












Message Tokens: Customer Details




Token	Description	Example
 [firstname]	First name on the customer	Dear [firstname] Dear Pat
 [lastname]	Surname on the customer	Dear [title] [lastname] Dear Mrs Metcalf
 [title]	Title on the customer	Dear [title] [lastname] Dear Mrs Metcalf
 [customerName]	Full customer name	Dear [customerName] Dear Mrs Pat Metcalf
 [customerRef]	Unique customer reference number (can be seen on the customer view)	Invoice for [customerRef] Invoice for CUS40768366
 [customerAddress]	Customer/billing address	FAO [customerName] at [customerAddress] FAO Mrs Pat Metcalf at 30 St Clares Ct, Lower Bullingham, Hereford HR2 6PX

Message Tokens: Billing & Invoicing

Token	Description	Example
 [allInvoicesView]	An overview of all invoices both paid and unpaid in table form, with a link to view each individually.	Here is your statement of outstanding invoices: [unpaidInvoicesView] Here is your statement of outstanding invoices: 'SHOWN HERE'
 [unpaidInvoicesView]	An overview of all invoices that are currently unpaid in table form, with a link to view each individually.	Here is your statement of outstanding invoices: [unpaidInvoicesView] Here is your statement of outstanding invoices: 'SHOWN HERE'
 [unpaidInvoicesDownload]	An overview of all invoices that are currently unpaid in table form, with a link to download each individually.	Here is your statement of outstanding invoices: [unpaidInvoicesDownload] Here is your statement of outstanding invoices: 'SHOWN HERE'
 [paidInvoicesView]	An overview of all invoices that are currently paid in table form, with a link to view each individually.	Here is your statement of paid invoices: [paidInvoicesView] Here is your statement of paid invoices: 'SHOWN HERE'
 [paidInvoicesDownload]	An overview of all invoices that are currently paid in table form, with a link to download each individually.	Here is your statement of paid invoices: [paidInvoicesDownload] Here is your statement of paid invoices: 'SHOWN HERE'
 [reference]	Invoice reference number	Here is your up to date statement of all invoices: [allInvoicesView] Here is your up to date statement of all invoices: 'SHOWN HERE'

 [balance]	Current customer balance	<p>You have an outstanding balance of [balance]</p> <p>You have an outstanding balance of £35</p>
 [formattedDueDate]	Date when the payment is due according to the date on the invoice	<p>Please find attached your invoice for today's appointment which is due on [formattedDueDate]</p> <p>Please find attached your invoice for today's appointment which is due on Mon, Jun 27th</p>
 [formattedPrice]	Job price	<p>Your [serviceList] will be charged at [formattedPrice]</p> <p>Your window cleaning will be charged at £25.00</p>

Message Tokens: Business Details

Token	Description	Example
 [businessName]	Your business name	<p>Many Thanks, Susie [businessName]</p> <p>Many Thanks, Susie Squeegee Clean</p>
 [email]	Your Squeegee account email	<p>Email us on [email]</p> <p>Email us on support@squeeg.ee</p>
 [signature]	Your html email signature (set in settings > notifications & messages > email signature)	<p>Many thanks, [signature]</p> <p>Many Thanks, Squeegee Clean The Dairy, Brockhampton Offices</p>



[logo]

Your business logo taken from uploading in settings > general.

'SHOWN HERE'

Message Tokens: Appointment Details

Token

Description

Example

 [nextDate]

Date of the following appointment (upcoming if used in a reminder message, following if sent in an invoice once today's job is complete)

Your next appointment will be on [nextDate]
Your next appointment will be on **Fri, Jun 24th**

 [nextTime]

Time of the following appointment
If no time is set, the text will show as 'any time'

Your next appointment will be at [nextTime]
Your next appointment will be at **any time**
Your next appointment will be at **4pm**

 [dateFromNow]

A description of when an appointment is taking place in relation to the date the message is being sent.
E.g. if the appointment is on the day of sending the message, the text will show as 'today' if it's one day in the future, the text will be 'tomorrow' etc

We will be with you [dateFromNow]
We will be with you **tomorrow**

 [formattedDate]

Date formatted as Day, Month, date.

Your next appointment will be on [formattedDate]
Your next appointment will be on **Mon, Jun 20th**

 [time]

Appointment time in 24 hour time

We will be with you at approximately [time]
We will be with you at approximately **17:00**

 [timeWindow]

Set the number of minutes for your appointment time windows.

An appointment set to start at **09:00** will show the time window as **09:00-10:00**.

 [duration]

The duration set on the job

Your appointment is due to last approximately [duration]

Your appointment is due to last approximately 0:30

Message Tokens: Job & Service Details

Token

Description

Example

 [serviceList]

List of services on the appointment

We will be with you to perform the following services: [serviceList]

We will be with you to perform the following services: Window Cleaning and gutter cleaning

 [addressDescription]

The job address (rather than the billing/customer address)

We are visiting tomorrow for a full exterior clean at [addressDescription]

We are visiting tomorrow for a full exterior clean at 14 Grandstand Rd, Hereford HR4 9NE, UK

 [roundName]

Round name on the job

We will be with you [dateFromNow] when visiting our [roundName] round

We will be with you tomorrow when visiting our Hereford round

Message Tokens: Staff/ Assigned To

Token

Description



Example

 [assignedTo]




Full name of the assignee on the job

[assignedTo] will be completing your job

Susie Bishop will be completing your job

 [assignedToFirstName]	<p>First name of the assignee on the job</p>	<p>[assignedToFirstName] will be completing your job</p> <p>Susie will be completing your job</p>
 [assignedToLastName]	<p>Round name on the job</p>	<p>[assignedToLastName] will be completing your job</p> <p>Bishop will be completing your job</p>

Message Tokens: Links & Actions

Token	Description	Example
 [link]	<p>Quote link</p>	<p>Please see your quote attached: [link]</p> <p>Please see your quote attached: https://sqa.ee/u/sf77f</p>
 [inviteLink]	<p>A unique link for customers to sign up to automatic payments.</p>	<p>Please click on the link below to sign up to automated payments: [inviteLink]</p> <p>Please click on the link below to sign up to automated payments: https://sqa.ee/u/mygeo</p>
 [url]	<p>Invoice link</p>	<p>Your latest invoice ref: [reference] can be viewed here: [url]</p> <p>Your latest invoice ref:21sgsGB MlzMHpsq25gg99 can be viewed here:https://sqa.ee/go/i/21sgsGBMlzMHpsq25gg99</p>