eSign Booking RUID

BookingCenter's **eSign** allows Letters to be signed on any device. Guests access your chosen Letter (confirmation, registration, contract, etc) via a secure link attached to a booking. The recipient of the Letter can use a finger on a mobile device or a mouse on a desktop Mac/PC to sign and. or initialize where you want them to. The signed document is date- and time-stamped with the IP address of the user who signed it, so is a legallybinding signed agreement (in the USA, anyway). The person who signs gets a copy, as well as the 'Letters' tab in a Booking or Group Booking where the signed Letters are stored indefinitely. **eSign** allows you to request and store a digital signature from the guest at any time <u>on or before the check-in date</u>.

A secure access code known as an RUID enables security and simplicity. When a Booking is created, an RUID is automatically created for the booking. Please note that only Bookings created since August 7, 2018 have an RUID. Bookings created *prior* to August 7, 2018 *do not* have an RUID and eSign will not work for these bookings.

Esign - Digital Signing	

The RUID is a series of random characters used to identify a specific booking and is automatically inserted into the Request Letter sent to a Guest. See Create Default eSign Letter.

This means that when the Guest clicks on the "Digital Signing Letter (URL)" in the Email you sent requesting a signature, the eSign uses the RUID to enable security (no RUIDs are ever duplicated) to access only that specific booking. See Send eSign Request Letter

The RUID is stored in the database and not visible to you or the guest UNLESS you choose to display it in a merge field in a Letter. See Merge Fields. When using the "Digital Signing Letter (URL)" merge field to request a digital signature, the RUID is embedded in the secure link sent to the Guest.

To send an eSign Digital Document, follow these steps:

Note: The setup steps must be completed before you implement the Digital Signing process.

- 1. Email the "Signature Request Letter" to Guest. This letter can be sent via email two ways: manually by using the "Letters" Tab in each booking or, automatically by using the "Auto Letter" function to send the letter to the guest at a scheduled time before check-in. See Send eSign Request Letter
- Guest clicks on secure link in the email. This secure link is automatically generated using the merge field. It is unique to each booking and generated for when the email is sent, See Send eSign Request Letter
- 3. Default "Default Signature Letter" opens for guest to read and digitally sign. This letter is created in Letters and set as the Default eSign Letter. See Create Default Signature Letter
- 4. Guest signs and submits the digitally signed Letter.
- 5. Signed Digital Letter stored: The signed Letter is stored with the booking at a secure URL for future reference by the hotel or guest. See Digital Signature Letter Storage

Digital Signature Storage:

Once the letter is signed it is saved as a PDF and linked to the booking. A log entry is added to the booking alerting you to the signed letter. The letter is date- and time-stamped with the IP address of the user who signed it, so you have a record of when and from what IP address the letter was signed. See Digital Signature Letter Storage

