MyPMS Release March 24, 2019

This release brings major enhancements to the booking process in MyPMS, better integration with MyGuest, a new Self Check-in feature for automating operations, SMS Messaging support, eSign Digital Document Signing, TripAdvisor InstantBooking, and more.

NEW Services and OTA Connections

- **TripAdvisor InstantBooking** - We are excited to announce that we have added **TripAdvisor's InstantBooking** to the BookingCenter- TripAdvisor Module. The new InstantBooking feature lets guests book directly on the TripAdvisor site just like other OTA connections such as Expedia or Booking.com. InstantBooking is the 'commission' option that TripAdvisor offers in lieu of the TripConnect 'CPC' (cost per click) model, so a property can choose one or the either.   As a Certified TripAdvisor Partner, BookingCenter offers a seamless connection with synchronized availability and rate, room allocation control, and instant booking. Learn more about the TripAdvisor Module

- **GuestCentric Direct Connection** - We are excited to announce that we have added a direct connection to GuestCentric platform. This new connection offers a seamless connection with synchronized availability and rate, room allocation control, and atuomatic booking import. Contact us for pricing and to get started.

- **MyGuest - Mobile Concierge and Guest Request System Integration-** MyGuest now integrates with the MyPMS booking process: Self Check-in, eSign and SMS Messaging. Get alerts when a guest checks-in, signs a document, or is SMS messaged for a 'same day booking/arrival'. Learn more about Self Check-in | MyGuest Integration

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MyPMS NEW FEATURES

- **Self Check-in**: Self Check-in System can be enabled for any MyPMS Customer and <optionally> integrated into the MyGuest Guest Request System. Full PMS integration insures that guest data is stored and available for the guest's next stay. The Self Check-in system is completely automated from start to finish and includes automatic messaging, payment authorization, Esign – digital signing (optional) and room specific information allowing detailed instructions supporting a mix of 'traditional' (hotel, inn, resort) and 'non traditional' (vacation rentals, cabins, etc) operations. Learn how to setup and use Self Check-in.
- **MyBooking**:The Self Check-in process and e-Sign process occurs securely in MyBooking, the BookingCenter secure access guest portal. Features include the ability to update booking details, authorize payments, accept terms, and check-in. It is fully integrated with MyPMS for "real-time" booking and status updates. Self Check-in | MyBooking

- **eSign Digital Document Signing**: Digital Document Signing via either *fingers* (mobile devices and 'touch screen' computers) or via *mouse* (traditional Mac and PCs) is now built into the booking process, streamlining check-in for your customers and staff. eSign is fully integrated with your PMS and ready-to-use - at no additional cost. Save time, speed up the check-in process, improve record keeping and free up time for your staff by sending - and receiving - digitally signed documents. eSign is perfect for standardizing and automating contracts such as Group Bookings, automating the Registration card, and many others. Getting started is easy. Create and send a Digital Signature Letter right away using our default *Letters* section. Learn how to use eSign
- **SMS Text Messaging Support**: SMS Messaging is now integrated into the booking process, allowing you to create and send SMS text message to Guests. Once enabled, they can be sent manually from the Letters Tab of any booking or automatically using the "Auto Letters" Function. Contact us for pricing and to get started.

- **Default Letters for Email and SMS:** The Default Letters section now displays in a new tab to the right of the Letters tab. It is used to select the "Letters" used for automated email and SMS functions, such as the confirmation email sent when an online booking is made, a Self Checkin arrival is due; an e-Sign Letter is required; etc. Learn more about the new Default Letters Section.

- **New Auto Letter Events and Merge Fields for Letters:** There are three new Auto Letter Events that can be used for Email and/or SMS Text Messaging. See Add or Edit SMS Letters.

  - **eSign Email and SMS:** Used to start the eSign Digital Document Signing Process. This function will send a Letter or Message to the guest with a link to the eSign Signature Letter. eSign - Digital Document Signing.
  - **Self Check-in Email and SMS:** Used to start the Self Check-in process. This function will send a Letter or Message to the guest with a secure link to MyBooking. Self Check-in System.
  - **Booking Made Today Letter and SMS:** This new event gives you the ability to automatically send a Letter or SMS Message to the Guest at the time of Booking. See Auto Letters.
  Learn how to customize Letters using Merge Fields.

MyPMS Enhancements

- **Report Enhancements:** Item Analysis Report - You can now use the Item Analysis Report to track items with $0 on the folio. This is useful for tracking Inventory items that are not sold, but just tracked for Housekeeping, etc. See Item Analysis Report.

- **New Merge Field For Letters**: Added the merge field "Drivers license" to Letters. This field can be custom labeled and used for any code, coupon or other guest details you need. Learn how to customize Letters using Merge Fields.

MyGuest Enhancements

- **Exportable Request Reports:** The Reports section gives you the ability to create a **Requests Report** using different parameters, very similar to the *Transactions Report* in MyPMS. Once the Report is created, it can be exported to a CSV. file (thus opened in a program such as Microsoft's *Excel* or Apple's *Numbers*). Learn more about MyGuest | Request Reports.
- **Search Guests Feature:** The "Search Guests" feature gives managers the ability to search for guests by name, email or phone #. Once the Guest record(s) are located, the Guest Details can be edited and the number of requests submitted by the guest will be displayed and linked to.. Learn more about MyGuest | SEARCH Guests.
- **Management Section** is available to Users with "Manager" level access. The Management section allows Managers to manage and edit Users, Guest Records, and Forms. Learn more about MyGuest | Management.

- **MyPMS Integration:** MyGuest now integrates with new features added to the MyPMS booking process: Self Check-in, eSign and SMS Messaging. Get alerts when a guest checks-in, signs a document, or receives an SMS message.Learn more about MyGuest | MyPMS Integration
- **New MyGuest Tab in MyPMS:** A new MyGuest Tab has been added to the details of each Booking. You can now easily see all (new, cancelled, and completed) Requests linked to a booking.

We are pleased to announce that the following software bugs were fixed in this release:

- Systemwide upgrade to PHP7 as a securtiy enhancement.
- Fixed issue with Online deposits not including tax on MyPMS imports to folio.
- Fixed issue with Child Rates not saving or inheriting restrictions on GDS systems and SynXis and Sabre.
- Fixed issue with CTA (closed to arrival) on Parent Rates Not Saving on on GDS systems and SynXis and Sabre.
- Users without OVERBooking privileges can no longer Overbook in Edit Tab of booking.
- Group booking managers can now Add Bookings to Soft Allocations saved for Group Blocks.