

What is the Mass Email function?

Overview

- Mass email a fine/fee ledger to a specific group of customers (from 1 to all customers)
- Email addresses will auto-populate the listed/known email addresses for the selected customers/guardians
- A built-in log viewer will display the opened, received, bounced, or invalid emails contained within a mass email batch

Function Detail

The Mass Email function in InTouch Manager allows a district to send a fine/fee ledger to a specified group of customers.

For example, the Mass Email function could be used to email all active 12th graders their outstanding fines and fees.

Additional text may be added to the email to explain the payment methods and when a fine/fee should be paid (*if applicable*).

A district may specify if they want to send the email to the "Customer", "Guardian", or "Customer/Guardian".

In most cases, "Customer" = "Student", but "Customer" may also apply to a non-student.

Student and guardian emails imported nightly from the student information system. Any changes to student or guardian emails must be managed in the student information system.

Non-student emails can be added and edited directly in InTouch Manager.

The screenshot below is an example of what an emailed fine/fee ledger will look like to a parent/customer.

N noreply@intouchreceipting.com
Wed 12/4/2019 11:24 AM
jones@domain.com; Jeff Mortzheim

Unpaid Fines/Fees for Braden Abel

ELECTRONICS I
Clinton High
Fine 62120

Date	Memo	Amount
8/9/11		15.00
	Amount Due	15.00

WOODWORKING TECHNOLOGY
Clinton High
Fine 62123

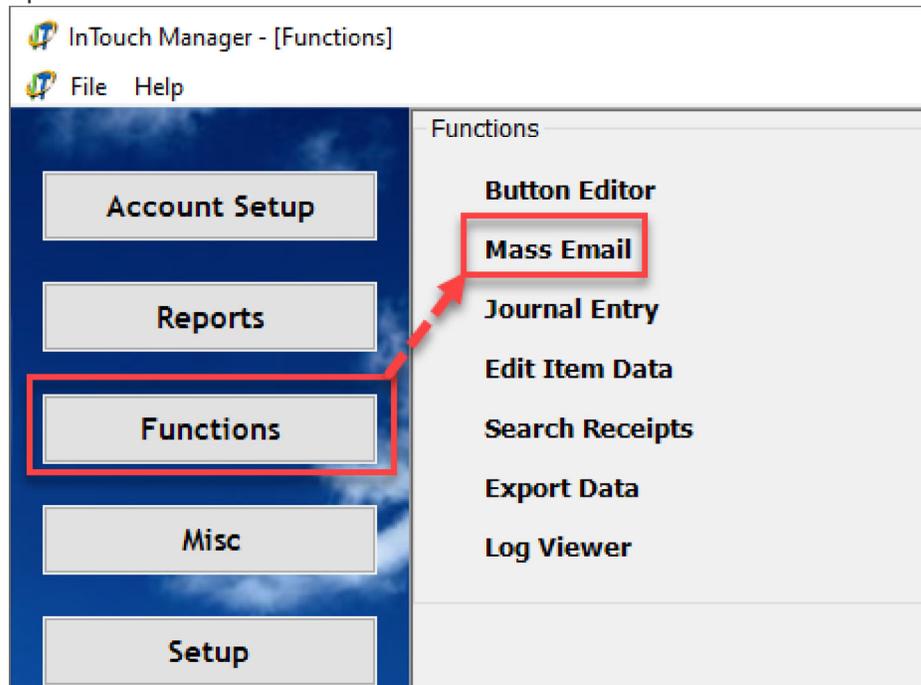
Date	Memo	Amount
8/9/11		20.00
	Amount Due	20.00

WELDING II
Clinton High
Fine 66717

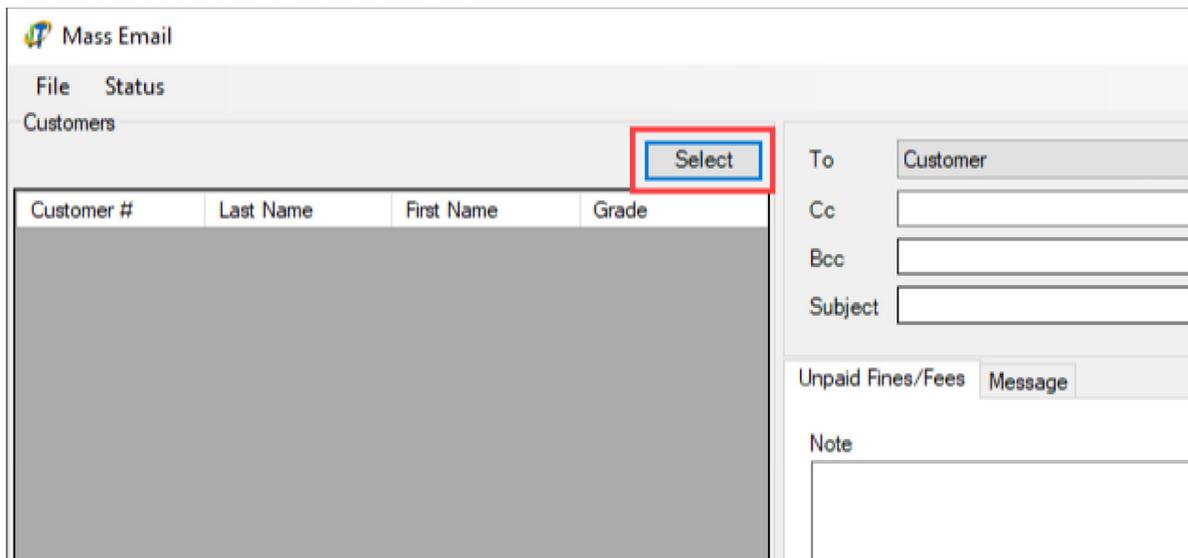
Date	Memo	Amount
8/19/11		20.00
	Amount Due	20.00

How do I mass email a fine/fee ledger?

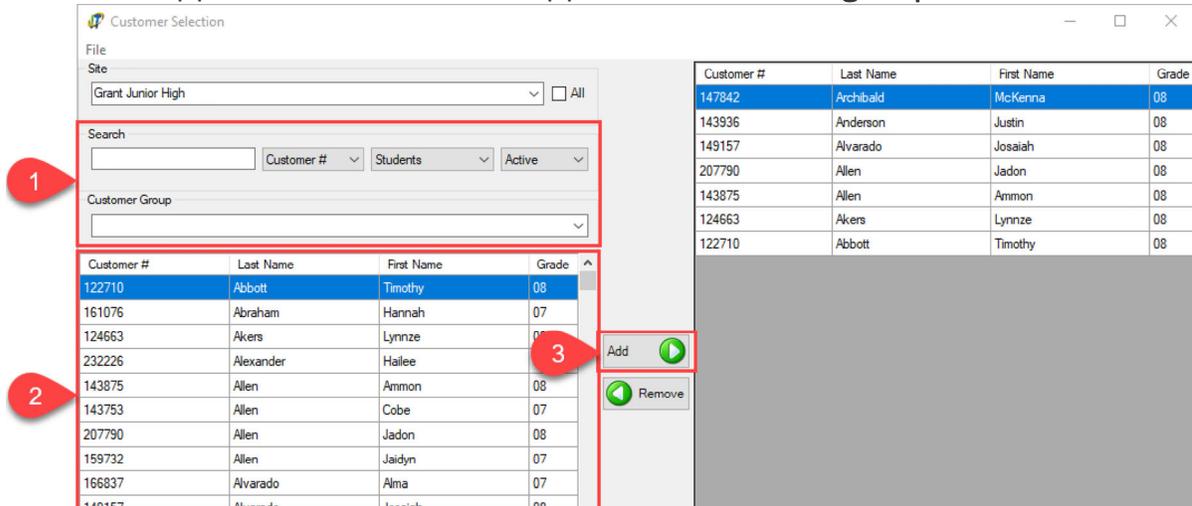
1. Sign into Manager
2. Select Functions
3. Open Mass Email



4. Click **Select** above the left menu

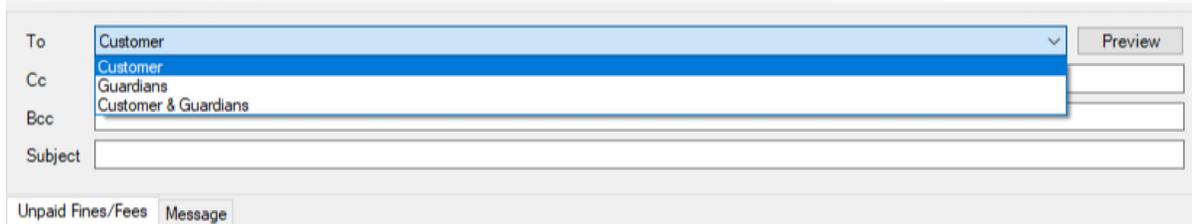


5. Select the applicable customers or applicable customer group



6. Click OK

7. Select what email type to use on the batch



8. Enter a message:

1. Brief messages that are included on the fine/fee ledger = "Unpaid fine/fee ledger" tab
2. Longer message that allows much more detail = "Message" tab

9. Add a **subject** to the mass email

The screenshot shows the 'Send' dialog box in the InTouch software. On the left, a list of students is visible, with the first student selected. The 'Subject' field is highlighted with a red arrow. The 'Note' field contains the text 'Unpaid Fines/Fees' and 'Message', also highlighted with red arrows. The 'Send' button is visible at the bottom right.

10. Once ready, click **send**

11. A message will pop up once the process completes and emails are sent to the selected customers

The screenshot shows the 'Send' dialog box in the InTouch software. The 'Subject' field is 'Grant Middle School Fine/Fee Ledger'. The 'Note' field contains the text 'All student fines must be paid for a student to be eligible to walk at graduation and receive an official transcript. Payments can be made at any school building via cash/check, or online 24/7 at <https://sales.intouchrecepting.com>'. The 'Send' button is highlighted with a red box, and a red dashed arrow points from it to the 'Done sending.' dialog box.