

Manual

Message&Mail Guide

TABLE OF CONTENTS

Send Message & Mail

03

1. Overview

This PMS – Message & Mail User Guide provides hotel staff with detailed steps to send messages and emails to in-house guests. It includes instructions for selecting guests, composing messages, using templates, and managing delivery history.

2. Send Message & Mail

Available under **Front Desk > In House > Message & Mail**, this function allows users to send messages and emails to guests staying at the property. Users can personalize content, use predefined templates, and track delivery status.

To perform the task:

1. Go to the **Front Desk** menu.
2. Select the **In House** tab.
3. Choose the room and click **Message & Mail**.
4. The system will auto-fill Reference Number, Send Date/Time, and User fields.
5. Guest names for the room will be auto-populated.
6. Click the search icon to find and select other guests:
 7. - Filter guest name and click Select to confirm, or Cancel to abort.
8. Enter the sender's name in the From field.
9. Use default message or select an existing template.
10. Click the plus icon (+) to create a new message template.
 - ☐ Press New to start a new template.
 - ☐ Fill in the message details and use variables if needed.
 - ☐ Click Confirm to save the template, or Cancel to discard.
 - ☐ Use the checkbox to edit or delete templates.
11. Enter the Subject line.
12. The details section will display the message content.
13. Click Clear to delete inputs, **Confirm & Print to print, or Confirm & Send** to send.
14. After sending, the system will show a message log.
15. Click New to start a new message, Reprint to print again, or Resend to send again.

Message & Mail

New

Reference No. Send Date/Time User
Auto Gen 21/04/2025 15:33 ADMIN S.

To 110 - Adriama SMF x

From

☒ Message ☐ EMS-Mail

Template +

Subject

↶ ↷ B I U ↺
☰ ☲ ☱ ☴ ☵ ☶ ☷
default 2 A ∅ ∞ − × ↻
Reservation

Enter text here...

Clear Confirm & Print Confirm & Send

Note: Templates allow consistent communication and faster message creation for frequent updates.