E-mail

Choosing this command from the *Special* menu reveals this window:



The email window allows you to compose and then send an email from directly within mSupply.

The inbuilt email sending functions of // mSupply// allow you to:

- Send invoices to customers that they can print (using the “export HTML invoice” command)
- Send orders to suppliers (using either the “Email” or “Email pdf” menu item when editing an order)
- Send electronic invoices to customers that they can automatically import into their copies of mSupply.
- Send an email as you would using another email application. If you use mSupply, the advantage is that the email can be linked to the name, and easily viewed from the // Email// tab of the name details window.

To compose an email

- Enter the recipient email address in the // to// field. If you have email addresses entered for names in mSupply, type the start of the name, and click the // find// button to automatically insert the address. To enter more than one address, separate the addresses with commas.
- Enter a subject in the subject field
- If you want to enter addresses in the “CC” or “BCC” fields, or want to attach a document to the email, then click the small “plus” icon on the left to show those fields. (See below for how to attach documents). To enter more than one address in the “CC” or “BCC” fields, separate the addresses with commas.
- Type the text of your message.
- Click the // OK// button to queue your message.
- To send your message, click the // send// button in the message list window, or choose // Send queued mail…// from the // special// menu.

Notes:

- Make sure you have set a return address and a mail server in the Preferences.
- If you are using a dial-up connection, you must close the connection when you have finished sending.

Attachments

- // mSupply// allows you to attach documents to an email.
- To attach a document, simply click the “attach” button. You will be presented with the standard window to find a file.
- There is no limit to the number of attachments you can add to a email. (Well, actually it's a few thousand. Let us know if this isn't enough.)
- To delete an attachment, click the attachment in the list you want to delete, then click the //

delete// button.

Show e-mails...

Choosing this command from the *Special* menu displays a window where you will be requested to enter the number of days of mail to display. The default will display all mail for the last week.



Viewing a messages

To view a message from the list, double-click it.

To view a different mailbox, choose the name of mailbox from the list

Status

The status of a message will be one of the following:

- S - the message has been successfully sent. Once a message has been sent you can no longer edit it. To send the same message again, use the // duplicate// button to make a copy of the e-mail.
- Q - the message is queued, and will be sent next time e-mail is sent
- H - the message is on hold, and will not be sent.

You can click on the “status” and “date” column headers to sort messages by those columns.

To view a message, double-click it, and it will open in the message composition window.

Managing mailboxes

Click the // edit// button beside the drop-down list to show a list of mailboxes:

Buttons in the message list window:

**Delete: **To delete a message, click on it to highlight it (control-click (Mac: command-click) to select mulitple messages). You will be given a warning allowing you to change your mind!

**Duplicate: **A copy of the message you have highlighted will be made, and will open in the message composition window to allow you to edit it.

**New: **A new message will be created, and the message composition window will open, allowing you to edit it.

**Find: **The find window will open, allowing you to find messages. The results will be displayed in

the list.

**Print: **The displayed list of messages will be printed.

Send queued e-mails...

Choosing this command from the *Special* menu allows queued e-mailed messages to be sent. If you have a dedicated network connection, the messages will be sent straight away. If you have a dial-up connection and you are not already connected to the internet, you will be shown the “connect to...” window to initiate a connection.

Note that if it takes a long time to establish a connection, *mSupply* may give an error. If you are experiencing problems, first establish the connection to your ISP, then choose // Special > send queued e-mail.//

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