

Track 6 | Spa & Activities

Session: Spa Services & RPOS New Features

New – Advance Deposit Policies

Users can now setup and configure an Advance Deposits policy for individual Spa Booking, based on Spa Services and/or by Guest Type. Deposit criteria support single or multiple collections after the booking has been made or before arrival and can collect deposits for specific dollar amounts or a percentage of the total booking. Configuration allows users to determine if taxes, Service Charges and/or automatic gratuities should be included in the calculation. Any associated Add Ons will be included in the calculation.

To configure;

- Spa & Activities Maintenance > Setup > CM Advance Deposit Policy
- Inv Category = Look Up (F8) to select V for Spa Service or P for Spa Service Package
- Service Type = Look Up (F8) to select a specific Service Type or leave blank for all
- Service = Look Up (F8) to select a specific Service based on Service Type or leave blank for all
- FromDate = Enter first date for policy to be enforced
- ToDate = Enter the last date for the policy to be enforced
- GstType = Look Up (F8) to select a valid Guest Type
- Tax Y/N = Y to include Taxes as part of deposit calculation | N to exclude taxes from calculation
- #Day = Enter the # of days based on the Rel field, indicating when the deposit should be collected
- Rel = Look Up (F8) and select deposit calculation date (using #Day field) to be After Booking Date or Before Reservation Date (Booking Arrival)
- DepAmt/DepPct = Enter either the dollar amount (DepAmt) or deposit percentage (DepPct) to be collected

Up to three deposit policies for each guest type and date range can be configured, allowing for incremental deposits.

The Order of Booking Screens can be configured to automatically display the Advance Deposit screen at the time of booking creation, immediately displaying the deposit amount required.

To Configure;

Spa and Activities Maintenance > Setup > Order of Booking Screens.

- Look Up (F8) and select V for Spa Service or P for Spa Service Package in the Inventory Category
- Look Up (F8) and select CREATE, CHECKIN or ACCESS Booking function. If Booking Function is already populated, Page up or down to review entries.
- Place the cursor in blank Line field and use the Create (F6)
- Lookup (F8) on Program to select the screen. Select GBCMADVDEP (CM Advance Deposits Requested)
- "Frc" or Force - Enter N or Y to Force the screen to appear, even if no data exists or is not required. For Example; Force Y will display the Advance Deposit screen even if no deposit is required. Force N will only display the screen when populated.
- "Dlg" or Dialogue box - This controls a Yes or No Pop-up screen to continue to the screen, as appropriate to the screen. For example, a screen is not forced, but you want to provide the user the

option to go to the screen with a Yes/No Pop-up. The rule of thumb is when using No on the Force field use Y in the "Dlg" field. Or enter a Yes on Force field the "Dlg" field is set to an "N".

- The "Line" number controls the screen order. Once the line is created, the line number can be manually over keyed to change the order of where the screen appears
- To Delete a screen > Place the cursor on the Line number > Use the Delete (F7) option to remove the line

When making changes to a Spa Booking, users can regenerate the adjusted Advance Deposit amounts from within the Booking screen.

New - Ability to Email Spa & Retail Folios

Spa and Retail POS folios can now be emailed directly from the associated Folio Detail Entry View Screen.

In Spa, folios can be emailed using the Email Folio Button on the bottom right-hand side of the Folio Detail Entry View screen. Like Front Desk, when a folio is emailed, the guest will receive an email, to the email address on file, which contains a PDF copy of the folio.

Within Retail POS, a new dialogue box will automatically display when completing a Sale, with an option to email the folio as part of the transaction.

To enable this feature in Global Maintenance > Set up > Global System Options Maintenance > Option 775 (Always Allow Folio Email) > Enter "Y" in the Option Data.

New email forms are required to be configured for this feature. Please contact Maestro Support for assistance.

New - Authorized Function to Modify the Setup or Clean Up Time for a Booking

This new authorized function allows users to change the default Service Setup and/or Clean Up time(s), associated with a booking. Changing the(se) default time(s) may assist with supporting your guest experience by eliminating extra waiting time or where there are back-to-back treatments in the same room. To configure;

From Global Maintenance > Security > Clerk Groups or Clerk Code > Highlight Clerk Group or Code > Window > Authorized Functions > Add Authorized Function of CM | OT Allowed to Override Treatment Room Time

New - Spa Availability Screens defaults for Time of Day

Spa Availability screens can default to show availability start time based on the current system time versus the spa's default opening time, when accessed. This feature applies only when searching for availability for the current day. Users can view details for earlier check-ins and/or started services by selecting an earlier availability time on screen.

To configure;

From Spa and Activities Maintenance > Setup > System Options > locate "Spa Current Time Disp" field

- N = Will maintain current time display functionality
- Y = Availability screens will display availability at the closest 15-minute interval to the current system time

New – Provider Service Time Block Reasons Color Coding

Unique colors can be assigned to each Provider Service Time Block reason, for onscreen display.

To configure;

From Spa & Activities Maintenance > Service > Provider Service Time Block Reason > Look Up (F8) in the AttrVal column and select a color to correspond with the reason.

New – View Completed Medical Intake Form from the Mobile Provider Schedule

If a guest has completed their Medical Intake Form, Providers can now view the completed form directly from the Mobile Provider Schedule. When the provider logs in and selects a particular day, within each booking, select the “Load Intake Form” onscreen button to view the completed guest Form. The Load Completed Form button will only display if the guest has completed the Intake Form.

Enhanced Service Package Guest Type Updates – Apply to all Services

Users can now change the Guest Type within the Services Package Booking screen and choose to copy this guest type to all services in the Package.

Within the Service Package screen > Select new Guest Type > a Dialogue Box will display after change “Package Components do not Match New Guest Type. Packages must be cancelled and rebooked”

- Choose Yes to cancel and rebook
- Choose No to cancel the guest type change
- Choose Override to complete the change with the existing services

Enhanced Service Package Booking Text - Copy to all Services

Users can now add Booking Text within the Services Package Booking screen and choose to copy this text to all services in the Package.

Within the Service Package screen > Drill Down (F5) on Booking Text and add > a Dialogue Box will display after exit from Booking Text “Do you want to copy text to all Bookings” > Choose Yes to copy all Booking Text to each Booking or Choose No to keep the text on the original service booked.

Enhancements to Full Day Screen

The Spa Full Day Screen displays both Provider and Room availability on the same screen, allowing users to easily identify availability throughout the selected day. The Full Day screen maintains consistency with the familiar Services by Day and Provider Booking screens and maintains the same functionality of the filter options, allowing users to quickly filter certain criteria to determine the availability.

New enhancements to this screen include:

- Full Day screen is now accessible from the Spa Dashboard
- Direct access to the Same Day Booking reconfirmation screen
- When a booking is selected, it is visually highlighted on both sides of the screen for easy reference
- When user clicks on a Provider scheduled period, the assigned treatment room for the period including building and station will display, above the Provider name.
- Availability for Providers now shows as green, consistent with other Availability screens

Service Group Check-in from the Dashboard

A new option from the Spa Dashboard to check in all bookings that are part of a Service Group, at one time. With a booking that is part of a Service Group is highlighted, when the Check In Button is selected a dialogue

box will automatically display asking the user to select to Display the Service Group or Cancel to view the individual Service. When the option to Display is selected, the Service Group can now be checked in.

CMSGBOOK should be configured in the Order of Reservation screens, to display during CHECK IN or ACCESS.

New – Recurring Spa Provider Schedule Copy and Delete

A Spa Provider Schedule can now be copied to one or more future periods. From the Spa Provider Master > Locate Provider > Window > Service Provider Schedule > Select Recur Cp/Del Button.

From this screen, enter the Recurring options including:

- In the Copy / Delete ? field, enter a C to Copy or a D to Delete
- Select Frequency for Daily, Weekly or Monthly
- Use Day of Week fields to include or exclude bookings based on specific day of week
- Enter the number of times the schedule should be copied, based on frequency in the Num to Process field
- Select RECUR to complete new Schedules