

# How to Process Incoming Messages

## How to Find and Respond to Incoming Email Messages:

1. In the **Messages Big Menu**, select **All Open**, **All Open and Unbatched** or **Open and Unassigned** in the **Search** column.
2. Expand the **Source** filter and select **Email**.

The screenshot shows the 'Messages > Results' page with 699 filtered records. The left sidebar contains filters for Source, Outgoing Method, Assigned To, Status, Issue Code, Form Letter, Batch Name, Campaign Status (1), Campaign Name (1), Date In, Date Out, Response Type, Subject, Affiliation Code, Personal Tag, and Mail To County. The main area displays a list of messages with columns for actions (Reply, Change, Color, No Response, Forward, +Affiliation, +Service, Swap Contact, Reports, Delete), email details (E-Mail icon, Date In, Issue), sender information (Name, Email, Address), and recipient information (Status, Assigned, Response, Campaign). The messages listed are from Mr. Clifton Schimbeno, Mr. Colum Palazzo, Mr. Chris Duide, Mrs. Germaine Holsapple, Mrs. Cartland Contarino, and Mr. Raymonde Vanauken.

3. To view the Message, click on the **Plus** icon beside the email address.
4. To process the Message, select the Message and in the **Button Action Row** click the **Change** button. Select **Data**.

The 'Change Data' dialog box allows for editing 699 individual messages. It includes a 'Comments' field with options to update, remove, or add to existing comments. The 'Issues' section shows a dropdown menu with 'ANM - Animal Welfare' selected and options to remove selected, all other, or all issues. The 'Assigned To' field is set to 'Legislative Correspondent1'. The 'Outgoing Method' is 'E-Mail' and the 'Salutation' is empty. A 'Suggestions' section provides context on similar mail received. The 'Letter Name' is 'Animal Welfare v. 1'. The 'Batch Change' is set to 'No Change'. The 'Change Status' is 'Make no status updates'. The 'Next Action' is 'Save'. At the bottom, there is a 'Letter Text' area with a pre-filled message: 'Thank you for your recent message regarding your concerns about Animal Welfare. I appreciate your being in touch. As you are aware, there are a number of legislative proposals currently being considered by the U.S. Congress to address this very important matter. A number of committees are attempting to address this issue and will hopefully produce meaningful legislation. Should any of these bills reach the floor for a vote, I will be sure to keep your views in mind. In the interim, if there is any way that I may be of assistance to you or if you have other views you would like to share, please do not hesitate to contact me. Thanks again for sharing your viewpoint.'

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**

**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**.