Faxing Help Guides

Email to Fax Broadcast with Substitution (Mail Merge)

Email to Fax is a simple way of sending electronic faxes via the internet.

If your email address is registered for sending faxes through TNZ, you can simply:

1. Open your Email Client (e.g. Outlook)
2. *"To" needs to contain **broadcast@fax.tnz.co.nz***
3. Attach the fax document(s) you wish to send
4. Attach the contact list in CSV format
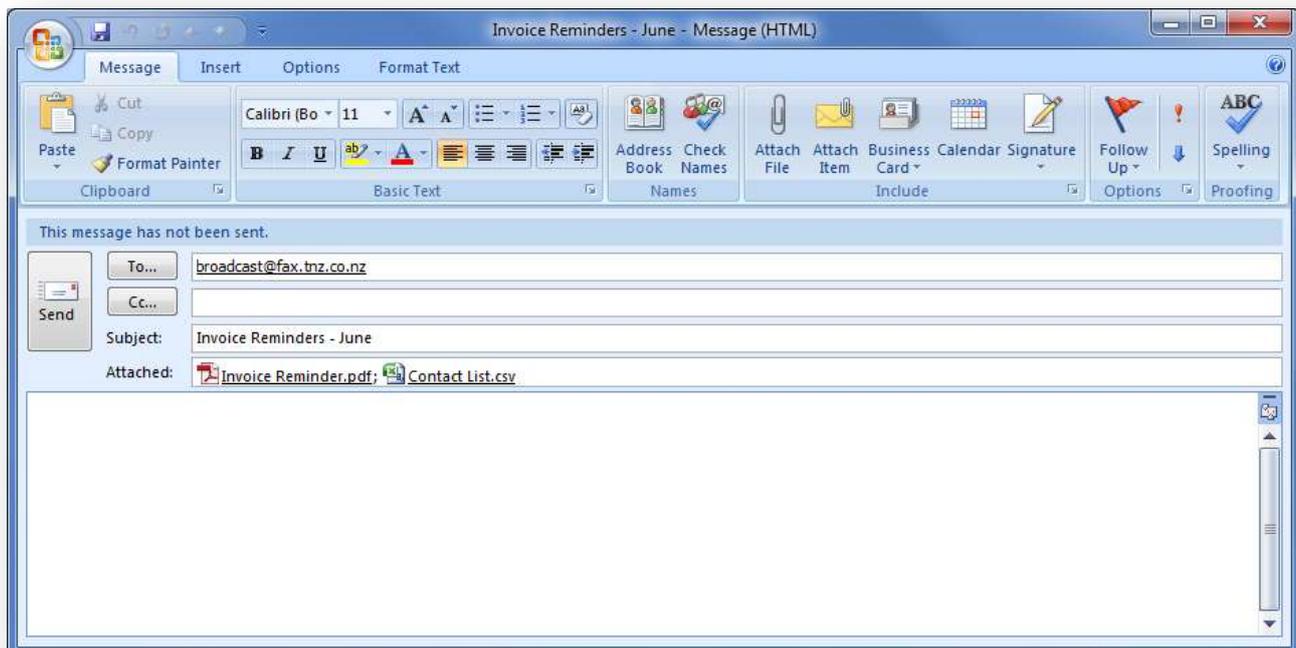
In the subject line, you may include some personal details about the fax for your reference.

Attached files/documents will be faxed in the order they were attached to the email.
Your attached fax document can be a range of formats, including:

Microsoft Office® documents	doc, docx, ppt, pptx, xls, xlsx, etc
Openoffice/Libreoffice documents	odt, ods, etc
Adobe® Reader documents	pdf, etc
Image file types	jpg, gif, tif, bmp, etc
...and more	txt, html, etc

Ensure you have formatted the "CSV" list correctly.
Fax Numbers must begin with '0' for national faxes or '00' for international faxes.
If you are sending a mixture of national and international faxes, it may be safer to format all numbers
in the international format.
If you have requested special formatting of fax numbers, your options may be different.

To send a national fax:

→[Area Code][Fax Number]

displayed as   093463456

To send an international fax:

→ [Country Code][Area Code][Fax Number]

displayed as   0061234563456

The CSV Contact List's columns must be formatted as follows:

	A	B	C	D	E	F
1	Fax	Attention	Company	Custom1	Custom2	Custom3
2	09 222 3333	John	ABC Ltd	Payment	$43.12	#1123
3	09 333 4444		IMC Corp	Payment	$89.13	#1310
4	09-444 5555	Robert	West & East Limited	Receipt	$46.00	#1100
5	(09) 555 6666	Lisa		Receipt	$12.50	#1520
6	0064 9 666 7777	Mark	My Tyres Co	Payment	$17.90	#1170
7	0061 2 3333 4444	S Thompson		Payment	$50.00	#1176

Attention and Company columns are optional.
If you are creating your CSV contact list using a Spreadsheet Editor such as Microsoft Excel or Oracle
Openoffice, ensure that the leading '0's are retained.

Options to preserve the leading '0's:
Spaces: 09 222 3333
Dashes: 09-2223333
Brackets: (09)2223333
Cell Formatting: Set the cell formatting to "text"
You can use a mixture of the above options.

Often customers like to personalise their broadcasts with additional information, specific to each recipient. This is where *Substitution* comes in…

When creating a list prior to sending a job, additional information can be added along with each destination address. See the CSV Contact List image above (with Custom columns included).

When the message is sent, our fax servers read through the document and search for any commands, replacing the values with the options specified in your CSV contact list.

Your fax pages should include the *Substitute* commands in the areas necessary.
Our fax server will strip your fax pages, insert the commands and create them on-the-fly.

An example of a substitution string in the original faxed file:

```
<substitute:"Dear ",name," ,">
<substitute:"We have received your ",Custom1," of ",Custom2," and applied it to your account ",Custom3,".">
Have a great day!
```

Note that all text that is substituted on the same line needs to be in the same substitution session to avoid any formatting issues when the fax is rendered.

This will be received as:

Dear John,
We have received your payment of $43.12 and applied it to your account #1123.
Have a great day!

Ensure that substitution commands are formatted in a "postscript" font.
Standard postscript fonts include Arial, Helvetica and Times New Roman.