



**SMS**  
**Functionality**  
**in Eclipse**  
**FAQs**

# SMS Functionality in Eclipse

## FAQs

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## What's the cost for SMS functionality?

### SMS Costings

- Set-up: \$110.00 inc GST
- Service 1: SMS Messaging (one way) 0.17c inc GST  
or
- Service 2: SMS Messaging (two way (i.e. with reply)) 0.25c inc GST

## Is there a minimum monthly spend?

Yes, there is a minimum spend of \$22.00 per month.

## What constitutes an SMS message? How many characters is one SMS text message?

One SMS text message is 160 characters. This includes the actual length of the data merged into the SMS.

## What's the two-way SMS functionality used for?

This is used so that the customer can reply to your text.  
For example, "...please reply Y if you wish to confirm....."

The reply is sent from the recipient via email (not text) to an email address, as nominated by you.

## Whereabouts in Eclipse can we use the SMS functionality?

- *Stock & Accounting*  
If you view a Client, located in the top right-hand corner you will see the *Record Communication* button.  
From here you can choose to send text messages and any/all communication for the particular client can be viewed.  
  
Also within Stock & Accounting, under Stock and Sales there is an *SMS History* button listing all SMS's sent/failed etc.
- *Parts*  
There is the ability to send an SMS to someone who has placed a special order whereby you can notify them that their order has arrived in store ready for pickup. This is done by right clicking the order and selecting *Record Communication*.  
  
Alternatively, in Parts view a Client in the client list, and then located in the top right-hand corner, you will see the *Record Communication* button.

- **Service**

Within Service, you can have an *auto* text message set-up and/or *manual* text messaging set up, as illustrated below.

Within Service, users will be prompted as to whether they wish to send a text to the person. For instance, after they have prepared the RO's invoice.

The screenshot displays the 'Auto SMS Settings' configuration page. At the top, there is a checkbox labeled 'Make this computer the Auto SMS Server'. Below it, two time pickers are set to '09:00' and '17:30'. A section titled 'Auto Send SMS Message: 1 Day Before Date In' includes a 'Send ? days Before Date In' dropdown set to '1'. Three text input areas are shown, each with a 'Remaining Character' label and a blue box containing a number: '1' for the first box, '2' for the second, and '3' for the third. The first box is labeled 'Standard Booking Message: (Manually sent when booking saved)'. The second is labeled 'Standard Pickup Message: (Manually sent from invoice when completion date entered)'. The third box is unlabeled.

Looking at the boxes 1, 2 and 3 in the above illustration, the *first text box* is an *auto message* and therefore automatically sends SMS' (one (or more) day(s) before a customer's vehicle is due for servicing).

Boxes *two and three* on the other hand, are *manual text messages*. This means your staff will be prompted to send any message contained in either box when they save a booking (box two) and/or invoice a repair order (box 3).

#### LetterGen and CRM

Based on the criteria you select, the search results provided in LetterGen allow you to send SMS' to certain customers. Similarly if you have a valid CRM license, you can bulk SMS customers based on criteria you set and ultimately assist you in effectively marketing to your clients.

### Can I change the Service text messages?

Yes, providing you have the permissions set in Stock & Accounting, you can make changes in Service's system options. You can choose whether to have a text message sent from 1, 2 or all 3 boxes.

### What's an example?

You don't necessarily need to use any merge fields. You could simply have the following:

- *Example 1 (Service) Auto Send Message: 1 Day Before Date In:*

*Please be reminded that your vehicle is booked in tomorrow for servicing at:  
Great Vehicle Company  
123 Great Lane  
Great Town  
Please contact us on 0000 0000 should you wish to change your booking.*

- *Example 2 (Service) Standard Booking Message (Manually sent when booking saved):*

*Thank you for booking your vehicle in for service.  
Please contact us on 0000 0000 should you wish to change your booking.*

- *Example 3 (Service) Standard Pickup Message (Manually sent from invoice when completion date entered):*

*Please be advised that your vehicle has been serviced and is now ready for collection.  
On behalf of Great Vehicle Company, thank you for your commitment.  
Great Vehicle Company  
123 Great Lane Great Town  
Phone: 0000 0000*

## Can I customise SMS messages? Using 'merge fields'.

If you wish to customise SMS messages, you can use merge fields.

*Company merge fields:*

- Some of the available fields for *company* details are:

[Company Name]  
[Business Name]  
[Branch Name]  
[Branch Street]  
[Branch Suburb]  
[Branch Phone]

*Customer merge fields:*

- For *customer* merge fields the best way to see what fields are available is to go into an existing RO and click the send SMS button. Then, click on the *insert merge fields* button.

*Please note:*

All fields in that screen can be used in the system option service SMS as long as they are *surrounded* by [ ] (square brackets).

It's not recommended to add all the information into the SMS as *you are billed per 160 characters*. This includes the actual length of the data merged into the SMS.

## What's an example using merge fields?

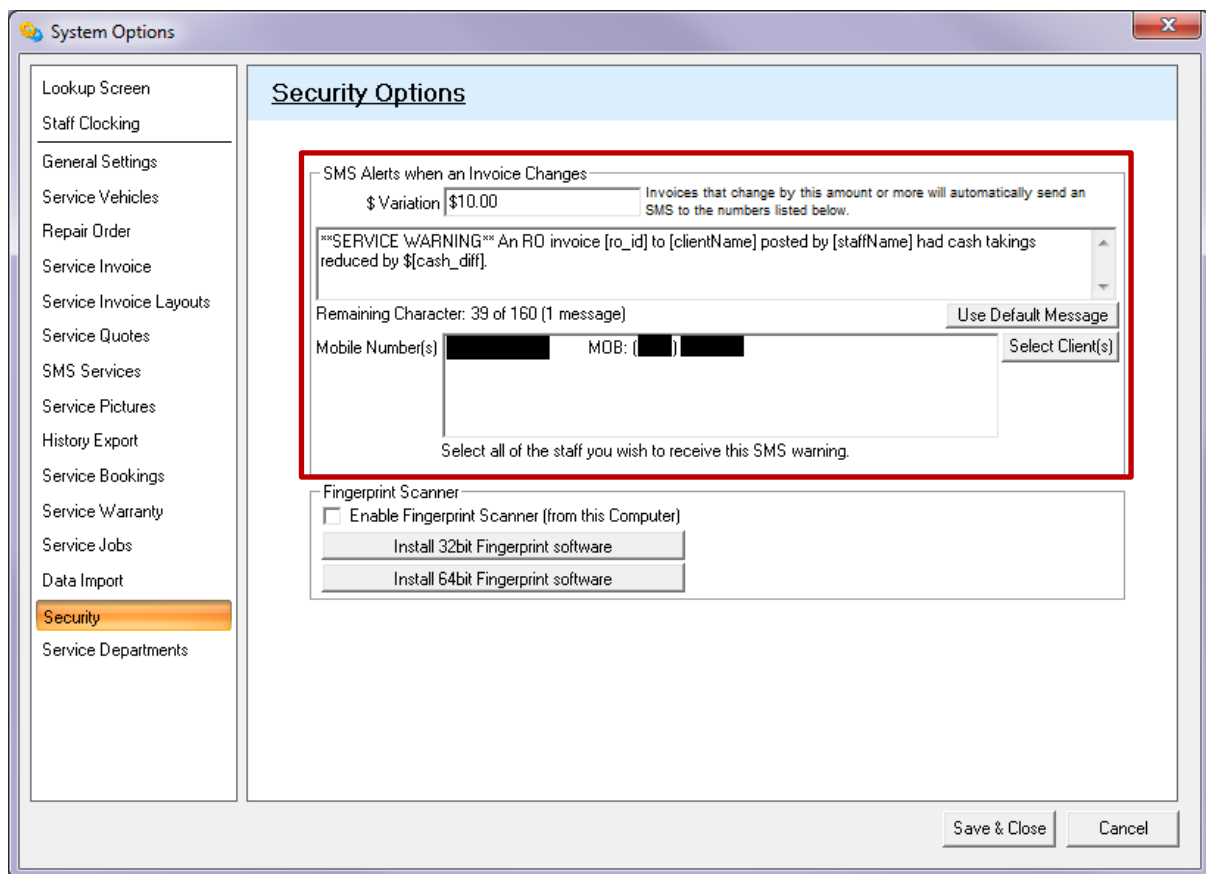
Here is a some short example SMS messages – using merge fields to customise SMS messages sent:

- Example 1**  
*Confirming your vehicle is booked in with us on [date\_in] at [Branch Street].  
Please confirm your booking by replying YES to this message.  
Regards Great Vehicle Company, ph (00) 0000 0000.*
- Example 2**  
*Your vehicle service/repair has been completed and is ready for collection.  
With compliments Great Vehicle Company. Please do not reply to this message.*

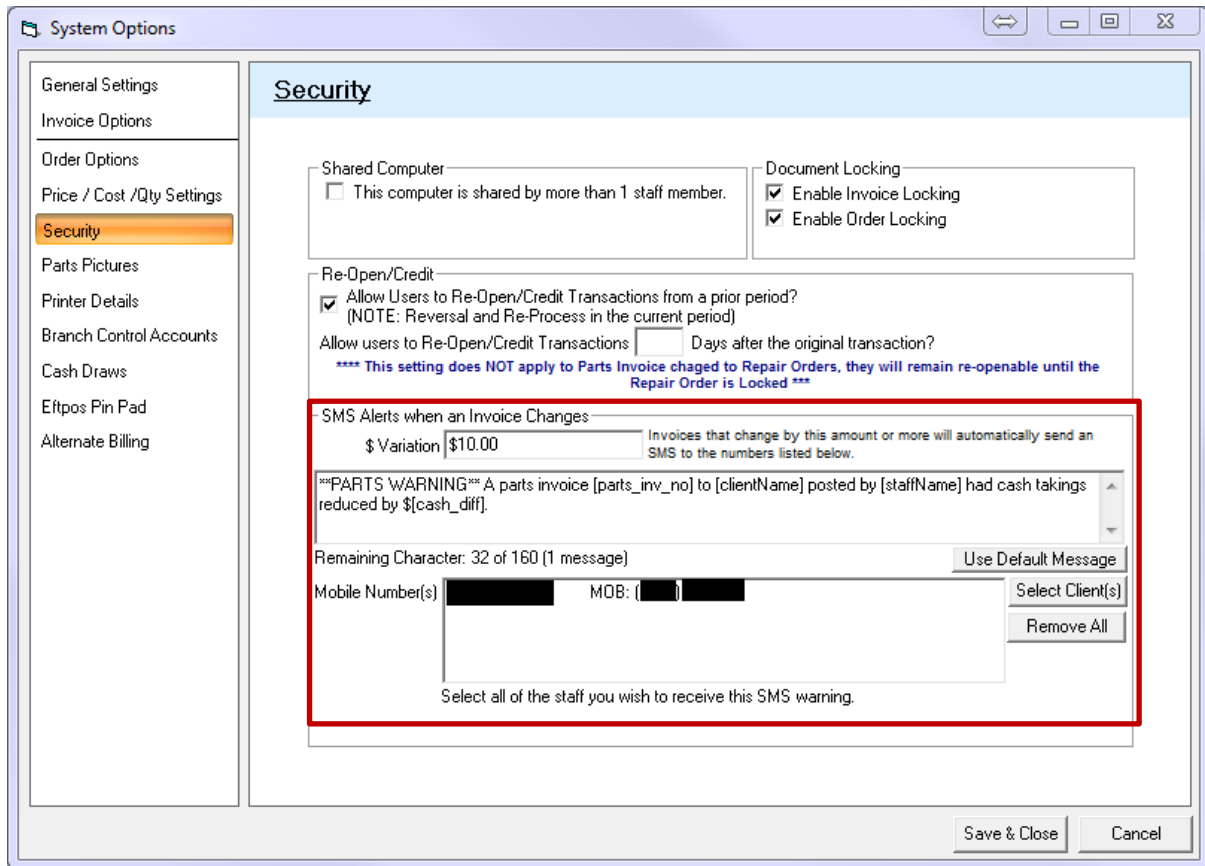
## Security feature SMS alerts

In both Service and Parts, (System Options, Security) there is a security feature available to alert a designated mobile number(s) (usually the business owner) if a *cash sale is reduced* by a specified amount. More than one person/number can be entered and therefore, notified.  
*Note the merge fields surrounded by [ ] (square brackets).*

### Service System Options



## Parts System Options



### What phone number does it send SMS out to if there are multiple customer numbers in the system?

- **Service**  
It is the driver of the vehicle that will receive the auto/manual text message(s).
- **Stock and Accounting**  
You choose the particular individual from the Client List and so long as they have a valid/correct mobile number within their record, the text message will be sent to that number.
- **Parts**  
It will be whichever customer you choose to make the sale out to and/or make the customer order out to. Again, so long as they have a valid/correct mobile number within their record, the text message will be sent to that number.

As always, it is important that the client/customer's contact details are up-to-date. It is good practice to tell customers not to rely solely on a text message, due to reasons out of your (our) control (such as an incorrect mobile number being mistyped, the telecommunications company experiencing difficulties etc.

## Is the SMS functionality feature added to the complete database for all users in all branches to access?

Yes. This is for the entire business, no matter how many branches.  
If you have more than one database, please contact us.

Whoever books the vehicle in, whichever branch they're logged into (i.e. when they log into Eclipse), will be the branch that appears in [Branch Street].

The words [Branch Street] will be replaced with whatever the address is that's listed in Eclipse's System Options.

## How long does it take to set up the SMS functionality?

Usually the same day, anywhere from 1 hour to a few hours.

If you need to send out SMS messages by a certain date and haven't yet obtained an SMS account, please allow a day's grace when making your request. This will assist us in enabling you to meet your deadline.

## How do I enable the SMS functionality?

Should you wish to go ahead, please send a request *in writing*, nominating which service selection you would like (1 or 2), to [helpdesk@ultimate.net.au](mailto:helpdesk@ultimate.net.au) as per outlined on [page 3, What's the cost for SMS functionality?](#)

## Contact Us

Phone: (03) 9012 6677  
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