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SMRT Texts



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SMRT sends out a host of automated messages and allows users to send customers receipts or a custom message. They are detailed below.

Automated Messages These automated messages are triggered automatically and can be turned off if the customer doesn't want to receive them.

Pickup Reminder: This text is sent the night before a customers pickup.

Hi *Customer First Name*, you have a scheduled pickup *Day of the Week, Date*. If you want to cancel, just reply 'No'.

Sincerely, *Company*

Your Account: https://company.smrtapp.com/encrypted_link

If the customer replies 'No' they get this cancellation text:

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Ok, *Day of the Week, Date* is cancelled. Thanks for telling us!

Delivery Reminder: This text is sent the night before a customer's delivery.

Hi *Customer Name*, just a reminder that you have a scheduled delivery *Day of the Week, Date*.

Sincerely, *Company*

Your Account: https://company.smrtapp.com/encrypted_link

Order Ready: This text is sent when a customers orders are racked to the store they will be picked up from.

Your cleaning order is ready and available for pickup at *Store Address*

View order: https://company.smrtapp.com/encrypted_link

Thank you for using *Company*!

Order Ready + Delivery: This text is sent when a non-route customer, with a scheduled delivery, orders are racked to the store they will be delivered from.

Your cleaning order is ready. You are scheduled for a delivery on *Time and Date*. To change or cancel this appointment:

View order: https://company.smrtapp.com/encrypted_link

Thank you for using *Company*!

Order Ready + On-Demand Delivery: This text is sent when a customer's orders are finished and if you offer on-demand delivery.

Your cleaning order is ready! Come by in person or schedule a delivery:

View order: https://company.smrtapp.com/encrypted_link

Thank you for using *Company*!

First Order Confirmation: This text is sent to the customer after their first order is closed.

Hi *Customer First Name* ~ Just a quick note to say THANK YOU for trusting *Company* with the careful cleaning of your clothes and household items. Your order is now underway! We will notify you when it's ready, but please feel free to text us back with any questions.

Visit your online account: <https://sfgc.smrtapp.com/s/nYiX7nANtn>

Sincerely, *Company*

Receipts: Each receipt text includes a link that opens the receipt in their browser.

Order Estimate:

Here's your estimated order receipt from *Company*.

https://company.smrtapp.com/encrypted_receipt_link

Invoice:

Here's your invoice from *Company*. https://company.smrtapp.com/encrypted_receipt_link

Payment Receipt:

Here's your payment receipt from *Company*.

https://company.smrtapp.com/encrypted_receipt_link

Claim Receipt:

Here's your claim receipt from *Company*.

https://company.smrtapp.com/encrypted_receipt_link

Refund Receipt:

Here's your refund receipt from *Company*.

https://company.smrtapp.com/encrypted_receipt_link

Custom Template: This is the default template for when writing a customer a custom text.

Hi *Customer First Name*,

Sincerely,

Company

Account link: https://company.smrtapp.com/encrypted_link



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