

# How can I use Custom Fields to store property-specific information?

You can create additional text fields to store information about your individual properties, which can then be pulled through to a template email using a single tag.

An example of this might be if you wanted to create a single 'Arrival Instructions' template to send to all your properties, but within that single template you needed to include the specific entry code for the property booked.

Setting-up Custom Fields is a **two-stage process**. First you set-up your Custom Fields, then you go into each property to populate the information for that particular property (i.e. its own specific access code).

## 1. Set-Up the Custom Fields

- 1. Go to *Properties > Custom fields*.
- 2. Enter a field name eg. "Door entry codes" and click "Add new".

Door entry codes

Multi line text box

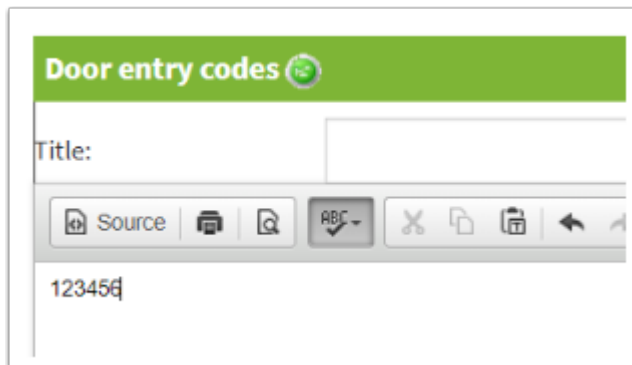
Add new

You can set-up different types of fields, depending upon what you will use them for. The image below shows some examples, from a single line (for a Key Code), to a multi-line box (for a longer set of instructions), an image, and a date. Dates can be used to [create Property Reminders](#) to flag important things to be aware of.

Custom property fields			
ID	Field name	Field type	Guest Login
3352	Key Code	Single line field	No
3365	Gas Certificate Renewal Reminder	Date	No
5934	Assigned Parking Space	Multi line text box	No
5935	Key Box Image	Upload image	No
		Multi line text box	No

## 2. Populate the fields in each individual property

3. Go to *Properties > Edit > select property > Custom fields > Go*. You will now be shown an additional text field to enter your information for each of your individual properties- once added click Save, and then go to the Custom Fields section of the next property and add the code for that property.

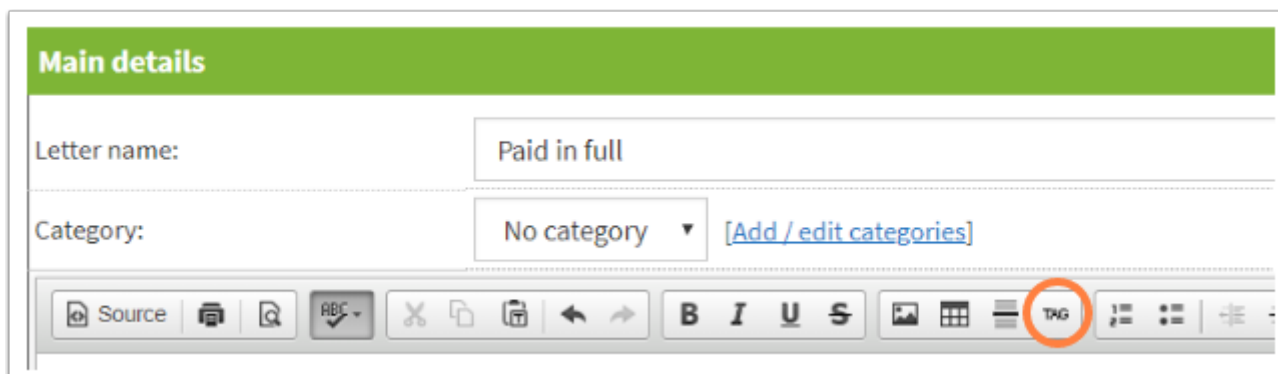


## 2. Pull this information into your email templates using a tag

4. Go to *Emails/Letters > Edit*.

5. Select your letter you wish to include this new information and click Edit.

6. Click the "Tag" button to display your tag options.



7. Click on "Booking properties" and near the bottom you will see your list of property custom fields. Click the relevant tag to enter into your email template and close the window.

Customer Booking overall **Booking properties** Layout & General Owner details Customer details

The section allows you to add information for each property in a booking. You should first add a "booking\_properties" section.

**Booking properties section**

Add property section

**Booking property items**

Property name	Property address
Property 2nd description	Property web description
Property changeover notes	Google map link
Number of adults	Number of children
Number of adults plus children	Number of adults plus children plus infants
Departure day of week	Property group name
Arrival date	Departure date
Holiday count down timer	Guest names, ages & genders
Departure time	Guest names only
Guest departure time	Owner's email
Capacity notes	Housekeeper names
Housekeeper telephone	Options & Extras List
Options & Extras total	Options & Extras Quantities only
Number of bedrooms	Housekeeper contact details
Total commission	Total owner payment
Total outstanding to owner	Property postcode
Property region	Your ref

**Custom form fields**

Gas certificate reminder Door entry codes

(sc\_logo\_start){logo}(sc\_logo\_end)

{customertitle} {customerfirstname} {customerlastname}  
 {customeraddress1}  
 {customeraddress2}  
 {customertown}  
 {customercounty}  
 {customerpostcode}

{date}

Dear {customerfirstname},

Thanking you for booking with SuperControl Plus Villas. We have now received your final payment; thank you. We look forward to your visit and want you to know that we will do everything possible to make your stay pleasant and enjoyable.

We show you arriving on {--booking\_properties\_start--} {property\_arrival} and staying in {property\_name}. If this is not correct, please contact us as soon as possible. A brief description of {property\_name} follows:

For access to the property on your arrival day please use the following door code:

{property\_custom\_2971} **The chosen**

{--booking\_properties\_end--}

Kind regards

8. Click Save once your template is ready. Now when you generate the letter to send within a booking, the custom field will be pre-populated with the correct information. [How do I generate an email to a guest?](#)

Thanking you for booking with SuperControl Plus Villas. We have now received your final payment; thank you. We look forward to your visit and want you to know that we will do everything possible to make your stay pleasant and enjoyable.

We show you arriving on 9th June 2018 and staying in Finlays cottage. If this is not correct, please contact us as soon as possible.


For access to the property on your arrival day please use the following door code:

123456

Kind regards

# How can delete all custom property fields?

1. Go to *Property > Custom Fields*
2. Click onto *Edit* on the right hand side.



Custom property fields

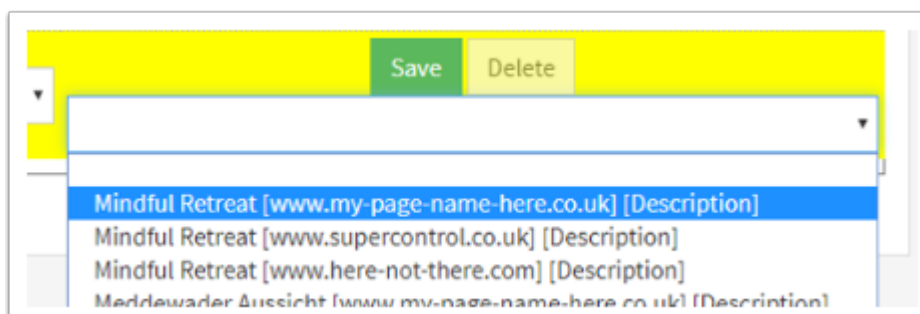
ID	Field name	Field type	Guest Login	
3257	Sleeping Options	Multi line text box	No	<a href="#">Edit</a>
4165	property specific digital guide	Multi line text box	Yes	<a href="#">Edit</a>
	<input type="text"/>	Multi line text box ▼	No ▼	<a href="#">Add new</a>

3. Click onto the down arrow in the empty field underneath Save and Delete.



4165 property specific digital guide Multi line text box ▼ No ▼ [Save](#) [Delete](#) ▼

4. Click onto the first entry in the list that comes up.



[Save](#) [Delete](#)

- Mindful Retreat [www.my-page-name-here.co.uk] [Description]
- Mindful Retreat [www.supercontrol.co.uk] [Description]
- Mindful Retreat [www.here-not-there.com] [Description]
- Meddewader Aussicht [www.my-page-name-here.co.uk] [Description]

5. This will forward you directly to the property where the entry needs to be deleted from this custom field.

Image title: Kitchen

Upload image file:

Choose file No file chosen

Delete everything in this field

Repeat step 4. and 5. until there is no longer anything left in the list. The drop down list will no longer display for the custom field.

6. Click *Delete* on the right hand side

ID	Field name	Field type	Guest Login	
3257	Sleeping Options	Multi line text box	Only when balance is paid	<div>Save</div> <div>Delete</div>