MY SPA 5.5 – New in this Version

New Interface: MEWS

With this version, MY SPA is already in productive operation in conjunction with MEWS. If you are considering a change of hotel system, nothing stands in the way.

Contact us, the changeover is easy, as MY SPA has always been based on web-based cloud technology and can therefore go straight into operation.

An interface to ASA is in development.

PMS Change

As we are currently receiving many questions about switching hotel systems, we would like to inform you about the transactions involved in the changeover.

Physically, MY SPA can be moved from a local installation to our data centre with little effort. Our customers decide in favour of one of the two following options for switching from one hotel system to another:

Option 1 relaxed with preparation: new MY SPA with master data import

This migration option offers a good opportunity to tidy up. A new MY SPA installation is set up for you. We transfer the active master data from MY SPA. The advantage: you can connect the installation before going live, test it at your leisure and create the links (mapping of sales accounts, payment methods, taxes, packages and services). The disadvantage: all appointments have to be recreated and the packages redistributed, and the guest history can only be looked up in the old system.

Option 2 on the key date: MY SPA without hotel system links

You keep MY SPA as it is, we remove all assignments to PMS, i.e. guest profiles and reservations as well as packages sent by the hotel system. Your guests' appointments remain in place for the time being, but the hotel guests initially become external guests. The advantage: no work in advance. The disadvantage: on the day of the changeover, all mappings must be created in addition to the interface setup. Afterwards, all appointments must be processed once and assigned to the new reservations, or the guests must be merged.

Merging Guests

Merging guests with their respective guest profiles is not only an important issue when switching from one hotel system to another. During the merge process, you select two guests in MY SPA and select the correct individual entry from the two guest files. The guest's already booked appointments are transferred to an existing reservation.
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.

Deactivate Treatments

Until now, you could not deactivate applications and courses if they were booked or part of a package. You can now deactivate the applications or courses so that they can no longer be sold in future. The previously booked packages in which they are included and already booked appointments remain unchanged!

Calendar

You can no longer edit billed appointments retrospectively. What is new is that you can also add a comment afterwards.