

Amend automated emails

Last Modified on 03/02/2021 5:55 pm GMT

Within BookingsPlus is a bank of generic emails which are sent to your clients at various stages throughout the booking process.

You have full control over the content of the emails & we suggest that you review them periodically to ensure they are worded in accordance with your lettings procedures.

The emails are located within the [Manage] section of your system. Click on [Edit Venue](#) and select the [Emails] tab.

The screenshot shows the 'Editing Grange Park School' interface. At the top, there's a navigation bar with 'Grange Park School' on the left and 'Help and Support', 'Emails enabled', and 'Tracy Trainer' on the right. Below this is a menu with 'Dashboard', 'Calendar', 'Enquiries', 'Clients', 'Bookings', 'Invoices', 'Payments', 'Reminders 23', 'Reports', 'Users', 'Manage', and 'Venues'. The 'Manage' tab is active, showing 'Basic Information', 'Billing', 'Payment Gateways', 'Emails', and 'Client Login'. The 'Emails' tab is selected, displaying 'Receive email when:' with checkboxes for 'New enquiry was added via website', 'New enquiry was added by administrators', 'Booking was confirmed by hirers', 'Booking was confirmed by administrators', and 'Daily notifications of reminders requiring action (sent at 08:00)'. Below this are two email configuration sections: 'User Welcome Email' and 'Enquiry Email'. Each section has a 'Subject' field, 'Variables' (including %NAME%, %LOGIN_PATH%, and %PASSWORD%), and a 'Body' text area. The 'User Welcome Email' subject is 'Welcome to Kajima Community' and the body is 'Dear %NAME%, Welcome to Kajima Community. Please login to your account to view our terms and conditions.' The 'Enquiry Email' subject is 'Thank you for your enquiry' and the body is 'Dear %NAME%, Thank you very much for your enquiry. A member of our team will get back to you very shortly. As a special welcome offer, we will give you 5% discount on your first booking with us if you book in the next 2 days. Please quote WELCOME5.'

Each email can be fully customised to your needs. Simply read through the content & type in your amendments. At certain points, you will notice code such as %NAME% or %PASSWORD%. This is where client specific information is pulled from BookingsPlus into the email, so ensure you don't amend any of these sections. Otherwise, change what you need!

Once you've finished, just click [Save](#).