

Hooked Email Report Summary Email

Company and property specific hooked emails are automatically sent from the VRM application on a daily basis. A new hooked email report summary email has been added to the hooked email routine. The hooked email report summary will outline all of the hooked emails sent each day. The hooked email report summary will provide the end user a list of all reservations which had a hooked email sent. The hooked email report summary will be sent to the email address applied to the email address field on the 'Email Settings' tab of the company configuration page. (Select the **System Configuration** button > Select the **Company** button > Select the **Email Settings** tab > Populate the **Email Address** field)

The screenshot shows the 'Email Settings' configuration page. The 'Email' field is circled in red, containing the address 'jennifer@virtualresortmanager.com'. The page includes a header editor with a rich text toolbar and the text 'We have what you need for a great vacation!'. The footer editor also has a rich text toolbar and the text 'Call us for information about off-season specials!'. 'Save' and 'Reset' buttons are located at the bottom right.

Each day a hooked email report summary will be sent providing a list of the reservations which received each type of hooked email.

The screenshot shows an email report summary. The subject line is '*** Hooked Email Report Summary ***'. The body lists various reservation categories and counts, such as 'Property Hooked Email Check In/Out - (6 reservation(s))' and 'When a Reservation Has Been Made - (44 reservation(s))'. Two callout boxes provide additional information: one points to the subject line, stating 'The hooked email report summary email will contain a subject value consisting of:', and another points to the date 'Mar 11 2008 4:45PM', stating 'The date the hooked emails were sent is displayed on the first line of the hooked'.

From: Century 21 Action [christian@vrmgr.com] Sent: Tue 3/11/2008 4:46 PM
To: Century 21 Action
Cc:
Subject: *** Hooked Email Report Summary ***

Hooked Emails for Mar 11 2008 4:45PM

Property Hooked Email Check In/Out - (6 reservation(s)):
39754, 39757, 39758, 39759, 39762, 39763

When a Reservation Has Been Made - (44 reservation(s)):
39688, 39689, 39694, 39697, 39698, 39699, 39702, 39703, 39704, 39706, 39709, 39710, 39712, 39713, 39716, 39717, 39718, 39719, 39724, 39725, 39728, 39729, 39730, 39731, 39734, 39735, 39736, 39739, 39740, 39741, 39744, 39745, 39746, 39747, 39748, 39749, 39752, 39753, 39754, 39757, 39758, 39759, 39762, 39763

3 days prior to "Prepaid Required By" - (9 reservation(s)):
39699, 39702, 39703, 39704, 39712, 39713, 39716, 39717, 39718

Prepaid Satisfied "Thank You" - (9 reservation(s)):
39706, 39709, 39710, 39719, 39724, 39725, 39728, 39729, 39730

3 days prior to "Balance Due By" - (5 reservation(s)):
39712, 39713, 39716, 39717, 39718

Balance Received "Thank You" - (5 reservation(s)):
39724, 39725, 39728, 39729, 39730

Days prior to check in (1) - (3 reservation(s)):
39731, 39734, 39735

Days prior to check in (2) - (0 reservation(s)):

Days prior to check in (3) - (0 reservation(s)):

A hooked email will not be sent or appear within the hooked email summary report when:

1. The member is not setup with a valid email address. Currently, when an email fails to reach its' destination a delivery failure notification email is forwarded to the reservation email address configured on the office configuration page.

Property: Celebrations
Reservation ID: 25
Dates: 2/3/2015 - 2/10/2015

Guest: Candace Thrappas Moreland
Guest Type: Member
[Property Summary](#) -- -- [NOTES](#)

General **Member Info** Travel Agencies Other Charges Custom Charges Summary

First/Middle/Last: Candace Thrappas Moreland

Address: 898 Baton Rouge Road Address Continued

City/State/Zip: Lenoir NC 27850

Country: UNITED STATES

Phone: 252-161-0371

Email:

Fax:

2. The 'Receive Emails' check box is not selected on the general tab of the reservation.

Property: Celebrations
Reservation ID: 25
Dates: 2/3/2015 - 2/10/2015

Guest: Candace Thrappas Moreland
Guest Type: Member
[Property Summary](#) -- -- [NOTES](#)

General **Member Info** Travel Agencies Other Charges Custom Charges Summary

Pay Up! Check In Undo Check Out

Confirmation Required by: 2/25/2015

Modified By: Jennifer W VRM (LAKE)

Number in Party: 1 Underage: 0

Number of Days: 7

Date Reserved: 2/25/2015 at 2:14 PM

Reservation Status: Checked Out

Hold Deposit VRA Signed

Travel Insurance: CSA Travel Insurance - 320

Receives Emails

Property specific hooked emails will appear underneath the 'Property Hooked Email Check In/Out' heading. This hooked email report summary entry will display a list of all the property specific hooked emails sent for both the number of days before a reservation checks in and the number of days after a reservation checks out.

From: Century 21 Action [christian@vrmgr.com]
To: 1 Century 21 Action
Cc:
Subject: *** Hooked Email Report Summary ***

Sent: Thu 3/13/2008 11:44 AM

Hooked Emails for Mar 13 2008 11:44AM

Property Hooked Email Check In/Out - (7 reservation(s)):
39698, 39754, 39757, 39758, 39759, 39762, 39763

When a Reservation Has Been Made - (9 reservation(s)):
39769, 39770, 39771, 39774, 39775, 39776, 39779, 39780, 39781