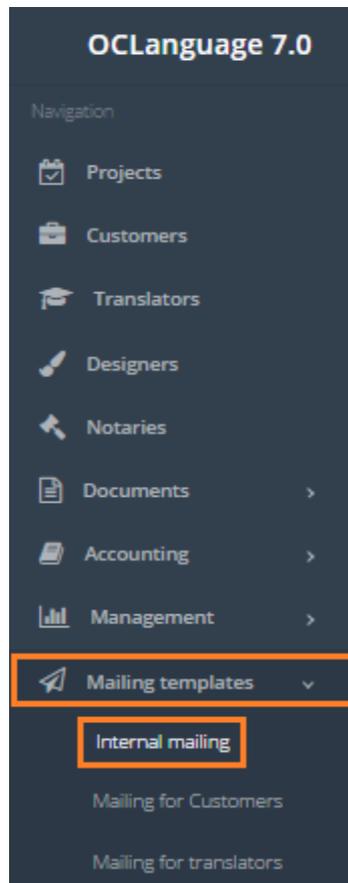


## 9.1. System automatized e-mails

To open OCLanguage e-mail server section, in the main menu click “Mailing templates -> Internal mailing”.



In this section the user can view and edit the content of e-mail templates that are automatically sent to recipients by the system itself.

! Please note that the system e-mail templates are subject to programming task for developers and are added along with the creation of new functionality, requiring an e-mail to be sent either to the Customer, translator or translation agency employee. Which means that the translation agency managers themselves are not able to create new system e-mails.

User can filter data in the E-mail templates database by using 3 methods:

1. Type letters or numbers in “Search” field and click “Enter” (the system searches according to template name).

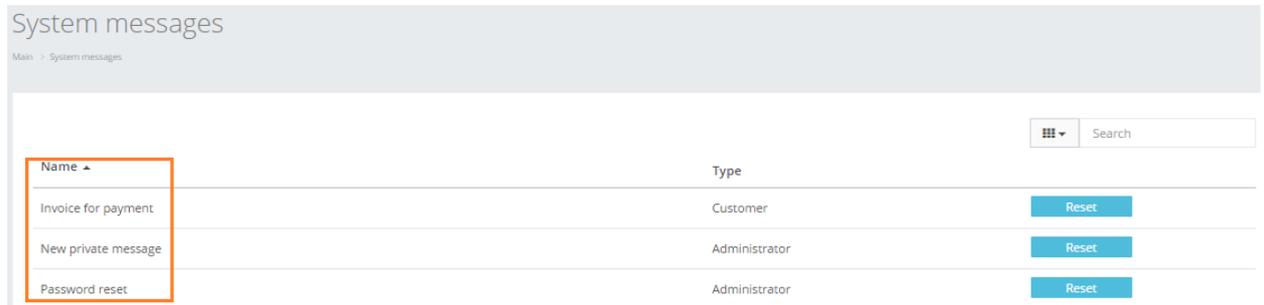
System messages

Main > System messages

Name	Type	
Reminder for unclosed payment	Customer	Reset
Invoice for payment	Customer	Reset

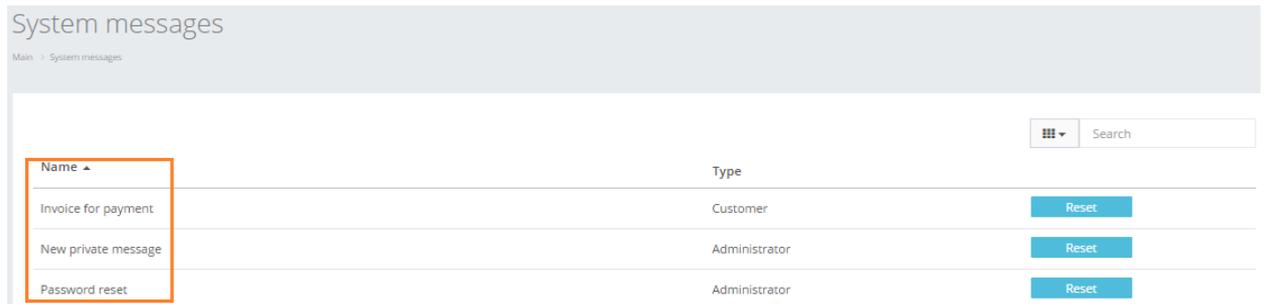
! Please note that data filter can be removed by deleting text in “Search” field and clicking “Enter”.

2. Filter data by sorting data from A to Z and vice versa by clicking on the column name.



3. Review the columns that you want to see in the Invoices table. To add or remove a particular column from the table, simply click  and select the columns that you want (or do not want) to view in the E-mail templates database. This feature is especially relevant, if there are big databases with many columns and/or relatively small monitor/tablet/smartphone screen.

! Please note that the system will save these settings for upcoming user sessions.

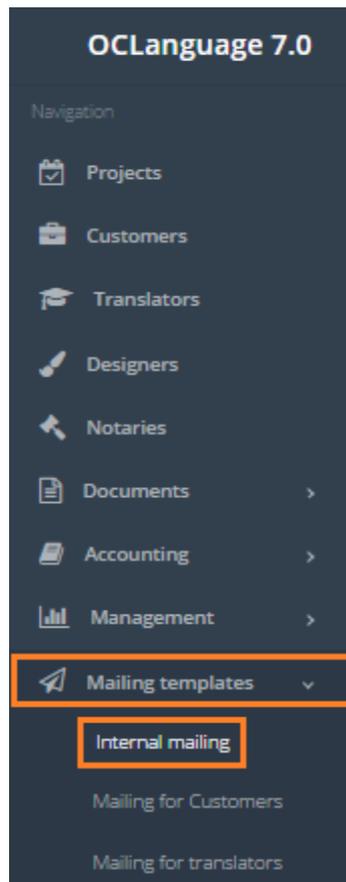


Translation agency’s managers are able to view and revise the text and formatting of every template. In the table below, you will see the explanation of logics behind every template:

Template	Description
New private message (TA management)	Text of e-mail, which says that the translation agency manager has received a new message in system OCLanguage
Reminder for unclosed payment	Text of e-mail message, which reminds the Customer that payment for a specific order has not been closed yet
Password reset	Text of e-mail message providing a link for the user password reset
Request for signed Act	Text of e-mail message reminding the Customer, that he needs to sign the Act and send it to the translation agency
Invoice for payment	Text of e-mail message providing a new invoice to the Customer

In order to view and/or edit system e-mail follow the below steps:

1. In the main menu click “Mailing templates -> Internal mailing”.



2. Click the template you want to view/edit.

System messages

Main > System messages

Name	Type	
New private message	Administrator	<a href="#">Reset</a>
Reminder for unclosed payment	Customer	<a href="#">Reset</a>
Password reset	Administrator	<a href="#">Reset</a>
Request for signed Act	Customer	<a href="#">Reset</a>
<b>Invoice for payment</b>	Customer	<a href="#">Reset</a>

3. The system will open the e-mail template in a new window. Have a look at the e-mail template name and content.

# Invoice for payment

Main > System messages > Edit

Name

 **B** *I* U <sup>x²</sup> <sub>x₂</sub> ~~✖~~  Helvetica Neue ▼ **A** ▼    T1 ▼     -   ?

Dear Customer,  
Please see attached invoice.  
Also, invoice can be downloaded from link: {LINK}  
With Regards,  
Administration of {LINK}

4. Edit e-mail template name and/or template itself. Template text can be revised using formatting panel above the template name.

Invoice for payment

Main > System messages > Edit

Name

 **B** *I* U <sup>x²</sup> <sub>x₂</sub> ~~✖~~  Helvetica Neue ▼ **A** ▼    T1 ▼     -   ?

Dear Customer,  
Please see attached invoice.  
Also, invoice can be downloaded from link: {LINK}  
With Regards,  
Administration of {LINK}

E-mail text formatting panel consists of the following options:



 - Style

 - Bold

 - Italic

 - Underline

 - Superscript

 - Subscript

 - Strikethrough

 - Remove font

 - Choose font

 - Recent color

 - Unordered list

 - Ordered list

 - Paragraph

 - Line height

 - Table

 - Link

 - Picture

 - Video

 - Insert horizontal rule

 - Full screen

 - Code view

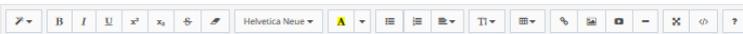
 - Help

5. Click “Save” to save the changes made. If you wish to reset the template to initial setup, click “Reset”.

Invoice for payment

Main > System messages > Edit

Name Invoice for payment



Dear Customer,  
Please see attached invoice.  
Also, invoice can be downloaded from link: {LINK}  
With Regards,  
Administration of {LINK}