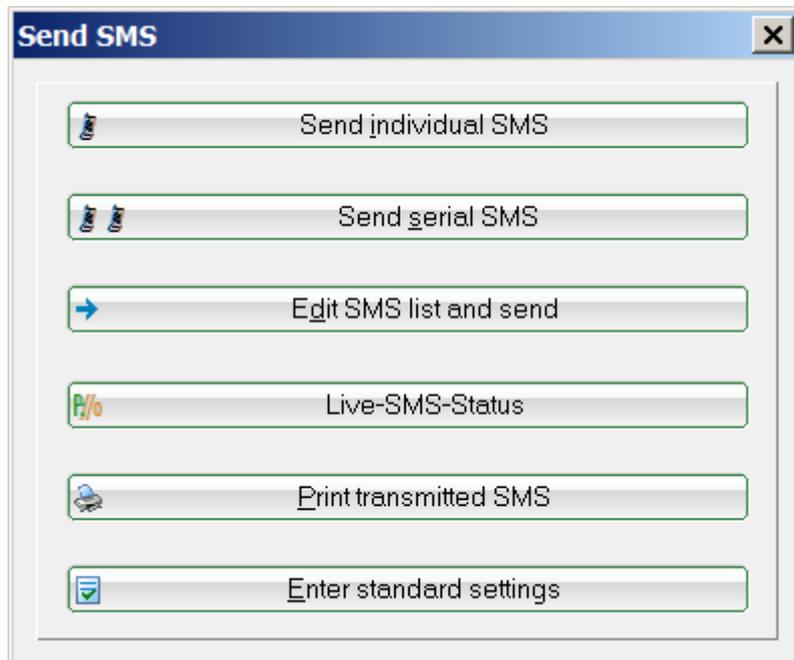# PC CADDIE://online WebSMS

The WebSMS module is an add-on module. To send SMS in PC CADDIE, go to the menu and select **People/Send SMS,** so that the following selection window appears:
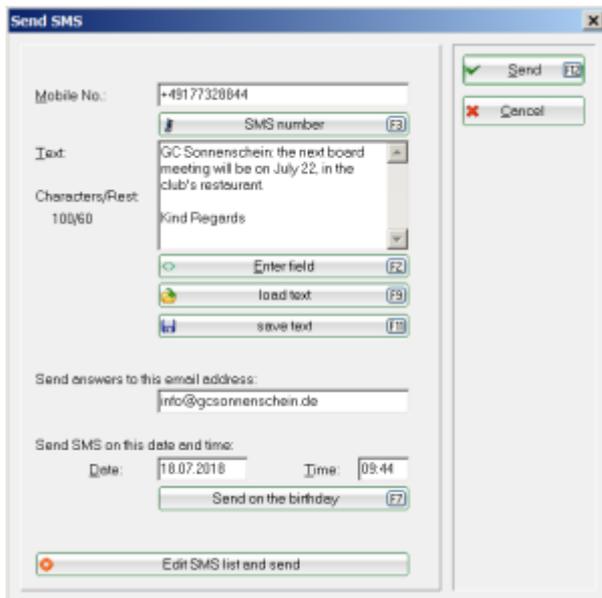

Single SMS

Via the button **Send single SMS** button, a destination number can be entered directly, the text noted and the SMS sent with the **Send** button to send the SMS.

⚠️ In general, you have 160 characters available per SMS. PC CADDIE also only writes this number of characters, as you can see in the window on the left under **Zeichen/Rest:** on the left:

Here you can manually enter a phone number and then enter the desired SMS text. If an SMS recipient replies to an SMS you have sent, this reply will be sent to you by e-mail. To do this, please enter the following in the field **Send reply to this e-mail address** the desired reply e-mail address. Then click on **OK.**

As soon as you **Send** the SMS outbox list appears. There you will find all SMS messages that have not yet been sent:
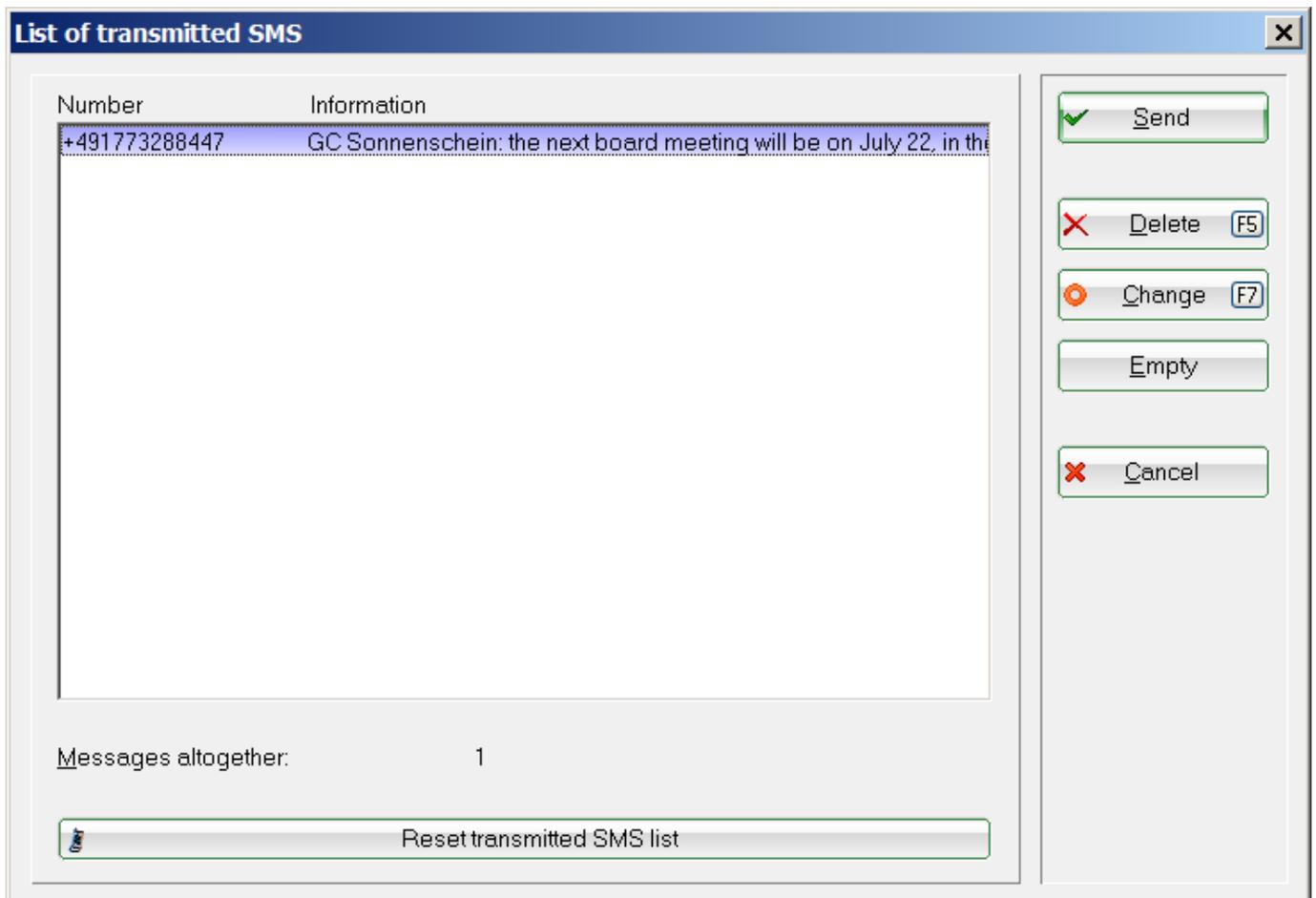
In the SMS outbox list, you have the option of sending your messages again. **Change** F7, to **delete**

F5 or to finalise your messages **Send.**

After successful sending, the window with the sending result opens, in which you can also view the account balance <u>before</u> or <u>after</u> the dispatch.
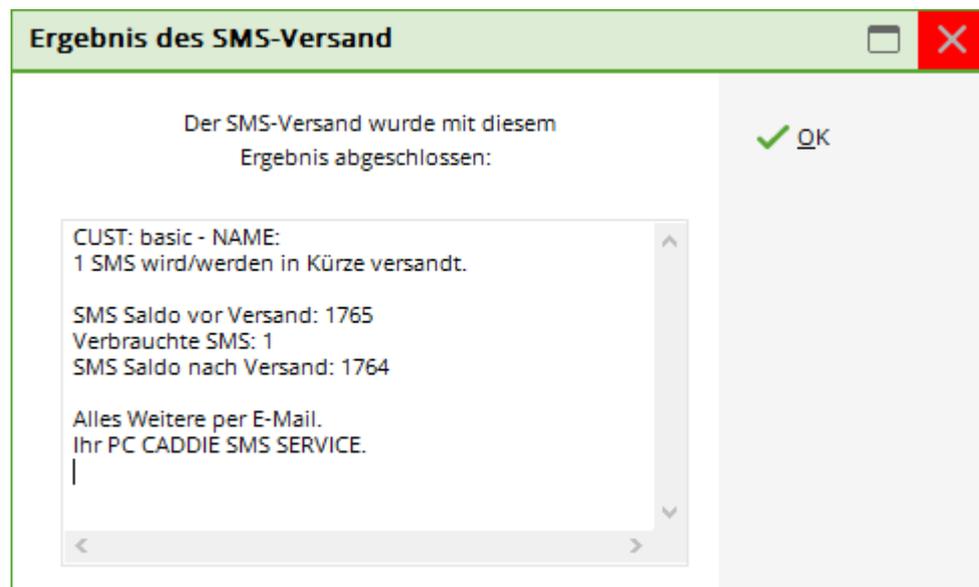
SMS to person

TIP You can also open the window for individual SMS messages by going to **Persons/Record, change, delete** select a person. In the person mask, you will find a button on the right-hand side **SMS:**

If this button is activated, the Send SMS window appears. The destination number of the person dialled appears automatically during this process. Now all you have to do is enter the text and click **Send** to start the process:

SMS to a specific number

There are many members and guests with business mobile numbers. However, not everyone wants to be called on their business number. However, it can be very practical to at least receive your start time on the business mobile phone, as this is used much more often.

To do this, you can store a separate number for sending SMS messages in the person by going to **Persons/…create new, edit, delete** and clicking on the **SMS button** button.

Here you will find the button **SMS number festlegen:**

Make a note of the number authorised for sending SMS messages here. This number will then be used for all SMS messages sent to this person.

Appointment SMS

If you want to send an SMS at a specific time, you can set this precisely for the respective SMS message:
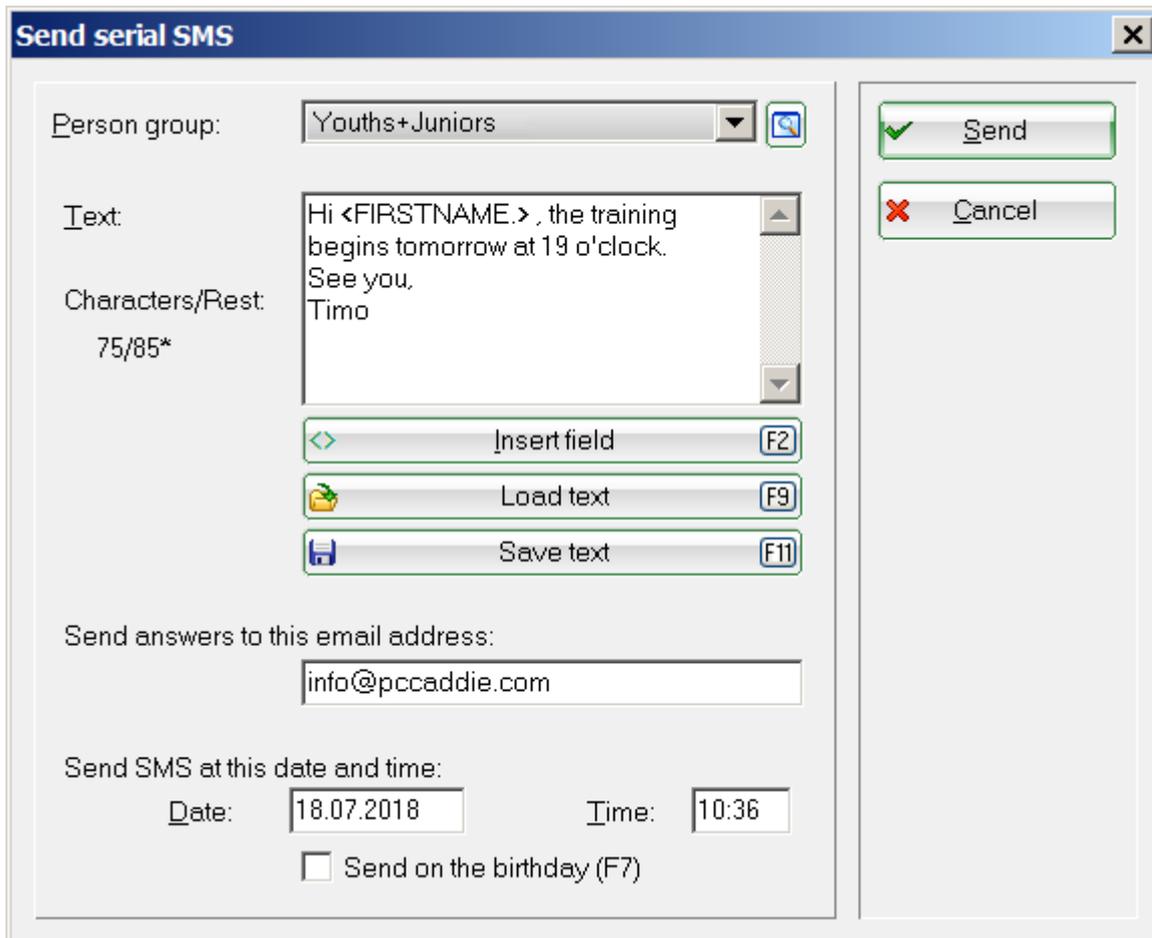

The birthday SMS is described in the chapter Send serial SMS/Send birthday SMS automatically.

Serial SMS

If you want to send an SMS message to a specific group of people, please select the button **Serien-SMS:**

With a mouse click on the button ▼ you can select an already defined group of people. Click on the magnifying glass 🔍 you can define a new group of people which you then select in the Group field. Each of these people will receive the same message. Write your message and send it:

Click **Yes** and sending will start. A „Please wait" window with the information „Sending SMS…" appears and you can track the percentage of outgoing SMS.

TIP Use this feature to advertise your free tee times at the last minute, e.g. „2 for 1 green fee on the extended Whitsun weekend".

Insert personalised fields in SMS

Include a personalised message in a text message or send the current handicap of members. There are no limits to your imagination here.

When sending SMS messages, you can simply click on **Insert field** and automatically insert the first name etc.
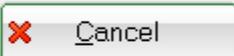
You will then receive the following selection:
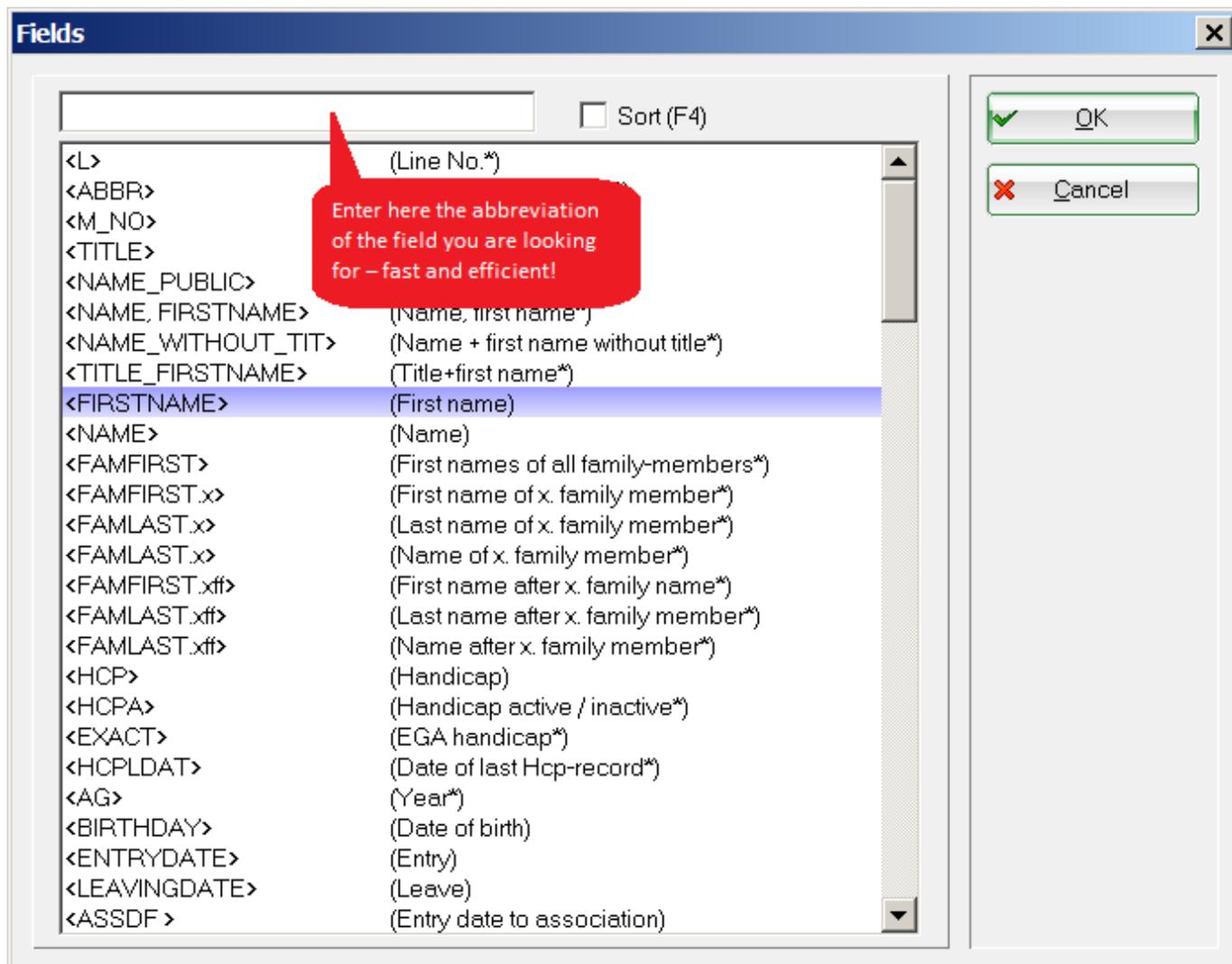
TIP You can, for example, send your youth team a personalised SMS by calling the players by their first names or sending the current handicap.

Birthday SMS

You don't want to send the classic birthday letter for a lot of money?

Then use the practical SMS service, which allows you to wish your members a happy birthday fully automatically.

Go to **People/Send SMS/Serial SMS senden:**

Make the settings as follows:

1. First select the relevant group of people (e.g. all members for the coming month).

   ⚠️ When sending SMS to members, remember that it is best to prepare the SMS on a monthly basis. This increases the likelihood that you have included all current members, including those who have recently joined. The person filter should then be set as follows, the example shows the month of May:

2. Then write the text or load the template you have saved.
3. In the third step, enter the respective time at which the birthday text message should always be sent.
4. Finally, tick the box next to **Set to birthday** (F7).

Once you have completed the steps described above, click on **Send.** Then confirm the following window:

😉   Make individual changes here, e.g. if you would like to use the first name for some recipients or add something personalised and special, and then click on **Send.**
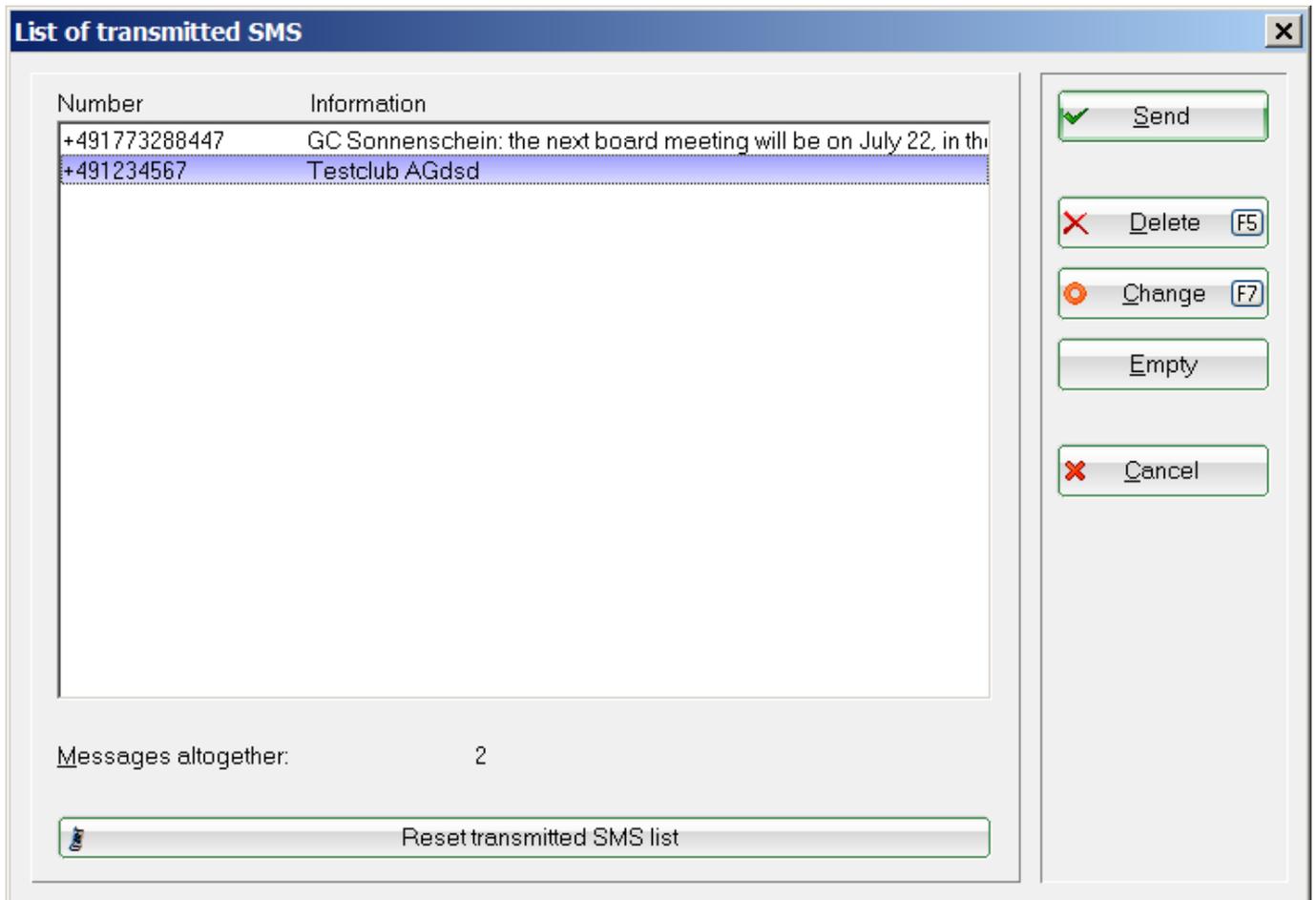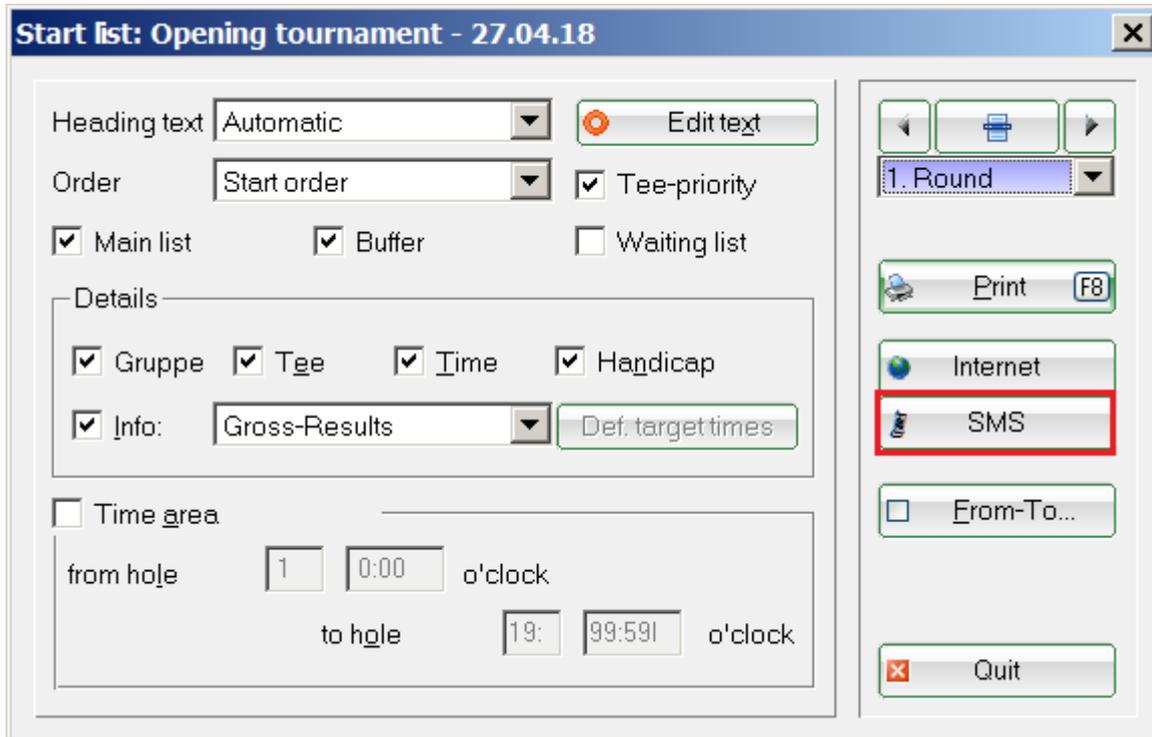
Tournament SMS

TIP Keep your tournament participants up to date and send a practical, service-orientated SMS with the most important information. The customer no longer has any problems and can see their start time at the touch of a button. You will hardly have any calls during the preparation phase.

Send start times to tournament participants

To send your tournament participants an SMS message with their start time and flight partners, please select in the menu *Competitions/Print…/Starting list.* Activate the tournament whose start list you would like to send as an SMS:

Click on **SMS:**

You can now send the SMS message by clicking on **OK** button.

You now have the option of changing the leading text, for example to „Attention new" if the start times have changed. Confirm with **OK.** PC CADDIE will now automatically search for all persons for whom a mobile phone number is known. You then return to the SMS outbox list, where you can delete and change messages. With **Send** each of these tournament participants will receive an SMS stating on which day, at what time, from which tee and with whom they are starting.

Send result and new master handicap

To send your tournament participants the result and the new handicap at the end of the tournament, please go to **Competitions/Print…/Results list.** Select the tournament whose result list you would like to send as an SMS:
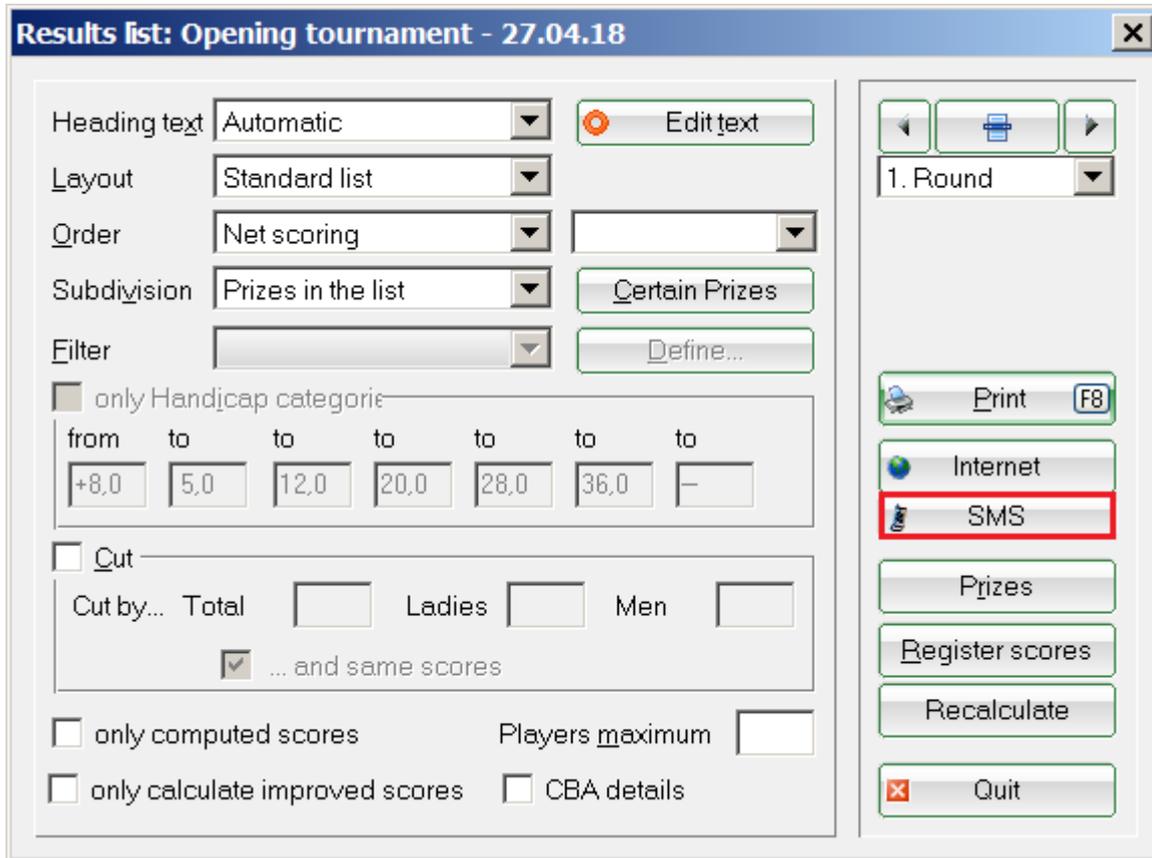
Select **SMS.** Follow the instructions on the screen. The various steps are identical to the process for sending start times.

Send tournament cancellation by SMS

😉 Leave nothing to chance - you can even offer a quick and convenient service in the event of bad weather. Simply send an SMS to the tournament participants by going to **Competitions/Print.../Starting list** to **SMS** and enter the SMS text for cancellation (1) and tick the box next to **Tournament cancellation** (2) checkbox:

Via the button **Send** button, all participants registered for the tournament will now receive a cancellation SMS.

SMS to all start times of a day

TIP If you have the module Timetable module, you can, for example, send information via WebSMS to all daily starters.

To do this, double-click on the daily column title:

The following window opens:

Then click on the button **SMS to all players in this area.**

The group is then defined at the top:

😉 Please also note the additional practical fields that can be integrated into the SMS text.

General settings and print information

The general settings can all be found under **People/SMS senden:**
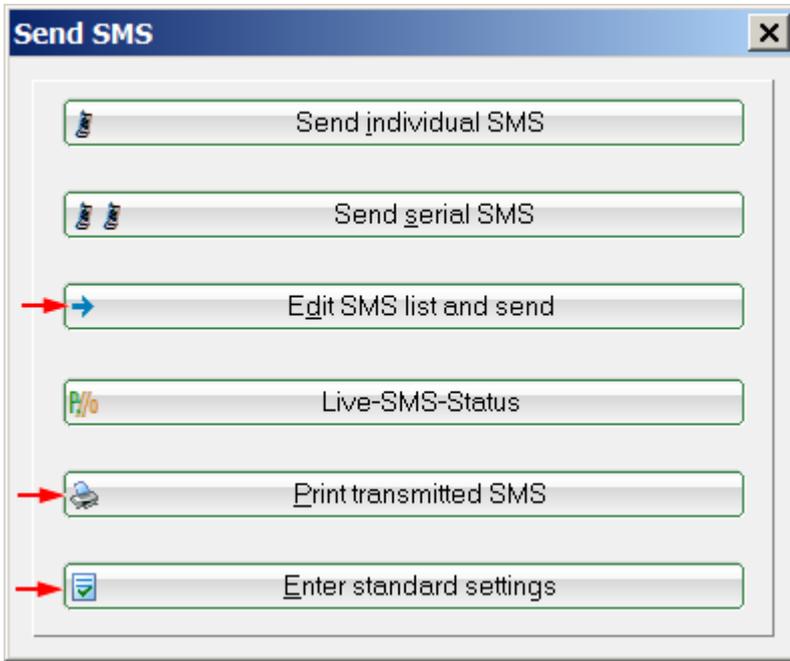
Edit and send transmission list
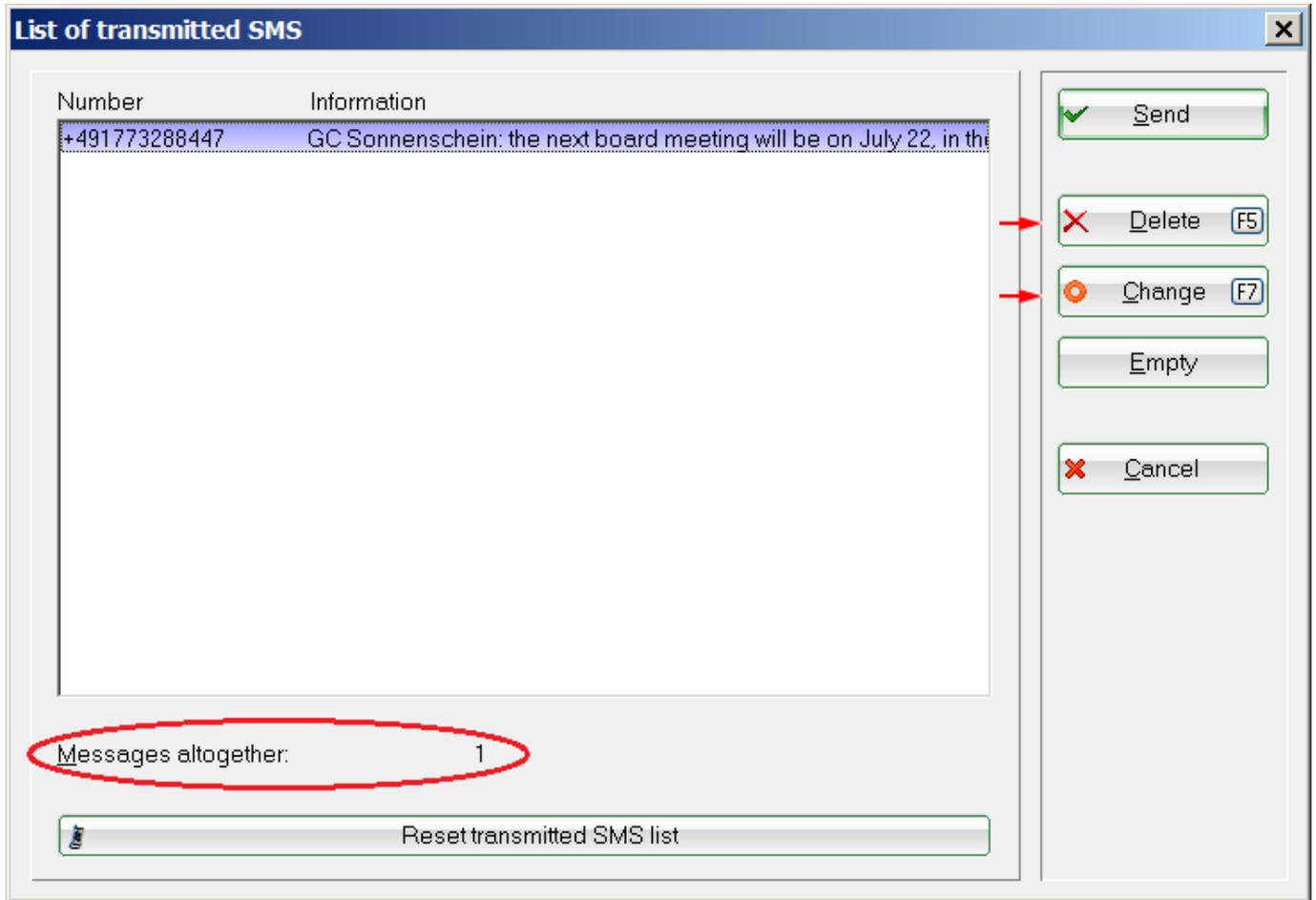
In the outbox list you will find all SMS messages that have not yet been sent. With the button **Delete**
button (F5) you now have the option of deleting individual messages. You can also use **Change** (F7)
to change the message individually.

😉 Add a personal touch here. Your member will be delighted.

As soon as you click on the button **Send** button here, the message will be sent - the dial-up
connection will be opened if necessary and the messages will be sent.

⚠️ If you click on **Cancel** to close the send list, you will be asked whether you want to keep the
prepared SMS in the send list. want to keep them. Please answer accordingly and remember,
especially in the case of prepared start times, that you should not not activate them more than once
and then send them twice. You can prevent this from happening by **empty** and better after the SMS
after changes in the start list.
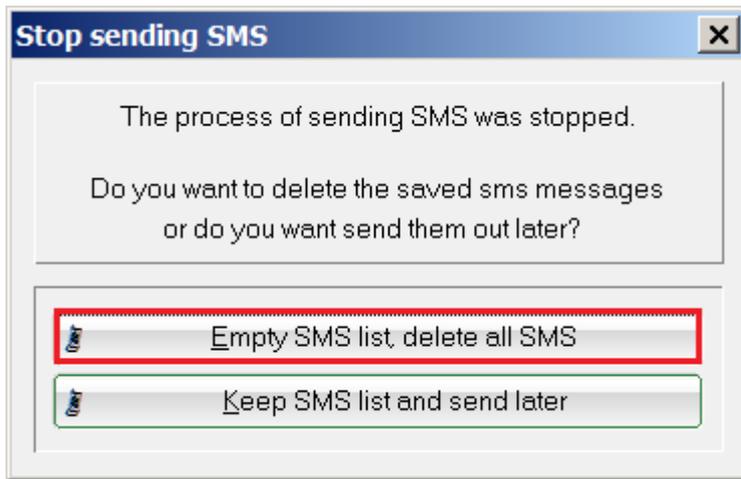
Printing the sent SMS messages

You can print out the SMS messages sent for a specific period of time for your records. To do this, enter the following in the fields **from… to…** fields and activate the fields **Sent successfully** and/or **Incorrect.** If the dispatch was successful, you will find the status **„OK".**
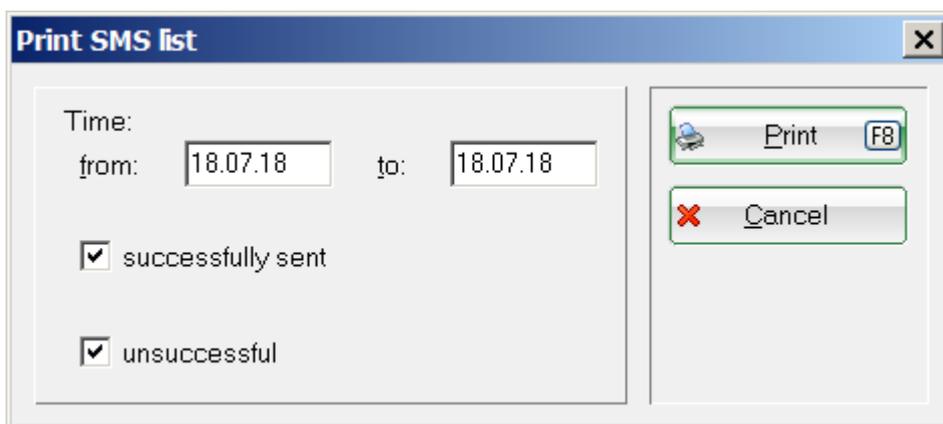
Make basic settings

⚠️ You should not change anything in the basic settings, as otherwise PC CADDIE can no longer guarantee that the SMS dispatch will work without errors. Only the **default sender via the SMS messages** can be edited. This sender name is necessary to make it clear to your customers exactly where the SMS comes from.

Saving SMS texts

This can be a very helpful function that can be used in both the individual SMS and the serial SMS. Standardised SMS messages can be loaded and briefly changed if necessary. Conveniently, the text does not have to be rewritten.

😉 This can be particularly practical for recurring training messages:

Send serial SMS

Person group: Youths+Juniors

Text:

Hi <FIRSTNAME.> , the training
begins tomorrow at 19 o'clock.
See you,
Timo

Characters/Rest:
75/85*

◇   Insert field   F2

→   📂   Load text   F9

→   💾   Save text   F11

Send answers to this email address:

info@pccaddie.com

Send SMS at this date and time:

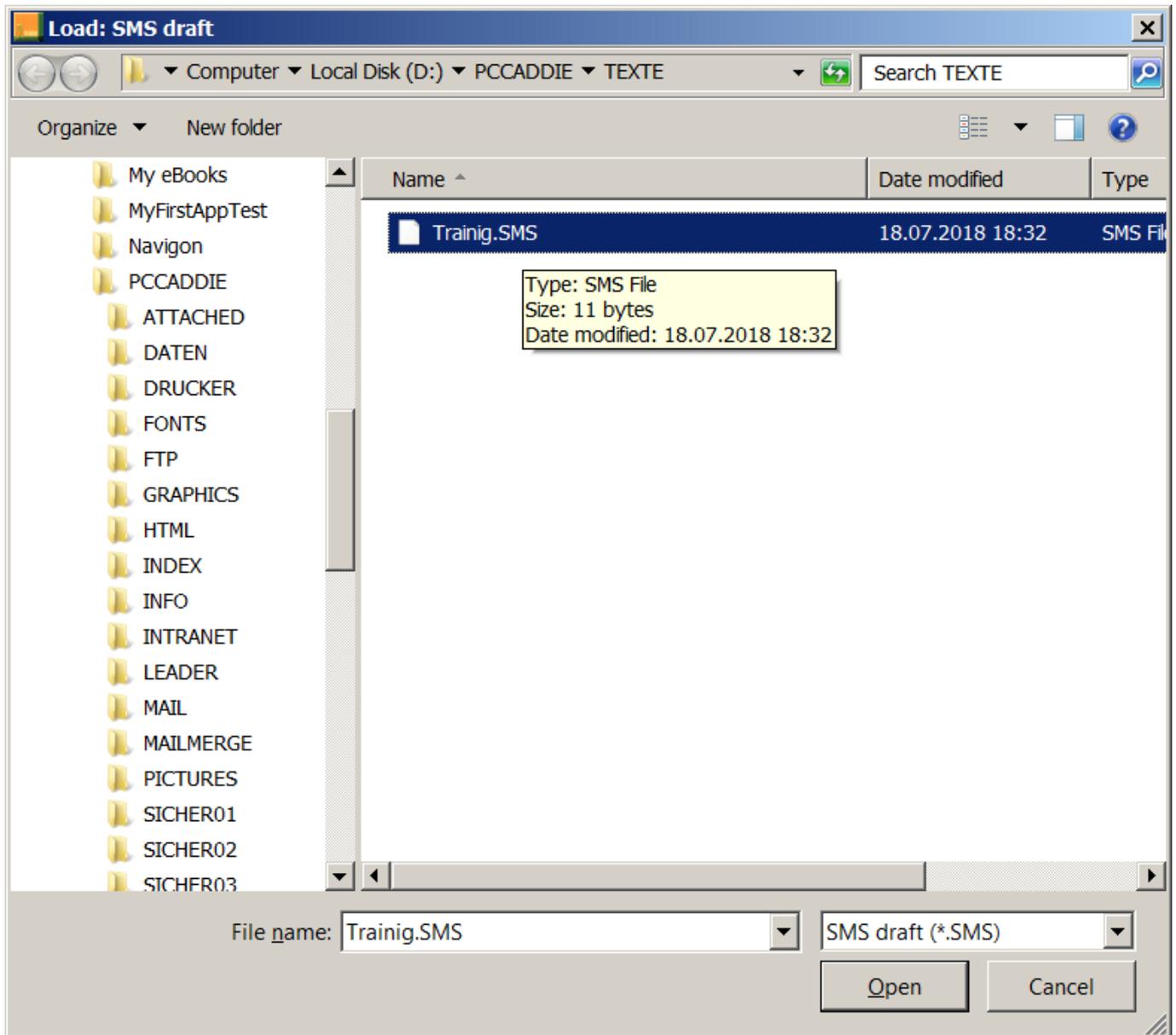Date: 18.07.2018   Time: 10:36

☐ Send on the birthday (F7)

✔ Send

✖ Cancel
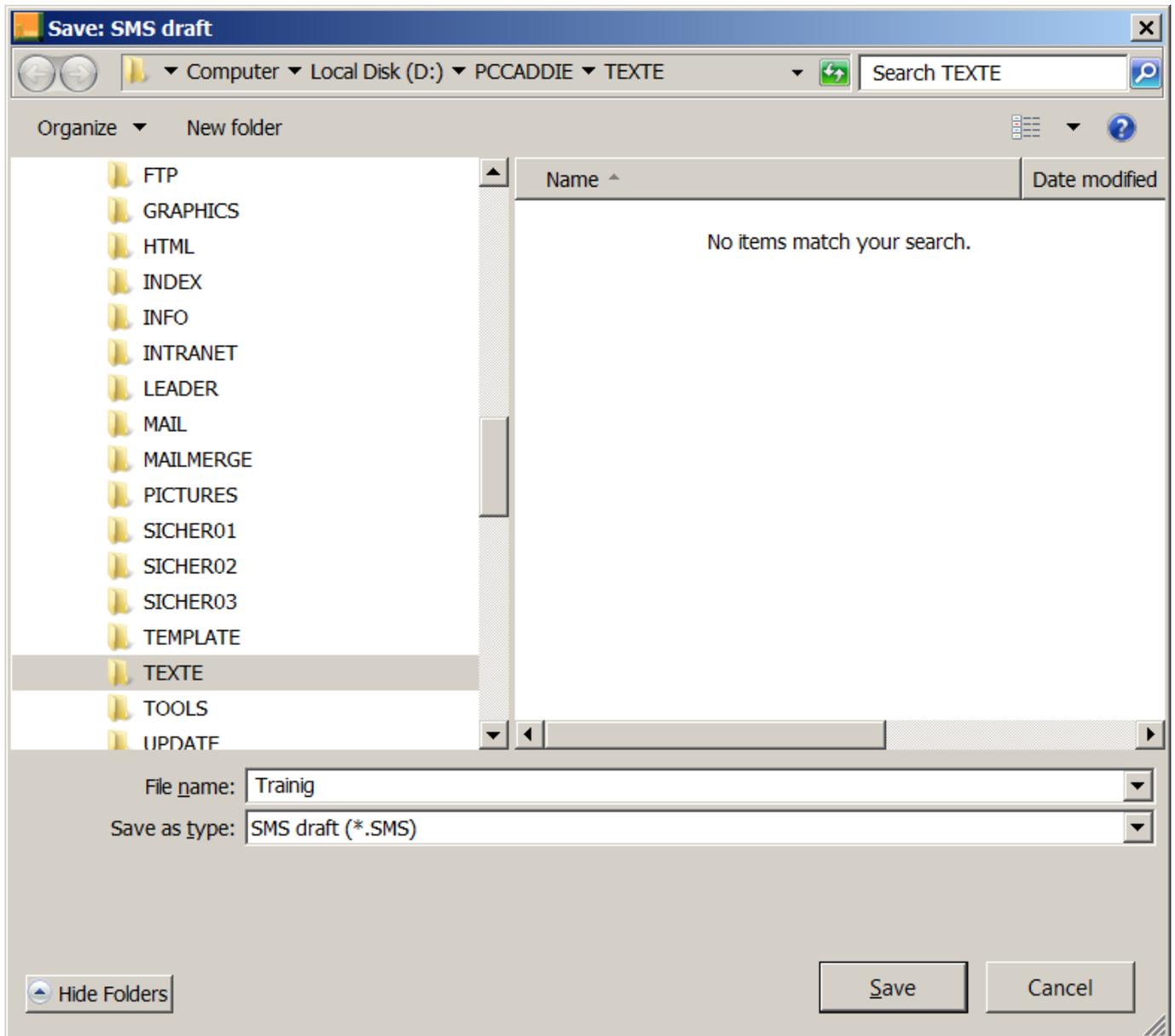
If you click on **Load text template** all templates are available in the Explorer:
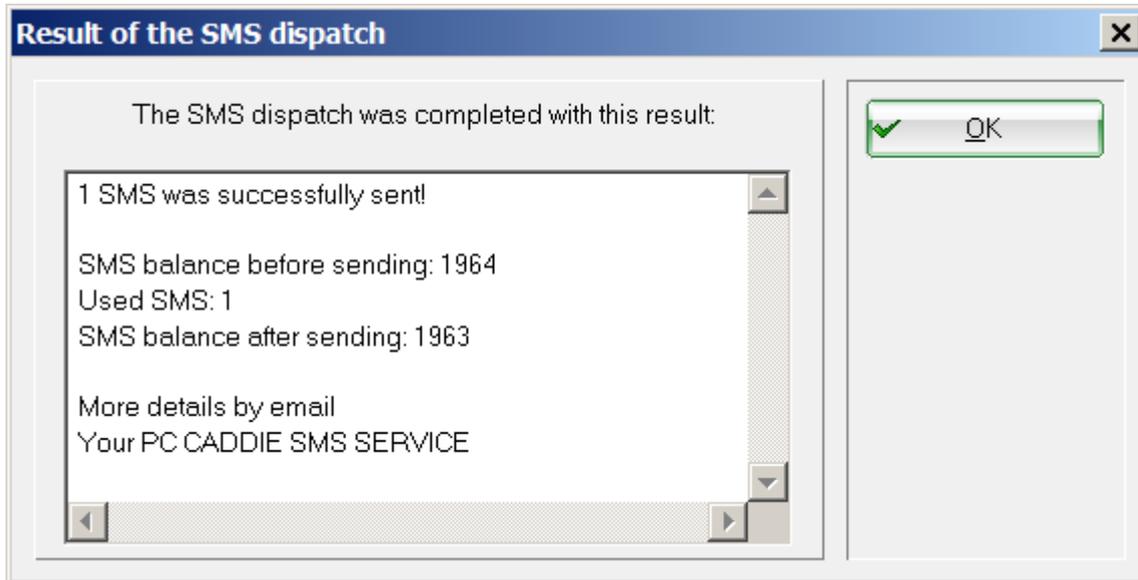
😉 Advertising measures can also be edited quickly.

Shipping information

Confirmation in PC CADDIE

After successful dispatch, the following message appears in PC CADDIE:

Here you can see the initial stock, the number of SMS sent and the final stock. The reference to an e-mail is already given here, in which further information is stored.

⚠️ If the dispatch is not successful, you will receive a PC CADDIE window with the text **No confirmation.** This error usually occurs because the Internet connection is not automatically established. Please speak to your technician to have this Internet connection installed or start the Internet before sending the SMS messages.

Sometimes this problem can also occur if the Internet connection is too slow. This window is then displayed even though the messages have been sent successfully. In this case, please wait for the confirmation e-mail. The content of the confirmation e-mail contains the final result of your SMS dispatch:

Confirmation by e-mail

After dispatch, you will receive an e-mail containing more precise dispatch details.

VERSANDINFORMATION Nr.579514 - Datum: 09.12.2010 - 00:28:12 Uhr - Kunde: 049/9001

Anbei erhalten Sie die detailierte Übersicht zu Ihrem aktuellen SMS-Versand:

Gesendete SMS in diesem Versand: 1

Erfolgreiche SMS in diesem Versand: 1

SMS Saldo vor diesem Versand: 1997

Berechnete SMS aktueller Versand: 1

SMS Saldo nach diesem Versand: 1996

Details zu den versandten SMS:

Kunde (MGL-Nr.)	Nummer	Status	Text	Trackingnr.
Tester, Timo 0499001100120	0172	Erfolgreich	GC Sonnenschein - Lieber Timo, wir wünschen Dir alles Liebe und Gute zum Geburtstag, dein GC Sonnenschein Team	1033811414

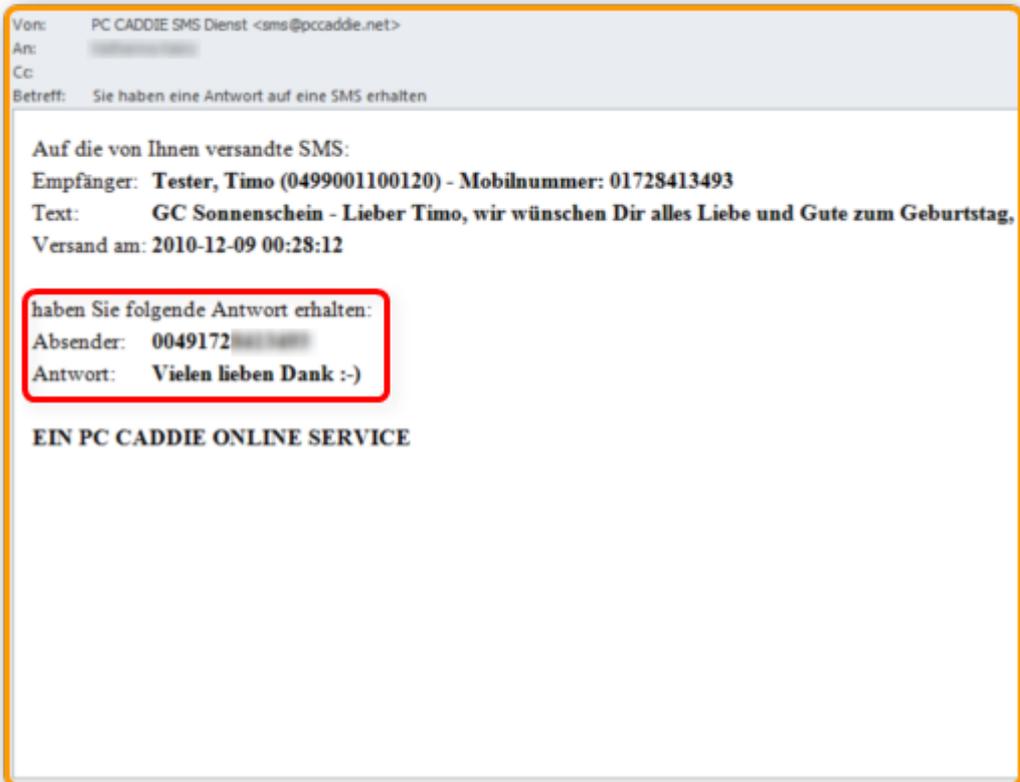Vielen Dank, dass Sie unseren Service genutzt haben.

Ihr PC CADDIE SMS SERVICE

Reply to SMS

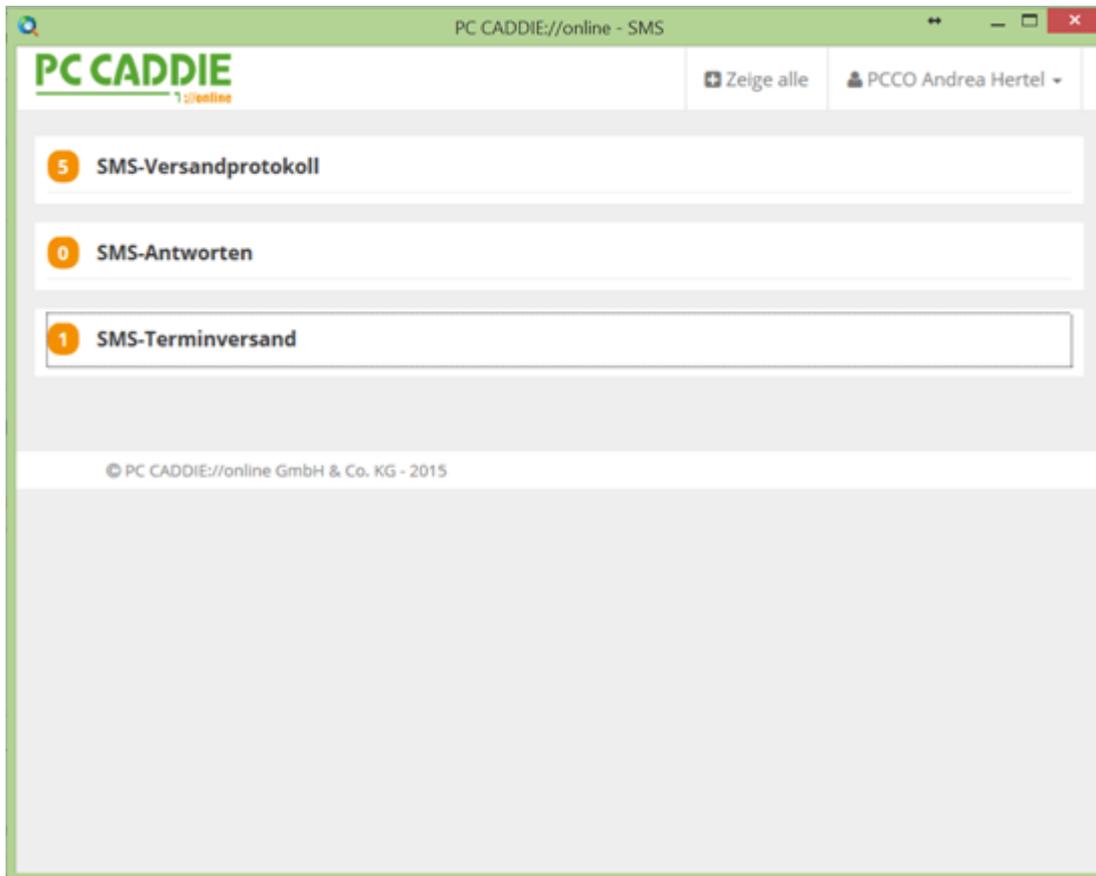You will receive the reply to an SMS by e-mail.

😉 In the example, Timo Tester is delighted with the friendly birthday greetings and thanks you for them:

Live SMS status

Pressing the button opens a PC CADDIE://online window. You have various functions here. You can view the dispatch logs, read the SMS replies and view and, if necessary, delete the pending appointment SMS.
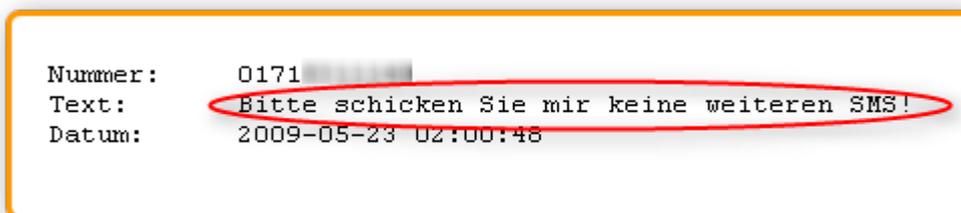
Frequently asked questions/problems

Sometimes SMS recipients complain that they do not receive <u>no</u> SMS.

The following reasons are conceivable:

Blacklist. The mobile number stored in PC CADDIE is on a so-called **blacklist**. This happens even if the SMS recipient has only replied once to a Club SMS with negative words, e.g. with „NO" - „NICHT" - „KEIN" - „NO" - etc.

To protect SMS recipients, SMS providers are obliged to stop sending SMS messages to this person with immediate effect. The blacklist storage for blocking SMS receipt is fully automatic. We would be happy to check this for you. Please contact the PC CADDIE://online Customer service

Incorrect dispatch. After sending an SMS, you will always receive a detailed transmission report by e-mail. This will tell you whether an SMS was incorrect or correct. Incorrectly sent SMS messages are highlighted in pink and are **missing** the SMS ID is missing.

This is how the faulty SMS appears:

This is how a correctly sent SMS appears:

- The SMS is given an SMS ID.
- The date and time document the time at which the SMS was sent to the provider.
- Unfortunately, not all providers confirm this handover. In Germany, Vodafone and T-Mobile log this.

- For providers, e.g. O2 and E-Plus, who do not confirm the time, only the SMS ID is displayed as proof of dispatch.

It then looks like this:

⚠️ If an SMS recipient reports that an SMS has not arrived despite a correct transmission report, this person can initiate an individual check with the responsible provider using the transmission data.

Top up SMS account

It is part of the PC CADDIE://online service is that we automatically top up your SMS account as soon as you fall below the 1000 SMS limit. You can also contact us at any time to top up your account with more credit: PC CADDIE://online Customer service