

Loventis Email



Send emails with one click from the Guest Mask.

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1. Email Account Setup

In order to send emails you must connect Loventis with your email server. You can use any email provider (e.g. Google Mail, Hotmail, Yahoo, etc. or your own email server).

Enter your email user-name, password, SMTP Server address and SMTP Port in
Loventis → Settings → Email → Email Account Setup

If you do not know your SMTP settings, contact your mail provider. Usually, you find the SMTP settings in the FAQs of your mail provider.

Security Notes:

- Your password will be encrypted and stored in the Loventis database. We recommend that you do not use your main email account for Loventis Email. You should never give your password to any third party. Create a separate email account (e.g. Hotmail, Yahoo, etc.) and forward all incoming emails to your main email account.
- Loventis only all owes encrypted connections with your email server (TLS / SSL) Connections without encryption are not allowed.

Optional Settings

Display Name

This is the name that is shown in the inbox of the recipient. If you leave the Display Name empty, your email address will be shown.

Email Address

If your Username is not an email address, enter your email address here. Otherwise leave this field empty.

CC

Recipients who are to receive a copy of every message you send with Loventis. Multiple email addresses are allowed by separating them with a comma (','). Maximum of 250 chars.

BCC

Recipients listed in the BCC field receive a copy of the message, but are not shown to any other recipient. Multiple email addresses are allowed by separating them with a comma (','). Maximum of 250 chars.

ReplyTo

When the recipient replies your mail, it will be sent to the address you provide here.

IMAP

IMAP is a more powerful protocol than SMTP. Loventis uses IMAP only for one purpose: When Loventis sends an email, IMAP is used to copy the sent email to your Sent-Folder. This may be useful for tracking messages that you have sent with Loventis.

If you use **Gmail**, you do not have to configure IMAP, because Gmail by default copies every sent message from Loventis to your Sent-Folder.

Not every mail provider supports IMAP. Therefore contact your mail provider in order to find out whether IMAP is supported and to get the **IMAP-Server Address**.

The **Sent Folder Name** is the name of the folder where your sent messages are saved. You can use every folder of your mailbox you want. You can also create a folder that you exclusively use with Loventis Email, e.g. 'Sent Loventis Mails'. Important here is that the folder name is written correctly. The folder name is case sensitive, therefore 'Sent Loventis Mails' is something else than 'sent loventis mails'. If the folder name is not written correctly, you won't find the sent messages.

2. Test your Setup

Enter your email address for testing here
Loventis → *Settings* → *Email* → *Test your setup*
and click 'Send test mail'.

If your setup is correct, you will receive a test email.

If you do not receive the test email, please review your settings and check your Spam folder. Also, check the Troubleshooting Section at the end of this document for some common problems and Solutions.

3. Email Templates

Email Templates are texts that you send with one click from the Guest Mask.

Attach PDF **Documents** (e.g. Invoice, Confirmation, ...) to your Templates.

Email Templates allow the use of **Variables**.

Variables will be replaced by the corresponding value from the Guest Mask.
E.g.: the Variable [[F i r s t N a m e]] will be replaced by the guest's first name.

HTML is allowed. This gives you full control over the styling of your emails.

Create Email Templates

Loventis → Settings → Email → Create new Email Template

Example 1: Empty Email

Variables

HTML

Attachment

```
Dear [[FirstName]],<br>
<br>
<br>
Best regards,<br>
your Hotel Team<br>
_____<br>
Email: info@myhotel.com<br>
Phone: +111222333444<br>
Web: www.myhotel.com<br>
```

Max 50.000 Characters

The Empty Template does not contain any text (except a signature). Use this to write free emails.

We recommend that you use an empty Template as your *Standard* Template. We will explain later why.

Line Breaks

Make sure to add `
` at the end of each line.

`
` is the HTML code for a line **break**. If you do not add line breaks, all text will be in one line.

Example 2: Template with Attachment

Variables

Company	
First Name	Last Name
Name or Company	
Reservation ID	
Invoice Number	

HTML

Line Break

Attachment

en - Confirmation

```
Dear [[FirstName]],<br>
<br>
please find attached the confirmation of your reservation #[[ReservationID]].<br>
<br>
Thank you for your reservation.<br>
<br>
Best regards,<br>
your Hotel Team<br>
_____<br>
Email: info@myhotel.com<br>
Phone: +111222333444<br>
Web: www.myhotel.com<br>
```

Max 50.000 Characters

Here we have attached a Confirmation.

Create your own templates

E.g.: 'How to find us', 'Late Check-in Info', 'Leave a rating on the booking channel', ...

All Templates are listed in:

Loventis → Settings → Email → Existing Email Templates

Existing Email Templates

Click on a row to see the details:

▶ Empty Email	Standard	↑↓
▶ Confirmation		↑↓
▶ Directions		↑↓
▶ Late Check-in Info		↑↓
▶ Leave a rating		↑↓

Here you

- edit Templates (click on an item to see/edit the details)
- change order (drag & drop the arrows)
- choose *Standard* (default selection in the Guest Mask)
- delete Templates

4. Send Emails

Open a Reservation, select an Email Template and click the *Send*-Button:



✉ Empty Email - ▼ 📁 ✉ **Send**

The Email will be sent immediately. This is very handy but can be a problem when you accidentally hit the *Send*-Button.

→ Recommendation:

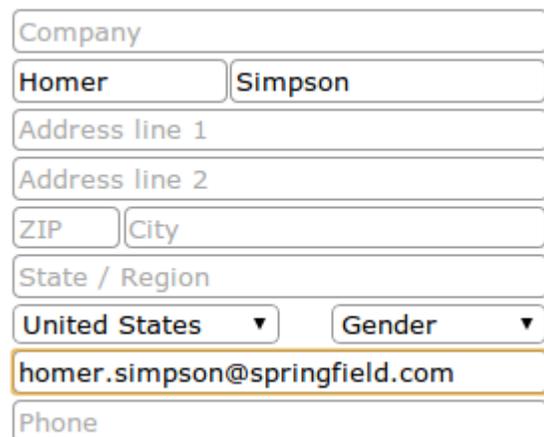
Leave the Subject of your *Standard* Template empty.

If you try to send an email without a subject, Loventis will give you a warning. If you accidentally hit the *Send*-Button, you can cancel sending.

Loventis will send the mails to the email address provided in the guest details.

While you are testing your emails make sure that you enter your own email address here. Otherwise you will send test emails to your guests!

Variables are also taken from here. If a field for a Variable is empty, Loventis will warn you. If you continue sending, the Variable will appear as empty space. (more info see FAQ below)



Company
Homer Simpson
Address line 1
Address line 2
ZIP City
State / Region
United States ▼ Gender ▼
homer.simpson@springfield.com
Phone

Edit Email Template before sending

Click the folder icon to see the details or to edit a Template:

Confirmation - Booking Confirmation  Send

Booking Confirmation

Dear Homer,

please find attached the confirmation of your reservation #147.

Thank you for your reservation.

Best regards,

your Hotel Team

Email: info@myhotel.com

Phone: +111222333444

Web: www.myhotel.com

Attachment: EN - Confirmation

Email History:
06/18/2014 05:01:07 pm: Leave a rating by Tom
06/13/2014 06:45:41 pm: Late Check-in Info by Mike
05/30/2014 09:20:20 am: Directions by Mike
05/13/2014 05:56:06 pm: Confirmation by Sarah

You also find a history here showing which Templates have already been sent (including a time-stamp and the User who sent it).

If there is no history, no email has been sent yet.

5. FAQ

- Will the invoice number be generated when I send an invoice?

Yes. When you attach a document that is configured as 'Count invoice number' (see : *Loventis* → *Settings* → *Documents*), Loventis will generate an invoice number at the moment of sending.

- Can I add pictures (e.g. my logo) to the Templates?

You can include images from an external source (e.g. your homepage server or an image service such as Flickr) like this:

```

```

Take into account that many email clients block pictures as a matter of Spam prevention.

- Is there a list of all emails that have been sent?

The Guest Mask holds a history of all emails that have been sent.

Email History:

06/18/2014 05:01:07 pm: **Leave a rating** by Tom
06/13/2014 06:45:41 pm: **Late Check-in Info** by Mike
05/30/2014 09:20:20 am: **Directions** by Mike
05/13/2014 05:56:06 pm: **Confirmation** by Sarah

If you want sent mails to be listed in your Sent-Folder, please read the optional settings of section Email Account Setup at the beginning of this document.

- How can I manage multilingual Email Templates?

Create one Template for each language.

For ease of use, follow the same naming convention as with the PDF Documents (2-letter language code – Template name). E.g. name your Templates like this:

en - Confirmation
en - Directions
es - Confirmation
es - Directions
de - Confirmation
de - Directions

- Do Variables work in the Subject?

Yes.

You have to either manually write the Variables into the Subject or copy and paste it.

- What Variables are available?

Group 1	Group 2	Group 3
[[GuestID]] [[ReservationID]] [[UserName]] [[Total]] [[Balance]]	[[Company]] [[FirstName]] [[LastName]] [[NameOrCompany]] [[Email]] [[InvoiceNumber]] [[Arrival]] [[Departure]]	[[Address1]] [[Address2]] [[ZIP]] [[City]] [[State]] [[Country]] [[Phone]]

Group 1: Variable always has a value.

Group 2: Variable can be empty - a warning will be shown when sending.

Group 3: Variable can be empty - no warning will be shown.

If you send a Variable without value, the Variable will be replaced by an empty space.

- Special Variables

ReservationID / GuestID

Prefer the ReservationID which is more precise than the GuestID.

Add the ReservationID to all your emails (e.g. to the Subject).

When a guest answers your email, use the ReservationID to quickly find the corresponding Reservation in Loventis.

UserName

The name of the User who is currently logged in.

Might be useful in signatures.

NameOrCompany

will result in:

- FirstName LastName if first and last name are available
- or FirstName if only first name is available
- or LastName if only last name is available
- or Company if non of the above is available

InvoiceNumber

If you send a mail for a Reservation that already has an Invoice Number, the Invoice Number Variable will work as all other Variables.

If the reservation does NOT have an Invoice Number and the attachment counts Invoice Number (see : Loventis → Settings → Documents), Loventis will generate the Invoice Number once you click the *Send*-Button.

If the reservation does NOT have an Invoice Number and the attachment does not count

Invoice Number, Loventis will warn you. If you continue sending, the Variable will be replaced by an empty space.

Do you also offer an IMAP version?

No, we do not have an IMAP version. This is currently not in planning.

Loventis Email is solely used for sending email, not for receiving emails. For sending emails SMTP is offers all we need and it is supported by all email systems.

Emails that were sent with SMTP will also be listed in your Outgoing Folder. This is useful for tracking sent emails.

6. Troubleshooting

My Google Mail Account does not allow me to log in from Loventis. Loventis gives me the message 'Wrong Username or Password'. Google Mail alerts 'Suspicious sign in prevented'. What can I do?

Google Mail may block the sign-in attempt from Loventis because it understands that Loventis is not a human and therefore assumes this is a hacking attack.

Tell Google Mail to allow Loventis to log in:

1. Log in to your Google Mail Account
2. Click this link: <https://accounts.google.com/DisplayUnlockCaptcha>
3. Click 'Continue'
4. Test it again in Loventis

If you still cannot connect to Gmail, do this:

1. go to <https://www.google.com/settings/security/lesssecureapps>
2. choose 'Allow'

I am getting this message: 'Can't send command to SMTP host sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target'. What's going wrong?

In order to establish an encrypted connection with your email server, a trusted certificate is needed on your server.

If you get this message, the certificate on your server is not trusted (you are probably using a self-signed certificate).

Loventis does not allow non-encrypted connections.

Solution:

Contact your server administrator and ask to install a trusted certificate.

Alternatively, you can use another email service (e.g. Gmail, Hotmail, ...) in combination with Loventis. You can then simply forward all incoming messages to your main email account.