



ORIENTAL SPA

RECEPTION DASHBOARD GUIDE

Day-to-day use of the Spa Client Management Dashboard at Platteklouf and Brackenfell: bookings, walk-ins, invoices, vouchers and the daily report.

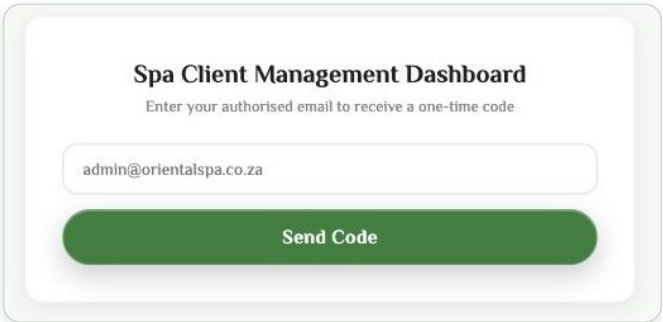
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About the pictures. The screenshots come from the real dashboard, but every client name, phone number and email has been replaced with an invented one, and voucher cards are blurred. Therapist names are real — they are staff, not clients.

1 SIGNING IN

- 1 Open **dashboard.orientalspa.co.za** on the reception computer, tablet or phone.
- 2 Type your work email and tap **Send Code**.
- 3 Open your inbox. Enter the **5-character code** (letters and numbers) and tap **Verify**. The code lasts 10 minutes; asking for a new one cancels the old one.
- 4 You stay signed in on that device, so you will rarely need a code again. One code opens everything — bookings, invoices and vouchers.



Sign-in screen. Enter your work email, then the code from your inbox.

Account	Sees
plattekloof@	Plattekloof only
brackenfell@	Brackenfell only
admin@, jasmin@	Both branches (switch at the top)

NEVER SHARE A CODE
Oriental Spa will never ask you for your code by phone or WhatsApp. If you did not ask for a code, ignore the email and tell the manager.

2 FINDING YOUR WAY



The top bar. Who is signed in, the **branch switch** (Plattekloof / Brackenfell — the dark one is the branch you are working on), **Sign out**, **Report a bug / request**, and this month's counts of walk-in, online and phone bookings.

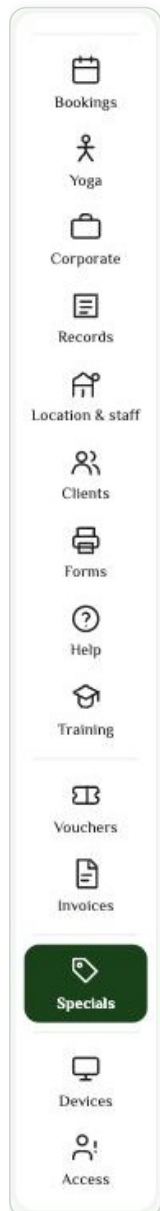
CHECK THE BRANCH FIRST

Everything you see and create belongs to the branch shown in dark green at the top. Before you book or invoice, make sure it is *your* branch. Branch accounts (plattekleof@, brackenfell@) are locked to their own branch.

The menu on the left

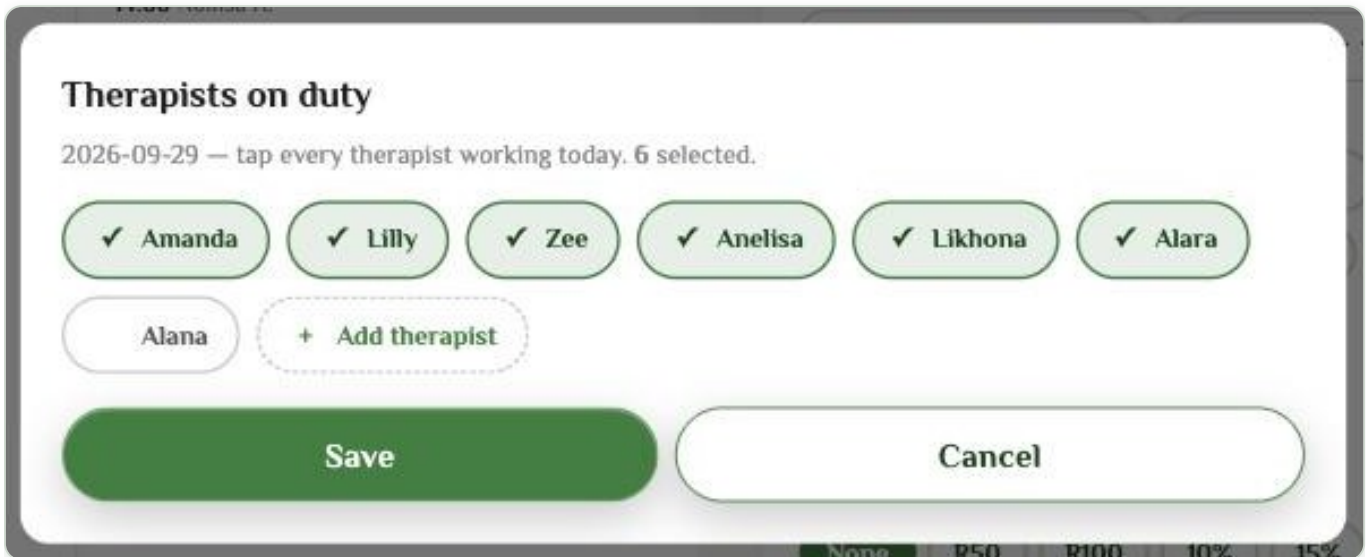
Menu item	What reception uses it for
Bookings	The booking desk: today's sessions, walk-ins, calendar, upcoming web bookings, day settings. You live here.
Yoga, Corporate	Yoga sessions and corporate mobile-spa requests (when you are asked to).
Records	Search every booking; publish the daily report.
Location & staff	Treatment rooms and therapists for the branch.
Clients	Client records and consultation forms. Opens in a new tab, already signed in (section 14).
Forms	Blank consultation forms to print at the spa.
Help	One tap downloads this handbook (PDF).
Training	Opens training.orientalspa.co.za: the training school (LMS, students) and the library of staff guides.
Vouchers	Gift vouchers: approve, confirm payment, issue, send, redeem. Quick voucher.
Invoices	Invoice a client (+ New), send it by WhatsApp or email, record payment. Client list. Redeem a voucher.
Specials, Devices, Access	Management only — leave these alone unless asked.

At the very bottom of every page, **Force refresh** reloads the newest version of the dashboard if something looks out of date.



3 START OF THE DAY

- 1 Check the branch at the top.
- 2 Tick who is in today. Tap  **On duty**, tick every therapist working, then **Save**. Only therapists on duty can be given bookings.
- 3 Look for bookings to confirm. Open **Upcoming** (section 8) and the **Calendar** (section 7). A red "pending" count means a client booked online and is waiting for you.
- 4 Give every booking a therapist and a room in the *Therapist & room* column (section 4).



Therapists on duty. Tap a name to tick or untick it. "+ Add therapist" adds someone new to the list.

4 THE BOOKING DESK

Tap **Bookings**. The desk opens on today; the arrows beside the date move a day back or forward.

The screenshot displays the 'Spa Client Management Dashboard' with the following components:

- Top Bar:** Includes user information (Signed in as admin@orientalspa.co.za), location (Platteklief, Brackenfell), and navigation links (Sign out, Report a bug / request, SEPTEMBER, Walk-in 23, Online 2, Phone 4).
- Navigation Menu:** A vertical sidebar on the left with icons for Bookings, Yoga, Corporate, Records, Location & staff, Vouchers, Invoices, New Invoice, Spa menu, Specials, Images, LMS, Students, Devices, and Access.
- Left Panel (Sessions for 2026-09-29):** Shows a timeline of sessions. The current session at 14:11 is 'Priya G. • Back, Neck & Shoulder Massage (30 min) • Alara • Room 5 - Single PHONE [IN PROGRESS] BSW-CAUC2'. Below it, a session at 14:00 for 'Nomsa H. • Grand Opening — 60 min Full ... (60 min) • Anelisa VOUCHER WALKIN [scheduled] BSW-QSGB7' is shown with 'Start' and 'More ...' buttons.
- Middle Panel (THERAPIST & ROOM):** Allows selection of therapist and room. The current selection is 'Alara' and 'Room 5 - Single'. Below, 'Anelisa' is selected with a 'no room' option.
- Right Panel (WALK-IN / PHONE CLIENT):** A form for scheduling a session. It includes fields for Client name, TREATMENT (Thai and Oil Mixed Method Massage), DURATION (60 min, 90 min), GUESTS (1-8), Date (2026/09/29), Location (South Afr), and Phone (WhatsApp). It also has buttons for Unassigned, Amanda, Lilly, Zee, Anelisa, Likhona, Alara, and Alana. Room options include None, Room 1 - Single, Room 2 - Single, Room 3 - Couple, Room 4 - Couple, and Room 5 - Single. A note indicates 'Thai and Oil Mixed Method Massage - 60 min 14:11-15:11 (room free again 15:41) no therapist yet - no room yet 1 guest'. Commission options are None, R50, R100, 10%, 15%, and 20%. A voucher code field is present with the text 'Paying by Voucher? Code — OS-XXXX-NNN (OPTIONAL)'. A large green button at the bottom says 'Start / schedule session'.
- Bottom Panel (DAY AT A GLANCE):** A horizontal timeline showing the day's schedule for therapists Alara, Anelisa, Likhona, and Zee. A note indicates '4 on the floor - 6 booked'.

The booking desk. Left: **Sessions** for the day (in progress and still to come; finished ones fold away). Middle: **Therapist & room** — change them with the drop-downs. Bottom: **Day at a glance**, one column per therapist. Right: the **Walk-in / phone client** form.

5 WALK-IN & PHONE BOOKINGS

The screenshot shows a mobile app interface for booking a session. The form is titled 'WALK-IN / PHONE CLIENT'. It includes fields for 'Sample Client' (client name), 'Thai and Oil Mixed Method Massage' (treatment), '60 min' (duration), '1' (guests), '2026/09/29' (date), 'South Afr' (country), '820000000' (WhatsApp number), 'Unassigned' (therapist), 'Room 2 - Single' (room), '14:11' (time), 'None' (commission), and 'OS-XXXX-NNN' (voucher code). A green button at the bottom says 'Start / schedule session'. A grey box above the button shows a summary: 'Thai and Oil Mixed Method Massage · 60 min 14:11-15:11 (room free again 15:41) Lilly · Room 2 - Single 1 guest'.

Walk-in / phone client form (sample values).

- 1 **Client name** — as they want it on the invoice.
- 2 **Treatment** — start typing, then pick from the list. Choose **60 min** or **90 min**, and the number of **guests**.
- 3 **Date** and the client's **WhatsApp number** (optional, with the country code). This number is how we find the client again.
- 4 **Therapist and Room**. For a couple or group, tap more than one room.
- 5 **Time** — use **-15** / **+15** / **Now**.
- 6 **Commission** if one applies.
- 7 Paying with a voucher? Type the code or tap **Scan**, then **Check**.
- 8 **Send consent form** sends the client the My Profile link on WhatsApp so they can fill in their form while they wait.
- 9 Tap **Add booking**. The booking is saved as **scheduled** — it only goes *in progress* when you press **Start** on it. If the client is already here and the treatment begins now, tick **Start now** first.

CHECK THE GREY BOX

Above the button a summary shows the time, "room free again" and any warning such as *no therapist yet · no room yet*. Fix those before you tap the button.

6 MANAGING A BOOKING

The screenshot shows the 'SESSIONS FOR 2026-09-29' section with a status bar indicating '14:11 now · 1 in progress · 1 still to come'. A booking card for 14:00 is displayed for therapist Anelisa, with a 'Grand Opening — 60 min Full ... (60 min)' treatment. The booking is marked as 'VOUCHER' and 'WALKIN [scheduled]'. The 'More' menu is open, showing buttons for 'Start', 'Less', 'Approved ✓', 'Finish', 'Cancel', 'No show', 'Delete', and 'Move to Plattekloof'. To the right, the 'THERAPIST & ROOM' section shows the current booking for Anelisa in Room 5 - Single.

A booking card with More ... opened.

Each booking card shows the time, client, treatment, therapist, room and badges (**WEB** online, **PHONE** , **WALKIN** , **VOUCHER**). The main button is the next step; the rest are under More ...

Button	What happens
Approve	Confirms an online booking. Emails the client , with the My Profile link for their consultation form.
Send consent form	Opens WhatsApp with the standard My Profile message for this client. No number on the booking? It asks for one. Choose WhatsApp Web or the app; the computer remembers your choice.
Start	The client is in the room. Needs a therapist first. Nothing starts by itself — every session waits for this button.
Finish	Ends the session (use it if they finish early).
Back to waiting	Pressed Start by mistake? Puts an in-progress session back to scheduled. Press Start again when the client begins.
Cancel	Cancels the booking. Emails the client — you are asked to confirm.
No show	The client did not arrive.
Delete	Removes a booking made by mistake. Use Cancel for real cancellations.
Move to <other branch>	Only for accounts that see both branches. The booking keeps its reference.

When a booking's time arrives a pop-up asks: *Start session · Waiting for client · Reschedule · No show · Delete booking*. After 15 minutes late it also offers *Cancel booking*. **Reschedule** asks for the new date and time and emails the client.

7 CALENDAR & NEW BOOKINGS

Spa Client Management Dashboard Signed in as admin@orientalspa.co.za | Platteloof | Brackenfell | Sign out | Report a bug / request | SEPTEMBER | Walk-in 23 | Online 2 | Phone 4

Navigation: On duty (6) | Invoice Client | Settings | **Calendar** | Upcoming | Yoga | Phone or Walk-in

Calendar Status: 0 pending | 0 imminent | 0 upcoming | + Booking

Available therapists now: 5 of 6 — 2026-09-29

Time	Likhona	Alara	Zee	Amanda	Lilly	Anelisa
10:00	10:00 Thandiwe M. Grand Opening — 60 min Full Body Massage (60m) • Room 1 - Single					
11:00		11:00 Thandiwe M. Grand Opening — 60 min Deep Cleansing Facial (60m) • Room 1 - Single	11:00 Pieter D. Aromatherapy (60m) • Room 5 - Single •			
12:00				11:30 Aisha K. Thai and Oil Mixed Method Massage (60m) • Room 2 - Single		
13:00			13:00 Lerato S. Back, Neck & Shoulder Massage (50m) • Room 5 - Single			
14:00	14:00 Johan V. Grand Opening — 60 min Deep Cleansing Facial (60m) • Room 1 - Single •					
15:00						
16:00						
17:00						
18:00						

Back to Oriental Spa Guide | Version 9.0.0 | Force refresh

Calendar. One column per therapist on duty, a red line for the time now. The counters at the top show **pending** (online bookings to confirm), **imminent** and **upcoming**. Tap a booking to open it; tap an empty slot to book it.

New booking

Tap to choose. Time comes from where you tapped the calendar.

CLIENT NAME

Walk-in

DATE

2026/09/29

TIME

-15

14:19

+15

Now

PHONE (WHATSAPP)

South Afr

optional

NUMBER OF GUESTS

1

2

3

4

5

6

7

8

TREATMENT

60 min Treatment (choice of Full Body or Deep Cleansing Facial or Gel Mani or Pedi)

Thai and Oil Mixed Method

Aromatherapy

Oil

Swedish

Hot Stone Back

Deep Tissue

60 min Treatment (choice of Full Body or Deep Cleansing Facial or Gel Mani or Pedi)

Thai and Oil Mixed Method

Aromatherapy

Oil

Swedish

Hot Stone Back

Deep Tissue

DURATION

60 min

90 min

THERAPIST — 6 of 7 free at 14:19

Unassigned

Amanda

Lilly

Zee

Anelisa

Hkhona

Alara

Alana

ROOM — tap more than one for a split party

None

Room 1 - Single

Room 2 - Single

Room 3 - Couple

Room 4 - Couple

Room 5 - Single

COMMISSION

None

R50

R100

10%

15%

20%

Add booking

Cancel

THIS BOOKING

Thai and Oil Mixed Method Massage · 60 min

14:19–15:19 (room free again 15:49)

no therapist yet · no room yet

1 guest

+ Booking. The same fields as the walk-in form: client, date, time, guests, treatment, duration, therapist (only free ones can be tapped), room and commission. The summary bottom-right shows the finish time and any warning. **Add booking** saves it.

CROSSED-OUT NAMES AND ROOMS are already busy at that time. Pick another, or move the time.

Oriental Spa · Reception Dashboard Guide · Oct 2026

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8 UPCOMING WEB BOOKINGS

UPCOMING WEB BOOKINGS

Refresh

2026-09-29

16:15 — Ayesha P. • Spring Special (90 min Spa Ex... (90 min) WEB [scheduled] OSB-LWPKC 082 000 0000

Approved ✓ Start Finish Cancel No show Delete Move to Brackenfell

2026-10-03

10:30 — Megan L. • Spring Special (90 min Spa Ex... (90 min) WEB 2 PPL [scheduled] OSB-AVEPW 082 000 0000 — 2 separate rooms please

Approved ✓ Start Finish Cancel No show Delete Move to Brackenfell

Upcoming. Every online booking from today onwards, grouped by date, with the client's number and any note (e.g. "2 separate rooms please").

WEB shows it came from the website; **awaiting confirmation** means you still need to **Approve** it.

- Approve online bookings as soon as you can — the client is waiting for the confirmation email.
- Read the note on each booking; it is the client's own request.
- **Refresh** reloads the list.

9 DAY SETTINGS

Tap **Settings** on the booking desk (it changes to **Calendar** to go back). **Most of this is for the manager** — reception mainly uses the therapists-on-duty list.

ONLINE BOOKING

OPEN — clients can book online

Close online booking

2026/09/29

OPEN for online booking

Refresh

NUMBER OF THERAPISTS ON DUTY

6 tick who is in today

✓ Amanda

✓ Lilly

✓ Zee

✓ Anelisa

✓ Likhona

✓ Alara

Alana

+ Add therapist

EDIT AVAILABLE SPA TREATMENT LIST Edit menu →

Thai and Oil Mixed Method Massage

Aromatherapy

Oil Massage

Swedish Massage

Hot Stone Back Massage

Deep Tissue Massage

Back, Neck & Shoulder Massage

Oil Herbal Compress Massage

Head, Back, Neck, Shoulder & Foot Massage

Head and Scalp Massage

4 Hands Full Body Massage

Bamboo Massage Therapy

Express Chair Massage

Sports Massage

Fire Cupping

Full Body Massage & Body Scrub

Express Pedicure / Manicure

Deep Cleansing Facial

Wellness Package — Yoga + Massage Combo

Yoga Group Class

Head, Back, Neck, Shoulder and Foot massage

Corporate Mobile Spa

Traditional Filipino Hilot Massage (Banana Leaf Therapy)

Oriental Fusion

Pregnancy Massage — From 2nd Trimester

Lymphatic Drainage Massage

Express Manicure

Express Manicure — Classic Polish

Express Manicure — Gel Polish

Deluxe Manicure — Classic Polish

Deluxe Manicure — Gel Polish

Gel Overlay + Nail Art

Full Cover Gel Tips — Single Colour

Top of Settings. Online booking OPEN/closed for the whole branch; the **date** and whether it is open; **therapists on duty**; the **treatments** clients can book online that day.

Roster these settings forward: Rest of this month Apply

Close this day (holiday / private event)

Day defaults (advance bookings use these) ▼

Bottom of Settings. Roster these settings forward copies today's set-up to later days; **Close this day** (holiday or private event); **Day defaults** used for advance bookings.

TWO BUTTONS WITH BIG EFFECTS

Close online booking stops ALL online bookings for the branch until someone re-opens it. **Close this day** stops online bookings for that date only — walk-ins still work. Only use them when the manager asks.

10 RECORDS & THE DAILY REPORT

Bookings

Yoga

Corporate

Records

Location & staff

Vouchers

Invoices

New invoice

Spa menu

Specials

Images

LMS

Students

Devices

Access

Spa Client Management Dashboard

Signed in as admin@orientalspa.co.za

Platteklloof

Brackenfell

Sign out

Report a bug / request

SEPTEMBER

Walk-in 23

Online 2

Phone 4

FROM

2026/08/29

TO

2026/09/29

SEARCH

ref, name, phone, therapist, treatment, room

Search

Every booking the system has recorded. Tap any row to open it and edit — the same as on the day calendar. Corrections here are the source of truth; use the day's *Re-publish report* afterwards if you need the emailed report and spreadsheet to match.

28 bookings

Sync from Google Drive records

Records up to date — no changes in the sheet.

The owner can tidy completed records in the spreadsheet (therapist, commission, room, status, notes). This pulls those edits back in — you review each change before it's applied. Times and dates are never changed here.

PUBLISH DAILY RECORD (PDF + EMAIL)

REPORT DATE

2026/09/29

Publish report & email

Rebuilds the PDF from that day's bookings, overwrites the date's rows in the spreadsheet, and emails it to admin@ (cc info@). Use after tidying records above so the emailed report matches.

Newer

Tue, 29 Sept 2026 (6)

Older

Day 1 of 3

Tue, 29 Sept 2026 · 6 bookings

10:00

Thandiwe M.
Grand Opening — 60 min Full Body Massage • 60m • Likhona • Room 1 • Single

FINISHED

11:00

Thandiwe M.
Grand Opening — 60 min Deep Cleansing Facial • 60m • Likhona • Room 1 • Single

FINISHED

11:00

Pieter D.
Aromatherapy • 60m • Alara • Room 5 • Single •

FINISHED

11:30

Aisha K.
Thai and Oil Mixed Method Massage • 60m • Zee • Room 2 • Single

FINISHED

13:00

Lerato S.
Back, Neck & Shoulder Massage • 30m • Alara • Room 5 • Single

FINISHED

14:00

Johan V.

Records. Search every booking by date range, name, phone, therapist, treatment or room. Tap a row to open and correct it. **Publish report & email** makes the day's PDF report for the branch you are viewing and emails it to management.

11 INVOICES

Spa Client Management Dashboard Signed in as admin@orientalspa.co.za **Platteklouf** **Brackenfell** **Sign out** **Report a bug / request** **SEPTEMBER** **Walk-in 43** **Online 27** **Phone 265**

Issued invoices

+ New **Clients**

Search number, client, ref, amount...

All (70) **Created (18)** **Awaiting Payment (2)** **Part-paid (5)** **Overdue (0)** **Paid (50)** **Deleted (5)**

OSI-1253 - Kabelo T. **R400.00**
2026-09-29
AWAITING PAYMENT **PLATTEKLOOF**

OSI-1252 - Chantal B. **R899.00**
2026-09-28
CREATED **PLATTEKLOOF**

OSI-1251 - Zanele Q. **R2500.00**
2026-09-28
CREATED **PART-PAID** **PLATTEKLOOF** **Bal R2000.00**

OSI-1250 - Ruan F. **R998.00**
2026-09-26

INVOICE # OSI-1254

DATE 2026/09/29

BOOKING booking id

VOUCHER voucher ref

BILL TO

Client name

email (optional)

South Afric **phone (for WhatsApp)**

address (optional)

DESCRIPTION	QTY	UNIT	AMOUNT
No line items — add a treatment below.			
+ add a treatment from the menu...			
+ custom line			
+ Hard Copy Voucher			

DRAFT **Generate & Download** **Client Paid — Invoice** **Clear**

ORIENTAL SPA

INVOICE

ORIENTAL SPA
0161 432 0000
www.orientalspa.co.za
Platteklouf: 30 Jan Platteklouf Branch, Platteklouf 1, Cape Town
Email: admin@orientalspa.co.za
Contact: 082 138 0000

BILL TO **INVOICE #** **DRAFT**
INVOICE DATE 2026-09-29

DESCRIPTION	AMOUNT
TOTAL	R5.00

PAYMENT DETAILS

FMS (Business Account Type)
Account Number: 082000 0000
Branch Code: 082000
Account Type: Current Account
Payment Reference: Your name Invoice #
Bank account is managed by Standard Bank

TERMS & CONDITIONS

VOUCHER TERMS & CONDITIONS

Thank you for choosing Oriental Spa.

Platteklouf
30 Jan Platteklouf Branch, Platteklouf 1, Cape Town
Email: admin@orientalspa.co.za
Contact: 082 138 0000

Invoices. Left: issued invoices with filters (Created, Awaiting payment, Part-paid, Overdue, Paid). Middle: the invoice you are writing. Right: the live preview, exactly as the client will receive it.

- 1 Tap **+ New**. Choose the client: **pick a saved client**, **From contacts**, or **+ New client**.
- 2 Add treatments with **+ add a treatment from the menu**, or **+ custom line** for anything else.
- 3 Selling a printed gift card? Tap **+ Hard Copy Voucher**. The card codes (HCV-...) are created when the invoice is generated.
- 4 Tap **Generate & Download**. If the client has already paid, use **Client Paid — Invoice** instead — it stamps the invoice **PAID**.
- 5 Open the invoice in the list to **Send on WhatsApp**, **Send by email**, record **Payments** or **Mark fully paid**.

BRANCH

An invoice is numbered for the branch you are viewing: **OSI-...** Platteklouf, **BSI-...** Brackenfell. Check the branch before you start.

12 VOUCHERS

Spa Client Management Dashboard Signed in as admin@orientalspa.co.za **Platteklouf** **Brackenfell** **Sign out** **Report a bug / request** **SEPTEMBER** **Walk-in 43** **Online 27** **Phone 265**

Active (54) **Pending (6)** **Approved (6)** **Issued (42)** **Archived (14)** **Deleted (17)**

Invoice Client **Track Invoices** **Scan Voucher** **Settings**

Search name, ref, treatment, or date/month approved (e.g. July)... **Quick voucher** **+ New lot** **From invoice** **Bank details** **Refresh**

« Prev Page 1 of 7 · 54 entries Next » 8 per page

ID	Client	Treatment	Status	Amount
OS-2609-029	Kabelo T. V.	from Ruan F. · Back, Neck & Shoulder	APPROVED	R 450.00
OS-2609-028	Naledi R.	from Naledi R. · Spring Special (90 min Spa Experience)	ISSUED	R 499.00
OS-2609-027	Sipho N.	from Sipho N. · Spring Special (90 min Spa Experience)	ISSUED	R 499.00
OS-2609-025	Ayesha P.	from Ayesha P. · Spring Special (90 min Spa Experience)	ISSUED	R 499.00
OS-2609-024	Megan L.	from Megan L. · Traditional Thai Massage	ISSUED	R 500.00

OS-2609-029 Kabelo T. V. **APPROVED** **R 450.00**

from Ruan F.

Edit **Attach proof** **Confirm paid** **WhatsApp** **Archive** **Mark gift** **Delete** **Delete Test** **Move to Brackenfell**

Not issued yet — this is how the card will look once it is.

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Vouchers. Filters across the top (Active, Pending, Approved, Issued, Archived, Deleted), search, **Quick voucher**, and the voucher list. Tap a voucher to see its card and buttons (card blurred here).

The life of a voucher bought online

Status	What you do
Pending	A client requested a voucher on the website. Tap Approve : set the amount, expiry and bank account — the client is emailed the bank details.
Approved	Waiting for payment. When the money arrives, tap Confirm paid and choose <i>Client Paid</i> , <i>Spa Gift</i> or <i>Spa Refund Gift</i> . Attach proof if the client sent a proof of payment.
Issued	The voucher is live. Send it with WhatsApp or Send by email , or download the PDF .
Redeemed / Archived	Used, or put away. Nothing to do.

Quick voucher
Instantly issues a voucher (e.g. a rapid refund or goodwill gift) — no approval or proof needed. PDF is generated straight away to share on WhatsApp.

Client name
Sample Client

Client phone (for WhatsApp)
South Africa 66 138 8549

Amount (R) *
500

Treatment
Swedish Massage - 60 min

+ another treatment

Email (optional — also emails the PDF)
client@example.com

☒ It's a gift — hide the amount on the voucher.
Prints "A Gift For You" instead of the price. The amount is still recorded for the spa.

Issue & get voucher

Cancel

Preview

Quick voucher (sample values). The preview on the right is the exact card the client receives.

Quick voucher

For a voucher the client pays for at the desk, a goodwill gift or a refund. No approval step.

- 1 Tap **Quick voucher**.
- 2 Client name, WhatsApp number, **Amount**, and the treatment(s).
- 3 Email is optional — if you fill it in, the PDF is emailed too.
- 4 **It's a gift** hides the amount on the card ("A Gift For You"). The amount is still recorded.
- 5 Check the preview, then **Issue & get voucher**.

Preview blank? The card design loads from the voucher system, which can be slow. Wait a moment, or change a field to try again.

13 REDEEMING A VOUCHER

Which voucher is the client holding?
A printed card, or a digital voucher with a QR code.

Redeem hard copyA printed card — enter its HCV code

Redeem digitalTake a voucher off this invoice

Cancel

Invoices → Redeem voucher. "Which voucher is the client holding?"

- **Redeem hard copy** — a printed card: type the HCV-... code.
- **Redeem digital** — a voucher on the client's phone: scan its QR code.
- At a booking, you can also enter the voucher code in the walk-in form (section 5).
- A voucher can be used in part; the balance stays on it.

REDEEMING CANNOT BE UNDONE

Check the code, the amount and the client's name before you confirm.

Tap **Clients** in the menu. The client records open in a new tab (clients.orientalspa.co.za) and you are signed in automatically; ← **Dashboard** brings you back.

Every client has one record and one **client number** — **PC-####** (first seen at Platteklouf) or **BC-####** (first seen at Brackenfell) — shared by both branches. Clients fill in their consultation form themselves in **My Profile** (myprofile.orientalspa.co.za). Reception reads it here.

Thandiwe M. (sample)
PC-0142 · first seen at Platteklouf · 14 visits · last 2026-09-21

MOBILE
082 000 0142

EMAIL
thandiwe.sample@example.com

DATE OF BIRTH
1988-04-12

CONSULTATION
form 2026-09-21

Consultation & consent

Health details are private. Opening this record is logged with your name and the time.

Open consultation PCF-2609-7K4Q

Send form via WhatsApp **Reviewed with client** **Withdraw / delete (admin)**

Preview: opens WhatsApp to 082 000 0142 with our standard message and the My Profile link (myprofile.orientalspa.co.za). Same link for every client — they sign in with a code emailed to them, so nothing is generated per client. Try it: myprofile.orientalspa.co.za

2026-09-21 14:00 · Pregnancy Massage 60 min · Platteklouf

Client records (sample data). Search by name, phone or client number. ⚠ marks a form with something the therapist must know. **Open consultation** shows the answers, with **Print / save as PDF** — every opening is logged with your name and the time. **Send consent form via WhatsApp** sends the standard My Profile message. **Edit details** corrects name, mobile or email.

When	What reception does
Booking made by phone or walk-in	Send consent form on the booking, or hand over a paper form (menu → Forms).
Wrong or missing mobile/email	Edit details on the client record. The client number never changes.
Before the treatment	Check the booking for ⚠. Open the consultation only if you need the details.
Client arrives	Go through the answers with them and tap Reviewed with client .
Client changed name or number in My Profile	Approve or decline the change in their record.
Client asks for their data or deletion	Pass it to Jasmin (management). Never delete anything yourself.

The full client side — sign-in, the form, paper forms and privacy rules — is in **My Profile & Consultation Form**.

15 END OF THE DAY

- 1 Every session today is **Finished**, **No show** or **Cancelled** — nothing left "in progress".
- 2 Every walk-in and phone client who paid has an **invoice**.
- 3 Tomorrow's online bookings are **approved** (Upcoming).
- 4 If the manager asks, open **Records** and tap **Publish report & email** for today.
- 5 On a shared or personal device, **Sign out**.

16 WHEN SOMETHING GOES WRONG

What you see	What to do
The code does not arrive	Wait a minute, check spam, then "Resend code". Use the newest email only.
A booking I expect is missing	Check the branch at the top and the date beside the arrows.
"Start" does nothing / greyed out	Give the booking a therapist first (Therapist & room).
A therapist or room is crossed out	They are busy at that time — choose another or change the time.
The page looks old or a button misbehaves	Tap Force refresh at the bottom of the page.
I don't know how to do something	Menu → Help : download this handbook.
Something is still wrong	Tap Report a bug / request at the top, say what you did and what you expected. A screenshot helps.

17 WHO DOES WHAT

Reception	Management
Bookings, walk-ins, calendar, on-duty list, approving online bookings, consent forms, invoices, vouchers, redeeming.	Opening/closing online booking, day defaults, specials, staff access, the training school (LMS, students). Spa menu prices and website images: ask the web team.

- 1 **Choose the branch first.** A new special runs only at the branch you are viewing — the form says *"Adding to Plattekleof only"* and the button reads *"Add specials at Plattekleof"*.
- 2 To run it at both branches, tick **Make available at both branches** (only accounts that see both branches have this tick).
- 3 Add the flyer, the **Valid until** date and one option per package (name, price, minutes). It appears on the booking page and in the walk-in list straight away, and disappears after the end date.
- 4 Tap **Publish to promo page** to update the website's Promo page. The order on the promo page, the booking page and the walk-in list follows each special's **order number** (lowest first).
- 5 **Extend** moves the end date; **Terminate** ends a special everywhere at once.

Partner offers (Daddy's Deals, Brackenfell). These prepaid deals are in the walk-in treatment list but never on the website, and they are left out of invoices because the client has already paid the partner.