

# **Communication**

## **The mail system.**

### **E-mail system**

In order to enable further growth of the amount of mails that PlanManager sends in the name of the repairer, we will switch to a new e-mail system.

The operation is similar and gives you a number of additional options.

Create a new email is very easy, select customer, enter topic, email type and click on the send button.

## Communication

**Communication**

To: support@insypro.com, support@insypro.com

Date: 20-04-2022 14:08

BCC:

Subject:

Template: Load template

Dear Mr Smets,  
You can pick up your car, when will this suit you?  
Kr, the repairer

☐ Include Audatex info

Attachments: 0 Selected [Save selected attachments to the document folder](#)

All (11)	General pictures (0)	Damage to repair (0)	Other damage (0)
Vehicle documents (0)	Administrative pictures (0)	Vehicle attributes (0)	Other (0)
Repair process pictures (0)	Printed/Mailed (0)	Test (0)	Test 2 (0)
Boetes (0)	Niet te herstellen (0)		

Customer Satis...	Job Ticket	Parts returned	Quality Control	Akkoord expertise
Checklist verz...	Bestek detail	Bestek expert	Bestek globaal	Work order
Repair order				
Repair appointment	Estimated end date	Book out date		

# Communication

The customer receives the email in his inbox and can send an answer. Remark: The e-mail address where the customer answers is an e-mail address of PlanManager. This allows us to process the mail in a correct way.

<EXT>Your car is ready



Jean-Marie SMETS <m+JeanMarieSMETS@mail.planmanager.be>

To ● Smets,

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Start your reply all with:

[Not sure yet.](#)

[Thank you, I will let you know.](#)

[Not soon enough!](#)

[Feedback](#)

Dear Mr Smets,

You can pick up your car, when will this suit you?

Kr, the repairer

The new mail address that PlanManager sends has the form:

"Jean-Marie SMETS" <m+Jean-Marie SMETS@mail.planmanager.be>

The following recipient is outside your organization: **Jean-Marie SMETS** ✖

We've found some ways to make your message more accessible. [Review accessibility issues](#)



To

[Jean-Marie SMETS <m+JeanMarieSMETS@mail.planmanager.be>](#)

Cc

Subject

RE: <EXT>Your car is ready

Hi,

I will pick it up, tomorrow at 3 pm

See you|

**Jean-Marie Smets**

Sr Client Support Representative | PlanManager

C: +32 472 530099 | [jean-marie.smets@solera.com](mailto:jean-marie.smets@solera.com) | [insypro.com](http://insypro.com)

Solera | PlanManager | Kerkstraat 22 B-9170 Sint-Gillis-Waas



The first part will always contain your own name, so the customer sees who e-

# Communication

mailed him.

The second part can still be adjusted slightly if you wish.

If you wish to adjust, please let us know via the support, mentioning the name you wish to use. A new, unique e-mail address must be created manually.

Your customer's response will be loaded immediately into PlanManager. You will receive a notification message at the bottom right (as with the SMS) when a response arrives. To see this notification, the staff member that is logged in must be set up for this. You can do this in 'Maintenance - Organization - Personnel. Here, you can select a staff member and check the box next to Notifications in the right-hand column to see if this staff member views these notifications.

1FKA784	VANHAMME DIRK	AKVAL BELGIUM	Appointment	1BXU551	BUMPER VOOR	12345	N
1GKR636	GREEVE FRITS	AXA	Completed		BUMPER VOOR	12345	Y
1ABC123		Standaard tarief	New			0	N
1XRB759	Smets JM	Standaard tarief	New		Voorkant: Deuk	0	N
1XRB759	Smets JM		New				Y
1FSI293	VERALCO NV	EIGEN REKENING	New				N
1VQJ476	TEST JM	Standaard tarief	Cancelled Appointment				N
1GDS842	GREEVE FRITS	EIGEN REKENING	Test communicatie				N
1DES775	Leaseplan	GARANTIE OPEL	New				N

NOTIFICATION MESSAGE

Smets,

RE: <EXT>Your car is ready:

Hi,

I will pick it up, tomorrow at 3 pm

See you

Jean-Marie Smets

Sr Client Support Representative | PlanManager

C: +32 472 530099 | jean-mar...

We recommend that you activate this for all staff who send mail.

A simple click on the message opens the full response in the communication screen of the file (or invoice). If the email contains attachments, these will also be visible here.

# Communication

Communication

@

select a contact

From

Date

20-04-2022

14:17

Subject

RE: <EXT>Your car is ready

Template

Load template

B I U [list icon] [list icon] [list icon] Font Size... Font Family. Font Format [list icon] [list icon] [list icon] [list icon] [list icon] [list icon] [list icon] [list icon] [list icon] X<sub>2</sub> X<sup>2</sup> [list icon] [list icon]

Hi,

I will pick it up, tomorrow at 3 pm

See you

Jean-Marie Smets

Sr Client Support Representative | PlanManager

C: +32 472 530099 | [jean-marie.smets@solera.com](mailto:jean-marie.smets@solera.com) | [insypro.com](http://insypro.com)

Solera | PlanManager | Kerkstraat  
22 B-9170 Sint-Gillis-Waas

Solera

From:

Jean-Marie SMETS <m+JeanMarieSMETS@mail.planmanager.be>

Sent:

Wednesday, 20 April 2022 14:14

To:

Smets, <[jean-marie.smets@solera.com](mailto:jean-marie.smets@solera.com)>

Subject:

<EXT>Your car is ready

In this system, we also added an Open Confirmation. This allows us to see when someone opens an email.

Note: This is not the same as Microsoft Outlook's Read Confirmation. An Outlook read confirmation does not work in many cases (you can turn it off / you can reject the confirmations, a lot of people do not work with Outlook, etc ...).

The Open Confirmation works in a completely different way and will correctly indicate in 99% of cases that the e-mail was opened regardless of the client's settings on his local PC.

Unique solution ID: #1571

Author: Katrien Vanhaute

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