Oracle® Hospitality Suite8

Mailing Wizard User Manual
Release 8.10.1.0
Part Number: E87531-01

May 2017

ORACLE

Copyright © 2002, 2017, Oracle and/ or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/ or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/ or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/ or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

Preface **4**
Audience 4
Customer Support 4
Documentation 4
Revision History 4
1 Mailing Wizard Installation & User Guide **5**
Introduction 5
Feature Availability 5
Prerequisites 5
2 Configuration **6**
Global Settings 6
Setup 6
Main Groups 6
Inclusive & Exclusive Criteria 7
General Settings 8
Field List 9
3 Mailing Wizard **10**
Query 10
Inclusive & Exclusive Criterias 11
General Setting 12
Field List 12
Query Definition 13
Mailing Result 14

Preface

Audience

This user guide is intended for system administrators, support and users familiar with the Suite8 modules

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https:/ / support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/ module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http:/ / docs.oracle.com

Revision History

Date	Description of Change
October, 2016	• Initial documentation

1 Mailing Wizard Installation & User Guide

Introduction

This document outlines the configuration and describes the functionality of the sql-based mailing wizard available from Version 8.10.1.0 onwards.

Feature Availability

The functionality is only available if the global setting **Mailing Wizard** is activated under **Suite8 Configuration->Global Settings->Profiles->Profile 1 Tab.**

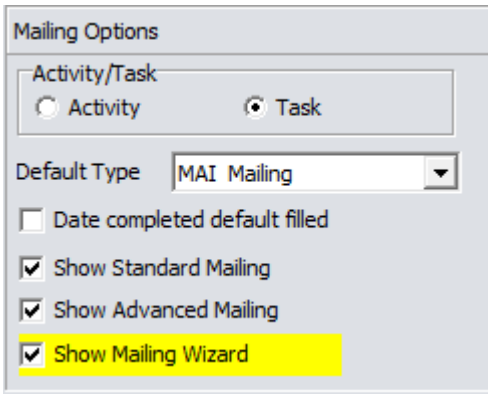
Prerequisites

- Suite8 Version 8.10.1.0 or higher

2 Configuration

Global Settings

1. Under Suite8 **Configuration**->**Global Settings**->**Profile1 tab** activate the flag **Show Mailing Wizard**.

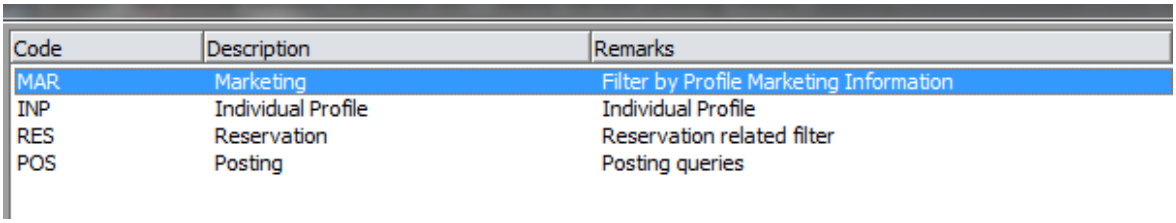


Setup

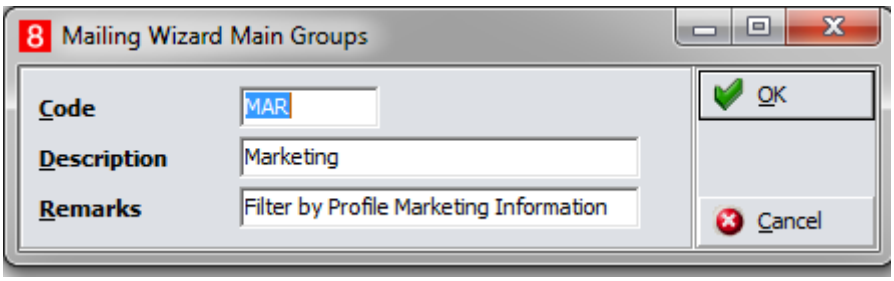
1. The configuration for the mailing wizard is available under Suite8 **Configuration**->**Miscellaneous**->**Mailing Wizard**.

Note: A basic setup of the configuration will be provided when updating to or installing Suite8 version 8.10.1.0.

Main Groups



Code	Description	Remarks
MAR	Marketing	Filter by Profile Marketing Information
INP	Individual Profile	Individual Profile
RES	Reservation	Reservation related filter
POS	Posting	Posting queries

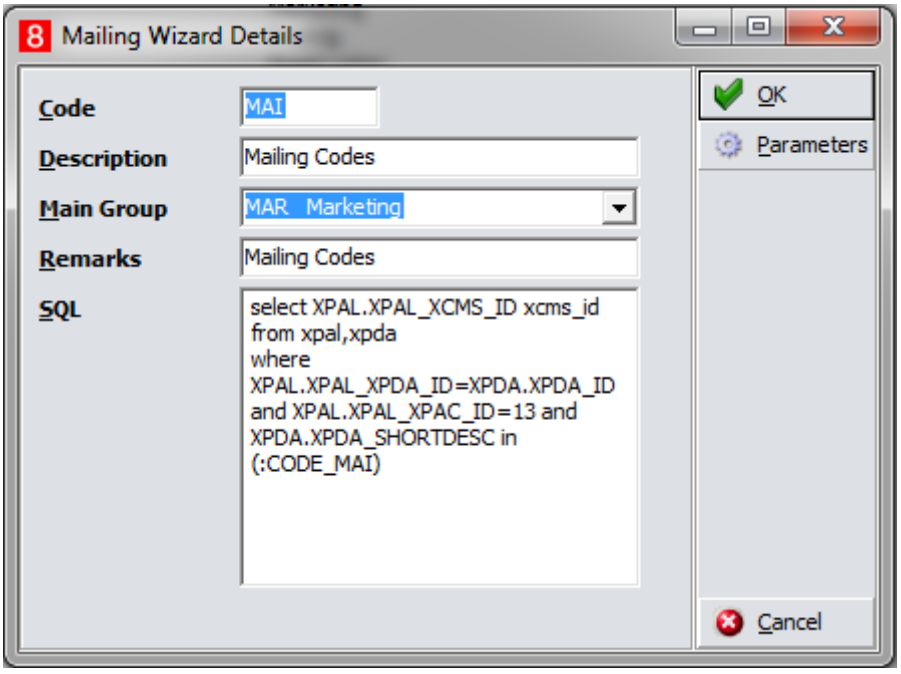


1. Main Groups need to be defined for the different sections to create mailings for.

Inclusive & Exclusive Criteria

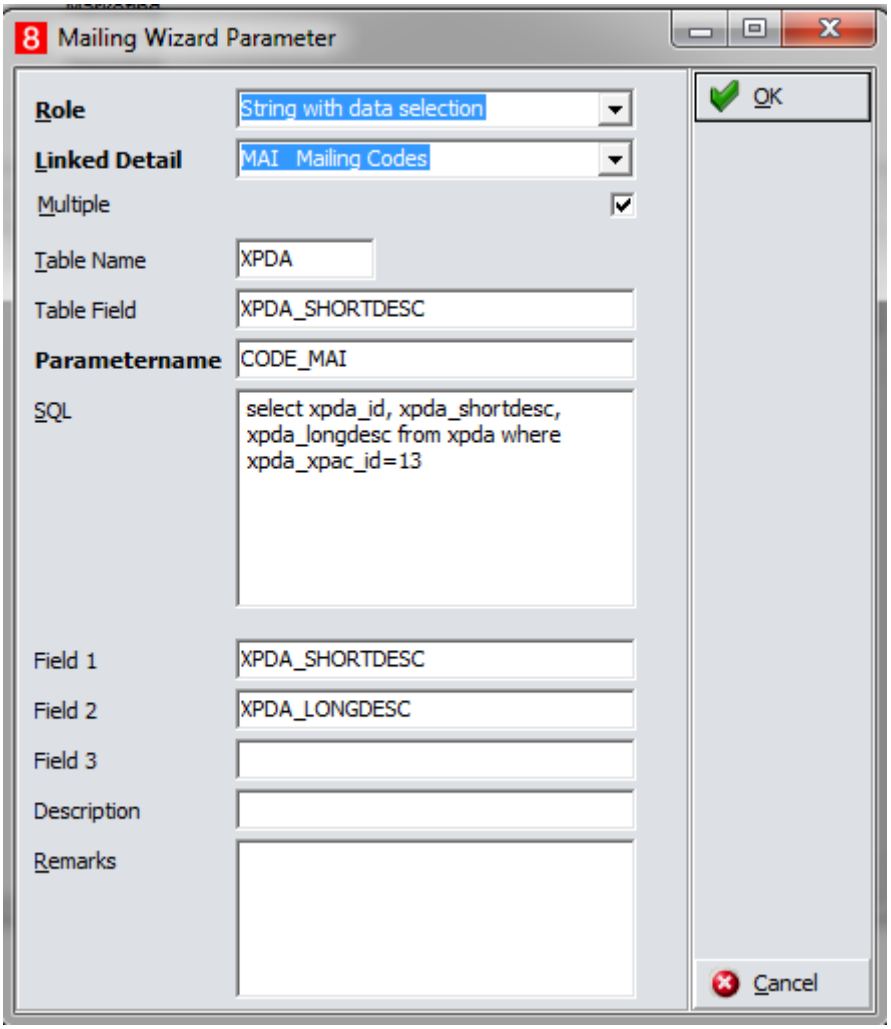
The inclusive and exclusive criteria section defines the criteria that can be selected for mailing queries.

Code	Description	Main Group
BIR	Birthday	Individual Profile
BIM	Birthday in Month	Individual Profile
BDR	Birthday in Date Range	Individual Profile
BRA	Birthday in Date Range with age selection	Individual Profile
XYZ	Birthday AND Actioncode	Individual Profile
SCC	Scope City	Marketing
RMP	Potential	Marketing
STR	Sales Territory	Marketing
VIP	VIP Codes	Marketing
SCM	Simple Commission	Marketing
MAI	Mailing Codes	Marketing
PSO	Primary Sales Office	Marketing
SOU	Source	Marketing
PRI	Priority	Marketing
NEW	Newspaper	Marketing
SPE	Specials	Marketing
IND	Industry Codes	Marketing
COM	Competition Code	Marketing
SCO	Scope	Marketing
PRO	Product Interest	Marketing
ACT	Action Codes	Marketing
INF	Influence	Marketing
PDM	Pref. Distribution	Marketing
PNA	Posting by Article	Posting
RS2	Reservation Departure in Selected Range	Reservation
RS1	Reservation No of Stay	Reservation



1. **Code:** enter a 3digit code.
2. **Description:** define a name.
3. **Main Group:** select the according main group.
4. **Remarks:** an additional information can be entered.
5. **SQL:** enter the according sql statement here.

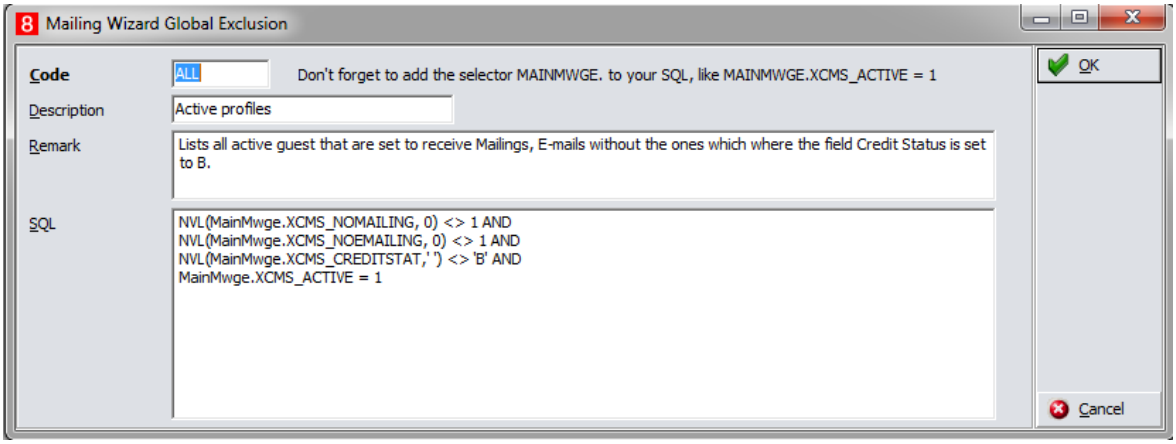
6. Click on **Parameters**.



1. **Role**: select the role according to the criteria to be created.
2. **Linked Detail**: select the criteria.
3. **Multiple**: defines if multiple selection of codes should be possible.
4. **Table Name**: enter the table to be used for the parameter.
5. **Table Field**: enter the field to be used.
6. **Parametername**: enter the parameter name to be used for the sql statement.
7. **SQL**: enter the according sql statement.
8. **Field 1**: enter the field name to be displayed in the selection of the mailing query.
9. **Field 2**: enter the field name to be displayed in the selection of the mailing query.
10. **Field 3**: enter the field name to be displayed in the selection of the mailing query.
11. **Description**: description of the criteria.
12. **Remarks**: enter additional information.

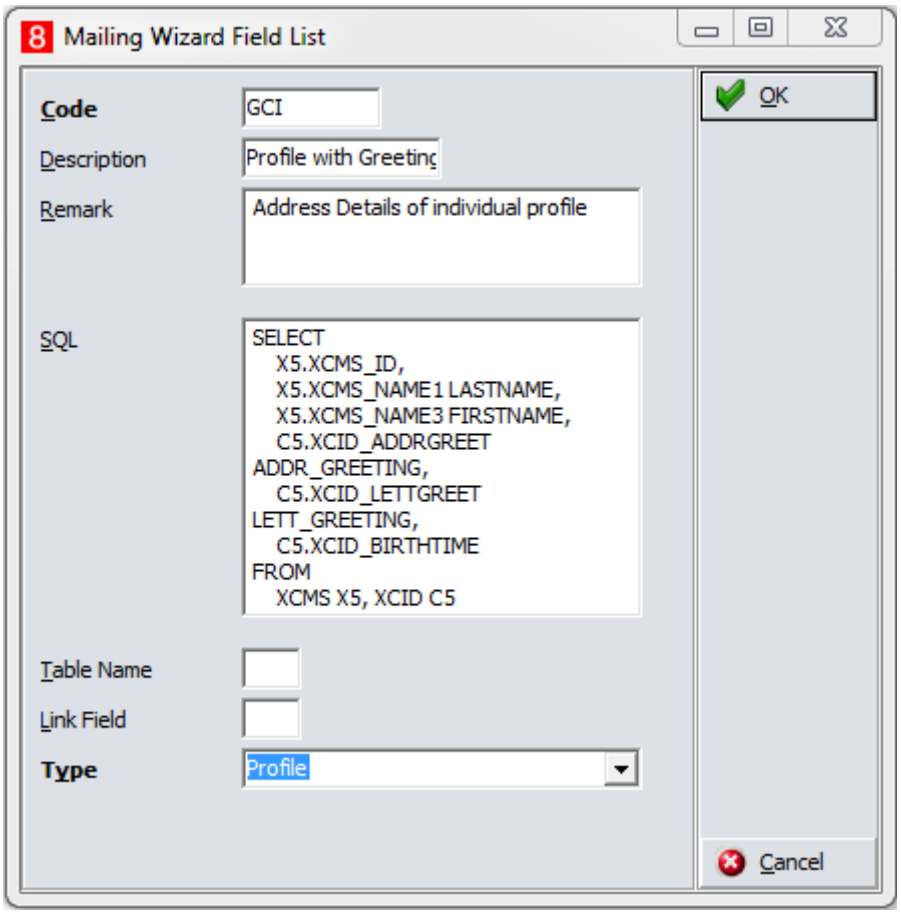
General Settings

The general settings contain sql statements to define general filter.



Field List

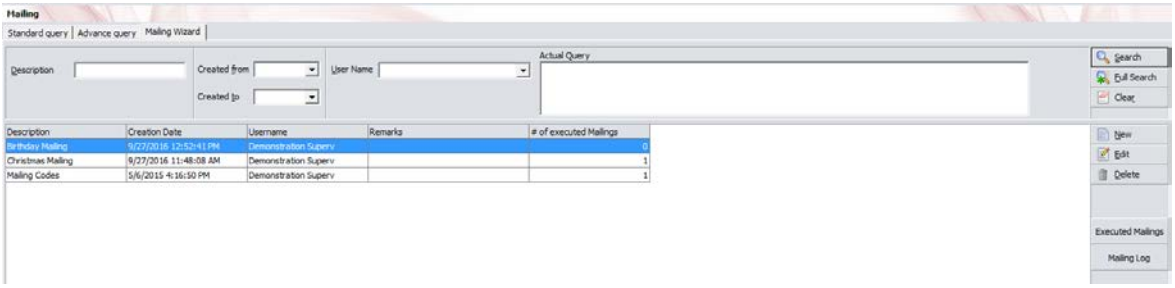
The field lists define the fields to be displayed in the mailing result as well as for the creation of letters, lists and so on.



1. **Code**: enter a 3-digits code.
2. **Description**: enter the description of the field list.
3. **Remark**: additional remarks can be entered.
4. **SQL**: enter the according sql statement.
5. **Table Name**: Hint option to show table name.
6. **Link Field**: Hint option to show linked field.
7. **Type**: select the type the field list belongs to.

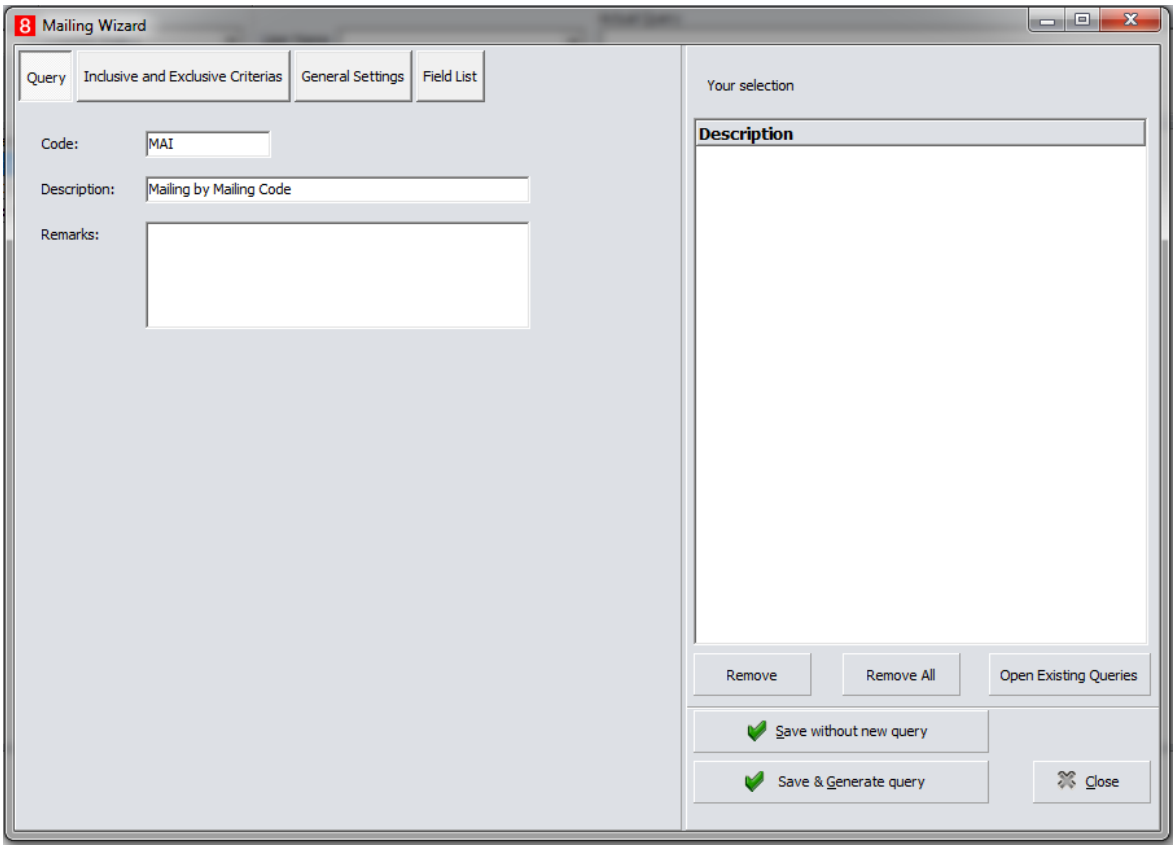
3 Mailing Wizard

1. Go to Customer Relation and Mailing.
2. Select tab **Mailing Wizard.**



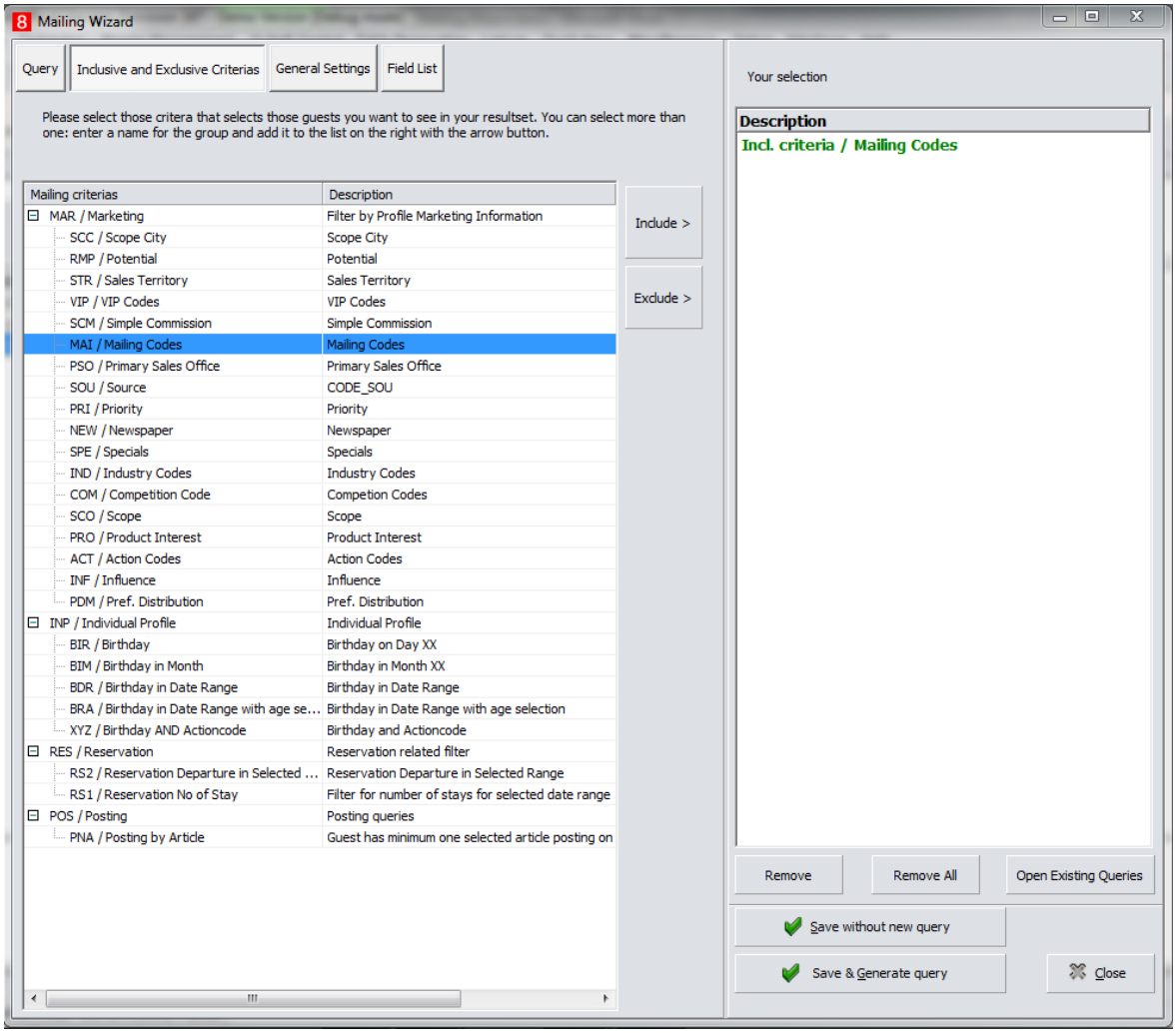
3. Select **New** to create a new mailing query or **Edit** to edit an existing one.

Query



1. **Code**: Enter a code.
2. **Description**: Enter the description of the mailing.
3. **Remarks**: enter additional remarks.
4. Click on **Inclusive & Exclusive Criteria**.

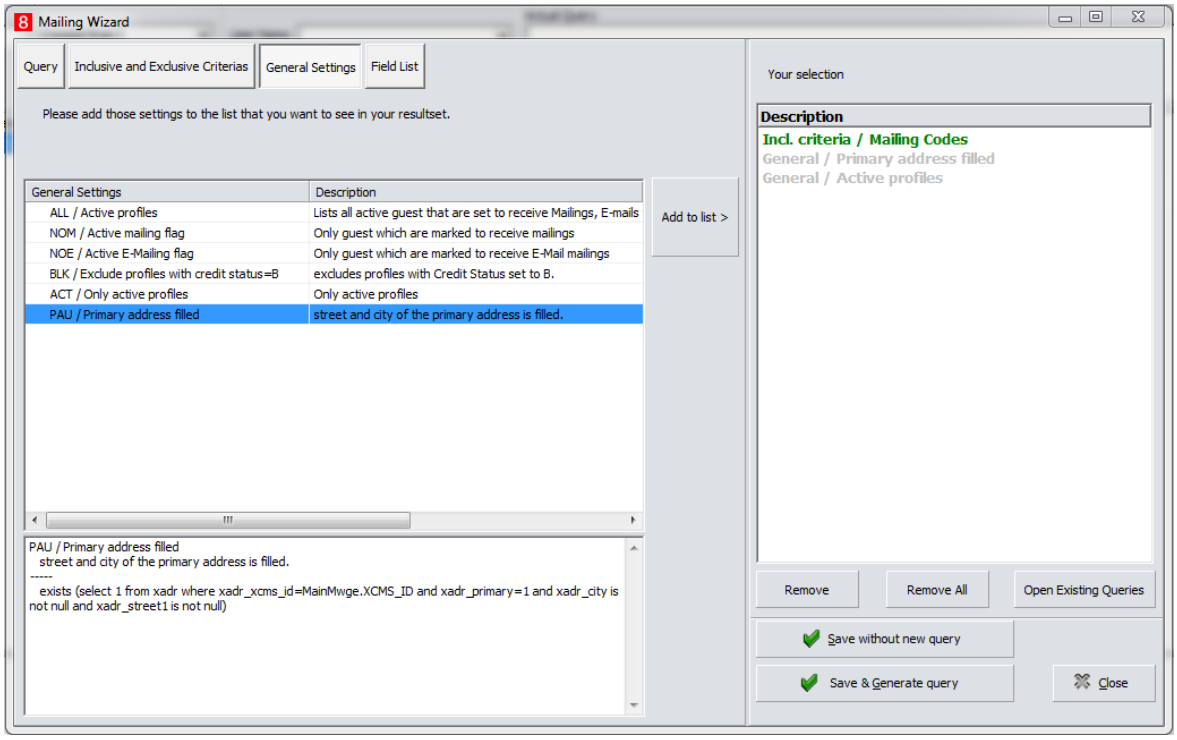
Inclusive & Exclusive Criterias



1. Select the according criteria and select **Include** to define if the criteria should be included or **Exclude** if it should be excluded.
2. **Remove**: removes a single selected criteria.
3. **Remove all**: removes all selected criteria.
4. **Open existing Query**: Shows the screen to run the mailing.
5. **Save without query**: saves the mailing query.
6. **Save & Generate query**: saves the mailing query and executes it.
7. Select **General Settings.**

Note: All listed single criteria are used as an **OR**-condition when executing the mailing. If you want to have an **AND**-condition the according sql statement needs to be defined, see example **Birthday AND Actioncode**. Included criteria will be displayed in green – excluded ones in red in the selection list.

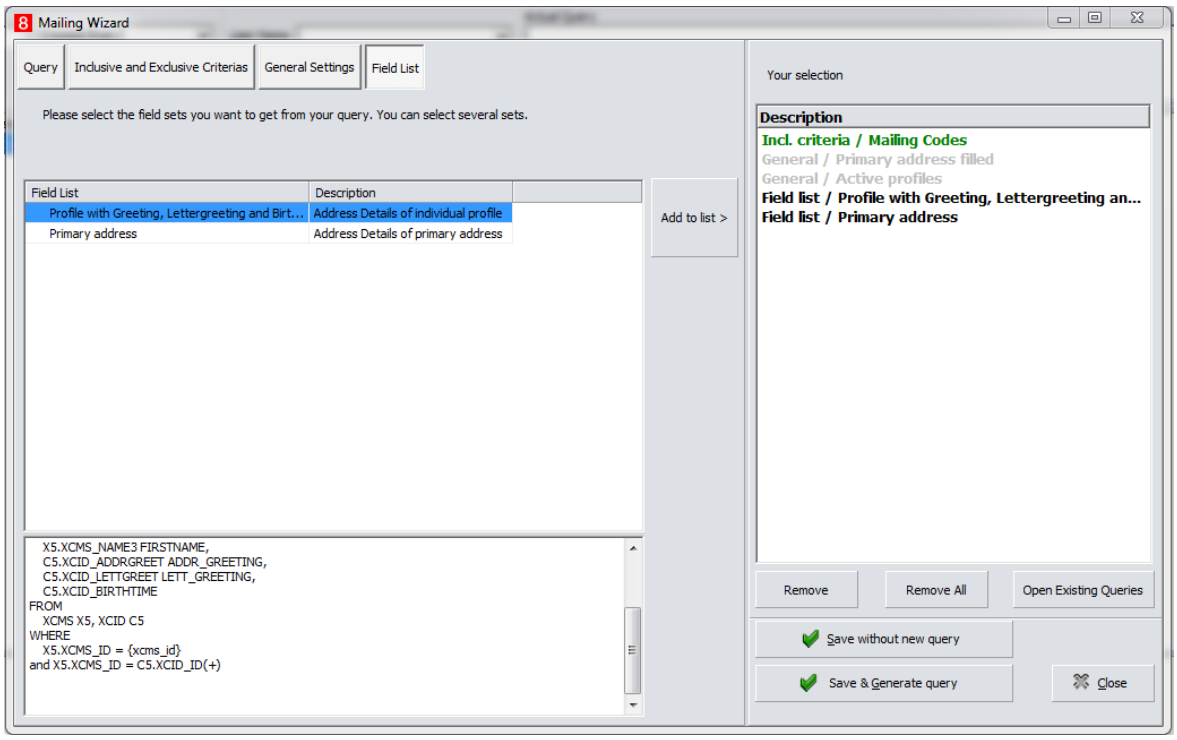
General Setting



1. Add the valid settings for the profiles to the list.
2. Select **Field List**.

> **Note:** General settings are getting displayed in grey in the selection list.

Field List

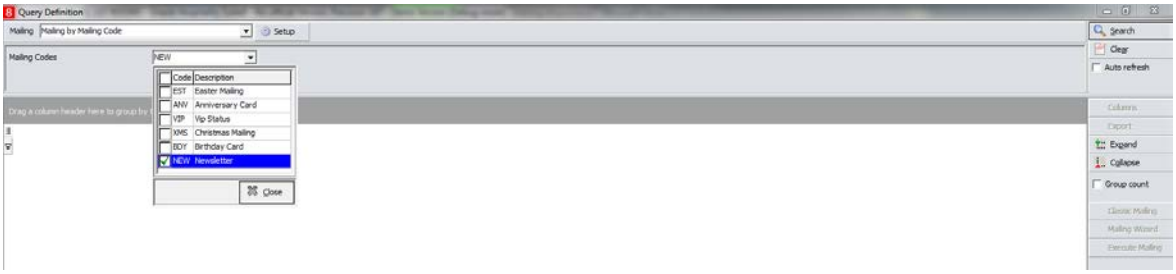


1. Add the according field list.

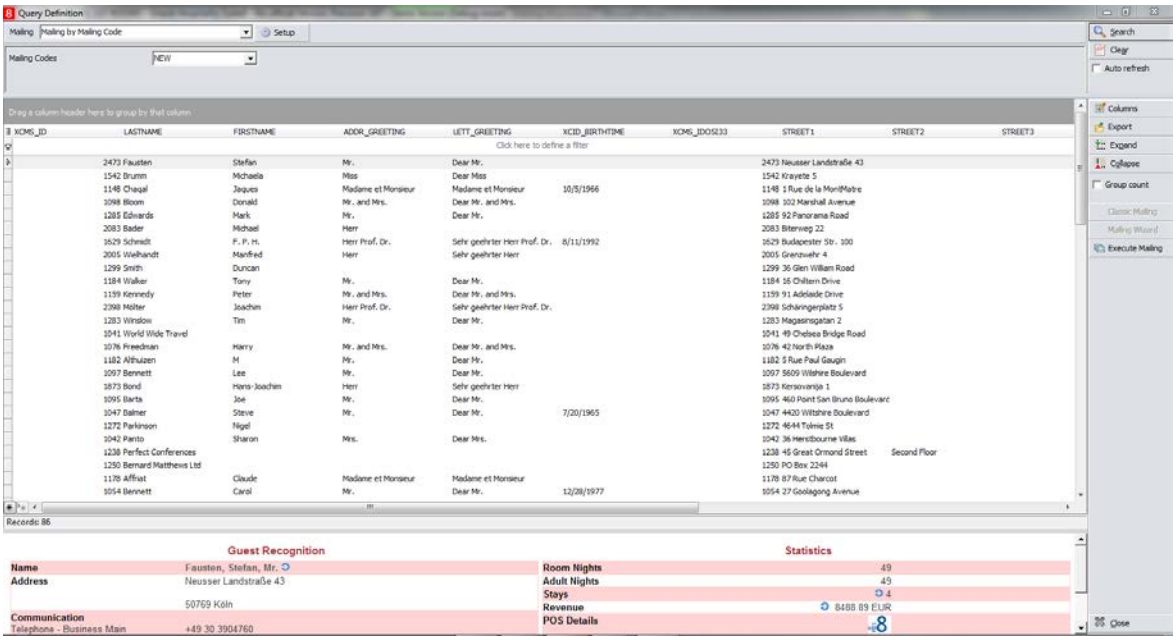
Note: Field lists are getting displayed in black in the selection list.

2. Click **Save and Generate query** or **Save without new query** when you want to run the mailing later.

Query Definition

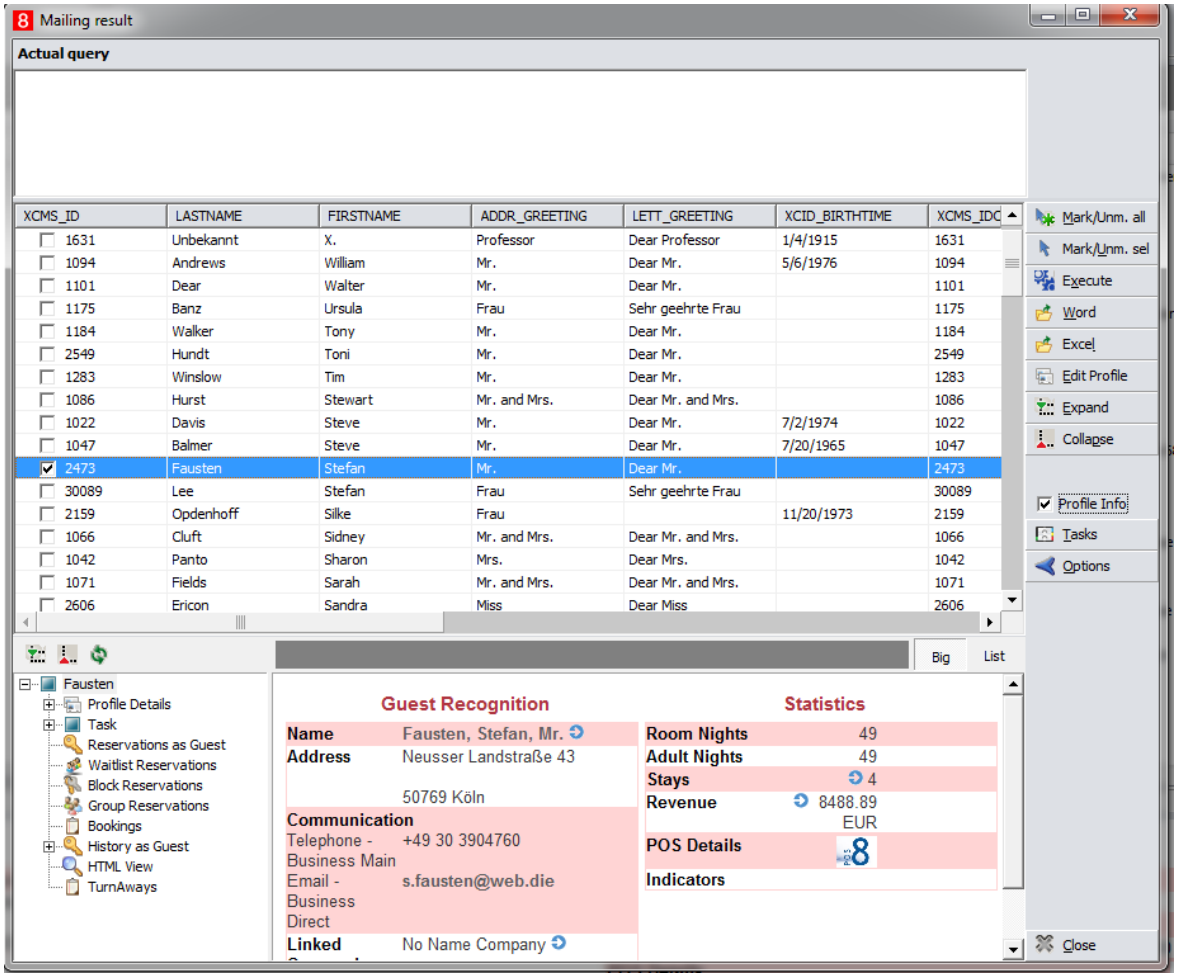


1. **Mailing**: By default, the entered mailing query will be selected but drop down box shows all existing mailings and another one can be selected.
2. Select the according entries from defined Inclusive & Exclusive criteria.
3. Click **Search** to run the mailing query.



4. **Auto refresh**: If you select this option, new profiles which match the query will be included in the query.
5. **Columns**: setting of columns can be saved.
6. **Expand/Collapse**: will be used when a column has been grouped.
7. **Group count**: will be used when a column has been grouped.
8. Select **Execute Mailing** and the general Mailing result screen comes up.

Mailing Result



9. **Mark/unmark all**: all records will be marked.
10. **Mark/Unmark sel**.: selected records will be marked.
11. **Execute**: not used yet.
12. **Word**: select this option to create a mailing in Word. Select **New** on the select document screen as the listed field lists are only valid for standard and advanced mailing.
13. **Excel**: select this option to export the records to Excel.
14. **Edit Profile**: edits the selected profile.
15. **Expand and Collapse**: not used.
16. **Profile Info**: select this option to show the profile HTML and profile tree info.
17. **Tasks**: you can create tasks for the mailing, e.g. for the mailing itself and which can be defined as completed and also one for an update.
18. **Options**: not used.

> **Note:** All mailing results of executed sql mailings will be saved and can be loaded **on Profiles->Options2->Load list of profiles from mailing wizard** by selecting the according mailing.