

Automatic Filing: How do I record a copy of any guest email replies in my bookings?

i The Automatic Filing feature allows you to save a copy of any emails you send to your guests from outside of SuperControl to their booking history in SuperControl. It keeps the email trail between you and the guest in one place.

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Email

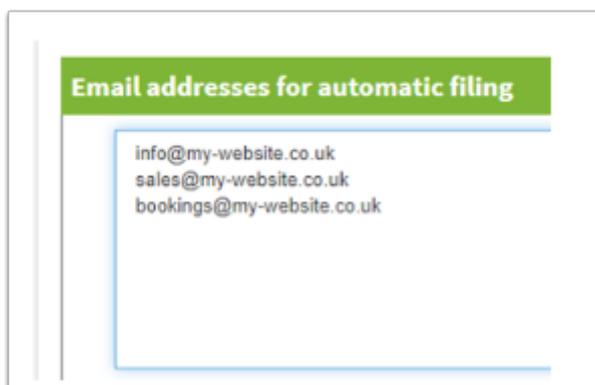
Booking 346 - Deposit paid

Automatic email filing

To enable this feature you first need to add any email address that is associated with your SuperControl account and from which you will contact the guest directly.

to do this go to **Admin > General Details > scroll to the bottom of the page > Section *Email addresses for automatic filing* box**

Each email address should be saved on a separate line.



You can use this function in two ways:

1. Directly from your own email account.

- go to your email account
- create a new email
- enter the email address of the guest as the recipient
- enter **[booking number]@scauto.co.uk** in the first line of CC

For example, if I was emailing a guest and their booking number was 20, I would copy this to 20@scauto.co.uk

i If you are copying other addresses in CC, ensure that @scauto.co.uk is added first.

