# MY SPA 5.6 – New in This Version

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.

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.
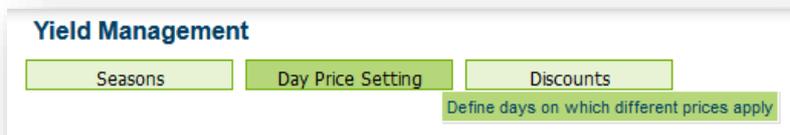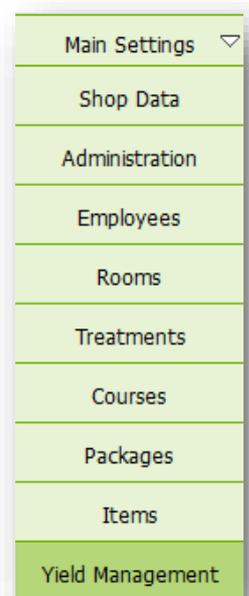
Firstly, define days, day groups and your own periods, for which you can then set prices, price increases or reductions in the application/course overview. Special days: this is intended for the Christmas period, for example.
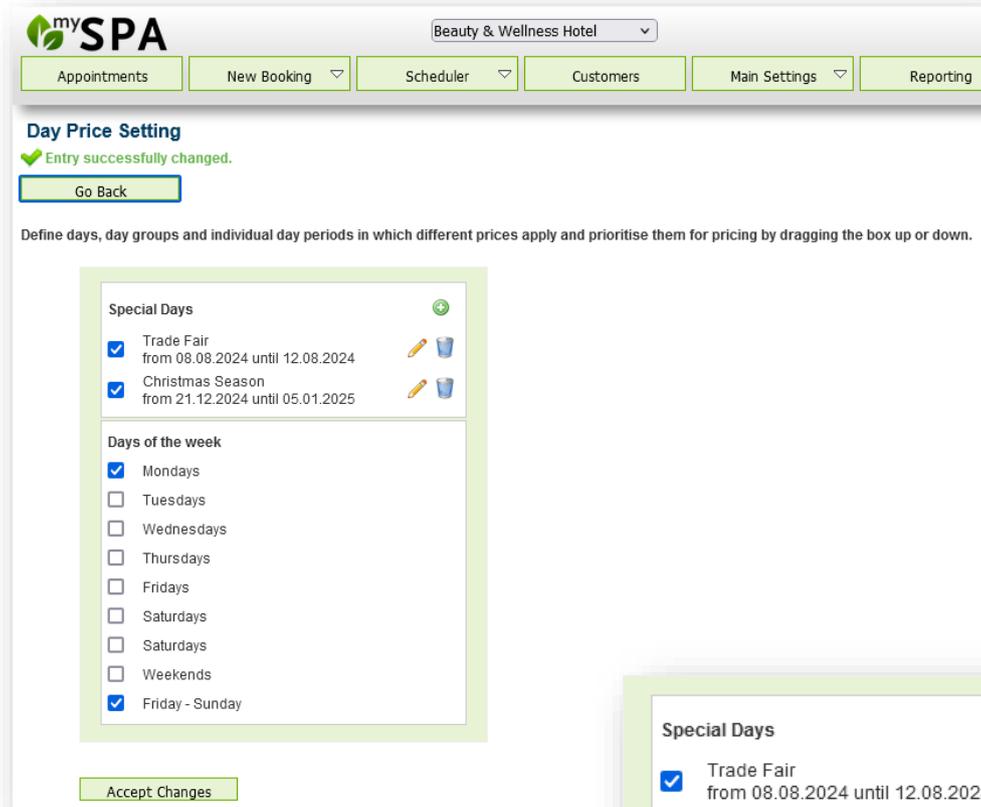
Create a new entry under "Special days" by clicking on the plus sign. Select the start and end date and assign a name. Click on Save at the bottom of the page. You can delete expired periods by clicking on the recycle bin or edit them by clicking on the pencil and updating the date for the future.

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.
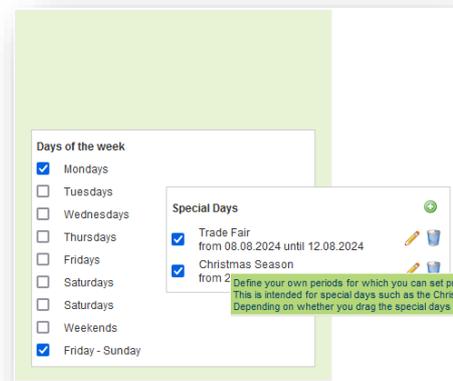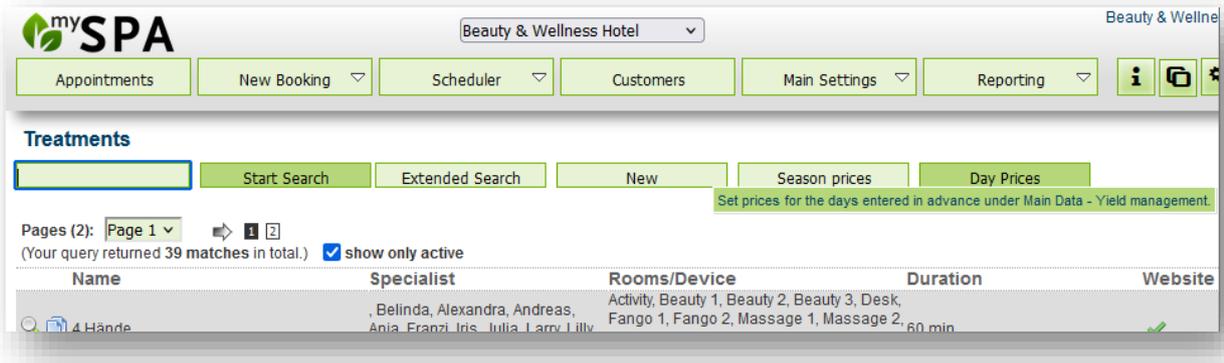
Under the item Daily prices you will now find the list of your offers and can define other fixed prices or price deviations.
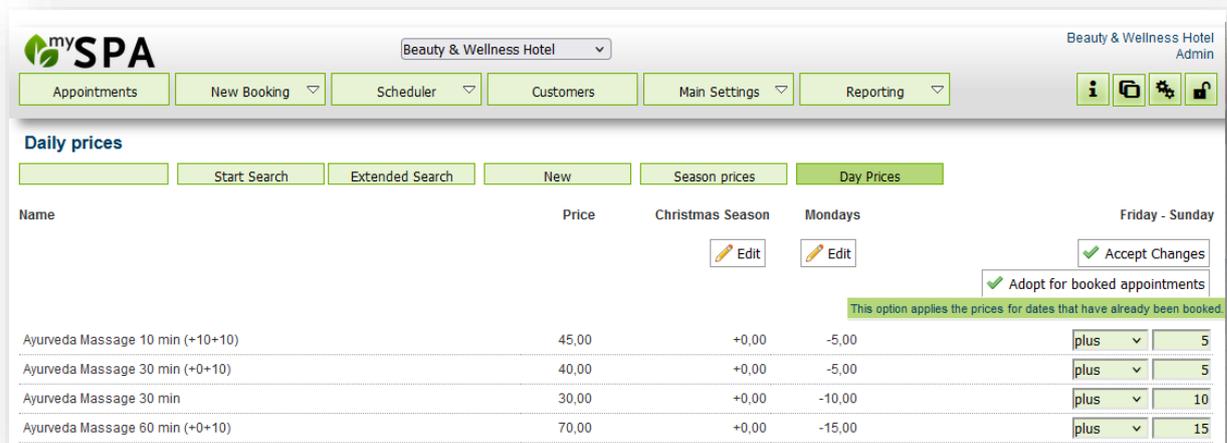
When entering the different price, select the option to set an absolute new price or to enter a price increase or decrease. The advantage of a plus or minus price is that it will continue to be used in the event of new seasonal prices applying at a later date.

Seasons

The season time settings have been moved to the Yield Management menu item. The functionality has not changed.
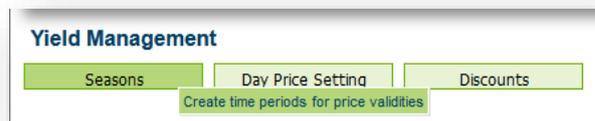
Discounts

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.

Discount Settings

 Under Master data - Yield Management you will find the submenu item Discounts.
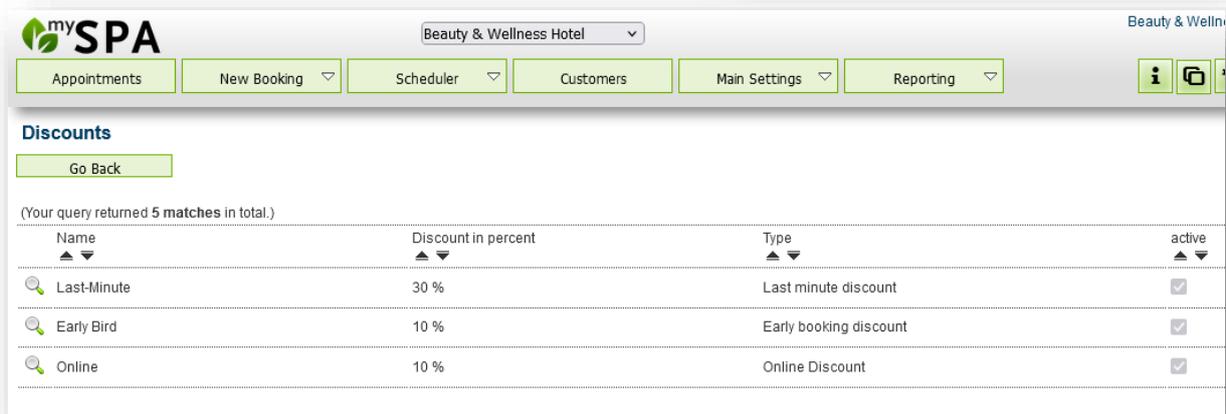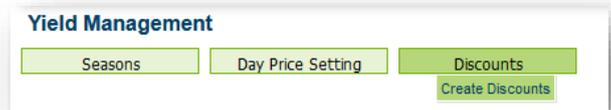
By clicking on the magnifying glass, you can activate the discounts, set the amount and specify which of your offers they should apply to.
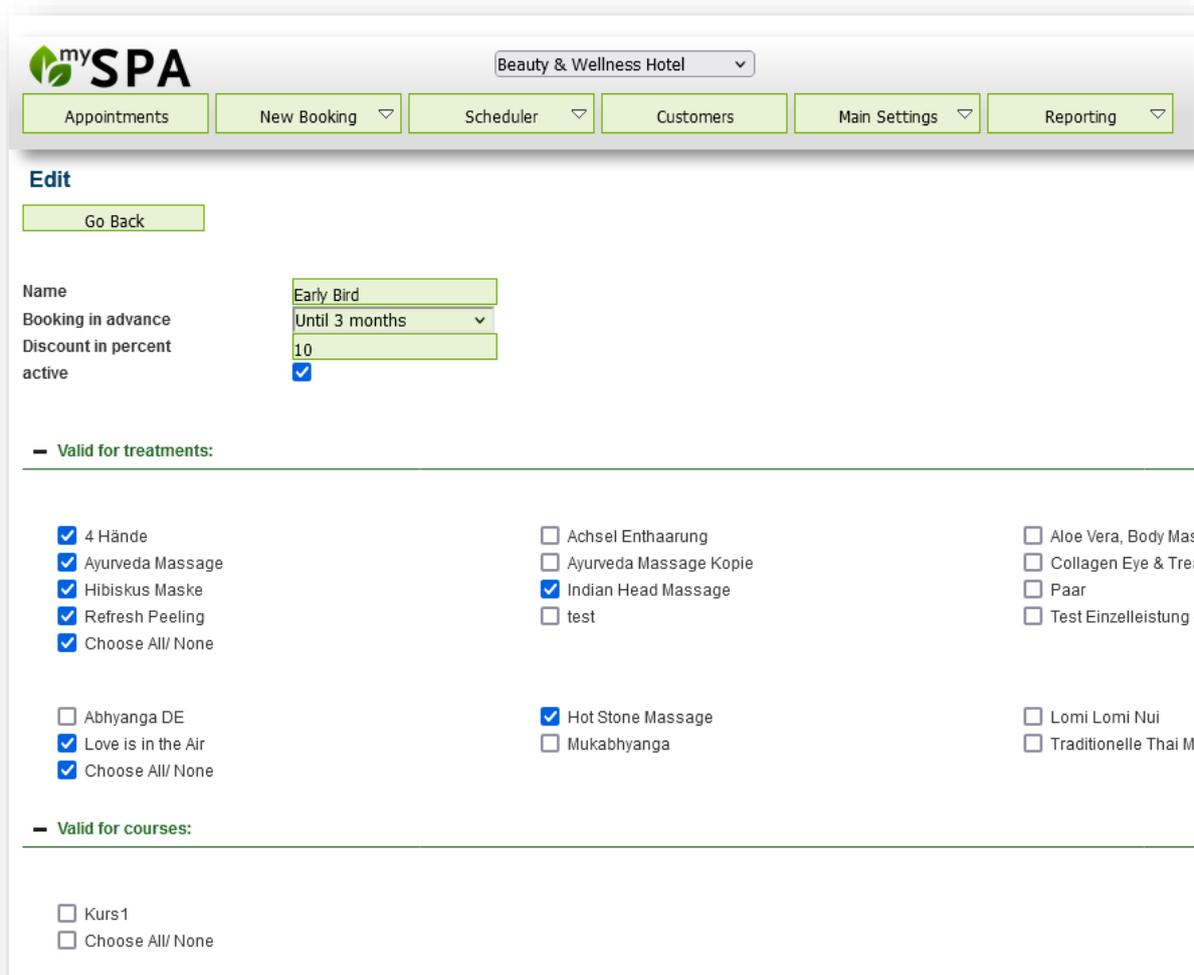
The early booking and last-minute discount is calculated automatically from the booking date and the planned start date. You can choose the period of the early booking and last minute discounts. Early booking discount: between 1 - 12 months before the date, last minute 2 weeks to 1 day before the date. 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.

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.

Online Booking for Your Guests

The old MY SPA booking route will be redirected to the new booking route with this version. Please check the appearance if you still had the old booking route …./myspa/overview.php linked. The link to the new booking route is …./myspa/spabooking.php.

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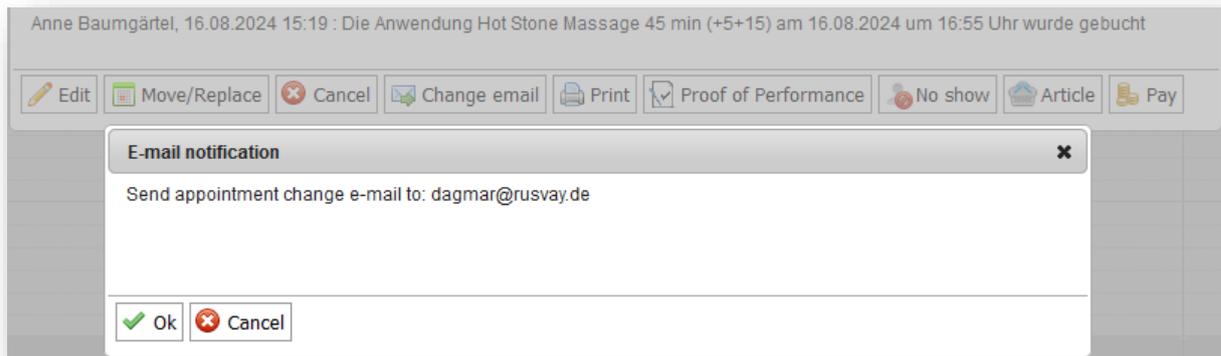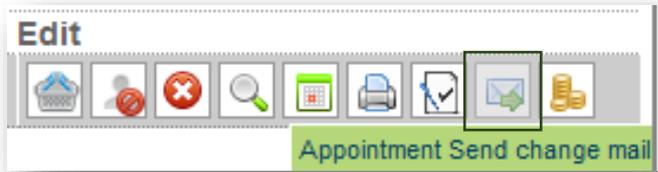
If you need to cancel an appointment booked directly by a guest, there is also an email dispatch function that you can trigger in the MY SPA interface. First cancel the appointment, then you will find the corresponding button in the guest mask under "Cancelled appointments", as well as under the menu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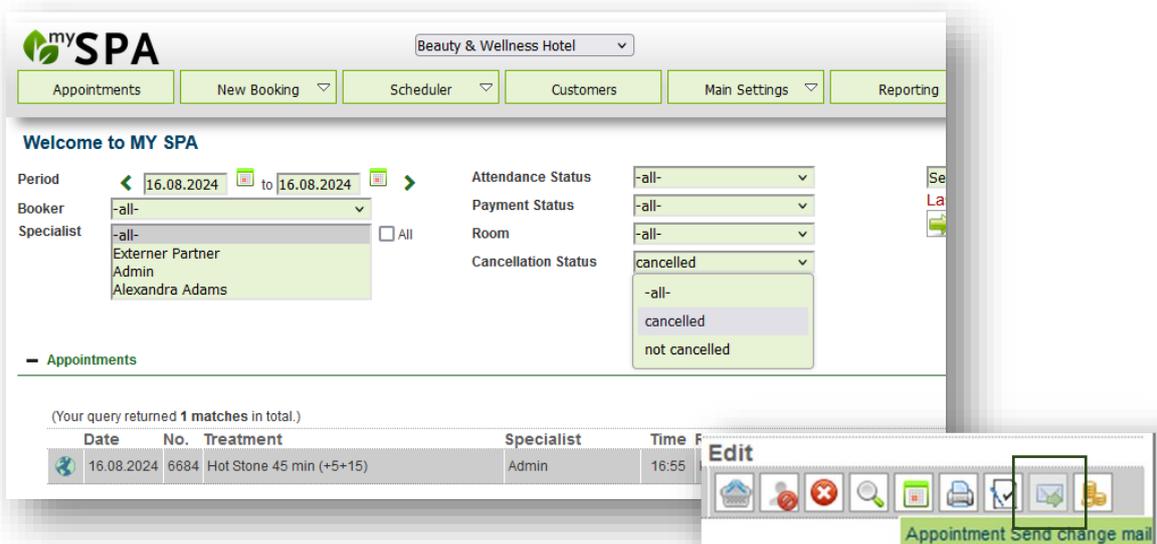
KPI Report

As a new 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.

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

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

 In the interface, 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]

Guests	January 2024 Inhouse	Day Spa	February 2024 Inhouse	Day Spa	March 2024 Inhouse	Day Spa	April 2024 Inhouse	Day Spa	May 2024 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
Barbor	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

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:
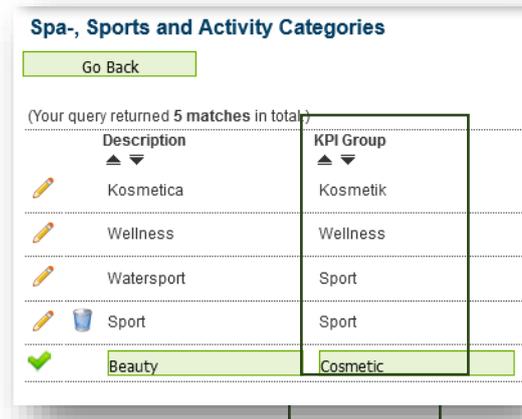
| A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Beauty & Spa																
Key Performance Indicators:																
	January	2024			February	2024			March	2024			April	2024		M...
Guests	Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa	Inh...
Quantity	2133		151		3212		261		3900		252		3802		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	Un...
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	%	Sto...
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.
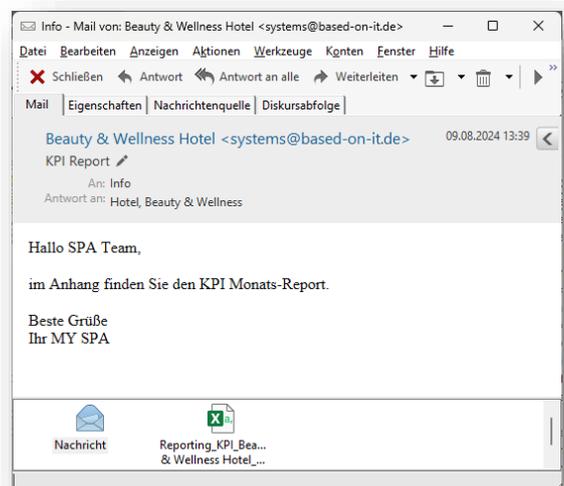
Anamnesis Form and Diagnosis

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
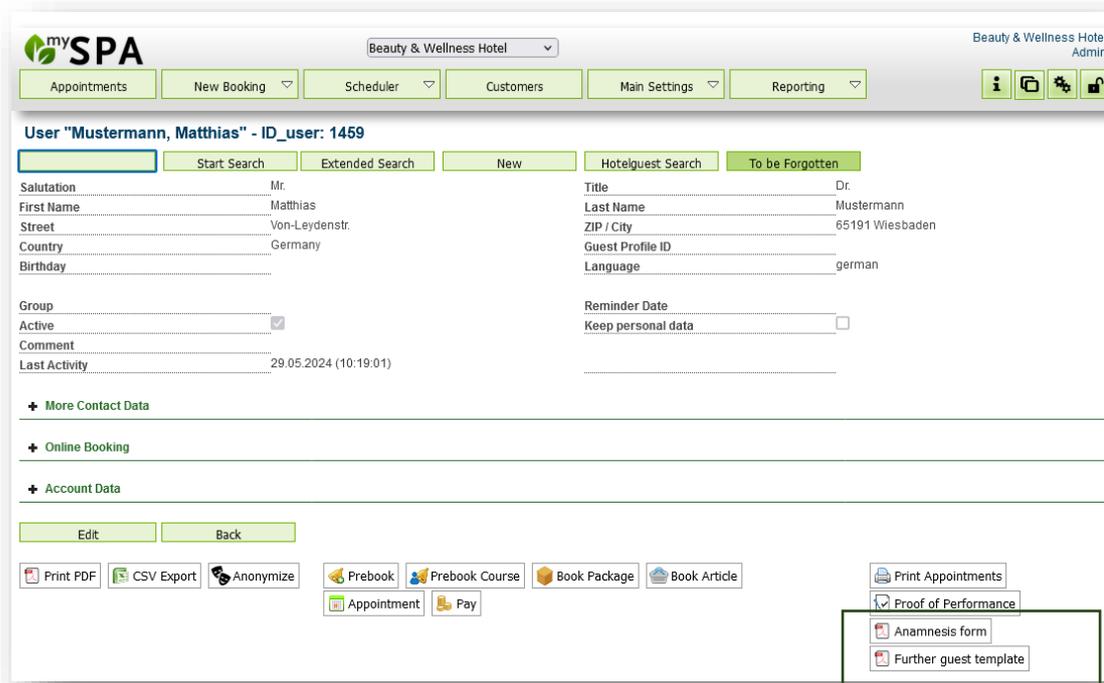
We do not currently store the questionnaires or findings completed by guests in MY SPA in order to fulfil the GDPR.

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:

„*Processing of special categories of personal data*

1. *Processing of … data concerning health… shall be prohibited.*

2. *Paragraph 1 shall not apply if one of the following applies:*

   a.   the data subject has given explicit consent to the processing of those personal data for one or more specified purposes,…

   h. processing is necessary for the purposes of preventive or occupational medicine, … or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3

3.   Personal data referred to in paragraph 1 may be processed for the purposes referred to in point (h) of paragraph 2 when those data are processed by or under the responsibility of a professional subject to the obligation of professional secrecy under Union or Member State law or rules established by national competent bodies or by another person also subject to an obligation of secrecy under Union or Member State law or rules established by national competent bodies."

Miscellaneous

Guest Search by Reservation Number

The hotel reservation number is a new search field in the guest search mask. This allows you to restrict even more precisely which hotel data an appointment booking should be linked to:
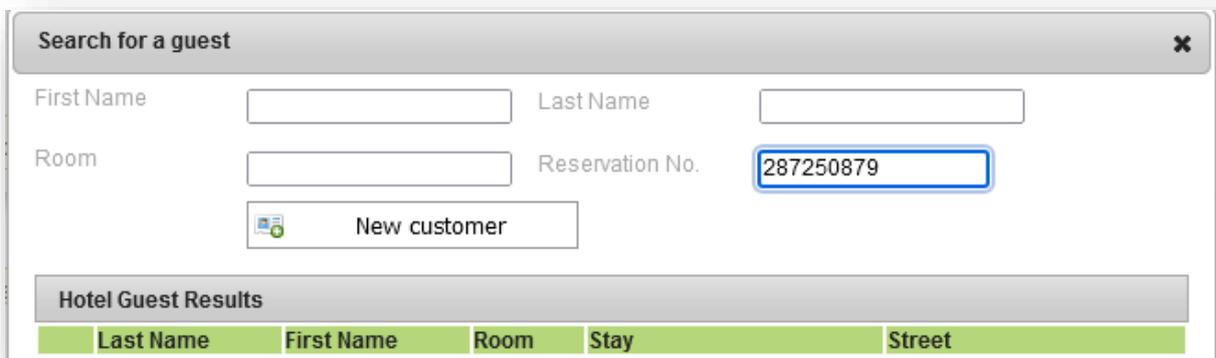
Information from the Hotel System

Information and bookings from the hotel system are marked with this indicator. Move the mouse over it to display further information.

MY SPA Standard Schedules for the Guest - Font Size

There is a recurring request to format the texts above and below the dates in a standardised font size. The former "small print" is now the same size as the entire text. This change does not affect the standard MY SPA proof of services/guest checks or the customised templates.