

FAQ - The most important information for you

What advantages does the change of the partner portal bring for me?

The existing functionalities of the "Jochen Schweizer Enterprise Portal" for both brands will serve as the basis for the new partner portal.

This means concretely:

- No more switching between the partner portals --> only one platform
- All bookings from Jochen Schweizer and mydays at a glance
- Unified confirmation and billing process
- Central appointment creation and management for both brands Jochen Schweizer and mydays

All already agreed and existing appointments and bookings will be transferred to the new portal.

What will the new partner portal look like after the switch?

The mydays partner portal will be discontinued. The existing functionalities of the "Jochen Schweizer Enterprise Portal" (JEP) will serve as the basis for the new "JSMD Partner Portal".

For a consistent corporate design and optimal use, there will be slight changes in the design.

When will the mydays partner portal be shut down?

The switch to the joint "JSMD Partner Portal" is expected to take place at the beginning of September - we will communicate the exact date and further information to you separately.

As an experience partner, what can I prepare or do in advance to prepare for the change?

In order to ensure a smooth transition, we would like to ask you to help us with the following points in the mydays partner menu before the switch:

mydays - parked bookings

- ➔ Please note that parked bookings from mydays will not be transferred to the new partner portal.
- ➔ Please inform the customer in order to consult about an alternative date if necessary.
- ➔ Enter the new date directly into the system.
- ➔ If it is not possible to contact the customer, you can release the booking.
- ➔ Please note that you cannot process parked bookings if you create availabilities exclusively in JEP for both brands. In this case, please contact your category manager for releases or rebookings.
- ➔ At the time of the switch (beginning of September 2023), all parked bookings will be automatically released.

mydays - waiting list

- ➔ Please check under the "Experiences" tab whether there are currently any bookings on the waiting list for your experiences. If this is the case, please make sure that you have provided enough dates and add additional dates if necessary.
- ➔ In the new "JSMD Partner Portal" the waiting list function will no longer exist.

If you need help with this, you can find your manual and videos to help you operate it in your mydays partner menu in the home menu under "Instructions". We are also happy to answer your questions at support@jsmd-group.com or +49 (0)89 / 21 12 90 80.

What happens to my already existing appointments?

Your existing appointments and bookings will be transferred to the new JSMD partner portal.

Will my login data and, if applicable, OneLogin remain?

Due to the merge of both portals, the use of OneLogin is no longer required. Your old Jochen Schweizer Enterprise Portal login data will apply.

If you no longer know them, you can request new login data via the new homepage (<https://jep.jochen-schweizer.de/login>).

If you have only been using the mydays partner portal up to now, you will receive your new login data at a later point.

Will there be training for the new portal?

Of course, you will also find a manual and videos to help you operate the new "JSMD Partner Portal".

In addition, we are planning webinars with presentations of the new portal.

If you have only used the mydays partner portal so far, or if you are a previous JEP user and need a little update, you are welcome to participate.

You will receive further information from us shortly.

Does the change affect my usage and scheduling at Regiondo?

No, you can continue to set the dates for both webshops via your channel manager in Regiondo.

Please note that the mydays-Regiondo integration is switched off and linked to the Jochen Schweizer channel. You will then have a unified JSMD channel for your appointment management.

Does the invoicing for the mydays vouchers then still have to be made in the mydays portal?

No, you will then only operate in one portal and enjoy the advantage of a unified confirmation process as well as billing for both brands in one portal.

What happens to my old mydays billing documents?

You will still be able to view them, as your archived statements will also be transferred to the new "JSMD Partner Portal" in the course of the switch.

Do I still need the mydays booking numbers in the new partner portal for billing?

Vouchers can be billed using both the voucher number (Jochen Schweizer & mydays) and the booking number (only for mydays vouchers).

I only use one of the two platforms (Jochen Schweizer or mydays). Does the switch automatically mean that I can also be found in the other webshop?

No, your experiences will remain as before, and nothing will change in your framework agreement. There will be no automatic cross-marketing of your experiences on the other platform without consulting you.

However, if you have only been using one of the two brands so far and are interested in cross-marketing, you are welcome to contact your category manager at support@jsmd-group.com or +49 (0)89 / 21 12 90 80 to discuss this.

Will my General Terms and Conditions change as a result of the switch?

No, your General Terms and Conditions (as of September 2022) will not change as a result of the switch. We will provide you with a free partner portal in accordance with the current GTC §1 (5).

Can I still view my mydays reviews in my new partner portal?

Your past mydays customer reviews will not be transferred to the new "JSMD Partner Portal".

What other changes do I need to be aware of?

As part of the migration, the experience names of experiences that were previously only available on mydays have been changed or adapted in some cases. If you cannot clearly assign an experience name, please contact your category manager.