



FACT SHEET

Emailing Overdue Notices

June 2021

Bookmark can send overdue notices and lists emails via a *smtp email server*. Setting up the email system must be done first. See the fact sheet "Setting up to Send Emails" for details on how to configure Bookmark to send emails.

Borrower Email Addresses

Every borrower has an "email" field and an "alt email" field. Either can be selected for sending overdue notices.

The Alt email can be used for a guardian's email, for example. Multiple addresses can be entered on the one line if separated by semi-colons.

To send an overdue notice as email, the email address of each borrower must be filled out.

This is done in either Add/Edit Borrowers. Also, importing borrower data from an admin system may include emails so they do not have to be entered manually.

Sending Overdue Notice Emails

Go to Overdues – Overdue Notices and select the classes as per normal.

Overdue Notices
884 overdues

BN	Name	Class	Year	Type	Type description	Overdues
3	BATTEN, Sara	1SB	5	7	Teacher	60
115	MCLEAN, Jay	1SB	1	1	Infants Student	2
121	COURTNEY-O'CONNOR, Amelia	1SB	1	1	Infants Student	5
129	DRIVER, Georgia	1SB	1	1	Infants Student	7
132	BURGE, Benjamin	1SB	1	1	Infants Student	7
200	HADDAD, Charlotte	1SB	3	2	Primary Stage 2	7
207	Lucey, Alesha	1SB	1	1	Infants Student	2
211	Emmons, Cedar	1SB	1	1	Infants Student	2
230	HADDAD, Damon	1SB	1	1	Infants Student	7
233	THAM, Kaia	1SB	1	1	Infants Student	3
260	BROWNING, Jett	1SB	1	1	Infants Student	5

Settings

Format: **Email text format** Font: Arial

Spacing: Single spacing Size: 10

Banner: Browse Custom Default

Footer: Browse

Heading: Heading not printed Restrict

Message: No message Edit

Include 'the following items are overdue as of'

Include borrower address on overdue notices

Include email address on overdue notices

Use alt addresses

Include cost

Include total cost

Email settings

Update List overdue items Remove from list Print to file Email selected notices Email all notices Close

Next to *Format* use the dropdown list to choose Email without covers format or Email with covers format.

Without covers uses a basic text format. It is standard and works with all email recipients. With covers uses html format. This provides a more attractive result but a few everyone email systems do not display that format.

Select spacing, message, whether to include the line "The following items are overdue as of" and if the cost is included.

Email settings are available here, too. Use Email Settings to change the Subject line. It is the same window that appears in General Controls.

If "Use alt addresses" is blank, Bookmark uses the borrower's email address. If that is blank it will use the alt email address. If "Use alt addresses" is checked, then the alt address is preferred and only not used if blank, in which case the borrower's address is used.

Click on the buttons "Email selected notices" to send emails to only borrowers who have been highlighted above, or click on "Email all notices" to send to everyone in the list.

Notices are only sent to borrowers with email addresses.

Testing

The first time, it is strongly recommended to test sending a single overdue notice via email to an address you can check.

Fill out the settings. Do a test email to make sure the email system works for you.

Select one borrower in a class to use as a test (possibly yourself). Make sure an email address has been saved that you can check.

Send the overdue email.

Check your email to see if you receive it. (Emails are not always instant and can take time to be delivered, especially the html format.)