



Text Message Reminders

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Overview

SalesPad can send text message reminders using the Smart Printing functionality. To send text reminders, the user will need to sign up for a new or use an existing service provider.

Supported Service Providers

SalesPad supports Data24-7 and Twilio services for sending text messages. These services charge a small fee for each text and the fee varies based on the service used.

-Data24-7

<https://www.data24-7.com>

Data24-7 is a lookup service. SalesPad will query the Data24-7 service that will return the email address of a mobile phone number to which a text message will be sent. After a successful lookup, email is used to actually send the text message. Please note that Data24-7 lookup rates might be cheaper than other services, but text message is limited to 160 characters and an SMTP email account is required to actually send the message.

-Twilio

<https://www.twilio.com>

Twilio has more features and sends text messages to a mobile phone number directly. There is no 160-character limit, but the fee per text message may be greater than Data24-7.

Settings

The screenshot shows the 'Settings' window for 'Text Message Reminders'. The window has a title bar with 'Settings' and a close button. Below the title bar are buttons for 'Close', 'Save', 'Export Settings', and 'Import Settings'. A search filter is set to '*text reminder'. The settings are organized into three sections:

- Text Reminders**: Service Provider is set to 'Twilio'.
- Text Reminders - Data24-7**: Data24-7 Password is '*****' and Data24-7 Username is 'sinisam'.
- Text Reminders - Twilio**: Twilio Account SID is 'ACb4096719be541e4a33aa7775413b262d', Twilio Authentication Token is '*****', and Twilio From Phone Number is '+16162025564'.

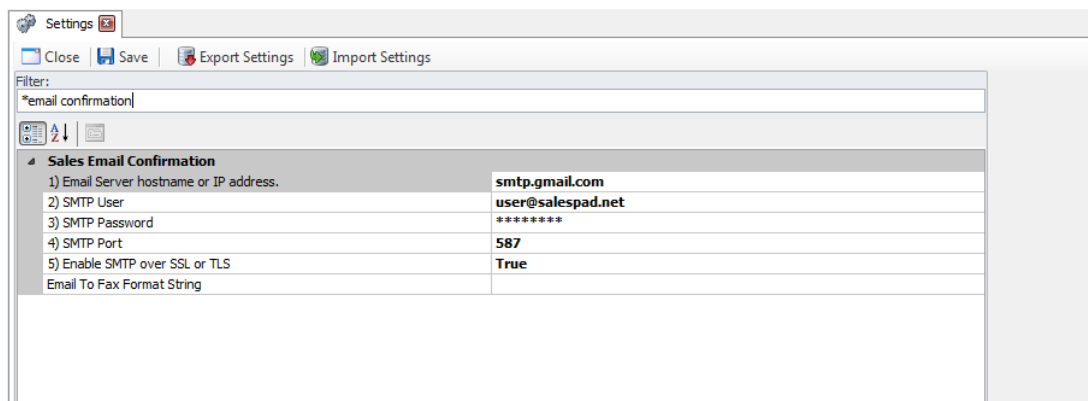
Service Provider – Service to be used when sending text message reminders. Current

options are Data24-7 and Twilio. Data24-7 Password – Password used to log in to the www.data24-7.com service. Data24-7 Username - Username used to log in to the www.data24-7.com service.

Twilio Account SID – Account SID provided by Twilio that is required to communicate with Twilio API. Twilio Authentication Token – Token provided by Twilio that is required to communicate with Twilio API.

Twilio From Phone Number – Phone number from which text messages will be sent. It needs to be entered in the exact format provided by Twilio, usually +CountryCode AreaCode PhoneNumber (no spaces).

Note: If you are decide to use Data24-7 to send text messages, you will need to configure SMTP email as well. Please see SalesPad email documentation for more information.

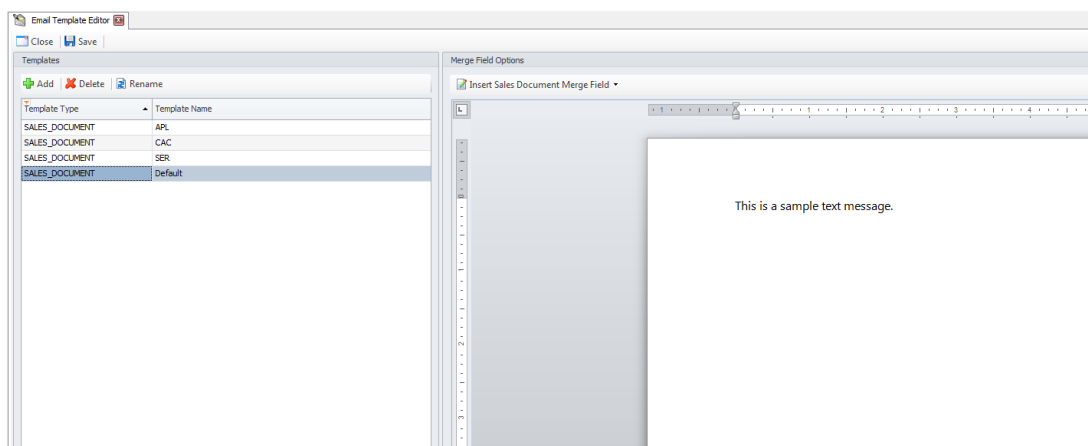


The screenshot shows a 'Settings' window with a 'Filter' field containing '*email confirmation*'. Below the filter, there is a table titled 'Sales Email Confirmation' with the following data:

1) Email Server hostname or IP address.	smtp.gmail.com
2) SMTP User	user@salespad.net
3) SMTP Password	*****
4) SMTP Port	587
5) Enable SMTP over SSL or TLS	True
Email To Fax Format String	

Email Template Editor

Email Template Editor is used to compose custom text messages. To start the Email Template Editor, please go to Modules -> Setup/Utilities -> Email Template Editor. Please refer to the Email Template Editor documentation on how to use it.



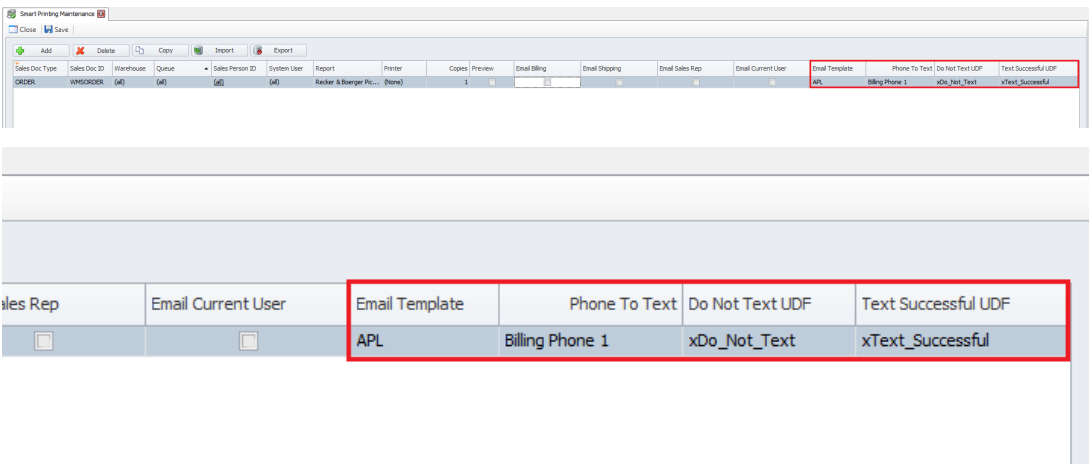
The screenshot shows the 'Email Template Editor' window. On the left, there is a 'Templates' list with columns 'Template Type' and 'Template Name'. The list contains four entries: 'SALES_DOCUMENT' with 'APL', 'SALES_DOCUMENT' with 'CAC', 'SALES_DOCUMENT' with 'SER', and 'SALES_DOCUMENT' with 'Default'. The 'Default' entry is selected. On the right, there is a 'Merge Field Options' section with a dropdown menu set to 'Insert Sales Document Merge Field'. Below this, there is a text area containing the text 'This is a sample text message.'

Note: Certain service providers, such as Data24-7, have a limit on how long a text message can be. Email Template Editor will not place restriction on the message length, but if the message exceeds the number characters that is supported, then the text message may get

truncated.

Smart Printing Maintenance

To access Smart Printing Maintenance, go to Modules -> Setup/Utilities -> Smart Printing Maintenance. Text reminder settings are highlighted in red. You may need to set additional settings, such as printer name and report name, but these settings do not affect text reminders. If you do not see the options below, you may need to add them to the grid by right- clicking the grid header and selecting Column Chooser.



Email Template	Phone To Text	Do Not Text UDF	Text Successful UDF
APL	Billing Phone 1	xDo_Not_Text	xText_Successful

Email Template – Email template, created in Email Template Editor, to be used for generating text messages. If left blank, empty text messages will be sent.

Phone To Text – Billing or shipping phone number to which the text reminder will be sent. This field is required.

Do Not Text UDF – Boolean user field on the sales document that controls whether text reminder should be sent or not.

Text Successful UDF - Boolean user field on the sales document that is set to true if the text reminder was sent successfully.

Usage

Text reminders are sent from the Smart Printing plugin as sales documents are forwarded through the workflow. To access the Workflow Setup, go to Modules -> Setup/Utilities -> Workflow Setup. Choose Smart Printing from the Plugin dropdown and save your changes.

Workflow Setup

Close

Save

Export Workflow

Import Workflow

Sales Document Types

Select a doc. type to configure its workflow...

Doc. Type	Doc. ID
BACKORDER	BKORD
INVOICE	CAINV
INVOICE	FULORD
INVOICE	POSINV
INVOICE	RMAINV
INVOICE	SERVINV
INVOICE	SPECINV
INVOICE	STDINV
INVOICE	SVCZERO
ORDER	BLKORD
ORDER	DCORDER
ORDER	ORDMAN
ORDER	PHNORD
ORDER	REPOR
ORDER	RMASO

Workflow Queues

New Queue

Delete Selected Queues

Resequence Queues

Seq	Queue	Button Caption	Print?	Plugin
10	ORDER	Forward	<input type="checkbox"/>	
20	EXPEDITE +		<input type="checkbox"/>	Smart Printing
30	EXPEDITE	Send To Warehouse	<input type="checkbox"/>	
40	AR REVIEW	Send To Warehouse	<input type="checkbox"/>	
50	FUTURE SHIPMENT	Forward	<input type="checkbox"/>	
60	BACKORDER	Fulfill Order	<input type="checkbox"/>	
70	RDY TO PICK +		<input type="checkbox"/>	Smart Printing
80	RDY TO PICK	Send To Warehouse	<input type="checkbox"/>	
90	PTGP_FULFILL		<input type="checkbox"/>	
100	RDY TO INVOICE		<input type="checkbox"/>	