## Self Check-in | Using Auto Letters

There are two Letters that need to be created for the Self Check-in process: "Self Check-in Start" and "Self Check-in Complete". Once these Letters are set in Default Letters, then they will be automatically be sent to the Guest on Arrival Date and when the Guest is Checked-in. However, you can also choose to the send the "Self Check-in Start" Letter, eSign Request Letter, or any other Letter on a date before the booking.

Remember, both of these Letters also need to be set as the <u>Default</u> for Self Check-in Letters and the method of delivery selected, email and/or SMS. See <u>Self Check-in</u> | <u>Default Letters</u>

See below for detailed instructions



The "Self Check-in Status" Letter starts the self check-in process by automatically sending the Guest an email and/or SMS with a secure link to access MyBooking. This Letter <u>MUST be scheduled for delivery ON or BEFORE the check-in date</u>. The timing of what day this occurs is up to you. If you want to start the check-in process before arrival and give the guest a chance to update booking details or cancel the booking, then schedule delivery before check-in. The Check-in function will only be enabled ON the Check-in date. Before this date, the Guest will ONLY be able to manage their booking.

## Schedule Delivery for "Self Check-in" Letter to EMAIL

The Self Check-in Letter starts the self check-in process by sending the Guest an email and/or SMS. with the link to MyBooking. Set up an Auto Letter event to schedule Delivery.

## Go to SETUP | PARAMETERS | AUTO LETTERS

- Click Add
- In the "Event" drop-down menu, select Self Check-in Email
- The Event Details screen will open.
  - Letter: Select the Default Letter that you created or the Default BookingCenter Template.
  - Days: Choose the number of days on or before check-in that you want to automatically send emails.
  - Timing: Select Before (I.e. 2 days before Check-in)
  - Notes: This field is for your notes. It will not be displayed to Guests.

## Schedule Delivery for "Self Check-in" Letter to SMS

The Self Check-in Letter starts the self check-in process by sending the Guest an email and/or SMS. with the link to MyBooking. Set up an Auto Letter event to schedule Delivery.

- Go to SETUP | PARAMETERS | AUTO LETTERS
- Click Add
- In the "Event" drop down menu, select Self Check-in SMS
- The Event Details screen will open.
  - Letter: Select the Default SMS Letter that you created or the Default BookingCenter Template.
  - Days: Choose the number of days on or before check-in that you want to automatically send the SMS message. This should be timed with the email.
  - **Timing**: Select Before (I.e. 2 days before Check-in)

Notes: This field is for your notes. It will not be displayed to Guests.

