

# Auto Booking Confirmation Letters

Send a customized Confirmation Email/SMS for a specific Room Type and/or Guest Type. This feature automatically sends a customized Booking Confirmation Letter when a booking is made at the Front Desk or on the Booking Engine for a specific Room Type and Guest Type. For Example, If you have specific information about a unique Room Type (Cabins) that you need to include in the Confirmation, then you can create the Letter and designate it to the Room Type. When a booking is made at the Front Desk or on the Booking Engine for the Cabin Room Type, the custom letter will automatically be sent via Email and/or SMS in place of the standard Default Booking Confirmation Letter.

The Auto Booking Confirmation Letters will automatically select the customized letters in a predetermined order. This creates an automatic "cascade" effect starting with the Room Type. For example, when a booking is made, the system looks for the Room Type Letter first. If there is no Room Type Letter set, then the Guest Type Letter will be sent. If there is no Guest Type Letter set, then the regular Default Confirmation Letter will be sent.

The Auto Booking Confirmation Letter "cascade" is sent in this order:

1. Room Type Letter
2. Guest Type Letter
3. Standard Default Confirmation Letter

**Set up Auto Booking Confirmation Letters:** The customized Confirmation Letter is first created in Letters and then set in either the Room Type or Guest Type details.

1. Create a new customized letter for the Room Type and/or Guest Type. See [Add or Edit Letters](#).
2. If you are using SMS, create the customized SMS message for the Room Type and/or Guest Type. See [Add or Edit SMS Letters](#)
3. Designate the customized letter by selecting it in "Letter Options" in the details of the Room Type and/or Guest Type. See [Add Room Type](#) and [Guest Types](#)
  - a. In both the Room Type and Guest Type Details, go the "Letters Options" Section to enable the auto letter and select the customized letter and/or SMS

<b>Letters Setup</b>