

Feature focus: SMS with Delivery Notification

SMS (aka text messaging) allows you to send text messages to mobile phones. This feature is great for sending one-off ad hoc messages to customers, or using the templating functions offered by StorMan to automatically send SMS messages to customers - for example, customers who are late in paying their bills.

This has been a very effective form of communication for many of our customers - and most of them report that they will receive a call from the customer wishing to pay the bill over the telephone via credit card a few minutes after having received the SMS!

COMPLETE LOGGING & AUDITING

Delivery receipts add an extra level of verification to the SMS process, which is important if you have to take legal action. In essence, a delivery receipt is a message that verifies the text message has been delivered to the user's handset.

This receipt is also logged in StorMan against the customer's account for record-keeping purposes (illustrated below) - ensuring the "chain of evidence" is intact, should you ever need to take the customer to auction, or to court.

Note data:

Customer data: 01031, SSCTYALWAY, Alway, John, 117

Note date & time: 18 Apr, 2011 11:55 AM

Note created by: System

Category: Thinc

Note detail:

```
Return-Path: <sms.au.tt@thinctechnology.com>
Delivered-To: bwilliams@thincmail.com
Received: (gmail 22720 invoked by uid 399); 18 Apr 2011 01:48:09 -0000
Received: from unknown (HELO thincmail.com) (202.60.72.251)
by mail.servet.com.au with SMTP; 18 Apr 2011 01:48:09 -0000
From: Thinc Technology SMS Service <sms.au.tt@thinctechnology.com>
To: <bwilliams@thincmail.com>
Subject: SMS Status [Ref=SSCTYALWAY]
MIME-Version: 1.0
Content-Type: text/plain; charset=us-ascii

The message:
Please contact your Self Storage facility urgently as you have reached the point of the sale of your goods.
Please Call 5555-6666 right now.
```

100 free TXT's!

Want your first 100 messages for free? Sign-up today via go.storman.com/thincfree and they're yours!

Get in touch

Visit us online, anytime, via www.storman.com

You can also email us, via sales@storman.com

Or give us a call...

AU: +61 1300 66 90 20

NZ: +64 9 280 3393

UK: +44 (0) 800 228 9784

US: +1 (951) 817 7299

How to apply

It's easy to apply - just visit go.storman.com/thincfree and complete the application form. Your first 100 TXT's are on us!

HOW DOES IT WORK?

Step 1

Setup StorMan to send an SMS Message when triggered; e.g. when a customer is late.



Step 2

When triggered, the SMS is sent to the customer automatically.



Step 3

Once the SMS reaches the mailbox for that customer's handset, it is marked as received.



Step 4

An email notification is logged against the relevant customer's agreement in StorMan.

