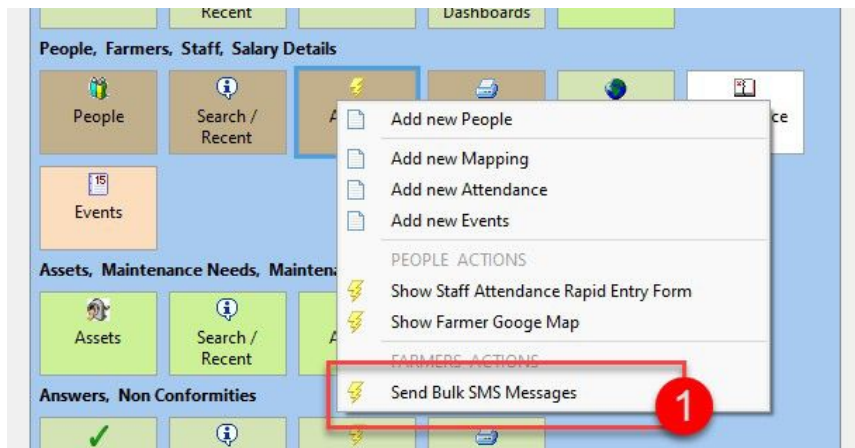


SMS System Window: Bulk-send SMS Messages

Note that using this Orixia feature requires subscribing to a paid SMS service.

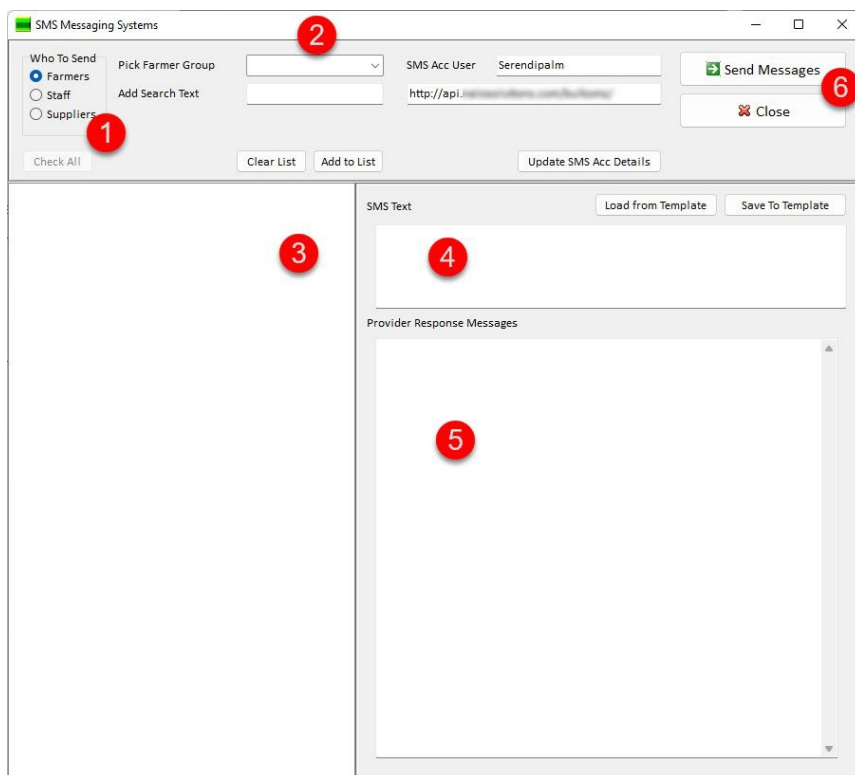


Bulk SMS Sending System

The SerendiSys Orixia system includes a facility to send SMS messages in bulk to farmers. To access it, go to the "People, Farmers, Staff" Entity, and click on actions, then select "Send Bulk SMS Messages" from the Actions button, as shown at 1., in the image above.

Using the Bulk SMS messaging window

Once the Action above is clicked, the SMS Messaging Window will open as shown below.



Bulk SMS Sending Window

Day-to-day use of the Bulk SMS Messaging window

1. Click an item in this pick-list to choose which group of people you want to send SMS's to.
2. If you are sending messages to farmers you may not want to add **all** the farmers to the list. In this case, select a farmer-group from the list to only add that group's farmers to the list.
3. After the "Add to List" button is clicked, names will be added to this list-box. People in this list will be eligible to receive the SMS. An SMS will only be sent to them if their name is "ticked", as shown below.
4. The text of the SMS should be typed here, note that you can use the "Load" and "Save" button to load previously written messages to use them again.

- When the messaging process starts, "provider messages" will appear here, these are return messages from the SMS service saying whether a message has been dispatched correctly, and other messages including details of the costs of the service, the available account-credit etc.
- Click the "Send Messages" button to send the SMS in the text-box to all **ticked** people listed.

The screenshot shows the 'SMS Messaging Systems' interface. At the top, there's a 'Who To Send' section with radio buttons for 'Farmers' (selected), 'Staff', and 'Suppliers'. Next to it is a 'Pick Farmer Group' dropdown menu set to 'AA' and an 'Add Search Text' input field. Below these are buttons for 'Check All', 'Clear List', and 'Add to List'. A list of farmers is shown with checkboxes. Red circles and arrows indicate the steps: 1. Select 'Farmers' and 'Add Search Text'. 2. Click 'Add to List'. 3. Tick the checkboxes for the farmers you want to send the message to.

Bulk SMS, adding Farmers to list

Selecting Farmers

- Select "Farmers" to send to, and pick a Farmer-Group.
- Click the "Add to List" button to add all farmers who match the search-criteria to the list. You can repeat this step several times if necessary.
- Once farmers have filled the list **select those who will receive the SMS** by "ticking" their record. Note that the "Check All" button allows you to tick everyone in the list.

The screenshot shows the 'Drafting and sending messages' window. At the top, there's a dropdown for 'SMS Acc User' set to 'Serendipalm' and a URL field. A 'Send Messages' button is highlighted with a red circle. Below it is a 'Close' button. A 'to List' button and an 'Update SMS Acc Details' button are also visible. The main section is 'SMS Text' with a text area containing a message about a collection drive. Below this is the 'Provider Response Messages' section, which is currently empty. Red circles and arrows indicate the steps: 1. Write the text for the message. 2. Click 'Send Messages'. 3. The 'Provider Response Messages' section will appear.

Bulk SMS: Set message text and send

Drafting and sending messages

- Write the text for the message in this window.
- You can load and save text for reuse.
- Click the "Send Message" button to send the SMS's.
- "Provider Responses" will appear. These include data such as details of phone numbers to which messages have been sent, and remaining message-credit on the account.

SMS Messaging Systems

Who To Send
☐ Farmers
☒ **Staff**
☐ Suppliers

Pick Farmer Group

Add Search Text

Check All Clear List Add to List

2

SMS Text

Provider Resp

Staff can also be sent SMS messages

1. Select "Staff" as the category, and click "Add to List"
2. All Staff matching the search criteria will appear in the list.

The screenshot shows the 'SMS Acc User' configuration page. A red circle with the number '1' highlights the 'SMS Acc User' field, which contains the text 'Serendipalm'. Another red circle with the number '2' highlights the 'Update SMS Acc Details' button. A third red circle with the number '3' highlights a 'Confirm' dialog box that appears in the foreground. The dialog box contains an information icon, the text 'Save Changed provider details to Config Settings?', and two buttons labeled 'Yes' and 'No'.

Updating SMS Settings

If a business changes its SMS service provider, **or** the service provider changes the details of their SMS server, the details can be updated.

1. Update the Account details, "User Name" and the URL for the SMS API.
2. Click the "Update SMS Acc Details" button to set these new details as the business's SMS provider details.
3. Click "Yes" in the confirmation window.