

Asset Email Letter Templates

Setup multiple letters to be sent out

Asset Tracker > Configuration > Email Letter Template

New Menu Item called "Email Letter Template"

Asset Tracker

Configuration

- Debtor Setup
- Supplier Setup
- Inventory Setup
- Unit Of Measure Setup
- Policy Control
- Incident Setup
- Group Code Setup
- Brand Make Model Setup
- Asset Group Setup
- Asset Action
- Asset Condition
- Asset Location
- Issue To Users
- Email Letter Templates**

Email Template Letters

Search Add Edit Delete Print

Code:

Description:

Active: ☒

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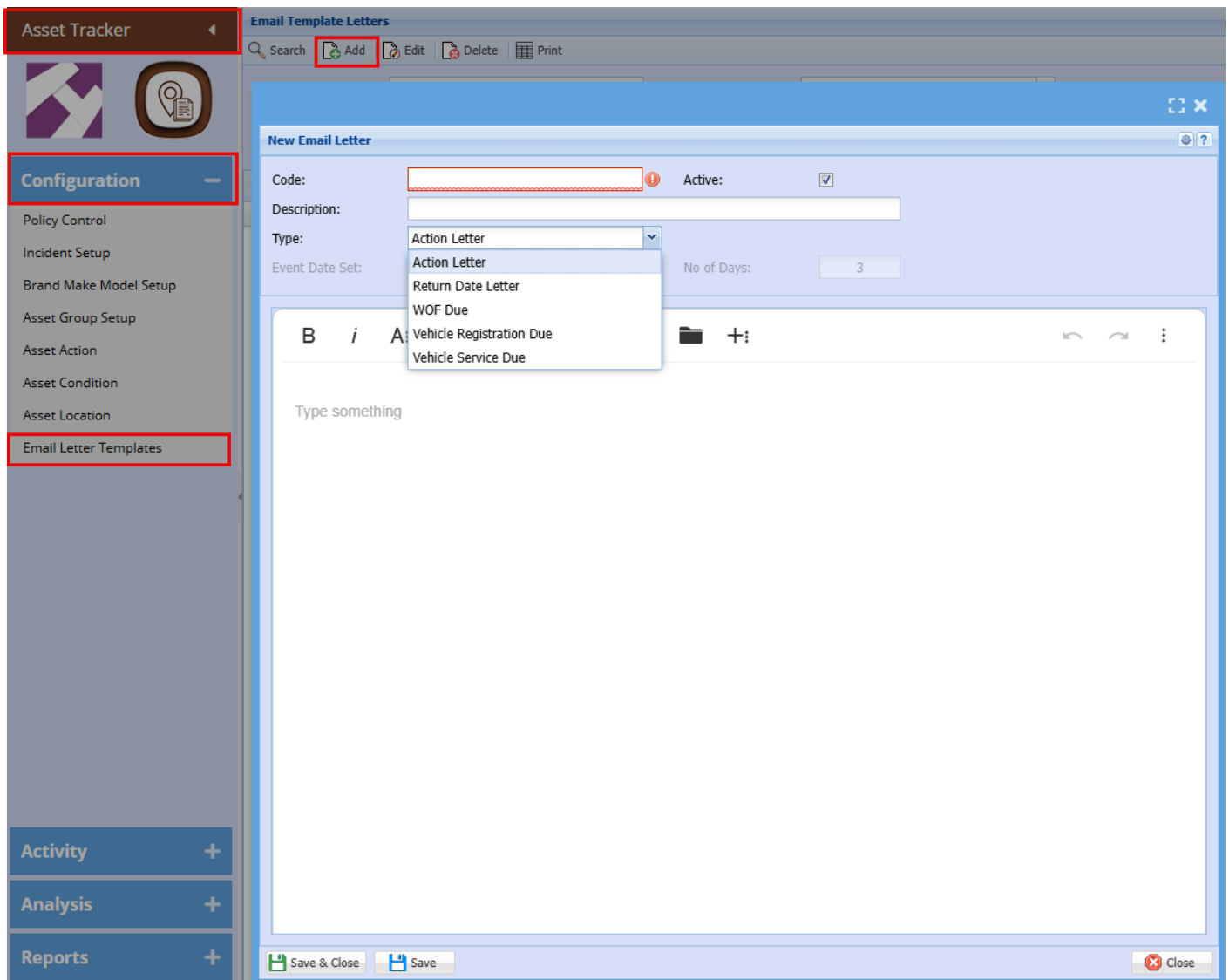
#	Code	Description	Type	Active	Return Date Set	Days
1	HEA	Health	Return Date Letter	Yes	Before	5
2	Sample	Sample Letter	Return Date Letter	Yes	After	5
3	Sample 2	Sample Letter	Return Date Letter	Yes	After	5
4	Sample 3	Sample Letter 3	Return Date Letter	Yes	After	5
5	TestCode1		Action Letter	Yes	On Day	
6	TestCode2		Action Letter	Yes	On Day	
7	TestCode400	Save with new code test	Action Letter	Yes	On Day	

Add / Edit Email Letter

The Email that is sent out must be embedded into the email with the Description of the Letter for the Header of the email.

Sencha latest version makes use of a text editor, see if we can use that to make up the letters.

This allows formatting and pictures to be embedded.



Placeholders

Placeholders can be added to the templates to be substituted with the values they reference when the email is sent.

For a piece of text to be identified as a valid placeholder and substituted it needs to be:

- On the same line
- Enclosed in square brackets
- Not contain embedded square brackets
- Less than 100 characters, including spaces and punctuation and excluding the square brackets, in length
- Match one of the placeholders in the table below. Spaces, punctuation and letter case are ignored. For example `[CustomerContactFullName]` or `[CUSTOMER_CONTACT_FULL_NAME]` will match the `Customer Contact (Full Name)` placeholder. The spaces and punctuation are optional and for readability only.

Placeholders	Substitution	Notes
[Customer Contact (Full Name)] [Full Name of Customer Contact] [Contact Person Name]	The first and last name of the Customer Contact separated by a space.	1, 2
[Customer Contact (First Name)] [First Name of Customer Contact] [Contact First Name]	The first name of the Customer Contact.	1, 2
[Customer Contact (Mobile)] [Contact Mobile] [Contact MOB]	The mobile number of the Customer Contact.	
[Customer Contact (Telephone)] [Contact Telephone] [Contact TEL]	The telephone number of the Customer Contact.	
[Customer Contact (Email)] [Contact Email]	The email address of the Customer Contact.	
[Action]	The description of the Action completed for the Action. For example "Check Out"	
[Action (Code)] [Code of Action]	The code of the Action completed for the Action. May match the description. For example "Check Out"	
[Assets (List)] [List of Assets]	A list of Assets for which the action is completed for. Each item in the list is the Asset Number, followed by a dash and then the Asset Name.	
[Asset Names (List)] [List of Asset Names]	A list of the names of the Assets for which the action is completed for.	
[Assets (Number)] [Number of Assets] [Asset Count]	The number of assets for which the action is completed for.	
[Assets (Total Count)] [Total Count of Assets]	The total count of all the assets for which the action is completed for.	
[Customer Company (Name)] [Name of Customer Company] [Debtor Name]	The company name of the customer	1

[Asset Return Date] [Asset Return Date (YYYY-MM-DD)] [Asset Due Date] [Asset Due Date (YYYY-MM-DD)]	The Return or Due Date of the asset in YYYY-MM-DD format. If there is more than one asset in the email then the first is selected.	
[Asset Return Date (D/M/YYYY)] [Asset Return Date (D/MM/YYYY)] [Asset Due Date (D/M/YYYY)] [Asset Due Date (D/MM/YYYY)]	The Return or Due Date of the Asset in D/M/YYY or D/MM/YYYY format (New Zealand) If there is more than one asset in the email then the first is selected.	
[Asset Return Date Days From/To] [Asset Due Date Days From/To] [Return Days] [Due Days]	The number of days before or after the return or due date If there is more than one asset in the email then the first is selected.	
[WOF Date] [WOF Date (YYYY-MM-DD)] [WOF Date (D/M/YYYY)] [WOF Date (D/MM/YYYY)]	The warrant of fitness date if the email template type is selected as "WOF Due". This should be the same as "Asset Due Date". If there is more than one vehicle in the email then the first is selected.	3
[Reg Date] [Reg Date (YYYY-MM-DD)] [Reg Date (D/M/YYYY)] [Reg Date (D/MM/YYYY)]	The vehicle registration date if the email template is selected as "Vehicle Registration Due". This should be the same as "Asset Due Date". If there is more than one vehicle in the email then the first is selected.	3
[Vehicle Reg] [Reg]	If the asset is a vehicle then the Vehicle registration number as set in the Vehicle Register form for the asset. If there is more than one vehicle in the email then then each subsequent item is preceded by a comma or "and" for the last item.	3
[Vehicle Description]	If the asset is a vehicle the Description as set in the Vehicle Register form for the asset. If there is more than one vehicle in the email then then each subsequent item is preceded by a comma or "and" for the last item.	3
[Vehicle Count]	The number of vehicle assets in the email	3

Notes

1. Used in CRM Email Templates also [WIP]

2. For CRM Email Template this placeholder can be substituted by value for the Company Branch contact person depending on the mailing list set up. [TBD]
3. Requires the asset to be marked as a vehicle.

Activate Asset mail out

Return Date

Asset Module > Action > "Main" Tab

- To activate the Mail out for each item the **"Return Date Email"** checkbox needs to be ticked at bottom of the **Asset Main** page, tick the **"Return Date Email"** checkbox to activate this mail-out.

Edit Asset Item

Asset Item Detail

AttachmentsMemoCreate ReminderPrint DetailView AttachmentsAction:Close

AssetFixed AssetVehicle RegisterCRM

MainGeneralInfoLinked ItemsDoc LinksAsset Action LogMaintenanceUnits Logged

Asset No.:100045Print

Asset Name:Zebra TC77 Scanner

Asset Category:Fixed Asset

Issued To:

Asset Location:Office Sydenham

Condition:Demo Unit

Customer:BAR005 - Barcode ProductsView

Brand:

Make:Zebra

Model:

Asset Group:

Link to Parent:Remove

Comment:

Reference:Android 13

Description:Rental Scanner

Rtn Date Emails:

Return Date: N/AIn



Default Image:1754448184046_2025-08-06_1443

Save & NewSave & CloseSaveClose

Available

Revision #55

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