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Automatic Communications



Josh Nye

1 year ago · Updated

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Below is a detailed list of every email and text SMRT sends out automatically.

Texts

Order Ready Notification

Hi {Customer First Name},

Your order is ready and available for pickup at {Pickup Store Address}.

View order: {Customer Link}

Thank you for using {Business}!

Help

This is sent when all of a customer's orders for the same due date have been racked to your storage conveyor, slick rails, or shelves.

New Order Notification(For New Customers)

Hi {Customer First Name} ~ Just a quick note to say THANK YOU for trusting {Business} with the careful cleaning of your clothes and household items. We will notify you when your current order is ready, but please feel free to text us back with any questions.

Track your order: {Track Order Link}

Sincerely, {Business}

Reply STOP to cancel texts.

This is sent after the customer's first order is created after sign-up. This message is not sent to new route customers.

Pickup Reminder

Hi {Customer First Name}, do you have anything for us to pick up on {Date}? If not, simply reply 'No'.

Add notes & photos: {Customer Link}

This is sent the night before a customer's pickup. If they reply 'No' or a variation like 'No thank you', then we send the message below. This text is only sent when the customer has an existing pickup. The notes & photos portion can be toggled on or off.

Pickup Cancellation Confirmation

Ok, {Date} is cancelled. Thanks for telling us!

This is sent after the customer replies 'No' after the pick-up reminder text.

Pickup & Delivery Reminder

Hi {Customer First Name}, we will deliver your cleaning {Time} and pick up any new items to be cleaned.

Add notes & photos: {Customer Link}

This is sent the night before a customer's delivery. This text is only sent when the customer has orders to be delivered and does not offer cancellation. The notes & photos portion can be toggled on or off.

Route Opt In Request

We are in your area tomorrow. Please reply 'YES' and we will come by for a pickup, or click the link below to schedule for a different day.

Sincerely, {Business}

{Customer Link}

This is sent to Will Call route customers the night before a customer's route runs. If they reply 'Yes' a pickup will be automatically scheduled for the following day.

Route Opt In Request Confirmation

Thank you, your pickup is scheduled for {Date}.

Add notes & photos:

{Customer Link}

This is sent after a Will Call customer replies "Yes" to the Route Opt In Request text.

Delivery Stop Completion

Hi {Customer First Name}, {Drivers First Name} just completed your delivery.

Your Account: {Customer Link}

Thanks for using {Business}!

This text is sent after the driver completes a stop.

Locker Delivery Completed

Hi {Customer First Name},

Your clothes are in locker {Locker}. Use code: {Code} to open the locker.

Your account: {Customer Link}

Thanks for your business!

This is sent after a customer's orders are delivered to a locker.

SMS Opt-in Question

Text YES to join {Business} Route Reminders and receive your account link.
Msg&data rates may apply. Reply HELP for help, STOP to cancel.
Sincerely, {Business}

This is sent to customers when they are added to a Route or are on a Route and messaging is enabled and the customer has not opted in yet.

SMS Opt-in Confirmation

Welcome to {Business} Route Reminders! Msg&data rates may apply.
View your account: {Customer Link}
Sincerely, {Business}

This is sent to Will Call customers when they reply YES to the SMS Opt-in Question and pickup and delivery scheduling on the customer portal is disabled.

SMS Opt-in Confirmation Customer Portal Delivery

Welcome to {Business} Route Reminders! Msg&data rates may apply.
To schedule a pickup now, please open your account link: {Customer Link}
Sincerely, {Business}

This is sent to Will Call customers when they reply YES to the SMS Opt-in Question and pickup and delivery scheduling on the customer portal is enabled.

SMS Opt-in Confirmation Regular Pickups

Welcome to {Business} Route Reminders! Msg&data rates may apply.
To manage your future pickups, please open your account link: {Customer Link}

Sincerely, {Business}

This is sent to Route Regular and Regular by Appointment customers when they reply YES to the SMS Opt-in Question.

Emails

Welcome Email

This email gets sent out automatically when a new customer signs up. You can change any text you like and add pictures and video if you want. Below is an example of what we send to the new customers at our cleaners.

**GREEN CLEAN**

Congratulations!

Welcome to the SF Green Clean family, where hundreds of your friends and neighbors are saying, "No more!" to traditional chemical dry cleaning.

With your new online account, you can set cleaning preferences, check the status of your order, find a receipt, and use your personal Clothes Tracker™ online wardrobe to find that elusive shirt, anytime of the day or night. Never hesitate to let us know how you feel: make requests, describe those special items, point out rips and missing buttons, tell us what the spot or stain might be. We'll make it all right, and even let you know by email or text as soon as your clothes are clean and order is complete.

How to Get Started:

1. Schedule online or give us a call for a pick up. You can also stop by our store to drop off your order. We'd love to meet you!
2. Tell us about any stains or damage and we'll address it. If we notice anything that requires attention we'll contact you, but otherwise orders usually finish within 48 hours.
3. We automatically deliver orders back to Delivery Service customers. It's super fast and convenient. Customers not part of our program can schedule a delivery online or stop by our store. The next time we pick up or when you drop off an order, please return bags and hangers with the next round of dirty clothes.

Most importantly: You'll never, ever again have to worry about toxic solvents on your skin and in your home, wire hangers and plastic bags in your garbage, or staging a search party to chase down missing clothes.

[Click to access your account now](#)

Account Name: Josh Nye

Email: josh+corda@smrtsystems.com

Your Friends at
SF GREEN CLEAN

www.sfgreenclean.com
415.567.2100

4001 Balboa Street (41st & Balboa)
San Francisco, CA 94121

Card Expired Email

This email is sent out a month before the customer's credit card will expire & the month that it will expire.



GREEN CLEAN

Dear Natasha,

Thank you for your continued patronage of SF Green Clean. It's our great privilege to serve you and your household!

The credit card we have on file for you - Visa *3958 - is expiring this month. At your convenience, please visit your account to update your card (a direct, secure link is above). Your security is our priority, and all card data is encrypted and unreadable by any SF Green Clean employee.

Thanks in advance for attending to this detail. As always, please don't hesitate to contact us directly by email or phone with any questions or concerns regarding your account.

Have a wonderful day!

[Update Credit Card](#)

Your Friends at
SF GREEN CLEAN

www.sfgreenclean.com
415.567.2100

4001 Balboa Street (41st & Balboa)

San Francisco, CA 94121

Store Hours: M-F 8am-6pm, Sat 9am-4pm

Card Declined Email

This email is sent out when there is a problem processing their payment



GREEN CLEAN

Oops! We couldn't process your last payment.

Your Visa ending in 1111 was declined and your payment could not be processed.

Please visit the link below to update your account information.

[Update Credit Card](#)

Account Name: John Wayne

Email: jwayne@westerns.com

Your Friends at
SF GREEN CLEAN

www.sfgreenclean.com
415.567.2100

4001 Balboa Street (41st & Balboa)
San Francisco, CA 94121

Store Hours: M-F 8am-6pm, Sat 9am-4pm

Order Ready Email

This is sent when all of a customer's order for the same due date have been racked to your storage conveyor, slick rails, or shelves.



GREEN CLEAN

John, your order is complete!

Your order which we received on Tue, December 18 at 8:18am, is ready.

Please let us know whether you would like to come pick up in-store, or have us deliver home to you.

Your order is available now at. 4001 Balboa Street San Francisco, CA 94120

We look forward to seeing you soon. Thank you for using SF Green Clean!

[View Your Account](#)

Your Friends at
SF GREEN CLEAN

www.sfgreenclean.com
415.567.2100

4001 Balboa Street (41st & Balboa)
San Francisco, CA 94121

Store Hours: M-F 8am-6pm, Sat 9am-4pm

Reward Email

This is sent when a customer receives a reward.



A Reward for You from Sandbox Cleaners!

Thank you for being a loyal Sandbox customer!

As a sign of our gratitude for your loyalty we have granted you a \$25.00 Reward, to be used on future services. Please click the link above to apply the reward to your account promptly, because it expires in 30 days!

We look forward to seeing you again soon, thank you again for choosing Sandbox Cleaners!

[Redeem Reward](#)

Steve Kerr
8118 Parkdale Ct
San Francisco, CA 94560

Sandbox Cleaners
1234 Huntsman Blvd.
San Francisco, CA 94505
(415) 111 4444

This email is sent on the first of the month (or your alternative billing cycle dates) to all statement customers that have a balance. You may also generate a statement at any time and send it via email.



GREEN CLEAN

11/01/18 - 11/30/18 Statement

Hi John,

Your SF Green Clean statement for period 11/01/18 - 11/30/18 is ready for you to view. Ready to pay now? Log in to your online account to use your card on file.

[View Statement](#)

[Pay Online](#)

Billed to:
John Wayne
4100 Balboa St
San Francisco, CA 94121

SF Green Clean
4001 Balboa Street
San Francisco, CA 94121
(415) 567-2100



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