

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 legally-binding 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 on or before the check-in date.

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](#)
2. **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](#)



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