



SMS Help Guides

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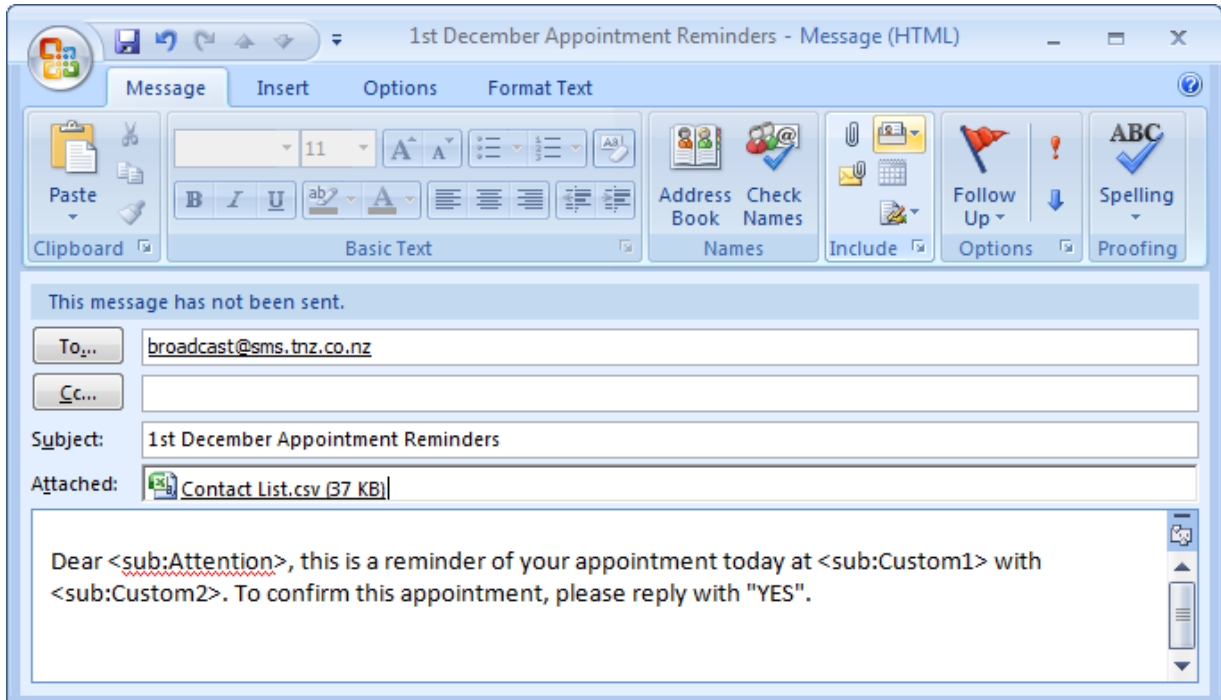
Email to SMS Broadcast with Substitution (Mail Merge)

Email to SMS is a simple way of sending text messages via the internet.

You can use it to send broadcast messages out to a group of mobile numbers. You can also add customised values to be entered into the message.

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

1. Open your Email Client (e.g. Outlook)
2. "To" needs to contain *broadcast@sms.tnz.co.nz*
3. Type the message you want to send to the mobile number into the body of the email.
4. Attached the contact list of mobile numbers to the email (this must be in CSV format).



In the subject line, you may include some personal details about the message for your reference.

Ensure that there are no [@sms.tnz.co.nz](mailto:sms.tnz.co.nz) addresses CC'd in the email, as this will cause a duplicate broadcast to be sent!

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

To send a national SMS:

→ [Mobile Network][Mobile Number]

displayed as 0213334444

To send an international SMS:

→ [Country Code][Mobile Network][Mobile Number]

displayed as 0061433334444

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

	A	B	C	D	E
1	Mobile	Attention	Company	Custom1	Custom2
2	021 222 3333	Mark	ABC Ltd	9:30am	Dr Jones
3	027 333 4444		IMC Corp	10:00am	Dr Jones
4	029-9998888	Robert	West & East Limited	10:30am	Dr Jones
5	(022) 6668888	Lisa		11:00am	Dr Jones
6	0061 4 9999 8888	John Smith	My Tyres Co	11:30am	Dr Jones
7	0064 21 3333 9999	S Thompson		1:00pm	Dr Smith

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: 021 222 3333

Dashes: 021-2223333

Brackets: (021)2223333

Cell Formatting: Set the cell formatting to “text”

You can use a mixture of the above options.

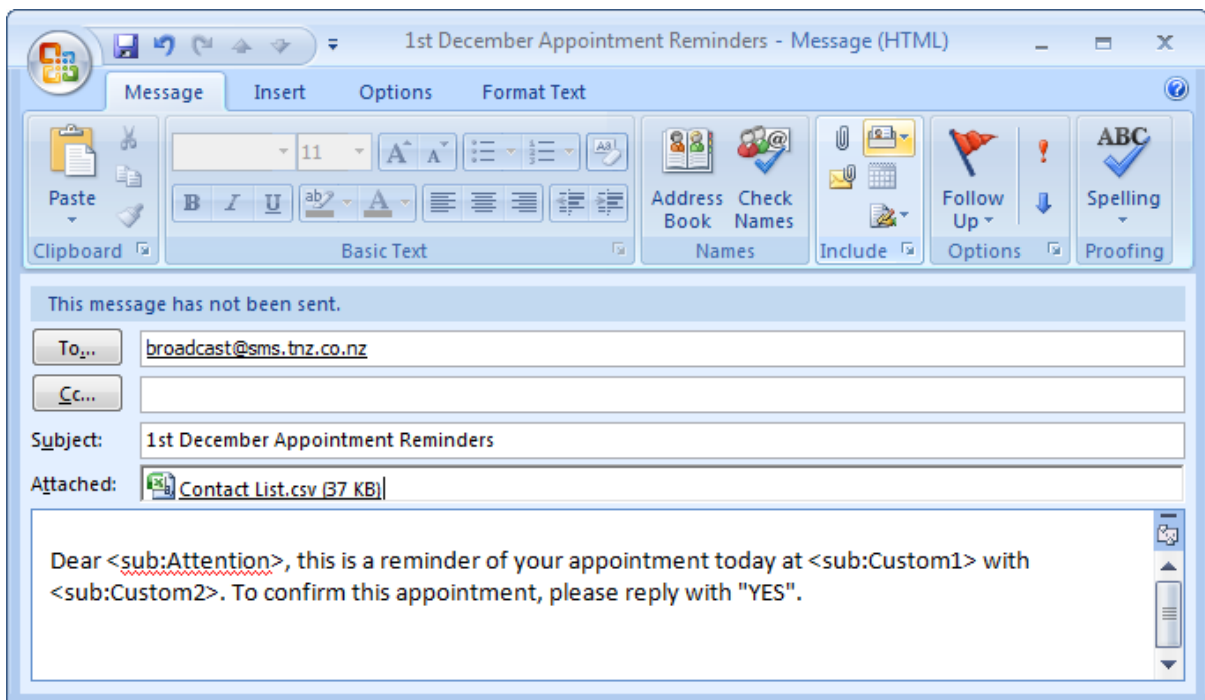
Often customers like to personalise their broadcasts with additional information, specific to each recipient. This is where *Substitution* comes in...

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 servers read through the document and search for any commands, replacing the values with the options specified in your CSV contact list.

Your main message should include the *Substitute* commands in the areas necessary. Our server will analyse your message, insert the commands and create them on-the-fly.

An example of a substitution string in the original message:



This will be received as:

Dear Mark, this is a reminder of your appointment today at 9:30am with Dr Jones. To confirm the appointment, please reply with "YES".