

## Increase customer satisfaction and drive business with customizable emails for Microsoft Dynamics 365 Business Central.

**Deliver customized, targeted emails directly from Dynamics 365 Business Central with ChargeLogic Notify. Using a powerful template system and business rules, you'll be able to create personalized content and custom designs in an email format.**

### Send Customized Emails from Dynamics 365 Business Central

Your customers expect to receive email confirmations whenever they place an order, make a payment, or when their order ships. **ChargeLogic Notify** gives you the ability to respond to customers' expectations and goes beyond providing basic communications. With **ChargeLogic Notify**, you can automatically include targeted, customized messages and customer-specific information within emails sent directly from Dynamics 365 Business Central.

Using a powerful template system and business rules, you'll be able to create tailored content and design for all sales communications in Dynamics 365 Business Central. Customize colors, format, fonts, content, and placement of information. Include logos and graphics. Provide information specific to customers and their orders. Personalize the subject line of emails with specific details such as invoice number, items ordered, or shipment details, to deliver the information and service your customers expect with the look that promotes your brand.

### Deliver Targeted Communications from Dynamics 365 Business Central

Communicating order information to customers should be fast, automated, and easy. **ChargeLogic Notify** empowers you to quickly and simply communicate sales, order, and shipment information to all contacts associated with an order.

Not sure which contacts should receive a communication? **ChargeLogic Notify** suggests a list of contacts and allows you to select who receives the email. Through setup, you can determine which individuals will receive certain emails all the time by default and you can turn them on or off on a per order basis.

Notify identifies contacts that are associated with an order by looking at customers, contacts, salespeople, and users. Easy-to-use filters allow you to assign templates to specific groups of customers so that you can have different messaging for different kinds of customers. You can set up defaults that assign contacts that should always receive certain types of communications. You can also assign individuals to receive emails directly or in the CC or BCC field of the email.



### CUSTOMIZE EMAILS FOR

Invoices, Orders, Shipments, Returns,  
Credit Memos, Sales Quotes

### KEY FEATURES

- 100% customizable
- Automate distribution with business rules
- Centralize changes with template system

### KEY BENEFITS

- Increase customer communications
- Strengthen customer satisfaction
- Drive business



## Communicate Better with Customers

### Customize with Templates

**ChargeLogic Notify** uses html and a powerful template system that enables you to control the look and content of specific documents used in the sales and fulfillment cycle and email them directly from Dynamics 365 Business Central. Seven email templates make it easy to get started: order confirmation, shipment notification, invoices, return confirmation, return receipt, sales quote, and credit memo.

Making changes across the board or to select templates is easy. The unique sub-template system enables users to make changes on a modular level and have those changes appear in all linked email templates, saving time and eliminating the possibility of errors.

Set up business rules to bring in data from any Dynamics 365 Business Central table and dynamically create templates that work for you. Assign templates to specific customers, campaigns, groups, or categories. Templates can also be date driven and include data fields from the order and format strings, field names, and template codes.

Calculations allow you to include computed and aggregate values. Sub-templates can be nested to efficiently manage communications and to create a master template.

### Automated Emails

Have email notifications distributed automatically when certain events or triggers occur, such as the release of a sales order or the posting of a shipment or invoice. Send email notifications to all the contacts associated with an order. Assign the salesperson to always receive a copy of the emails sent to their customers. Include package tracking information on shipment notifications, allowing customers to easily click links to track packages.

### Email Audit Trail

The email log allows you to track the number of times communications have been sent, to whom, and when.

### Electronic Email Invoicing with ChargeLogic Click-to-Pay Integration

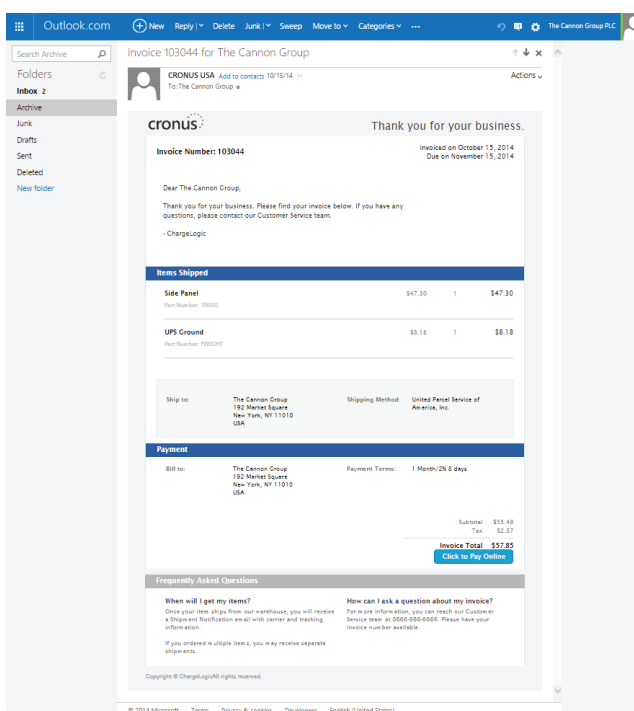
Use Notify with **ChargeLogic Click-to-Pay Invoicing** to get paid faster, reduce paperwork, and streamline your invoicing process. When combined, **ChargeLogic Notify** and **ChargeLogic Click-to-Pay** allow you to send email invoices that contain all the standard details plus an embedded Click-to-Pay button. Clicking that button takes your customer to a secure, hosted website where payments can be made by check or credit card.

### Return Shipping

Attach a prepaid return shipping label when used with **ChargeLogic Shipping**.

### ChargeLogic Payments Integration

When used with **ChargeLogic Payments**, **ChargeLogic Notify** can include credit card payment details in order confirmations and invoices. Show how much your customer has already paid, and if they still have a balance.



## Contact ChargeLogic

Visit us at  
[www.chargelogic.com](http://www.chargelogic.com)