

Letters

The Letters function gives you a way to print or email a predefined "Letter" to a Guest. The Letters that are available are created in **SETUP | PARAMETERS | LETTERS** and can be customized to include merge fields that will automatically fill in Booking, Guest and Hotel information. The most common types of "Letters" used are the Confirmation, Registration and Receipt Letters. We have provided a basic template of these three Letters, but you may want to edit or customize them further. You can also create new Letters like promotional or special guest information letters.

To Create or Edit a Letter, go to **SETUP | PARAMETERS | LETTERS**. See [Add or Edit Letters](#)

To Email or Print a Letter for a Guest.

1. Open the Booking Details of the Guest and click on the Letters Tab.
2. Choose the Letter from the drop-down menu. (See [Add or Edit Letters](#))
3. Click Send Email or Generate Print Document
 - **Send Email:** A new email window will open with the Letter in the body of the email. The From:, To:, and CC: fields will be pre-populated by the email addresses you entered in **SETUP | SETTINGS | SITE DETAILS**. See [Site Details](#). These can be changed or deleted manually before you send the email. To test a letter, simply delete the guest name and enter your email address and confirm receipt. If the SMTP server we use for sending emails cannot send the email, it will notify you of such after clicking EMAIL.
 - **Generate Print Document:** A new browser window will open with a print button at the top. Click print.

Front DeskBookingReportsArrivalsIn HouseDeparturesSearchSystem Date: 28-AUG-2014

Booking by InquiryBooking by AvailabilityTape ChartGroup Booking WizardSearch BookingsGroup

BookingsLoad Last Booking

7003 - Smith John

# Guests:1/0/0	Booking for:11-SEP-2014-14-SEP-2014	Room Type:Queen with a view	Room:104	Status:Confirmed
Projected Inc:\$672.00	Projected Inc + Charges:\$897.00	Projected Bal:\$672.00	Folio Bal:\$0.00	

Booking DataFolioEditRoom AssignmentGuest HistoryLettersLog

Select Letter: RESCON-Reservation ConfirmationSend EmailGenerate Print Document

Check In-Check In

Day	Date	Room Type	Room	Rate Plan	Rate
THURSDAY	11-SEP-2014	Queen with a view	104	Manual	\$200.00
FRIDAY	12-SEP-2014	Queen with a view	104	Manual	\$200.00
SATURDAY	13-SEP-2014	Queen with a view	104	Manual	\$200.00
Total:					\$600.00

To verify whether the email was sent to a guest, go to the Log Tab in the Booking Details to view activity. See [Log](#)

853519 - Martin Amy

# Guests:1/0/0	Booking for:27-AUG-2014-29-AUG-2014	Room Type:Standard Room-2 Queen	Room:111	Status:Active
Projected Inc: 280.60	Projected Inc + Charges: 559.67	Projected Bal: 559.67	Folio Bal: 419.37	

Booking Data Folio Edit Room Assignment Guest History **Letters** Log

Select Letter: C-Confirmation Letter ▼

Send Email

Generate Print Document

Check In Check Out Cancel Booking Clone Booking

Day	Date	Room Type	Room	Rate Plan	Rate
WEDNESDAY	27-AUG-2014	Standard Room-2 Queen	111	Suite rate	120.00
THURSDAY	28-AUG-2014	Standard Room-2 Queen	111	Suite rate	120.00
Total:					240.00



To set up automatic emails to guests based on date triggered events such as check-in date, see [Auto Letters](#)

Booking Details

- [Booking Data](#)
- [Edit Tab](#)
- [Folio](#)
- [Guest History](#)
- [Room Assignment](#)
- [Letters](#)
- [Log](#)