

Custom Hotel Emails: Confirmation & Cancellation

The final part of the custom Guest Connect Suite provided to hotels is the pair of customized emails built for a property: a confirmation message and a cancellation message.

Both emails are to be constructed as an HTML file based off the customized shell already built for the property using the following guidelines:

- All CSS must be, at the very least, included in the HTML or being coded as in-line CSS and not linked to externally:

Not Acceptable

```
<link href="stylesheet.css" rel="stylesheet" type="text/css">
```

Acceptable

In between <head></head> tags:

```
<style type="text/css">
body {
    [CSS attributes]
}
</style>
```

Or as in-line CSS:

```
<body style="[CSS attributes]">
```

- All images are to use the full URL of the referenced image:
`https://gc.synxis.com/HOTEL/{hotel id}/IMAGES/SHELL/{file name}.{file extension}`
Image Uploading Instructions
 1. In the Control Center, navigate to this path:
Setup > Channels > Booking Engine > Shell Setup
 2. **Shell Level Selection:** select "Hotel Level"
 3. **At the top**, click "Manage Images"
 4. **At the top**, click "Add New Images"
 5. From this screen, navigate to the folder where the images you wish to upload are. You may need to update your Java client to use this tool.
- All links are to open in a new window:

```
<a href="http://url/" target="_blank">Text</a>
```

There are two templates being used to create each version of the customized email.

Confirmation Email

The confirmation email follows a standard layout and includes the following sections: Booking Summary, Guest Information, Room & Rate Description, and Property Information. A hotel is free to add more text to this email to further customize their message to future guests. Each confirmation email includes a link where the guest can review, modify, or cancel their reservation. The link is constructed as follows:

```
https://gc.synxis.com/rez.aspx?Hotel={hotelID}&start=65&shell={shell code}&template={template code}&chain=56&confirm=%ConfirmNo%&email=%CEmail%
```

Modification Link Parameters

Hotel

This is the hotel's SynXis numerical ID.

Start

The "start" parameter instructs the Guest Connect booking engine to take the guest to the "Search Reservations" step of the booking process where reservation information can be looked up and retrieved for modification or cancellation. For the "Guest Connect Original with Itinerary" template, the value for this parameter is "65" and does not change*. If a hotel switches to a different template, the parameter will have to be updated to that template's start parameter as these values vary depending on the selected template. Switching templates without notification to HHA is not advised as the hotel Redirect will no longer work properly since it is programmed to use only the "Guest Connect Original with Itinerary" template parameter values.

*Recently, SynXis released an update to the Control Center that changes the value of the start parameter from a number to a string such as "availresults". While the numerical values still work, it should be noted that the Guest Connect Linking tool now only provides the strings and not the numbers.

The following is a list of the current parameters which are passed in the "start" parameter and the corresponding landing page:

Numerical Start Parameter	Text Start Parameter	Landing Page
61	availresult	Availability results (*)
67	modifyres	Modify reservation
65	searchres	Search reservations
68	teaser	Teaser page (not used)

Shell & Template

These parameters instruct the booking engine to use a hotel's customized shell and template instead of the chain default HHA shell and template.

Chain

This is the default HHA chain ID where reservations exist and should always be 56 with the exception of the Leela Hotel Group, Harbor Magic Hotels, and the Eden Hotel Group, all of which have their own unique chains built in the system to manage all their properties under one shell and template suite.

Confirm & Email

These parameters use the email tokens "%ConfirmNo%" and "%CEmail%" that pull the both the reservation confirmation number and the customer's email address, respectively, from the reservation data and pass the information to the booking engine via this URL. Passing these parameters pre-populates the login field so the guest is not required to re-enter their information when they want to retrieve their reservation.

Thank you for choosing %HName%, a member of %ChainNm%. To view, change, or cancel your reservation, please [click here](#).

Reservation Confirmation

Booking Summary

Confirmation Number: %ConfirmNo%	Length of Stay: %NightsQty% night(s)
Arrival Date: %ArrivalDt%	Adults: %AdultQty%
Departure Date: %DepartDt%	Children: %ChildQty%
	Rooms: %RmQty%

Policies

%GteCxlPol%

Guest Information

%CTitle% %CFirstName% %CLastName%	Payment Information
Address 1: %CAddr1%	Credit Card Type: %CCType%
Address 2: %CAddr2%	Card Number: %CCNumMasked%
Address 3: %CAddr3%	Expiration Date: %CCExpDtMasked%
%CCity%, %CState%, %CCountry%	
%CZip%	
%CEmail%	
Travel Agent ID: %IATA%	

Room & Rate Description

Rate Plan: %RateName%	Daily Rate with tax: %DailyRateWithTax%
%RateLongDesc%	Total Cost with tax: %TotalCostWithTax%
%RoomName%	
%RoomLongDesc%	

Property Information

%HName%
%HAddr1%
%HCity%, %HState%
%HCountry% %HZip%

Sample Confirmation Template

Cancellation Email

When a reservation is cancelled, the customer receives a customized cancellation message with the following information: Booking Summary and Guest Information. A customizable message is included with a link to the hotel's website.

We look forward to welcoming you in the near future. For your future travel plans please visit us again at [hotelurl](#).

Reservation Cancellation

Booking Summary

Confirmation Number: %ConfirmNo%	Length of Stay: %NightsQty% night(s)
Arrival Date: %ArrivalDt%	Adults: %AdultQty%
Departure Date: %DepartDt%	Children: %ChildQty%
	Rooms: %RmQty%

Policies

%GteCxIPol%

Guest Information

%CTitle% %CFirstName% %CLastName%	Payment Information
Address 1: %CAddr1%	Credit Card Type: %CCType%
Address 2: %CAddr2%	Card Number: %CCNumMasked%
Address 3: %CAddr3%	Expiration Date: %CCExpDtMasked%
%CCity%, %CState%, %CCountry%	
%CZip%	
%CEmail%	
Travel Agent ID: %IATA%	

Sample Cancellation Template