

5. 5. Enter the appropriate *Issue Code, Assigned To, Comments, Form Letter, Outgoing Method*, etc.

6. In Status, Complete As Duplicate if Not As Earliest and Approve the Rest or Complete As Duplicate if Not Latest and Approve the Rest.

2 of 2 individual messages may be changed.

Comments

Update if empty Remove Existing Add to existing

Issues

Select issues ...

Assigned To

Outgoing Method

Suggestions

Letter Name

Batch Change

Change Status

Next Action Save Send Email Print Draft Preview Final Copy Label Envelope

Save **Cancel** **Advanced Options**

7. If you are ready to send the response, in the Next Action field, click on the **Send Email** radio button. Click the **Save** button.

8. Confirm the *Send In* option (Foreground Now, Background Now or Background Later). Click on the **Send Email** button.

How to Find and Respond Messages:

1. In the *Message* Big Menu, select **All Open**, **All Open and Unbatched** or **Open and Unassigned** from the Search column section.
2. Use the *Message* Filtering to find messages with a common **Subject**, **Source**, **Issue Code**, "text", or any of the other appropriate filter.
4. Select all of the Messages and in the Button Action Row, select the **Change** button. Select **Data**.
5. Enter the appropriate *Issue Code*, *Assigned To*, *Comments*, *Form Letter*, *Outgoing Method*, etc.
6. In Status, Complete As Duplicate if Not As Earliest and Approve the Rest or Complete As Duplicate if Not Latest and Approve the Rest.
7. If you are ready to send/print the response, in the Next Action field, click on the **Send Email** or **Final** radio button. Click the **Save** button.
8. For emails, confirm the *Send In* option (Foreground Now, Background Now or Background Later). Click on the **Send Email** button. For the *Final* print option, confirm the Printer location, click the **Print** button.

How to Find and "Close As No Response" Email Campaign Messages:

1. In the *Message* Big Menu, select **All Open, All Open and Unbatched** or **Open and Unassigned** from the *Search* column section.
2. From the Message Filters, scroll down and expand the **Campaign Status** filter, select **In Campaign**.
3. Expand the **Response Type** filter, select **No Response**.
4. To view each campaign, expand the **Campaign Name** filter, select the campaign that you do not wish to respond. To view the Message, click on the **Plus** icon beside the email address.
5. Select all of the Messages and in the *Button Action Row*, select the **Change** button. Select **Status**.
6. Click on **Close with No Response**.