Self Check-in | Create Letters

Create the Default Letters used in the Self Check-in Process. These are the Letters that will be used to communicate to Guests during the Self Check-in process. They are a very important part of the process as Guest Communication is crucial for the the Self Check-in process to work as seamlessly as possible. The Letters used for email are required for the Self Check-in process to function. SMS Messaging is optional and requires a subscription.
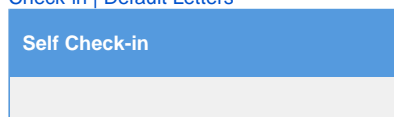
1. The **"Self Check-in Start" Letter** starts the self check-in process by automatically sending the Guest an email and/or SMS with a secure link to access MyBooking.
2. The **"Self Check-in Complete" Letter** contains your customized room entry information and instructions and is displayed to the guest in MyBookng and automatically sent to the Guest when self check-in is complete.
3. The **"MyBooking Cancellation Letter"** is the Letter is automatically sent to Guests when they cancel their booking.
4. OPTIONAL: **"eSign Digital Request" Letter** If you want to require a digital signature for check-in, the BookingCenter **eSign-Digital Document Signing** lets you create a customized Letter with a digital signature function and send it to a guest to open and digitally sign via a secure link attached to their booking. Learn how to use eSign - Digital Document Signing

   See detailed instructions on how to create the Default Letters below.

Since these Letters can delivered via email and/or SMS. you would create Letter Templates for each delivery method: Email and SMS. For example, if you want to send the "Self Check-in Start" Letter via email and SMS, you would create two Letter Templates and select "email and SMS" next to the Default Letter.

We have provided Default Template Letters for both email and SMS Messages for you to use in MyPMS (SETUP | LETTERS). Feel free to use the Default Templates "as-is" or customize to your property by adding or editing text, images or merge fields. If you are using the SMS Module, see Add or Edit SMS Letters

Remember, both of these Letters also need to be set as the Default for Self Check-in Letters for the Self Check process to function.. See Self Check-in | Default Letters

Self Check-in

"Self Check-in Start" Letter

To Create the "Self Check-in Start" Email Letter, follow these steps

Create the Letter and/or SMS that will be emailed and/or messaged to guests to start the Self Check-in Process This Letter/Message is what the Guest receives on or before the check-in date (depending on when you schedule it), requesting them to start check-in and with a secure link to MyBooking. The link to MyBooking must be inserted into this letter using a merge field. It can be inserted anywhere in the Letter, but must be there in order for the Guest to start Self Check-in and/or manage their booking details. If you choose to the use SMS option, then you will need to create a separate SMS Template for each Letter. For example, if you want to send the "Self Check-in Start" Letter via email and SMS, you would create two Letter Templates and select "email and SMS" next to the Default Letter. After this letter is created, it must be set as the Default and set up as an Auto Letter function to be automatically emailed to the Guest on the check-in date.

- Go to **SETUP | PARAMETERS | LETTERS** and either create a new Letter or edit an existing Letter by clicking on the Letter ID. We provide a default "Self Check-in Start" Letter that you can customize to your property.
- There are two MyBooking merge fields,**%%ruid_link%%**", that you can insert into your Letters depending on your needs. This link will display a link to MyBookings. To insert either or both of these merge fields into your Letter:
    - Place your cursor in the body of the Letter where you want the Self Check-in link to display.
    - Go to the BookingCenter Globe Icon and the "Booking Details" Section. Select the merge field and it will be inserted into your Letter *where the cursor is.*
    - Click Update to save changes.

To Create the "Self Check-in Start" SMS message, follow these steps

- Go to **SETUP | PARAMETERS | LETTERS**
- Click on Add.
- In the Letter Type drop-down menu, select "SMS".
- Enter the text for SMS message. There is a limit of 500 characters. * Pricing is based on a "Segment" . See SMS Module | Pricing
    - The link to MyBooking for the Guest to start the Self Check-in process is the merge field, **%%ruid_link%%**, This link must be inserted into the SMS message for the Self Check-in process to start. To insert this merge field into your Letter:
        - Place your cursor inthe body of the Letter where you want the Self Checkin link to display.
        - Go to the BookingCenter Globe Icon and the "Booking Details" Section. Select the merge field and it will be inserted into your Letter *where the cursor is.*
        - Click Update to save changes.

For more details, see Add or Edit SMS Letters

"Self Check-in Complete" Letter

To Create the "Self Check-in Complete" Email Letter, follow these steps

Create the Letter and/or SMS that will be emailed and/or messaged to guests at the end of the Self Check-in Process. The **"Self Check-in Complete" Letter** contains your customized room entry information and instructions and is displayed to the guest in MyBookng and automatically sent to the Guest when self check-in is complete. If you choose to the use SMS option, then you will need to create a separate SMS Template. For example, if you want to send the "Self Check-in Complete" Letter via email and SMS, you would create two Letter Templates and select "email and SMS" next to the Default Letter. After this letter is created, it must be set as the Default and set up as an Auto Letter function to be automatically emailed to the Guest.

- Go to **SETUP | PARAMETERS | LETTERS** and either create a new Letter or edit an existing Letter by clicking on the Letter ID. We provide a default "Self Check-in Complete" Letter that you can customize to your property.
- The most important thing to add to this Letter is the "Room Notes" merge field. The room entry instructions need to be entered in the "Room Notes" field for each room in MyPMS for the merge field to display this information. To enter these instructions, go to SETUP | RATES | ROOMS. Click on the Room ID to open the Room Details, then enter the specific Room Entry information in the "Room Notes" Field. For instructions on how to enter Room Entry Information, Add or Edit Rooms
    - Place your cursor in the body of the Letter where you want the Room Entry Instructions to display.
    - Go to the BookingCenter Globe Icon and the "Booking Details" Section. Select the "Room Notes" merge field and it will be inserted into your Letter where the cursor is.
    - Click Update to save changes.

To Create the "Self Check-in Complete" SMS message, follow these steps

- Go to **SETUP | PARAMETERS | LETTERS**
- Click on Add.
- In the Letter Type drop-down menu, select "SMS".
- Enter the text for SMS message. There is a limit of 500 characters. * Pricing is based on a "Segment" . See SMS Module | Pricing
    - The most important thing to add to this Letter is the "Room Notes" merge field. The room entry instructions need to be entered in the "Room Notes" field for each room in MyPMS for the merge field to display this information. To enter these instructions, go to SETUP | RATES | ROOMS. Click on the Room ID to open the Room Details, then enter the specific Room Entry information in the "Room Notes" Field. For instructions on how to enter Room Entry Information, Add or Edit Rooms
        - Place your cursor in the body of the Letter where you want the Room Entry Instructions to display.
        - Go to the BookingCenter Globe Icon and the "Booking Details" Section. Select the "Room Notes" merge field and it will be inserted into your Letter where the cursor is.
        - Click Update to save changes.

For more details, see Add or Edit SMS Letters

"MyBooking Cancellation" Letter

To Create the "MyBooking Cancellation" Email Letter, follow these steps

Create the Letter and/or SMS that will be emailed and/or messaged to guests at the end of the Self Check-in Process. The **"MyBooking Cancellation" Letter** contains your customized cancellation message. Alternatively, you can select the Cancellation Letter you currently use. If you choose to the use SMS option, then you will need to create a separate SMS Template.

- Go to **SETUP | PARAMETERS | LETTERS** and either create a new Letter or edit an existing Letter by clicking on the Letter ID.

To Create the "MyBooking Cancellation" SMS message, follow these steps

- Go to **SETUP | PARAMETERS | LETTERS**
- Click on Add.
- In the Letter Type drop-down menu, select "SMS".
- Enter the text for SMS message. There is a limit of 500 characters. * Pricing is based on a "Segment" . See SMS Module | Pricing
    - Enter the text you want to display.
    - If you want merge fields, go to the BookingCenter Globe Icon and the "Booking Details" Section. Select the "Room Notes" merge field and it will be inserted into your Letter where the cursor is.
    - Click Update to save changes.

For more details, see Add or Edit SMS Letters