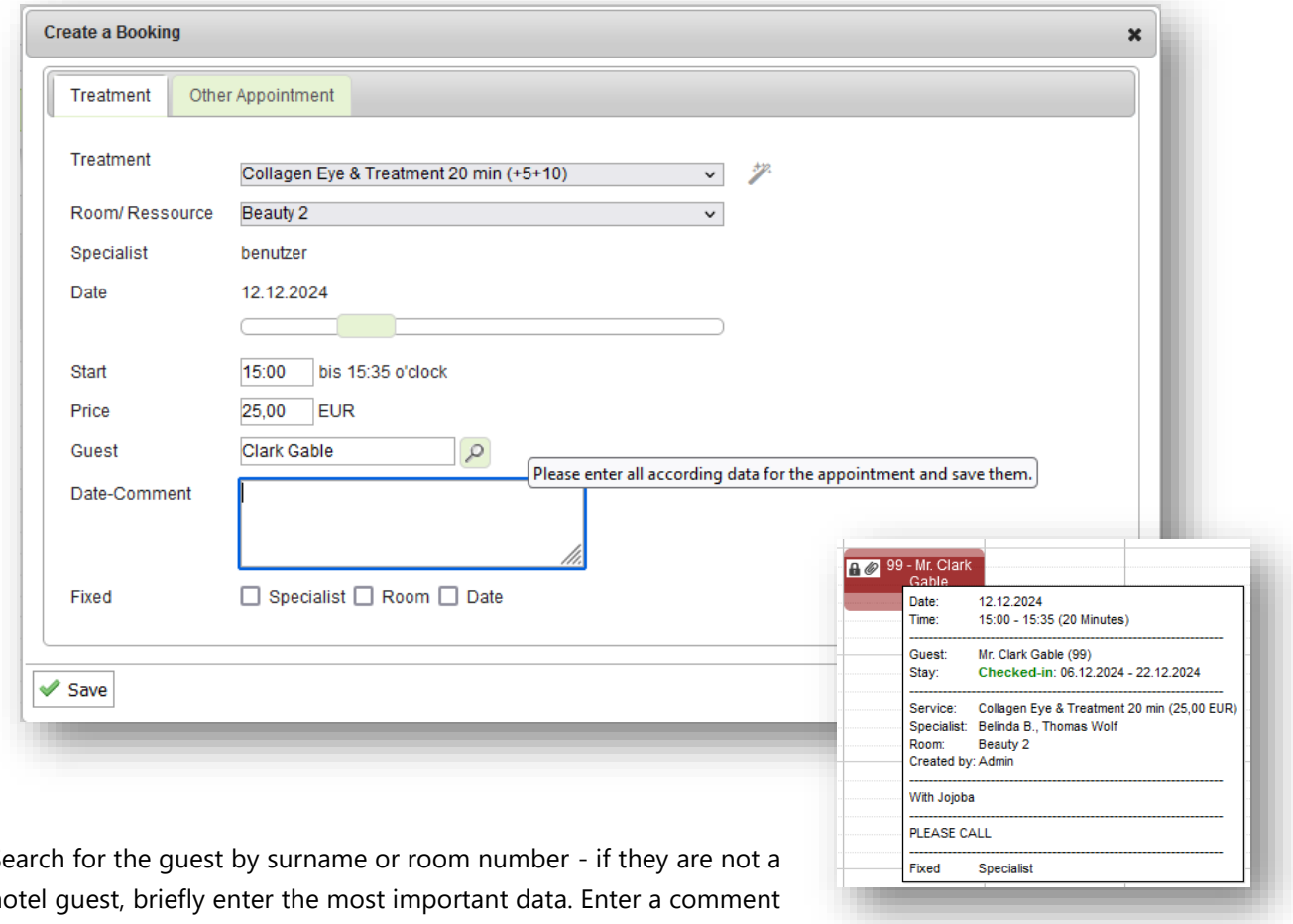
favourable period, the price is not changed automatically, but the price variant valid after the postponement is displayed in brackets.

Please note that a manual price change overwrites all automatically calculated discounts.

2. New Bookings

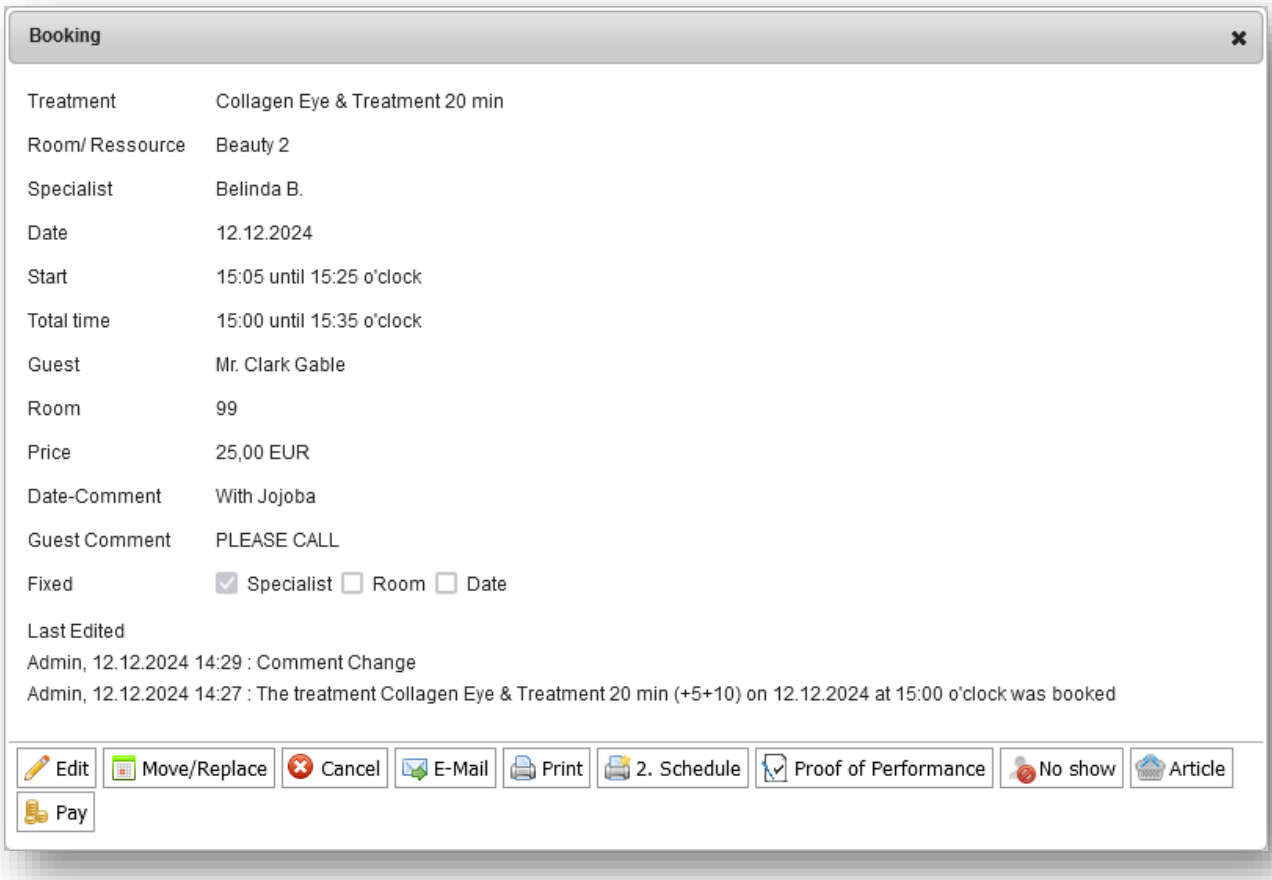
There are several ways to create an appointment for a guest in MY SPA.

- You can first prebook services and then schedule them later.
- You can sell the service as a package - within a hotel arrangement or as a package in MY SPA.
- You can book several appointments in succession for the same guest in their guest mask.
- You can spontaneously book an appointment in the calendar. To do this, you should know which employee can perform which service or what is possible in which room. Click at the beginning of a free area in the calendar. A selection of possible services for which the employee and room is free and qualified and for which there is sufficient time opens up.



Search for the guest by surname or room number - if they are not a hotel guest, briefly enter the most important data. Enter a comment that is important to know for this appointment and, if necessary, mark it as fixed with regard to certain parameters. As soon as you click on Save, the window closes and the appointment can be seen in the calendar.

Click on it again and you can edit the appointment:



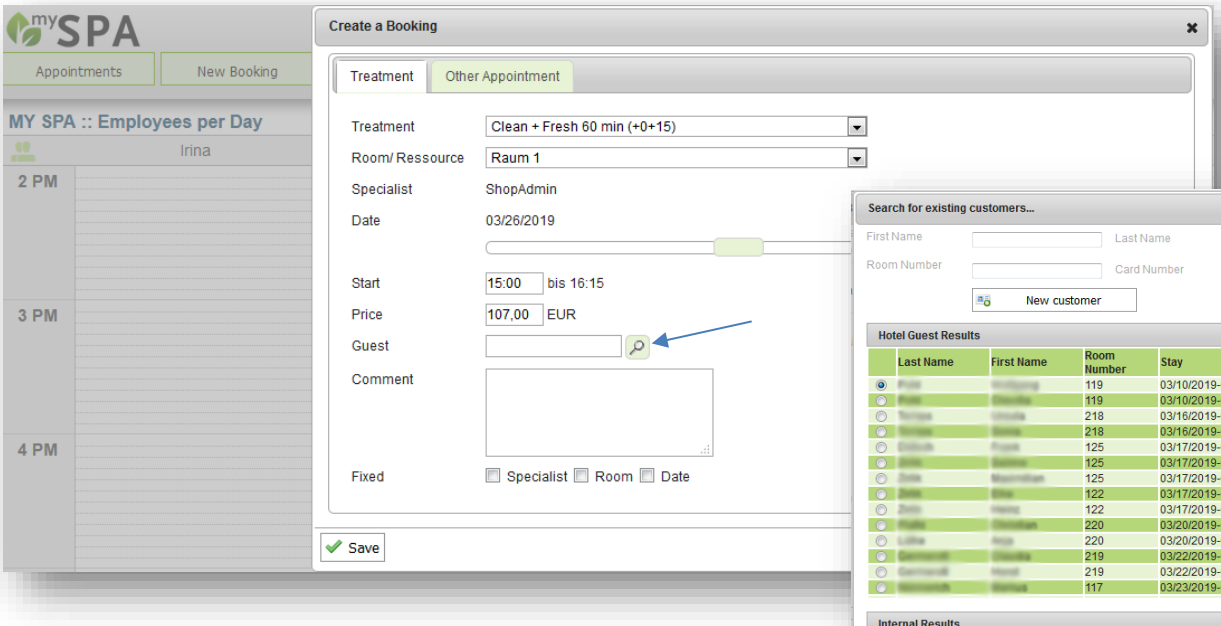
The function icons in the appointment window are the same as those you will see in the customer screen or in the list of appointments in the "Appointments" menu item. They are described on the following pages.

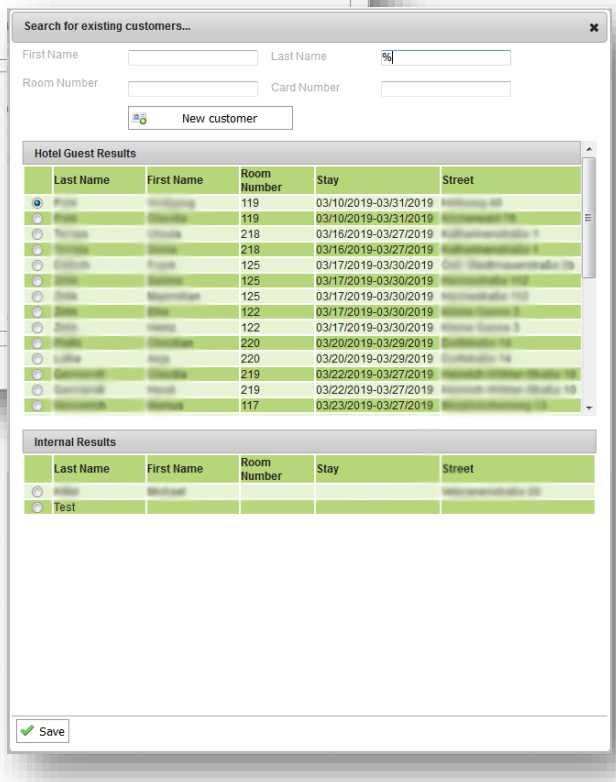
The icons for printing your guest documents - the appointment schedules and guest checks (performance records) - are derived from the standard or customised templates that we have implemented for you. You also have the option of sending the schedule as an attachment to an automatic e-mail or notifying the guest of a postponement.

2.1.1 Guest Search

The procedure described below applies to all assignments of services to guests - whether during the booking of appointments, courses, package or article sales.

Select the guest by entering name (or part of) reservation- or room number in the 'Guest' field and clicking on the magnifying glass.



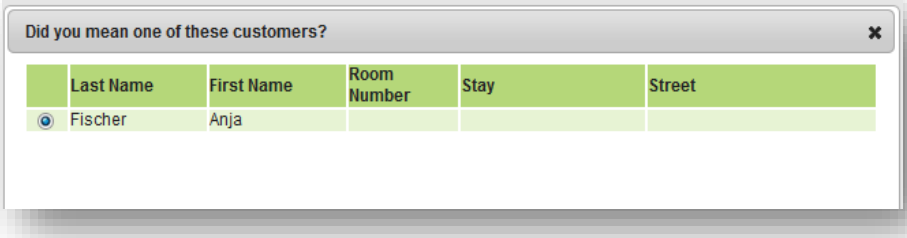


The search screen opens and offers matching customer profiles.

If you have a connection to a Property Management System, the search is extended and you may select guests and fellow travelers from the hotel database without having to create their guest profile in MYSPA. You will see additional information, such as room number and the period of his stay.

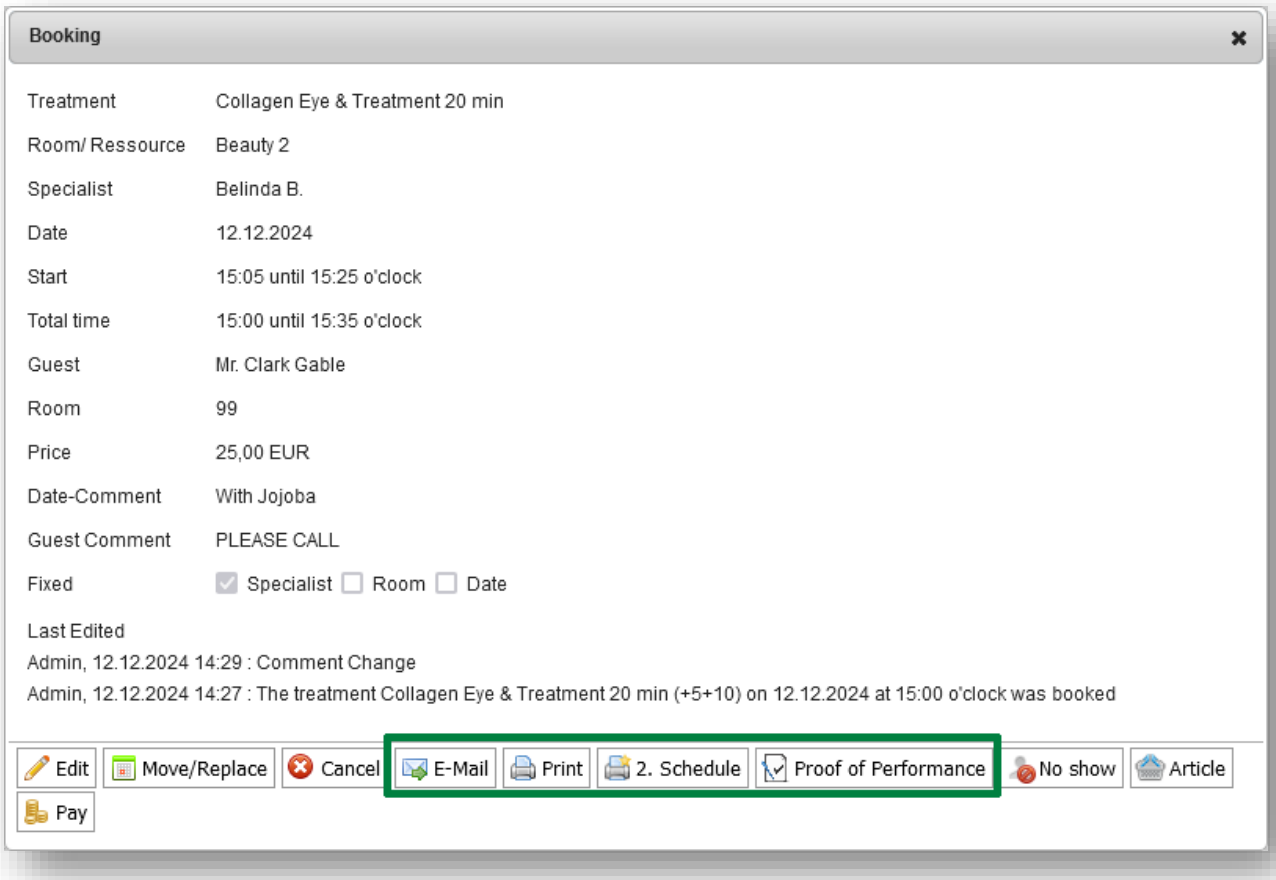
If a customer already exists in MYSPA, you may decide, whether the two profiles should be linked or whether a new, separate MYSPA customer should be created.

If this customer is known in MY SPA as a regular guest, in the next step you may choose, if the customers profiles shall be merged. Otherwise, a new MY SPA customer profile is created.



2.2 Create and send guest documents

If you have booked one or more services for the guest, you may want to issue the schedule. If the guest is on site, create the appointment plan straight away and hand it over to the guest. The schedule contains all services that lie in the future. If you have linked the services to a stay, all services that fall within the stay period are shown.



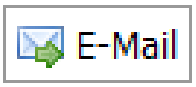
If the guest's treatment is imminent, generate the guest check/service record and give it to the therapist in the cabin. After the treatment, the guest can sign it. We can customise all documents for you.

Guest checks and appointment schedules are also available as a collective printout on the "Appointments" page.

2.2.1 Send Guest's Appointment Schedule via E-Mail

If the guest is not yet at the hotel, you can have the schedule sent via MY SPA. It can then be found as a PDF attachment in a pre-designed e-mail. Would you like to tell the guest something else by e-mail? Then create the schedule as a PDF using the Print button and attach it to an e-mail you have written yourself.

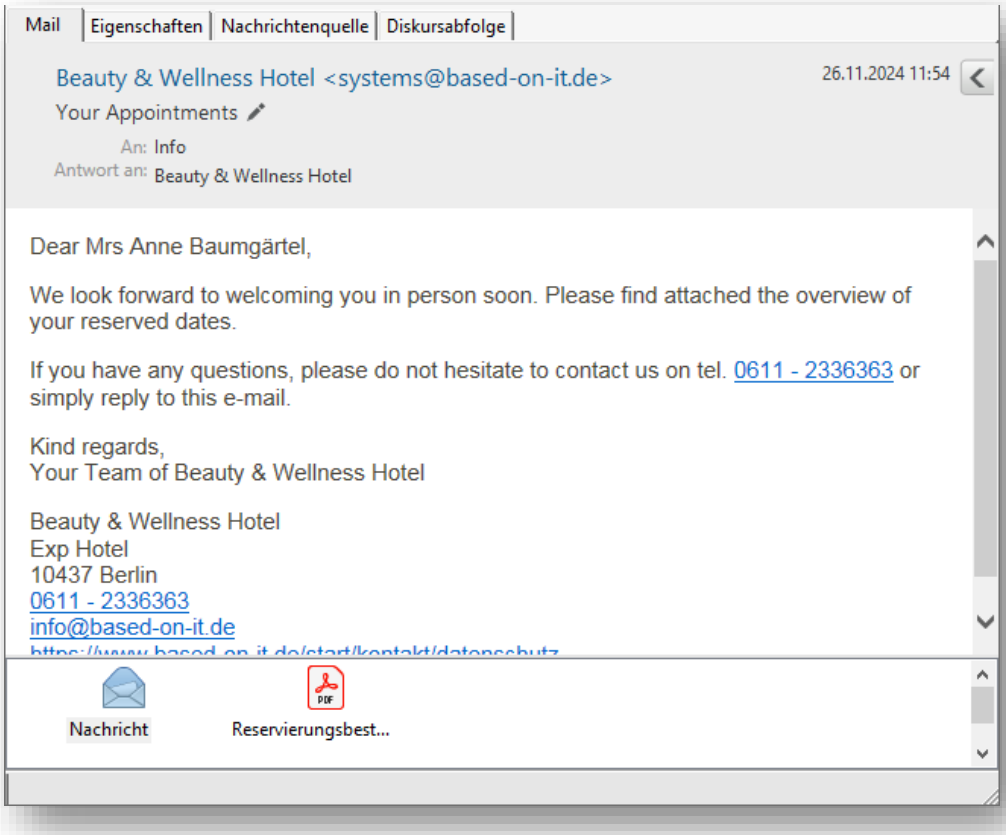
Regardless of whether you use the MY SPA customer booking route, you can send the appointment schedules for your guests from MY SPA. You will find the e-mail icon on every appointment.



Different options open up depending on who has booked the appointment:

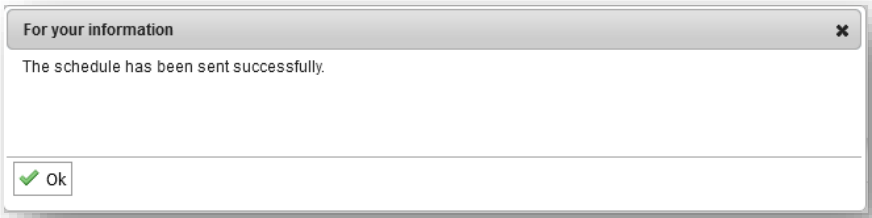
If the guest has booked the appointment themselves via the booking route, you also have the option of informing the guest of your change to their booked appointment.

The schedule e-mail contains a text and the schedule as an attachment. If individual templates have been designed, these will be used.



HTML e-mails are sent (please send us your header and/or footer, which we will integrate for you. Images used here must be embedded as a link, i.e. publicly accessible on the Internet, for example on your hotel website). We will be happy to customise the e-mail text according to your wishes.

After sending, you will receive a confirmation of successful dispatch and an entry in the appointment history.

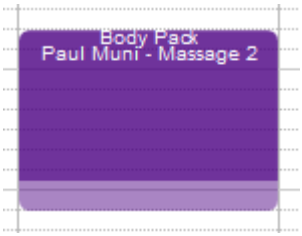


You can check in your own e-mail inbox whether the e-mail has reached the recipient or whether there were error messages on receipt, because MY SPA uses your e-mail sender for sending, which must first be configured.

2.3 Edit an Appointment

Clicking on an appointment in a calendar or on the pencil symbol in your scheduler list, you may edit the details like choosing another room, specialist or guest, or enter notes. You can either enter a comment which will be shown in the appointment or enter a guest note, which will be saved in the guest's dataset and shown in all of his appointment.

2.3.1 Move an Appointment



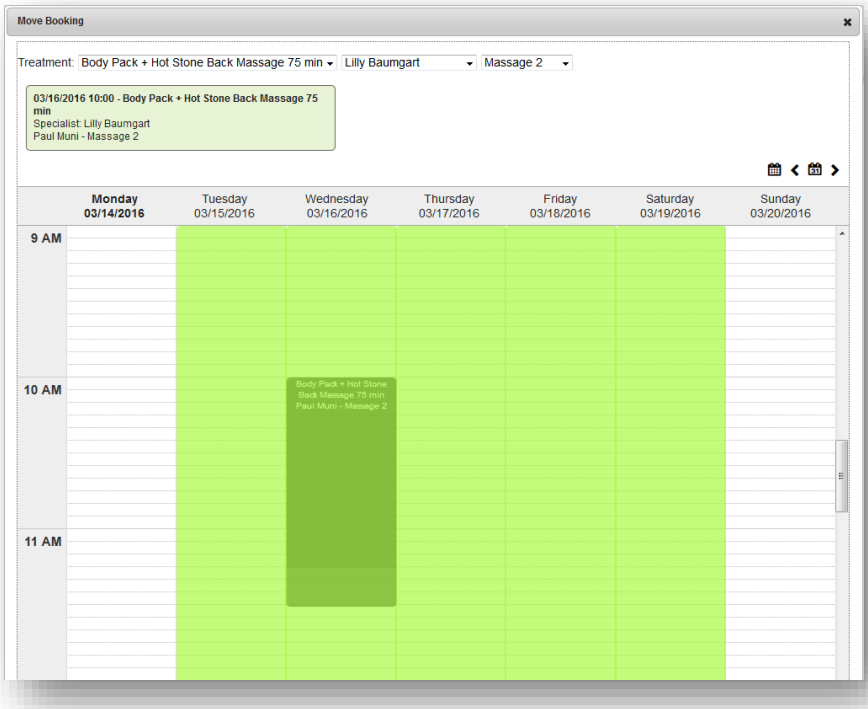
The easiest way to move an appointment, if the customer has changed his mind about the time, is by using drag and drop. So just go to a calendar and drag it with the pressed left mouse key to the desired time. Those little changes are easily made in the daily or weekly (Room or Employee per Week) calendars, but keep in mind that moving an appointment only works if all criteria are met: Is the room as well as the specialist available? Does the customer already have an appointment at that time? If not, you'll get an error message and the reservation pops back to its original scheduling.

If you move an appointment to another specialist or another room, or if you want to move it further back in time, it is much easier if you just click on the appointment you want to move. Then the appointment display with all the booking information will open up. Now you just click 'Move' to start a new availability search:

You can now choose a new appointment. To help you navigate, you can see the information of the appointment which is to be moved.

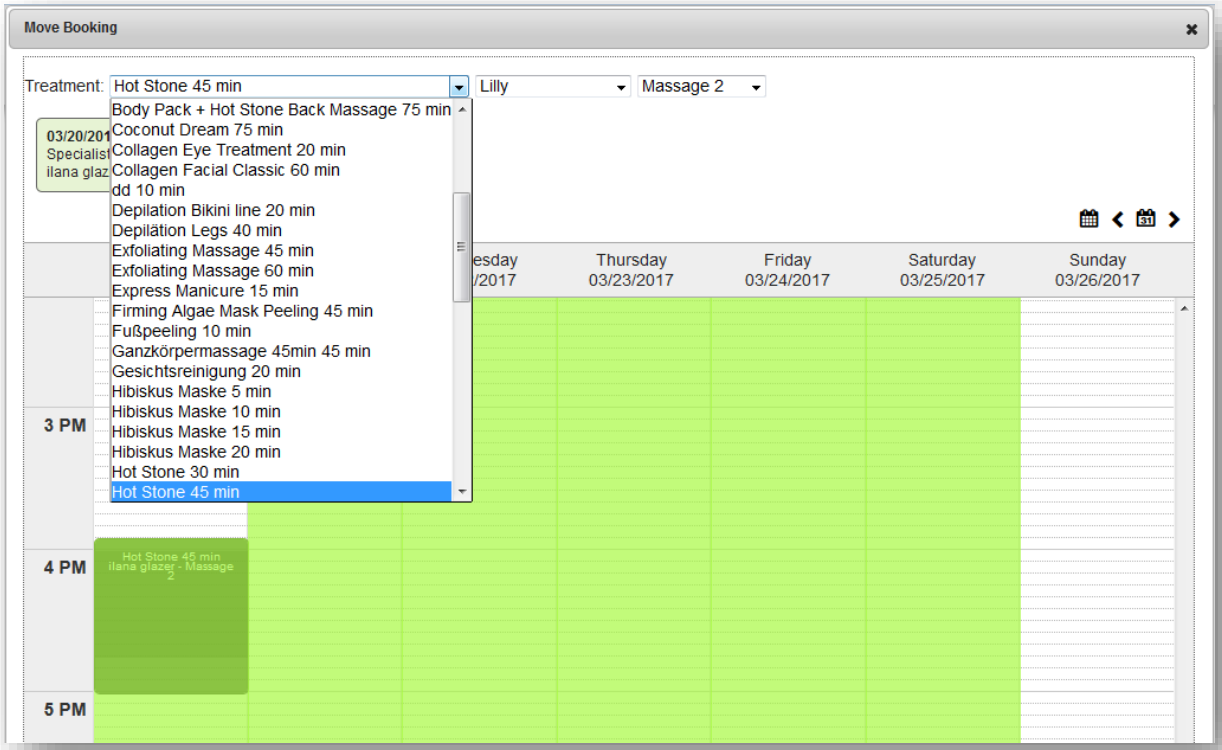
You can now expand or change your selection for the new appointment search by additionally choosing a specialist and a room and again move around with the date icons.

= Select a Date, a Week back, Today, a Week ahead



2.3.2 Replacing an Appointment

You may change the treatment for an existing appointment also completely. With the option 'Move' you also have free selection of all appointments available at that time. This feature does not apply to package appointments.

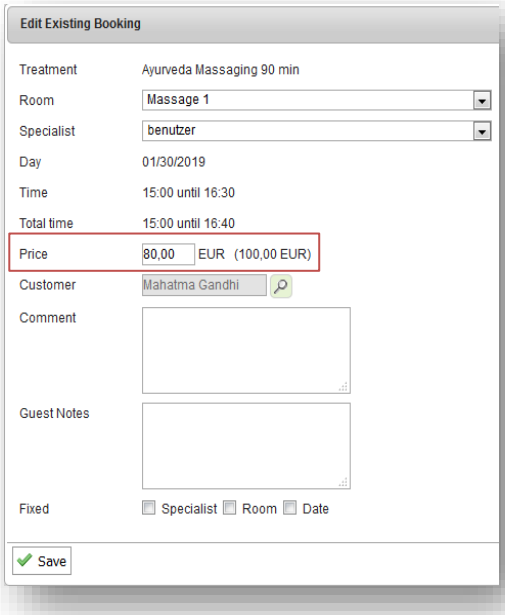


2.3.3 Price change for appointments

Already when creating an appointment, a different price can be stored, which is transferred during manual or automatic billing. The old price is also displayed.

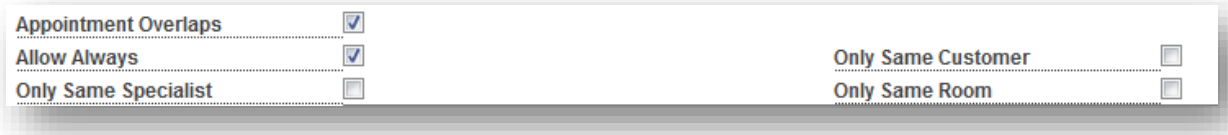
Also in the 'Edit' mode, the original treatment price can be changed manually.

Please note: the change only applies to the selected appointment. If the price is changed and the appointment is changed again by using the function "../Replace", the manual price change is not transferred!



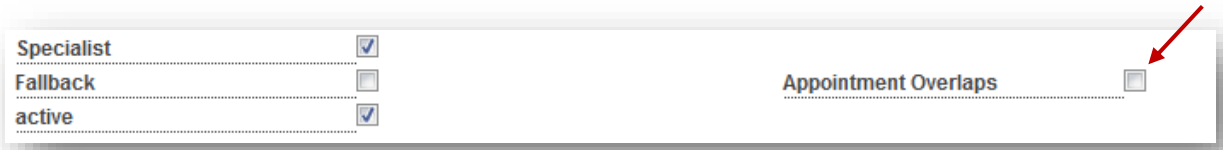
2.3.4 Overlapping Appointments

A feature allows you to book overlapping appointments in the calendars. Depending on how you define it, there will be no check if the room/employee/customer is available, even though you will be warned about the overlap during booking.

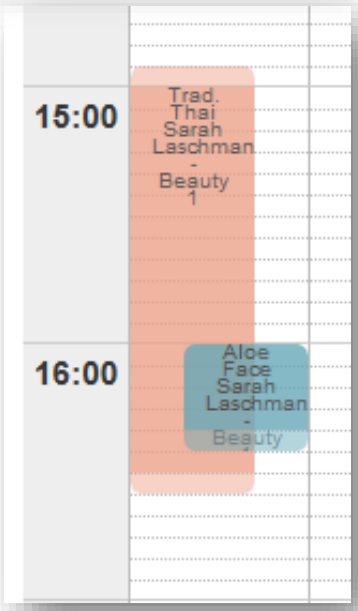


Define allowed overlaps by going to 'Main Settings' – 'Shop Data' and checking the box next to 'Appointment Overlaps'. Additional parameters will open and you can choose whether overlaps are always allowed or only in certain cases, like when the appointments are carried out in the same room or by the same employee or if the appointment belongs to the same customer.

In order to give a user the authorization to book overlapping appointments, go to 'Main Setting' – 'Employees', choose the employee and check the box next to 'Appointment Overlaps'. Users will be warned during booking if appointments are overlapping.



These overlaps are only possible when booked manually in the calendars, whereas the search for available appointments, as well as the moving of existing treatments has not been changed, so you can still see the right results when looking for an available spot.



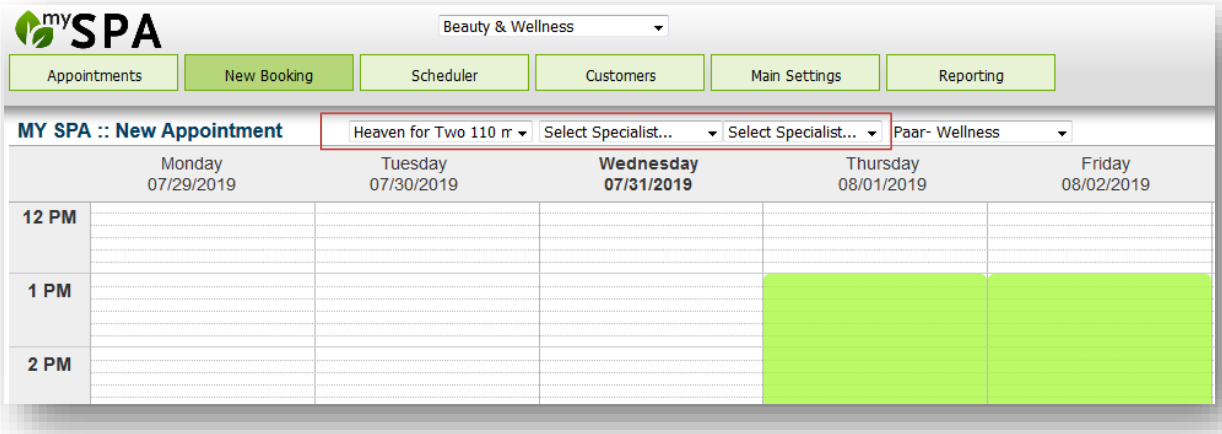
2.4 Booking Couple and four-handed treatments

For couple treatments, two specialists and one room are reserved and two guests can be registered. The treatment for couples has one price, the billing is prepared for the first selected guest. For the second participant the treatment is saved with the price 0,00. The value of the service is split in equal parts in the statistics for the specialists.

Four-handed treatments, on the other hand, have two practitioners, but only one room.

Please note that existing single treatments cannot be changed to treatments of a different type.

When the appointment is booked, the system checks in the background whether two qualified therapists are available:

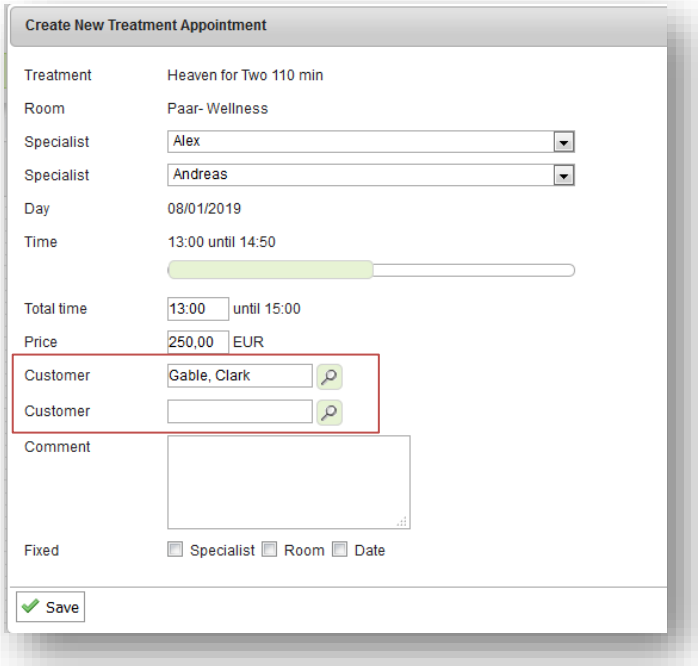


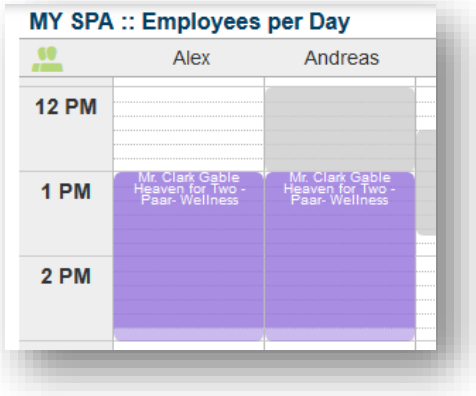
Also in the appointment's details and when appointments are postponed, two specialists are booked and their availability checked, as well as two guests (optional).

The first guest is regarded as the main customer for whom billing is carried out.

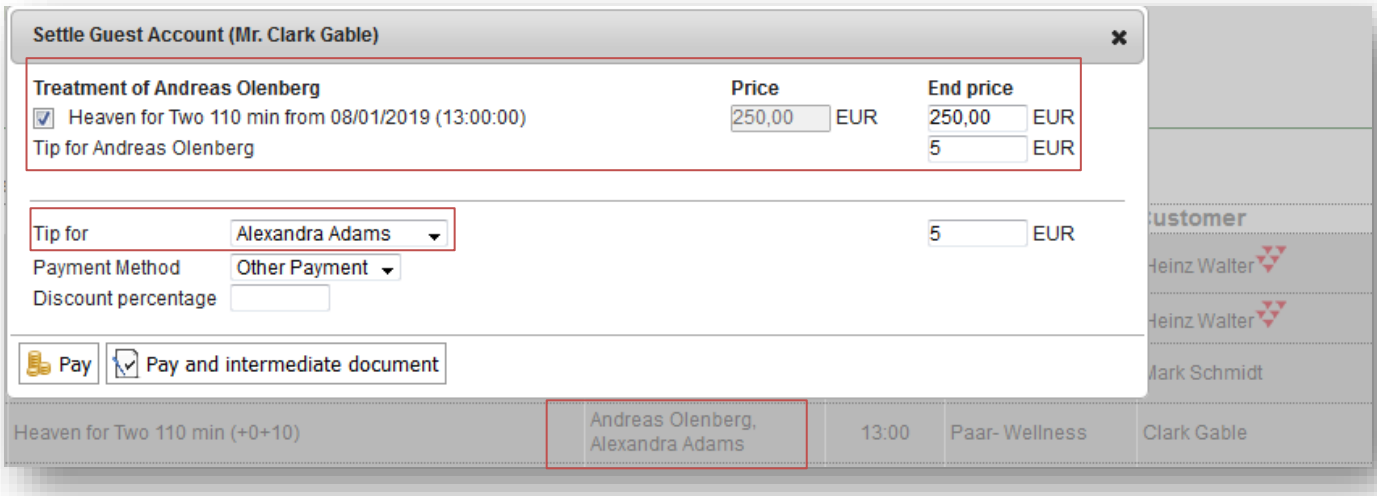
The second participant can be entered, but it is not necessary. An appointment sheet is also created for the second guest and the treatment is recorded in his or her history with a price of 0.00.

The appointment with his guests and handlers is kept in all calendar views and lists all participants and you can jump directly to his guest profile by clicking on his name. In the personnel overview, the appointment can also be moved individually from one specialist to another.



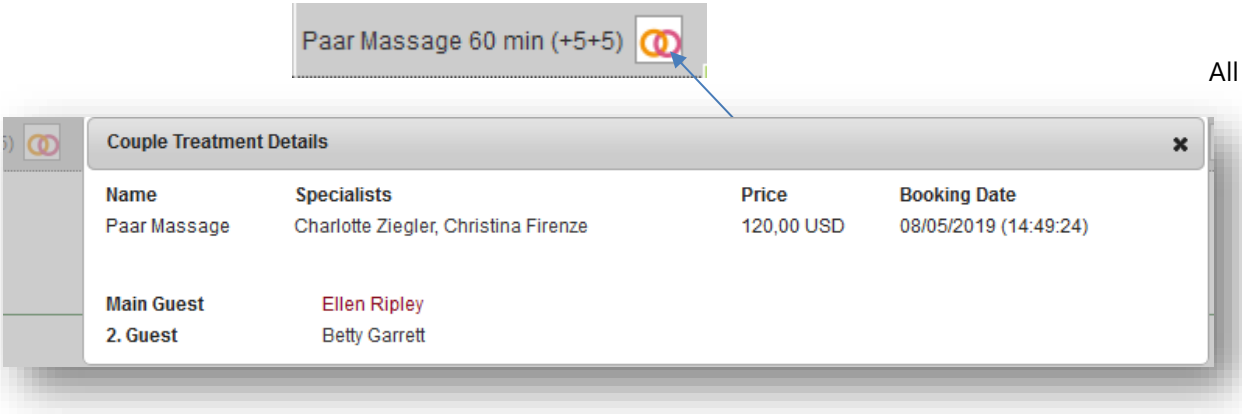


The tip is proposed for the first guest entered. Please enter the tip for the second employee in the free field.



Would the second registered guest like to take over the bill? Then please exchange the guest names of the 1st and 2nd position.

Details of the second guest of a couple treatment can be found by clicking on the icon:

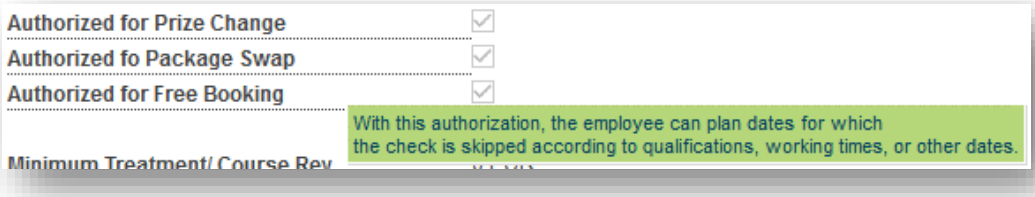


All names of guests and therapists mentioned here are links that will take you to the customer mask/staff calendar.

2.5 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.

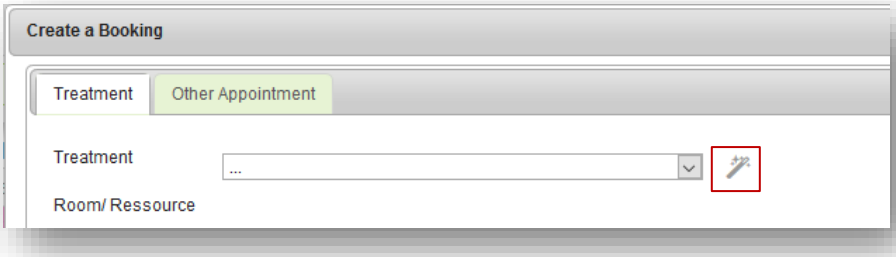
This type of appointment booking requires precise knowledge and must therefore be released explicitly for employees who do not have the highest authorization level.:



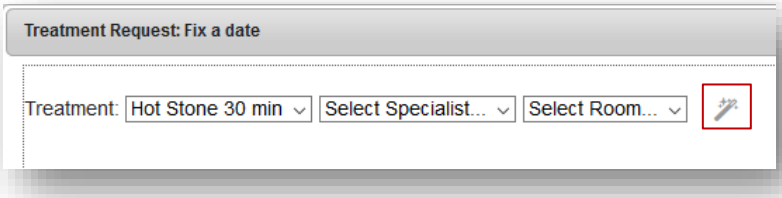
After enabling the authorization, you will find the icon in all appointment booking views, which extends the booking options when activated.

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:



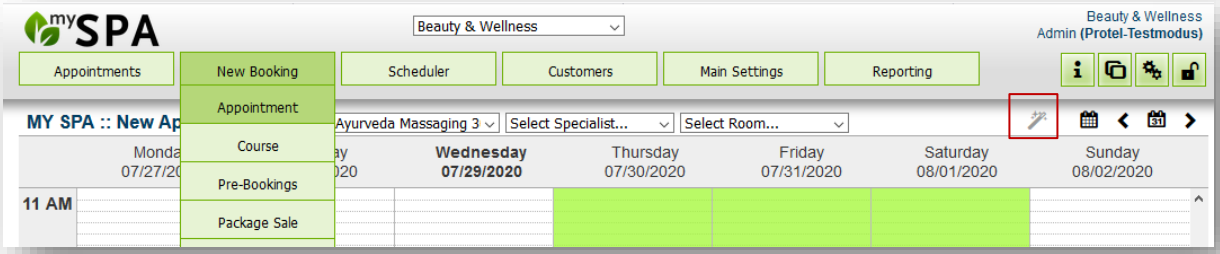
When assigning appointments for pre-bookings and via the 'Move/Replace' function in the appointment detail:



Via New booking Treatment:

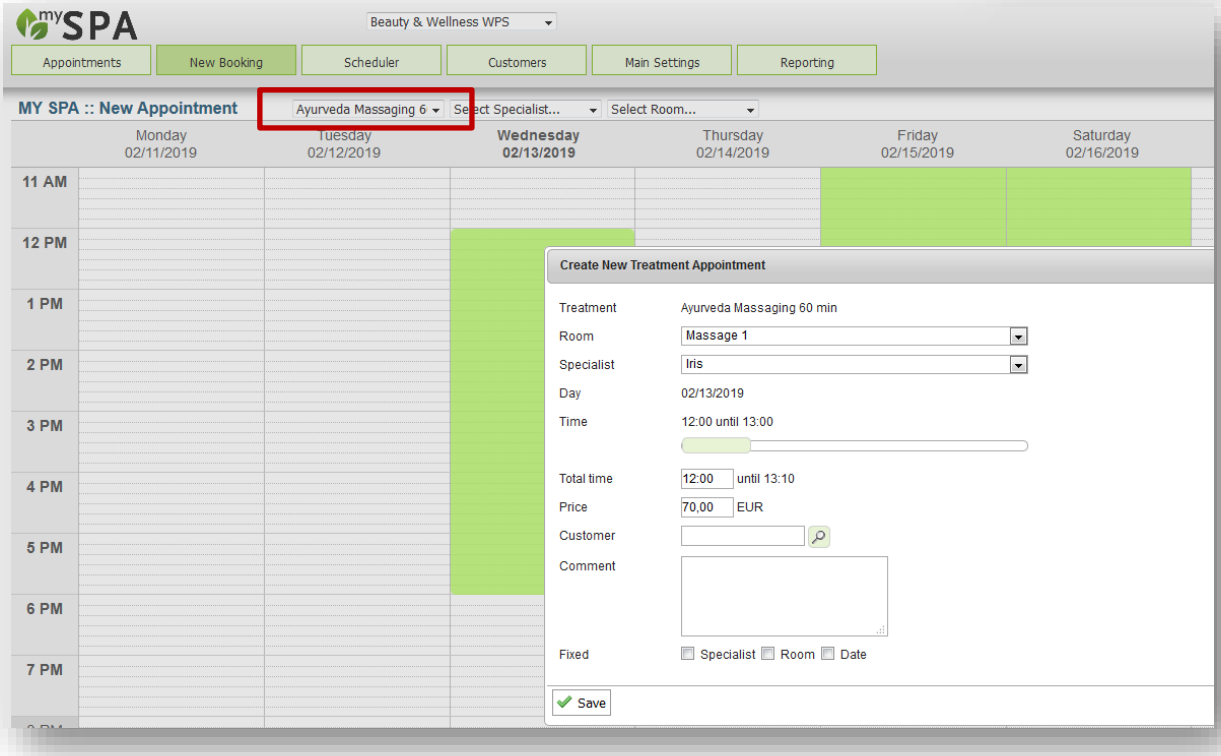
Only the general opening hours and appointments already occupied by treatments form the maximum scope of bookability.

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.



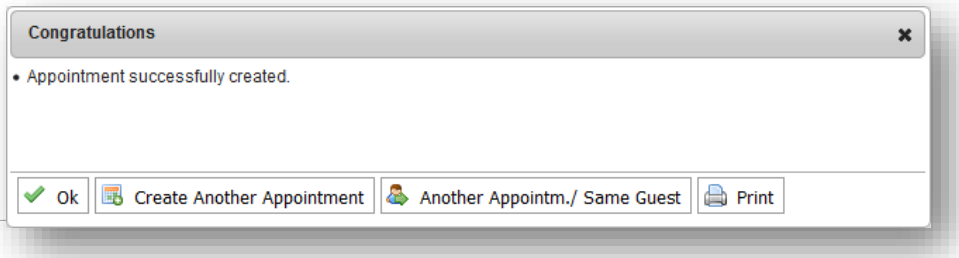
2.6 New Booking - Appointment

If you do not know exactly what is required for a particular service, the following booking method is recommended. If a customer wants to make a reservation for a treatment, you can go to the 'New Appointment' tab. First, you choose the type of treatment (red frame) as well as the desired employee and room (although that is optional). It is enough to define one or two options. After that, the green area shows you the available times in which you can book the treatment.



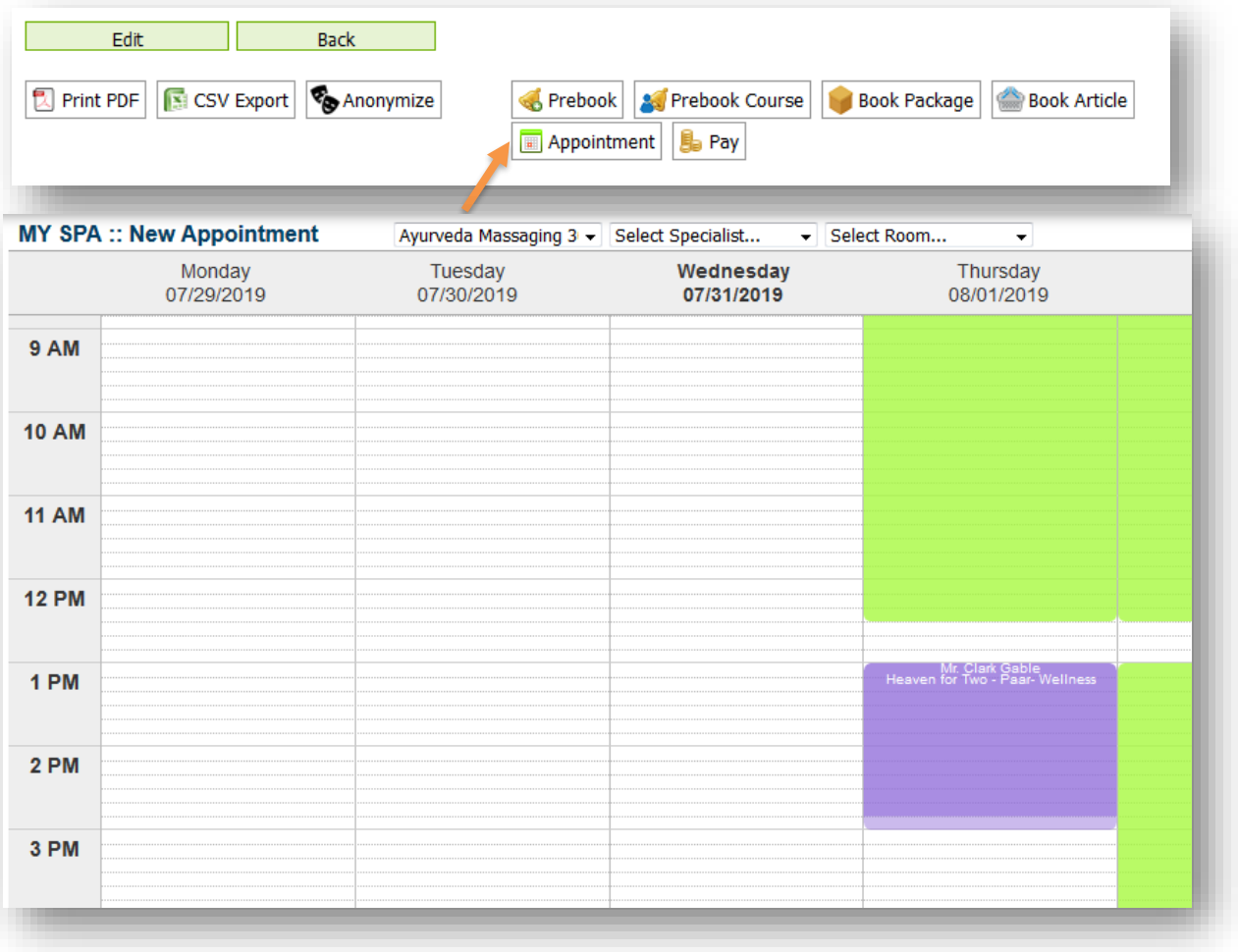
You can switch to a different week or to a specific date using the icons in the top right corner. If a treatment has set-up times, for cleaning the room, undressing or any other way of setting up, these times are considered here. You can also see the length of the treatment after the name of the treatment (for example: 'Thalasso 30 min (+10+5)'). The first number is the set-up time (10 min) and the second the follow-up time (5 min). You can also write down details about special customer requests or allergies in the comment section. You will see these comments every time you open the appointment, in each of the calendars, along with any other booking information. You may mark an appointment as 'fixed'. If you change an appointment for one of the as 'fix' marked criteria, you need to confirm a warning before the change takes effect.

Choose now how you want to proceed.



2.7 Viewing and booking appointments in the guest profile

In the customer mask you will find a new button 'Date booking'. By clicking on this button you will not only see the customer's appointments in the overview, but you can also book further appointments for the guest directly.



If MY SPA is connected to a protel hotelsystem, it possible to jump directly from the protel guest profile to this MY SPA customer mask. Here not only his currently entered appointments are displayed, but also appointments can be booked directly for him. Please note: this adjustment must be executed by your protel supervisor.

2.8 New Booking: Course Module

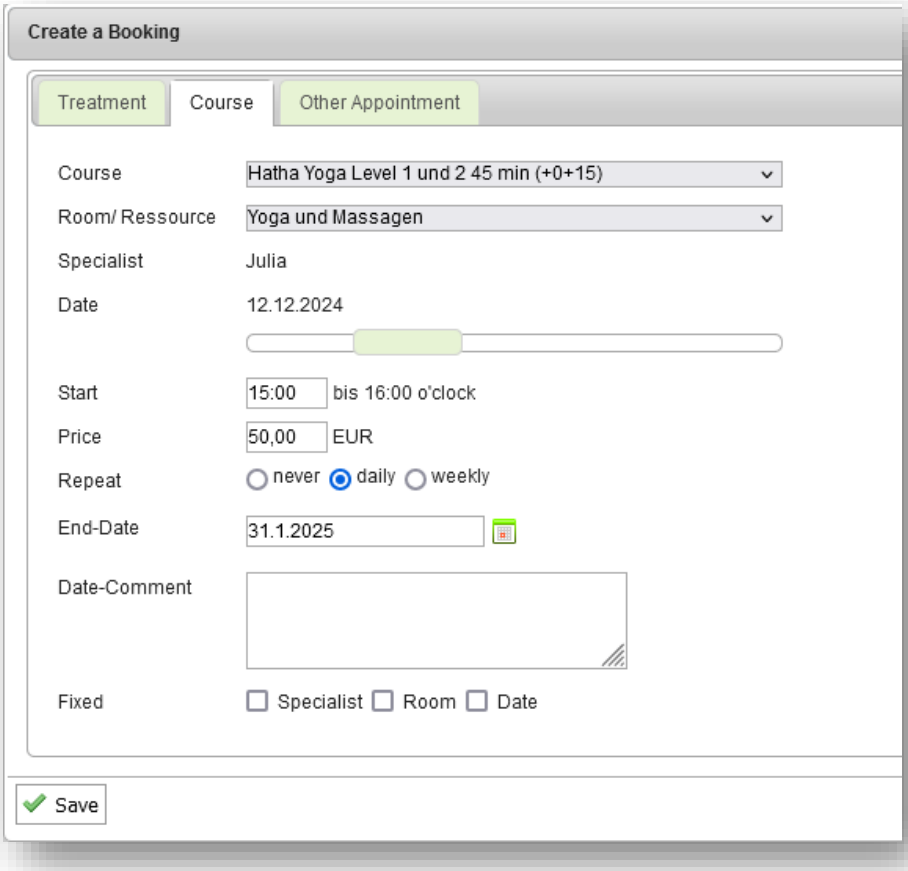
Firstly, the courses must be scheduled in the calendar:

Once the framework conditions for a course have been defined, you determine when the course takes place and reserve a location and trainer. To do this, click on the desired start date in a calendar and select the new 'Course' tab.

The difference to booking application dates is that you initially create the course without selecting a guest and can repeat it directly at a certain interval.

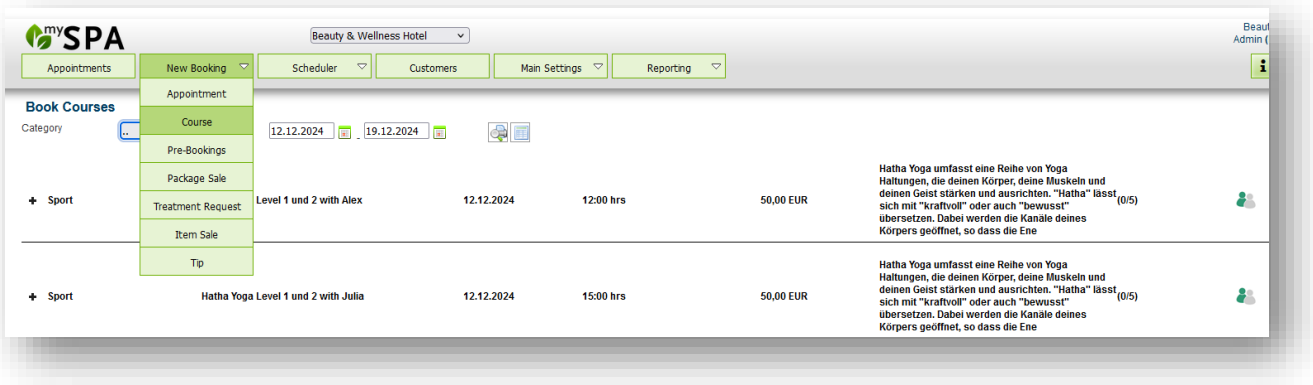
If you decide to repeat a course, the trainer, room and time for subsequent courses are initially retained - however, these can be swapped and moved separately for subsequent individual dates.

It is necessary to enter an end date for the repetitions - please select a maximum period of one year.



2.8.1 Course functions

In the Course overview under 'New Booking' - 'Course' you will see all information about the upcoming classes.



The color of the people icon indicates the number of participants. In this case, the minimum and maximum number of participants entered in the course will be used for the color code in the course symbols. Nevertheless, it is always possible to overbook a course.

The minimum number of participants has not yet been reached

The course is bookable, participants are already booked

The course is almost full

The maximum number of participants has been reached

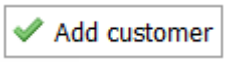
You can see the booked participants and can generate the course description and a list of participants.

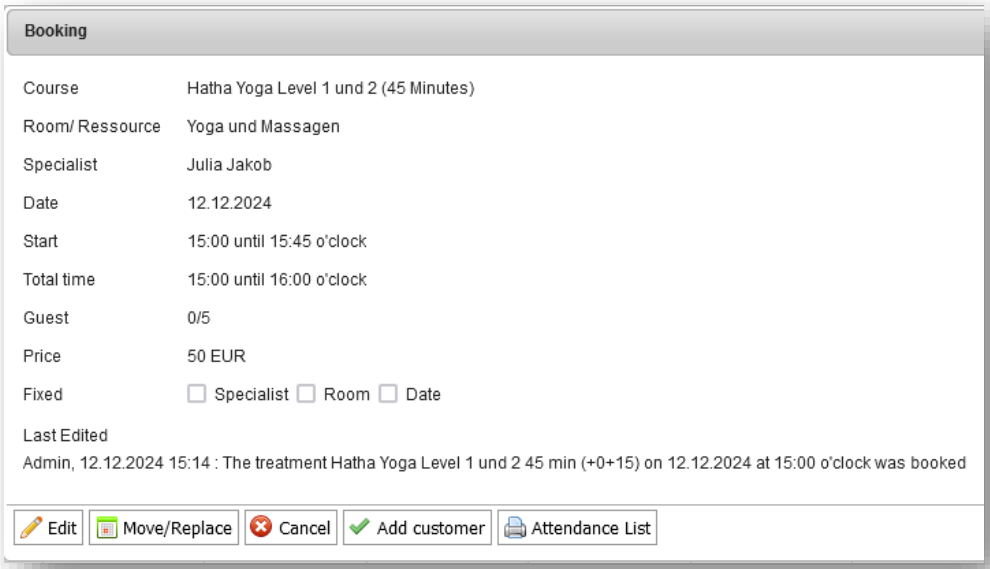
2.8.2 Book Course Participants

If a guest wants to attend a course, you can book it in three ways:

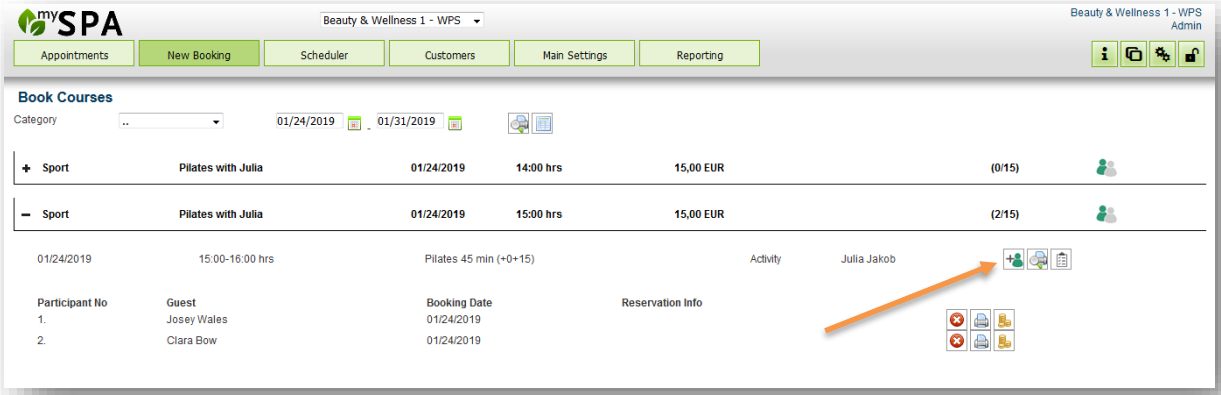
1. In the Appointment overview

2. In the calendar: Open the course date with a mouse click and click on the button 'Add customer'. It opens the usual guest search and the participant is added.





3. Open the overview of your already scheduled courses via the menu 'New Booking' - 'Course'. When you open this view, the next seven days are preset as the date picker. If you have assigned categories, you can limit the search by selecting the category. Your course offer is listed by date. Open the course by clicking the heading bar and add a guest via the Guest Search.

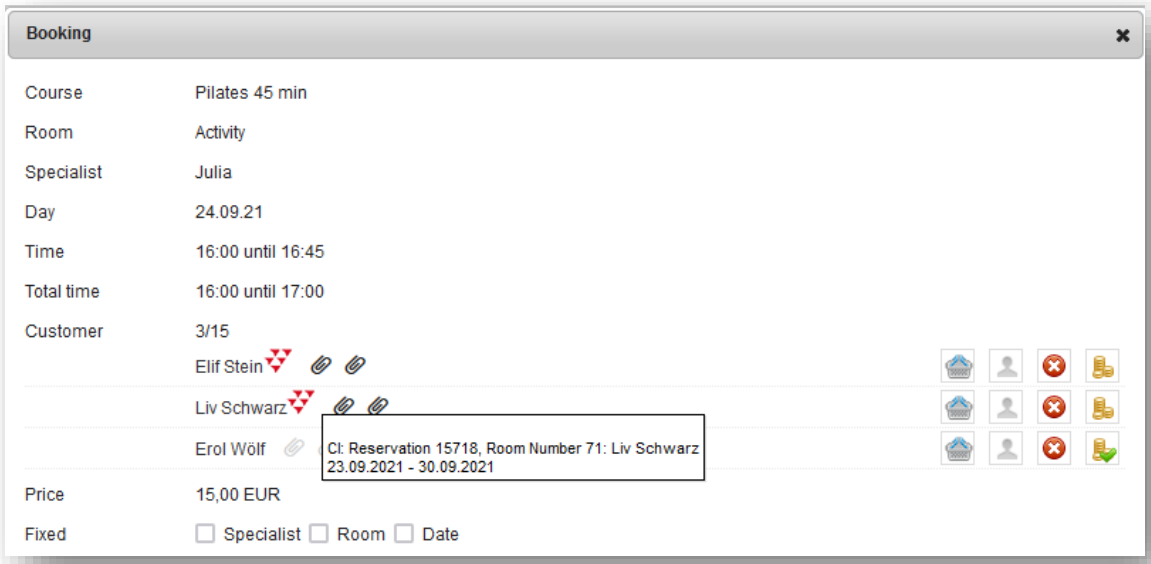


Participation in an event are settled in the same way as treatments. You can call up the payment dialog for transferring to the hotel system, or transfer the appointment for billing to the POS system MY POS at various points: in the calendar appointment, the course overview or in the customer data.

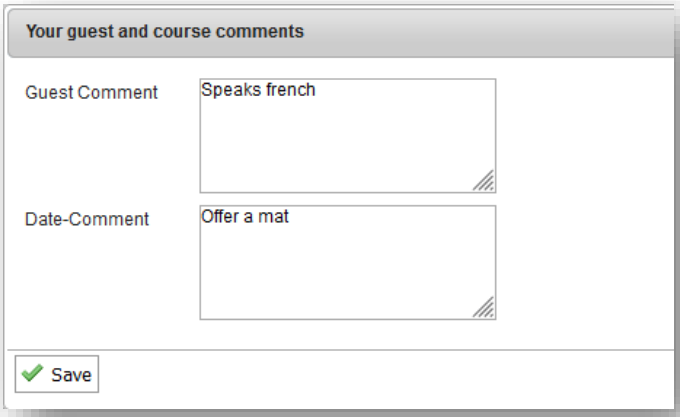
Please note that the participation per guest is charged separately and not for all participants of a course.

2.8.3 Course Participants in the Calendar Detail

You may also add participants by clicking on the course appointment in the calendar. For those course participants, information about reservation number, room number and stay is displayed in the calendar when you move the mouse over the hotel system sign:



Furthermore, you can also save guest and appointment comments in the course detail, which are displayed in the staff's schedule printouts. To do this, click on one of the letter bracket symbols. Grey means you can add a comment, black means there is already a guest or appointment comment. If you move the mouse over a black letter bracket icon, the comment will be displayed. Click on the letter bracket to open an input field:

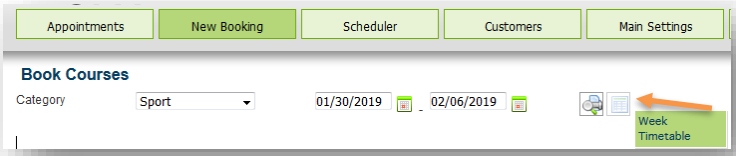


2.8.4 Course Printouts

Three different course PDFs are available:

Week Timetable

This PDF lists all classes that match your selection (period / category). Go to 'New Booking' - 'Course' and if necessary, change the date selection to the week for which you want to create a timetable.

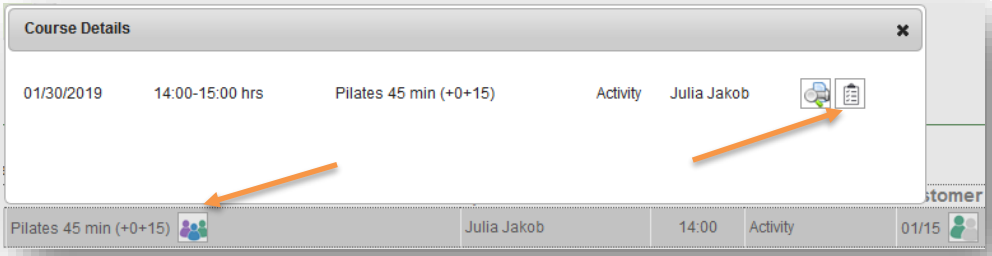


Course Description

If you have provided detailed descriptions and a picture in the Main Settings of your courses, this information will be displayed per course on a PDF, each with appointment, room and trainer.

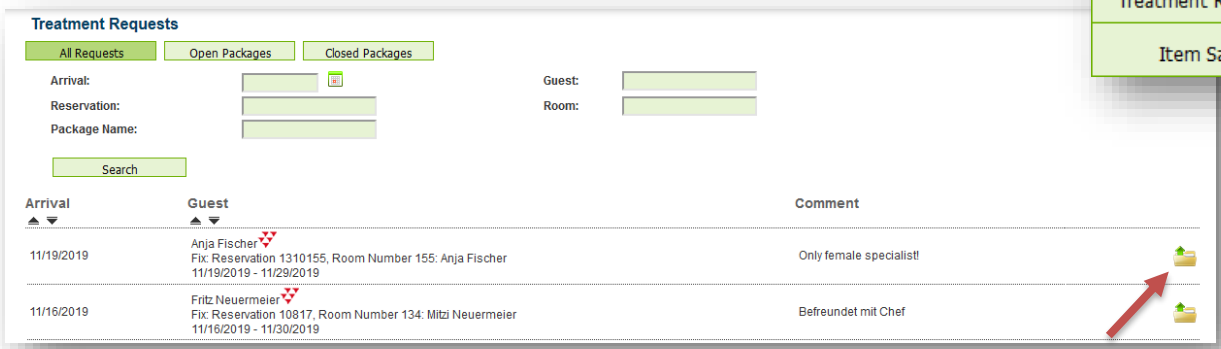
Participants

You may generate a list of participants using the path 'New Booking' - 'Course' by opening the course details; via the 'Appointments' page in the list of appointments or directly in the calendar appointment detail.



2.9 New Booking: Treatment Requests and 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.



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

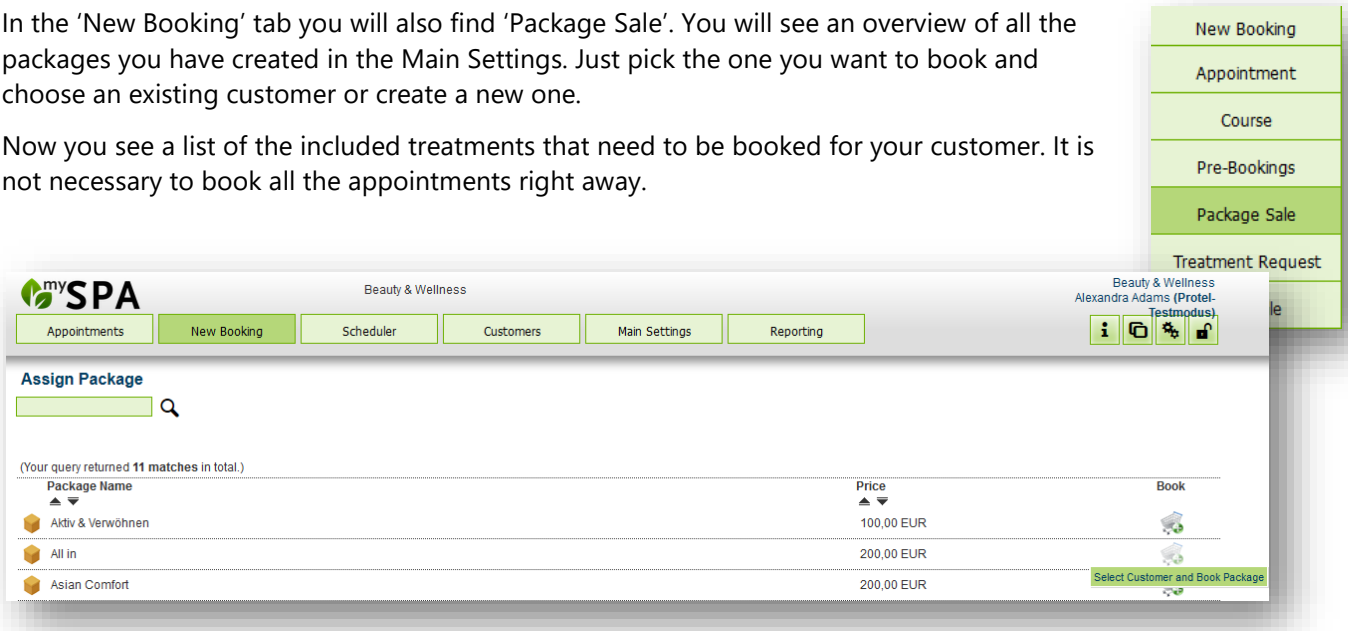
You will find an overview of treatment requests and package treatments from arrangements that you can schedule.

A klick 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.

2.10 New Booking: Package Sale

In the 'New Booking' tab you will also find 'Package Sale'. You will see an overview of all the packages you have created in the Main Settings. Just pick the one you want to book and choose an existing customer or create a new one.

Now you see a list of the included treatments that need to be booked for your customer. It is not necessary to book all the appointments right away.



Packages transferred to MY SPA via a connected hotel system do not have to be sold additionally via this channel.

2.11 Package Reservations from Your Hotel System

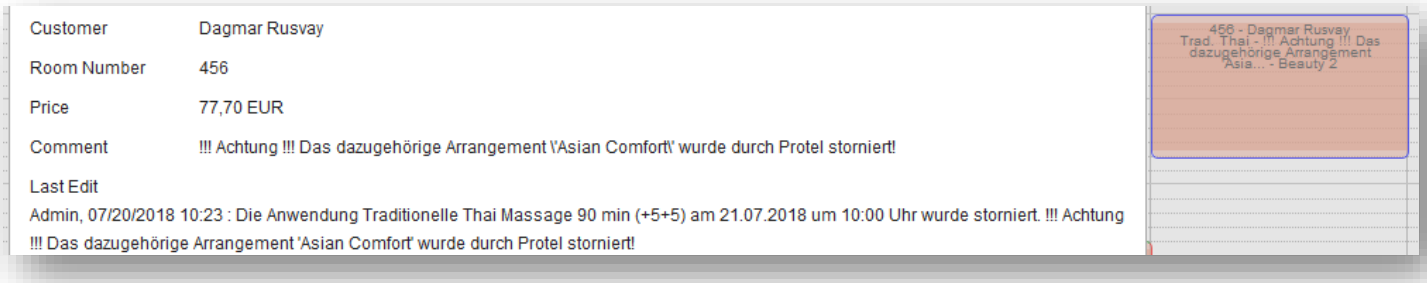
Apart from being able to transfer appointments to your PMS, you also see all package reservations from there (booked either through MY SPA or the PMS), along with reservation status, -number, room number and details about their stay. Just go 'Appoinments' and you can find the data under the 'Unpaid Packages' section. From here you can also book individual treatments of the packages.

Packages that are booked through your PMS are identified by a PMS icon next to the booking date ('Appointed Day').

If all appointments are booked, the package will no longer be visible in this list of reservations, but you will still be able to see it under 'Closed Packages' along with the usual MY SPA packages.

Appointed Day	Departure	Package Name	Customer	Price
03/23/2017	03/24/2017	Protel Package Frühlingserwachen	Johanna Kochanek Reservation Number 65, Room Number 202: Johanna Kochanek 03/21/2017 - 03/24/2017	45,00 EUR
03/22/2017	03/25/2017	Protel Package Frühlingserwachen	Jan Radmacher Reservation Number 66, Room Number 105: Jan Radmacher 03/22/2017 - 03/25/2017	45,00 EUR

When Hotel Arrangement Wellness packages are cancelled (status Void), the package will also be deleted in MY SPA.

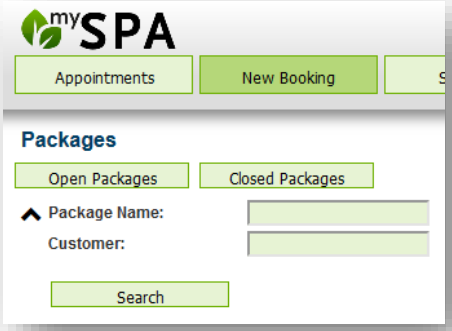


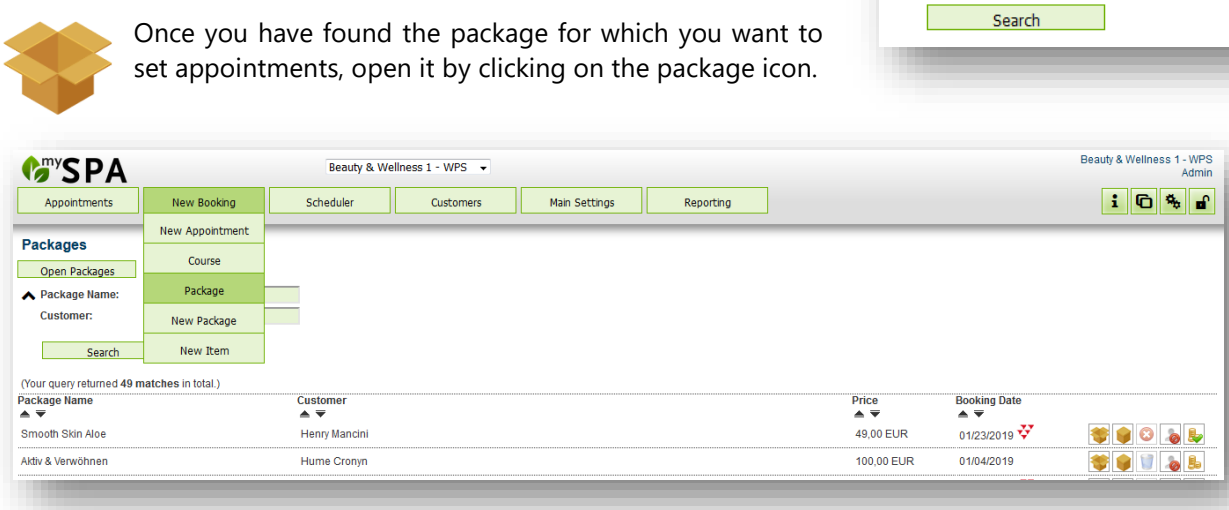
But if already appointments have already been booked for the cancelled package, the appointments will be kept, but shown with a blue frame and a comment, that the reservation is not valid anymore.

2.11.1 Assigned Packages – booked in MY SPA or the Hotelsystem

As long as the guest still has open parts from his package, you will find this package in the overview under 'Package'. If none of the package parts has been booked so far, you can delete a package (if sold in MY SPA), or cancel the payment.

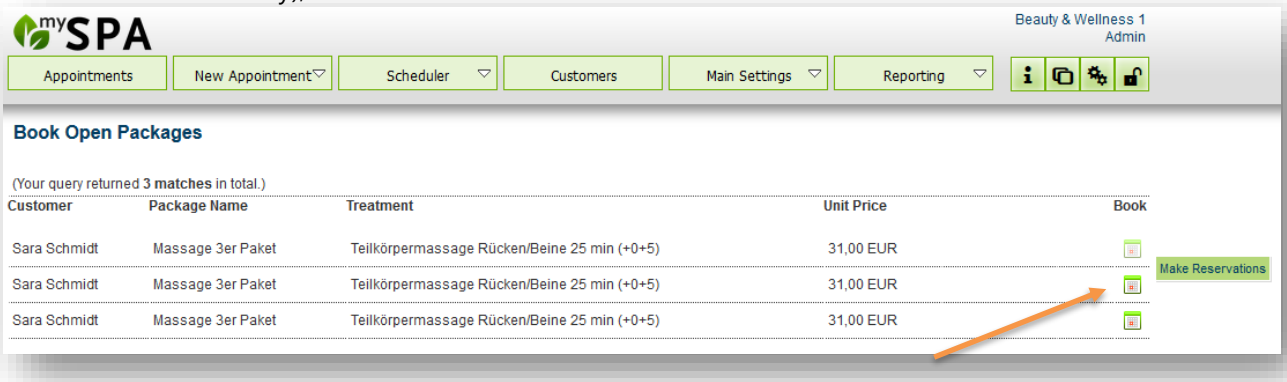
The search for packages that are already assigned to guests can be limited using a search filter. The result list can be sorted by ascending and descending values.





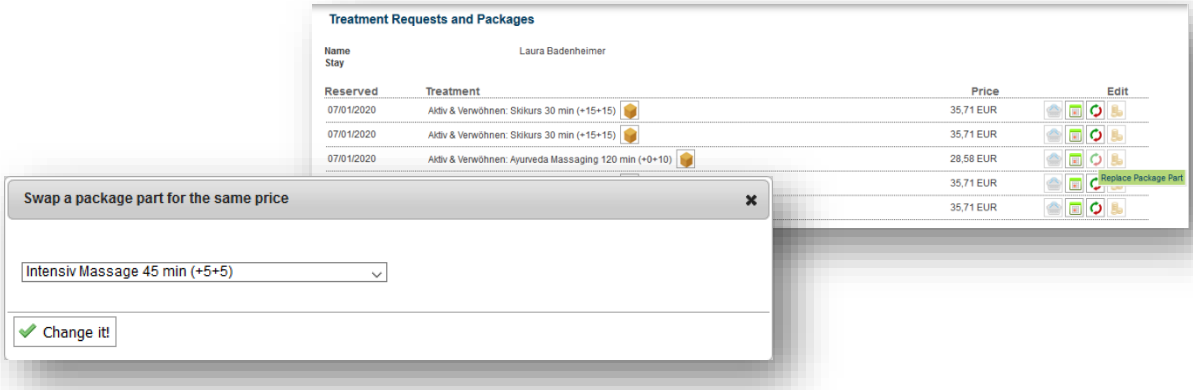
Once you have found the package for which you want to set appointments, open it by clicking on the package icon.

The components of the package are listed. Now please click the calendar icon on the right the package component. For individual treatments, the appointment calendar form opens (for packages linked to reservations within the stay), for course dates the course overview.



2.11.2 Swap Package Parts

It is possible to exchange services for packages booked in MY SPA as well as for arrangements sent by the hotel system:



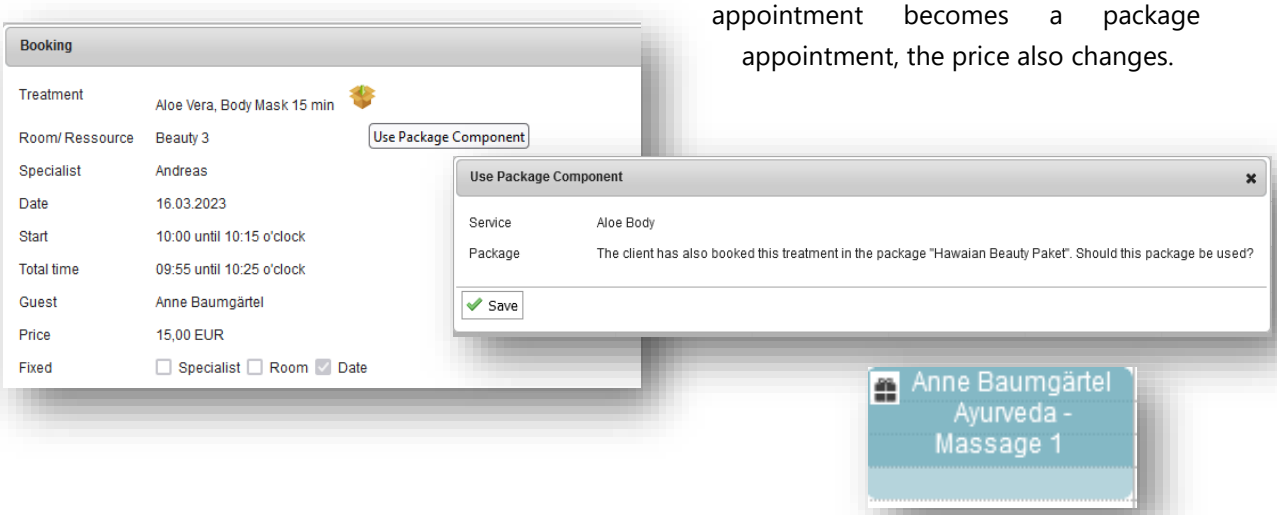
You can find this function under 'New booking' -> 'Pre-bookings', as well as in the customer mask, as long as the package service has not yet been scheduled. The change to the included partial service is noted in MY SPA, the price remains unchanged.

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

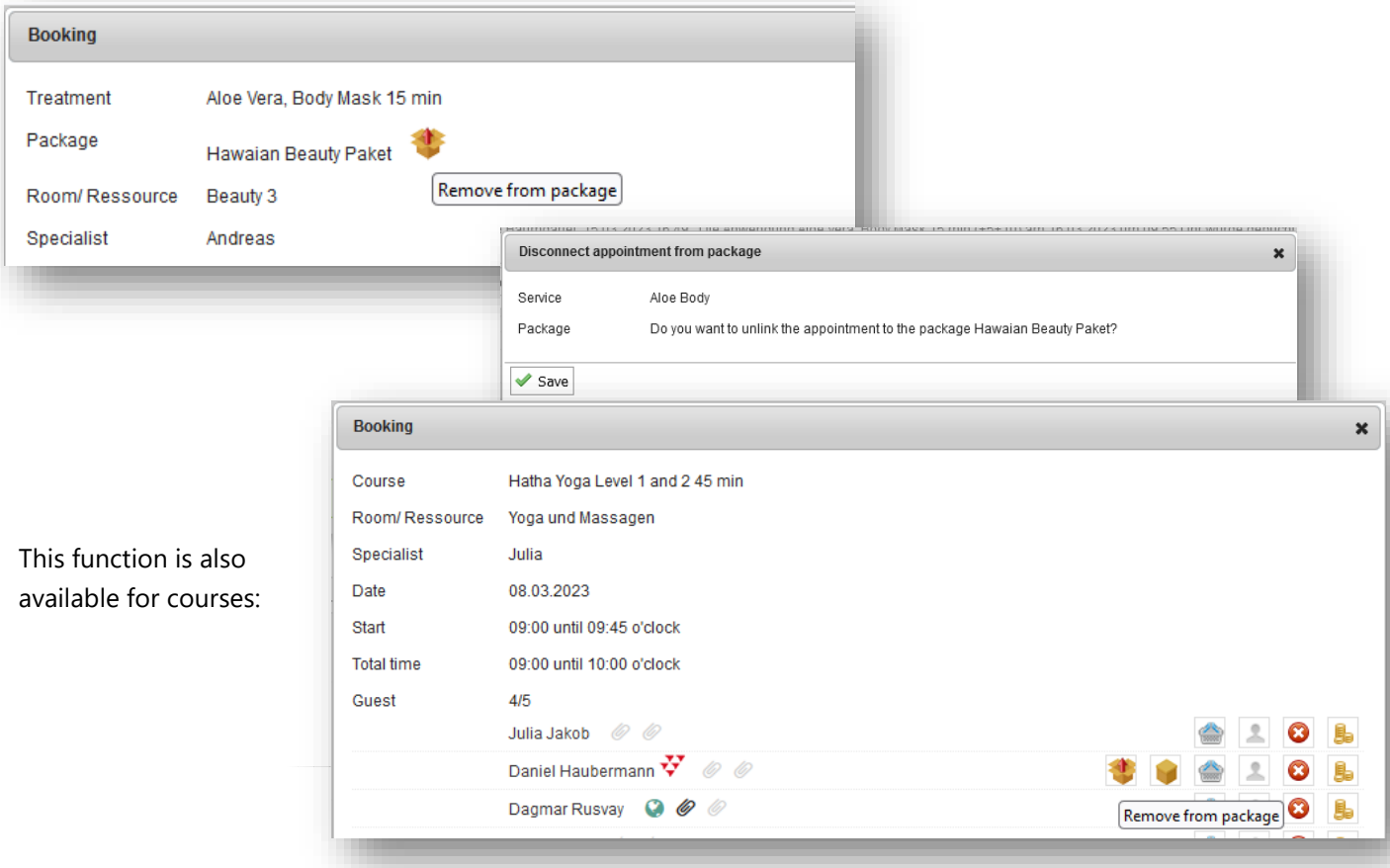
Any surcharges must be added manually during hotel billing - either as an article, as a manual price change in the MY SPA package or in the hotel system. Please note: the hotel system is notified that the service originally sent from there was performed!

2.12 Link Appointment to Pre-Booking or Package Component

You can now link already booked appointments for guests to their pre-bookings or packages and use these services. Book a treatment or a course for a guest. Open the appointment again and you will find the icon if the guest also has the same service as a pre-booking or package component. If a regular appointment becomes a package appointment, the price also changes.



In reverse, you can also remove appointments from a package as part of a package. If you have assigned a package appointment to a guest who is no longer part of a reservation, you can remove his or her appointment from the package in the first step, assign the appointment to the new guest via the customer search in the second step, and use his or her package component in the third step.

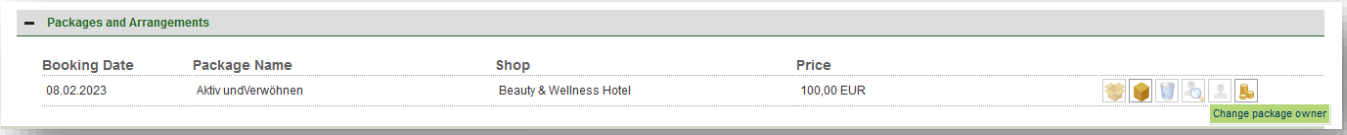


This function is also available for courses:

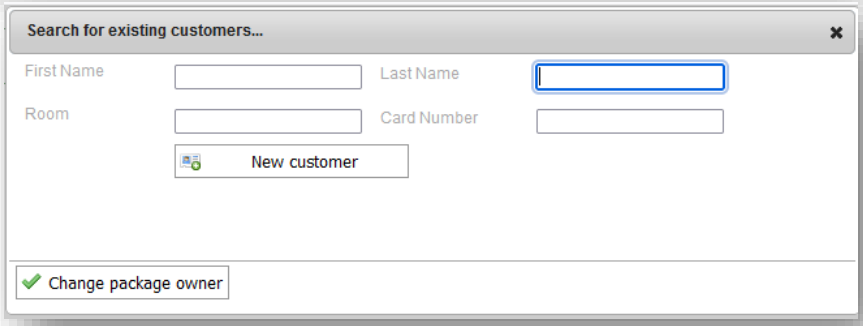
2.12.1 Change Package Owner

This function is only available for packages booked in MY SPA and not yet paid for, because packages from the hotel system belong to a specific guest of a specific reservation. You will find a new icon in the customer mask under 'Packages...' with which you can assign a booked package to another guest.

If the package is assigned to another guest, the package appointments already booked are also moved.

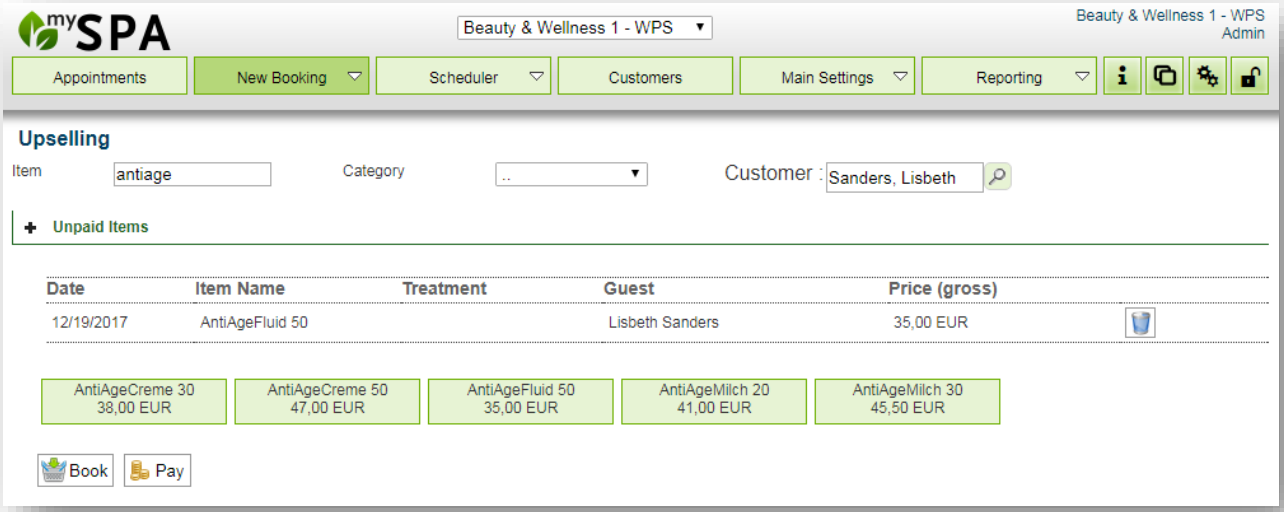


For already scheduled package services from the hotel system whose owners are no longer part of the reservation, there are the following options.



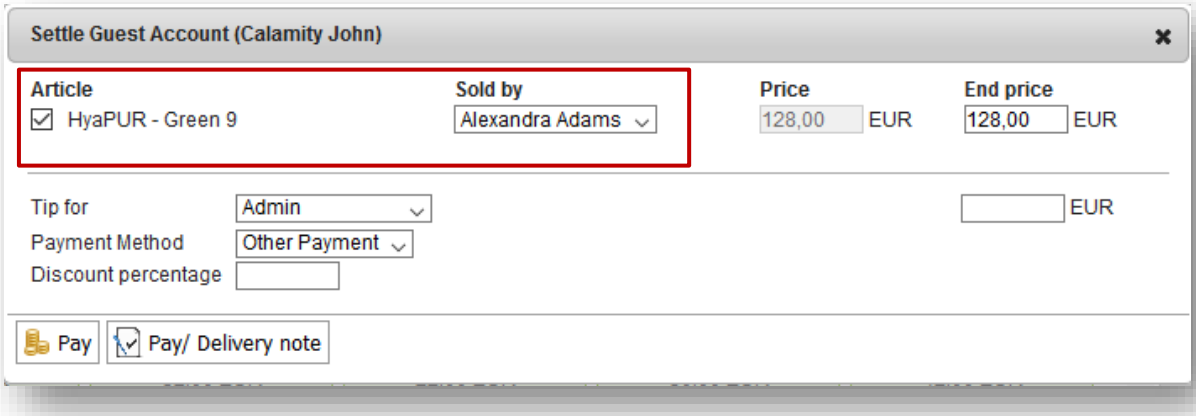
2.13 New Booking: Item

Under the tab 'New Booking' you will find a new point called 'New Item'. Here, you can search for an item by typing the name or scanning its barcode and book it for a guest. Confirm your posting(s) with a click on 'Book' and you will see all unpaid items you just booked at the top. By clicking on 'Pay' you will open the payment dialogue where you will be able to bill all of the guest's unpaid items and appointments.



There are a couple of more ways where you can post items for a customer, explained under Item 5.

For sales, which are not linked to treatments, you may select the employee to whom the turnover is to be assigned. Here all active employees of the shop are offered, preselected is the employee who is currently settling the billing.



2.14 Collective Tip Bookings

If you do not want to post the tips individually in the statements, you will now find a list of all treatments of a day, sorted by employees, in which you can enter tips collectively and send them to the hotel bills.

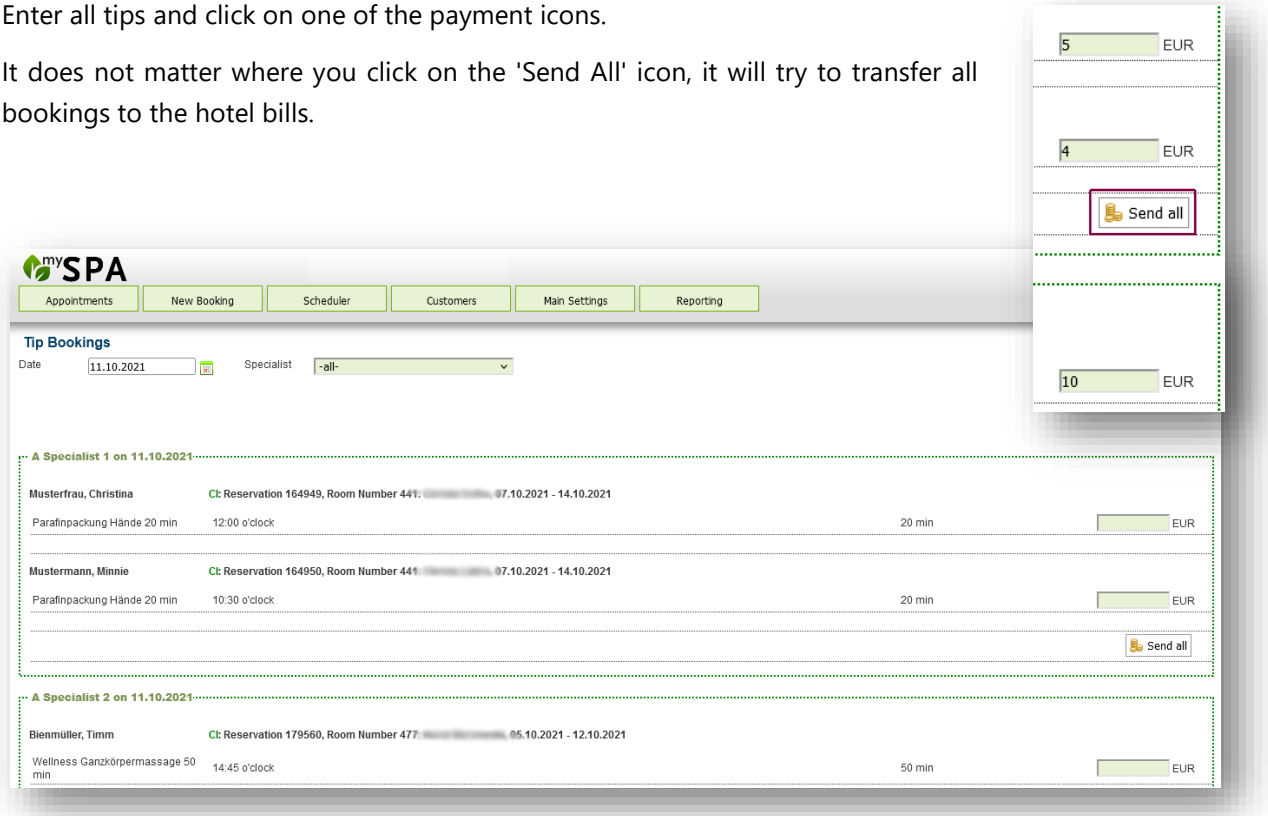
The prerequisite is that you use an interface to your hotel system.

Open the menu item New Booking - Tip:

You will now find all treatments of the selected day that are linked to a hotel reservation, grouped by your staff. If a tip has already been booked for that day, you will also see this.

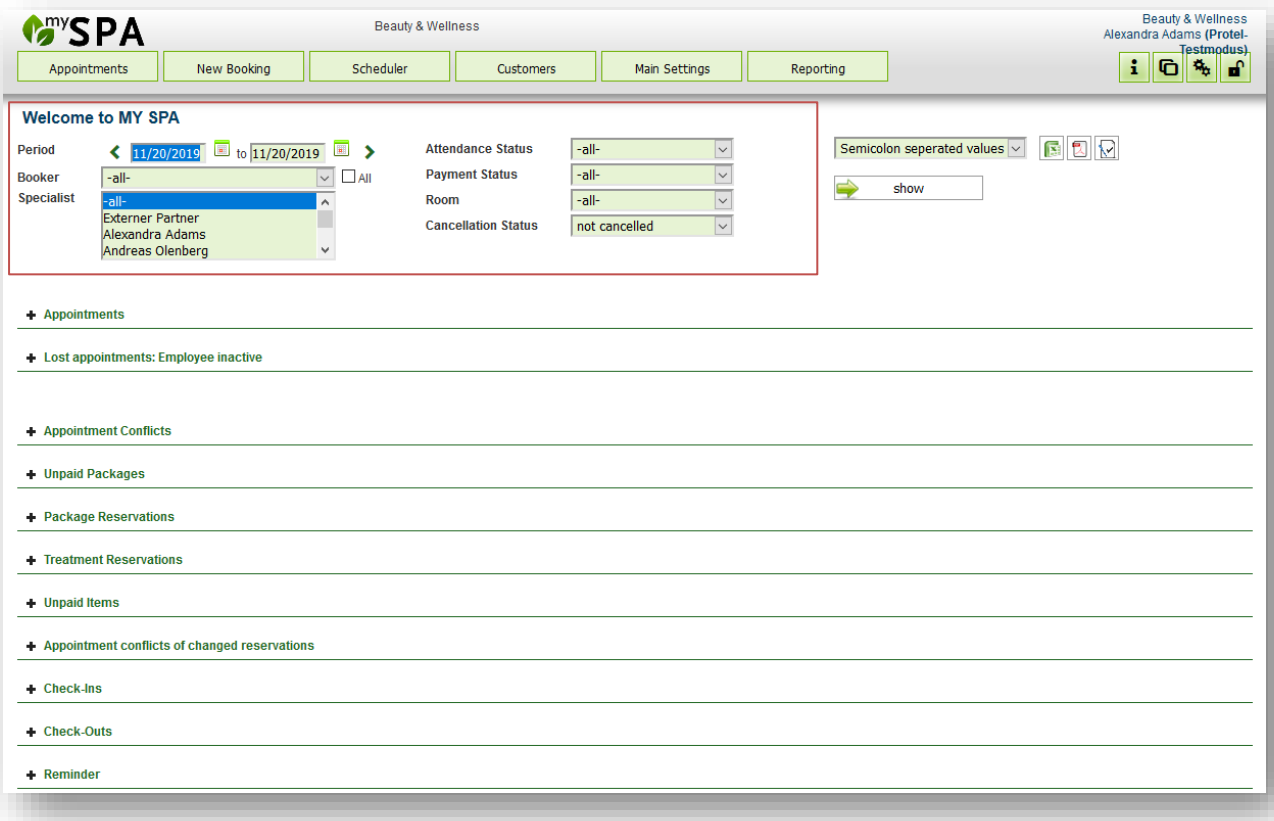
Enter all tips and click on one of the payment icons.

It does not matter where you click on the 'Send All' icon, it will try to transfer all bookings to the hotel bills.



3. Appointment – Info page

The 'Appointment' page serves as an overview page for the spa reception with information on various important events of a day or time period. Without changing the date selection, you can see today's events and current warnings, which are thematically subdivided. Click on the + symbol to open details.



3.1 Finding and Filtering Appointments

You can see your selection options in the red frame: time period or status of the desired appointments (such as Attendance, Payment or Cancellation Status – the default setting is not cancelled appointments). Confirm your selection by clicking 'Show Appointments'. Now all appointments fitting your criteria will be shown underneath. In addition, you can export it into a CSV-file, create a PDF or print proof of performances for all of today's appointments.

3.2 Appointments List

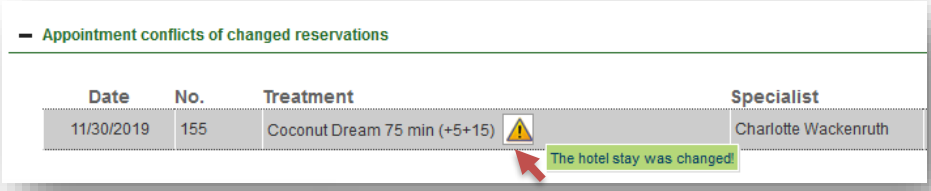
Here you will see a list of all the treatments or reservations that match your selection from before. Future appointments, or treatments that are still ongoing, are shaded in grey. If connected to a hotel system, the guest's room number is displayed.

3.3 Warnings

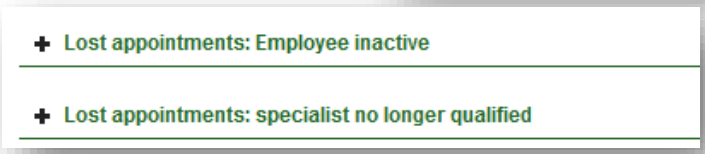
The treatments listed here refer to inconsistencies in the appointment calendar, for example, date conflicts that arise if an application date falls during an employee's leave entered later.

Appointments that are assigned to canceled hotel reservations or appointments of guests whose stay has been postponed are also displayed here. Appointments that belong to canceled stays are not deleted automatically by MY SPA. They can be recognized in the calendar by the blue border and are shown in a separate section on the ‚Appointment' page.

If you move your mouse over the guest name, you will see details explaining the conflict.



Appointments for which the selected specialist is no longer available are displayed as lost appointments.



3.4 Unpaid Packages and Articles

This area shows all item sales or packages that have not yet been paid. You can see the content of the package by clicking on the closed package symbol or you click on the open package to see which treatments have been booked or to book new treatments. If none of the treatments have been booked yet, you can delete the package right there on the home page by clicking on the garbage can.

3.5 Package Reservations

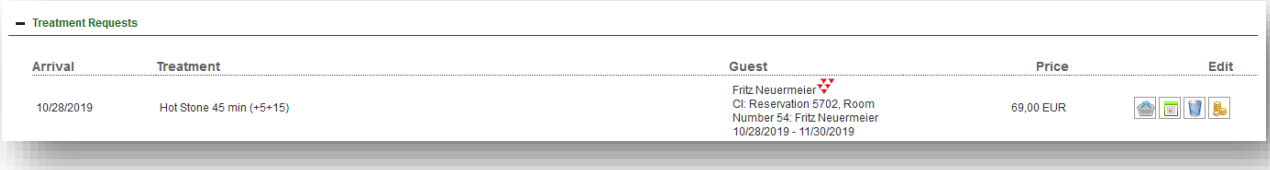
Several days before the arrival of the guest you will find here not yet scheduled packages – booked in MY SPA or the hotel system. You may schedule the included treatments directly. More under Item 6.5.

The packages that were sold with the stay are marked with an icon next to the booking date.

If all components of the package are scheduled, the package disappears from this list.

3.6 Treatment Requests

In this section you will find an overview of all treatment requests 10 days before the arrival of the guest to manage and schedule them one by one.



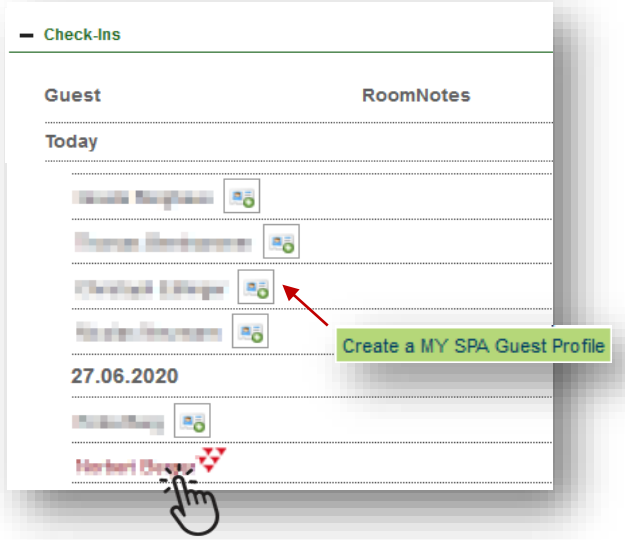
3.7 Check-Ins and Check-Outs

If MY SPA is connected to your hotel system,, you see an overview of all arriving and departing guests.

For each arrival day you will find two print buttons. The print button above the guest name will print the PDFs of the schedules sorted by last name, the second button above the list of room numbers will print the schedules sorted by room number.

Here the guest names are marked, for whom wishes or appointments have already been accepted. Click on the guest name to jump to their customer file.

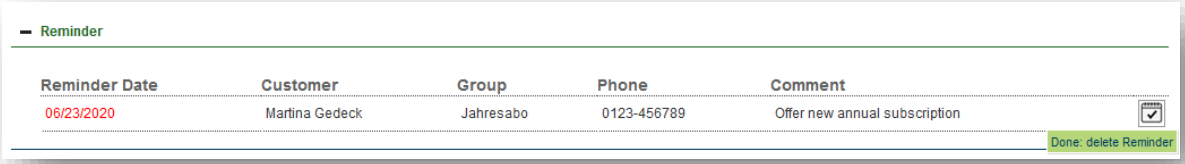
Hotel guests who are not yet known in MY SPA can be added and entered as customers by clicking on this button.



3.8 Reminders

This section is for reminding yourself or your staff to contact a customer. In the customer data, you can set a Reminder Date so you will get notification to contact him or her. You can use the comment section to specify the reason for contact, like 'Annual Subscription ending'. 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.



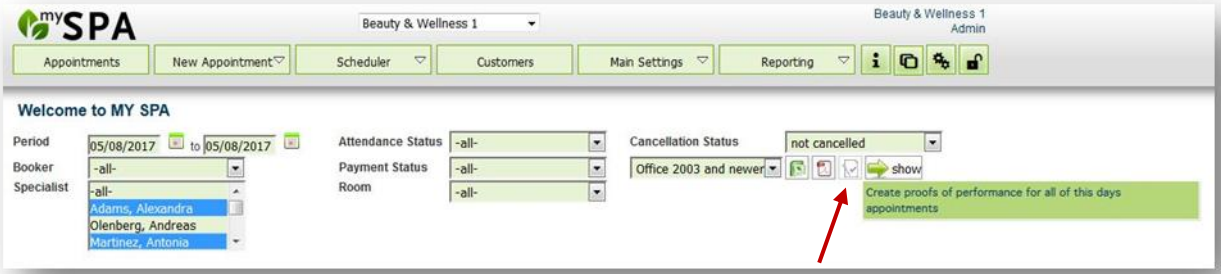
3.9 Employees' Printout of Daily Appointments

The default setting is always the present day, without any filters (except Cancellation Status). Print your date selection as PDF for employees or rooms.

The staff schedules contain not only the treatment appointments but also other appointments such as meetings or similar. Comments of the appointment and guests as well as room number and stays are also displayed.

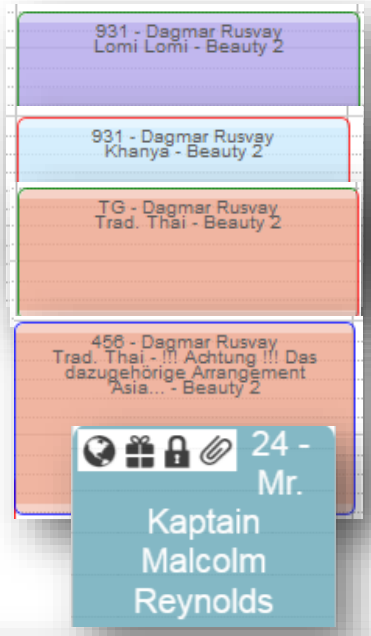
Date	Time	Treatment	Customer	Room
06/16/2020	14:00 - 16:00	Heaven for Two 110 min (+0+10)	Timo Sauer, 53 R. 61, 06/05/-07/05/2020	Paar- Wellness
		Serve two glasses champagne! - No lavender fragrance		

You can print all of the guest's proof of performance sheets in advance. Select a specialist (or select several by holding CTRL and left mouse click and click on this icon. The proof of performance sheet shows the price and specialist (you can edit this in the shop data under 'PDF settings'). If you print the sheet after billing and you gave a discount, the discounted price will be displayed.



4. Scheduler

There are four kinds of default calendar displays available. You can also create additional, personalized calendars. The start screen is always the Employees per Day scheduler, giving you an overview of the current day.



Appointments connected to a hotel reservation show in certain cases the guest's status.

Green frame: first day of the stay, appointments should not be booked to early

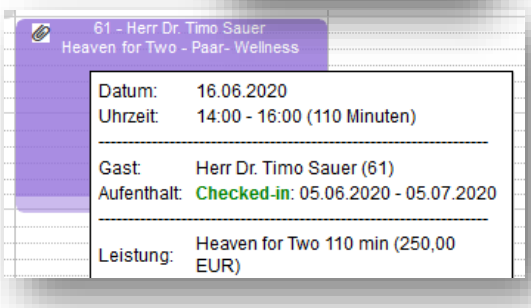
Red frame: last day of the stay, appointment should be paid soon

Red and green frame: Day-Spa guest

Blue frame: the reservation was cancelled or changed, you should check with Front Office, if there is a new one. If so, the appointment has to be cancelled and booked anew.

Calendar appointments display detail information:

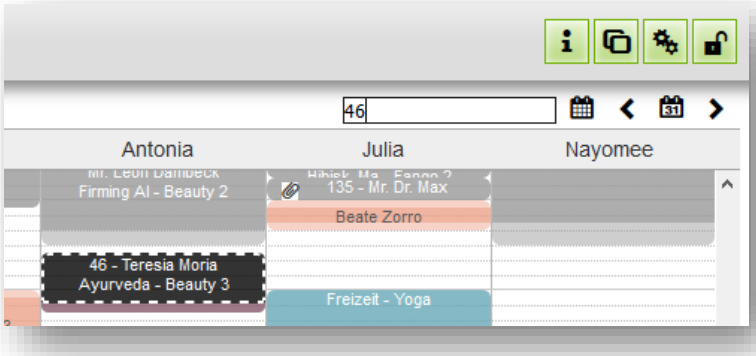
- Booked Online
- Part of a package
- Marked as Fix in at least one aspect
- Contains a guest or appointment comment



If you move the mouse over an appointment, all details are shown. If the hotel system is connected, MY SPA also shows the guest's check-in status.

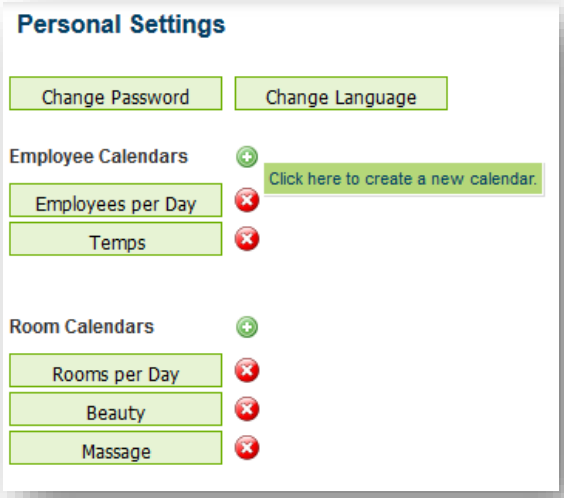
4.1 Quick Search

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.

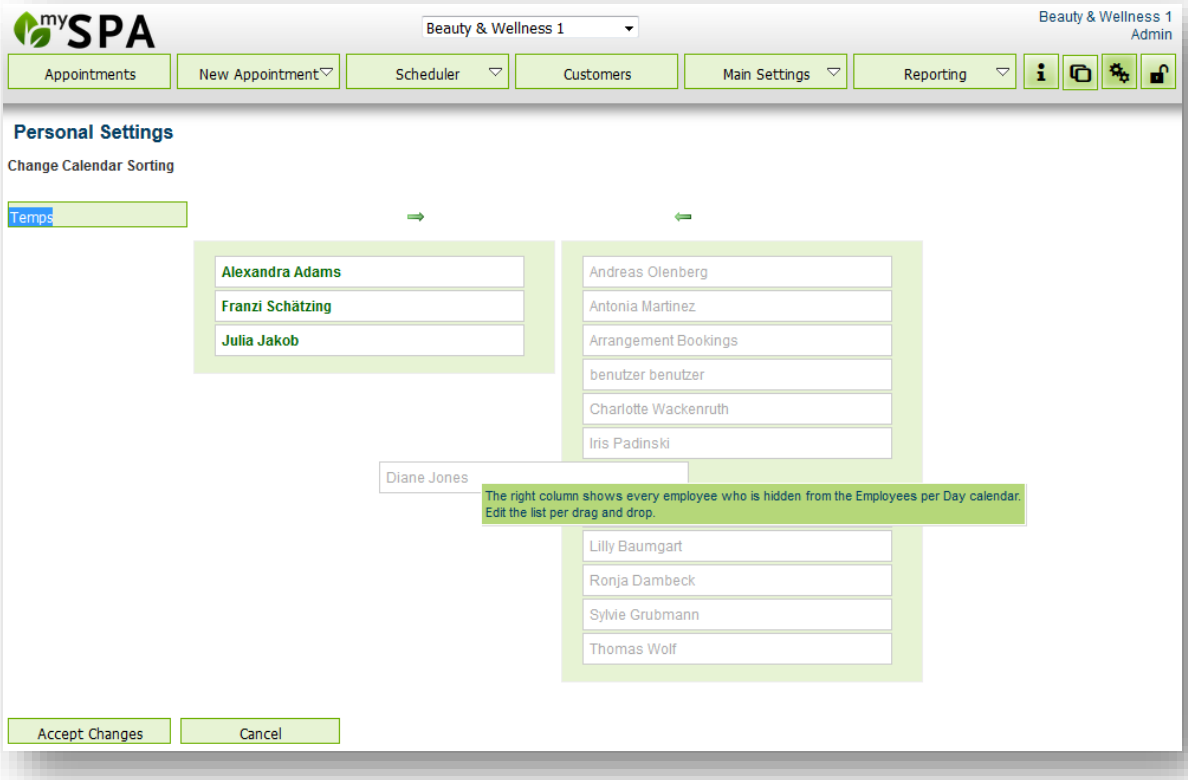
4.2 Personalized Calendars



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

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

By clicking on the name of the calendar, the editing view will open where you can define the display of employees or rooms per drag & drop. You can also edit the name of the calendar in the top left-hand corner.

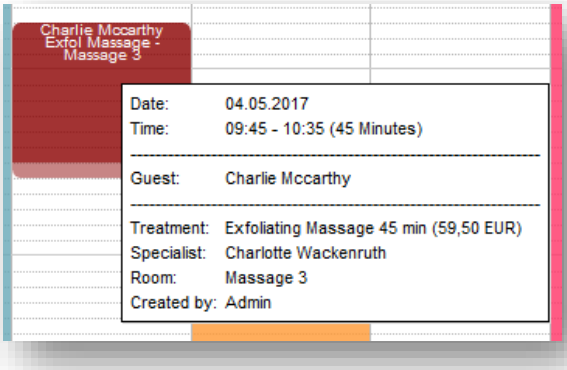


4.3 Home screen: Employees per Day

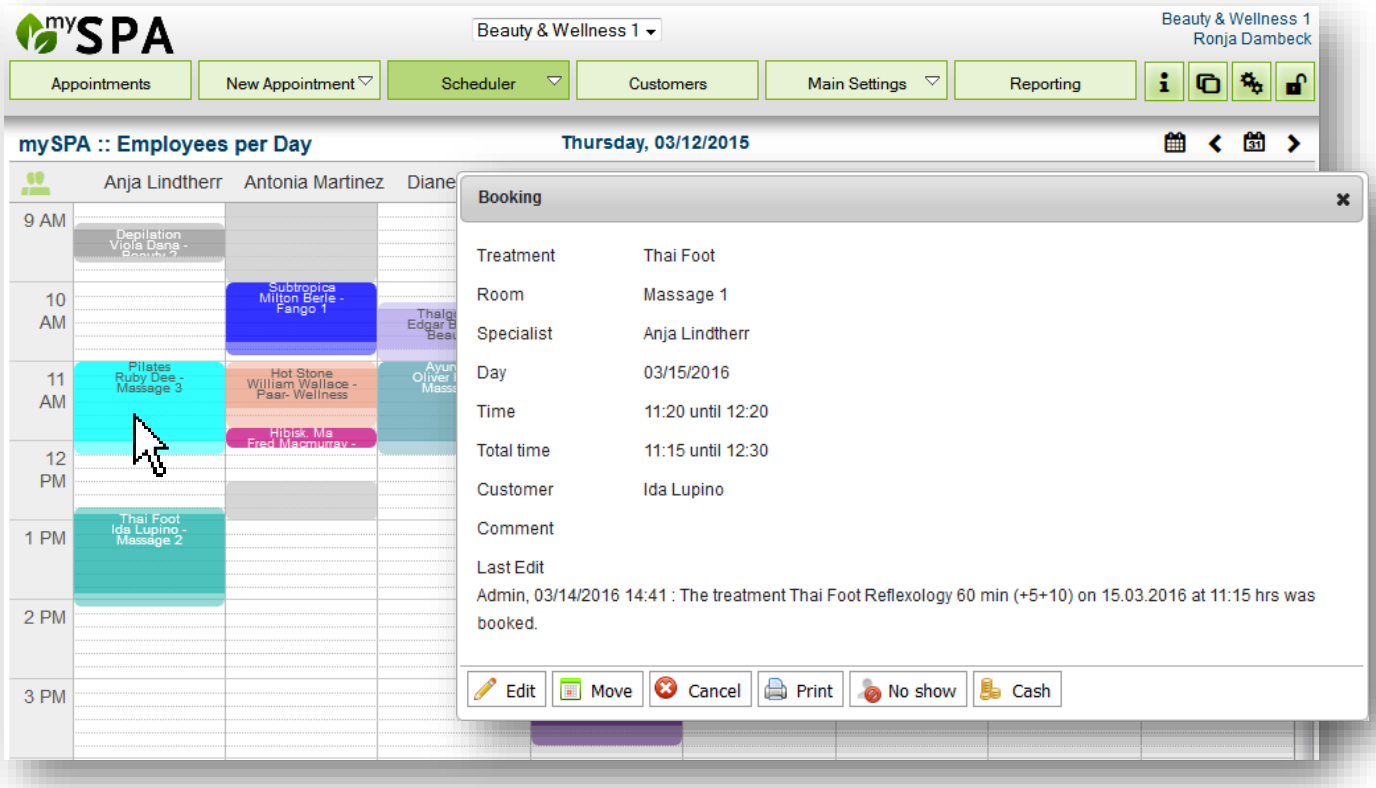
With the Employees per Day calendar you will see all appointments of your specialists and their work hours of the current day. Of course, you can switch to any other day by using the calendar icons.

If you hover the mouse over an appointment, you 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 can deactivate this feature under 'Main Settings' – 'Shop Data' by unchecking the box next to 'Show Appointment Hover'.

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



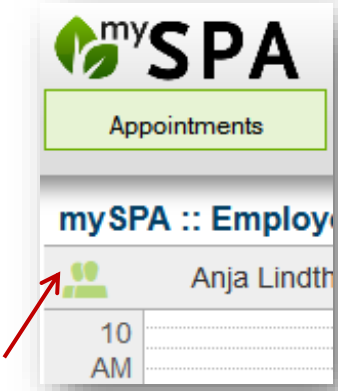
A new mask pops up and you can specify if a customer didn't show up, or if he or she wants to move the appointment or change it. If you connected MY SPA to our cash point system MY POS, there's another option: Billing/Cash.

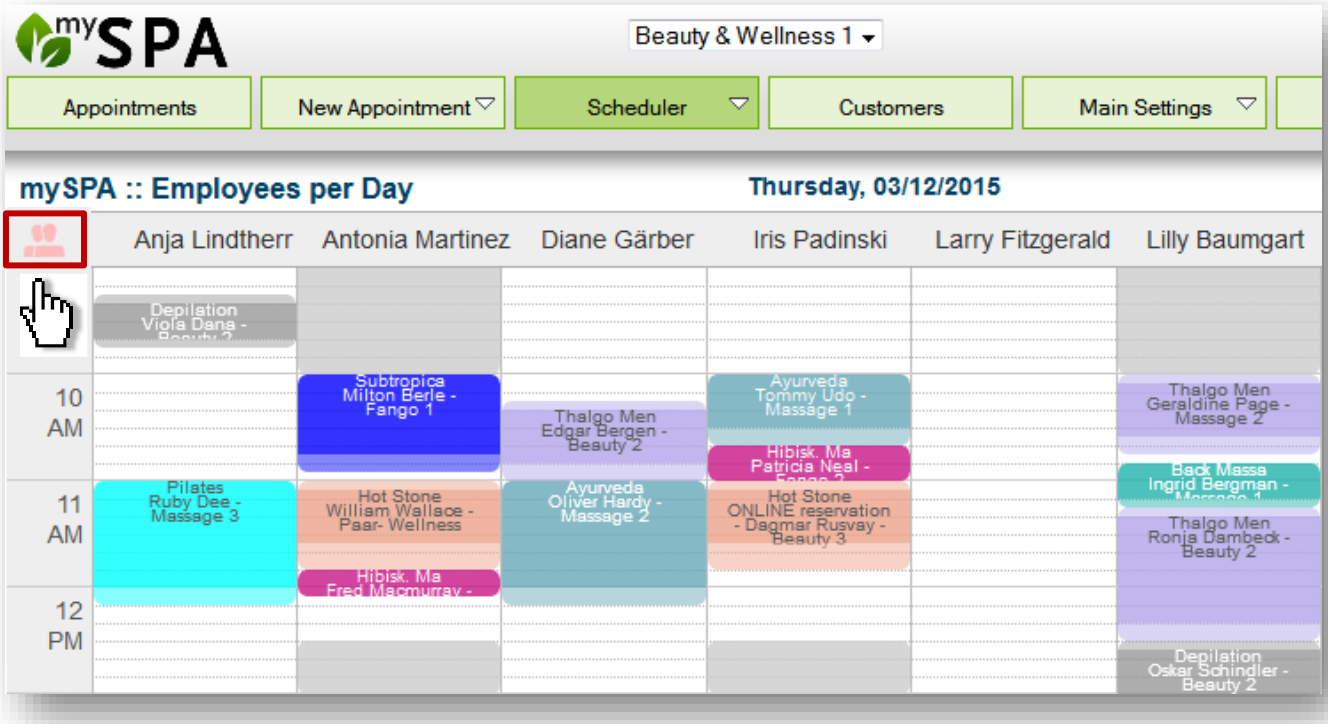


4.3.1 Show/Hide Employees

In the Employees per Day calendar, you can vary the display of the specialists: click on the group icon on the top left to show only those employees who are available that day. You can switch back from the reduced display by simply clicking the icon again. Green icon means that every specialist is displayed, pink means the absent specialists are hidden.

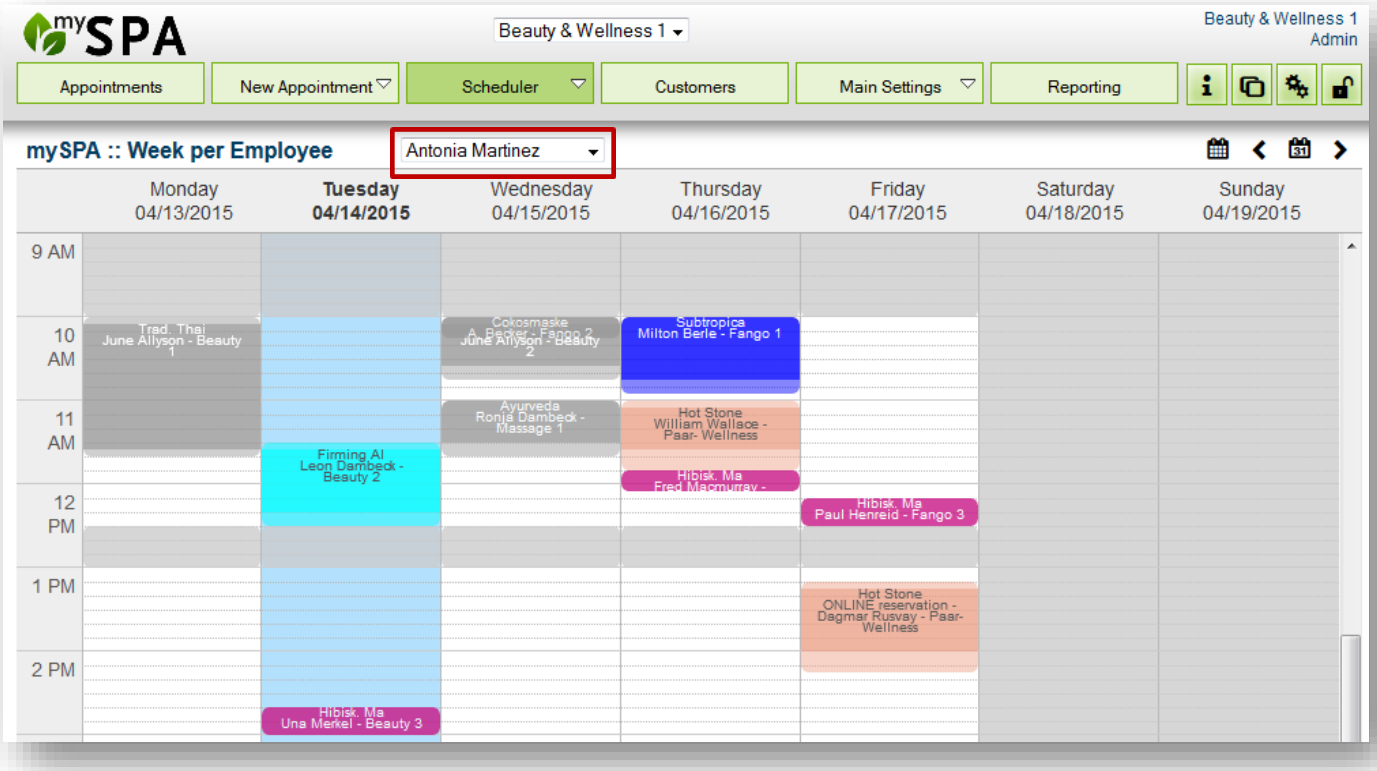
Remember: appointment types can be marked with a flag, which determines whether they should be shown in the calendars by clicking on the filter symbol and schedules.





4.4 Week per Employee

In this display, you choose an employee, specialist or trainer, and then you see only their appointments and work hours for the whole week. Just click in the selection field (red frame) or on the little arrow next to it and a list of employees will open up. Click on the desired employee and you can see their appointments for the week. You can also assign appointments in this view. Simply click into the calendar. The white area shows when he or she is working and available.

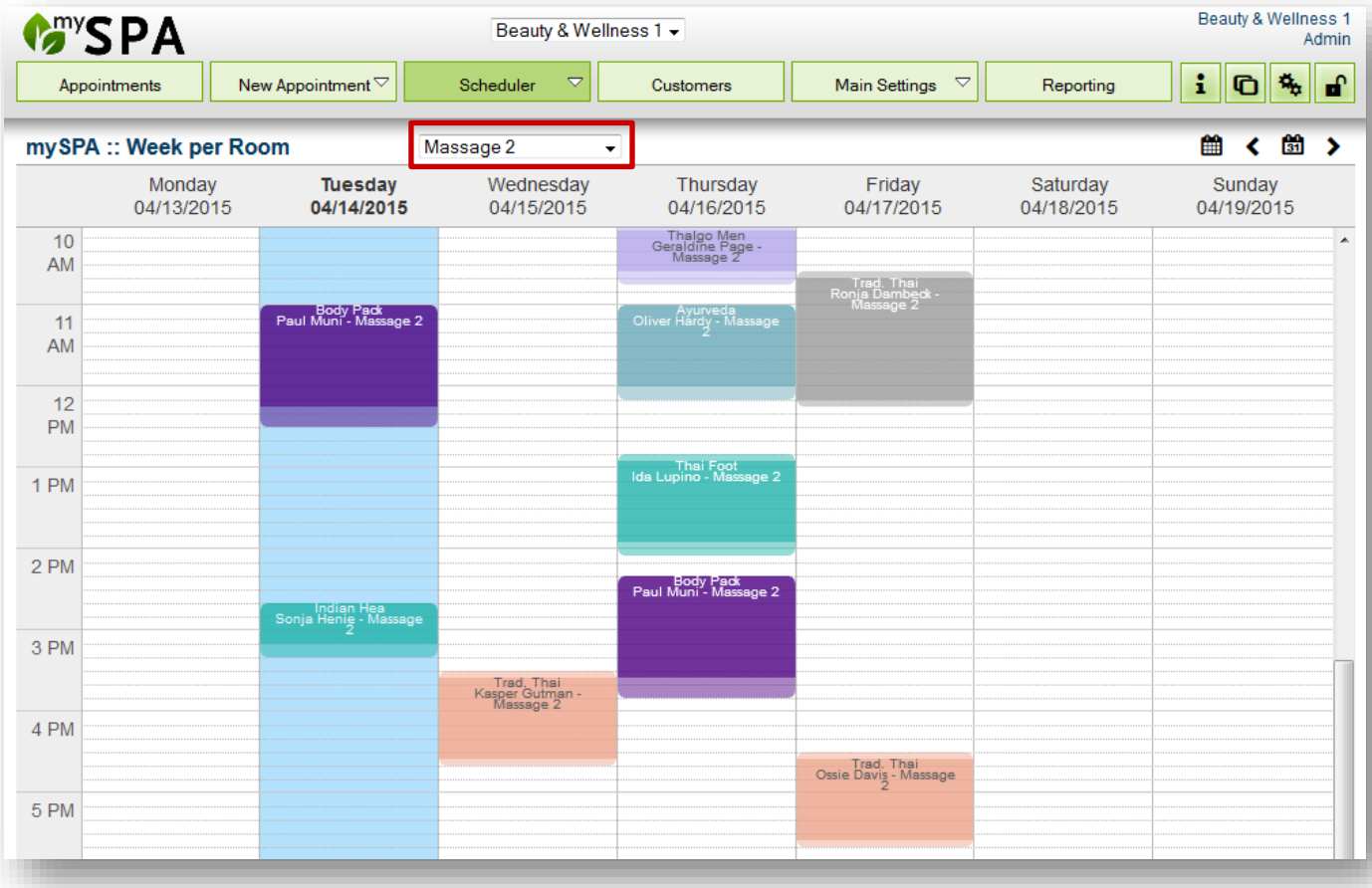


Good to know: In both staff calendars views, appointments can also be reserved outside the entered working hours by clicking in the grey closing times. As long as you click inside the white areas in the calendar, the working and opening hours are respected.

If you click into the grey area, this releases all possibilities. You can also 'temporarily park' appointments in this area.

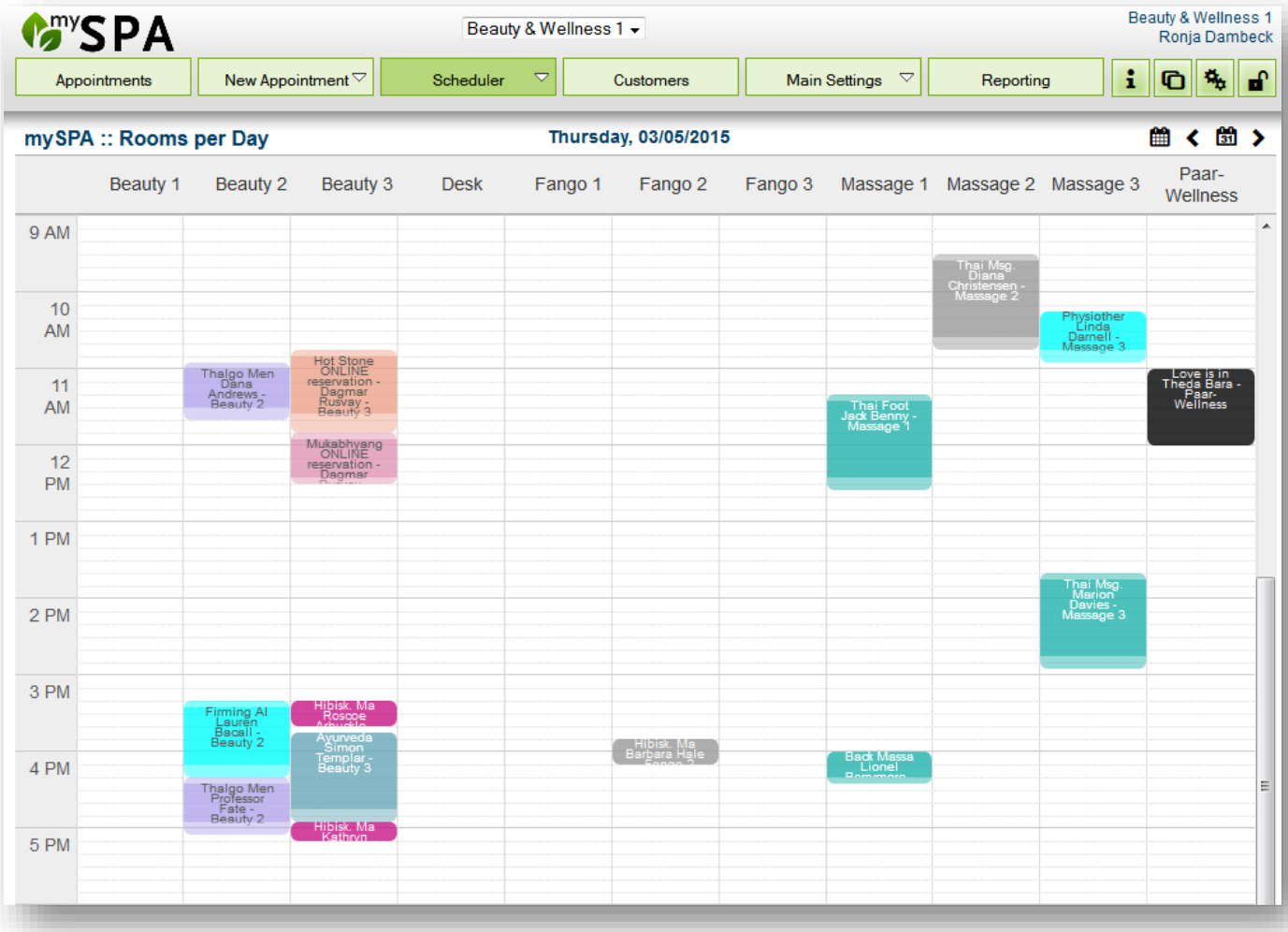
4.5 Week per Room

The Week per Room calendar shows you the availability and appointments of any treatment room or device you created in the Main Settings, for example a portable treatment device. Choose a room or device by clicking in the selection field (red frame) or on the little arrow next to it and select the desired room from the list of rooms. You can also book appointments here. Simply click into the calendar.



4.6 Rooms per Day

Here, in the Rooms per Day calendar, you can see every room or device and how they are being used for the current day. Again, you can book treatments by simply clicking into the calendar. Through the calendar icons (top right, above the calendar – also explained in the icon directory) you can jump to any other day.



5. Customers

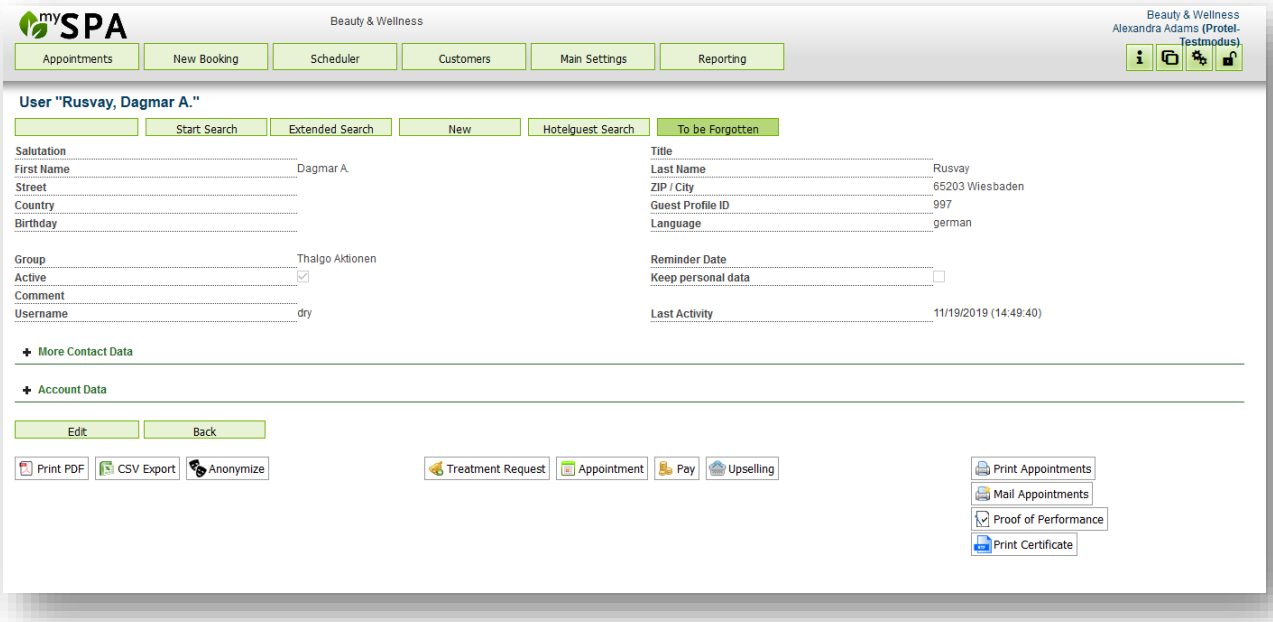
In the 'Customer' tab you see a list of every registered customer, who was, for example, entered while making reservations in the booking mask. Here you see an extensive customer data mask where you can complete the rest of the relevant data. You can move through the customer list page-by-page or look for a specific customer by entering their name in the search field.

Do you use templates for invoices, treatment confirmation or physiotherapeutical reports? We can integrate them in MY SPA and prefill them with treatment data (if applicable, also with prices from the MY POS cashpoint system), so that you may edit, process and store them in your back office IT environment.

5.1 Creating a new Customer

In this mode, you can enter and save all your important customer data. You can filter all the data (except the comment) later on and export it into a CSV-file for further use.

By clicking on the 'New' button you will get to the following input mask:



Through opening the expandable fields, you can hide rarely used data, like bank account data, or review specific information regarding past/cancelled appointments and more. If you use the integrated Upselling module to book items within MYSPA, you will find a list of item sales, as well as the option to book items for the chosen costumer.

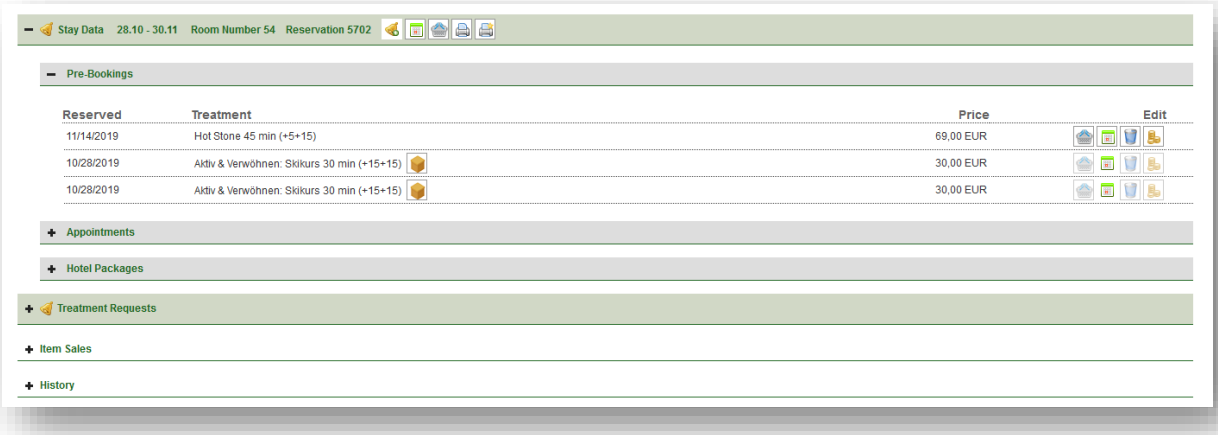
In the upper right corner, you will find a display of the total revenue created by this customer, i.e. all treatments and items that were posted and already billed, and you can see the revenue split between treatments and item sales. If you use the Multi-Property-Version, you have the option to see the customer's

revenue within one shop, or you can choose 'all' shops at the top and review his revenue within all the spa's you manage.

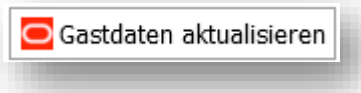
You can also set up customer groups, which lets you group your customers – for example for a mailing.

The field 'Reminder Date' can have multiple uses. You can note the end of a membership or a subscription or set any date you want so that you get reminded to contact him or her. You can use the comment section to define the reason for contact. You will be reminded by a notification on the 'Appointment' site 5 days before the set date.

If you are using a hotel interface, you are able to see details for the current or nearest stay, as well as data of prior stays. The print icon now refers to a certain stay, showing all the guest's appointments referring to this stay. You can also post all, or only specific appointments, items or tip by clicking on the 'Pay' button.

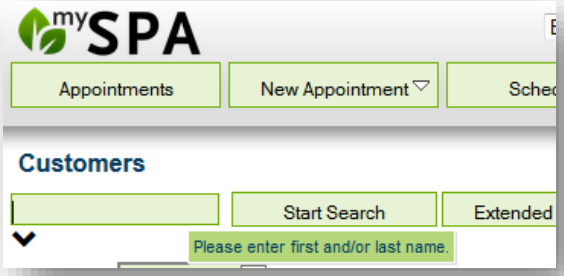


Most of the hotel systems MY SPA is connected to, will send or offer lists of new or changed reservation and guest data. SIHOT and Opera Cloud provide those changed reservation data, which MY SPA can use to keep the guest data up-to-date.



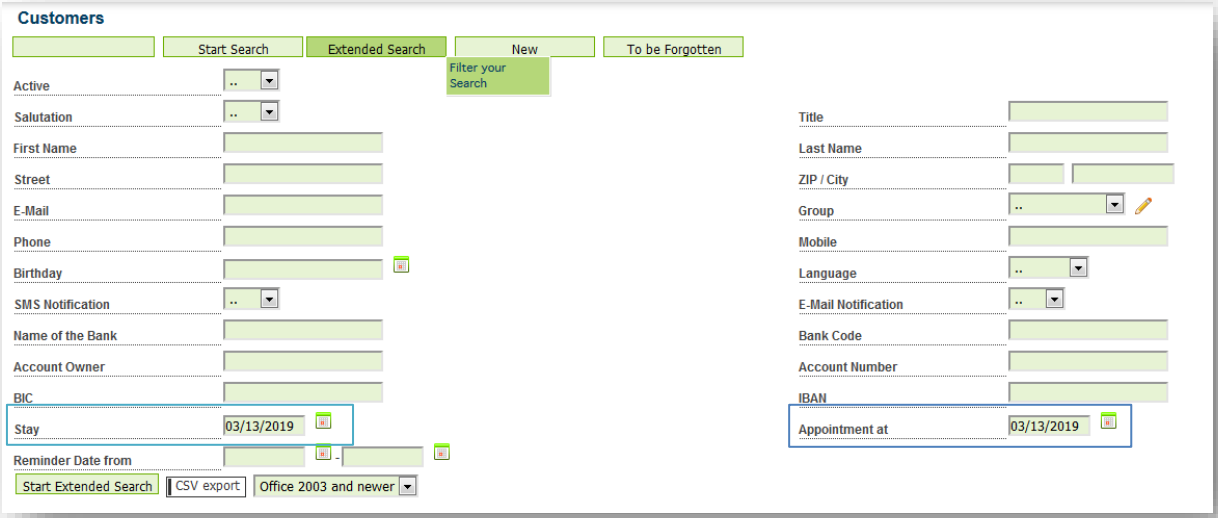
In rare cases, changes that only affect the guest profile of the travellers are not noted by the hotel system as an update of the reservation and therefore do not arrive in MY SPA. In order to intercept such cases, you will find a button for updating guest data in the MY SPA customer mask, which manually queries all data stored for this guest in the hotel system.

5.2 Find Customers

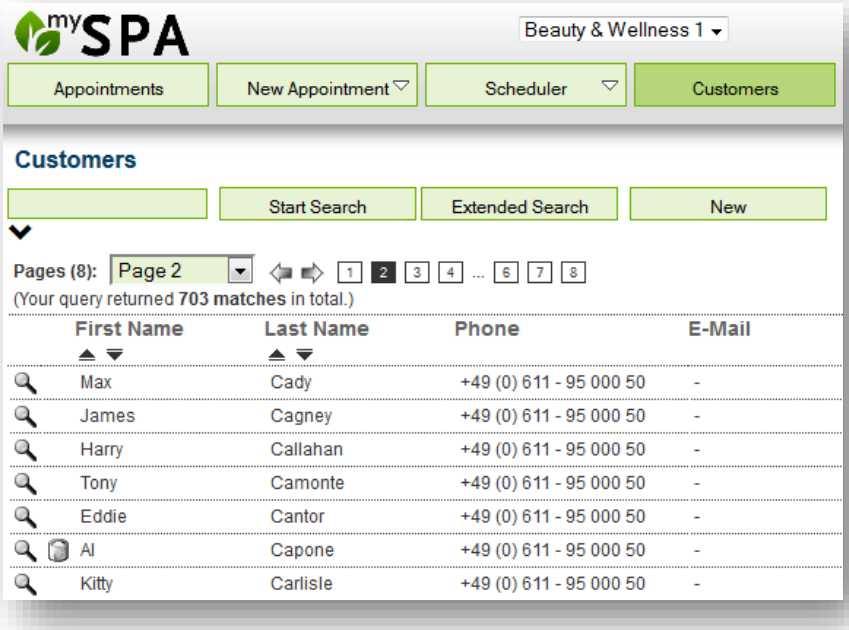


If you are looking for a specific customer, you enter their first and/or last name in the search field. Or you click on the arrow underneath and open the 'Extended Search' feature. Here you find more criteria you can limit your search.

Using the 'Extended Search', you may find guests by their stay data as well as a certain appointment booking date.



If you click on the magnifying glass next to the name in the result list, you will see all relevant data of the customer as well as all their appointments. You can also edit the appointments right there.



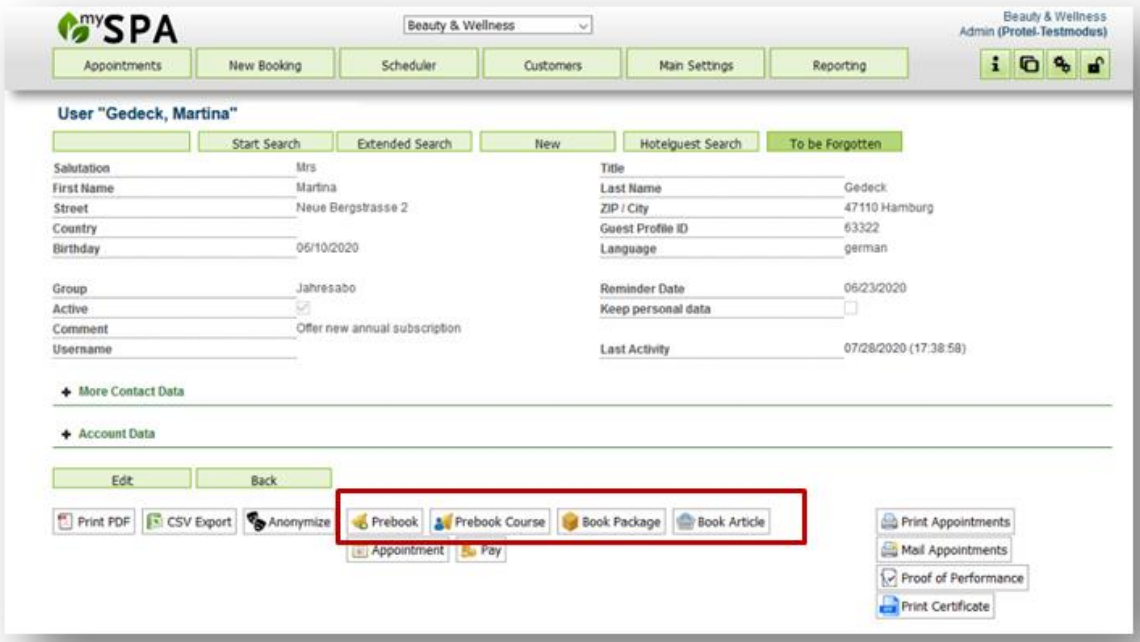
5.3 Note Guest Treatment Requests

It is possible to reserve treatments, packages and classes for a guest without scheduling them directly. This booking method is particularly suitable for receptionists who would like to include additional services for the guest when making the hotel reservation.

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

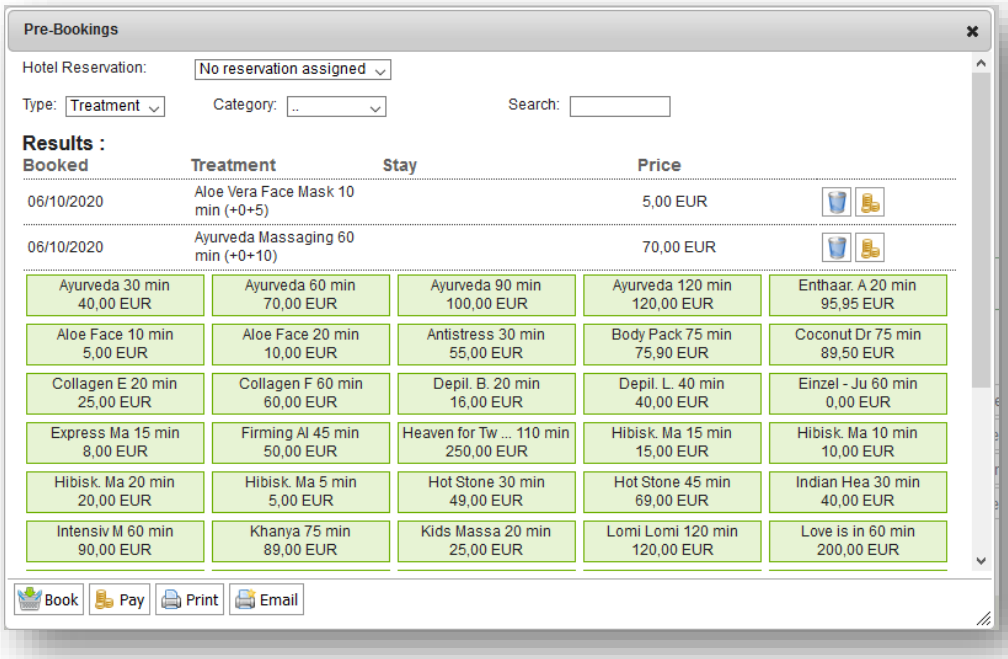
As with the free sale of articles, clicking on treatment request opens a list of all treatments that are included in MY SPA and which you can search by name or find more easily by category. Click on the desired treatments and select a guest in the top right-hand corner and, if necessary, his or her stay.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

For existing MY SPA guests you will find buttons for Prebookings in the customer profile:



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.

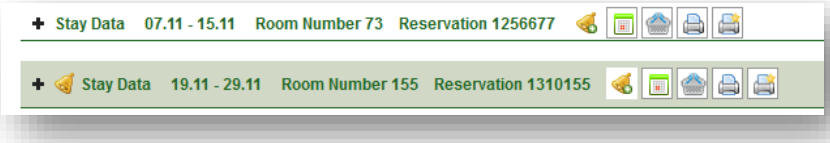


Within this mask you can change the 'type' without leaving the mask: between treatment, course, package, article.

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).

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

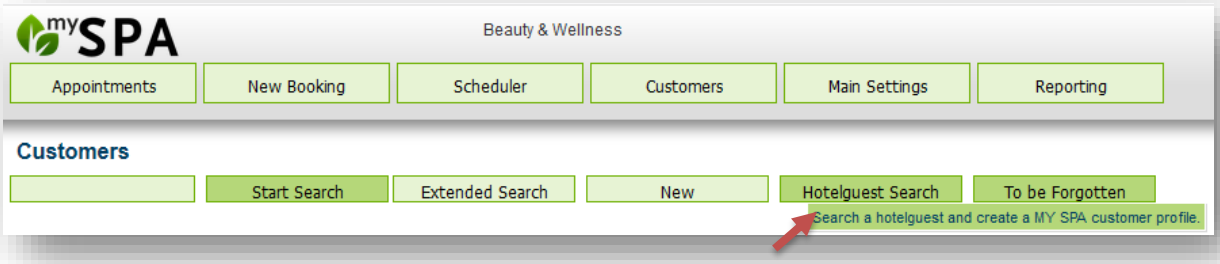
You will also find the note in the list of reservations. If reservations have already been made, the bar is highlighted in green and the bell is displayed:



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

5.3.1 Treatment Requests for new MY SPA Guests

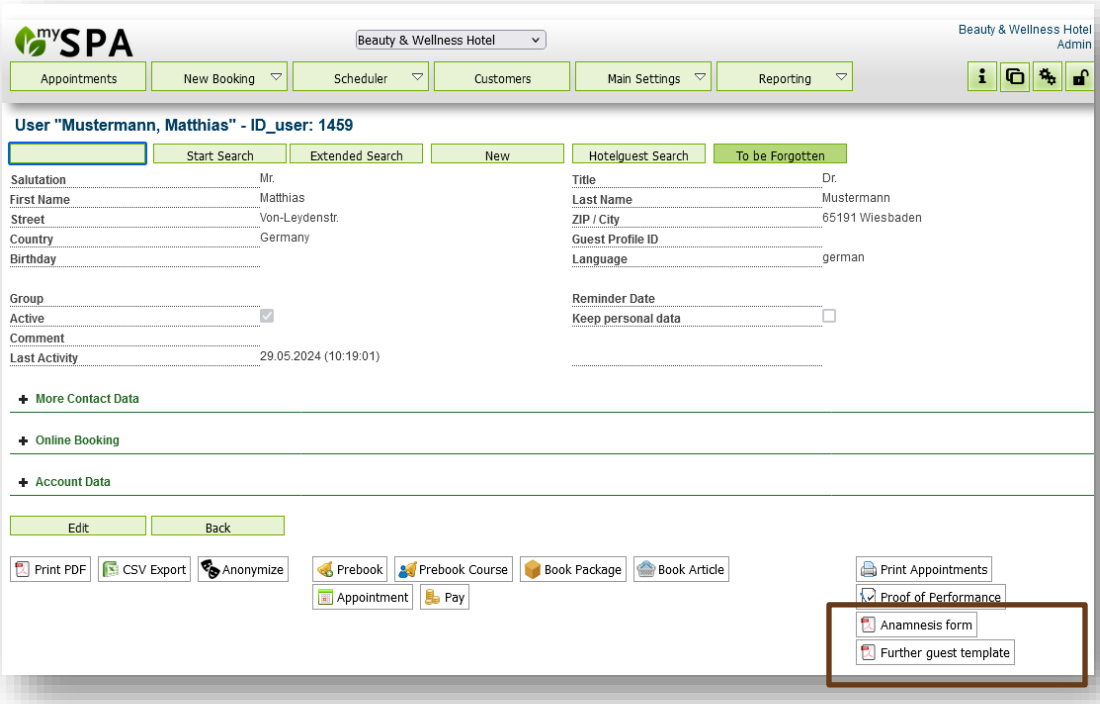
If it is an external guest, first create a customer profile for him or her. If you are dealing with a guest from a connected hotel system, use the function to create a new MY SPA profile under 'Hotelguest Search to import his data.



5.4 Anamnesis Form and Diagnosis

A frequently mentioned but critical point from a data protection point of view is the desire to store health data in wellness planning systems.

Legislation in Europe is clear and only permits the storage of health data under certain circumstances. We support you in compliance with the law by offering you templates to print out, which can be generated for the guest individually with their name and e.g. their stay as a PDF download. If you would like us to create



such templates for you, please send them to us. You will find them in the guest mask after implementation. Please note that we charge for the integration of your templates as a hourly fee-based service

We do not currently store the questionnaires or findings completed by guests in MY SPA in order to fulfil the GDPR. This is because the storage of this data is only permitted if the patient clearly consents and the staff accessing the data are subject to professional secrecy, i.e. medical confidentiality.

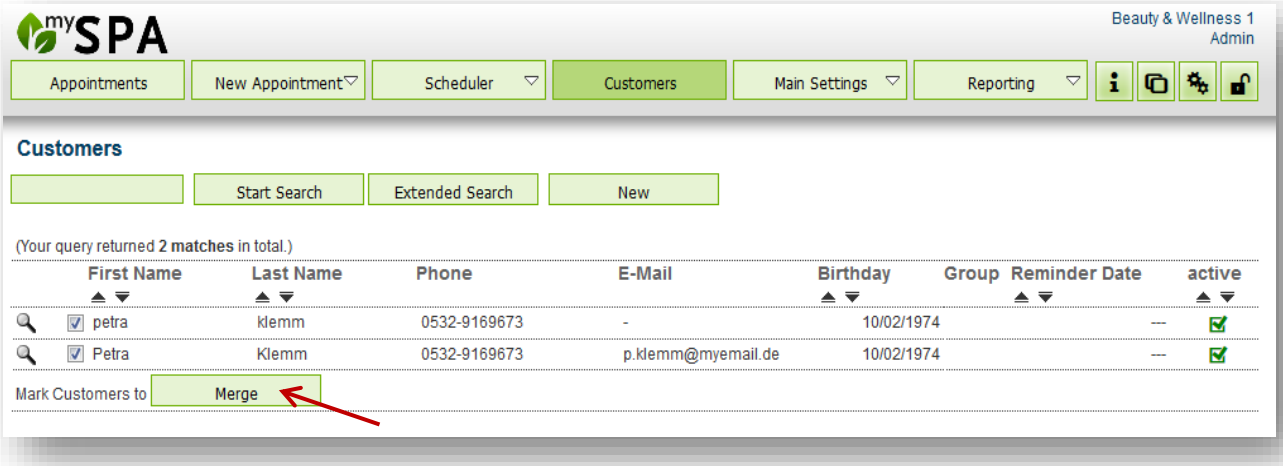
5.5 Merge Customers

In the course of the use and by multiple registrations through the Online Booking module, it can happen that duplicates of customer records are being created. A customer's data record can only be deleted as long as no booking was made under their name.

This is also helpful if guests have created an external guest account via the MY SPA online booking route and the guest is then sent to MY SPA again via the hotel system with a reservation and guest profile ID.

If two guest files to be merged each have their own hotel system guest profile ID, please contact reception to find out which is the correct one.

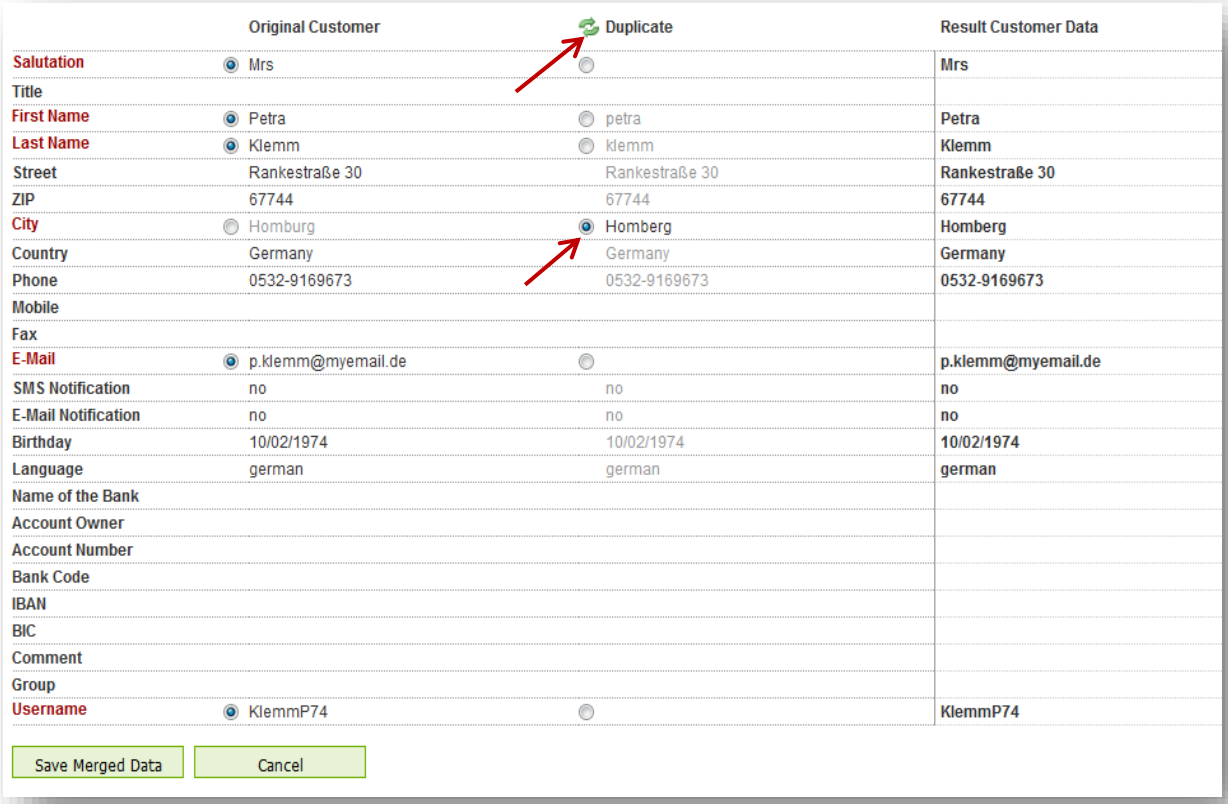
Duplicates on the other hand can be edited. In the 'Customers' overview you can mark two data sets and choose 'Merge' at the bottom of the search results.



In the next step you will see both customer data records in comparison to one another. The 'Original Customer' should contain the most correct records, whereas the duplicate has faulty data or missing entries. You can switch the data sets by clicking on the green arrows .

Deviating information will be shown in red, whereas the Original Customer's data will be considered correct. You can import the duplicates' data by clicking in the circle next to it. On the right, you can see the new customer data set, consisting of the information you chose. Confirm your changes by clicking 'Save Merged Data' or simply 'Cancel' the process.

After saving the data, all the bookings from both data sets will be joint and listed in the merged customer.



	Original Customer	Duplicate	Result Customer Data
Salutation	Mrs		Mrs
Title			
First Name	Petra	petra	Petra
Last Name	Klemm	klemm	Klemm
Street	Rankestraße 30	Rankestraße 30	Rankestraße 30
ZIP	67744	67744	67744
City	Homburg	Homberg	Homberg
Country	Germany	Germany	Germany
Phone	0532-9169673	0532-9169673	0532-9169673
Mobile			
Fax			
E-Mail	p.klemm@myemail.de		p.klemm@myemail.de
SMS Notification	no	no	no
E-Mail Notification	no	no	no
Birthday	10/02/1974	10/02/1974	10/02/1974
Language	german	german	german
Name of the Bank			
Account Owner			
Account Number			
Bank Code			
IBAN			
BIC			
Comment			
Group			
Username	KlemmP74		KlemmP74

Save Merged Data | Cancel

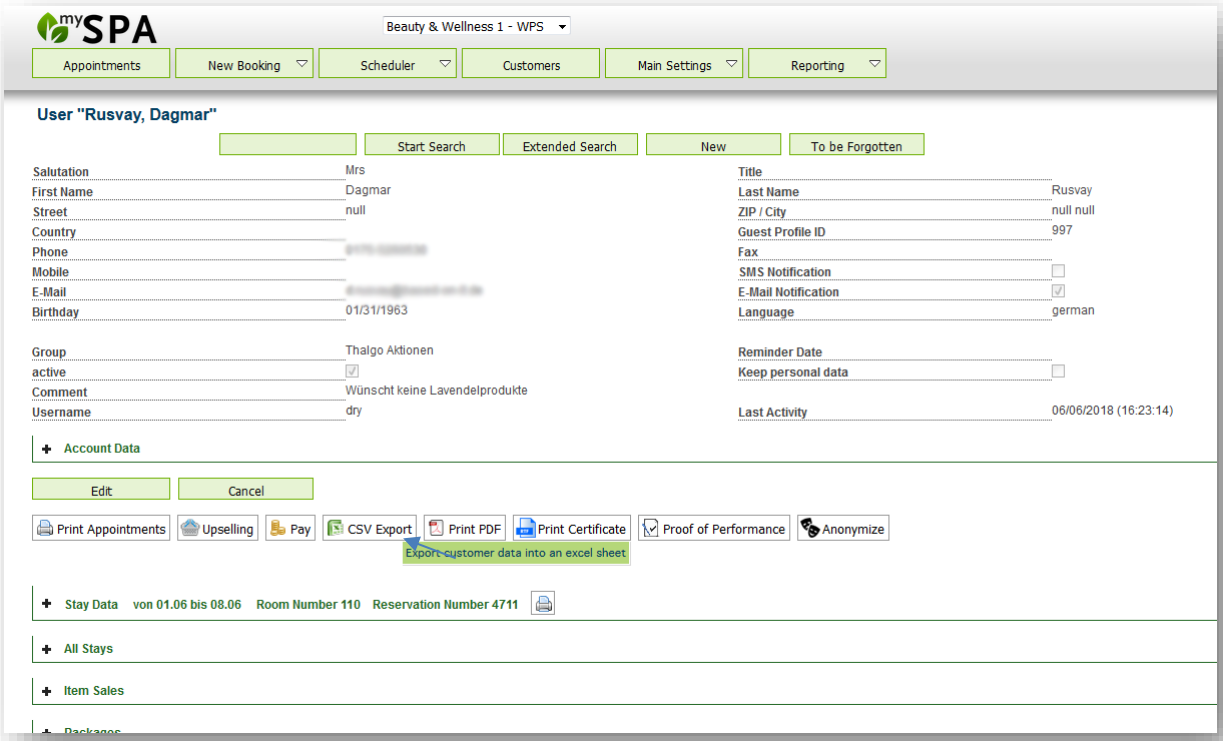
In case a guest has multiple duplicates, they will have to be merged in single steps, because you can only merge two data sets at once.

5.6 Implementation of EU Data Protection Regulation

Your customers or guests have the right of information, rectification and erasure of their personal data, stored in MY SPA. You are obliged to inform your guests, in which way their personal data is being used. MY SPA assists you with new functions, which all employees holding the userright level 'Master' or higher, may use:

5.6.1 Export of Collected Data

Your guests have the right of information in form of a copy of the personal data according to Art. 15 (3). If you are asked to provide the collect data, you may do this by exporting the data as CSV data file. We extended the export, so it includes all collected data like stays, treatments, payments and comments. Open the guests profile. In the toolbar you will find the button ‚Export Customer Data'.

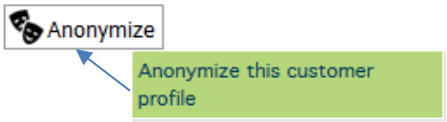


Additionally, you may download a PDF file that holds all collected data. Please note, that it will also show all comments, i.a. notes provided by the connected hotel PMS.

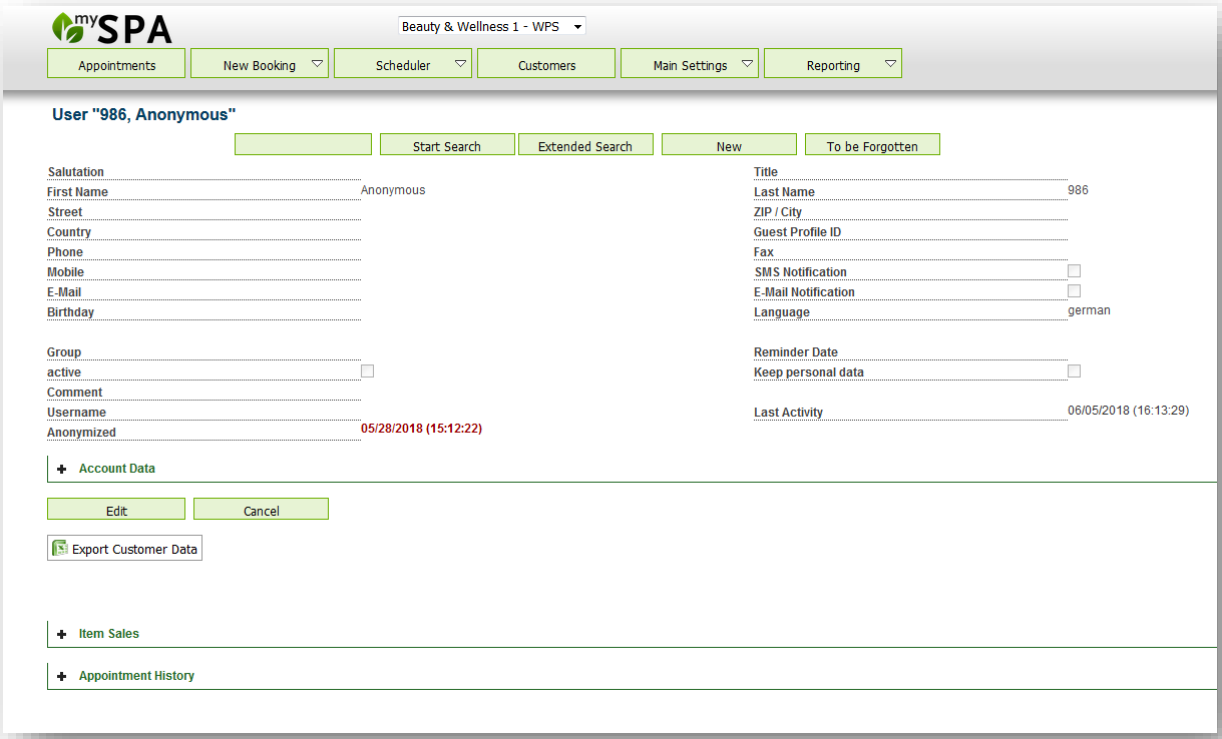
If you have a MY SPA Multi-Property installation, according to the regulation all stored data will be exported, also those of other properties.

5.6.2 Anonymizing Personal Data

Your guest have the right to erasure of personal data according to Art. 17 (1). You may anonymize personal data on a persons demand or withdrawal of a former consent. All personal data will be deleted irretrievable, but will be included anonymously in reports and statistics.



Open the customer's profile. In the toolbar below the personal data you will see the button ‚Anonymize'. der Funktionsliste unter den Kundendaten finden Sie den Button ‚Anonymisieren'. If you confirm the warning message, the guest's personal data will be deleted irreversably. Should you have accidently erased it, most browsers show the former screen view by clicking on the browser's 'one page back' button. There you may see the former entries and insert and store them again.



Afterwards, the guest's profile is emptied besides a number and the date of it's anonymization.

Please note: If MY SPA is connected to your hotelsystem and the guest books a new reservation, his personal data will be sent again and his former profile will be refreshed. Please inform your guest's, that the anonymization does not automatically include the hotel reservation system.

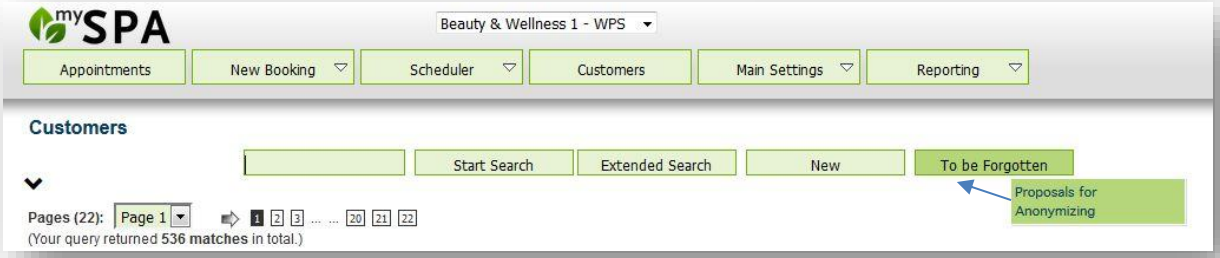
5.6.3 Forgetting Personal Data

Your guests have the right to be forgotten according to Art 17 (1a). MY SPA offers a function to manage the duration of inactivity, after which the guest profile is presented in a list of proposals for anonymization.

Go to ‚Main Settings' – , Shop Data', respectively choose 'all' properties in the Multi-Property version.

Choose a duration of one, two or three years of inactivity, until the guest is added to the list of proposals.

Anonymizing is not done automatically! Open the list of proposals by going to 'Customers' and click on the button 'To be Forgotten':



View the list and choose the guest profiles by checking them. At the end of each page, you may select all or none in a single step.

We recommend to do this regularly on a monthly basis.

You may remove guests permanently from this list of proposals, if they have expressly agreed to a permanent storage of their personal data: Open the customer profile and check the option ‚Keep personal data'.

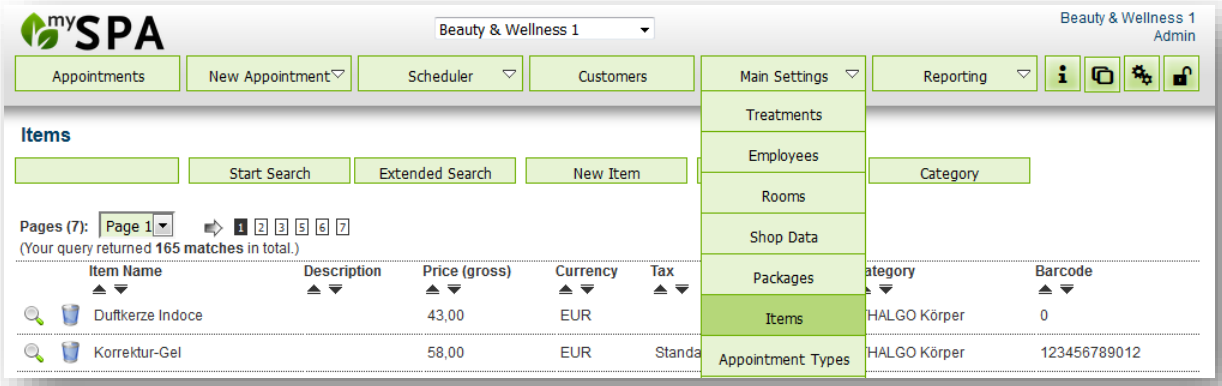
If MY SPA is connected to your hotelsystem and the guest returns, his personal data will be transferred to MY SPA and his anonymized profile will be filled again.

6. Module Item Sales

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

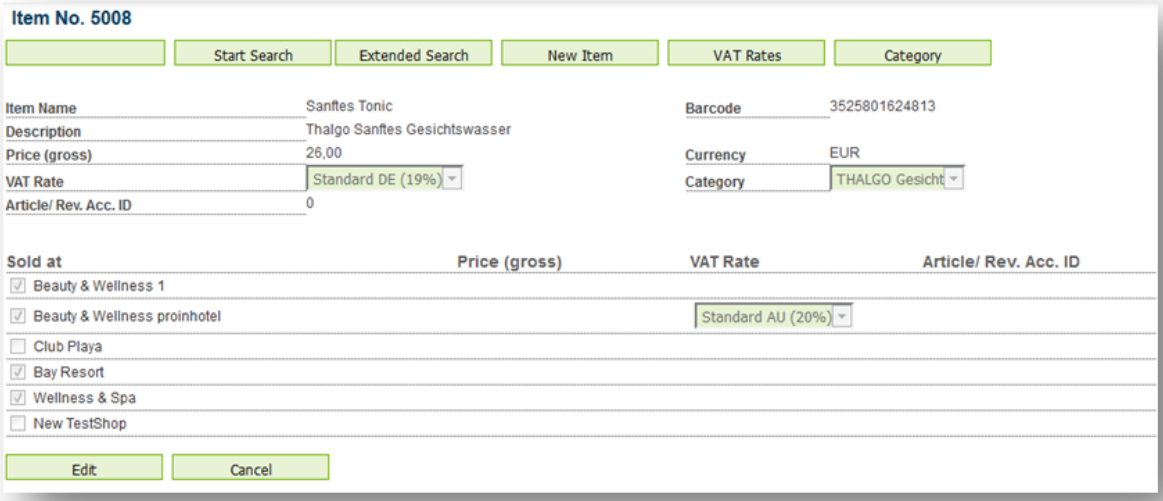
All sales are posted directly to the PMS on the guest's account and FO will issue an invoice. Therefore, external Spa guests must be checked in as Day Visitor in the hotel system. If you prefer to issue fiscal compliant invoices at the wellness desk, please ask for the MY POS cashpoint system.

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.



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.

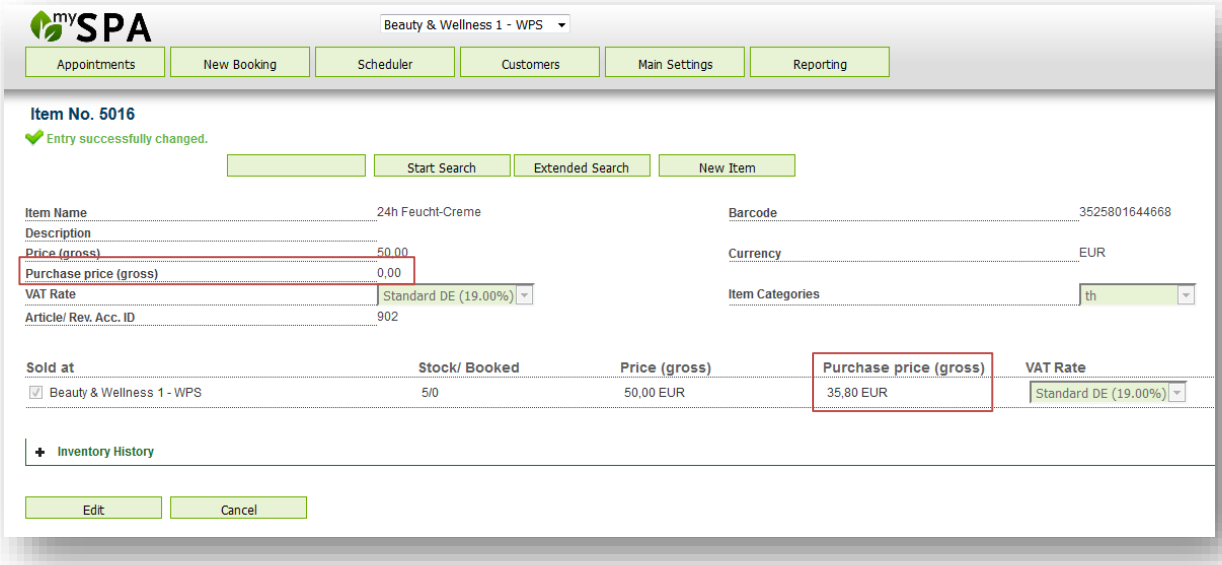
The description is an information for your employees, the VAT and categories are offered from the settings for both. The product EAN barcode may be entered if a barcode scanner is connected and may be used for a faster posting in the sales process.



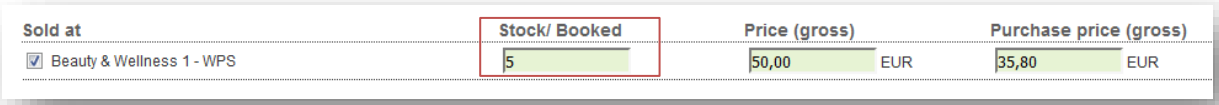
Like every other service, tip is sent to the hotel systems as an item. You can define the corresponding revenue account yourself, since 'tip' is a preset item. To edit the tip item, uncheck the option 'show active only' in the display of the articles. If you have not licensed the article module, we will be happy to save the tip hotel account for you.

6.1 Item Inventory

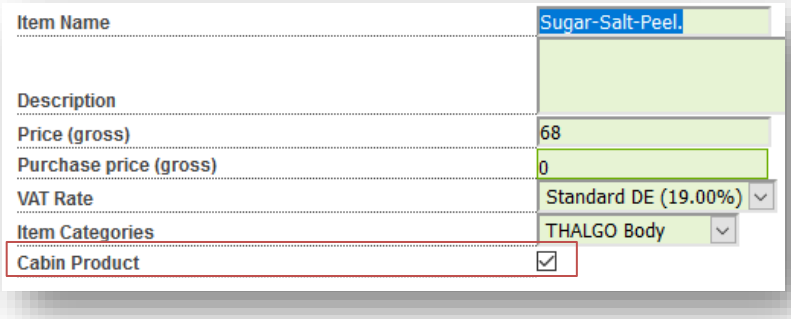
To calculate the value of your inventory correctly, it is mandatory that you add the purchase prize for your products. Please open the tab ‚Main Setting' –> ‚Items' and open the item. Depending on if you use global articles in a Multi-Property Edition or if you use the module as a Single-Shop, you may enter the purchase prize in the general item information or in the shop details below.



Please click on ‚Edit' and also enter the initial inventory amount of this product in the line of your spa's settings on site.

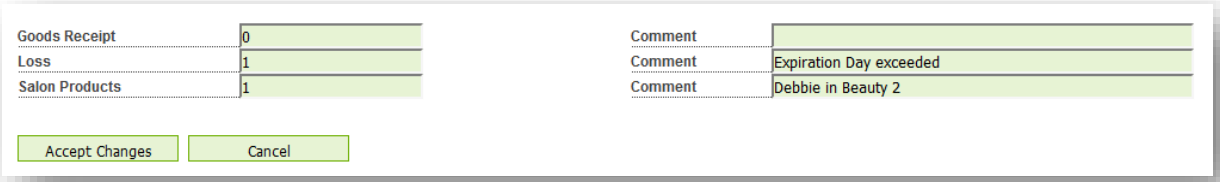


If you mark items as a cabin product, it will not be offered in the list of sales items, but stocks can be managed in the MY SPA Article module and displayed in the inventory list. To do this, select the article and check the box.

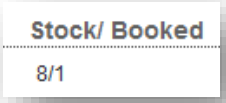


6.1.1 Inventory Changes

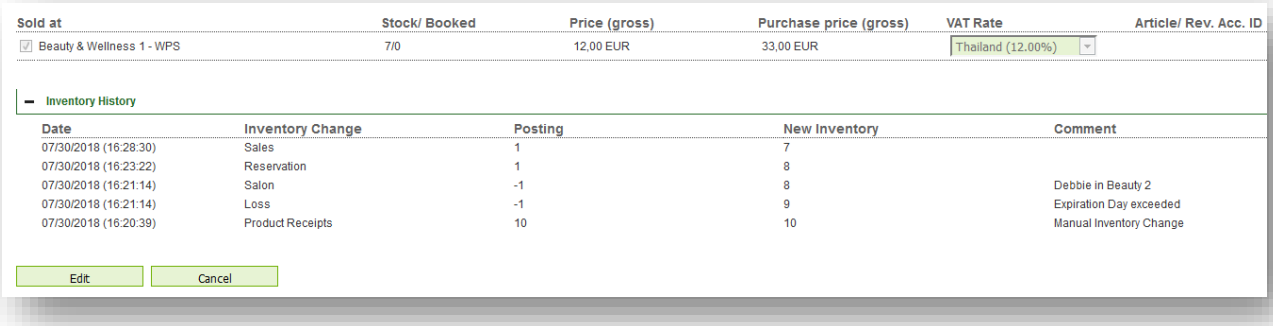
Clicking on 'Edit', you may enter changes like using products for cosmetics treatments, damages or other losses or new deliveries anytime by entering the amount and if you wish, a comment.



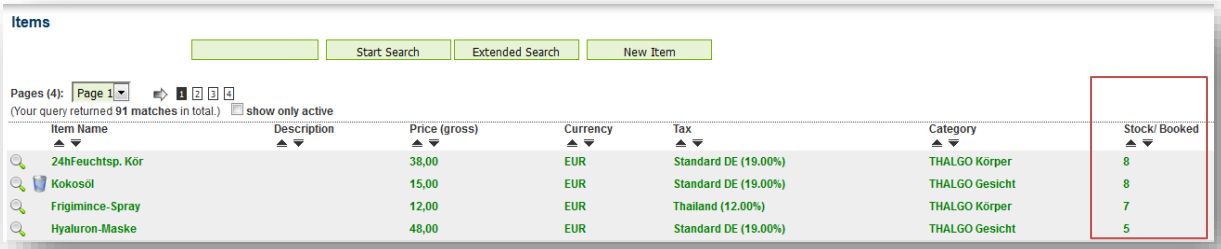
Sales and cancellations are counted automatically. As long as an item is booked, but not yet paid, it is shown in the stock as 'booked', but not deducted from the stock, until it is sold or deleted.



All entries are listed in the article's inventory history.

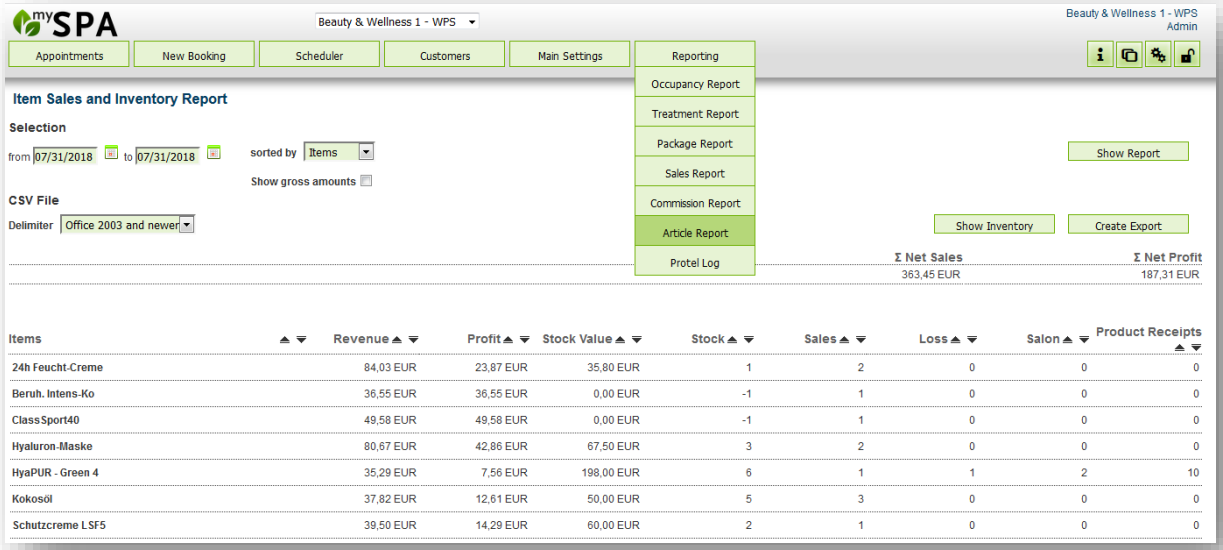


In your Item's Overview you will find the 'On Stock' information added and you may sort the list by the amount if needed:



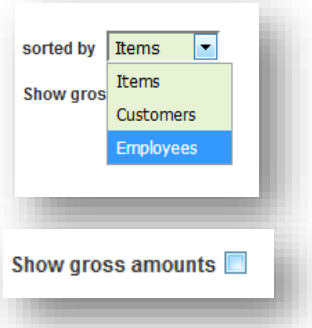
6.1.2 Article-Report

The item Sales and Inventory report holds information about revenue, stock and value of your articles listed in and sold via MY SPA. Click on the tab ‚Reporting' and choose ‚Article Report':



Items	Revenue	Profit	Stock Value	Stock	Sales	Loss	Salon	Product Receipts
24h Feucht-Creme	84,03 EUR	23,87 EUR	35,80 EUR	1	2	0	0	0
Beruh. Intens-Ko	36,55 EUR	36,55 EUR	0,00 EUR	-1	1	0	0	0
ClassSport40	49,58 EUR	49,58 EUR	0,00 EUR	-1	1	0	0	0
Hyaluron-Maske	80,67 EUR	42,86 EUR	67,50 EUR	3	2	0	0	0
HyaPUR - Green 4	35,29 EUR	7,56 EUR	198,00 EUR	6	1	1	2	10
Kokosöl	37,82 EUR	12,61 EUR	50,00 EUR	5	3	0	0	0
Schutzcreme LSF5	39,50 EUR	14,29 EUR	60,00 EUR	2	1	0	0	0

Select the period for your report you wish to create. The default setting ‚sorted by items' shows sales revenue with it's profit, item stock with additions and retirements during the chosen period.



Sorting by customers and staff list revenues and profit of each individual. All columns may be sorted ascending or descending. Choose if you wish to see net or gross prices.

You may export all lists for your further processing to your spreadsheet software as .csv.

6.1.3 Inventory List

A preconfigured report creates an inventory list for the current time. It shows the target situation of your sales inventory according to automated logging of postings and cancellations, the manual entries of turnover (initial inventory, incoming receipts, salon products and loss). Any deviations detected should be entered as a corrected number in the item management. The stock value is calculated by it's reacquisition value, which is calculated by the net or gross purchase price, depending on your choice.

A22

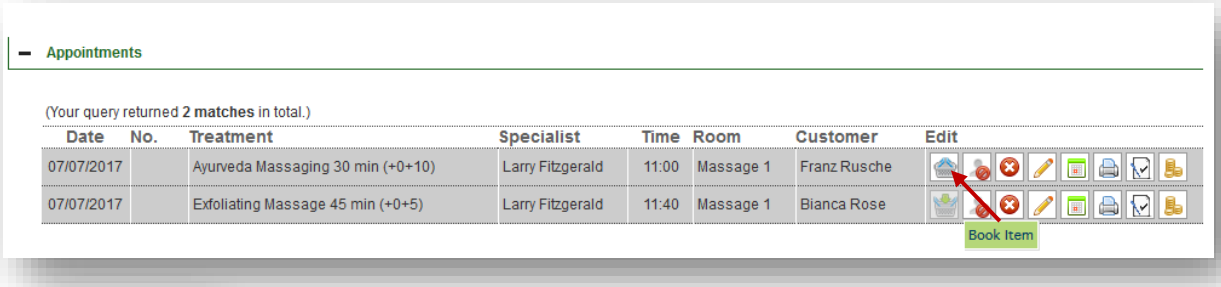
	A	B	C	D	E	F	G
1	Stock (Beauty & Wellness 1 - WPS) – 31.07.2018 -						
2							
3	TOTAL VALUE						
4	602,30 EUR						
5							
6	ARTICLE No.	LAST GOODS RECEIPT	ARTICLE	DESCRIPTION	UNIT PRICE	ON STOCK	TOTAL VALUE
7	5045	30.07.2018 16:20	Frigimince-Spray		29,46 EUR	7	206,25 EUR
8	5188	31.07.2018 14:14	HyaPUR - Green 4	Especially for dry skin.	27,73 EUR	6	166,39 EUR
9	5197	30.07.2018 12:21	Kokosöl		8,40 EUR	5	42,02 EUR
10	5199	27.07.2018 11:09	1 Ayurvedamaske		12,61 EUR	4	50,42 EUR
11	5038	30.07.2018 12:54	Hyaluron-Maske		18,91 EUR	3	56,72 EUR
12	5022	30.07.2018 12:22	Schutzcreme LSF5		25,21 EUR	2	50,42 EUR
13	5016	30.07.2018 12:18	24h Feucht-Creme		30,08 EUR	1	30,08 EUR
14							
15							

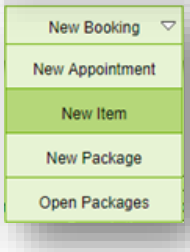
In the Multi-Outlet-Version you can manage the categories and VAT rates for each Spa separately. Check the box next to the shop you want to sell the item at and if needed, set deviating prices, VAT rates or enter a different item ID. You can also create global items, which you can make sellable for each internal shop (go to Items – uncheck the box next to 'show only active' to see global items which are not assigned to the shop yet) or you can create shop-specific items, which are only to be sold in this shop.

6.2 Book Items

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:

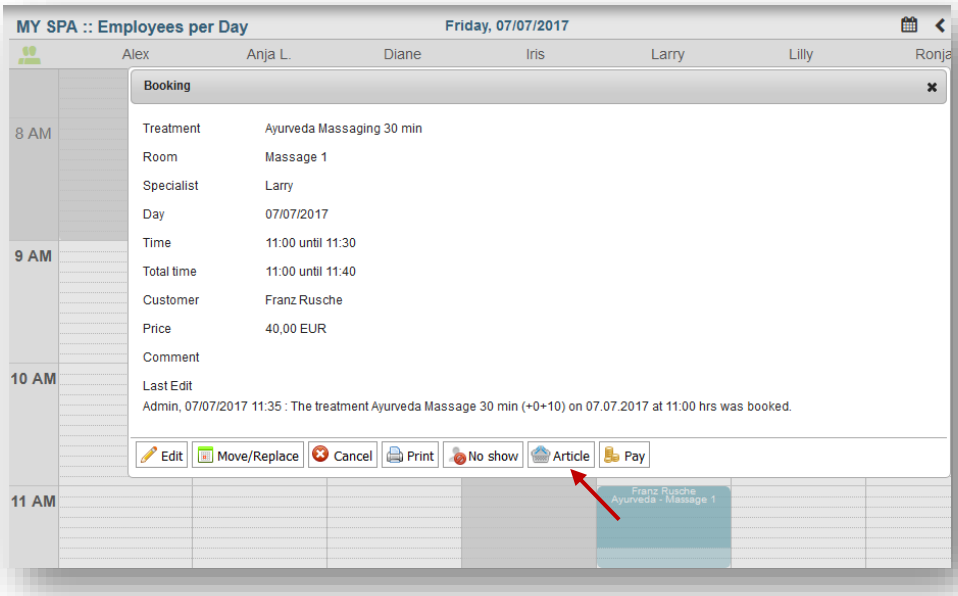
1. In the appointments list:



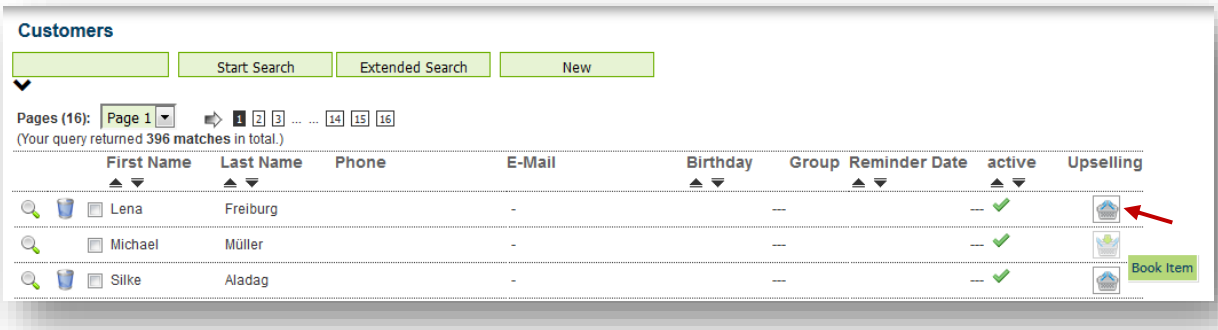


2. In the tab 'New Booking - 'New Item'

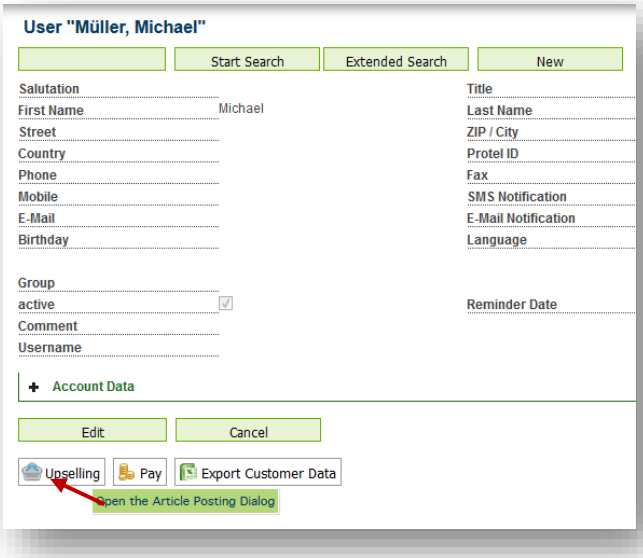
3. In the calendar's appointment detail screen:



4. In the customers list:



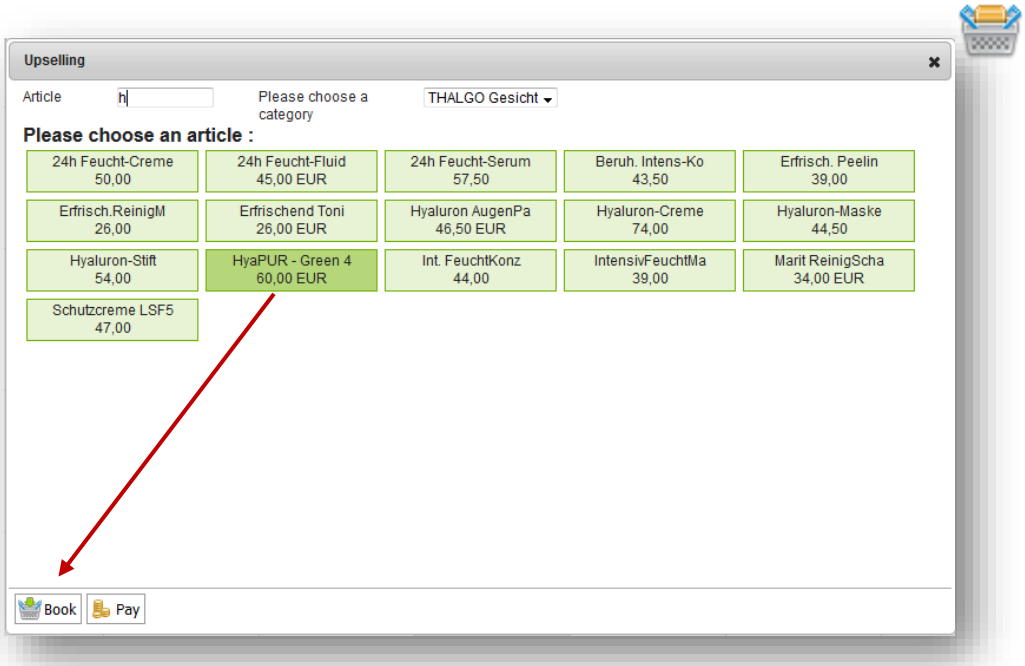
5. In the customers detail screen:



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. Use the quick search field at the top left of the screen to find the desired item via the short name, the description or the EAN barcode of the sales item, provided you have entered this in the item master data.

When booking an item, the details of the item are displayed in the hover. On the one hand, this is helpful when searching for the desired item, and on the other hand, sales arguments can be displayed in this way.

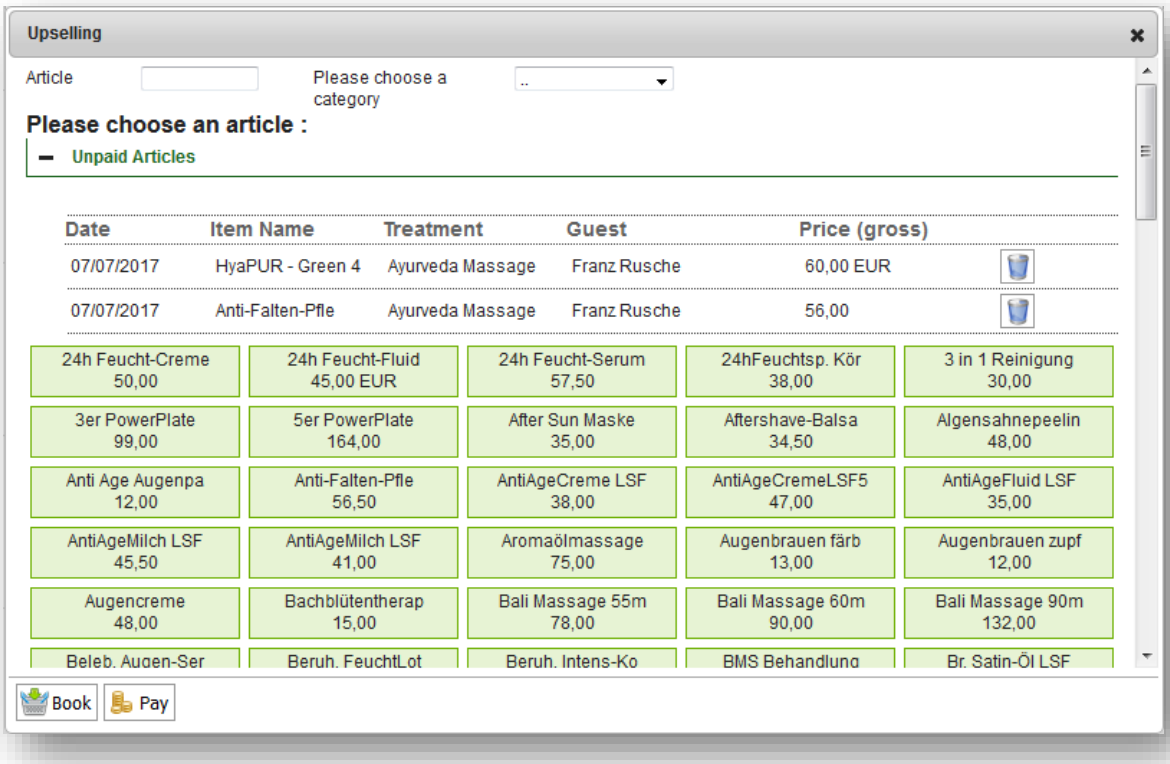
The category and the long description of the article are displayed.



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.

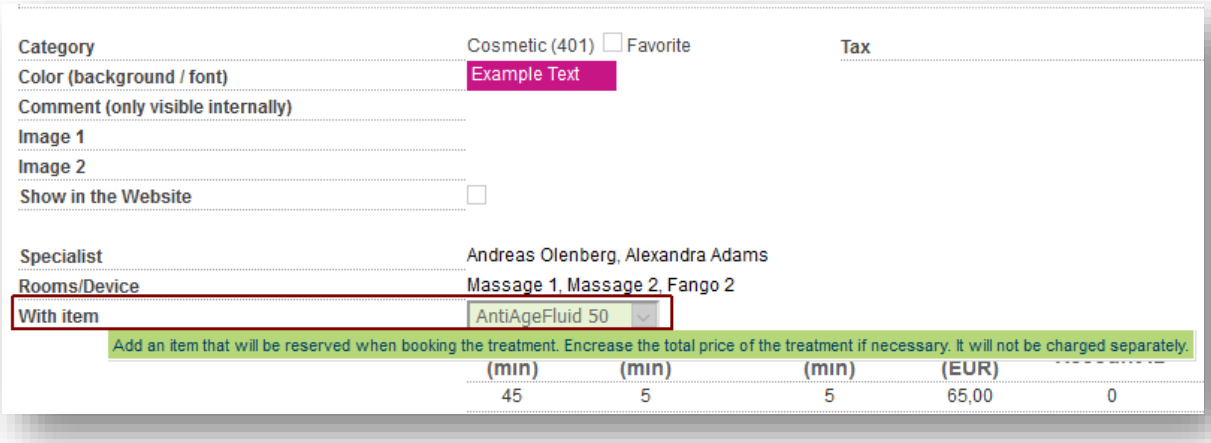
A pop-up will open, confirming your booking. Now you can sell more items or close the booking mask. If unpaid sales items are in the guest's shopping cart, you will see this icon: If opened again, you will find all already added sales for this customer in the upper screen area as a collapsed element. As long as these sales were not transmitted to Protel, they may be deleted with a click on the basket icon.

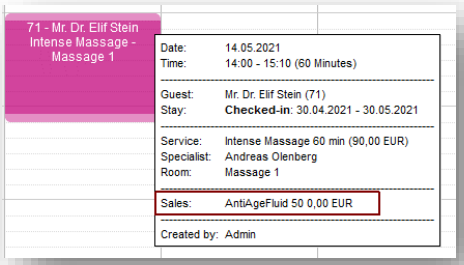


6.3 Sales Items as Part of Treatments and Packages

6.3.1 Article as an integral part of a treatment

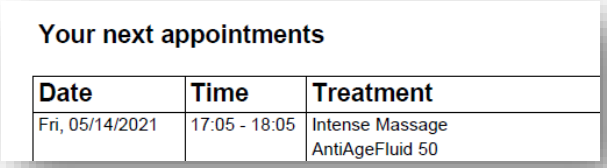
You can add an item to a treatment that is included in the total price of the treatment.





We show that this treatment includes an extra item in the calendar, on the appointment confirmation for the guest, the guest cheques and the staff schedules.

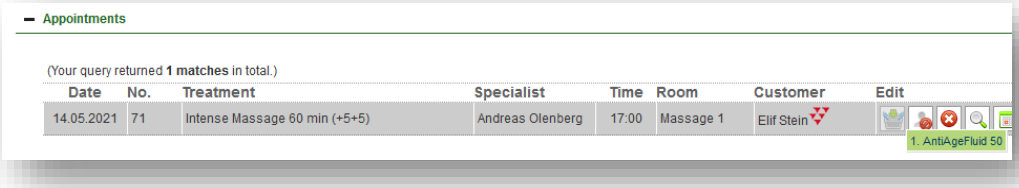
The article is also shown in the appointment list:



Your next appointments

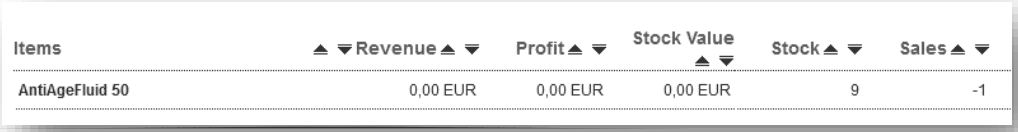
Date	Time	Treatment
Fri, 05/14/2021	17:05 - 18:05	Intense Massage AntiAgeFluid 50

Once the treatment is settled, the item sale is shown in the guest's history:



As this is an extra included in the price, no separate note is made as to whether this item was actually handed over to the guest.

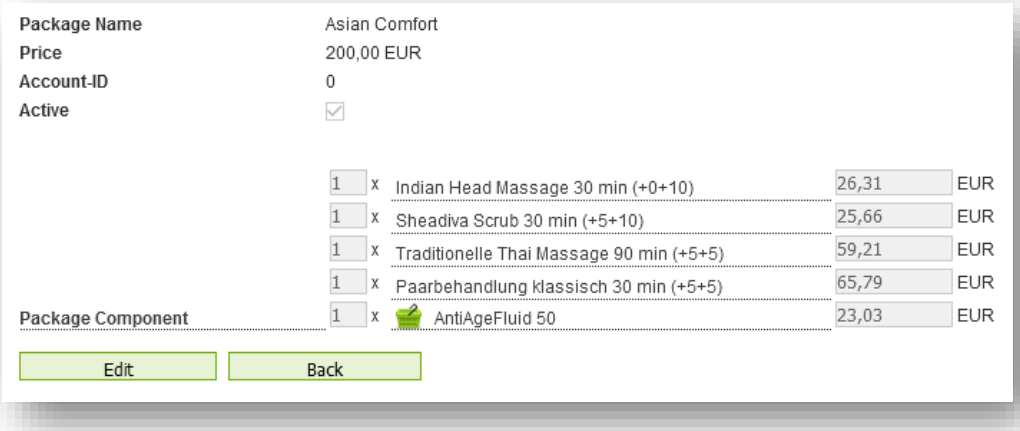
In the article/turnover report, the turnover is displayed as a free extra:



Items	Revenue	Profit	Stock Value	Stock	Sales
AntiAgeFluid 50	0,00 EUR	0,00 EUR	0,00 EUR	9	-1

6.3.2 Articles as Package Components

Unlike free add-ons to treatments, in packages the components are kept with a separate value:

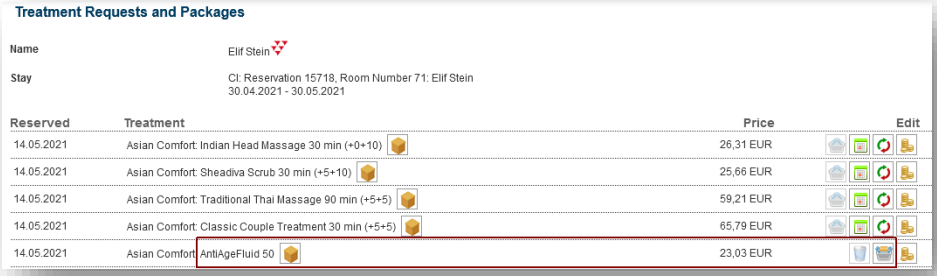


After booking the package for a guest, the item is included in the pre-booking list and you can note whether the guest has received the item. When you click on the shopping basket, the item is marked with an icon.

Not yet handed out

Handed out

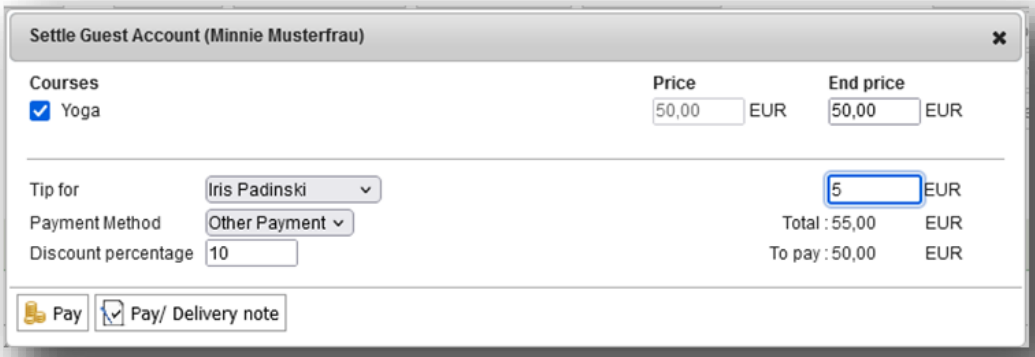
The Hand-out date is shown in the history.



7. Settlements: Send Postings to Hotelsystem

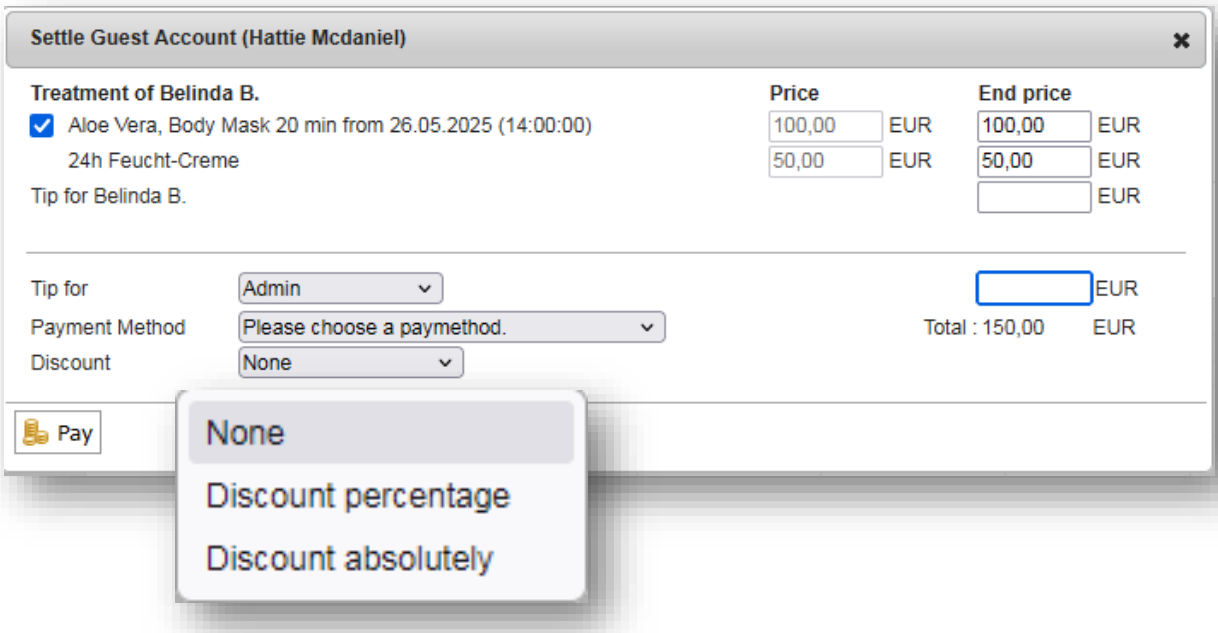
At various points in the planner, you can send a guest's treatment and sales revenue to the hotel system for booking on their room bill or personal folio.Transfer Appointments and Items for Billing

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 hotel system, clicking on the coin icon will open this dialog:



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.

In addition to entering a percentage discount when billing for services, you can now also enter an absolute discount value.



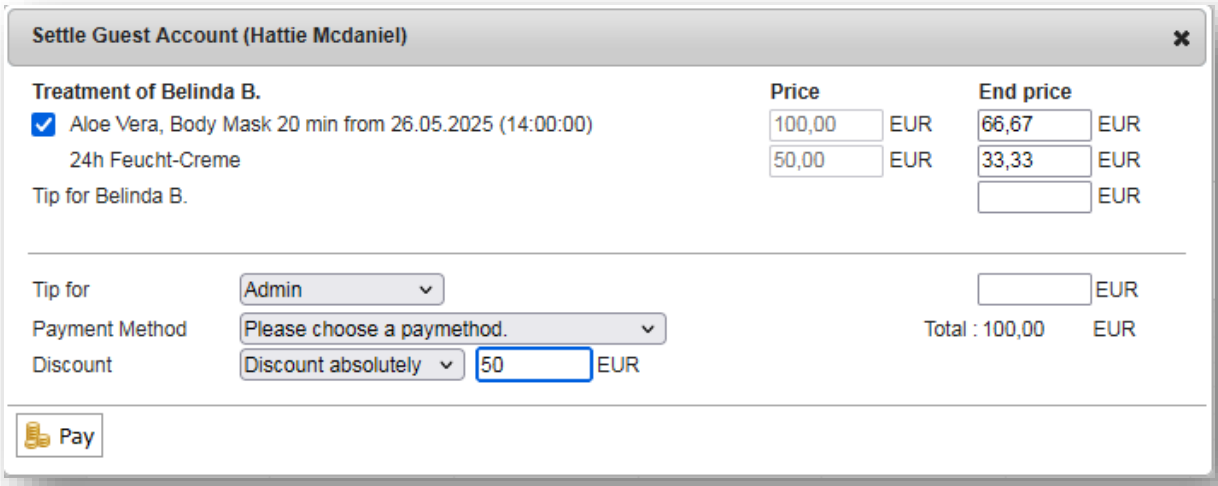
The discount reduces the value of the invoiced services proportionately:

For example, if you have a massage worth € 100 and a cream worth € 50, to bill, a discount of € 50 results in the following calculation:

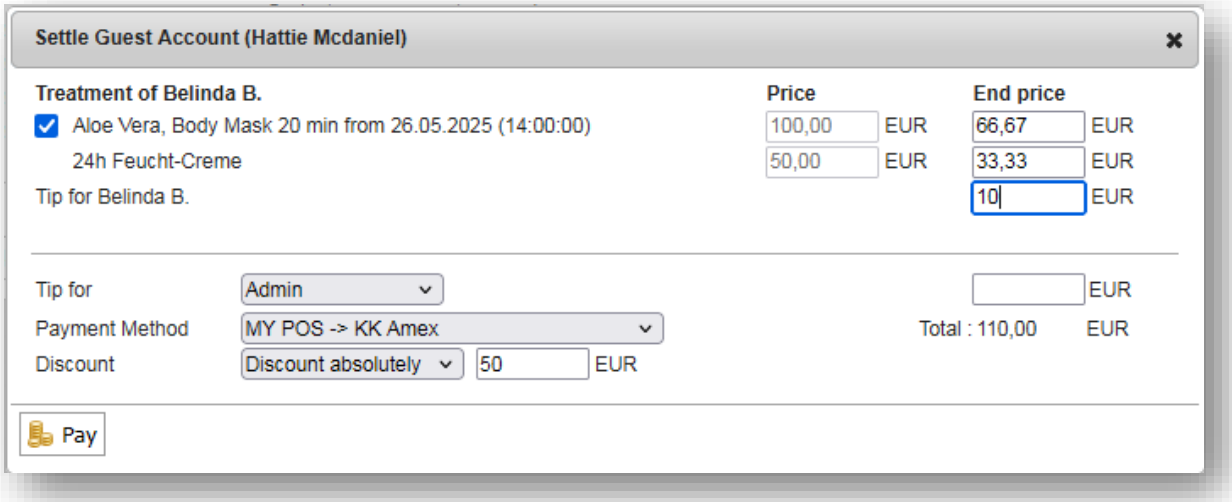
Total value of the services to be invoiced: 150,- €

Discount: 50,- € which is a third of the total amount.

Each of the two services is reduced, according tot hat value so that the massage costs €66.67 and the cream €33.33.



Tips are not affected by discounts:

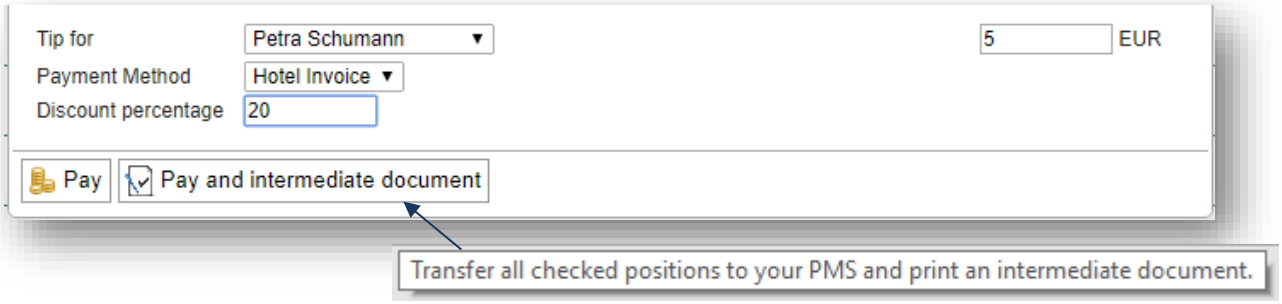


Please note that the entry of a discount cannot be saved in advance for automatic billing.

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 the hotel system.

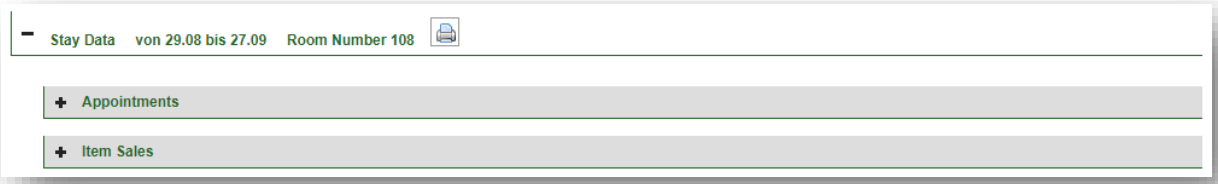
When sending a service to the PMS for billing, you may now create an intermediate document right there, which shows the discounts you just entered, as well as the items and tips, in case you booked some.



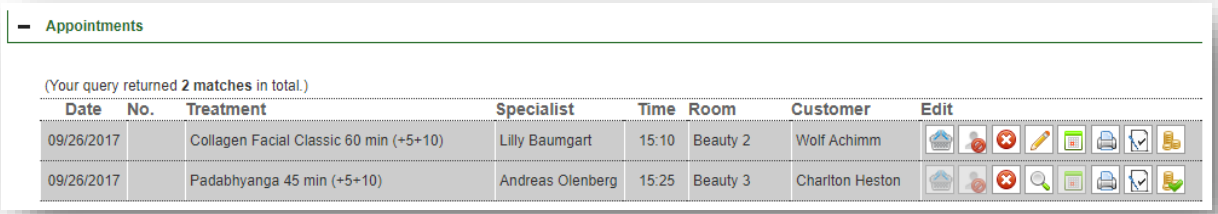
7.1 Sending cancellations to your PMS

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.



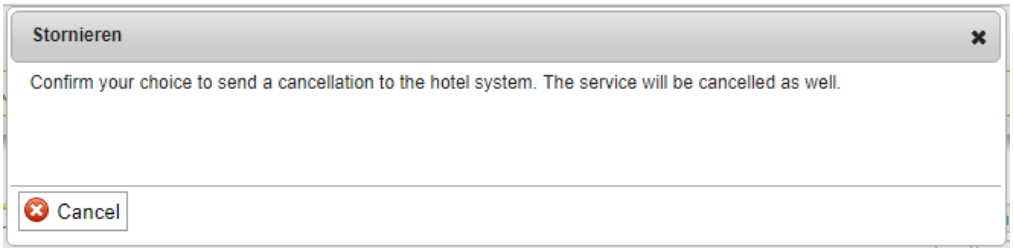
You can also search for a treatment of a specific day on the 'Appointments' site.



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

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

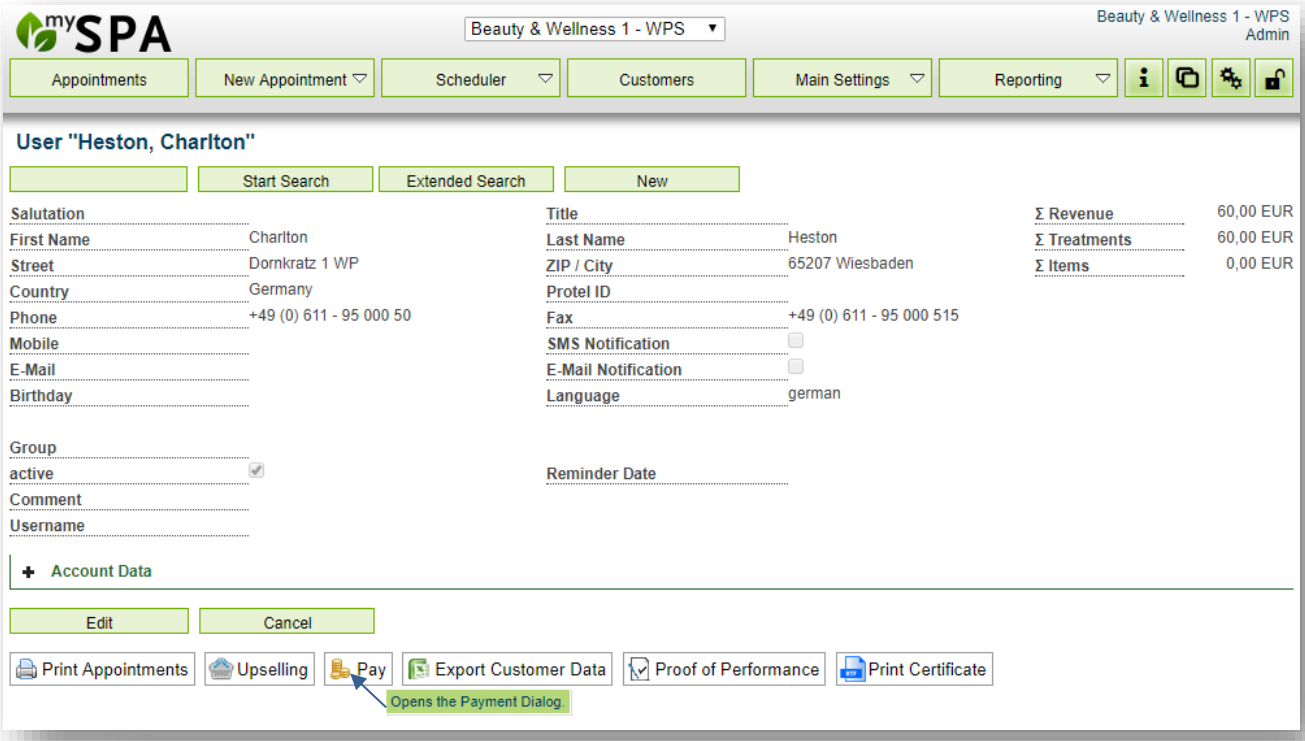
= The cancellation of a service that has been transferred to the PMS will open a dialogue window asking you to confirm the sending of the cancellation, as well as the deletion of the service within MYPSA.



7.2 Cancellation of Tips

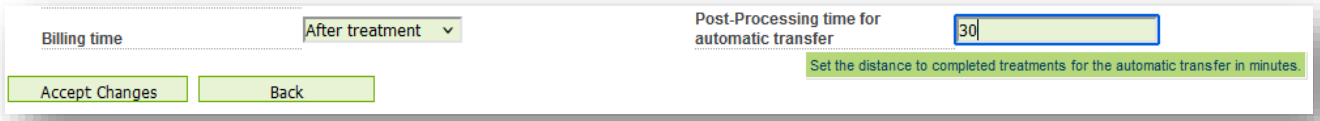
If you book a tip on the hotel invoice by mistake, please send a compensating amount to the PMS.

Go to New Booking – Tip or to the customers detail view and open the pay mask and enter a negative amount in the tip field, which will be deducted from the hotel invoice.

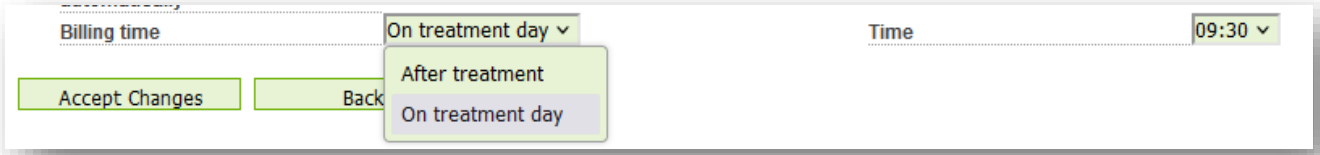


7.3 Automatic Posting

If you have selected the appropriate setting in the master data, the system automatically transfers to your hotel system the settlement of appointments with a definable time lag for treatments, courses, additional articles booked for appointments, and participation in appointments from arrangements. Packages sold in MY SPA are billed at the time of the first package date. Freely sold items can also be transferred automatically at the time of booking.



In addition to the option of automatically sending services to the hotel system at the end of the treatment, you can also set a fixed time for the billing of all services for a day.



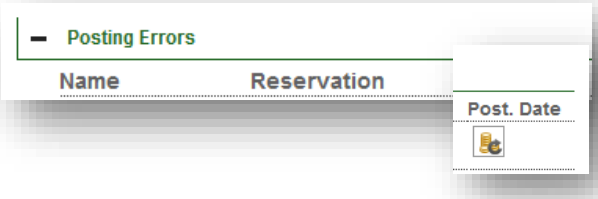
All services scheduled up to that point are sent to the hotel system at a time of your choice. If further new appointments are made during the course of the day that take place on the same day, these are sent later. As a rule, the system checks every hour whether there are any new services that have not yet been billed. This can be adjusted by us on request.

Billing errors are displayed on the 'Appointments' page. A prerequisite for successful billing is the correct assignment of a valid reservation with a matching guest profile, the guest must be checked in and the revenue account assigned to the service must be active.

Depending on the setting of the follow-up and the transmission rhythm set up on the server, it can take up to 30 minutes for the billing to appear on the guest account. We will find the ideal time interval for you in consultation with you.

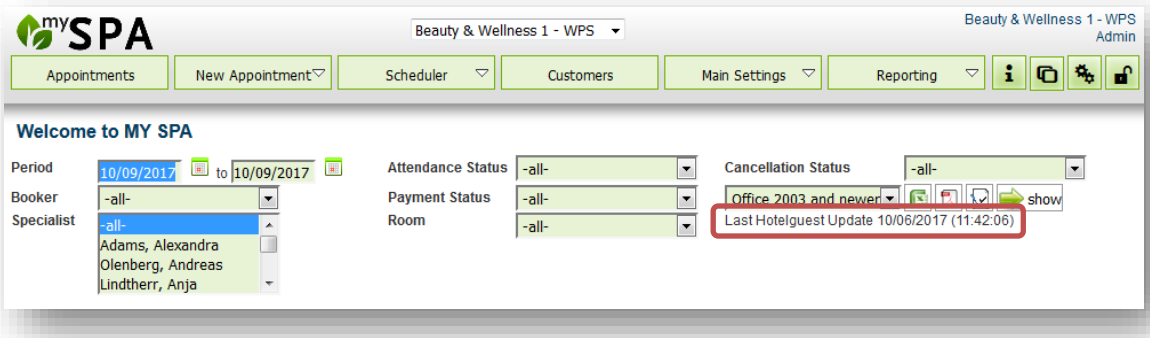
Please note: Tips still have to be settled manually.

Transmission errors (reservation not checked in, sales account not known, protel does not respond) are shown on the ‚Appointment' page. You may resent them together will all services oft he day after clarification with reception.



7.4 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.



8. Posting with the Spa Cashpoint

MY POS is a fully-featured international restaurant cash register. Now the interface to MY SPA for using the billing of your spa direct payers and day visitors has been redesigned to offer efficient and optimized procedures. Please note that the prerequisite for the functions described below is the licensing of the cash module for issuing GOBD compliant invoices.

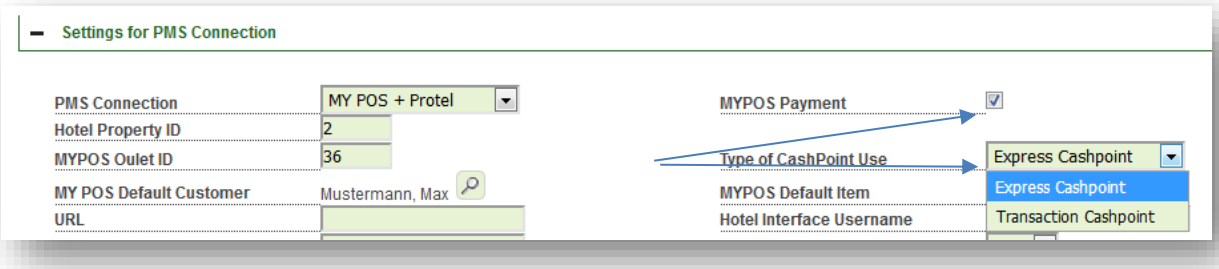
If you do not want to check in day spa guests in your hotel system, or you wish to offer direct payment of Spa sales additionally to posting sales on the hotel bill, we offer the integration of our GoBD compliant cash register system MY POS. Payment methods created in the cash register are offered directly in the MY SPA user interface and billings are sent to connected POS printers, also with cash drawer opening.

The advantage: the easy-to-use billing mask for booking sales to the hotel bill is maintained and supplemented by the selection of direct payment methods from the cash register. The cash desk interface is available in the browser window for billing advanced booking transactions such as split invoices, merge transactions or finance splitting with multiple payment methods. The MY POS administration backend offers article management, statistics and financial reporting.

For Austria and Germany, the mandatory connection to the tax authorities is implemented. Italian fiscal printers can be used.

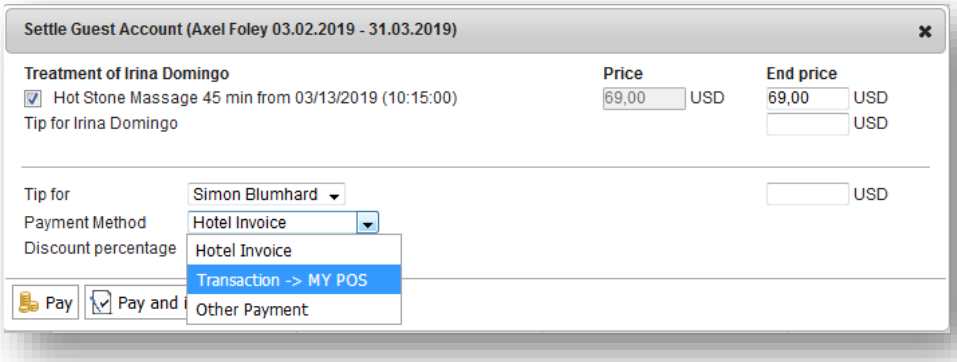
8.1 Day Spa Guests and Direct Payment: Settle MY SPA Services

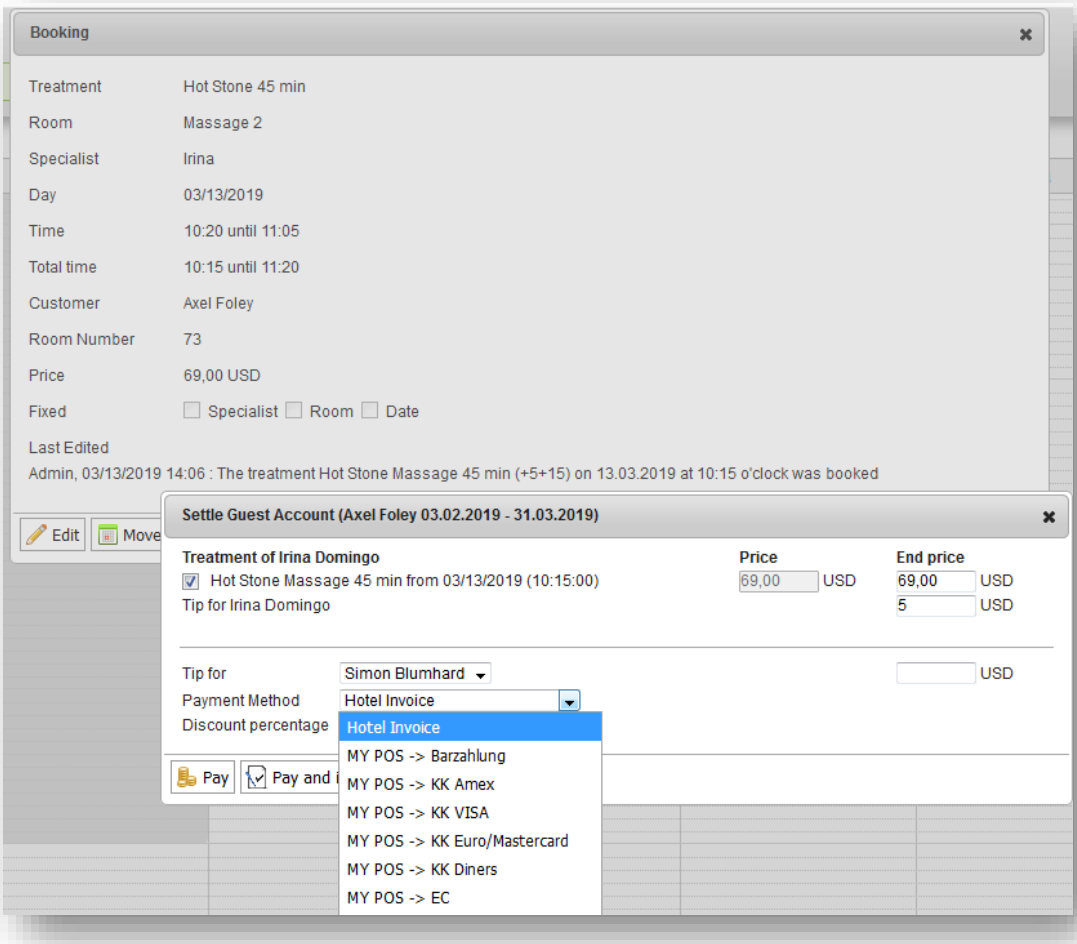
In the Main Settings of your spa you may choose if you want to use MY POS as an express cash register with direct production of the guest's invoice, or if you would like to continue processing the billing as an open transaction in the cash point surface.



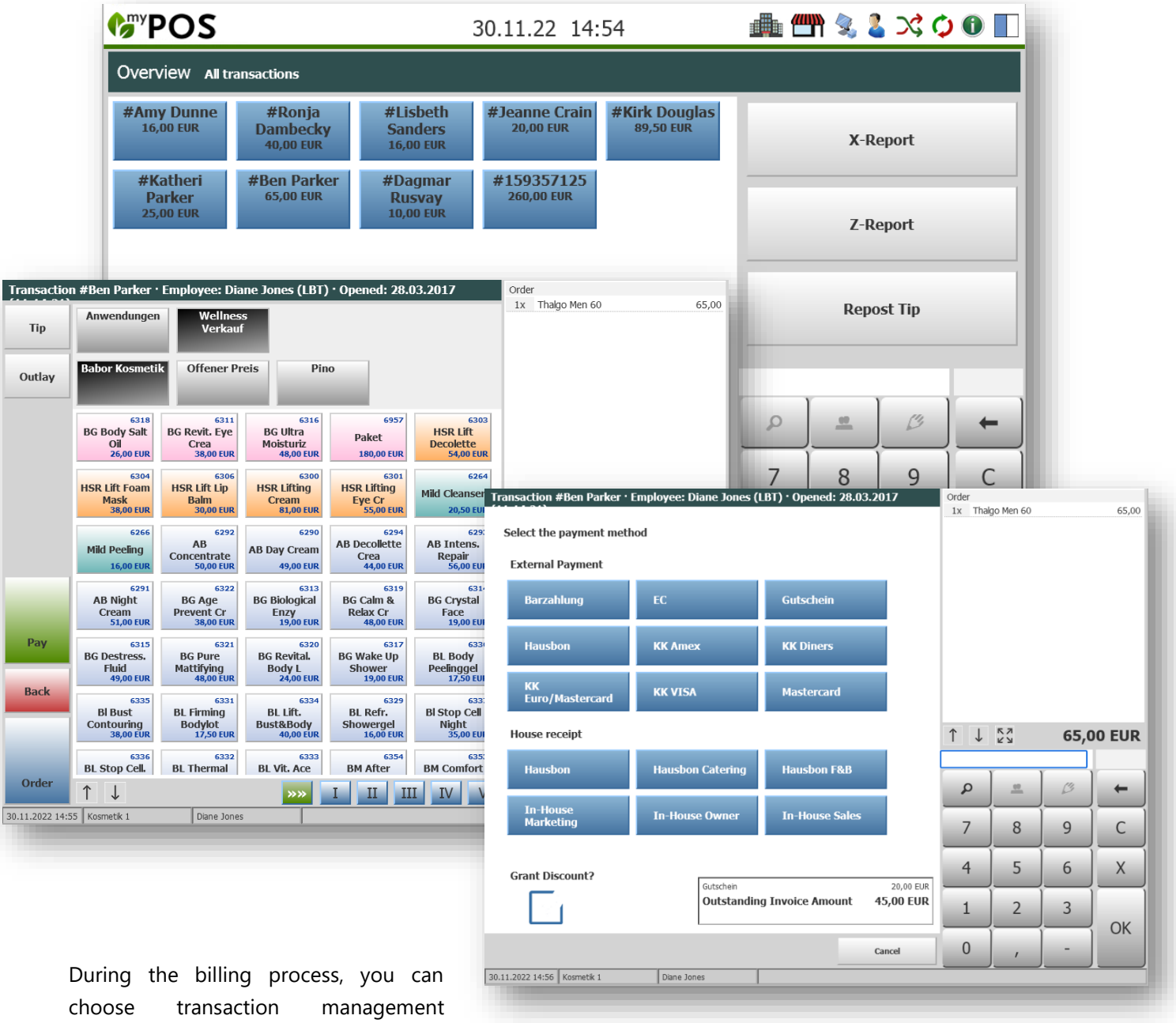
When selecting the setting 'Express Cashpoint, the payment methods set in the MY POS administration are offered in the selection of the payment methods that are possible for this guest. If he is checked in at the hotel, the payment method 'hotel bill' is pre-selected. If the guest is checked out, blocked our unknown in the hotel system, only the payment methods of the cash register are offered.

When choosing the setting 'Transaction Cashpoint', the payment methods in the MY SPA settlement screen are not selected directly. All sales are sent as one transaction to the MY POS cash-point surface for further processing, e.g. billing with multiple payment methods.





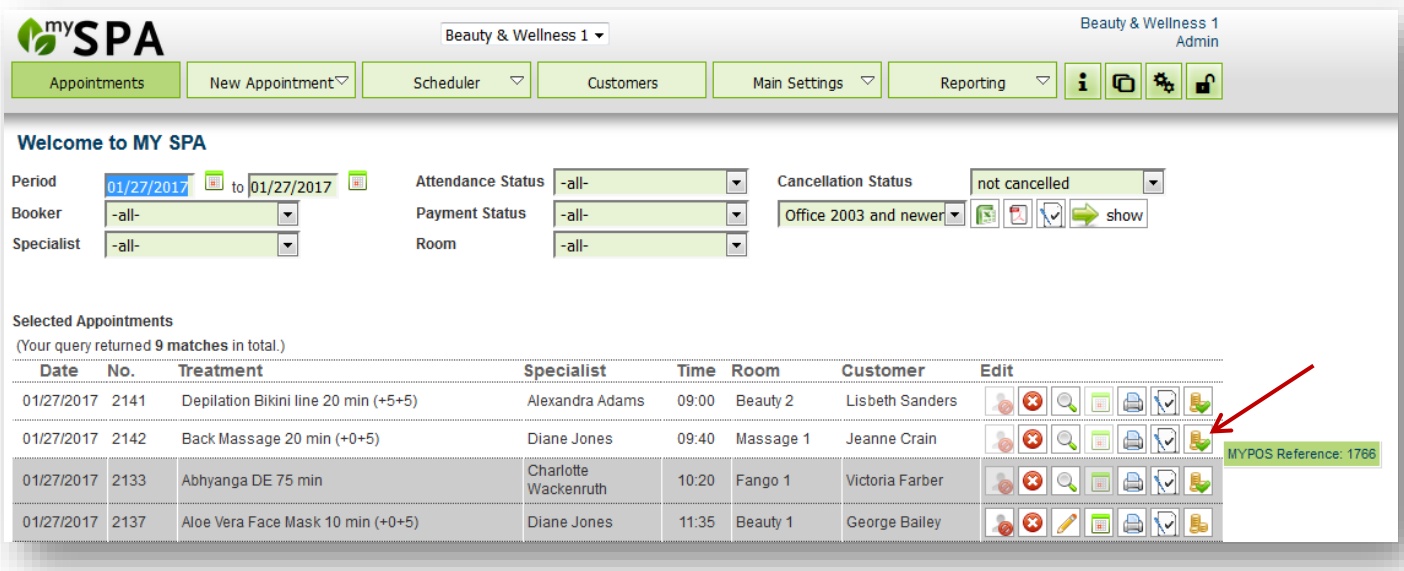
The MY POS screen can be easily opened in another browser tab, the sent transactions are marked by the names of the guests:



During the billing process, you can choose transaction management activities such as merging transactions, splitting transaction items, split bills, proportional payment or mixing different payment methods.

The range of functions may vary depending on the hotel system interface used. For a detailed description of the POS functions, please refer to the MY POS manuals.

As soon as the treatment is transferred to the cashpoint you will see the according MY POS Transaction number.



8.2 Automatic Data Synchronization Between MY SPA and MY POS Cash Register Module

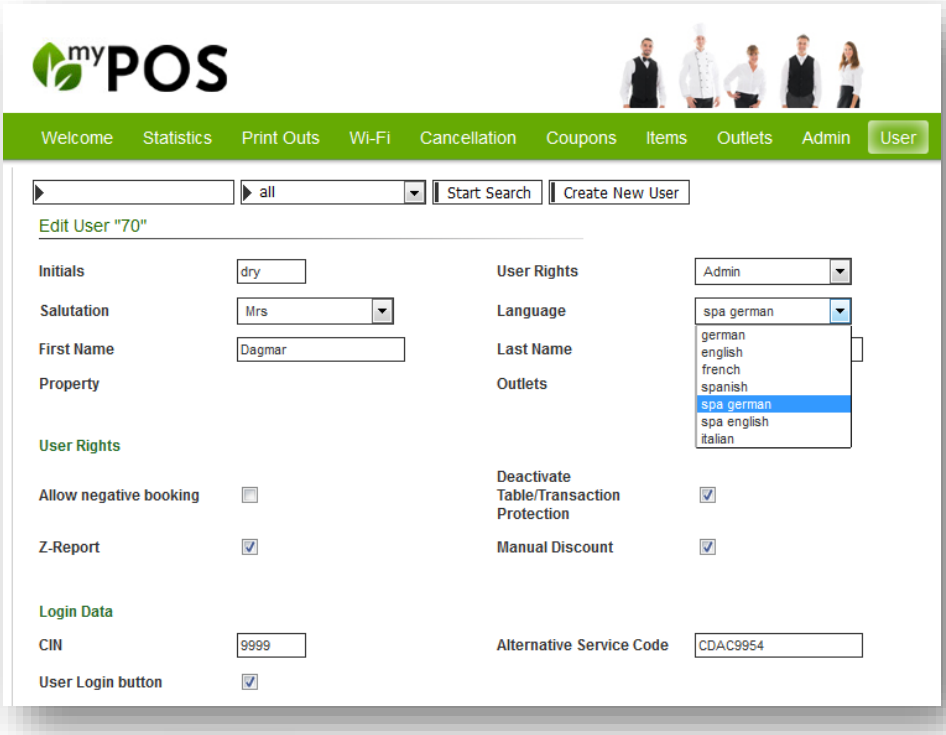
Articles and employees can be synchronized with the cash register module. You have the choice whether the synchronization should be done manually after the end of your entries or you want to keep the systems synchronized all the time:

Manual transfer: Main Settings - Shop data - Settings for PMS connection - Click on the 'Start export' option:

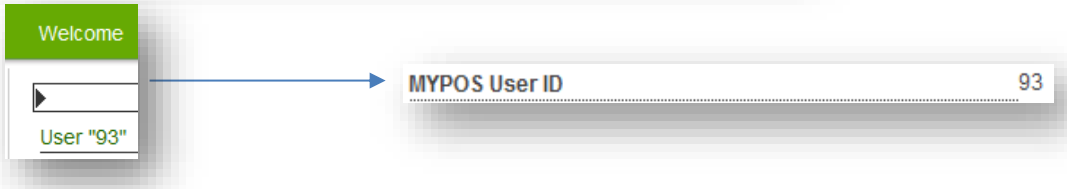
We recommend switching to automatic synchronization after the initial filling of MY SPA:

If you do not wish to synchronise the systems, please prepare the functions for the Wellness Desk. Please select the language 'spa english' for the employees allowed to work with MY POS:

If the setting 'Deactivate Transaction Protection' is checked, you don't have to adopt any colleagues' open transactions to be able to bill them.



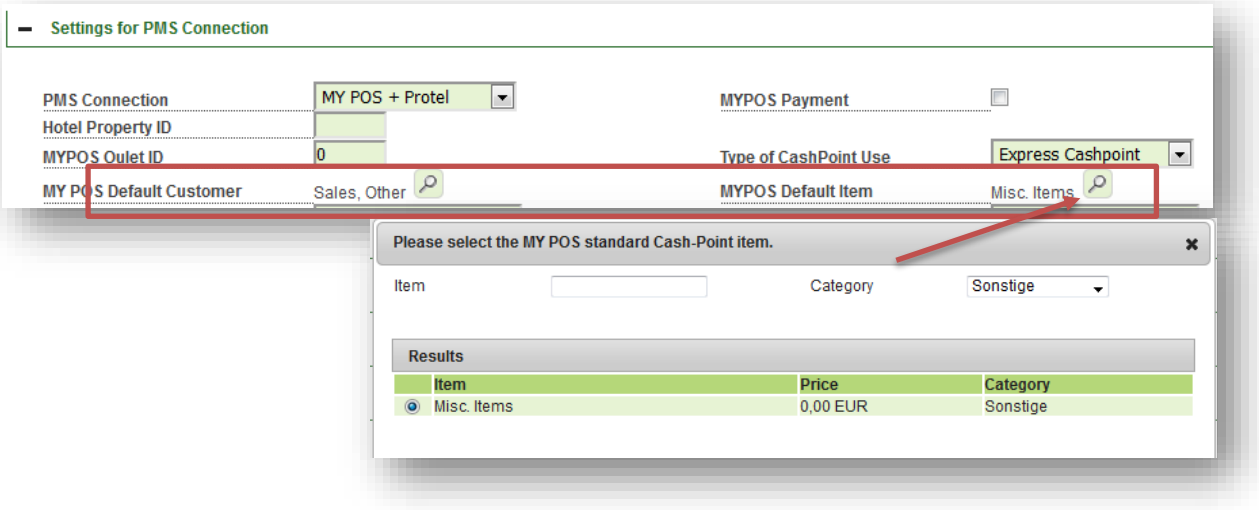
Now enter the MY POS User ID in the MY SPA User data:



Please make sure that all 'MY POS User IDs' and the 'MY POS Outlet ID' match the associated numbers in MY POS. Otherwise postings cannot be transferred to MY POS and therefore cannot be invoiced. All items need to be available in MY POS and have a unique Item ID in order to be billed. If you have opted for automatic synchronisation, there is nothing to note here.

8.3 Extended use of the cash register

It is also possible to use the cash point surface for billing without first opening a transaction in MY SPA. Please note, that those sales are not shown individually the MY SPA reports and guest accounts. These 'other sales' are saved under collective terms in the statistics. Please create your own collective 'customer' and 'article' - name them as you wish - and select and save them in the spa shop data under PMS Settings.

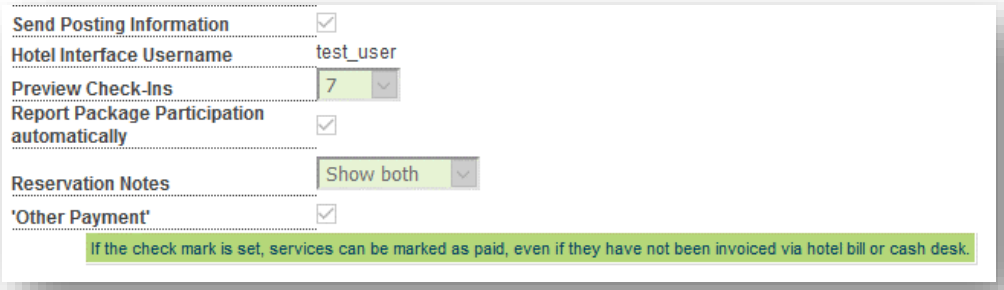


8.4 Complete Management of Day Spa Guest Revenues

Used as a transaction cash-point, MY POS can open a transaction of your Day Spa guests when entering, and name it according to a locker number, guest ID or RFID transponder ID. On this open transaction not only entrance fees may be booked, but e.g. also consumptions which are ordered at bar and kitchen printers. Bookings from MY SPA can be sent to open transactions with reductions, additional product sales and gratuities – all assigned to the executing specialist.

8.5 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.



9. Statistics

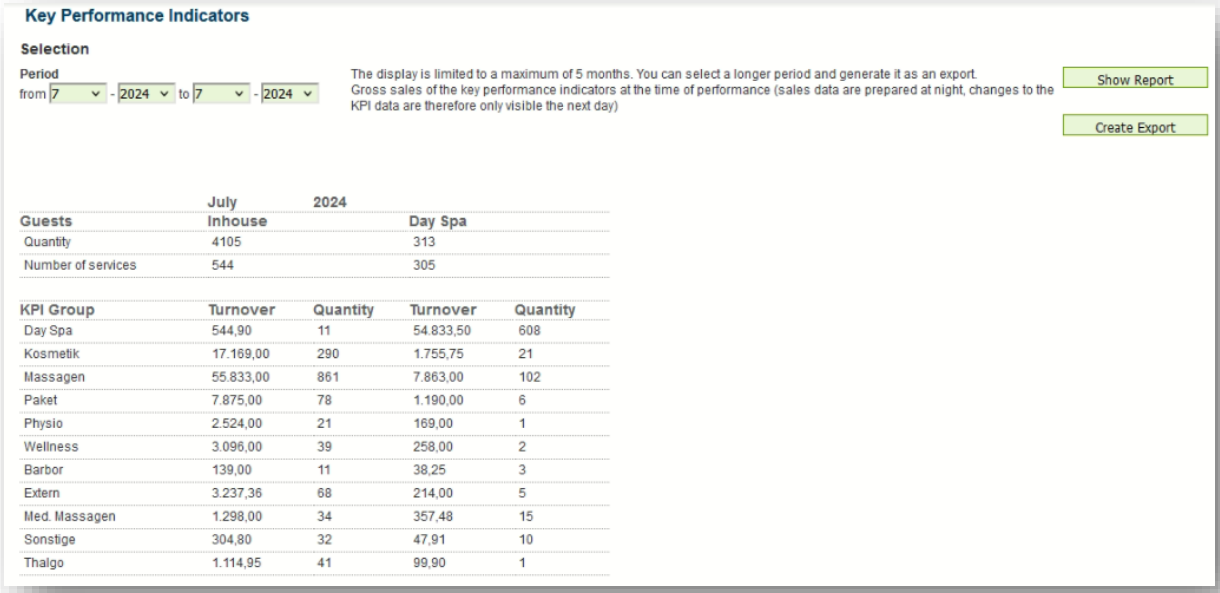
With the ‘Reporting’ tab you will get to the sales statistics. Every report can be displayed in MY SPA, right in your browser window, or exported as a .CSV file.

Please note, that all price changes of treatments and packages will affect the statistics. If a treatment was already booked, the correct way of changing the price is to create a new version of the treatment/ create a new package.

9.1 KPI Report

We offer a summary of the most important key figures per month. The "Key Performance Indicators" contain the gross sales of all invoiced services at the time of the service, grouped by KPI categories. These reports are calculated at night and prepared for display.

If your MY SPA installation is connected to a hotel system, we display the number of hotel guests with arrival or departure dates within the selected period, as well as all DAY SPA guests. DAY SPA are guests with arrival = departure date and guests with services without a stay.



Key Performance Indicators

Selection

Period
from 7 - 2024 to 7 - 2024

The display is limited to a maximum of 5 months. You can select a longer period and generate it as an export.
Gross sales of the key performance indicators at the time of performance (sales data are prepared at night, changes to the KPI data are therefore only visible the next day)

Show Report

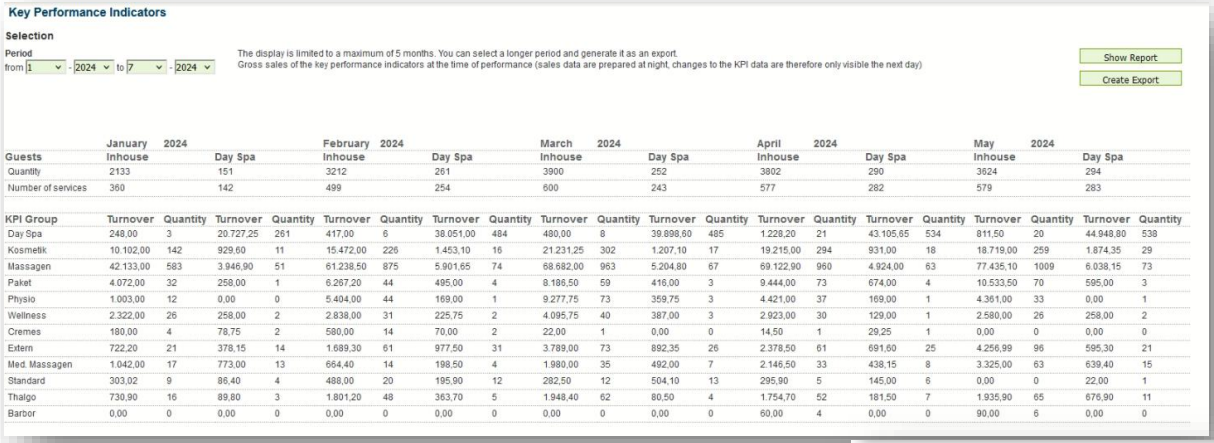
Create Export

	July	2024		
Guests	Inhouse		Day Spa	
Quantity	4105		313	
Number of services	544		305	

KPI Group	Turnover	Quantity	Turnover	Quantity
Day Spa	544,90	11	54.833,50	608
Kosmetik	17.169,00	290	1.755,75	21
Massagen	55.833,00	861	7.863,00	102
Paket	7.875,00	78	1.190,00	6
Physio	2.524,00	21	169,00	1
Wellness	3.096,00	39	258,00	2
Barbor	139,00	11	38,25	3
Extern	3.237,36	68	214,00	5
Med. Massagen	1.298,00	34	357,48	15
Sonstige	304,80	32	47,91	10
Thalgo	1.114,95	41	99,90	1

We compare how many guests were on site and how many of them used SPA services.

In MY SPA, a period of 1-5 months can be displayed side by side for the KPI report:



Key Performance Indicators

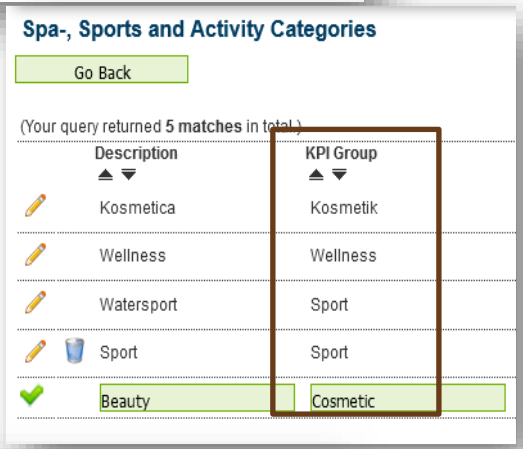
Selection

Period
from 1 - 2024 to 7 - 2024

The display is limited to a maximum of 5 months. You can select a longer period and generate it as an export.
Gross sales of the key performance indicators at the time of performance (sales data are prepared at night, changes to the KPI data are therefore only visible the next day)

Show Report
Create Export

	January 2024				February 2024				March 2024				April 2024				May 2024			
Guests	Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa	
Quantity	2133		151		3212		261		3900		252		3802		290		3624		294	
Number of services	360		142		499		254		600		243		577		282		579		283	
KPI Group	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity
Day Spa	248,00	3	20.727,25	261	417,00	6	38.051,00	484	480,00	8	39.898,60	485	1.228,20	21	43.105,65	534	811,50	20	44.948,80	538
Kosmetik	10.102,00	142	929,60	11	15.472,00	226	1.453,10	16	21.231,25	302	1.207,10	17	19.215,00	294	931,00	18	18.719,00	259	1.874,35	29
Massagen	42.133,00	583	3.946,90	51	61.238,50	875	5.901,65	74	68.682,00	963	5.204,80	67	69.122,90	960	4.924,00	63	77.435,10	1009	6.038,15	73
Paket	4.072,00	32	258,00	1	6.267,20	44	495,00	4	8.186,50	59	416,00	3	9.444,00	73	674,00	4	10.533,50	70	595,00	3
Physio	1.003,00	12	0,00	0	5.404,00	44	169,00	1	9.277,75	73	359,75	3	4.421,00	37	169,00	1	4.361,00	33	0,00	1
Wellness	2.322,00	26	258,00	2	2.838,00	31	225,75	2	4.095,75	40	387,00	3	2.923,00	30	129,00	1	2.580,00	26	258,00	2
Cremes	180,00	4	78,75	2	580,00	14	70,00	2	22,00	1	0,00	0	14,50	1	29,25	1	0,00	0	0,00	0
Extern	722,20	21	378,15	14	1.689,30	61	977,50	31	3.789,00	73	892,35	26	2.378,50	61	691,60	25	4.256,99	96	595,30	21
Med. Massagen	1.042,00	17	773,00	13	664,40	14	198,50	4	1.980,00	35	492,00	7	2.146,50	33	438,15	8	3.325,00	63	639,40	15
Standard	303,02	9	86,40	4	488,00	20	195,90	12	282,50	12	504,10	13	295,90	5	145,00	6	0,00	0	22,00	1
Thalgo	730,90	16	89,80	3	1.801,20	48	363,70	5	1.948,40	62	80,50	4	1.754,70	52	181,50	7	1.935,90	65	676,90	11
Barber	0,00	0	0,00	0	0,00	0	0,00	0	0,00	0	0,00	0	60,00	4	0,00	0	90,00	6	0,00	0



Spa-, Sports and Activity Categories

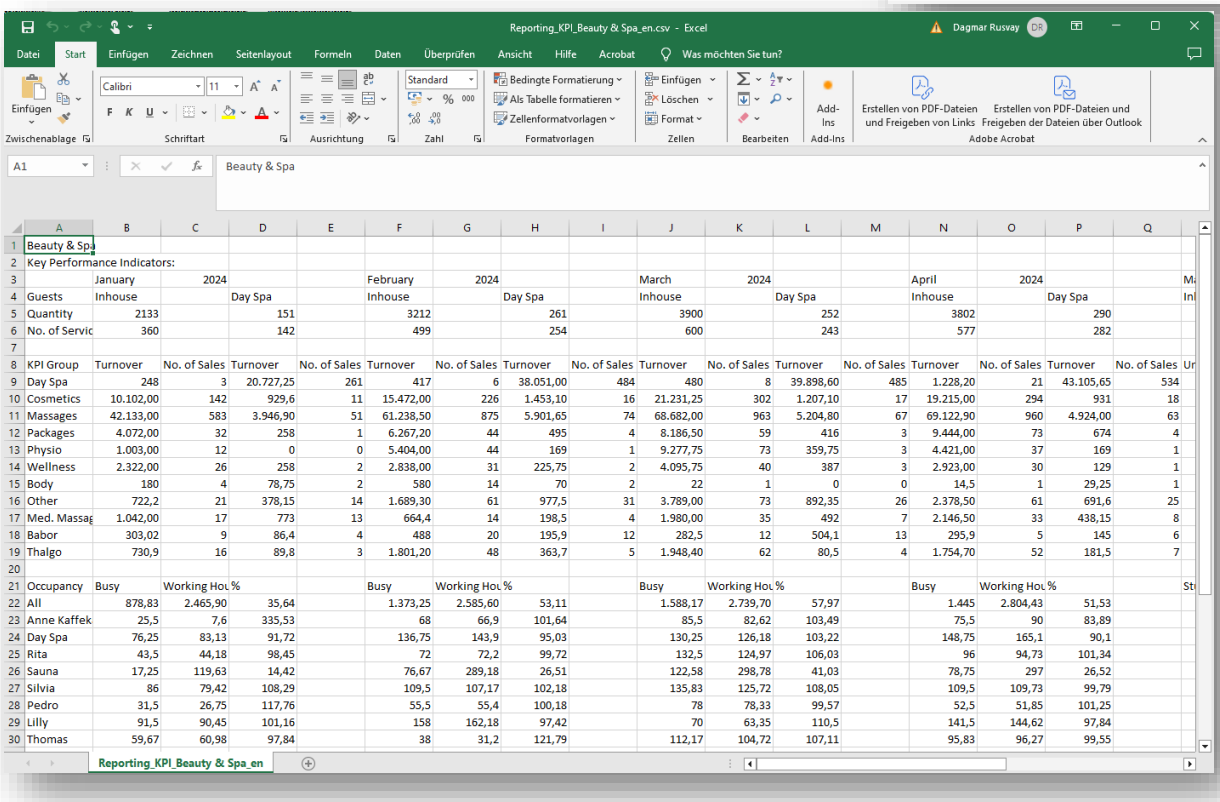
Go Back

(Your query returned **5 matches** in total.)

Description	KPI Group
Kosmetica	Kosmetik
Wellness	Wellness
Watersport	Sport
Sport	Sport
Beauty	Cosmetic

To summarise categories clearly, assign a KPI name in the category administration for each category that you want to view together. Identical KPI names are grouped together in the report.

An overview of longer periods can be generated manually as an export via the interface. The export contains all the data for the period selected in the date selection, grouped by month and also including basic utilisation data:



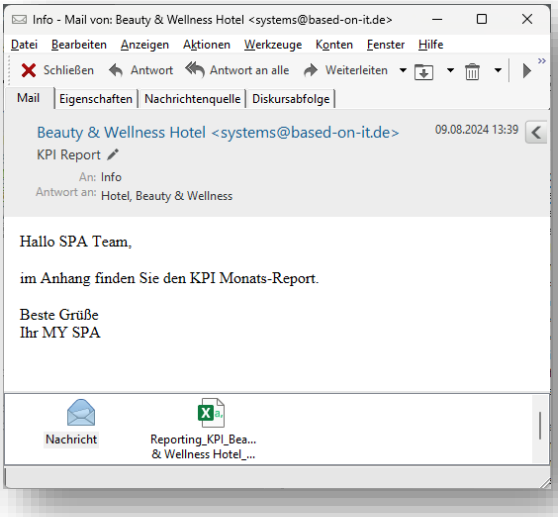
Reporting_KPI_Beauty & Spa_en.csv - Excel

Beauty & Spa

Key Performance Indicators:

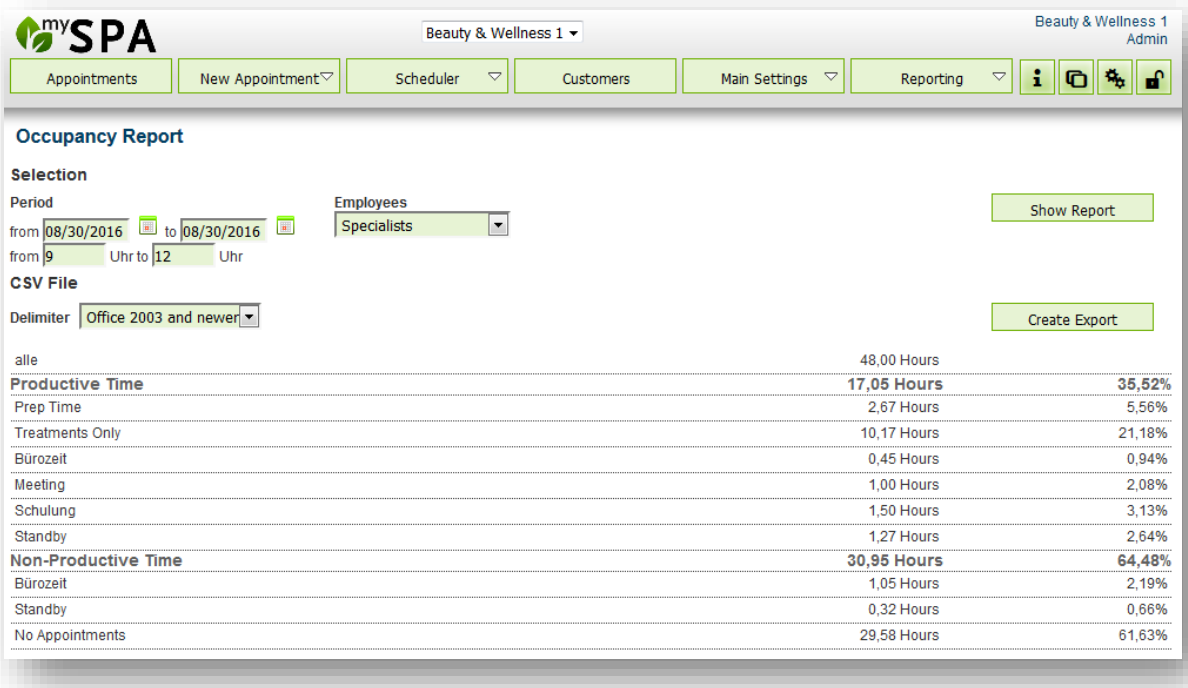
	January 2024				February 2024				March 2024				April 2024			
Guests	Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa	
Quantity	2133		151		3212		261		3900		252		3802		290	
No. of Servic	360		142		499		254		600		243		577		282	
KPI Group	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales
Day Spa	248	3	20.727,25	261	417	6	38.051,00	484	480	8	39.898,60	485	1.228,20	21	43.105,65	534
Cosmetics	10.102,00	142	929,6	11	15.472,00	226	1.453,10	16	21.231,25	302	1.207,10	17	19.215,00	294	931	18
Massages	42.133,00	583	3.946,90	51	61.238,50	875	5.901,65	74	68.682,00	963	5.204,80	67	69.122,90	960	4.924,00	63
Packages	4.072,00	32	258	1	6.267,20	44	495	4	8.186,50	59	416	3	9.444,00	73	674	4
Physio	1.003,00	12	0	0	5.404,00	44	169	1	9.277,75	73	359,75	3	4.421,00	37	169	1
Wellness	2.322,00	26	258	2	2.838,00	31	225,75	2	4.095,75	40	387	3	2.923,00	30	129	1
Body	180	4	78,75	2	580	14	70	2	22	1	0	0	14,5	1	29,25	1
Other	722,2	21	378,15	14	1.689,30	61	977,5	31	3.789,00	73	892,35	26	2.378,50	61	691,6	25
Med. Massag	1.042,00	17	773	13	664,4	14	198,5	4	1.980,00	35	492	7	2.146,50	33	438,15	8
Babor	303,02	9	86,4	4	488	20	195,9	12	282,5	12	504,1	13	295,9	5	145	6
Thalgo	730,9	16	89,8	3	1.801,20	48	363,7	5	1.948,40	62	80,5	4	1.754,70	52	181,5	7
Occupancy	Busy	Working Hou	%		Busy	Working Hou	%		Busy	Working Hou	%		Busy	Working Hou	%	
All	878,83	2.465,90	35,64		1.373,25	2.585,60	53,11		1.588,17	2.739,70	57,97		1.445	2.804,43	51,53	
Anne Kaffek	25,5	7,6	335,53		68	66,9	101,64		85,5	82,62	103,49		75,5	90	83,89	
Day Spa	76,25	83,13	91,72		136,75	143,9	95,03		130,25	126,18	103,22		148,75	165,1	90,1	
Rita	43,5	44,18	98,45		72	72,2	99,72		132,5	124,97	106,03		96	94,73	101,34	
Sauna	17,25	119,63	14,42		76,67	289,18	26,51		122,58	298,78	41,03		78,75	297	26,52	
Silvia	86	79,42	108,29		109,5	107,17	102,18		135,83	125,72	108,05		109,5	109,73	99,79	
Pedro	31,5	26,75	117,76		55,5	55,4	100,18		78	78,33	99,57		52,5	51,85	101,25	
Lilly	91,5	90,45	101,16		158	162,18	97,42		70	63,35	110,5		141,5	144,62	97,84	
Thomas	59,67	60,98	97,84		38	31,2	121,79		112,17	104,72	107,11		95,83	96,27	99,55	

We offer to send this KPI report of the previous month at the beginning of the month to the e-mail address stored under Master data - Shop data as a .CSV file. This requires the configuration of the e-mail settings under Master data - Shop data. If you wish to do this, please contact us. In addition to the sales data, the KPI export also contains the capacity utilisation overview in short form.



9.2 Occupancy Report

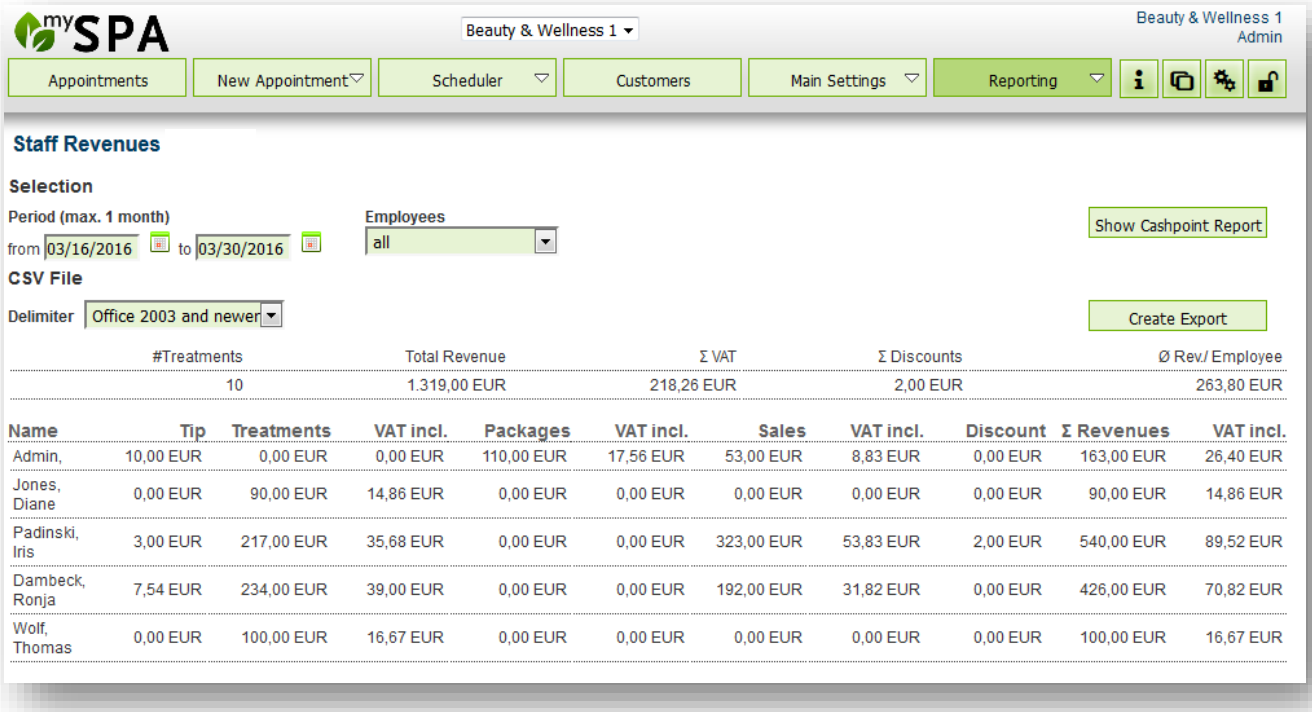
The Occupancy Report displays your shop's capacity, by splitting the working hours into productive and non-productive time. The entered working hours of every employee will be compared to the time spent carrying out treatments or other work duties. Basically, you choose a period of time and you see how productive your staff or one employee has been. As productive times count treatments and prep time, other appointment types are counted as non-productive by default. You can change that under 'Appointment Types' by defining whether it should be considered working hours and in what percentage it shall be credited in the report.



alle	48,00 Hours	
Productive Time	**17,05 Hours**	**35,52%**
Prep Time	2,67 Hours	5,56%
Treatments Only	10,17 Hours	21,18%
Bürozeit	0,45 Hours	0,94%
Meeting	1,00 Hours	2,08%
Schulung	1,50 Hours	3,13%
Standby	1,27 Hours	2,64%
Non-Productive Time	**30,95 Hours**	**64,48%**
Bürozeit	1,05 Hours	2,19%
Standby	0,32 Hours	0,66%
No Appointments	29,58 Hours	61,63%

9.3 Sales Report

The Cashpoint Report is listed by employees and contains every treatment or article posted in MY POS. Additional postings, like treatments, sales items or tips will be assigned to the specialist, whether he is logged into MY POS at the time of billing or not. The only exception is postings that are created as a new transaction in MY POS, without a treatment reservation in MY SPA. These items will be assigned to the billing employee. As of the Version 3.67, you can use the sales report without MYPOS, for example in combination with Protel or as a stand-alone report.

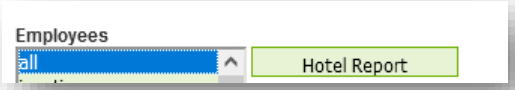


#Treatments	Total Revenue	Σ VAT	Σ Discounts	Ø Rev./ Employee
10	1.319,00 EUR	218,26 EUR	2,00 EUR	263,80 EUR

Name	Tip	Treatments	VAT incl.	Packages	VAT incl.	Sales	VAT incl.	Discount	Σ Revenues	VAT incl.
Admin,	10,00 EUR	0,00 EUR	0,00 EUR	110,00 EUR	17,56 EUR	53,00 EUR	8,83 EUR	0,00 EUR	163,00 EUR	26,40 EUR
Jones, Diane	0,00 EUR	90,00 EUR	14,86 EUR	0,00 EUR	0,00 EUR	0,00 EUR	0,00 EUR	0,00 EUR	90,00 EUR	14,86 EUR
Padinski, Iris	3,00 EUR	217,00 EUR	35,68 EUR	0,00 EUR	0,00 EUR	323,00 EUR	53,83 EUR	2,00 EUR	540,00 EUR	89,52 EUR
Dambeck, Ronja	7,54 EUR	234,00 EUR	39,00 EUR	0,00 EUR	0,00 EUR	192,00 EUR	31,82 EUR	0,00 EUR	426,00 EUR	70,82 EUR
Wolf, Thomas	0,00 EUR	100,00 EUR	16,67 EUR	0,00 EUR	0,00 EUR	0,00 EUR	0,00 EUR	0,00 EUR	100,00 EUR	16,67 EUR

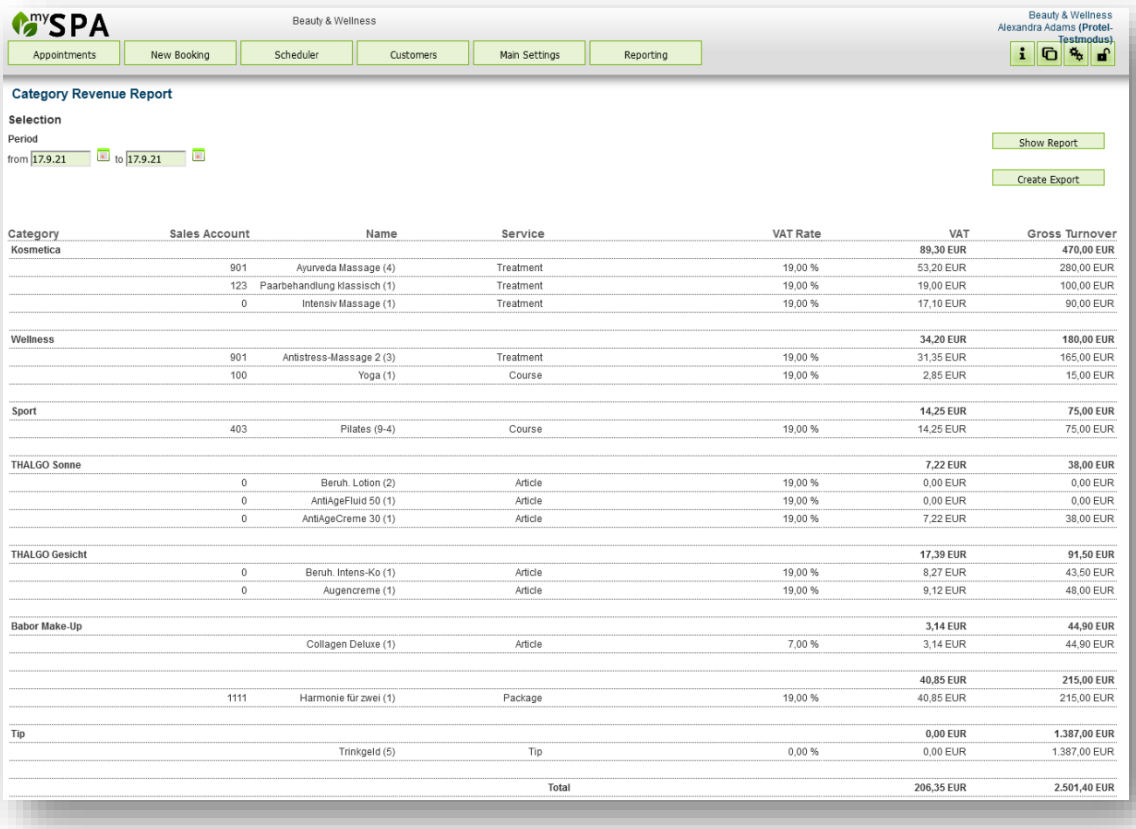
Because of the large amount of data, the period selection is limited to one month. But you can find more reporting options in the MY POS Cashpoint Backend. If you are using the Multi-Outlet Version of MY SPA, please don't forget to choose the club for which you want to show/export the sales statistics.

If you have connected the Protel PMS, you see an additional button, where you can create a detailed sales report as a CSV-file, which includes additional evaluations of the Protel guest data. You can choose all, only one and multiple employees for the reports.



9.4 Category Report

The Sales Report by Category provides an analysis by the top group category and the sub-category sales account and the service sold. The report shows the VAT rates, VAT amounts and gross sales. By default, today's date is proposed when the report is called up, but you can extend the date range. After entering a different date, click on 'Show Report' to display the report on screen, or 'Create Export' to download the values as a .csv file for further processing in a calculation programme.



Category	Sales Account	Name	Service	VAT Rate	VAT	Gross Turnover
Kosmetica					**89,30 EUR**	**470,00 EUR**
	901	Ayurveda Massage (4)	Treatment	19,00 %	53,20 EUR	280,00 EUR
	123	Paarbehandlung klassisch (1)	Treatment	19,00 %	19,00 EUR	100,00 EUR
	0	Intensiv Massage (1)	Treatment	19,00 %	17,10 EUR	90,00 EUR
Wellness					**34,20 EUR**	**180,00 EUR**
	901	Antistress-Massage 2 (3)	Treatment	19,00 %	31,35 EUR	165,00 EUR
	100	Yoga (1)	Course	19,00 %	2,85 EUR	15,00 EUR
Sport					**14,25 EUR**	**75,00 EUR**
	403	Pilates (9-4)	Course	19,00 %	14,25 EUR	75,00 EUR
THALGO Sonne					**7,22 EUR**	**38,00 EUR**
	0	Beruh. Lotion (2)	Article	19,00 %	0,00 EUR	0,00 EUR
	0	AntiAgeFluid 50 (1)	Article	19,00 %	0,00 EUR	0,00 EUR
	0	AntiAgeCreme 30 (1)	Article	19,00 %	7,22 EUR	38,00 EUR
THALGO Gesicht					**17,39 EUR**	**91,50 EUR**
	0	Beruh. Intens-Ko (1)	Article	19,00 %	8,27 EUR	43,50 EUR
	0	Augencreme (1)	Article	19,00 %	9,12 EUR	48,00 EUR
Babor Make-Up					**3,14 EUR**	**44,90 EUR**
		Collagen Deluxe (1)	Article	7,00 %	3,14 EUR	44,90 EUR
					40,85 EUR	**215,00 EUR**
	1111	Harmonie für zwei (1)	Package	19,00 %	40,85 EUR	215,00 EUR
Tip					**0,00 EUR**	**1.387,00 EUR**
		Trinkgeld (5)	Tip	0,00 %	0,00 EUR	1.387,00 EUR
			Total		**206,35 EUR**	**2.501,40 EUR**

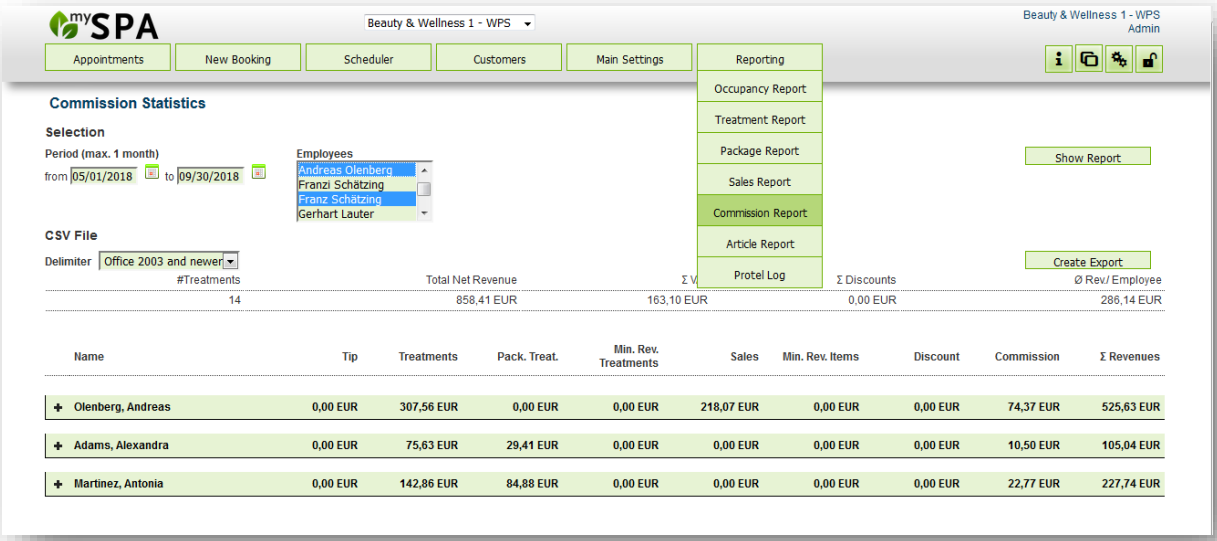
9.5 Daily Closing

The daily closing groups all settlements and cancellations of the date selection according to payment type. All individual transactions for hotel bills and, when using the cash module, also external payment types are listed. Here, as in the turnover report, the time of payment is relevant. With the PMS protel, which has pre-informations on booked treatments, payments can also be done via the hotel system. These settlements are shown under the item internal billings.

Tagesabschluss	Umsatzkonto	Name	Anzahl	Storni	Leistung	Umsatz	MwST Satz	MwSt	Trinkgeld	Betrag
EC						110,00 EUR		20,90 EUR	0,00 EUR	110,00 EUR
	400	Aroma-Öl-Rücken	1	0	Anwendung	55,00 EUR	19,00 %	10,45 EUR	0,00 EUR	55,00 EUR
	400	Aroma-Öl-Rücken	1	0	Anwendung	55,00 EUR	19,00 %	10,45 EUR	0,00 EUR	55,00 EUR
Bar						130,00 EUR		24,70 EUR	0,00 EUR	130,00 EUR
	400	Aroma-Öl-Ganzkörper	1	0	Anwendung	75,00 EUR	19,00 %	14,25 EUR	0,00 EUR	75,00 EUR
	400	Aroma-Öl-Rücken	1	0	Anwendung	55,00 EUR	19,00 %	10,45 EUR	0,00 EUR	55,00 EUR
interne Abrechnung						75,00 EUR		14,25 EUR	0,00 EUR	75,00 EUR
	400	Aroma-Öl-Ganzkörper	1	0	Anwendung	75,00 EUR	19,00 %	14,25 EUR	0,00 EUR	75,00 EUR
Master Card						60,00 EUR		11,40 EUR	0,00 EUR	60,00 EUR
	400	Meeresleuchten	1	0	Anwendung	60,00 EUR	19,00 %	11,40 EUR	0,00 EUR	60,00 EUR
Total						375,00 EUR		71,25 EUR	0,00 EUR	375,00 EUR

9.6 Commission Report

The employees' sales are shown here in detail, and in addition the due commissions according to the commission settings. Ancillary sales, which were sold with a treatment, are assigned to the specialist, freely sold articles to the user logged into MY SPA. The relevant employees are selectable in the drop down menu – hold the CTRL key and select them with a mouse click.



By clicking on the + icon in front of the employee name you may open the detailed view to see every posting from treatments to packages, sold items to tip:

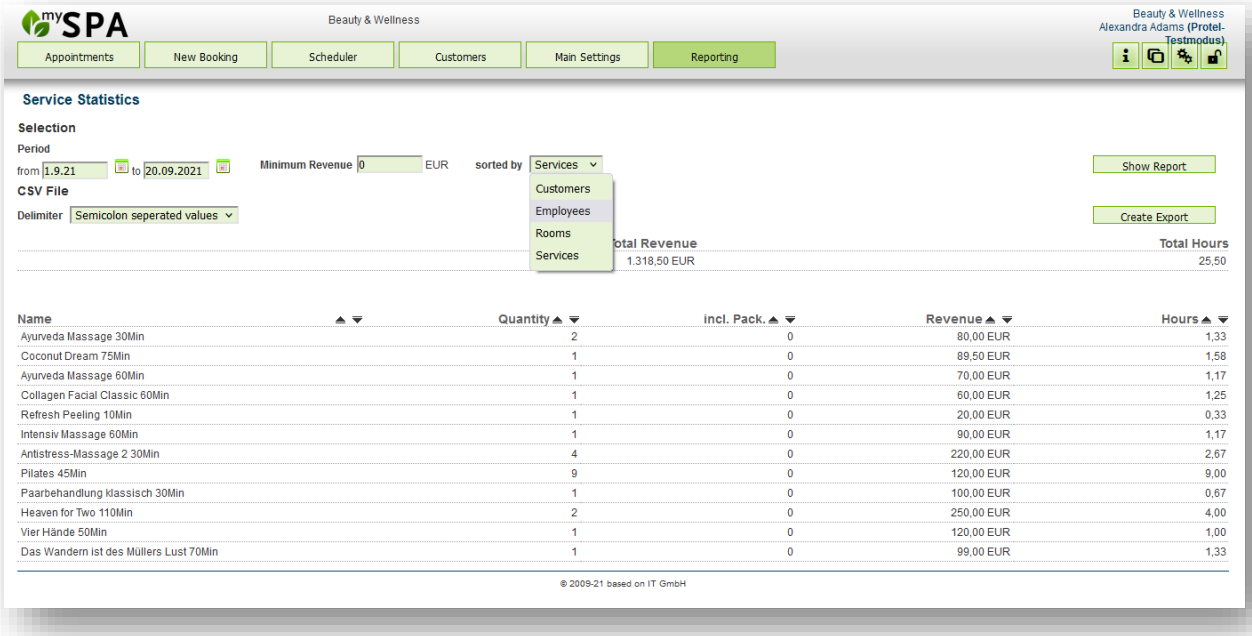
Name	Tip	Treatments	Pack. Treat.	Min. Rev. Treatments	Sales	Min. Rev. Items	Discount	Commission	Σ Revenues
+ Olenberg, Andreas	0,00 EUR	307,56 EUR	0,00 EUR	0,00 EUR	218,07 EUR	0,00 EUR	0,00 EUR	74,37 EUR	525,63 EUR
+ Adams, Alexandra	0,00 EUR	75,63 EUR	29,41 EUR	0,00 EUR	0,00 EUR	0,00 EUR	0,00 EUR	10,50 EUR	105,04 EUR
− Martinez, Antonia	0,00 EUR	142,86 EUR	84,88 EUR	0,00 EUR	0,00 EUR	0,00 EUR	0,00 EUR	22,77 EUR	227,74 EUR

Date	Name	Guest	Gross	Net	Percent	Commission
16.05.2018 11:50:00	Sheadiva S	Lauren Bacall	33,67 EUR	28,29 EUR	10%	2,83 EUR
29.05.2018 15:58:23	Subtropica	Evelyn Venable	35,00 EUR	29,41 EUR	10%	2,94 EUR
29.05.2018 16:03:04	Rücken	Jean Hagen	20,00 EUR	16,81 EUR	10%	1,68 EUR
06.06.2018 17:21:30	Ayurveda	Dagmar Rusvay	100,00 EUR	84,03 EUR	10%	8,40 EUR
13.07.2018 11:30:59	Aloe Body	Dennis Baer	15,00 EUR	12,61 EUR	10%	1,26 EUR
13.07.2018 11:45:00	Sheadiva S	Dagmar Rusvay	33,67 EUR	28,29 EUR	10%	2,83 EUR

The CSV export opens the same content in a processable format.

9.7 Service Report

You can define time period or sales, and also specify the display: MY SPA offers sales statistics according to customers, employees or rooms/devices. By clicking on 'Show Report' you will get a list right there in your current browser window. The other option 'Create Export' exports this list into a CSV-file. When the download window opens, choose the program you want for editing or printing your exported data. If you want to import the data into another data base, we will happily assist you with any difficulties you might have.



9.8 Package Report

In this report the treatments within packages will be evaluated in more detail. Choose a period and you can see all packages booked within that time, as well as the total revenue. You see the package with its individual treatments, their original price, the package price and the revenue of each package. In the result you see if you lost money because of the difference between package price and original price. Or if you gained money because there are still package treatments left to book at the time of the evaluation.

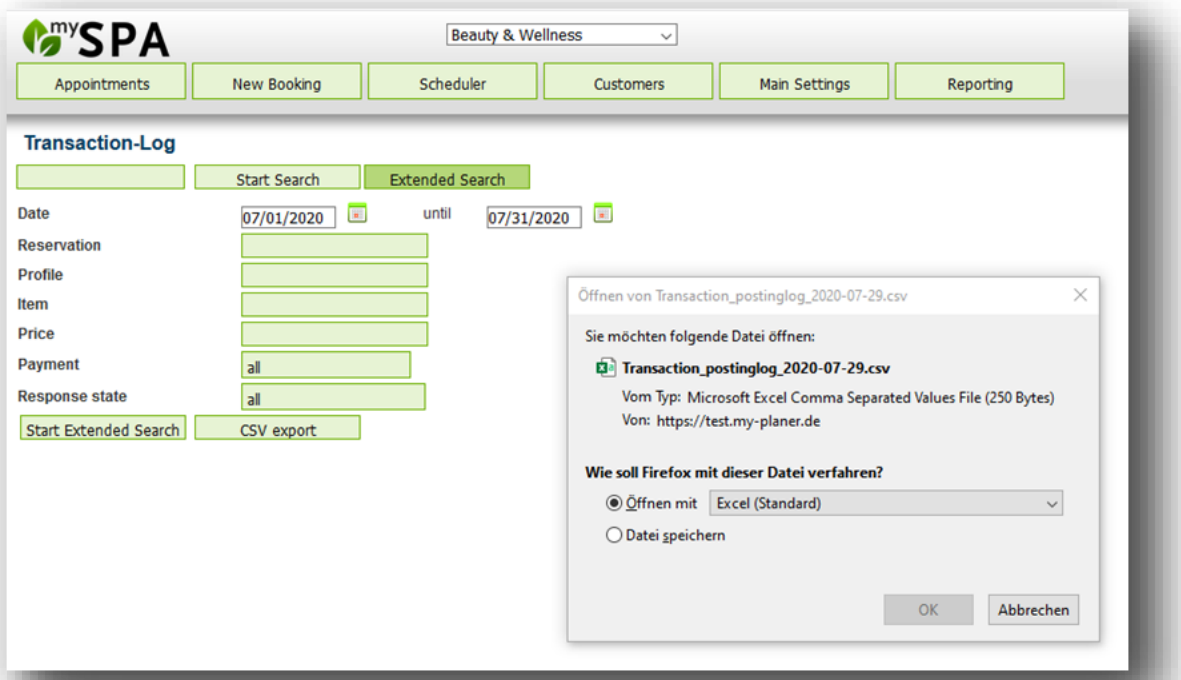
Package	Quantity	Original Price	Package Price	Revenue	Result
Asian Comfort	**3**	**169,00 EUR**	**110,00 EUR**	**330,00 EUR**	**172,00 EUR**
1x Indian Head Massage 30 min (+0+10)	2	40,00 EUR	26,00 EUR	78,00 EUR	-2,00 EUR
1x Sheadiva Scrub 30 min (+5+10)	2	39,00 EUR	26,00 EUR	78,00 EUR	0,00 EUR
1x Traditionelle Thai Massage 90 min (+5+5)	0	90,00 EUR	58,00 EUR	174,00 EUR	174,00 EUR

9.9 Transaction Log

To check the transactions between MY SPA and your PMS, we created a logfile under 'Reports': the 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 the PMS as we receive it.

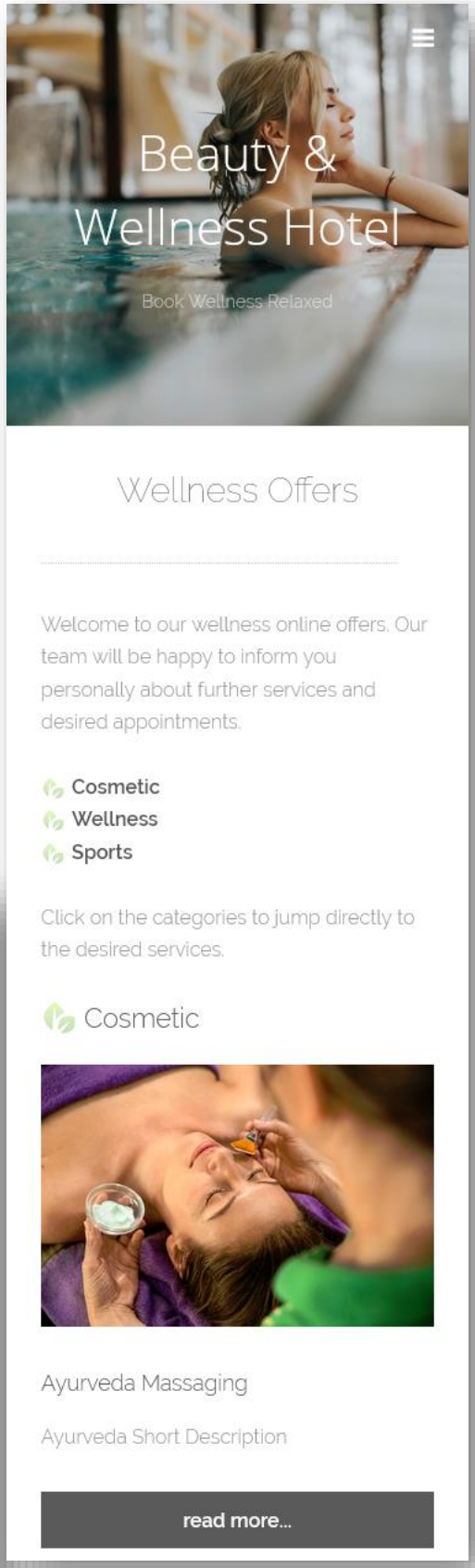
Created	Posting	Reservation	Profile	Room	Guest	Item	Price	Description	Payment	Response state
10/17/2019 (12:15:01)	2858	3111	12345		Markus Saarburger	1111	399,00 EUR	Harmonie für zwei	0	999
11/23/2019 (16:12:20)	2971	5702	7579		Fritz Neuermeier	0	25,00 EUR	Refresh Peeling 15 min	0	999
11/23/2019 (16:12:20)	2972	5702	7579		Fritz Neuermeier	1234	5,00 EUR	Trinkgeld	0	999
07/30/2019 (13:06:49)	2638	4055	1002	73	Heinz Walter	123	74,35 EUR	Paarbehandlung klassisch 30 min	99	999
09/14/2017 (14:36:38)	1388	119	32	108	Anja Fischer	901	20,00 EUR	protel Rückenmassage 20 min (+0+5)	0	0
09/14/2017 (14:36:38)	1389	119	32	108	Anja Fischer	1234	10,00 EUR	Trinkgeld	0	0
09/14/2017 (14:36:39)	1390	119	32	108	Anja Fischer	14	44,00 EUR	Pro-FeuchtKonz	0	0
09/14/2017 (14:37:20)	1391	119	32	108	Anja Fischer	901	-20,00 EUR	STORNO protel Rückenmassage 20 min (+0+5)	0	0
09/14/2017 (16:08:43)	1405	119	32	108	Anja Fischer	901	20,00 EUR	protel Rückenmassage 20 min (+0+5)	0	0

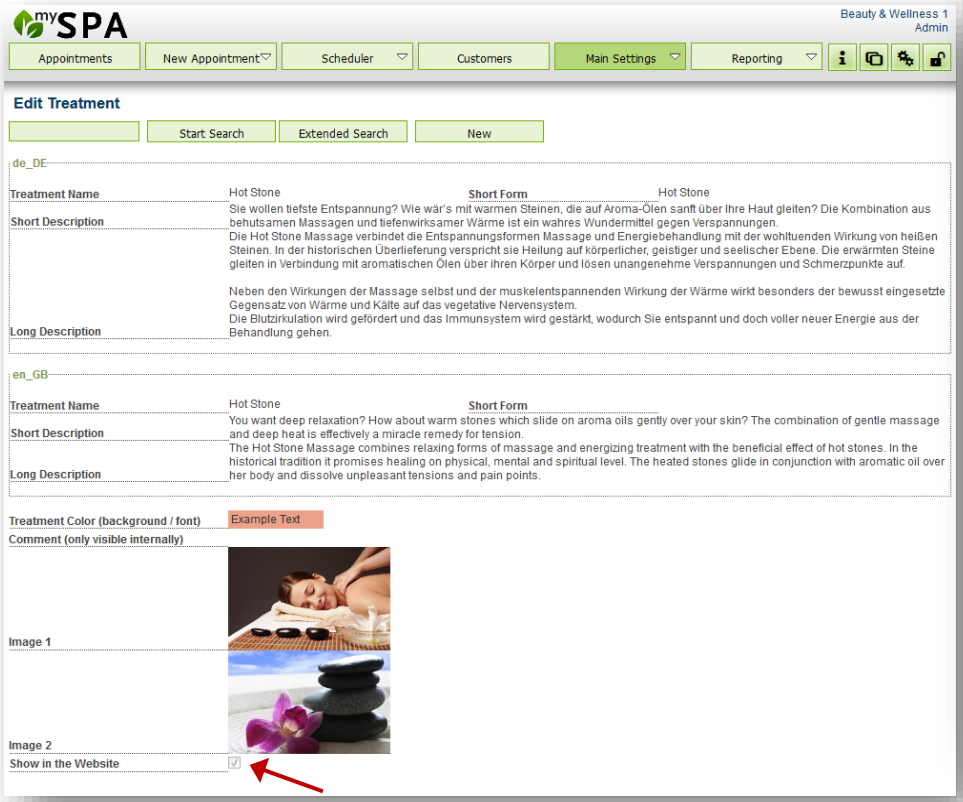
Under Extended Search you will find an export that you can limit by time period. This enables you to create a report for a specific period and, if necessary, for specific payment types.



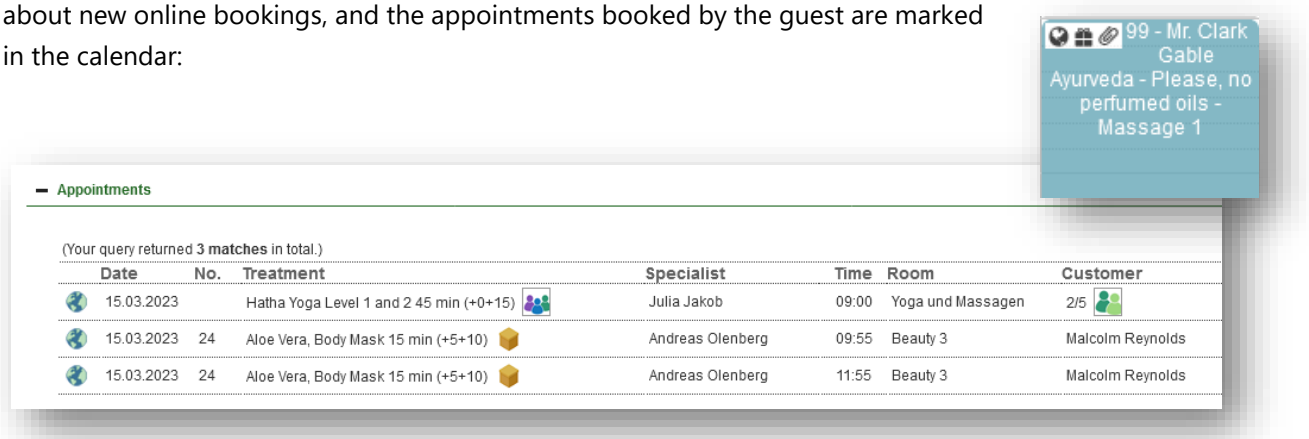
10. Module Online Booking

The booking page for your guests offers booking options for day spa guests, where you can book appointments and packages, but also additional functions for hotel guests: they can authorize themselves with reservation number or room number and name, and schedule their arrangement services and pre-bookings themselves. The site is optimized for mobile devices (mobile first), but of course can also be used on normal monitors of PCs. Please note that the online booking section is an add-on module that requires a license. Would you like to have a look at it? Make an appointment, we will be happy to show you all the features. The appointment reservation via the MY SPA booking route books directly into your calendar and of course includes all multiple checks. Overbooking is impossible. PayPal is integrated as a payment option.
Choose which treatments you would like to offer via the customer booking route and determine the timing of your offer as well as appointment lead time, advance booking period and appointment start time. add a short text, a detailed description and two images to the information.





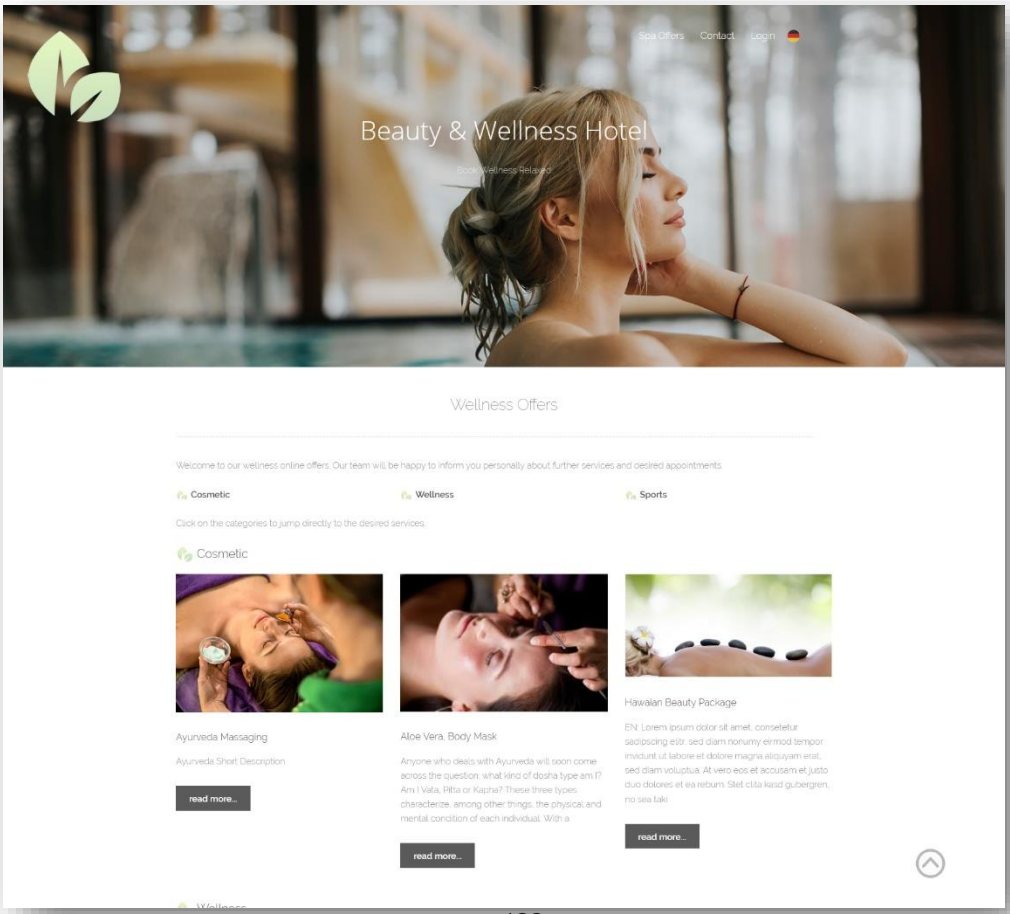
The online booking section only displays services that you have approved for booking online. Appointments are offered according to the times that can be set separately, and of course only if the capacities are free. Appointments are booked directly into the calendar. Your spa is informed by e-mail about new online bookings, and the appointments booked by the guest are marked in the calendar:

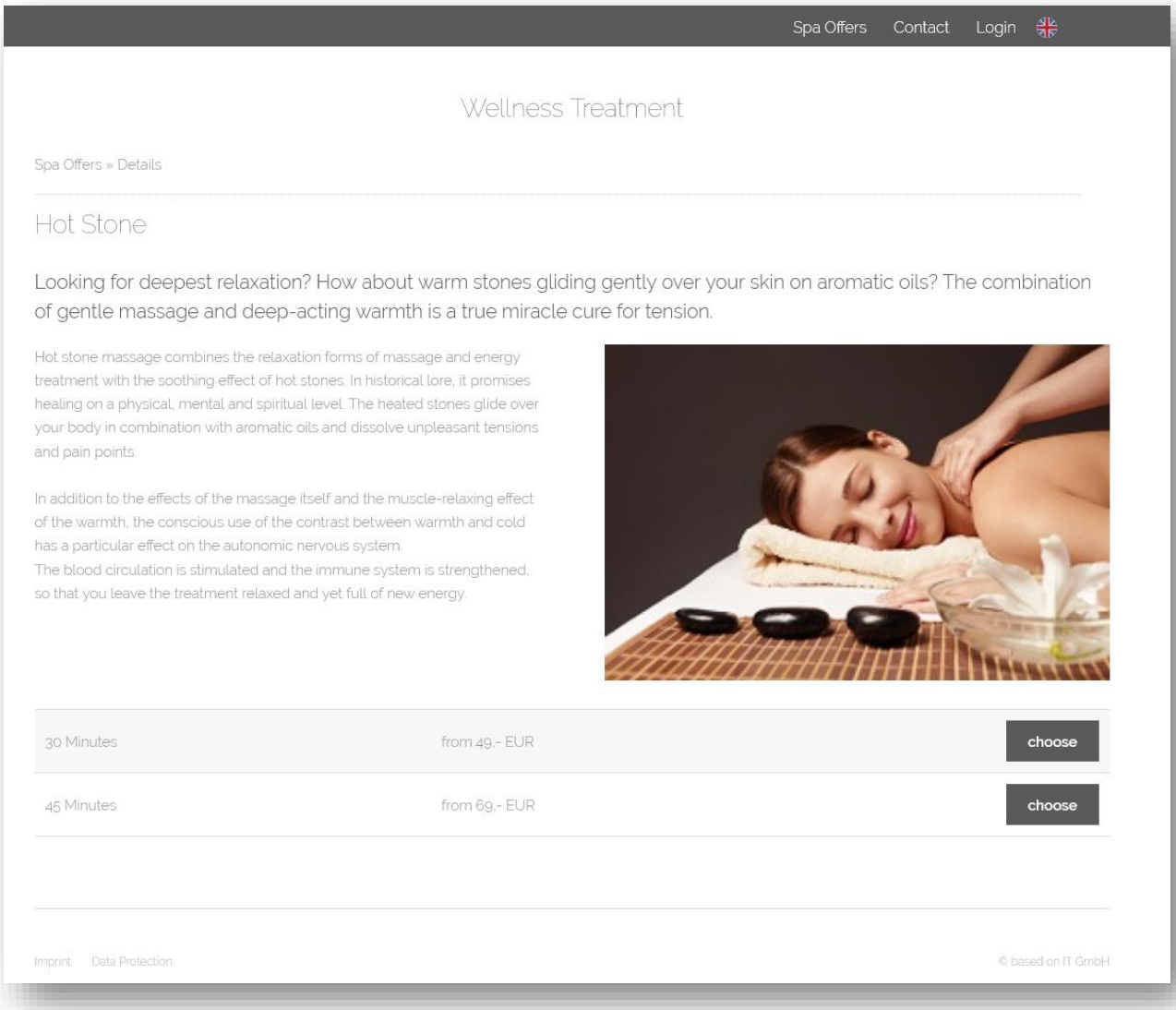


10.1 Attractive Reservation

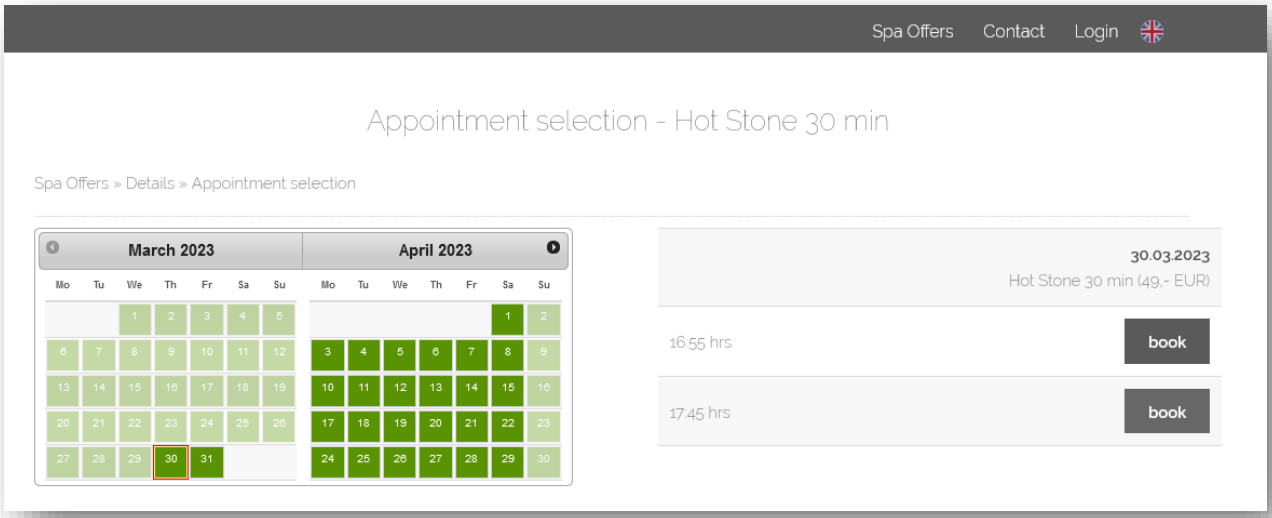
We can implement your corporate design to a large extent - start image, font, colours of the booking page, mail header and footer etc. We charge for these services on a time basis.

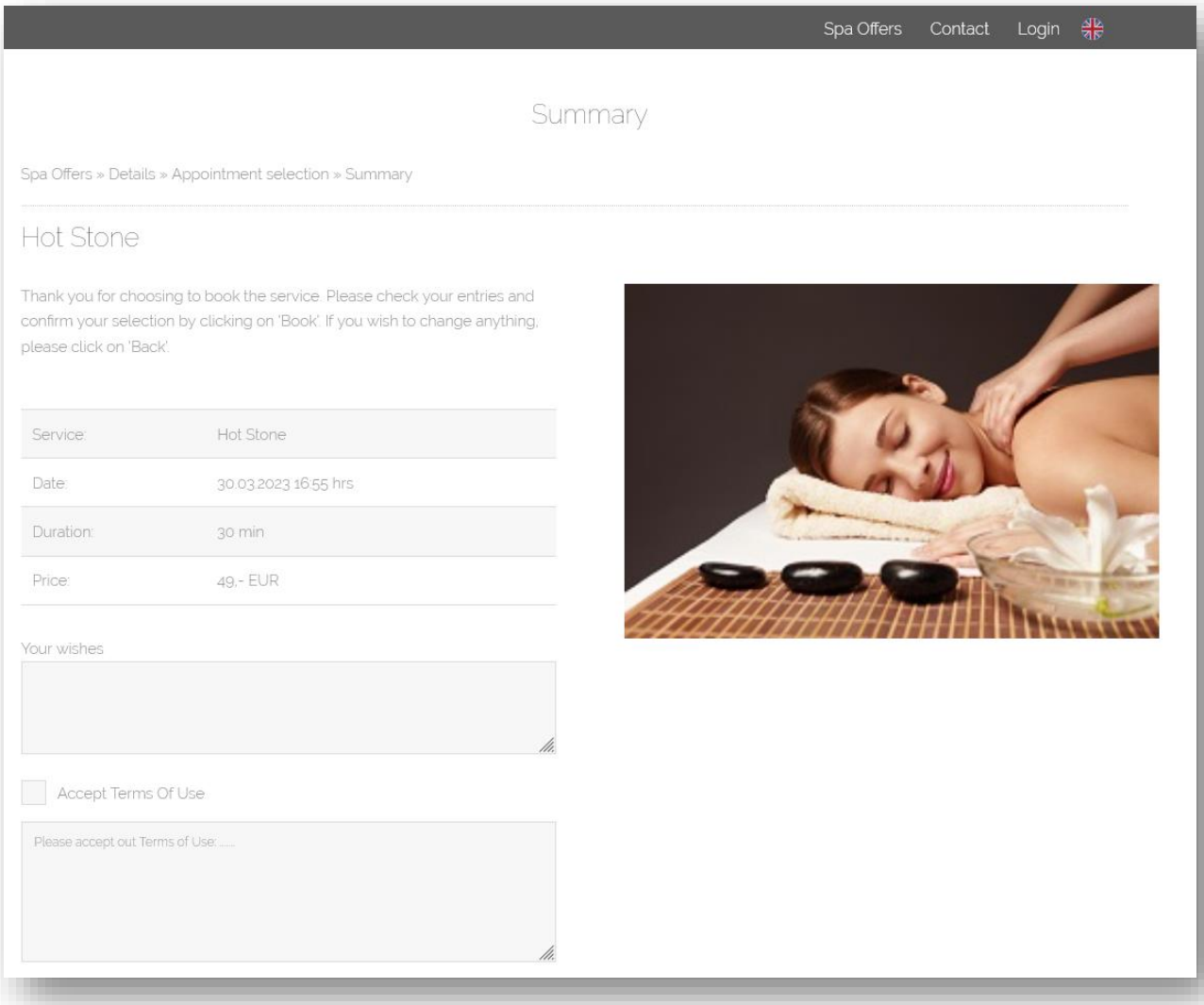
The visitor of your website will be directed from the overview of your services to more detailed descriptions, where he also will find the treatment length and price. Your offers are sorted according to your Offer Categories, which you have created under Master data – Administration.



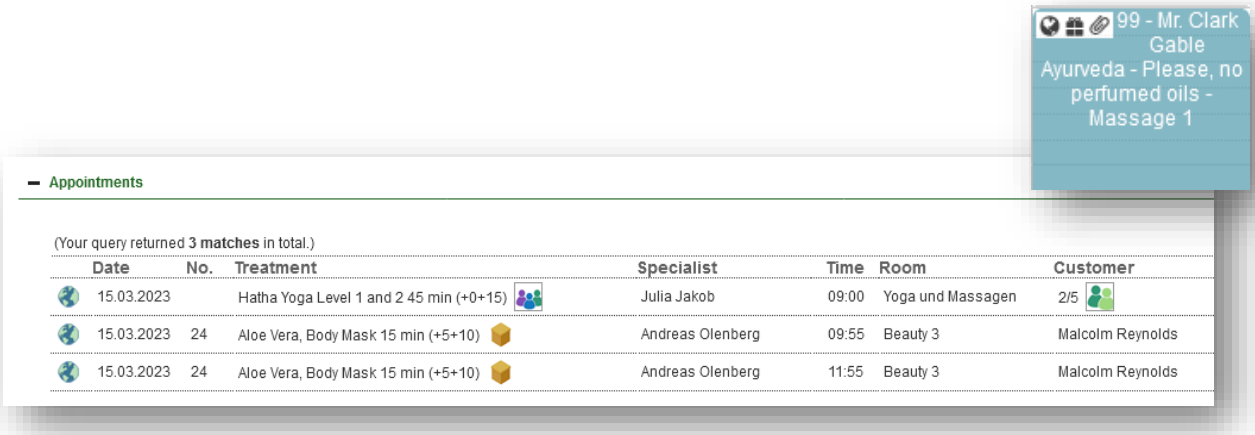


After selecting the desired service, appointments are offered, for hotel guests only those that matches the the stay.



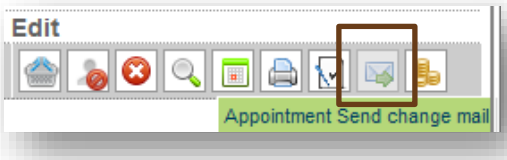


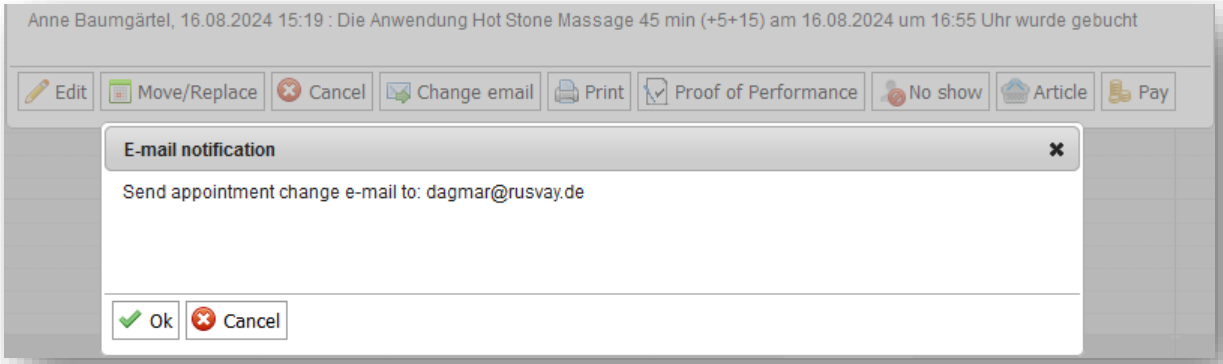
The login is done via stay data or a user account. Guests can view their appointments, whether they booked them themselves or they were assigned by the spa. Packages are booked first, and then the included services are scheduled. Services from hotel arrangements are offered for scheduling, if they have not already been booked by the spa. Appointments are booked directly into the calendar. Your spa is informed by e-mail about new online bookings, and the appointments booked by the guest are marked in the calendar with a globe icon:



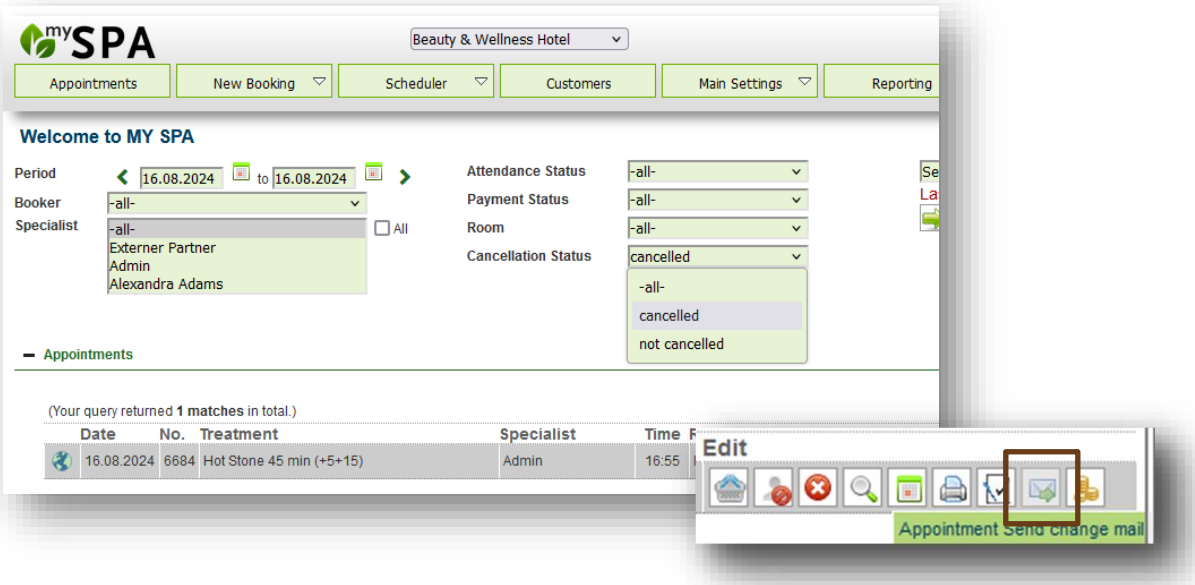
10.1.1 Guest E-mail Notification in the Event of Appointment Postponement and Cancellation

If you need to reschedule a guest booked online directly by the guest, you can generate an automatic email that informs the guest of the change and sends the new date. Depending on the guest's e-mail programme, the change is automatically taken over by their calendar. Please move the guest's appointment and then click on the button that you will find in the appointment overview in the customer mask, on the "Appointments" page and in the calendar.





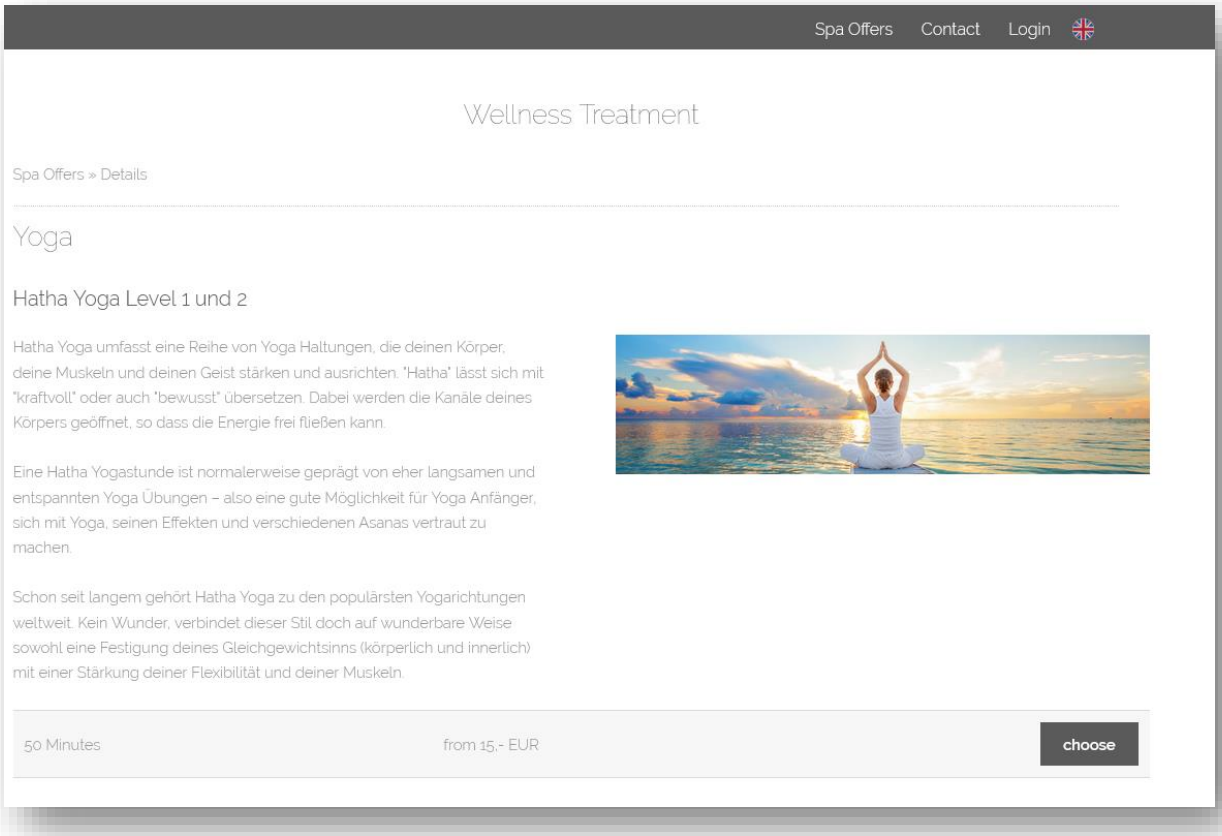
If you need to cancel an appointment booked directly by a guest, there is also an email dispatch function that you can trigger in the MY SPA interface. First cancel the appointment, then you will find the corresponding button in the guest mask under "Cancelled appointments", as well as under the menu item "Appointments" if you set the filter to "All" or "Cancelled" appointments.



10.2 Course Online-Booking

You can also offer your courses via the online booking.

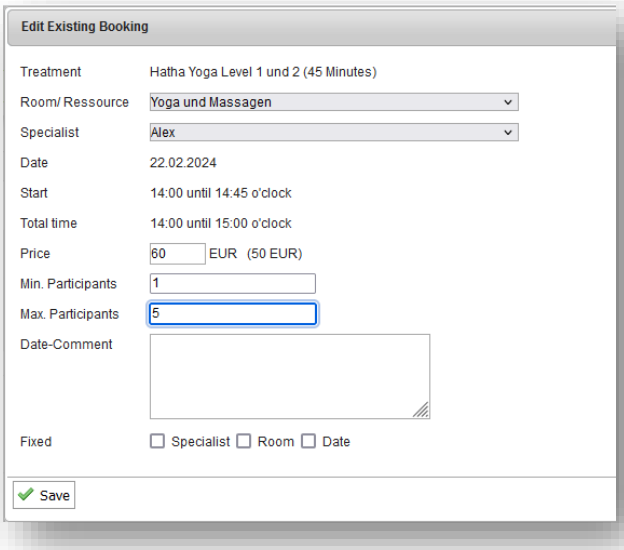
Unlike treatments, the times offered for courses are not based on set appointment start times, but offer courses at all times they take place. The maximum number of participants cannot be exceeded online!



If you would like to offer limited contingents for day spa guests, the idea of one of our clients is: set up a course 'day spa' with a limited number of participants!

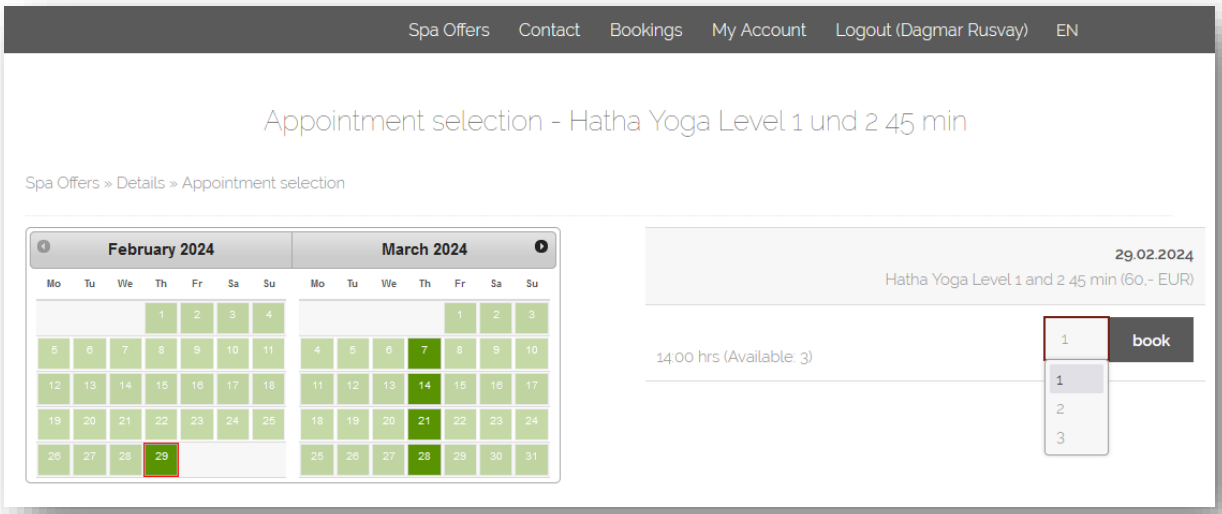
10.2.1 Number of Participants

You can set the number of participants permitted separately for each event. This allows you to control how many guests can book in by default, but you also have the option of increasing or limiting the number per event individually. To do this, you edit the individual course event:

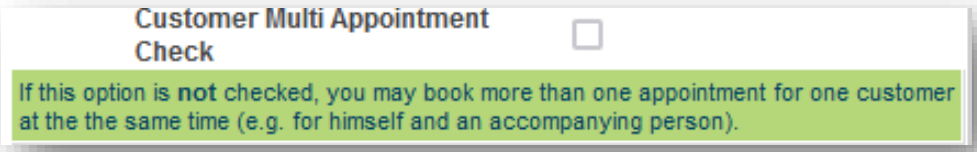


10.2.2 Book for Multiple Participiants

Guests can book several places at once in the online booking route. The other participants are listed under the same name as the person making the booking.

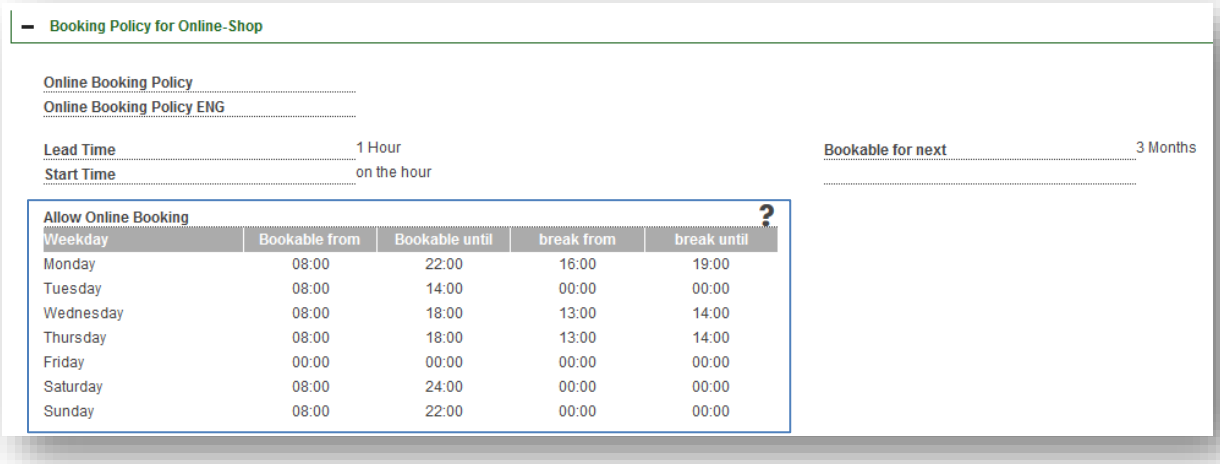


Please note that the "Customer multi-appointment check" setting in the MY SPA master data - shop data must be deactivated for this (the check as to whether the guest already has an appointment at the same time).



10.3 Settings for Online Booking

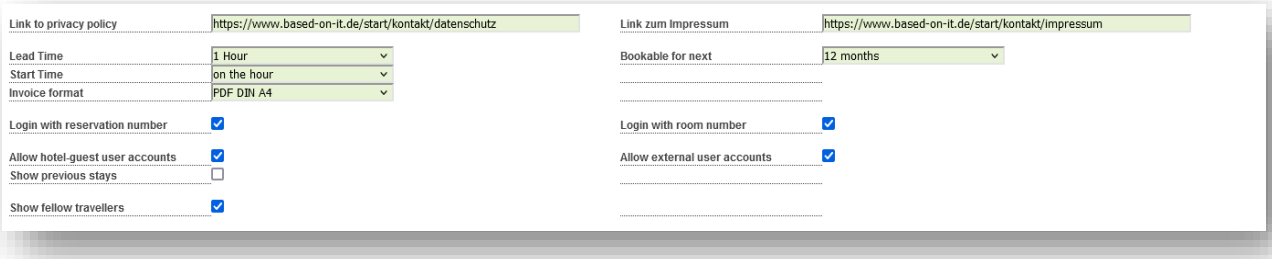
Besides the normal Opening Hours in the Spa Shop-Data, you will find a separate week-planer for your Online Booking Engine. Visit ‚Main Settings' – ‚Shop Data' – ‚Booking Policy for Online-Shop'.



Additionally, you may set lead time, pre-booking period and start time:

The 'Lead Time' controls how much preparation you need at least until the guest arrives. One hour before the start of the appointment is the minimum, you can extend the period up to 24 hours. The 'Start Time' determines whether you want to assign appointments for the full or half hour only, or without restriction, i.e. how the appointment best fits in your calendar. The option Bookable for next…' controls how far in advance you allow online bookings – choose between 1 to 12 months.

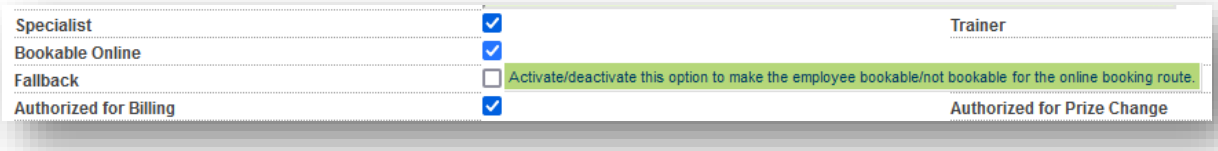
There are separate fields for entering your imprint and data protection links, which are integrated both in the user interface of the booking section and in the e-mail confirmations.



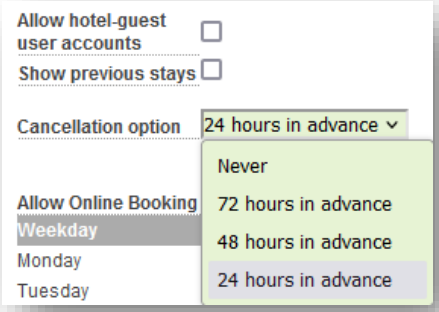
Furthermore, you have the option to generally allow or prohibit bookings of external guests, as well as to allow the login of hotel guests via room number and/or reservation number. The option to allow hotel guest

user accounts determines whether you want to offer guests access to only one stay, or whether they should also be able to book appointments in the spa for further stays.

To further restrict the availability of capacities in the online booking route, you can allow employees to be booked individually:



10.3.1 Appointment Cancelling

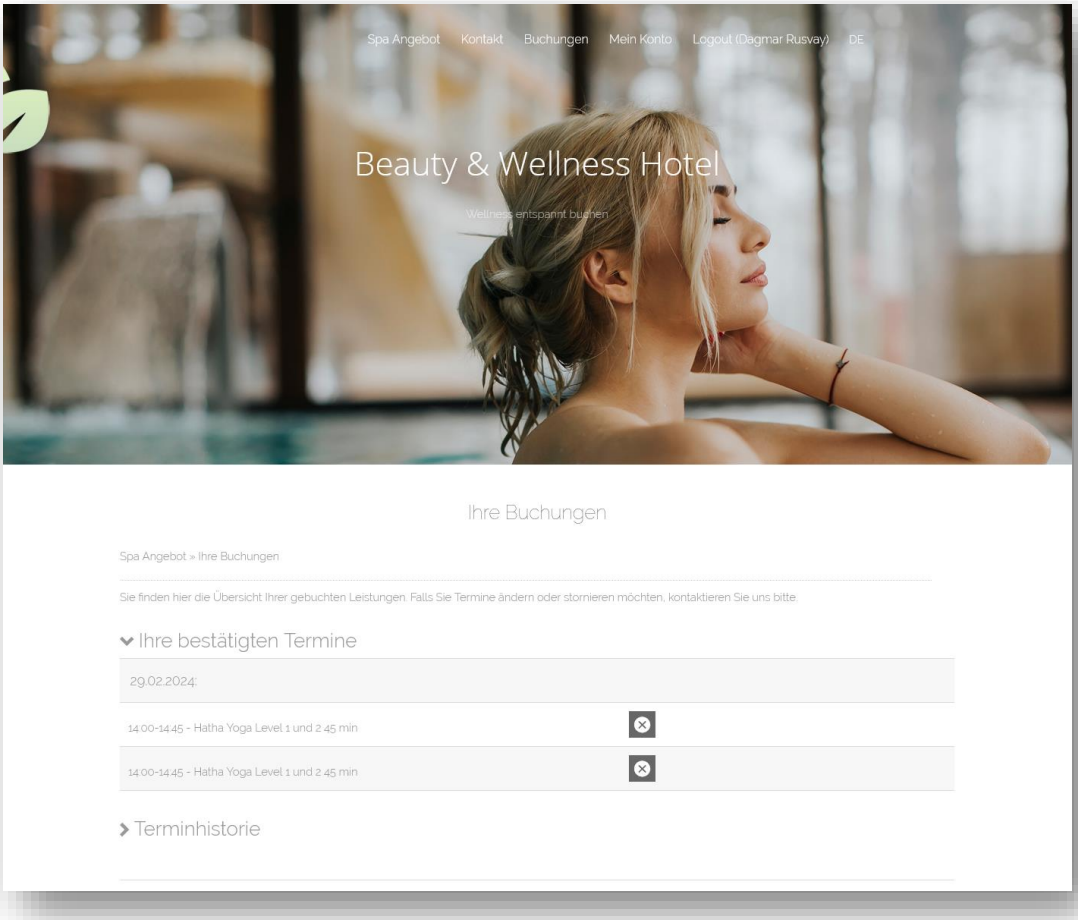


You can allow the guest to cancel appointments.

First select your individual cancellation conditions under Master data - Shop data - Settings - Booking conditions for online shop:

Depending on the lead time for the appointment according to the cancellation condition, the guest will find a cancellation button in their appointment overview:

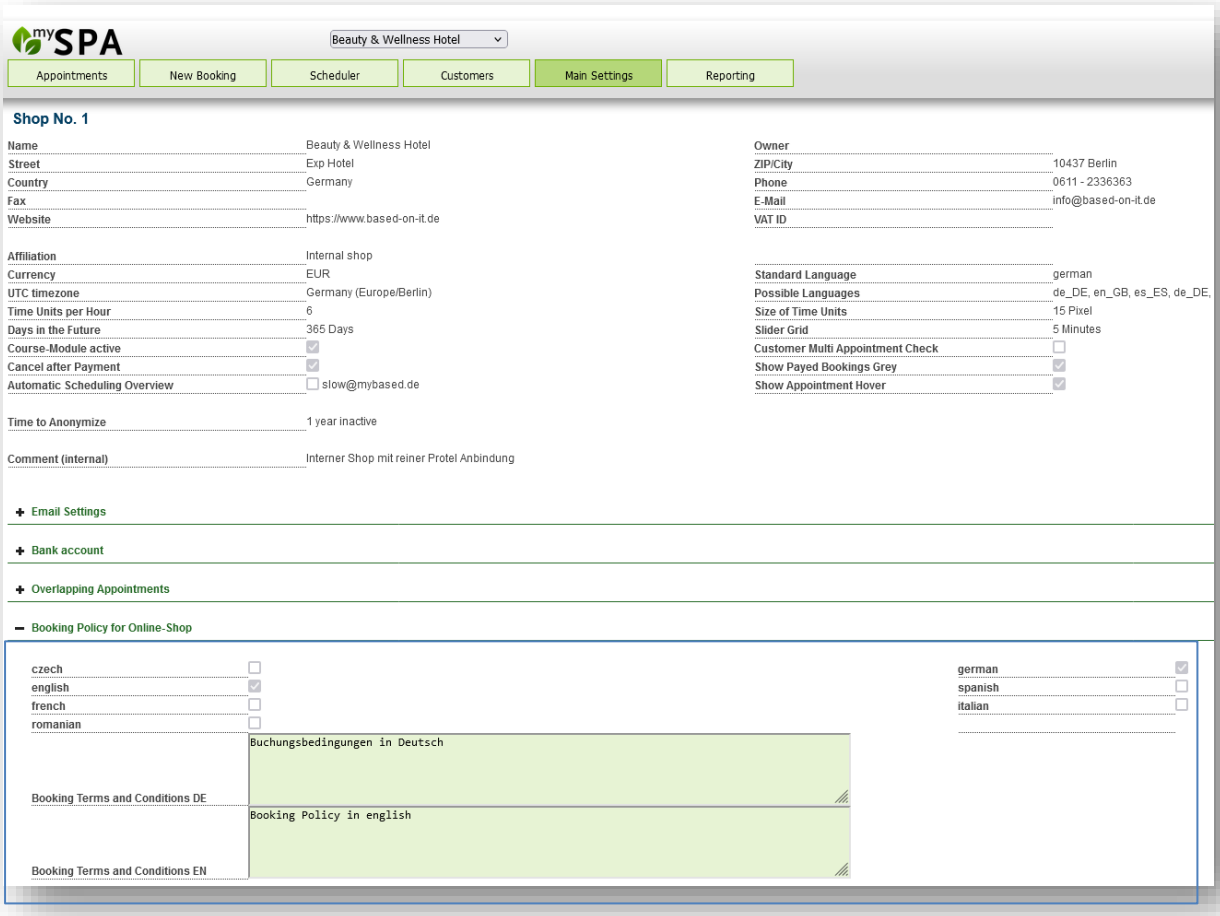
When you click on the cancellation button, a summary is shown and a cancellation e-mail is sent after confirmation.



10.4 Languages of your MY SPA Booking Route

You can configure the languages in which you want to show the MY SPA booking route to your guests. You make the settings under Master data - Shop data - Booking conditions. After ticking the desired languages, the corresponding text field opens for entering your booking conditions. The guest must tick these when booking and they will be sent with the appointment confirmation e-mail.

Please note that this language selection concerns the menu navigation and the online booking section, not automatically the language of your treatment descriptions. If these are only available in German, only these will be displayed. Please note that showing your treatments, courses and packages in other languages, you will have to license the Multi-Language Module.



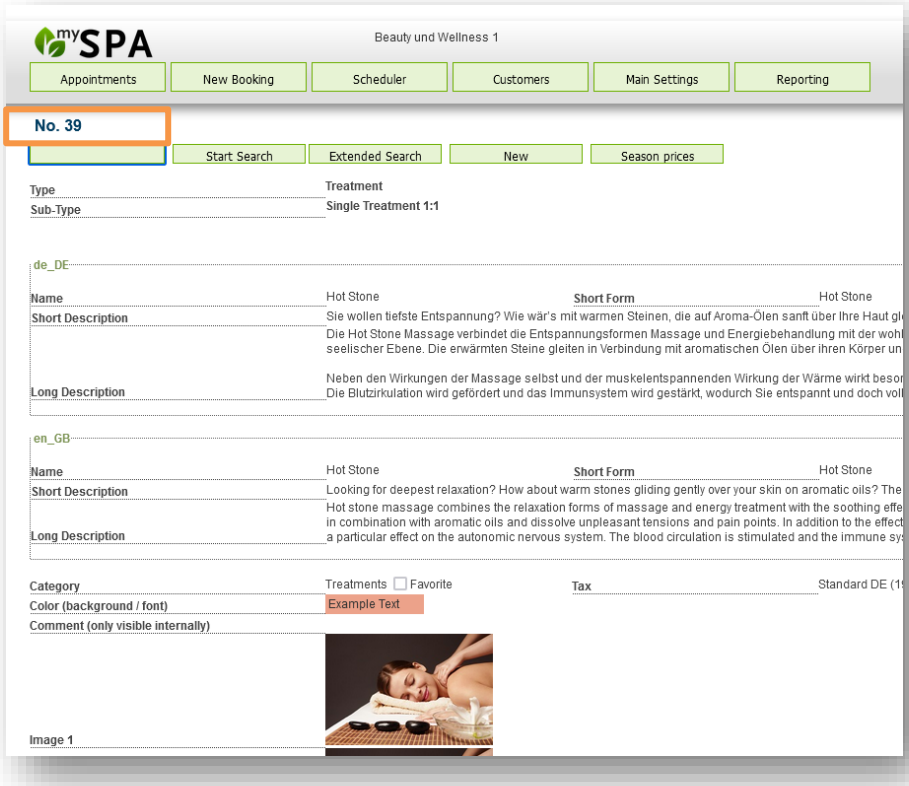
10.5 Deeplinks for your Spa Offers on your Website

If you already present your spa offer on your own website with pictures and descriptions, your website administrators can create dedicated links which will lead your visitors directly to the desired application of the MY SPA Online Booking.

The links are supplemented with the following information:

...../myspa/spabooking.php*?controller=overview&subController=detail&variable=39*

The last entry ....*variable=39* is the number of the application in MY SPA:



10.6 E-Mail-Dispatch

Both the booking guest and your spa receive confirmation of the bookings by e-mail. Each guest enters an e-mail address for this purpose, which must be confirmed by double opt-in. The e-mail address stored in the PMS is not automatically used. On the one hand, this is due to data protection reasons; on the other hand, the guest may not have access to the email address he or she used for the booking while on holiday. HTML emails are sent (feel free to send us your header and/or footer, which we will embed for you. Images used here must be embedded as a link, i.e. publicly accessible on the Internet, for example on your hotel website).

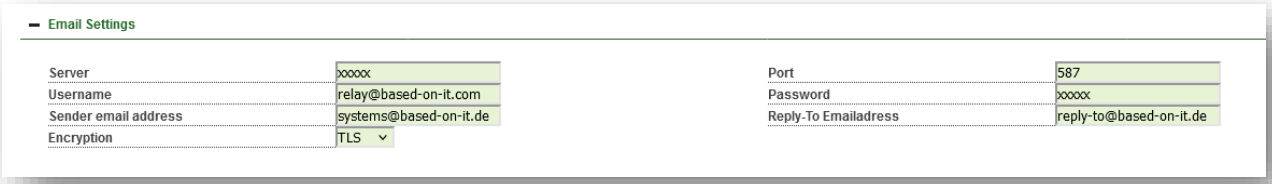
The following e-mails are included by default:

Day Spa Guest:	User Account created incl. E-Mail opt-in
Hotel Guest:	E-Mail opt-in User Account created Info User Account created to the guest's E-Mail account sent from PMS
All Guests:	Booking Confirmation with ical appointment in the attachment Package booking cornfirmation
Spa:	Appointment was booked Package was booked
All User Accounts:	Password forgotten

Further cases for e-mail responses can be individually differentiated for you on request:

Separate appointment confirmations for treatment/ course booking
Pre-booking of a treatment scheduled/ pre-booking of a course scheduled
Scheduled courses as a package component/ Scheduled treatment as a package component.

You may configure your E-Mails in the SMTP Setup in the Main Settings – Shop Settings:



10.7 Login, Cookies and Data Protection

Cookies

We only use technically necessary session cookies, the use of which does not require authorisation, as they do not store any data on the accessing device or browser.

10.7.1 User Accounts

External guests must create a user account in order to make a booking. In addition to the first and last name, the guest's telephone number and address are mandatory fields for creating a customer account so that an invoice can be sent in the event of a no-show. You can deactivate and thus block user accounts in MY SPA if the guest proves to be dubious.

Hotel guests can log in with their first name, surname and reservation or room number. A unique session code is generated and displayed in the browser. No data about your stay is visible in the browser. You can also create a user account, but you do not have to do this. If a hotel guest creates a user account, they can log in with their personal access data and not only access one stay, but also make bookings for further stays.

You can largely control these functionalities; you will find settings under 'Booking conditions for the online shop' in the MY SPA master data.

Qualified login links for your guests may be generated and sent to your guests by e-mail, e.g. in a reservation confirmation, to make it even easier for your guests to log in. These must be designed as follows:

Login link with the reservation number of your hotel

system:https://[MYSPA_URL]/myspa/spabooking.php?controller=login&subController=reservationlogin&firstname=[VORNAME]&lastname=[NACHNAME]&resno=[RESERVIERUNGSNUMMER]&fastlogin=true

Login link with arrival and departure date:

http://[MYSPA_URL]/myspa/spabooking.php?controller=login&subController=reservationlogin&firstname=[VORNAME]&lastname=[NACHNAME]&from=[yyy-mm-dd]&until=[yyy-mm-dd]&fastlogin=true

You should also enter a link to your legal notice and your privacy policy which you should expand for the MY SPA online booking route according to your use.

10.8 Direct Payment via the booking route

You also have the option to let guests pay directly via PayPal. Only after successful payment, the appointment will be booked into the calendar.

Please note: This payment option is only available if the MY SPA POS module is also licensed, because in this case MY SPA also issues the invoice to the guest. Prerequisite is a PayPal account. Payments via PayPal are sent informatively to connected hotel systems. The connection of further payment providers is possible on request.

10.9 European Accessibilty Act

What is it about? From the end of June 2025, the Barrier-Free Accessibility Reinforcement Act (BFSG) will oblige companies to design digital services in such a way that they can also be used by people with disabilities

without barriers. In order to meet the requirement to have websites read aloud, to make them operable by keyboard and to offer all content with clear contrast and structure, we have adapted the online booking route accordingly.

You will find our results and the declaration of conformity as a new link on your Spabooking page next to "Imprint" and "Data protection" under the name „European_Accessibility_Act“.

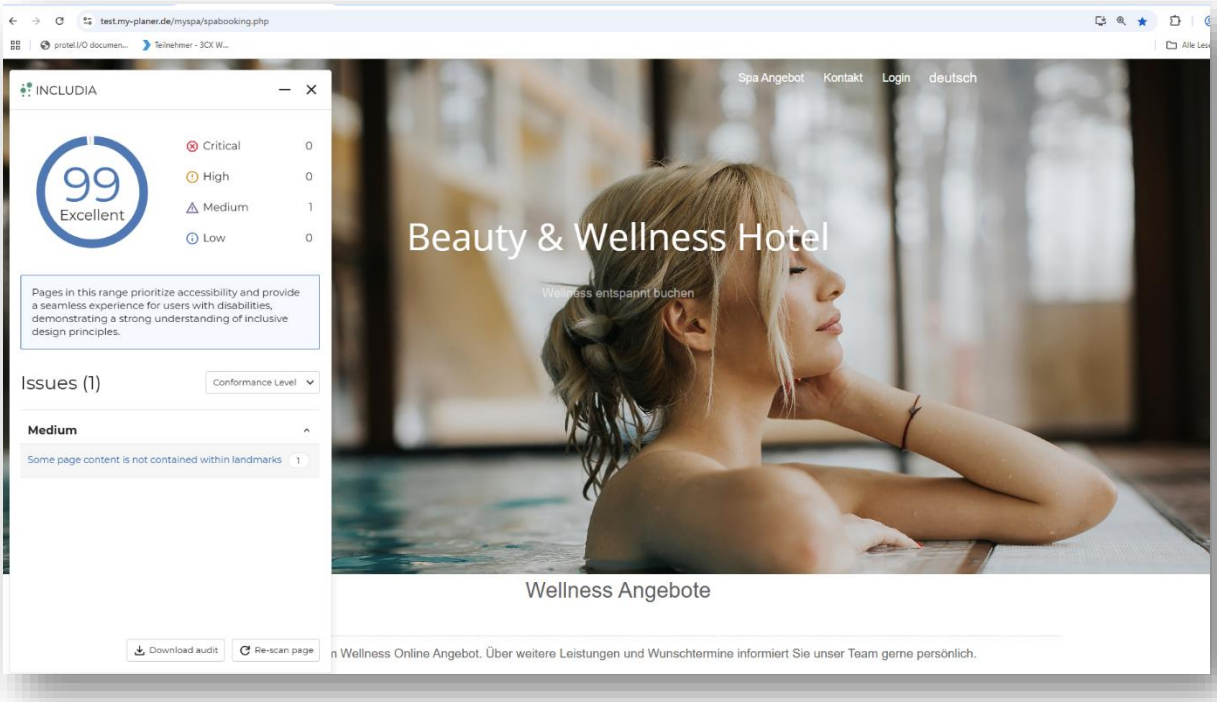
The link refers to PDF documents that are stored on our website according to the language of the guest.

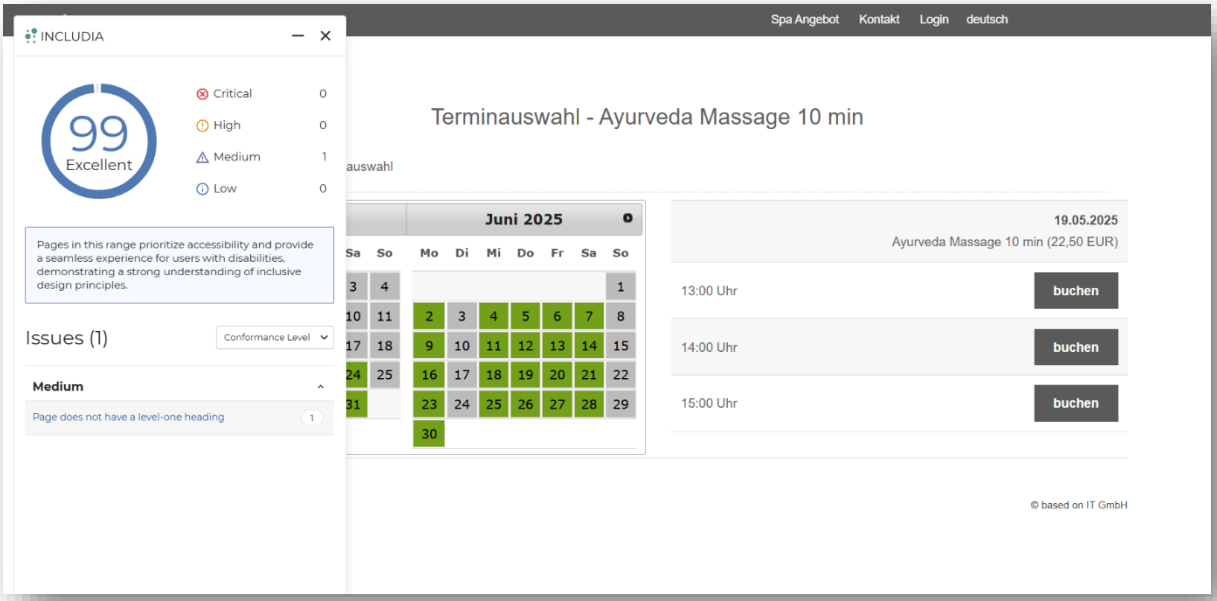
This may affect the customised appearance you have specified. Please check the appearance.

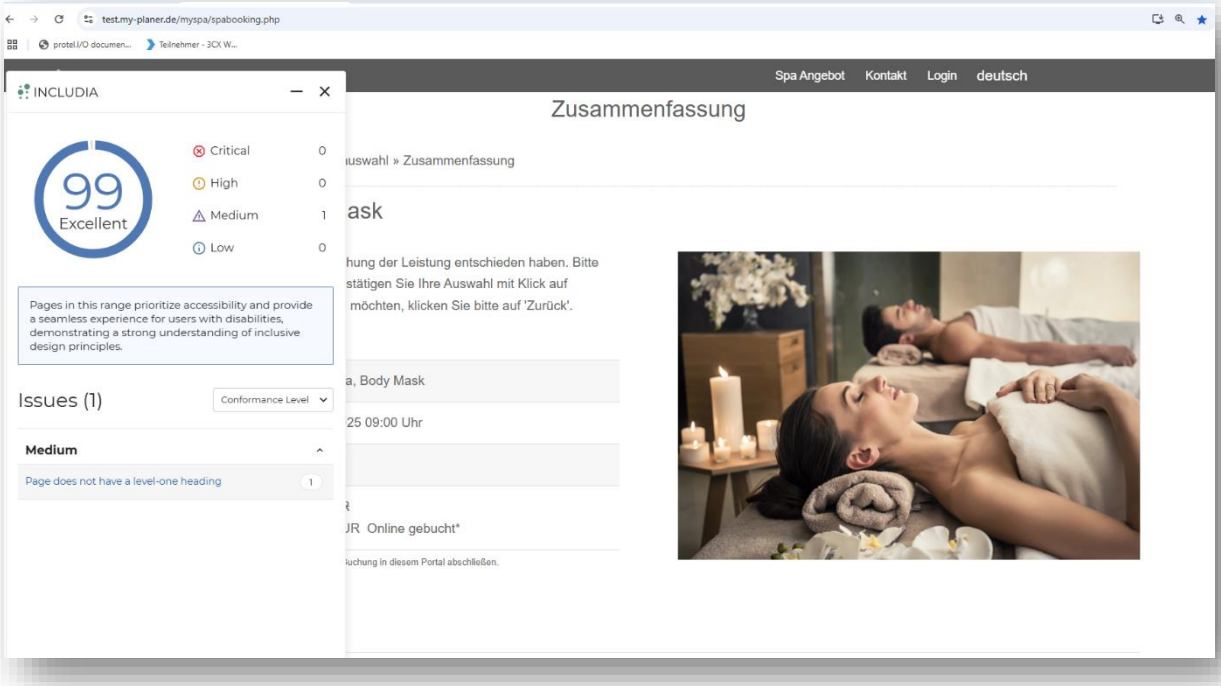
10.9.1 Status of compatibility with the requirements

In April and May 2025, a technical audit was carried out using Google Chrome Accessibility Audit (Lighthouse) following the adjustments made. An accessibility score of 99% was achieved. In addition, manual tests were carried out by our developers and together with people with visual impairments to assess the actual usability in practice.

The following views may vary depending on the customisation we have made for you:

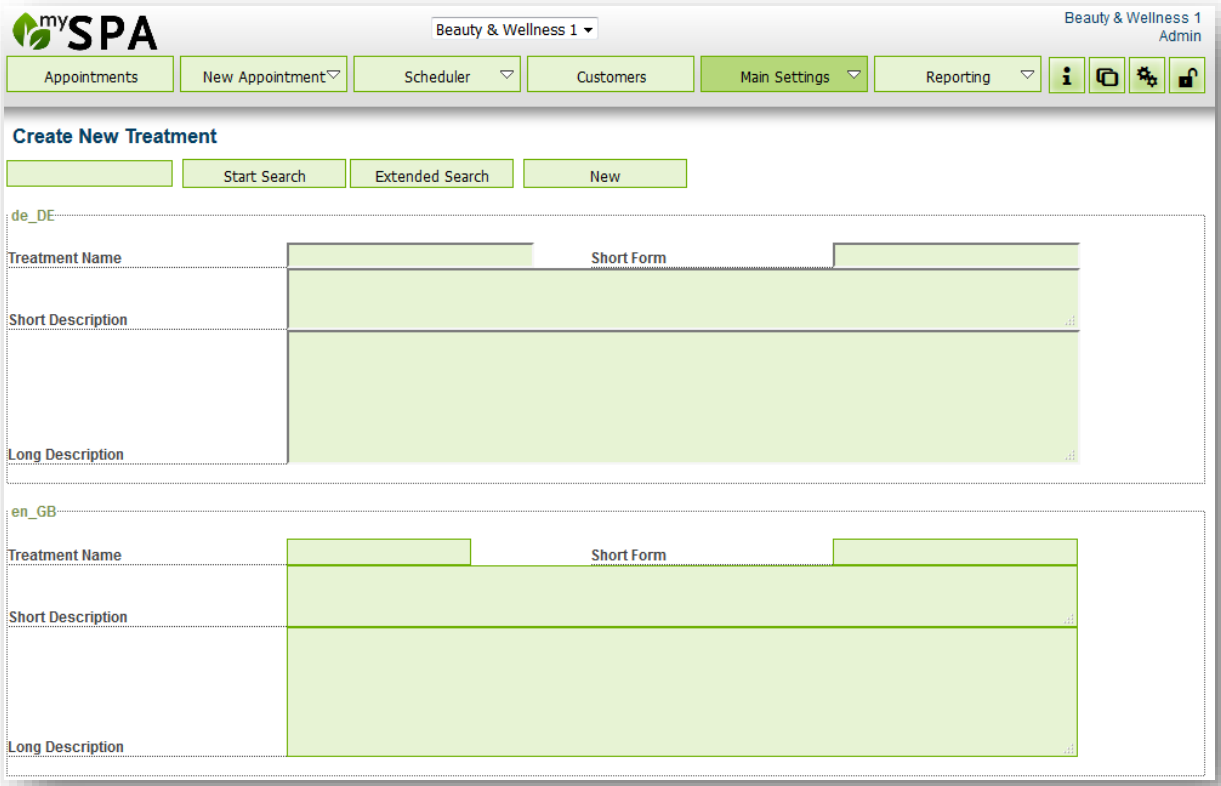



INCLUDIA
99
Excellent
Critical 0
High 0
Medium 1
Low 0
Pages in this range prioritize accessibility and provide a seamless experience for users with disabilities, demonstrating a strong understanding of inclusive design principles.
Issues (1)
Conformance Level
Medium
Page does not have a level-one heading 1
Spa Angebot Kontakt Login deutsch
Terminauswahl - Ayurveda Massage 10 min
Juni 2025
19.05.2025
Ayurveda Massage 10 min (22,50 EUR)
13:00 Uhr buchen
14:00 Uhr buchen
15:00 Uhr buchen
© based on IT GmbH


test.my-planer.de/myspa/spabooking.php
INCLUDIA
99
Excellent
Critical 0
High 0
Medium 1
Low 0
Pages in this range prioritize accessibility and provide a seamless experience for users with disabilities, demonstrating a strong understanding of inclusive design principles.
Issues (1)
Conformance Level
Medium
Page does not have a level-one heading 1
Spa Angebot Kontakt Login deutsch
Zusammenfassung
Online gebucht*

11. Module Multi-Languages

Under 'Main Settings' – 'Treatments' you can now enter new names and descriptions for your treatments, which will be displayed in the Online Booking module, as well as other external systems which are connected via the API, like Concierge Apps.



Please note that showing your treatments, courses and packages in other languages, you will have to license the Multi-Language Module.

12. List of Icons

	Open Online Help
	Open additional window
	Change personal settings (password / language)
	Log out
	Date Picker and calendar views: Date selection, Back (1 day / week), Today, Back (1 day / week)
Kung Fu 15 min	The brighter area of an appointment represents set-up times
	Copy treatment or course / New version of the treatment or course
	Cancel reservation/ appointment is cancelled
	Edit Entries
	Open Appointment Search / Date Search
	Delete entry - only possible if no bookings have been made yet
	Print Appointment list for all future appointments of the guest of a stay
	Additional Template for guest appointments
	Print Proof of performance for all current appointments of the guest per specialist
	Print Course description
	CSV Export of the selected data
	Daily Employee and Room Plan
	List of Attendees/ Weekly Class Schedule
	Treatment certificate for the guest
	Anonymize customer data
	Adopt a hotel guest from the Check-in List

Participation/ Did not participate

Conflict between appointment and the guest stay

Pre-Bookings for a Guest

Use Pre-Booking for the apoointment

Pre-Book a Course Participation

Open all Treatment Requests and Packages of a guest

Free Booking

Post services/ Services are posted

Resend postings to the hotel system

View entry / global entry (multi-property), change is only possible for all

Post ancillary sales / Appointment has items booked

Package Information / Book Appointments for Package

Link appointment with package service/ detach from package

Change Package Owner

Swap a Package Part

Assign Package to a customer

Couple Treatment

Course/ Add Participants

Class is empty/ Class is bookable

Maximum Participants nearly reached/ exceeded

Reminder is done

Grey Buttons	Gray buttons cannot be edited at this time. Gray appointments in the calendar are settled.
	Online Reservation
	Appointment is marked as fixed in at least one option
	Appointment is part of a package
	A guest or appointment comment has been entered
	Information about bookings from the hotel system
	Issue an E-Mail notification

Do you have any questions or suggestions?

Send a mail to: systems@based-on-it.de

Or just call us. We will gladly and directly help you out.

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