

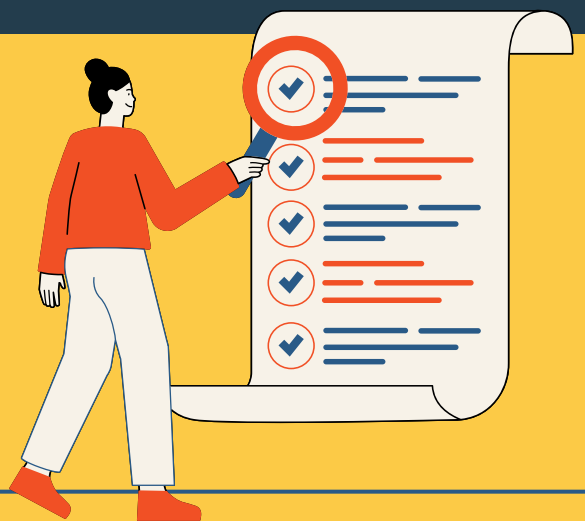
# HOW TO USE THE FLYBOOKS NEW EMAIL TEMPLATES

## 8 STEPS TO GETTING STARTED

### 1) START WITH AN OUTLINE

Make a quick list of the different types of confirmations you want to provide

- Would lodging receive a different-looking confirmation?
- Do you have multiple locations in a single Flybook account?



### 2) DEFINE FREQUENCY

Decide on the number of reminders you want your customers to receive. Hint: A magic number is 3 to allow for the most amount of information to be read and remembered.

### 3) UPDATE ALL "BOOKED ITEM INFO"

Booked item info should include the highlighted details for anything a customer books. Resource: [How to Video](#)



### 4) CREATE THE CONFIRMATION EMAILS

The confirmation email is arguably the most important communication. Hint: Use the best practices shared in our [Best Practices for Emails Confirmations Blog](#).

### 5) ASSIGN YOUR CONFIRMATIONS

Based on the outline you created, assign the proper confirmation emails to all booked items. Remember: Any reservation which has items across multiple confirmations will receive both/all.



### 6) CREATE THE REMINDER AND FOLLOW UP EMAILS

Each reminder or follow-up template you create is set for a specific send time. Define the email by the order it is received (1st reminder, 1st follow-up, etc.)

### 7) ASSIGN YOUR REMINDERS AND FOLLOW UPS

Based on your frequency list, create as many emails as you need and assign them to the proper booked item.



### 8) PREVIEW WITH SAMPLE SENDING

The best way to preview what your customer will see is to build a test reservation and send yourself the email.