**Holiday Greetings**
VSys Webinar – 2026

Holiday greetings are repeating messages to volunteers based off dates and delivered on the Kiosk – typically things like calendar holidays, volunteer birthdays or service anniversaries. They are made up of three parts:

- A holiday
- A letter template, of the "holiday" type.
- A holiday greeting rule – essentially the "mail merge" of the message and the "when"

Holidays

You may already be using holidays in your job descriptions or on calendars, but the same list can power holiday greetings. Use either a built-in or set your own.
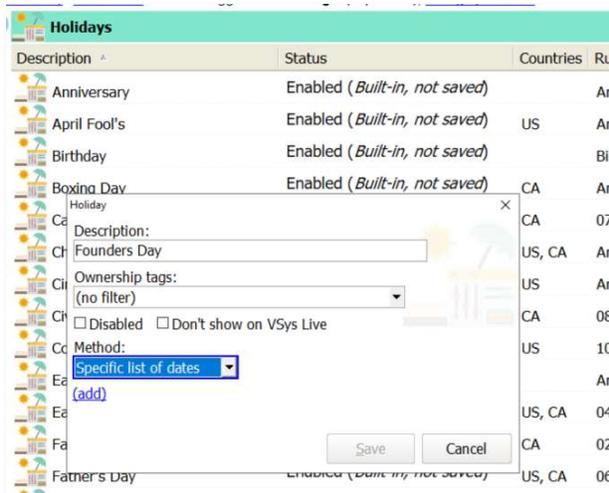
Letter Template

The type of letter template you will need to create depends on your kiosk.

- Traditional desktop kiosk: Software on a machine in your office/lobby.
  The desktop kiosk uses the RTF letter templates, what you are used to making in VSys One. Just make the template as you would for email with the properties below.

- VSys Live kiosk: Kiosk through a web browser. May be on a machine in your office, volunteers may be using phones or other devices.
  Since the VSys Live kiosk is displaying as a webpage, it uses HTML letter templates. These are different from what you are used to making in VSys One. You can either start with a new one by clicking **Add letter template HTML** on the top left of the template listing page, or you can right-click on an existing template and select **Copy as an HTML template.**

Tip: If you make a template and the message displays, but the formatting and picture does not when you try it, you probably need to convert it to HTML.

Right-click to copy an existing template or create a new one.

There are two required elements in the **Template Properties** for this to work:
- **Letter type**: *Holiday Greeting*
- **Preferred sending method:** *Kiosk mail*

Click **Save** – this brings you to the text editor where you can type the body of the email.

Contents/Body – Traditional Kiosk
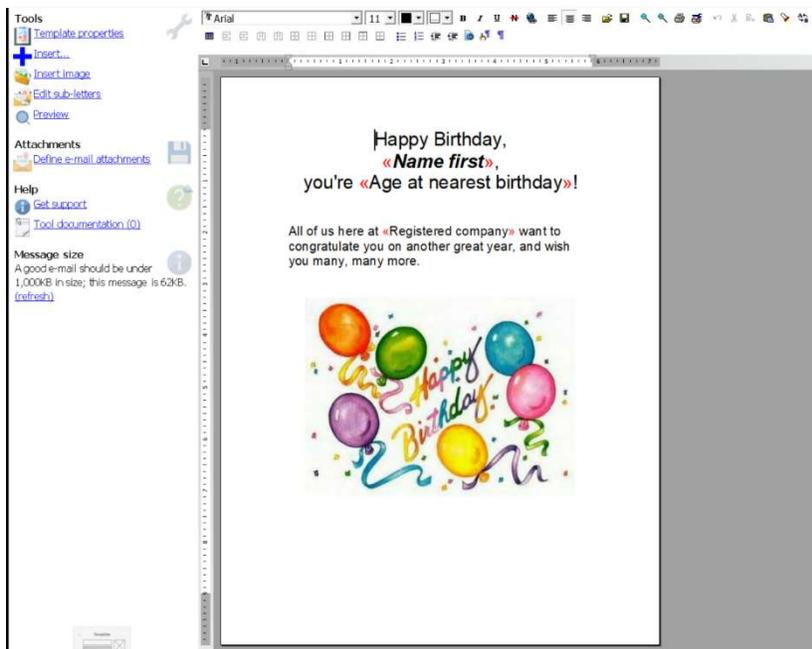
- **Insert…(Data fields):** bring in personalized information. Click **Insert** on the left to add a field. Click on the desired field and drag it into the letter body.
- **Image:** copy/paste in or if it's part of your system for VSys Live use the **Insert Image** link

Contents/Body – HTML – VSys Live Kiosk (web-based)

- **Insert…(Data fields):** bring in personalized information. Click Insert on the left to add a field. Click on the desired field and drag it into the letter body
- **Image:** copy/paste in or if it's part of your system for VSys Live use the **Insert Image** link

Tip: "Sign" your message generically – "Our Volunteer Department", "Your colleagues at…" instead of personal names. Then you don't have to worry about these becoming dated with staff changes.

Holiday Greeting Rules
The rule is the "mail merge" of the message and the "when" (and if needed, the "who")
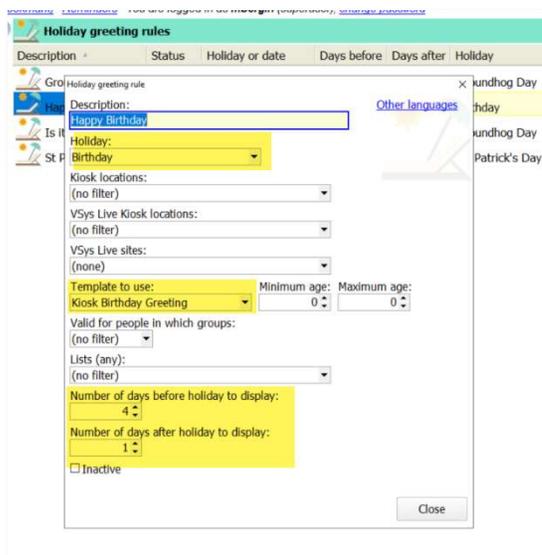
Testing tips:

- *Make sure the information in your testing profile matches your rule window. For example, if you're testing a birthday greeting, change your birthday to fit.*
- *If you are logging in multiple times to view edits, delete the last letter from your profile to trigger the next one.*

VSys One by Bespoke Software ■ **www.VSysOne.com** ©2026