Auto Letters SMS

The Auto Letters function allows you to send automated SMS Messages (subscription required) to your guests for three events: Self Check-in, eSign and Booking Made Today.

The Auto Letters function is also used in the Self Check-in and eSign Digital Signature process-these Auto Letter Events must also be set as Default Letters in the Default Letters Tab.

The actual messages sent are created in the Letters Tab. Therefore, you must first create a Letter and then select it in the Auto SMS event. See Add or Edit SMS Letters

Here are some examples of how you can use SMS Message Events:

- Send an eSign Request message asking guest to digitally sign registration card 3 days before check-in
- Send a message to guests when they make an online bookng on the website with the link to MyBooking to manage details.

In this section

To set up Auto Letters**:** Go to **SETUP|PARAMETERS| AUTO LETTERS**

1. Click **ADD** to create a new Auto Letter.
2. Choose **"Event"** from the drop down menu. (Note: Events are date driven events that are set based on individual, guest or group booking data).
    - There are 3 Auto SMS Events to choose from, and you can make **one Lette**r for each Event type (though you don't need a Letter for each Event type). If you already have an Online Confirmation letter, for example, then that Event type won't show in the drop-down list when adding NEW. More than one Letter for a single Event type causes confusion.
        1. **Self Checkin SMS:** Part of the Self Check-in process. SMS Message that the Guest gets requesting them to click a link to start check-in . SeeSelf Check-in Default Letter
        2. **eSign SMS:** Part of the Digital Signing Process. SMS Message that the Guest gets requesting them to click a link to sign a document. SeeCreate Default eSign Letter
        3. **Booking Made SMS:** (Individual Type) SMS Message sent to guest when the booking is made on the website or at front desk.
3. After choosing the "Event", you will be prompted to choose the following fields:Click SAVE and your Auto Letter will appear in the list.
    a. **Letter:** Choose your Letter. (Note: you will only see the types of Letters that are available for the type of Event. For example, you will see Group Letters for a Group Event or SMS Letters for SMS Events)
    b. **Days:** Choose the number of days before or after the Event you want to automatically send emails. For example or 3 days after check-out)
    c. **Timing**: Choose whether the email is sent before or after the Event.
        i. Before (I.e. 2 days before Check-in)
        ii. After (I.e. 3 days after check-out**)**
    d. **Notes**: Internal Notes for your records

Your Auto Letter has now been created and will automatically send emails based on your settings!

Related Articles

Create Custom Letters

> ✓ To send a Group Letter, go to the Group Booking Details and the Letters Tab. See Group Letters

Unknown macro: 'page-turner'