



# Help Desk Notes

## How to Use Alert to Mass Notify Your Customers

This week we wanted to focus on the different ways to do mass notifications to customers, which could be useful for updates or cancellation policies regarding COVID-19. We understand how the upcoming changes across the country will be affecting you and want to provide helpful approaches on ways to reach your customers. These tips will be helpful to reduce touch-costs going forward even when business gets back to normal and you are busy and you need to communicate with your customers.

## Add A Message to Print on Your Contracts

In Codes & Setup, you can add a message to be printed on your contracts. This is found in the Store Details page in Store Parameters. Whether or not this will appear correctly on your customized forms will vary based on your level of customization, so we recommend trying this in demo first.

Store Parameters	
Location	100
Description	ALERT RENTAL
Formal Name	ALERT MANAGEMENT SYSTEMS
Address	1120 WEST FAIRMONT DRIVE, SUITE 4
City	COLORADO SPRINGS
State	CO
Zip Code	80904
Phone Number	(800)326-0079
fax Number	(719)213-2710
Email	support@alert-ims.com

Messages to print on all contracts

We will be happy to move your deposit to another future date should you need to re-schedule due to the Coronavirus

## Get Contact Information from Alert

Have you ever wanted to use Constant Contact or another program to email your clients but have never got around to getting email addresses out of Alert? Now is the perfect opportunity! Here's a report that you can copy into Report Writer and [HERE](#) are complete instructions available to download. For professional looking results we recommend using a commercial application such as Constant Contact or Mail Chimp to communicate with your clients, or you can simply address an email to yourself and BCC those on your list out of your regular email program.

```

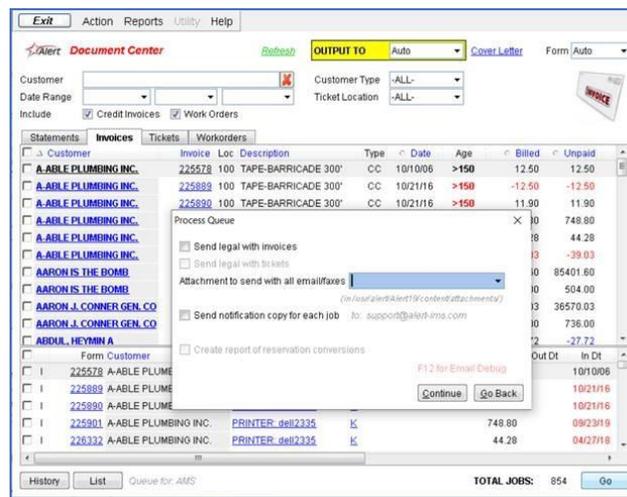
where cs_main:cs_last_cont_date >= todaysdate - 120

list/domain="cs_main"
cs_main:cs_key
cs_main:cs_name
cs_main:cs_status
cs_main:cs_last_cont_date
cs_main:cs_email_address
cs_main:cs_ap_email

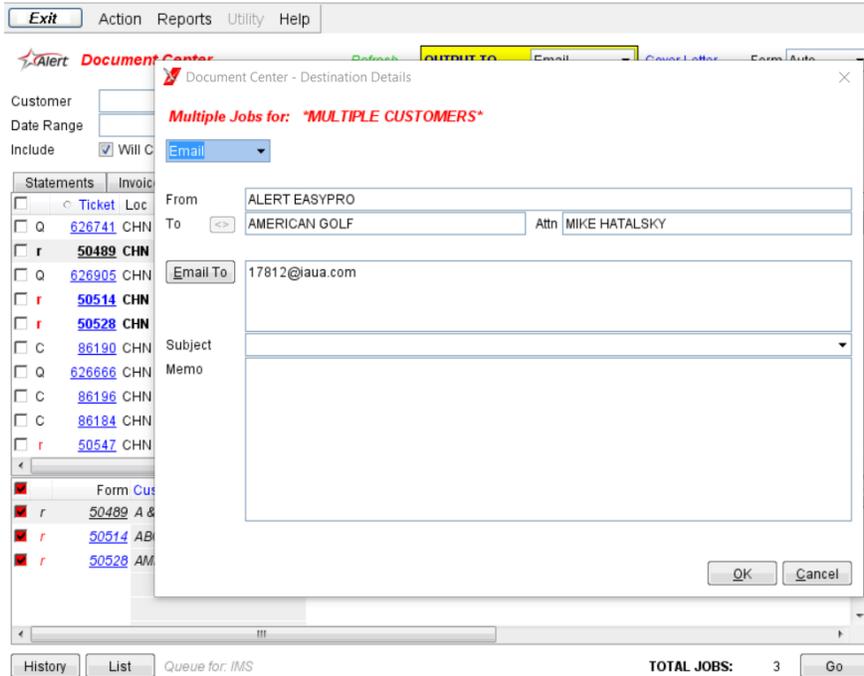
```

## Be Efficient in Document Center

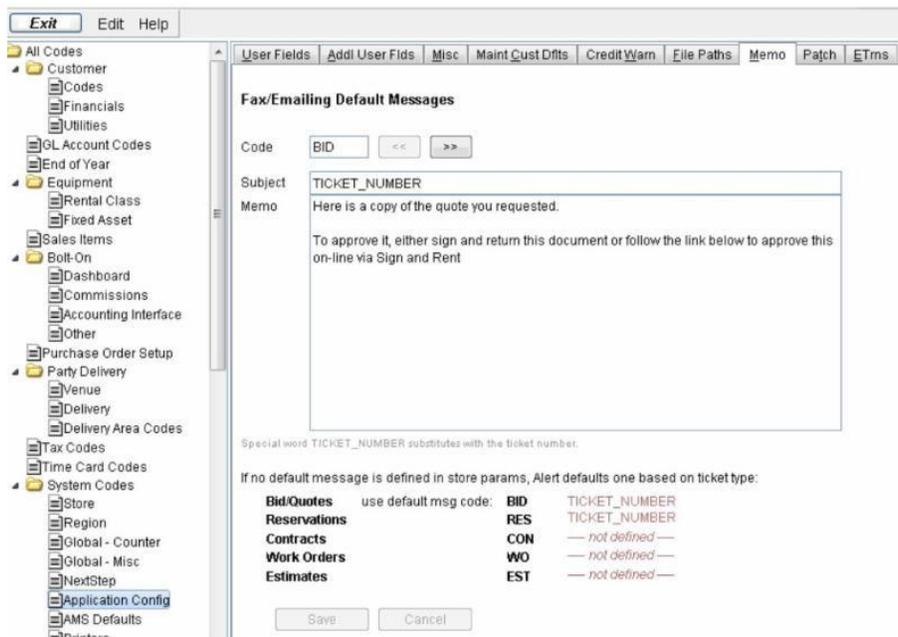
Attachments can be sent with both invoices and statements in Document Center. When you choose "Go" the system will act as if you wish to send attachments. The path for saving the attachments is also displayed. (Let us know at the [Help Desk](#) if you need help accessing this.) Your attachment can have a message about current events.



You can also use the Document Center to remind your customers of your cancellation policy when sending open reservations for the upcoming several weeks. When sending the documents, you're able to modify the text in your email for some or all of your transmission. In the example below, I clicked on all three emails in the queue. The message I type in the box will be sent to everyone.



Save time by adding a memo! In the application configuration area, add what you'd like to say so you and your staff don't have to type it every time. Then when you're sending documents from Document Center, select the memo and it will populate your message. If you'd like the complete documentation on how to set this up, [let us know!](#)



## Use Print Notes

Have you thought about using Print Notes to put messaging on your documents? Add a note to the Print & Screen Note Library and attach the note to a specific sales item, or add it as a Print Note to certain tickets.

