

Internet (SMS/Email) Extension

Before enabling SMS you will need to open an account with Inspirus at web.inspirus.com.au or SMS Global at www.msglobal.com for an SMS Gateway, email does not require an SMS Provider account.

Extension Settings (See Fig. 1)

Customer Contact - Set this to your desired method.

Prompt Email/SMS Cus/Orders - Enabling this setting will prompt for a mobile number and/or email address when selecting a customer.

SMS Provider – Select Inspirus or SMS Global.

SMS User, SMS Password and SMS From - These settings are your details with Inspirus or SMSGlobal.

SMTP Provider - Used for sending Emails. This is the address of your Internet Service Provider's (ISP) mail server. If you are unsure of your SMTP server address, contact your ISP for these details.

Fig. 1

From Email Address - For use with email. The address entered here will be the 'From' address that your customers will see.

cc Email Address - If an address is entered all emails will be copied to this address.

From Name on Email - If entered this will appear at the bottom of emails sent to customers, eg your name or your store name.

Store URL - If your store has a website, enter the address here.

Include Store URL on Emails – Check this box to show your web address on emails.

Include Store Address on Emails – Check this box to show your stores physical address on emails.

Include Balance Owing – Check this box to have the Customer order balance sent with the SMS/Email.

Consolidate Same Customer – Check this box to send one SMS/Email if multiple items for the same customer, if not selected, individual SMS/Emails will be sent for each item.

Customer Orders Advice Method – Set to Received will send an SMS/Email to the customer only if the customer order was received. Set to All will send an SMS/Email for any status that was marked on the customer order when the order was processed.

Email Footer – Will be added to every Email sent (eg Can be used to mention a promotion).

SMS Footer – Will be added to every SMS sent (eg Can be used to mention a promotion).

Messages (See Fig. 2) – Select to display the standard messages for customer orders. Edit to suit your requirements.

Status	Message
Supp Deleted	Requested item is not available from our suppliers
Back Order	Requested item is on back-order with our supplier
Re-Ordered	Requested item has been re-ordered from our supplier
Received	Requested item has been received and is ready for collection

Fig. 2

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Setting up the Customer

With the Internet Extension enabled, 2 new settings appear on the Details 1 tab when editing a customer. (See Fig. 3)

Add and Email address and tick “Accept Email” if the customer would like to receive Emails from you.

Add a mobile number any one of the three phone number fields (the Mobile field is checked first) and tick “Accept SMS” if the customer would like to receive SMS notifications from you. If the mobile number is from another country, then it must be entered with the international code at the beginning. Eg: +64270000000 for New Zealand. Numbers may entered with or without spaces. **Note:** as at April 2011 the Inspirus website states that they only send to Australian mobile phones. You will need an SMS Global account to send to international numbers.

Fig. 3

Using the Extension

There are 4 areas where you are able to send a customer an Email or SMS.

1/ Browsing Customers - When browsing your customer list, an Email/SMS button will be enabled for any customer who is set to accept SMS or Emails.

This allows sending of an ad-hoc Email/SMS. If the customer is set to accept both Email & SMS you will be asked which method to use.

On the SMS message screen (see Fig. 4), enter your message then press the tab key, the number of characters in the SMS will be calculated in the count field. Nb: This does not include the SMS footer you may have configured in the Extension settings. Keep in mind that the maximum number of characters for an SMS is 160.

Fig. 4

2/ Browsing Notes for a Customer - When browsing through customer notes if you view a note that was an SMS or Email sent to the customer you can then select to Resend the message.

3/ Mass Send Mail - Use Customer tagging to send a message to a list of customers.

Create a tag list of customers (ALT R, F8, F10).

To create the message, select ALT C, F11, F3 Send Msg. (see Fig. 5)

You can create multiple messages for different lists of customers and retain the message to be used again.

Fig. 5

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Select Add to create a new message or Change an existing message. (See Fig. 6)

Enter a subject for the message. Nb: the subject will not be sent as part of an SMS.

Select the tag list that you have created to send the SMS/Email.

Type the message to be sent. Remember the 160 character limit for a single SMS message, this includes spaces.

Click OK to save the message.

Select either 'Send SMS' or 'Send Email' to mark the message with the method of delivery.

Select Process to send the message.

Note: Be aware of legal requirements for sending customers advertising.

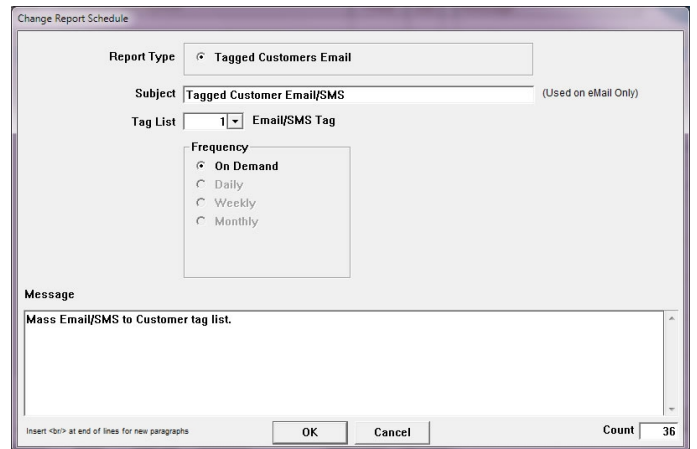


Fig. 6

4/ Post Receiving an Order - At the completion of receiving customer orders through Receive Orders you will be prompted with a list of any customers that are set to accept SMS or Email.(See Fig. 7)

Select View to see the customer details.

Select No Send if you do not want to send electronic notification to the highlighted customer (Select No Send again to re-enable the sending of the message).

Select Message to see the details of the message that will be sent, you may edit the message.

If a customer is set to accept SMS and Email, they will receive an SMS and an Email about their order status.

Click Exit to abort sending any messages to all customers in the list.

Click OK to process these messages.

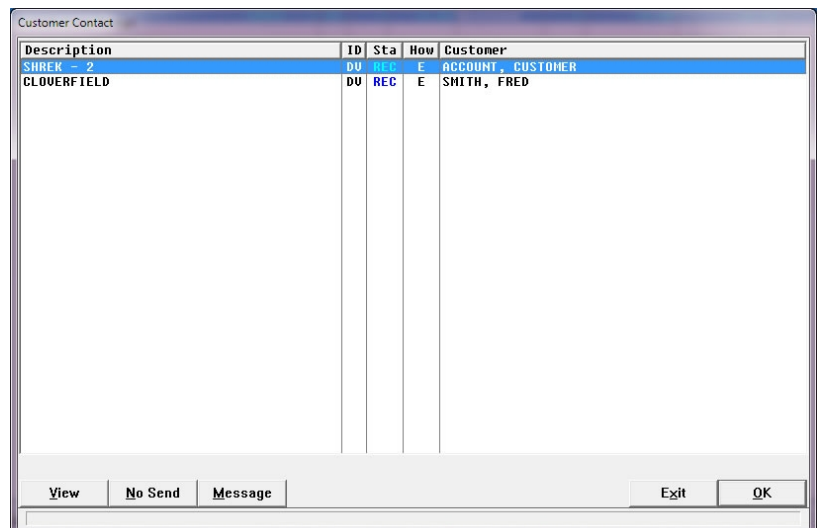


Fig. 7