Add or Edit SMS Letters

The MyPMS Letters function allows you to create and customize Letters that you can send as an SMS message to Guests. The SMS function is available only for the Default Letters. See Default Letters

A "Letter" is any document that you create in SETUP | PARAMETERS | LETTERS. For example, a Registration Card, Confirmation Letter, Cancellation Letter, Receipt, Thank you for staying, etc. Basically anything you would like to create to send to guests. A Default Letter is a preset Letter that is automatically sent for a specific function, i.e. website Booking Confirmation. These Default Letters are typically send via email, however, you can also choose to send the Letter via SMS messaging.

To set a Default Letter to send as an SMS message, you must first create an SMS Letter. Since SMS messaging needs to shorter than an email, there are character restrictions (500 character max) for this type of Letter. Also, remember that this Letter will be sent as a text message so we recommend that you keep it brief and easy to digest with hyperlinks inserted. You can also send an email at the same time with more information.

The SMSLetter can customized with simple text and merge fields.to display specific guest and booking information. Merge fields automatically insert specific data for the booking i.e. Guest name or Deposit made. We offer a wide variety of Merge fields. To see a complete list of Merge Fields,see Merge Fields - Individual Letters To see examples of how Merge Fields are used in Letters, see Merge Field Examples

Remember, any of these Letters can be *automatically* sent to guests before or after arrival by using Auto Letters

Letters Setup

To add a new SMS Letter, follow these steps

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go to SETUP | PARAMETERS | LETTERS.

- To create a new Letter, click **ADD** at the bottom right of the list to create a new Letter
- Choose"SMSl" from the Letter Type drop down menu.

- The Letter Editor will open to create an SMS Letter. Save your changes and the Letter will appear in the Letters list. You can now use this letter in Booking under Letters and in the Auto Letters function.

Edit A SMS Letter

To edit any letter in the MyPMS system, go to **Setup | Parameters | Letters**.

Please note: Letter types cannot be changed after they are created. Therefore, if you want to use an existing letter and it is not set to the Letter Type of your choice, then you must create a new letter.

Follow these steps:

1. **Open Letter:** choose the Letter you want to edit by clicking on the Letter I.D. or selecting it and choosing 'Edit'. The Letter will open in an Editor which you can use to customize your letter.
2. **Editor Toolbar:** The toolbar at the top has features you can use to customize your SMS Letter It also includes a full set of Merge fields used to insert booking, financial and guest information from your records
    - **Merge Fields**
        - To see the available list of merge fields, click on the the BookingCenter "globe" icon in the top left corner of the editor.
        - To insert the value of the merge field you want, place your cursor at the location in Letter you want it to appear. Then, click on the desired value from the merge fields list.
        - To change or edit your Merge fields in the Letter, highlight the field and click on the BookingCenter "globe" icon in the top-left of the editor. Choose the new field from the drop down menu and it will replace the highlighted field
        - To see a list of Merge Fields, see Merge Fields - Individual Letters and Merge Fields - Group Letters
3. Once you have finished editing your Letter, click **Update** to save your changes.