

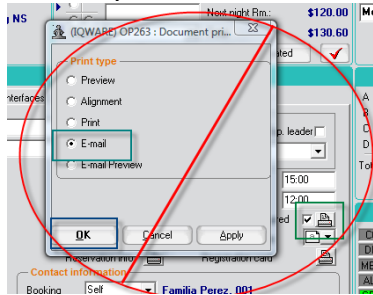


IQmail

User Documentation



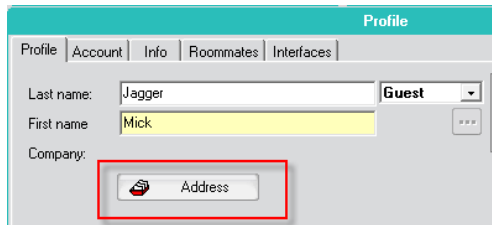
IQmail works similarly to your regular IQpms email confirmations, except for the fact that IQmail sends out your letters automatically. Once IQmail is live there is no longer any need to manually send confirmations by clicking on the printer icon, selecting Email, and then OK.



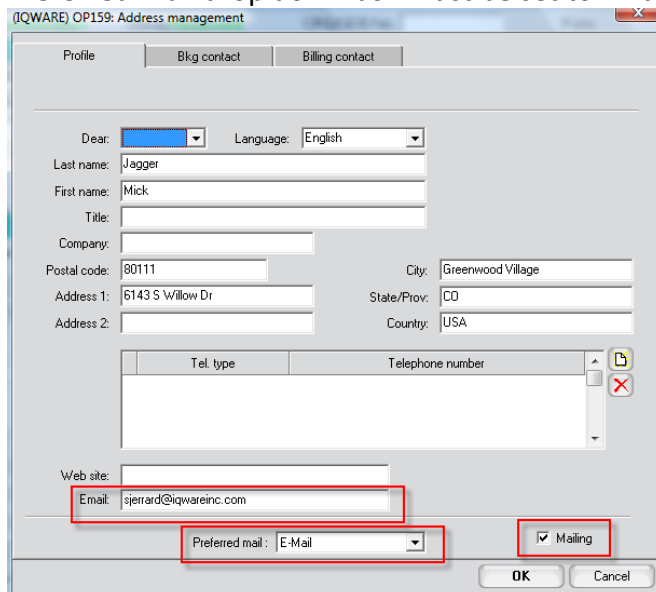
EMAIL ADDRESS and MAIL PREFERENCES

There are a few settings that must be in place for your IQmail confirmations and cancellation letters to be sent.

From the Profile tab in the reservation, click the Address button:



In the Address screen, the Email field must be completed with a proper email address. The Preferred Mail drop down box must be set to Email, and the Mailing box must be checked:

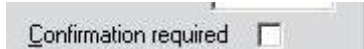




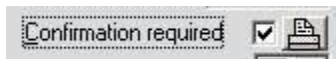
STATUS LEVELS

There are 3 Confirmation status levels, as follows.

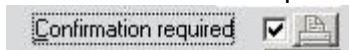
Level 0 means the guest does **not** want to have a Confirmation/Cancellation email sent. The 'Confirmation Required' box is not checked, and the printer icon is invisible:



Level 1 means the guest would like to be sent a Confirmation/Cancellation email, and that email has not yet been sent. The 'Confirmation Required' box is checked, and the printer icon is active:



Level 2 means the guest would like to be sent a Confirmation/Cancellation email, and that email has indeed been sent. . The 'Confirmation Required' box is checked, and the printer icon is inactive to avoid a duplicate mailing.



Again, these levels affect both Confirmation and Cancellation letters. It is the reservation status (Res or CXL) that makes the difference for type of email to be sent:



RESERVATION CHANGES

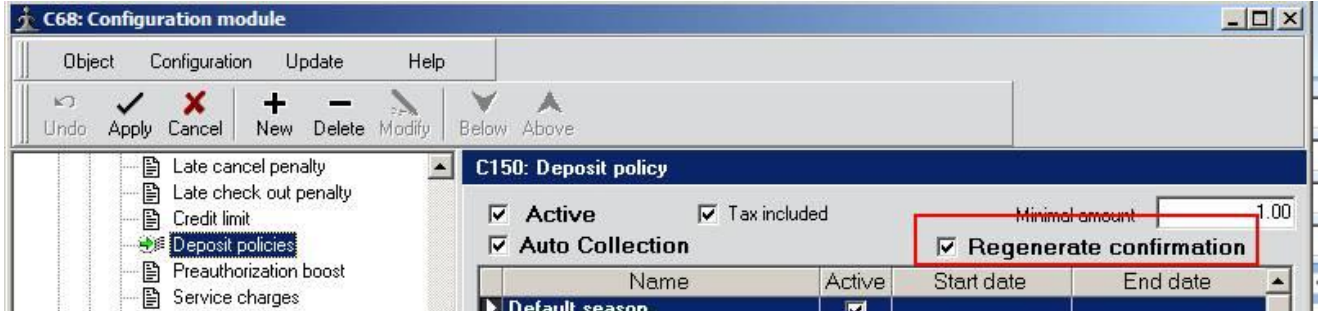
There are a handful of changes that can be made to a reservation that will prompt a new Confirmation email to be sent out (from #2 above back to #1). Those changes are as follows:

- Change in arrival and/or departure dates
- Change in rate code
- Change in number of guests
- Change to room type
- Adding an element à la carte
- Reactivation of a cancelled reservation

A change to the address or last/first name will not reset the Confirmation status.



Additionally, there is a setting in the configuration that will automatically prompt a new Confirmation when an Advance Deposit is posted. In that case the printer is reactivated every time there is an Advance Deposit received and the confirmation will show the current balance as well as the remaining amount due.



Confirmation print

Stay value with tax	\$1,299.32	Stay value before tax
Account balance	(\$50.00)	Insurance \$0.00
Required Advance deposit	\$1,299.32	
Notes		

already received 50\$