MY SPA 5.7 – New in this Version

New Hotel System Interface

As of this version, the interface to ASA is already successfully in operation. As usual, this interface also offers extensive functions and transfers reservations, the main guest/ booker and fellow travellers as well as 'extras', booked packages but also fixed services to MY SPA. Additionally booked services from MY SPA are posted to ASA on the hotel invoice or, if you use the MY POS cash register module, can be paid using external payment methods.

The billing of booked treatments, article sales and tips is carried out via the booking on the guest folio of your hotel guests, as well as informatively on sales accounts. Not every SPA service needs to be set up in the hotel system, it is sufficient to create collective financial accounts, e.g. for massages.

All appointments booked for hotel guests are transferred to ASA for information before billing. When the hotel invoice is created, the reception desk is informed that not all services from the spa have been billed yet. Using a link in the ASA interface, Front Office can jump directly to MY SPA to initiate billing.

In the MY SPA version description 5.5 we have explained the ways in which we offer to accompany the change from one hotel system to another. If you are considering a change, we can help you with this.

Send Guest's Appointment Schedule via E-Mail

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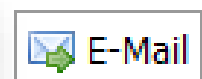
Different options open up depending on who has booked the appointment:

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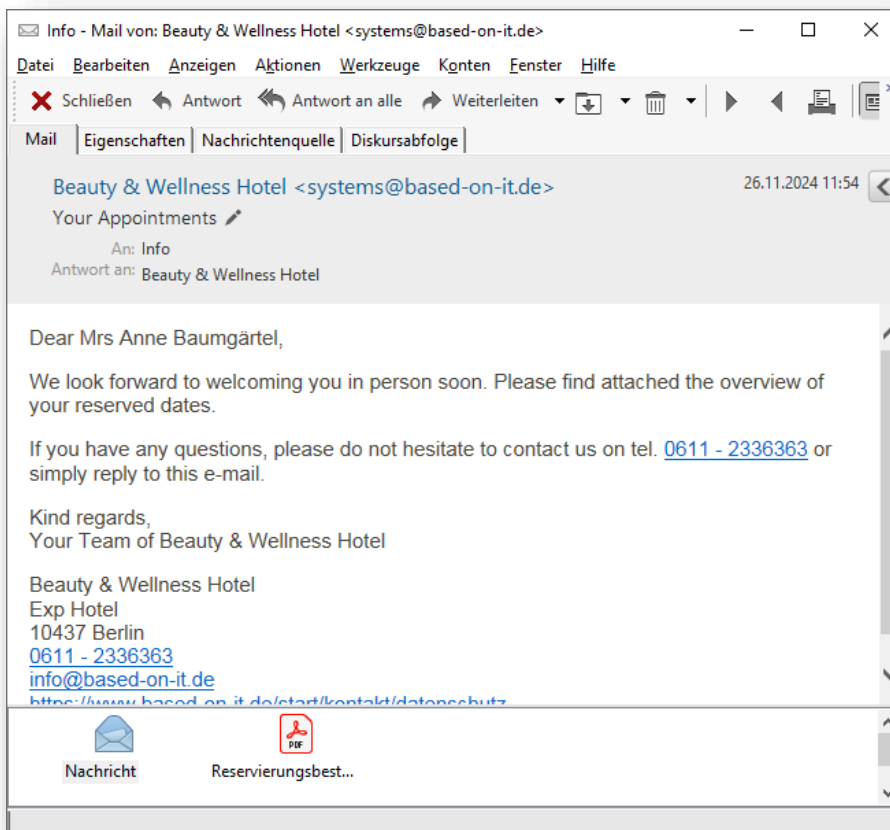
HTML e-mails are sent (please send us your header and/or footer, which we will integrate for you. Images used here must be embedded as a link, i.e. publicly accessible on the Internet, for example on your hotel website). We will be happy to customise the e-mail text according to your wishes.

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.

Prerequisite for sending e-mails: SMTP configuration

You configure your e-mail dispatch in the MY SPA Main Data – Shop Data:
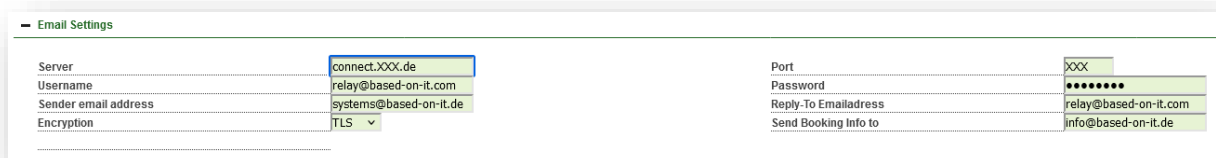
Server:
Enter the host name of the SMTP server here. This is the address of the server that sends the emails.
Example value for Office 365/Outlook 365: 'smtp.office365.com'
Note: The host name may vary depending on the email service used (e.g. `smtp.gmail.com` for Gmail).

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.

Sender Address:

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@yourhotel.de
Note: Make sure that 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@yourhotel.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 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 at 08/2024; you will be notified of any changes in due time).

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

Automatic billing - further option

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.