

# MyBooking - Email/Print Custom Letter

MyBooking lets the guest email or print booking details of current, future and past bookings, print an invoice of a past booking or cancel a selected booking. All of which will generate a letter that has been customized to your property in MyPMS.

Each of the letters used in these functions is created as a Custom Letter in MyPMS and designated as a MyBooking Letter in SETUP | PARAMETERS | LETTERS. The Letters created are completely customizable and can be formatted in any style you choose. It can also contain any booking details you choose such as, roomtype, room, rate, folio charges, etc. using custom merge fields. See [Merge Fields - Individual Letter](#)

## MyBooking

- [MyBooking - Getting Started](#)
- [Self Check-in | MyBooking](#)
- [MyBooking - How does it work?](#)
- [MyBooking - User Guide](#)
- [MyBooking - Create Guest Password](#)
- [MyBooking - Email/Print Custom Letter](#)
- [MyBooking - Customize to Property](#)
- [MyBooking - Guest Update Only \(MYBK\)](#)

There are three Custom Letters that need to be created in MyPMS for the following functions: When a guest uses these functions, the custom letter you create and designate in MyPMS will automatically be generated and emailed to the Guest.

1. **"Email" and "Print"** The Email/Print Letter is generated when the Guest clicks either one of these functions
2. **"Cancel"** A Guest can cancel a selected booking by clicking the Cancel button.
3. **"Print Invoice"** There is also a "Print Invoice" function available for Past Stays. The letter used as the Invoice for this function is also created and designated as the MyBooking Print Invoice in MyPMS.

See below for details on where the functions are located in MyBooking.

## "Email" and "Print" Function

The "Send Email" and "Print" function is available for all Future bookings and Past Stays.

Guests can email and/or print the Booking Details.

Booking #: 88002

Send Email Print

Day	Date	Room Type	Room	Rate Plan	Rate
TUESDAY	21-NOV-2017	Standard Single	222	Best Available Rate- Single	USD85.00
WEDNESDAY	22-NOV-2017	Standard Single	222	Best Available Rate- Single	USD85.00
THURSDAY	23-NOV-2017	Standard Single	222	Best Available Rate- Single	USD85.00
FRIDAY	24-NOV-2017	Standard Single	222	Best Available Rate- Single	USD100.00
SATURDAY	25-NOV-2017	Standard Single	222	Best Available Rate- Single	USD100.00
Total:					USD455.00

Confirmation #	Arrival	Departure	Status	Room Type	Room	Avg. Rate	# Guests
88002	21-NOV-2017	26-NOV-2017	Confirmed	Standard Single	222	\$91	1/0/0

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## "Cancel" Function

A Guest can cancel the selected booking by clicking the Cancel button. This function is only available for future bookings under the "View Bookings" Tab.

[View Bookings](#)
[View Profile](#)
[On The Divide Hotel](#)

[View Bookings](#)
[Past Stays](#)
[Cancellations](#)
[Bookings Summary](#)

Booking #: 88002
 [Send Email](#)
[Print](#)
[Add to iCal / Outlook](#)
[Add to Google](#)
[Cancel](#)

Day	Date	Room Type	Room	Rate Plan
TUESDAY	21-NOV-2017	Standard Single	222	Best Available Rate- Single
WEDNESDAY	22-NOV-2017	Standard Single	222	Best Available Rate- Single
THURSDAY	23-NOV-2017	Standard Single	222	Best Available Rate- Single
FRIDAY	24-NOV-2017	Standard Single	222	Best Available Rate- Single
SATURDAY	25-NOV-2017	Standard Single	222	Best Available Rate- Single
<b>Total:</b>				<b>U</b>

Confirmation #	Arrival	Departure	Status	Room Type	Room	Avg. Rate
88002	21-NOV-2017	26-NOV-2017	Confirmed	Standard Single	222	\$91

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### "Print Invoice" Function

The Past Stays also includes a Print Invoice function. This function is only available onpast bookings under the "Past Stays " Tab.

[View Bookings](#)
[View Profile](#)
[On The Divide Hotel](#)

[View Bookings](#)
[Past Stays](#)
[Cancellations](#)
[Bookings Summary](#)

Booking #: 34509
 [Send Email](#)
[Print](#)
[Add to iCal / Outlook](#)
[Add to Google](#)
[Print Invoice](#)

Day	Date	Room Type	Room	Rate Plan	Rate
FRIDAY	04-SEP-2015	Deluxe Suite	220	Best Available Rate-2 BDR Suite	USD300.00
SATURDAY	05-SEP-2015	Deluxe Suite	220	Best Available Rate-2 BDR Suite	USD300.00
SUNDAY	06-SEP-2015	Deluxe Suite	220	Best Available Rate-2 BDR Suite	USD300.00
MONDAY	07-SEP-2015	Deluxe Suite	220	Best Available Rate-2 BDR Suite	USD300.00
<b>Total:</b>					<b>USD1200.00</b>

Confirmation #	Arrival	Departure	Status	Room Type	Room	Avg. Rate	# Guests
68505	05-MAY-2016	06-MAY-2016	Complete	Standard Queen	101	\$0	1/0/0
34509	04-SEP-2015	08-SEP-2015	Complete	Deluxe Suite	220	\$300	1/0/0
40508	06-JUL-2015	08-JUL-2015	Complete	Cottage- 2 Bedrooms		\$0	1/0/0
35002	30-JUN-2015	05-JUL-2015	Complete	Standard Queen	104	\$75	1/0/0
15002	07-NOV-2014	12-NOV-2014	Complete	Standard King	106	\$0	1/0/0
9501	28-AUG-2014	28-AUG-2014	Complete	Conference Room		\$0	1/0/0
501	31-OCT-2013	01-NOV-2013	Complete	Standard Queen	102	\$0	1/0/0

LOGOUT

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