

# Templates for Emails and Documents

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## Description

Templates are a functionality of the software which allow us to create documents in a quick and easy way.

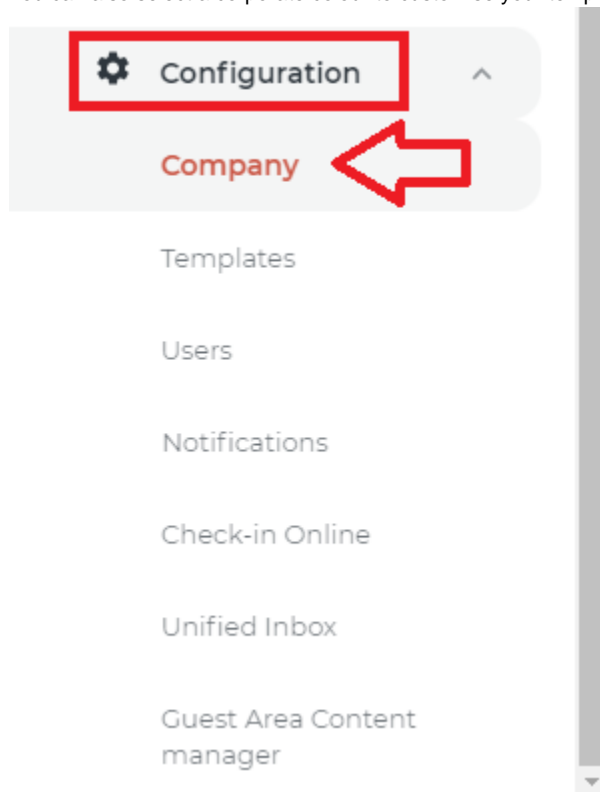
They comprise of two key parts: text introduced by the agency and automatic fields which collect information from the VRMS database.

## Configuration

To prepare the templates we go to **CONFIGURATION - TEMPLATES**

The system already has more than 20 preconfigured templates which you can customise or adapt according to the needs of your company.

You can also select a corporate colour to customise your templates, this is done in the **company configuration**.



## Company configuration: Holidays for you

EDIT

### GENERAL DATA

Company Logo (optional)



### LANGUAGE CONFIGURATION OF THE COMPANY

Languages of the company Spanish, English (UK), French, I

### EMAILS CONFIGURATION

From Bookings (From): [jalfonso@avantio.com](mailto:jalfonso@avantio.com)

From Invoicing (From): [demo@avantio.com](mailto:demo@avantio.com)

Corporate colour: ?

Send review requests to: ? Online bookings only

You can edit the existing templates, duplicate an existing template or create a brand new one.

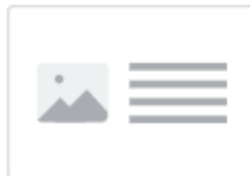
The template editor works in a similar way to a text editor which allows you to type text, edit, add tables, customise styles, etc.

## Content

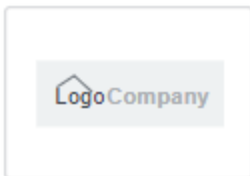
Personalise the structure of the template clicking on each module that you want to insert



Field



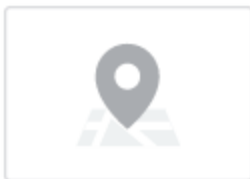
Block



Logo



Image



Map



Signature

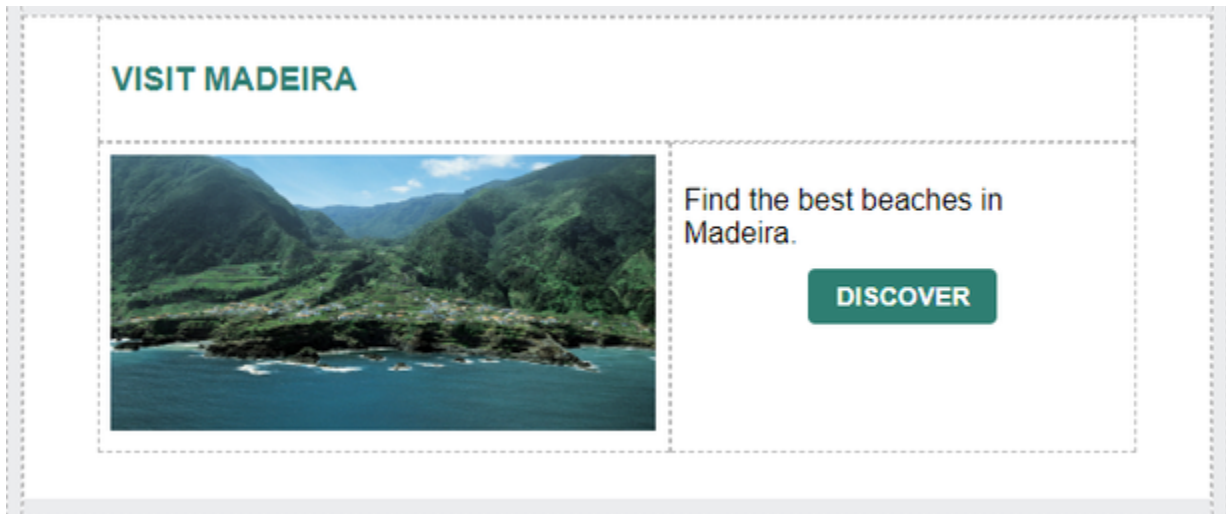


Button

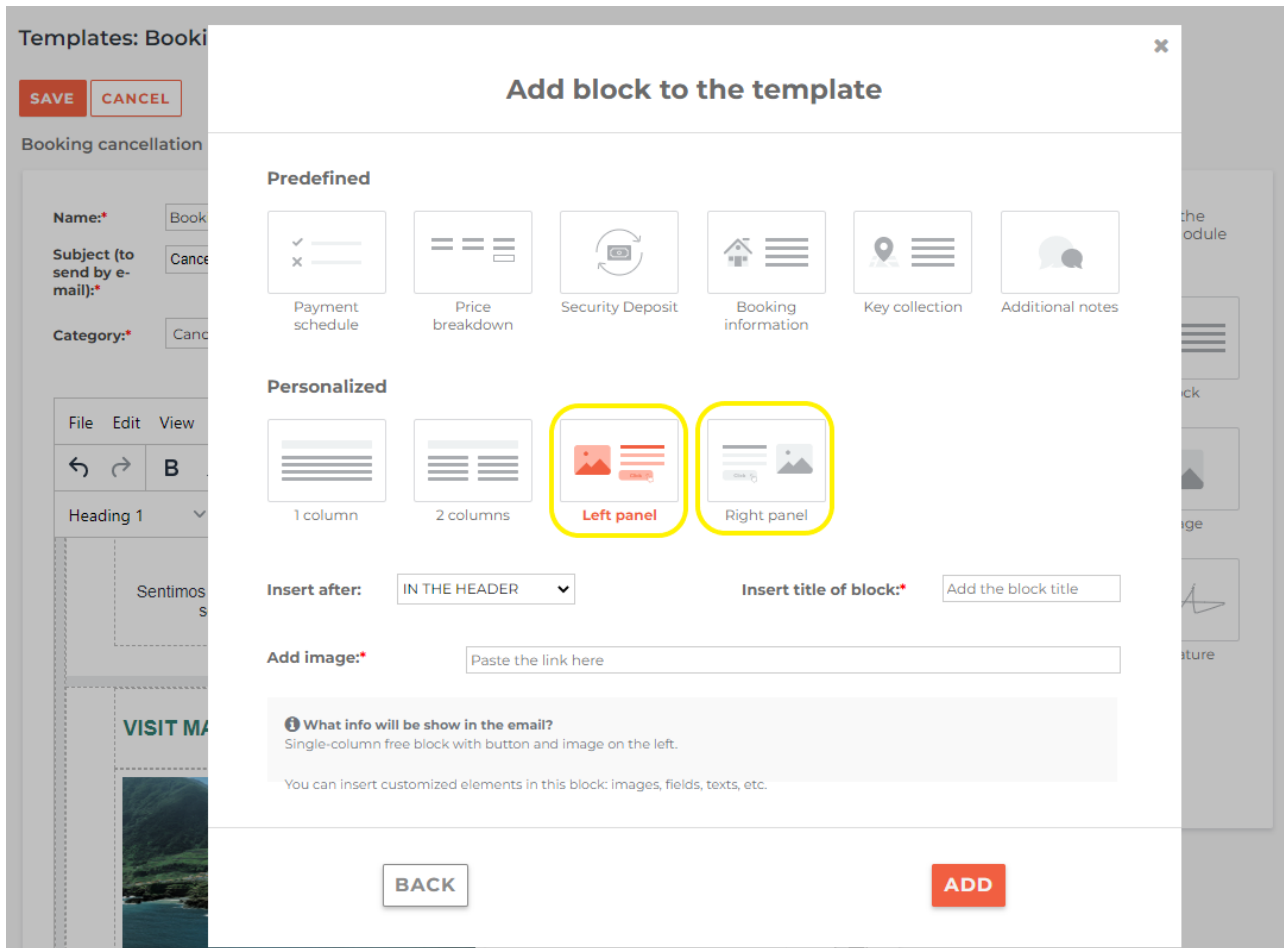
You can add:


- New fields from the database
- Blocks
  - Predefined
    - Payment schedule: displays the schedule of payments according to the booking conditions

- Price breakdown: shows a breakdown of the price by rent, services and associated taxes.
  - Security deposit: shows amount, method of payment and refund and the dates of payment and refund.
  - Booking information: Small photo of the accommodation and the most relevant booking details (checkin date, check out date, accommodation name, price, number of guests...)
  - Key collection: Key collection details and map
  - Additional notes: The conditions ticked in "additional notes" in the key collection section of the VRMS
  - Personalised blocks: You can completely customise a new block by creating a block with one or two columns and adding content straight in to the template
  - **New - November 2022** - You will now be able to choose between the two new blocks we have created to improve the communication templates.
- The new blocks have four items:
1. Title
  2. Description
  3. Image
  4. Button with URL



You will find the new blocks in the section Blocks - Personalized Blocks:



 These blocks will only be available for the template category *Reservations*.

- Company logo
- An image from the photo gallery (one of the first 8 photos) or an image from a link which should be accessible on the internet by either uploading to a web server or using a service like [imageshack.us](https://imageshack.us) or <https://imgur.com/>.
- A map from google maps of the location of the accommodation or the key collection point.
- A signature field
- **NEW May 2021** - A button with customisable style and URL

×

Add button

URL

Add URL here

Text to display

Add text here

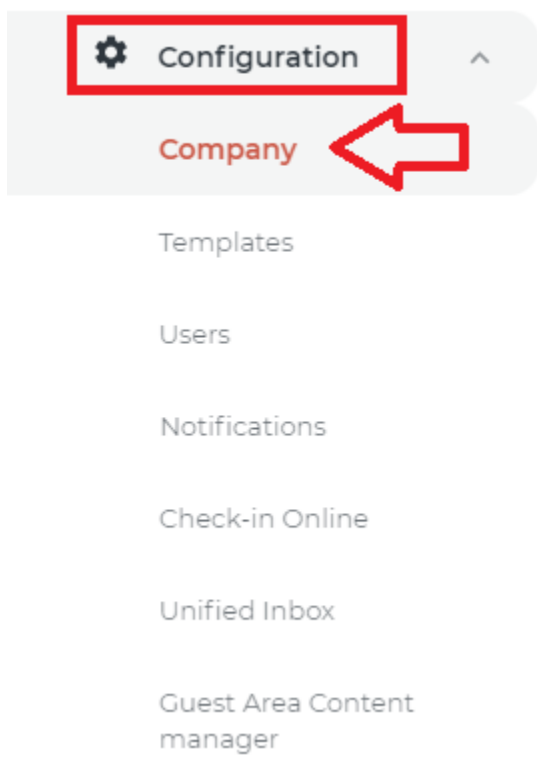
ⓘ What info will be show in the email?

A button with the chosen text is displayed. This button will redirect the tourist to the selected URL.

BACK

ADD

The button will have your corporate colour which can be customised from the company settings:



## Company configuration: Demo Anna

**EDIT**

**GENERAL DATA**

Company Logo (optional) CHANGE IMAGE LOGO (ONLY .JPG)

**LANGUAGE CONFIGURATION OF THE COMPANY ?**

Languages of the company English (UK), English (US)

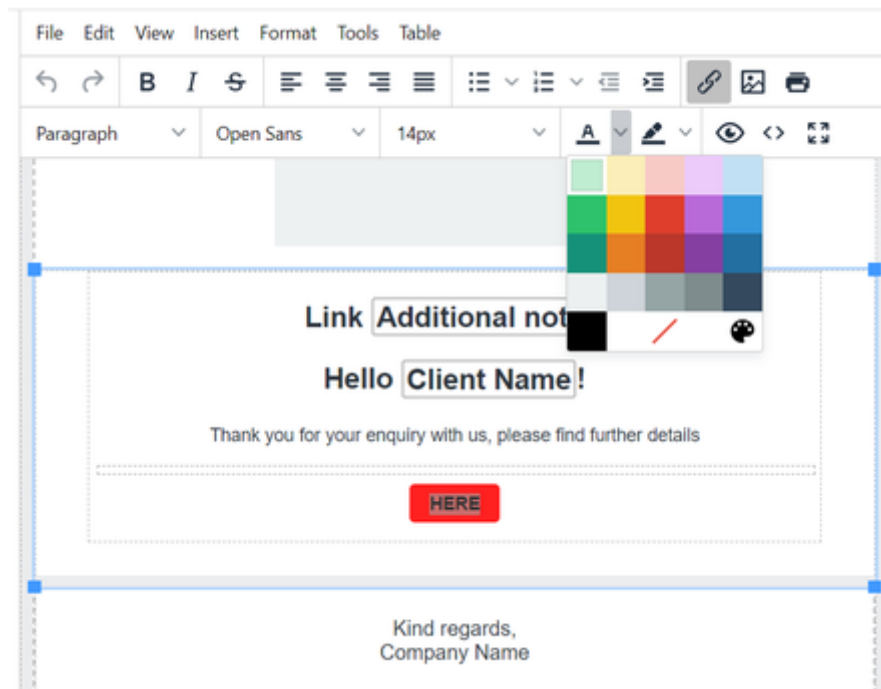
**EMAILS CONFIGURATION**

From Bookings (From): [abrady@avantio.com](mailto:abrady@avantio.com) To Reservations Email (To): [abrady@avantio.com](mailto:abrady@avantio.com)

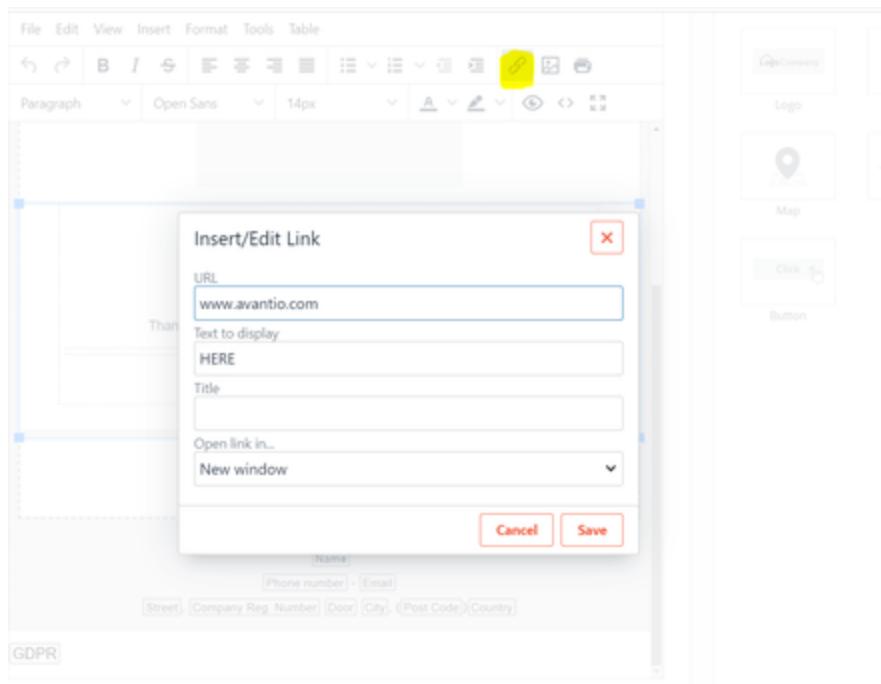
From Invoicing (From): [abrady@avantio.com](mailto:abrady@avantio.com) To Web Enquiry Email (To): [abrady@avantio.com](mailto:abrady@avantio.com)

Corporate Colour: ?

If the corporate color is a light tone and causes the button text to not read well, you can always change the color of the text so it can be seen better.



Once the button is created, the URL is editable through the link option within the template editor:



**i** Buttons are only available for templates in the "Reservations" category.

## Languages

Once the template has been fully created in English it can be edited for any other languages that are used in the company.

It is very important to remember that no language can be left without content because a guest may receive an empty email.

We recommend that you choose a default language and copy this language in to the languages that are not used by your company.

**Q.** How do I know which group a field comes from when it's preconfigured in a template block?

**A.** If you hover your mouse over the field the origin (group) will temporarily appear.

For more information please contact our support team <https://support.avantio.com/>