

Group Letters

Use the Letters function to send a confirmation, quote or any other customized Letter.

Choose the Letter from the drop down menu. Click Send Email or Generate Print Document and the Letter will open in a new window.

Letters can be edited when opened in the Email window.

To Add a Letter, see [Letters Setup](#)

Note: Only letters created as Group Letters will appear in the Drop down list.

11501 - International Travel - Annual Party

| | | |
|-------------------------------------------|------------------|------------------------|
| Group Booking for:12-NOV-2014-16-NOV-2014 | Status:Confirmed | Group Revenue:\$448.00 |
|-------------------------------------------|------------------|------------------------|

Booking Data

Folio

Edit

Room List

Guest History

Letters

Log

Select Letter:

GROUP QUOT-

Send Email

Generate Print Document

Cancel Group Booking

Group Letters have financial fields that are applicable only to the Group Booking, and may not reflect edits made to bookings that are part of a Group. For example, if you edit an individual booking that is part of the Group's Rooming List, the Group Booking Projected Accommodation Total *may not* be correct any longer. The field `%%projected-accommodation-cost%%` takes its value from the Edit screen where the totals of the rates allocated to the bookings are calculated.

After assigning Rooms and Rates to a Group via the Group Booking Wizard, this is where the Group Confirmation is usually sent. And thus, is usually right for the Group. But sometimes, the individual bookings get edited - different rates, different arrival/depart dates - and the assigned Group rates and dates may no longer apply to an individual booking(s). When this happens, taking the calculated fields from the group *may be* wrong.

When this **edit** situation occurs, it's our advice to use the individual booking to send a confirmation, as opposed to the Group confirmation that was made 'stale' by the edits to individual bookings. To assist in these rare cases, you might consider offering a second **Group Confirmation Letter After Individual Edits** that doesn't use the Projected costs based on the Group. Rather, it summarizes basic group info and requires the individual booking confirmation for detailed financials.