

Merge Fields - Individual Letters

Folio Payments Total

To create or edit any letter: Go to **Setup | Parameters | Letters**. See [Add Letters](#) and, [Customize and Edit Letters](#). To set up Automated Emails, see [Auto Letters Setup](#). **Merge Fields available for Individual Letters**. See below for details on each field.

- **Today's Date** - Inserts the date of the current day.
- **Hotel Details** - Inserts Hotel details: Entered in **SETUP|SETTINGS|SITE DETAILS**. See [Site Details](#)
- **Booking Details** - Inserts details entered in the Booking Information for each guest. See [Booking Details](#)
- **Guest Details** - Inserts the data entered in Guest Information Section of the Booking Data. See [Booking Details](#)
- **Financials** - Inserts financial information from the Payment Information and Folio of Booking Data See [Booking Details-Folio](#)
- **Financials (Projections)** - Inserts financial information for future bookings. Use for Confirmation Letters. See [Booking Details-Folio](#)
- **Financials (Taxes)** - Inserts Tax information from the Payment Information and Folio of Booking Data See [Booking Details-Folio](#)
- **Travel Agent** - Inserts information from Agents. **SETUP|RELATIONSHIPS|MY AGENTS** See [Agents](#)
- **Marketing and Policies** - Inserts information from Marketing and Policies. **SETUP|SETTINGS|MARKETING AND POLICIES** See [Marketing and Policies](#)
- **Digital Signing** - Inserts the link to the Digital Signature Document. And, the signature and initials box that the guest will sign. See [e Sign - Digital Document Signing](#)
- **Owners** - Owner contact details and commission fields to create detailed letters for each Owner.

NOTE:

- A merge field that involves payment in the Folio, will appear blank if there aren't any transactions in the Folio yet.
- To display a complete folio list of Charges, Rents, and Payments , use **'Display All Folio Items'** .
- If you have post dated charges such as, a spa or transportation charge, but will let night Night Audit post the RENT charges (most common), then use the **'Display All Folio Items'** for the charges posted in the folio. To display the Room Rent Charges use the **'Daily Rate Grid'**.

Letters Setup

To start using Merge Fields:

- **Open Letter:** choose the Letter you want to edit by clicking on the Letter I.D. The Letter will open in an Editor
- **Editor Toolbar:** The toolbar at the top has many features you can use to customize your Letter including Merge fields used to place booking, financial and guest information from your records and transactions.
- **BookingCenter "globe" icon:** To see a list of merge fields, click on the "globe" icon in the top left corner of the editor.
- To insert the value of the merge field you want, place your cursor at the location in Letter you want it to appear. Then, click on the desired value from the merge fields list.
- To change or edit your Merge fields in the Letter, highlight the field and click on the BookingCenter "globe" icon in the top-left of the editor. Choose the new field from the drop down menu and it will replace the highlighted field.

Example

The screenshot displays the Letter Editor interface. On the left, the 'Merge Field Menu' is open, showing categories like 'Today's Date', 'Hotel Details', 'Booking Details', 'Guest Details', 'Financials', 'Travel Agent', and 'Marketing And Policies'. The 'Hotel Details' category is expanded, showing fields such as 'Hotel Name', 'Hotel Address', 'Hotel City', 'Hotel State', 'Hotel Zip', 'Hotel Country', 'Hotel 800 Phone', 'Hotel Main Phone', 'Hotel Fax', and 'Hotel Email'. The main editor area shows a letter template with merge fields inserted, such as '%%hotel-name%%', 'hotel-address1%% %%hotel-city%%, %%hotel-state%% %%hotel-zip%% %%hotel-main-phone%% | %%', 'GUEST REGISTRATION', 'DATE: %%todays-date%%', 'GUEST NAME: %%guest-first-name%% %%guest-last-name%%', 'CONFIRMATION NO: %%reservation-identifier%%', 'CHECK-IN: %%reservation-arriving-date%%', 'CHECK-OUT: %%reservation-departing-date%%', 'ROOM: %%room%%', 'ROOM TYPE: %%room-type-description%%', '# OF GUESTS: %%reservation-number-adults%% Adults, %%reservation-number-children%% Children', and 'AVG. NIGHTLY RATE: %%reservation-number-nights%% Night(s) at %%average-daily-rate%%/Night'.

Merge Field Menu

Date

Merge Field	Identifier
Today's Date	%%todays-date%%

Hotel Details

Merge Field	Identifier
Hotel Name	%%hotel-name%%
Hotel Address	%%hotel-address1%%
Hotel Address2	%%hotel-address2%%
Hotel City	%%hotel-city%%
Hotel State	%%hotel-state%%
Hotel Zip	%%hotel-zip%%
Hotel Country	%%hotel-country%%
Hotel 800 Phone	%%hotel-tollfree-phone%%
Hotel Main Phone	%%hotel-main-phone%%
Hotel Fax	%%hotel-main-fax%%
Hotel Email	%%hotel-email%%

Booking Details

Merge Field	Identifier
Confirmation Number	%%reservation-identifier%%
Arrival Date	%% reservation-arriving-date%%
Arrival Time	%%arrival-time%%
Booked Date	%%booked-date%% (date reservation was made)
Departure Date	%% reservation-departing-date%%
Departure time	%%departure-time%%
Arrival Date - Long Format	%% reservation-arriving-date-long%%
Departure Date - Long Format	%% reservation-departing-date-long%%
Number Nights	%% reservation-number-nights%%
Room Number	%%reservation-room-number%%
P.O Number	%%po-number%%
Folio Number	%%folio-number%%
Room Type Description	%%room-type-description%%
Room Description	%%room-description%%
Room Number	%%room%%
Number Adults	%%reservation-number-adults%%
Number Children	%% reservation-number-children%%
Number Infants	%% reservation-number-infants%%
Package Name	%%package-name%%
Source	%%source%%
Company Name	%%company-name%%
Booking Comments	%%booking-comments%%
Cancellation Number	%%cancellation_number%%

Guest Details

Merge Field	Identifier
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Guest First Name	%%guest-first-name%%
Guest Last Name	%%guest-last-name%%
Guest Title	%%guest-title%%
Guest Address	%%guest-address1%%
Guest City	%%guest-city%%
Guest State	%%guest-state%%
Guest Zip	%%guest-zip%%
Guest Country	%%guest-country%%
Guest Phone	%%guest-phone%%
Guest Mobile	%%guest-mobile%%
Guest Fax	%%guest-fax%%
Guest Email	%%guest-email%%
Guest Comments	%%guest-comments%%
Name on Credit Card	%%name-on-credit-card%%
Credit Card Number	%%credit-card-number%%

Financials

Merge Field	Identifier
Display all Folio Items	%%write-folio%%
Folio Transactions	%%folio-transactions%%
First Night Rate	%%reservation-firstnightrate%%
Average Daily Rate	%%average-daily-rate%%
Folio Balance	%%folio-balance%%
Folio Charges Total	%%folio-charge-total%%
All Folio Charges Total	%%all-folio-charge-total%%
Folio Payments Total	%%total-payments%%
Projected Income	%%total-cost%%
Project Income & Charges	%%projected_income_charges%%
Projected Accommodation Cost	%%projected-accommodation-cost%%
Projected Accommodation Tax	%%projected-accommodation-tax%%
Accommodation Subtotal (less tax)	%%total-accommodation-cost%%
Total Accommodation Tax	%%total-accommodation-tax-cost%%
Payments	%%folio-charge-payments%%
Balance due upon arrival	%%balance-due%%
Payment Type	%%payment-type%%
Tax 1 Rate % (Primary)	%%main-tax%%
Tax 2 Rate % (Secondary)	%%main-tax2%%
Tax 1 Total	%%tax1-total%%
Tax 2 Total	%%tax2-total%%
Sum of all additional Taxes	%%additional-tax-total%%
Tax Totals	%%total-taxes%%
Rate Grid Complete	%%full-daily-rate-grid%%
Rate Grid Only Room Numbers	%%full-daily-rate-grid-w-room-number%%

Rate Grid Only Room Numbers and Plans	%%full-daily-rate-grid-w-room-number-rate-plan%%
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Financials (Projections)

Merge Field	Identifier
Projected Deposit:	%%deposit-quote-value%%
Projected Income & Charges	%%projected_income_charges%%
Projected Accommodation Cost	%%projected-accommodation-cost%%
Projected Balance	%%projected-balance%%
Projected Accommodation Tax	%%projected-accommodation-tax%%
Projected Tax1 Total	%%projected-tax1-total%%
Projected Tax 2 Total	%%projected-tax2-total%%
Projected Sum of Tax 1 and Tax 2	%%projected-tax1-tax2-total%%
Projected Additional Tax Total	%%projected-additional-tax-total%%

Financials (Taxes)

Merge Field	Identifier
Tax 1 Rate %:	%%main-tax%%
Tax 2 Rate %:	%%main-tax2%%
Tax 1 Total:	%%tax1-total%%
Tax 2 Total:	%%tax2-total%%
Sum of Tax 1 and Tax 2	%%tax1-tax2-total%%
Sum of All Additional Taxes:	%%additional-tax-total%%
Tax Totals:	%%total-taxes%%

Travel Agent

Merge Field	Identifier
TA Name	%%ta-name%%
TA Contact	%%ta-first-name%%
TA Address	%%ta-address1%%
TA City	%%ta-city%%
TA State	%%ta-state%%
TA State Code	%%ta-state-code%%
TA Zip	%%ta-zip%%
TA Country	%%ta-country%%

Marketing and Policies

Merge Field	Identifier
Deposit and Confirmation Policy	%%deposit-policy%%
Cancellation Policy	%%cancellation-policy%%
Privacy Policy	%%deposit-policy%%
Marketing Message	%%marketing-message%%
Restrictions	%%restrictions%%

Site Description	%%description%%
Location Description	%%location-description%%
Customer Reviews	%%customer-reviews%%
Registration	%%registration%%
Thank you Message	%%thank-you-message%%
Driving Directions	%%driving-directions%%

Digital Signing

Merge Field	Identifier
Signature	%%digital_signature%%
Initials	%%digital_initial%%
Digital Signing Letter (URL)	%%digital_sign_url%%
Digital Signing Letter Suppress Rates (URL)	%%digital_sign_suppress_url%%

Owners

Merge Field	Identifier
Deposit and Confirmation Policy	%%deposit-policy%%
Cancellation Policy	%%cancellation-policy%%
Privacy Policy	%%deposit-policy%%
Marketing Message	%%marketing-message%%
Restrictions	%%restrictions%%
Site Description	%%description%%
Location Description	%%location-description%%
Customer Reviews	%%customer-reviews%%
Registration	%%registration%%
Thank you Message	%%thank-you-message%%
Driving Directions	%%driving-directions%%