FormTrap

PDF version

Enterprise Manual V7.5

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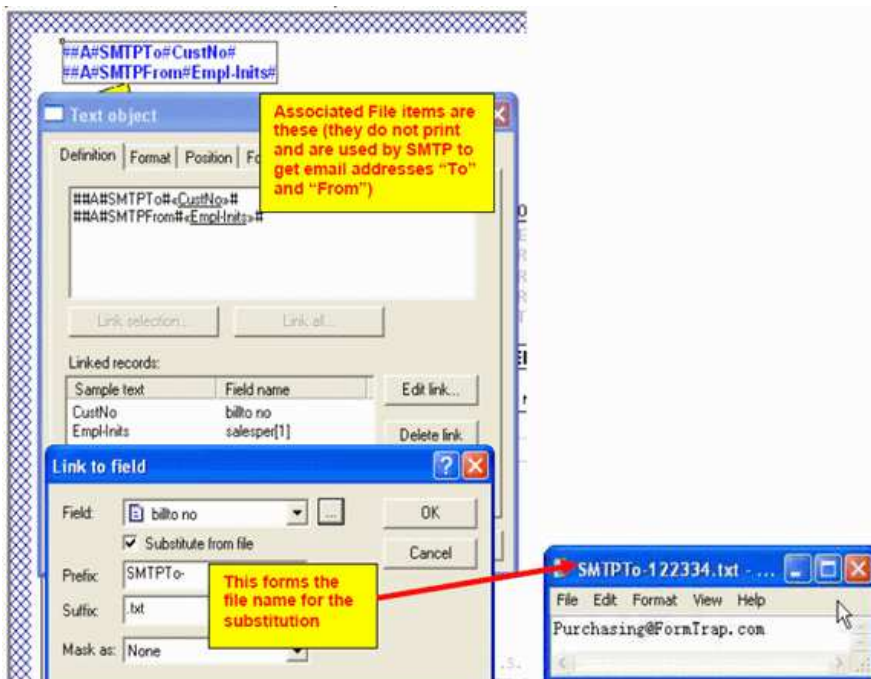▷ Widow/Orphan Size
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Special Forms - Personal Emails

Klinger wanted their Order Acknowledgements to be immediately directed back to customers via a PDF Email, and wanted the person responsible for the order to be the "From" email address. Klinger believes this both enhances communication as well as keeping the Klinger staff members "in the loop" with their clients.

In FormTrap this is simple, PROVIDED two pieces of data are present in the incoming data. These are:

either the Client Email address or the **Client Number** (see below) to select the email address for the client;

and the Klinger Employee email address or **Employee Identification** (see below) to select the From email address. In Klinger's case this is the employee initials. Substitution uses known data to access and insert other data (identified by the known data). In this case Client Email is identified by the Client Number and Sender Email is identified by Employee Initials. These are typical examples, showing the actual screen shots from the FormTrap Developer's Kit that provides the data source to FormTrap:

"billto no" is inserted between prefix and suffix to give file name: SMTPTo-122334.txt (for Customer 122334), content is the email address of the client.

Similarly, Employee Initials are used to form a file name containing the correct Email Address for SMTPFrom as shown below:

"salesper[1]" is inserted between prefix and suffix giving this as the file name: SMTPFrom WPG.txt (from WPG as sales person's initials).

Populating the required substitution files for both the client email addresses and the Klinger staff email addresses completes the exercise. Email address are simple .txt files and can be automatically transferred from other systems.

The result for Klinger is a personalized email, from their sales staff, member, produced and sent within seconds of completing the order. This provides better customer service, early detection of errors and their correction and better intercompany communications – and all **fully automatic** under FormTrap's control.

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