**Automated Emails**

**List of Automated Emails:** (The admin/employee should have option to edit the content of each email if required) (The content for the emails are provided in the section)

* When Order is Placed
  + Consent 1 - For GCMS Basic/Documents/Advanced Plus/MyImmiTracker
  + Consent 2 - For CBSA Notes
  + Consent 3 - For CSIS Notes
* When Status Changes to Notes Applied (Tracking Number is updated)
  + Tracking 1 - For GCMS Basic/Documents/MyImmiTracker
  + Tracking 2 - For GCMS Advanced Plus
  + Tracking 3 - For CBSA Notes
  + Tracking 4 - For CSIS Notes
* When Status Changes to Completed
  + Complete 1 - For all orders (Generic email)
* When Status Changes to Awaiting Consent
  + Consent 1 - For GCMS Basic/Documents/Advanced Plus/MyImmiTracker
  + Consent 2 - For CBSA Notes
  + Consent 3 - For CSIS Notes
* When Status Changes to Notes Delayed: Extension Request
  + Extension 1 - For GCMS Basic/Documents/MyImmiTracker
* When Status Changes to Notes Delayed: Overdue
  + Overdue 1 - For all orders (Generic email)
* When Status Changes to Notes Delayed: Additional Request
  + Additional 1 - For all orders (Generic email)
* When Status Changes to Cancelled or Refunded
  + Cancel 1 - For all orders (Generic email)

**Consent 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Complete Your GCMS Notes Order

Dear [first-name last-name],

Thank you for placing your GCMS Notes order with GCMSBuddy. In order to further process your order, please send us the completed and signed GCMS Consent Form.

You can download it from here: *Consent form Link – GCMS\_Consent\_Form.pdf*

Please refer to the sample of completed consent form here: *GCMS Sample Consent Form Link*

Instructions for completing the consent form:

* Download the Consent Form from the above link
* Complete the Section 2 for the Primary Applicant, Section 2.1 for dependent spouse/common-law partner, Section 2.2 and Section 2.3 for other dependents (if applicable). Please do not make any changes in the Section 1 of the downloaded form and keep the filled information as it was when you downloaded the form from our website
* Print and sign the consent form **with handwritten signatures, in Blue Ink only. For minor kids, both the parents should sign in Section 2.2 and Section 2.3.** Also please follow the format for date as yyyy/mm/dd.
* Scan the form in color and *upload it to your account under the order details.* Try to keep the size of the file under 2mb.
* In case there are more than 4 members in the application, please fill a new form for the additional members.

You can use your cell phone camera or any app from your phone to scan the consent form. Please make sure the image is in color, clear and the text is readable.

Please note we cannot process your order unless we receive a signed consent form from you.

After this step, you will receive a separate email with the confirmation of your application to IRCC.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Consent 2**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Complete Your CBSA Notes Order

Dear [first-name last-name],

Thank you for placing your order of CBSA Notes with GCMSBuddy. In order to further process your order, please send us the completed and signed CBSA Consent Form.

You can download it from here: *Consent form Link – CBSA\_Consent\_Form.pdf*

Please refer to the sample of completed consent form here: *CBSA Sample Consent Form Link*

Instructions for completing the consent form:

* Download the Consent Form from the above link
* Keep the Section 2 as it is after downloading the form. This section contains our information and it should not be changed
* Enter the details of the primary applicant in Section 3. Details of the spouse and children (if applicable) should be entered in Section 4, 5 and 6.
* Print and sign the consent form **with handwritten signatures, in Blue Ink only. For minor kids, both the parents should sign in Section 5 and 6.** Also please follow the format for date as yyyy/mm/dd.
* Scan the form in color and *upload it to your account under the order details.* Try to keep the size of the file under 2mb.
* In case there are more than 4 members in the application, please fill a new form for the additional members.

You can use your cell phone camera or any app from your phone to scan the consent form. Please make sure the image is in color, clear and the text is readable.

Please note we cannot process your order unless we receive a signed consent form from you.

After this step, you will receive a separate email with the confirmation of your application to IRCC.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Consent 3**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Complete Your CSIS Notes Order

Dear [first-name last-name],

Thank you for placing your order of CBSA Notes with GCMSBuddy. In order to further process your order, please send us the completed and signed CBSA Consent Form.

You can download it from here: *Consent form Link – CSIS\_Consent\_Form.pdf*

Please refer to the sample of completed consent form here: *CSIS Sample Consent Form Link*

Instructions for completing the consent form:

* Download the Consent Form from the above link
* Keep the Section 2 as it is after downloading the form. This section contains our information and it should not be changed
* Enter the details of the primary applicant in Section 3. Details of the spouse and children (if applicable) should be entered in Section 4, 5 and 6.
* Print and sign the consent form **with handwritten signatures, in Blue Ink only. For minor kids, both the parents should sign in Section 5 and 6.** Also please follow the format for date as yyyy/mm/dd.
* Scan the form in color and *upload it to your account under the order details.* Try to keep the size of the file under 2mb.
* In case there are more than 4 members in the application, please fill a new form for the additional members.

You can use your cell phone camera or any app from your phone to scan the consent form. Please make sure the image is in color, clear and the text is readable.

Please note we cannot process your order unless we receive a signed consent form from you.

After this step, you will receive a separate email with the confirmation of your application to IRCC.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Tracking 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Application Filed with IRCC

Dear [first-name],

Your application for GCMS Notes has been filed and the tracking number issued by IRCC is **[ircc\_request\_number].**

You should receive the copy of your GCMS notes via email in about **35 days**. Please check your spam folder in case you do not receive it in 35 days. Sometimes it may take longer than usual to issue your notes as IRCC may require some extra time. In case of a delay, we will notify you.

**You can check the status of your notes application by logging in to your account on our website.**

If you do not receive your notes within the timeline, please get in touch with us at <support@gcmsbuddy.com> with the tracking number and we will try our best to help you.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Tracking 2**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Application Filed with IRCC

Dear [first-name],

Your application for GCMS Notes Advanced Plus has been filed and the tracking number issued by IRCC is **[ircc\_request\_number1] and [ircc\_request\_number2]**

You should receive the copy of your GCMS notes via email in about **35 days**. Please check your spam folder in case you do not receive it in 35 days. Sometimes it may take longer than usual to issue your notes as IRCC may require some extra time. In case of a delay, we will notify you.

**You can check the status of your notes application by logging in to your account on our website.**

If you do not receive your notes within the timeline, please get in touch with us at <support@gcmsbuddy.com> with the tracking number and we will try our best to help you.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Tracking 3**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Application Filed with CBSA

Dear [first-name],

Your application for CBSA Notes has been filed and the tracking number issued by CBSA is **[cbsa\_request\_number]**

You should receive the copy of your CBSA notes via email in about **35 days**. Please check your spam folder in case you do not receive it in 35 days. Sometimes it may take longer than usual to issue your notes as CBSA may require some extra time. In case of a delay, we will notify you.

**You can check the status of your notes application by logging in to your account on our website.**

If you do not receive your notes within the timeline, please get in touch with us at <support@gcmsbuddy.com> with the tracking number and we will try our best to help you.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Tracking 4**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Application Filed with CSIS

Dear [first-name],

Your application for CSIS Notes has been filed and the tracking number issued by CSIS is **[csis\_request\_number]**

You should receive the copy of your GCMS notes via email in about **45 days**. Please check your spam folder in case you do not receive it in 45 days. Sometimes it may take longer than usual to issue your notes as CSIS may require some extra time. In case of a delay, we will notify you.

**You can check the status of your notes application by logging in to your account on our website.**

If you do not receive your notes within the timeline, please get in touch with us at <support@gcmsbuddy.com> with the tracking number and we will try our best to help you.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Complete 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Order Completed Successfully

Dear [first-name],

Your application for CSIS Notes has been filed and the tracking number issued by CSIS is **[csis\_request\_number]**

You should receive the copy of your GCMS notes via email in about **45 days**. Please check your spam folder in case you do not receive it in 45 days. Sometimes it may take longer than usual to issue your notes as CSIS may require some extra time. In case of a delay, we will notify you.

**You can check the status of your notes application by logging in to your account on our website.**

If you do not receive your notes within the timeline, please get in touch with us at <support@gcmsbuddy.com> with the tracking number and we will try our best to help you.

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Extension 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Extension Request for your Order

Dear [first-name],

TBD

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Overdue 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Order Delayed - Overdue

Dear [first-name],

TBD

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Additional 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy – Additional Request for your Order

Dear [first-name],

TBD

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)

**Cancel 1**

From: do-not-reply@gcmsbuddy.com

Subject: GCMSBuddy - Order Cancelled

Dear [first-name],

TBD

Regards,

**GCMSBuddy Team**

[https://www.gcmsbuddy.com](https://www.gcmsbuddy.com/)