



SendQuick ASP

End-User Guide

Version 2.8 (1 June 2023)

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1.0 Introduction

1.1 About SendQuick

SendQuick™ develops and offers **enterprise mobile messaging solutions** to facilitate and improve business workflow and communication. Our solutions are widely used in areas such as IT alerts & notifications, secure remote access via multi-factor Authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, our solutions have also been developed with other key features in mind such as **security** and **confidentiality** of company information, and **ease in mitigating disruption** during unplanned system downtime. Our solutions are available in the form of server-grade On-premises Appliance, Virtual Machine (VM) or Cloud-based.

1.2 About SendQuick ASP

SendQuick ASP is an easy-to-use SMS messaging solution leveraging **cloud technology** to disseminate information via a web browser or API. SendQuick ASP supports 1-way broadcast or 2-way SMS service (with optional upgrade) to allow companies to meet their SMS messaging services requirements.

SendQuick's cloud SMS is best used to automate workflow processes, such as sending out reminders and marketing messages to increase customer interaction and provide a seamless text messaging experience for consumers.

For 2-way SMS, there are a few items to note:

- Messages sent with alphanumeric Sender ID cannot be replied with 2-way SMS.
- To reply using 2-way SMS directly, the Sender ID need to be set to the SIM card number supplied.
- The ability to see the alphanumeric Sender ID is telco network dependent and may not be applicable to all countries and subject to availability. (Currently, Singapore telcos support Sender ID function)

If you wish to use the Sender ID (in alphanumeric) and want to get reply from users (incoming SMS), you can put the instructions on the SMS text. One example is given below:

'Dear customer, your appointment is confirmed at 10am on Monday. To reply, please SMS Yes to 81234567. Thank you.'

The service requires pre-activation by the SendQuick System Administrator before it can be configured further by the company administrator to allow end-users to use.

2.0 Initial Preparation

Before accessing the SendQuick ASP service, the user needs to have a computer or laptop with Internet access and a web browser.

Once the user is ready, perform the following steps to access the service:

1. Use a computer/laptop that has access to the Internet.
2. Open the web browser.
3. Type in the following URL in the browser's address bar. Replace **companyname** with the name assigned to your organisation by SendQuick.

<http://www.sendquickasp.com/company/companyname>

4. The user will see a login page as shown in Figure 1. Enter the **username** and **password** as provided by your company's Administrator, as well as the **captcha**, and click **Login**. The user can click on "Forgot Password" to generate a new password to be sent to the email address of your company administrator.

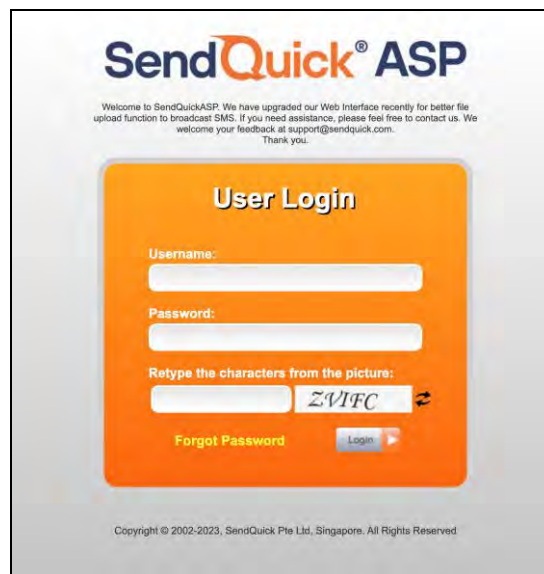


Figure 1: User Login Page

5. Once the user has entered the correct username and password, as well as the correct captcha, the user will be prompted to check his/her email for the two-factor login code.
6. Key in the two-factor login code provided in the email on the Two Factor Verification page as shown in Figure 2.



Figure 2: Two-factor verification (enter code from email)

7. To send the two-factor login code to SMS instead, on the page click on “Send a SMS instead” link.
8. Key in the two-factor login code provided in the SMS on the Two Factor Verification page as in Figure 3. Similarly, if you would like to receive the two-factor login code via email instead, click on the “Send an Email instead” link.

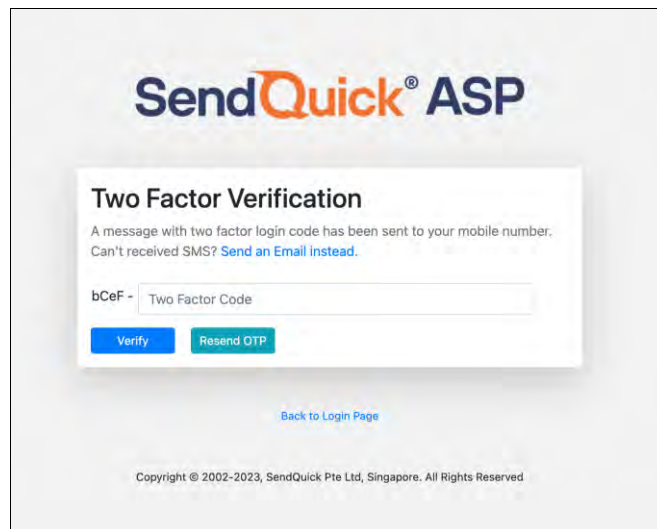


Figure 3: Two-factor verification (enter code from SMS)

9. Upon successful login, the user will be directed to the SendQuick ASP User Interface dashboard.

Note: Get assistance from the system administrator if the user does not have the URL address for the SendQuick ASP service.

3.0 User Access

3.1 User Login

The initial process for user login is explained in **Section 2.0 Initial Preparation**. By default, there will be a two-factor authentication during login that will send the one-time-password code either to email or SMS. To turn off this two-factor authentication step please refer to **Section 3.9 Profile**.

3.2 Send & Schedule SMS

SendQuick ASP supports all the following SMS messaging formats:

- Standard SMS length of up to 160 characters, including space and special characters, in single-byte messages in ASCII Text (ISO-8859-1) - e.g., English
- Standard SMS length of up to 70 characters, including space and special characters, in double-byte messages in UTF-8 (Unicode) - e.g., Chinese or a mix of English and Chinese characters.
- Long (concatenated) SMS, with each SMS segment length of
 - Up to 153 characters, including space and special characters, in ASCII Text (ISO-8859-1), or
 - Up to 67 characters, including space and special characters, in UTF-8. (Unicode)
- Delivered to most mobile networks globally at best effort.

The mobile phone number(s) to insert in has (have) to be in international format (with country code). However, the '+' sign needs to be omitted. For example, for sending to Singapore and Malaysia, the numbers will be '6591234567' and '60123456789' where the '65' and '60' are the country codes for Singapore and Malaysia respectively.

3.2.1 Send & Schedule SMS – Manual Entry

The user may **Schedule SMS** (at a pre-determined date and time) or immediately send, by entering the **Email Address** with **Email Subject** and/or **Handphone Number**, as well as the **Message** content into the respective fields.

Alternatively, the user may enter the email address and/or handphone number details by selecting them from the stored contacts in **Individual and/or Group Contact List**. (See details in **Section 3.4 Contact List**)

Kindly note the following features:

- **Campaign Name** is an optional field which user may give the broadcast session a name for easy reference under **Campaign Management**.
- **Sender ID** refers to the sender's name (a.k.a. Caller ID) which can support alphanumeric of up to 11 characters long and needs to be whitelisted by SendQuick System Administrator.
- **Handphone Number** will be auto-edit to the accepted format in this field. (e.g.,

- +65 or +65-9 will be auto-change to 65 or 659)
- The **Email** function only enables the user to send email in plain text only, no attachment is allowed.
- Opting out of Duplicate Number Check** is set to **No** by default so as to automatically filter out duplicate handphone number in the same broadcast session. (**Campaign Name** is optional)
- Language** is set to **Text** by default and will auto-change in accordance to the message content detected in the **Message** field.

Figure 4: Send & Schedule SMS - Manual Entry

3.2.2 Send & Schedule SMS – By File Upload & Preview

Alternatively, the user may **Send to Preview** the SMS messages **By File Upload** method in Figure 5. (3 types as shown in points A to C below)

Then, the user would need **View File** at the **Preview** as shown in Figure 6 & Figure 7 to review the broadcast setup before choosing to **Send Now** / **Schedule Now**. If there is any mistake to be amended, the user may choose to **Cancel** / **Delete** the file and re-do.

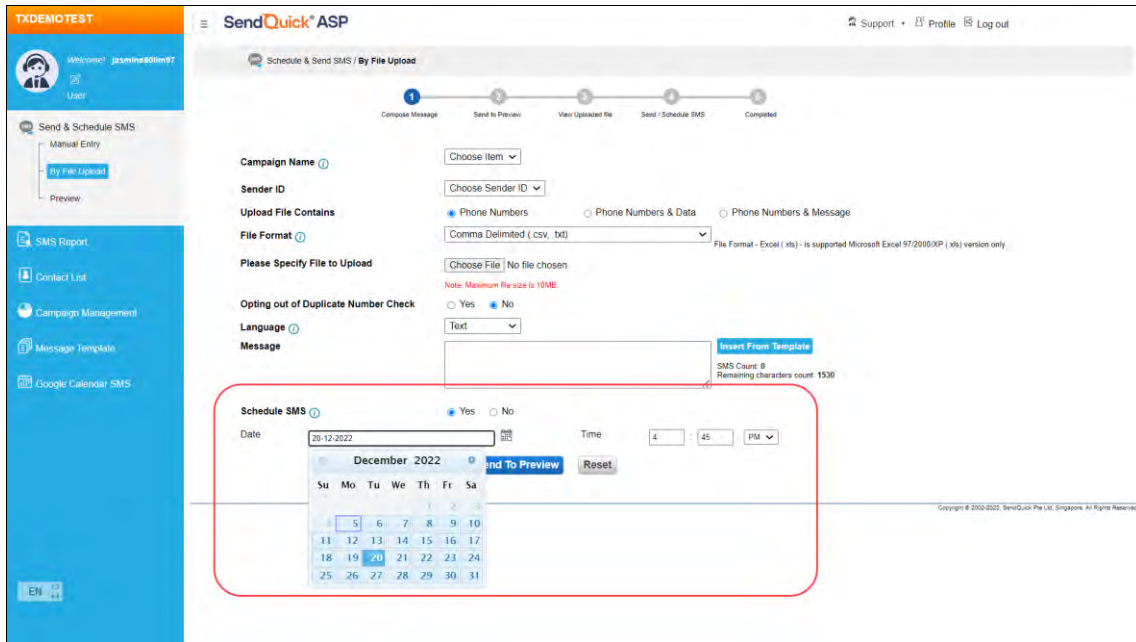


Figure 5: Send & Schedule SMS – By File Upload

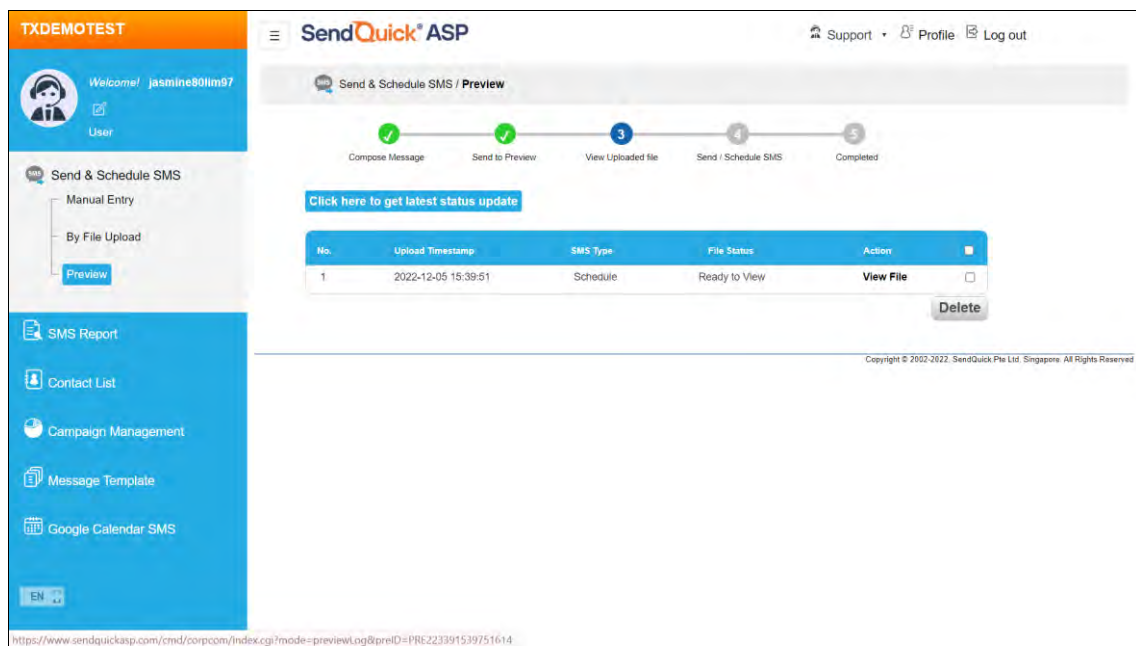


Figure 6: Send & Schedule SMS – Preview

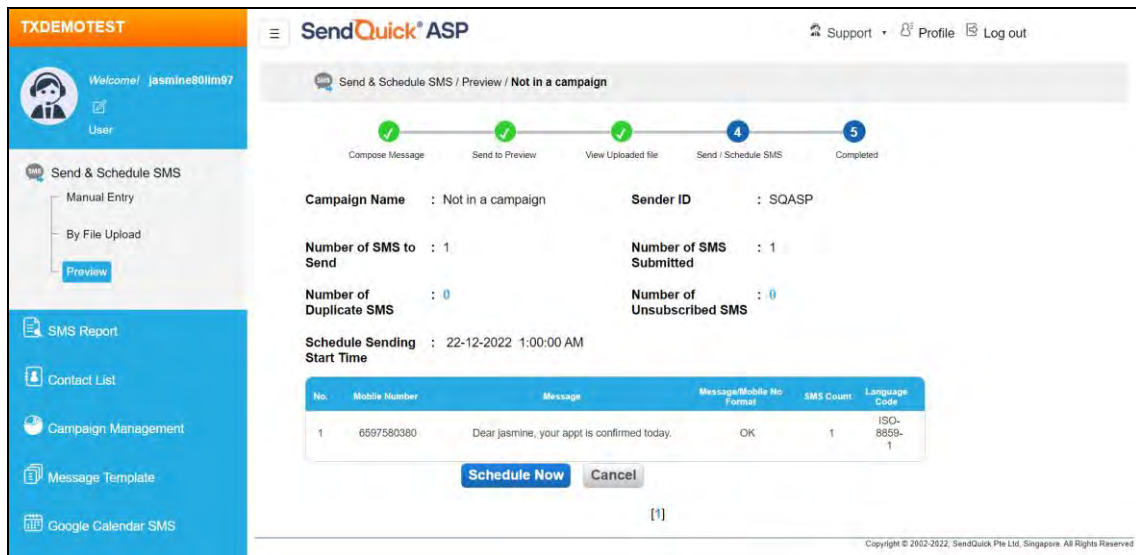
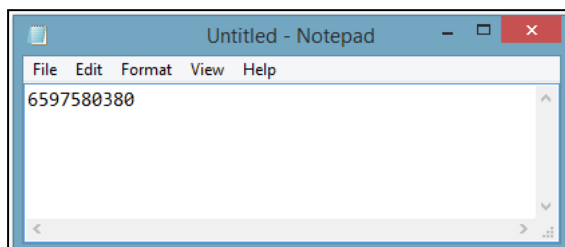


Figure 7: Send & Schedule SMS – Preview – View File

Kindly see the following list of supported file formats for the 3 types (refer to pointers A to C) of supported file upload:

- **CSV (Comma Delimited)**
- **TXT (Comma Delimited)**
- **XLS**

A. Upload File Contains Phone Numbers

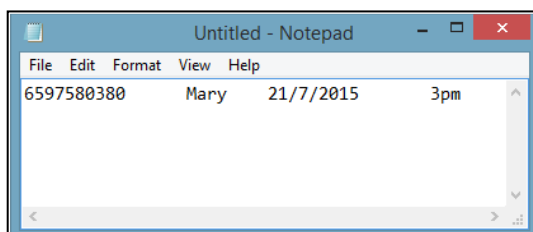


	A	B
1	6597580380	
2		

B. Upload File Contains Phone Numbers & Data

The first column is for the phone numbers (one per row) while the other columns are the corresponding data for each of the phone numbers.

For example, we take the first row containing 3 data fields: 6597580380 (phone number), Mary (x1x), 21/7/2015 (x2x) and 3pm (x4x).



	A	B	C	D
1	6597580380	Mary	21/7/2015	3pm
2				

Then, the message “Hi x1x, see you on x2x @ x3x.” will have its data fields’ variables being mail-merged to become “Hi Mary, see you on 21/7/2015 @ 3pm.”

C. Upload File Contains Phone Numbers & Message

The first column is for the phone numbers (one per row), and the second column is the corresponding messages.

	A	B	C	D	E
1	6597580380	Dear Mr. Tan, menebus satu vanilla ais krim kon jika anda hadir esta SMS ke mana-mana kedai-kedai Ah Ma merata Antara 25/7/15 dan 31/7/15.			
2	6591515466	Hi Jonathan, thank you for renting Toyota Camry from Auto Rental Pte Ltd today! You may collect the car from our basement carpark tomorrow at 9am.			
3	6588112233	Dear Ms. Sally, your appointment with Doctor Khoo is 3pm tomorrow. If you wish to re-schedule, kindly give us a ring @ 65 6280 2881.			

	A	B
7	6597580380	Dear Mr. Tan, menebus satu vanilla ais krim kon jika anda hadir esta SMS ke mana-mana kedai-kedai Ah Ma merata Antara 25/7/15 dan 31/7/15.
8	6591515466	Hi Jonathan, thank you for renting Toyota Camry from Auto Rental Pte Ltd today! You may collect the car from our basement carpark tomorrow at 9am.
9	6588112233	Dear Ms. Sally, your appointment with Doctor Khoo is 3pm tomorrow. If you wish to re-schedule, kindly give us a ring @ 65 6280 2881.

Note on the above-mentioned pointers A – C:

- There is no need for header in the spreadsheet, otherwise, the mail-merge results would be wrong.

	A	B	C	D
1	Telephone Number	Name	Date	Time
2	6597580380	Jasmine	29/7/2015	4pm
3	6591244556	Joshua	30/7/2015	6pm



	A	B	C	D
1	6597580380	Jasmine	29/7/2015	4pm
2	6591244556	Joshua	30/7/2015	6pm



- Phone numbers inserted in the first column of the spreadsheet are never considered a data field column for mail-merging.

(E.g.) Broadcast message template:

Dear x1x, your appointment is on x2x, @ x3x.

	A	B	C	D
1	6597580380	Jasmine	29/7/2015	4pm
2	6591244556	Joshua	30/7/2015	6pm



	A	B	C	D
1	6597580380	Jasmine	29/7/2015	4pm
2	6591244556	Joshua	30/7/2015	6pm



3.3 SMS Report

It consists of the following types of SMS log reports:

- **Outbox**
- **SMS Scheduled / In Queue**
- **Common Inbox**
- **Inbox**

3.3.1 SMS Report - Outbox

The **Outbox** (as shown in Figure 8) contains all outgoing SMS messages that has been sent by the user.

The **Status** shows the outcome of the outgoing messages.

- If it is **Y**, it means that SendQuick ASP has already successfully sent out the message from the gateway to the telco operator and SMS credit will be deducted regardless of the **Delivered Status**.
- If it is **F**, it means that SendQuick ASP has failed to send out the message and **no** SMS credit was deducted.

The **Delivered Status** shows an acknowledgement of the sent messages directly from the telco operators. It can show status of any of the following:

- **Delivered** – the message has been delivered by the telco operator to the recipient.
- **Sent (Pending Status)** – the telco operator has attempted to send the message to the recipient and is pending for further update.
- **Undelivered** – the telco operator is unable to deliver the message to the recipient.

The user can also search the messages by a range of dates, and **Export** to file via **CSV** or **XLS**.

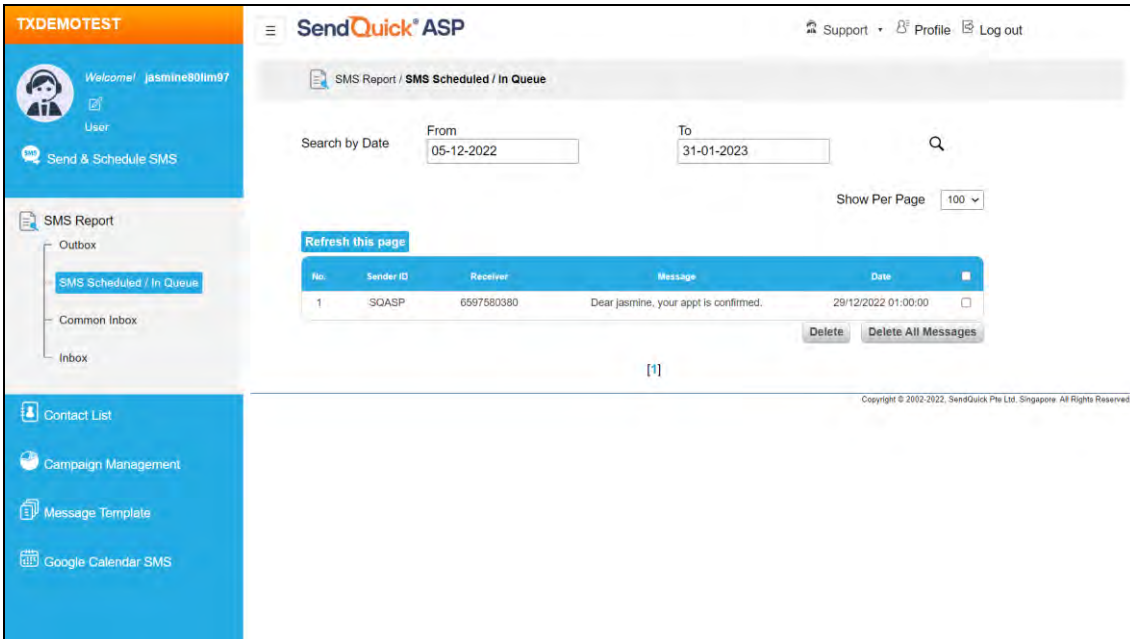
No.	Mobile Number	Sender ID	Message	Status	Delivered Status	Date	Total SMS
1	6597580380	62802881	test by jasmine	Y	DELIVERED	02/11/2022 14:20:39	1

Figure 8: SMS Report – Outbox

3.3.2 SMS Report – SMS Scheduled / In Queue

All SMS messages that are still in the queue for sending, as well as those scheduled at a later stipulated date and time will be logged in **SMS Scheduled / In Queue** (see Figure 9) before it is sent. Once sent, the entries will no longer be found here but logged in Outbox (see **3.3.1 SMS Report - Outbox**) instead.

Users may choose to delete the messages that are still in the Queue to prevent messages from being sent out. Select the messages by checking the corresponding checkboxes and click the **Delete** button to remove them. To delete all messages at once, click the **Delete All Messages** option.



The screenshot displays the SendQuick ASP interface. The left sidebar contains navigation options: 'Send & Schedule SMS', 'SMS Report' (with sub-options for 'Outbox', 'SMS Scheduled / In Queue', 'Common Inbox', and 'Inbox'), 'Contact List', 'Campaign Management', 'Message Template', and 'Google Calendar SMS'. The main content area is titled 'SMS Report / SMS Scheduled / In Queue'. It features search filters for 'From' (05-12-2022) and 'To' (31-01-2023), a search icon, and a 'Show Per Page' dropdown set to 100. A 'Refresh this page' button is located above a table with the following data:

No.	Sender ID	Receiver	Message	Date	
1	SQASP	6597580380	Dear jasmine, your appt is confirmed.	29/12/2022 01:00:00	<input type="checkbox"/>

Below the table are 'Delete' and 'Delete All Messages' buttons. A '[1]' indicator is shown below the table. The footer contains the text: 'Copyright © 2002-2022, SendQuick Pte Ltd, Singapore. All Rights Reserved'.

Figure 9: SMS Report – SMS Scheduled / In Queue

3.3.3 SMS Report – Common Inbox

This will only be applicable if you are subscribed to the 2-way messaging service. Any incoming SMS that does not have any matching keyword (i.e., the first word of the incoming SMS message) designated to any of the users of the corporate account will be captured in **Common Inbox** (see Figure 10) that will be common to all.

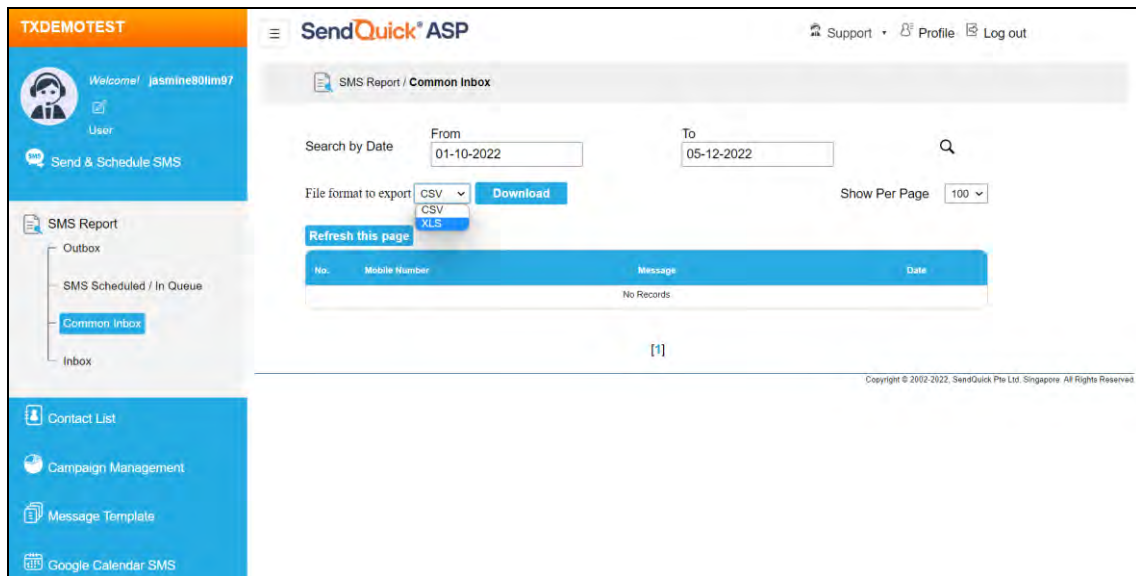


Figure 10: SMS Report – Common Inbox

In other words, the SMS messages log here will be visible to all the users under the same corporate account. The SMS messages log can be exported as **CSV** or **XLS** file format.

3.3.4 SMS Report – Inbox

This will only be applicable if you are subscribed to the 2-way messaging service. The incoming SMS will be routed via a hosted 3G/4G modem with SIM card. The **Inbox** (see Figure 11) logs all the incoming SMS messages for the user.

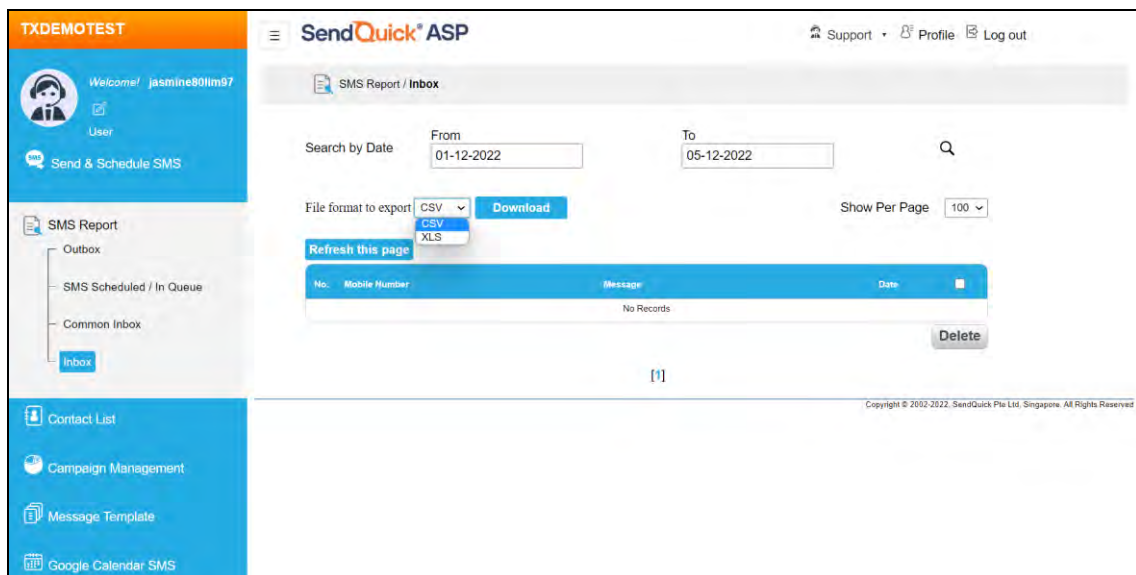


Figure 11: SMS Report – Inbox

Any incoming SMS that has matching **Keyword** (i.e., the first word of the incoming SMS message) designated to the user will be captured here. This keyword can be specified by the company administrator, and it can also be found in the user **Profile**.

3.4 Contact List

This is the address book that contains the following for each user:

- **Individual Contact List**
- **Group Contact List**

3.4.1 Contact List – Individual Contact List

The user can create, delete and group the contacts under **Individual Contact List** (see Figure 12). The user can also **Import Contact** from file, **Sync From Google** or **Sync From Salesforce**.

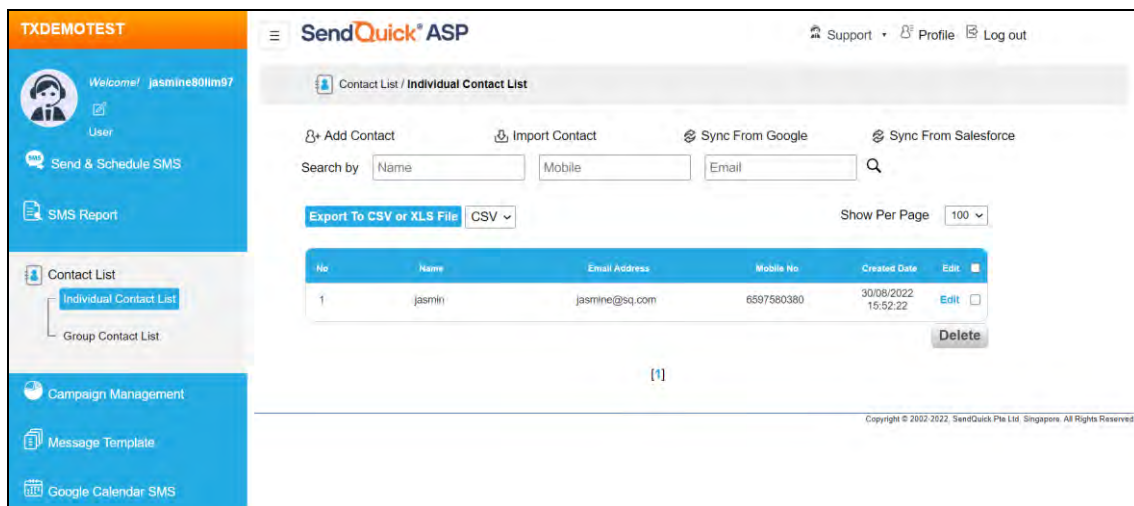


Figure 12: Contact List – Individual Contact List

Select **Add Contact** button to create a new contact. The information for the new contact is shown in Figure 13. Once ready, select the **Submit** button and the contact is created in the system.

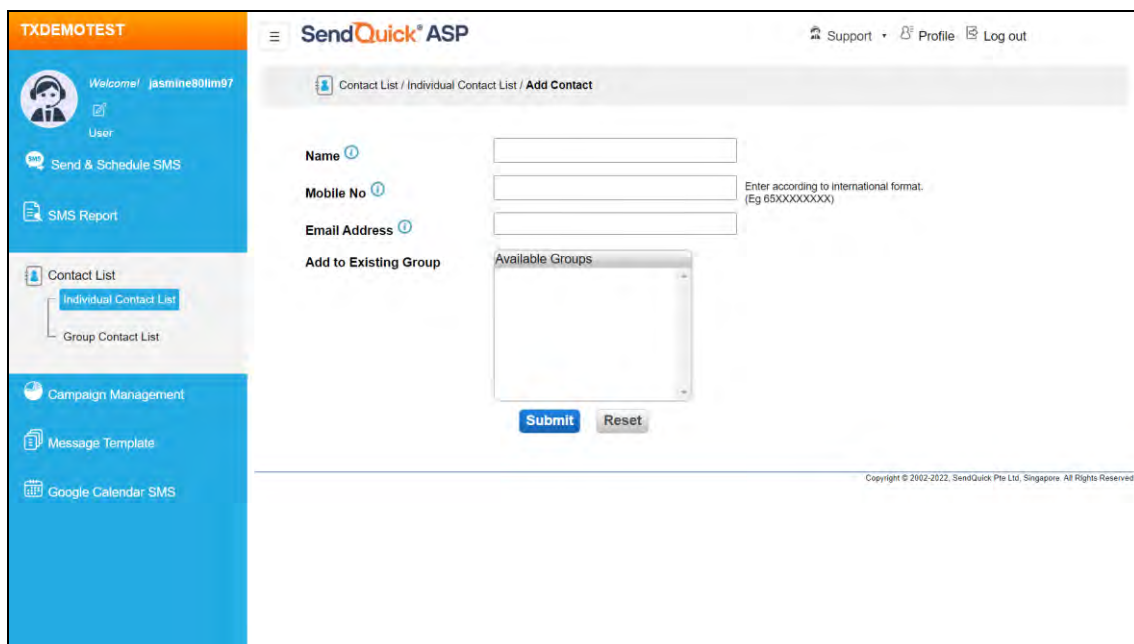


Figure 13: Individual Contact List – Add Contact

Select **Import Contact** (see Figure 14) button to upload list of contacts at one go.

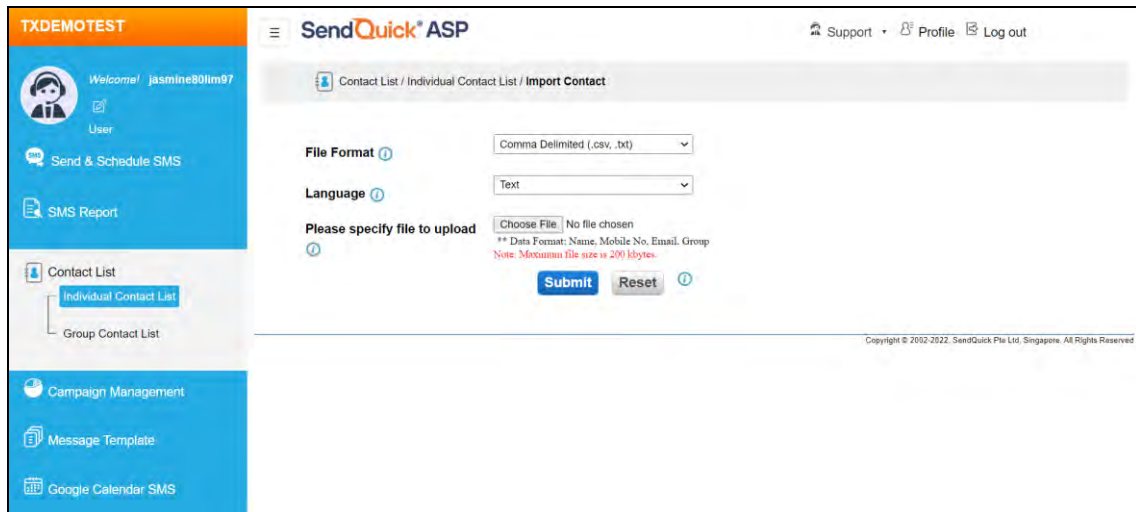


Figure 14: Individual Contact List – Import Contact

3.4.2 Contact List – Group Contact List

Select **Group Contact List** and the user will be able to view the names of the various groups that the contacts are assigned to. (See Figure 15)

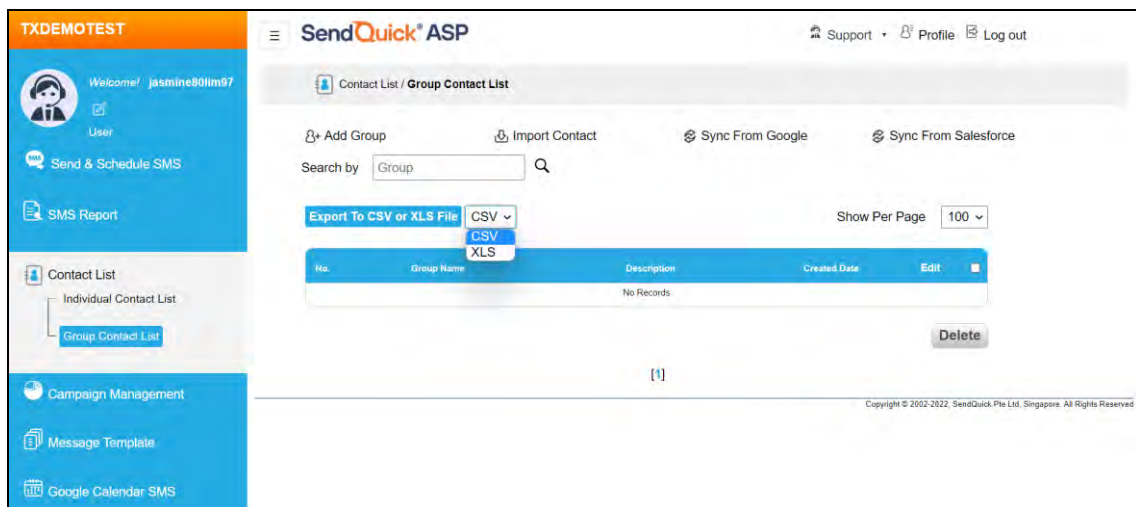


Figure 15: Contact List - Group Contact List

To create a new group and add contacts into it, select **Add Group**, then give the group a **Group Name** and **Group Description**. Then, assign the relevant **Available Contacts** to **Selected Contacts** and click **Submit**.

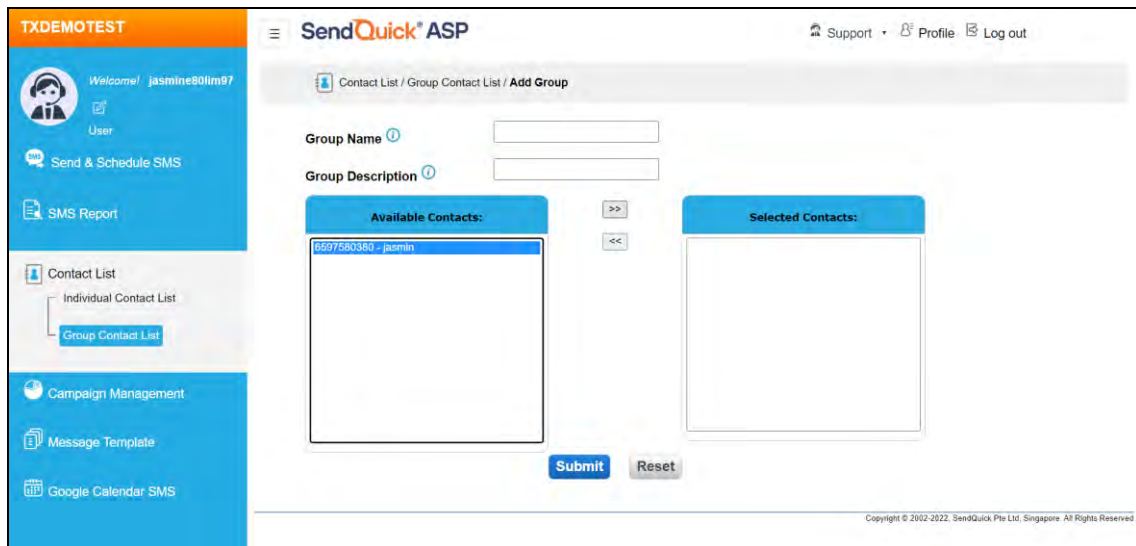


Figure 16: Group Contact List – Add Group

Alternatively, the user may **Import Contact** in bulk easily to an **Existing Group** or a **New Group** via file upload. (See Figure 17)

The **File Format** supported are **Comma Delimited format** in **csv** or **txt**. The content must have the following fields:

Name, Mobile No, Email Address, Group

The email address field is compulsory. If there is no email required, just insert any value or the word “NA” to complete the field for easy import of the list.

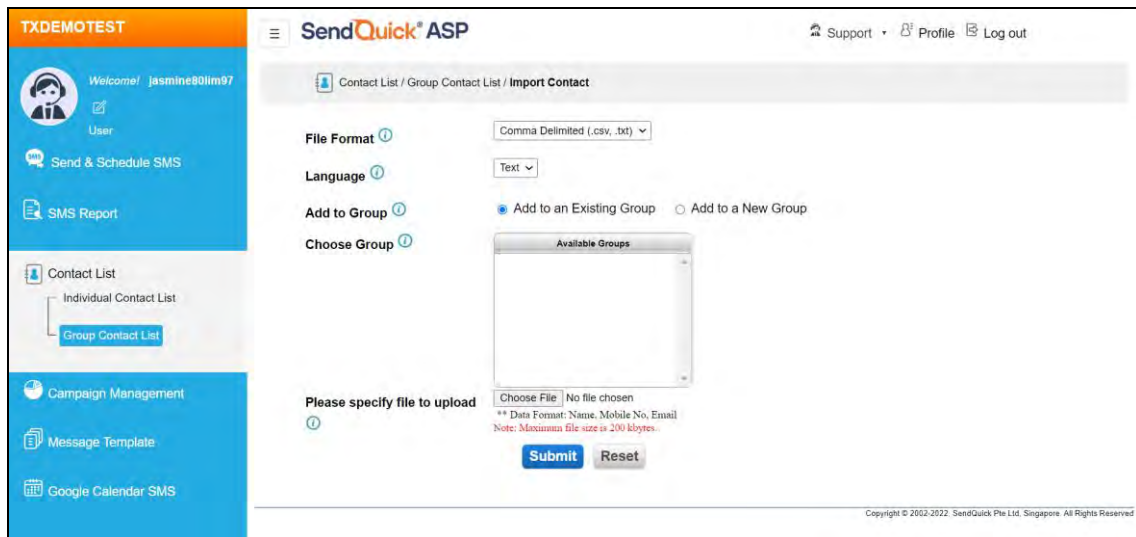


Figure 17: Group Contact List – Import Contact

3.5 Campaign Management

Campaign Management is meant for the user to have a quick summary (see Figure 18) for different broadcast groups/campaigns on hand concurrently. The user may search campaign by name, create date and/or schedule date, and/or status. If the user would like to see a list of campaigns created in the user account, kindly remove the dates in the search bar and click Search.

The user may add a new campaign by clicking **Create New Campaign** and give it a name. (See Figure 19) Then, when the user sends SMS via **Send & Schedule SMS – Manual Entry** (refer to **Section 3.2.1 Send & Schedule SMS – Manual Entry**) or **By File Upload** (refer to **Section 3.2.2 Send & Schedule SMS – By File Upload & Preview**), this campaign name can be selected in the campaign field before broadcast.

After the broadcast, the user may obtain the SMS log report by campaign by clicking the **Campaign Name** found under the **Campaign** column. (See Figure 18)

Furthermore, the user is able to **Export to CSV or XLS File, Filter by: All, Sent, Unsent, Scheduled** for analysis and/or recording purposes as shown in Figure 20.

No.	Campaign	Status	Created Date & Time	Scheduled Date & Time	Total SMS Needed
1	SWS	Ready	24-08-2021 10:58	NA	
2	call tree exercise mar	Sent	25-02-2022 15:54	NA	1

Figure 18: Campaign Management

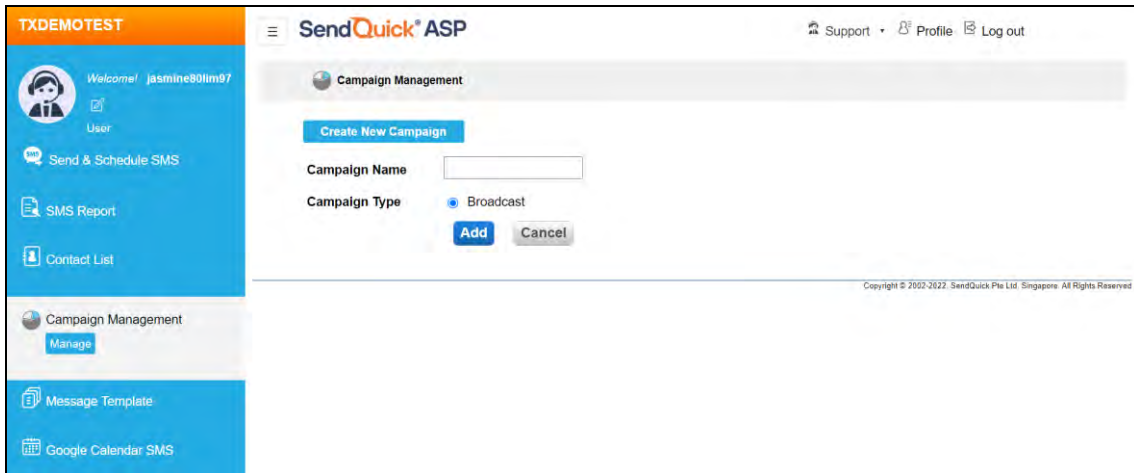


Figure 19: Campaign Management – Create New Campaign

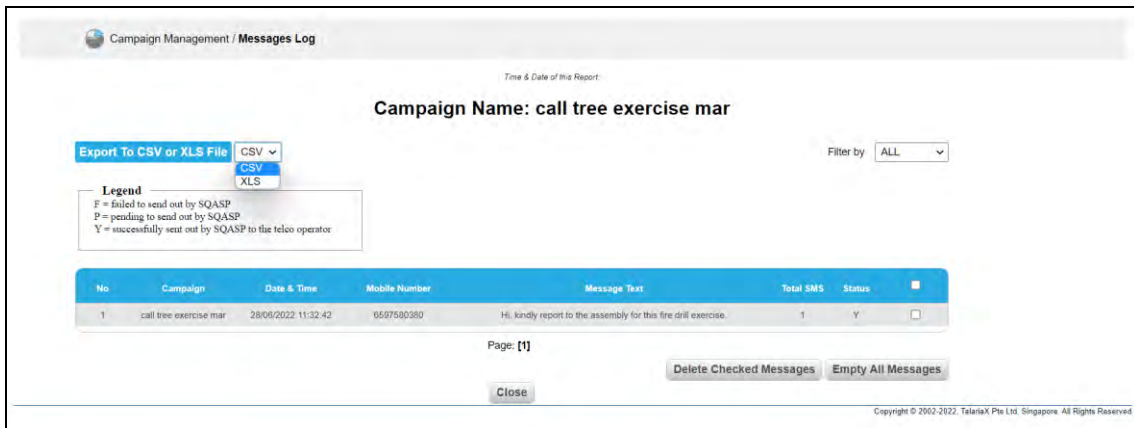


Figure 20: Campaign Management – Messages Log

3.6 Message Template

Message Template creation eases the need to manually enter the message content every time a broadcast is required. The message content can be pre-saved as templates to select for reuse whenever required.

To create a template, click on **Create** on the left-hand submenu of Message Template and fill in the Template message (see Figure 21) and **Submit** it to be made available when using the Sending message function. The user may **Insert From Template** to insert the template into the **Message** field before broadcast via **Manual Entry** (see Figure 4) or **By File Upload** (see Figure 5).

To view list of all pre-created templates, click **Edit** on the left-hand submenu of Message Template (see Figure 22) and click the template name itself to edit the **Template ID** and/or **Template** content if required.

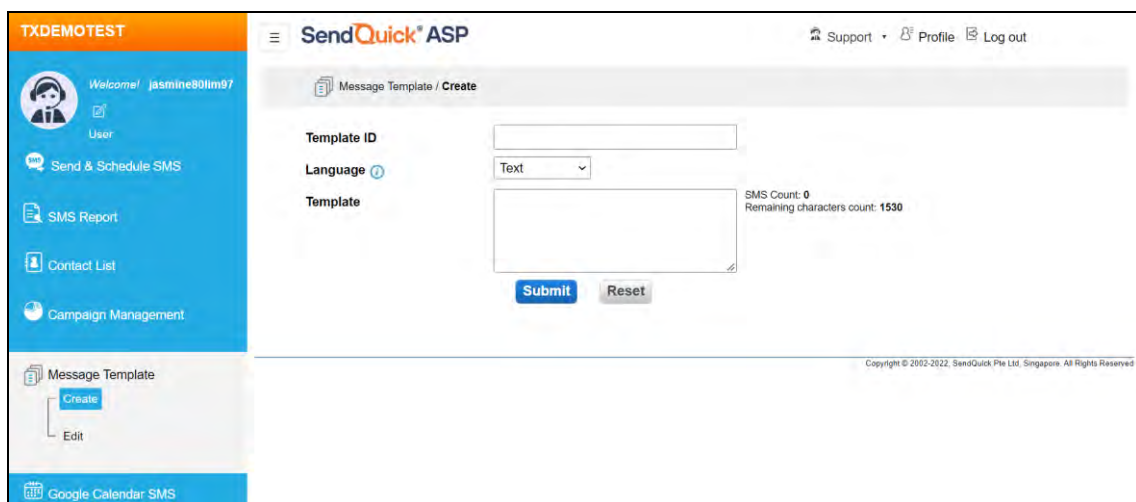


Figure 21: Message Template – Create

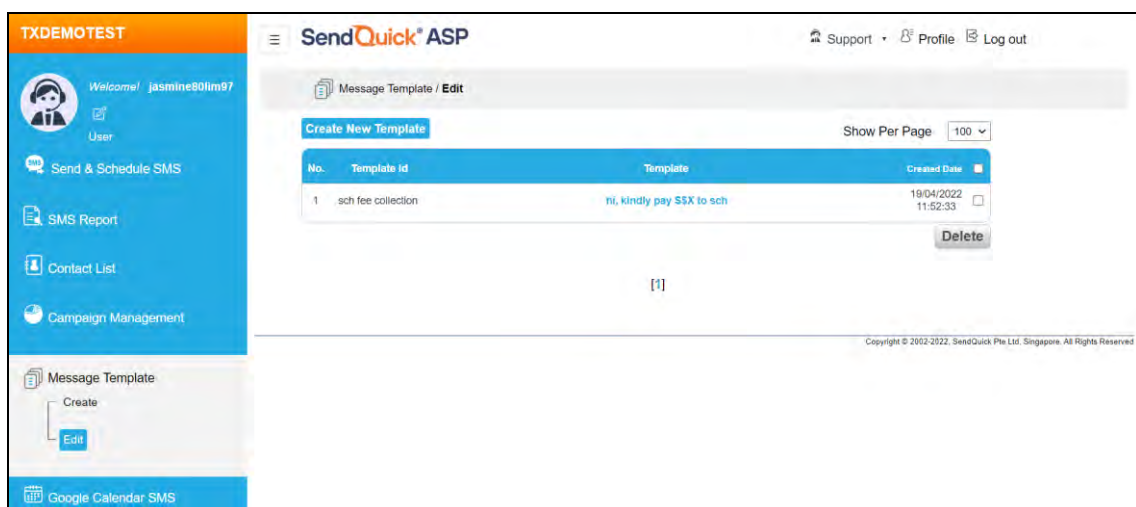


Figure 22: Message Template – Edit

3.7 Google Calendar SMS

Google Calendar SMS is an add-on feature in the service to allow user to auto-schedule/send the guests text message reminders made within the Google calendar for any upcoming event to reduce no-show rates.

To setup, kindly click **Send & Schedule SMS** under the **Google Calendar SMS** (see Figure 23). Then, the user needs to **Create** and **Save** a Data Format **Template** (see Figure 24).

Should there be a need to view existing templates created or make any amendment, click **View/Edit** to proceed. To **Define the Format of Calendar's Data**, either click **Insert/Edit** or **Insert** at Data Format field. **Opting out of Duplicate Number Check** feature is, again, set to No by default so as to automatically filter out duplicate handphone number in the same broadcast session.

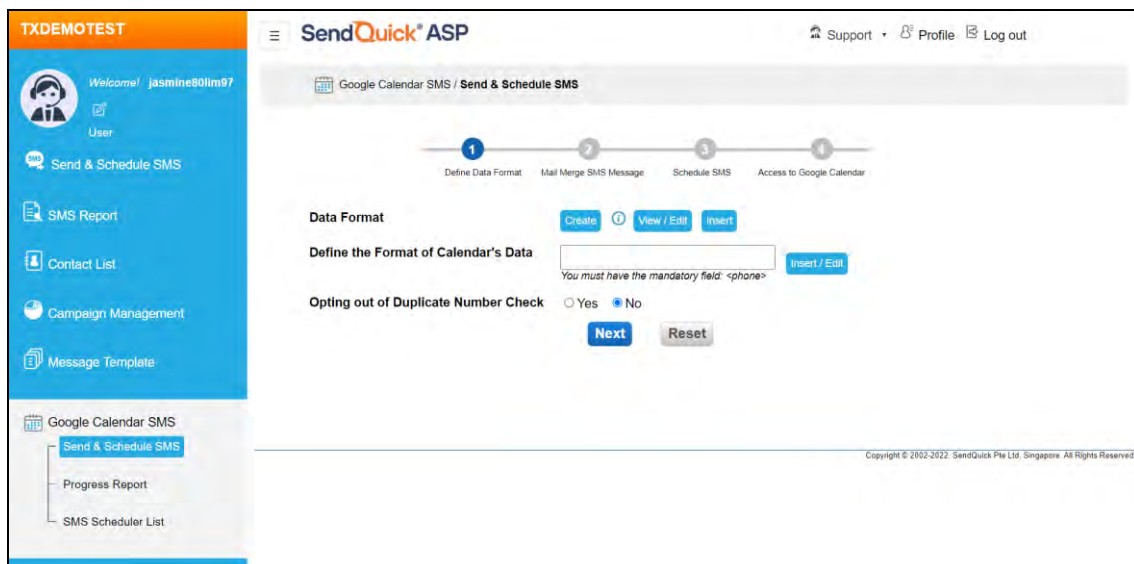


Figure 23: Google Calendar SMS – Send & Schedule SMS



Figure 24: Google Calendar SMS – Data Format Template

Next, the user may manually type in the **Broadcast Message** or **Insert From Template** for this step (see Figure 25). In step 3, the user may choose to send or **Schedule SMS** on a **Specific Date & Time** or on how many **day(s) In Advance** (where there is a need to give a **SMS Scheduler Name**) for each of the events that match the Data Format defined, within the selected calendar period in the Google Calendar (see Figure 26). After that, the user may **Preview** before granting sendQuick ASP the

permission to **Access to Google Calendar** account in order to complete the setup and run in the background.

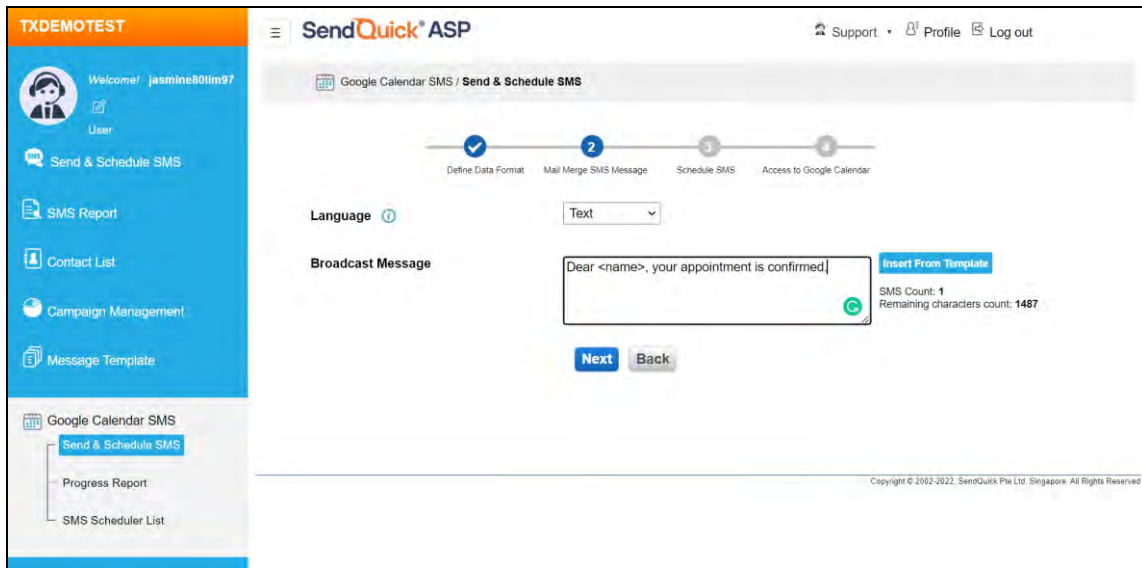


Figure 25: Google Calendar SMS – Send & Schedule SMS > Mail Merge SMS Message

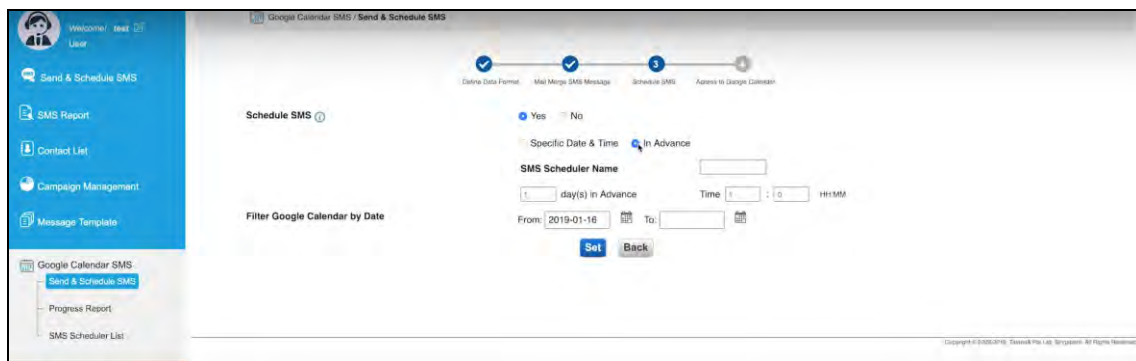


Figure 26: Google Calendar SMS – Send & Schedule SMS > Schedule SMS

The user may click **Progress Report** to click and check on the **Process Status** of a specific **SMS Scheduler** (see Figure 27 & Figure 28). The user may then **Export to CSV File**.

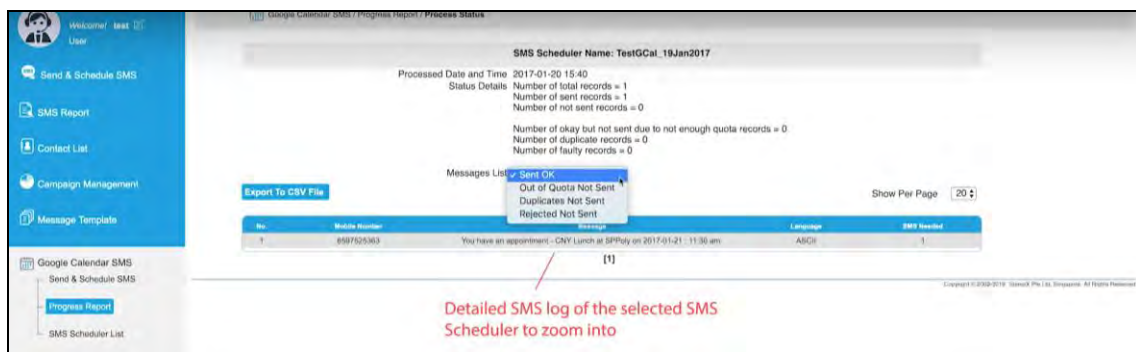


Figure 27: Google Calendar SMS – Progress Report

No.	SMS Scheduler Name	Processed Date and Time	Calendar Name	Process Status
1	TestGCat_18Jan2017	2017-01-20 19:40	Test	sent
2	TestGCat_18Jan2017	2017-01-20 16:30	Test	sent
3	TestGCat_25May17	2017-05-25 19:43	Test	sent
4	jesper list	2017-07-21 04:00	jasmin@satelax.com	processed (has errors)
5	jesper list	2017-07-22 04:00	jasmin@satelax.com	processed (has errors)
6	jesper list	2017-07-23 04:00	jasmin@satelax.com	processed (has errors)
7	jesper list	2017-07-24 04:01	jasmin@satelax.com	processed (has errors)
8	jesper list	2017-07-25 04:01	jasmin@satelax.com	processed (has errors)
9	jesper list	2017-07-26 04:00	jasmin@satelax.com	processed (has errors)
10	jesper list	2017-07-27 04:00	jasmin@satelax.com	processed (has errors)
11	jesper list	2017-07-28 04:00	jasmin@satelax.com	processed (has errors)
12	jesper list	2017-07-29 04:00	jasmin@satelax.com	processed (has errors)
13	ya test 3	2018-11-07 17:00	lyrico18@gmail.com	processed (has errors)
14	ya test 2	2018-11-08 09:01	lyrico18@gmail.com	sent
15	ya test 3	2018-11-08 17:00	lyrico18@gmail.com	processed (has errors)
16	ya test 2	2018-11-09 09:00	lyrico18@gmail.com	processed (has errors)
17	9th test 2	2018-11-09 14:46	lyrico18@gmail.com	sent
18	9th test 3	2018-11-09 14:52	lyrico18@gmail.com	sent
19	9th test 4	2018-11-09 15:08	lyrico18@gmail.com	sent
20	9th test 5	2018-11-09 15:11	lyrico18@gmail.com	sent

Figure 28: Google Calendar SMS – Progress Report – Process Status

The user may also click the **SMS Scheduler List** to check the status and details of all SMS Schedulers. (See Figure 29)

No.	SMS Scheduler Name	Selected Calendar Event Date	Schedule Day in advance	Schedule Time	Calendar Name	Status
1	Test2	2016-08-02 - 2016-08-31	1 day	10:27	Test	finished
2	Test Appt NoId	2016-09-21 - 2016-09-30	1 day	16:00	Test	finished
3	Test Meeting Reminder	2016-09-21 - 2016-09-30	1 day	09:00	Snapo Project	finished
4	Test Dental Appt	2016-09-21 - 2016-09-30	1 day	08:30	pin.kolana@gmail.com	finished
5	TestReminder181025	2016-10-26 - 2016-10-31	1 day	11:00	Holidays in Singapore	finished
6	TestGCat_23Dec2016	2016-12-23	1 day	05:30	ASP Test	finished
7	jasmine 18 13.18 test 01	2016-12-30 - 2017-01-01	1 day	16:10	jasmin@satelax.com	finished
8	testing 30 12 16	2016-12-01 - 2016-12-31	1 day	16:13	jasmin@satelax.com	finished
9	testing 11 1 11	2017-06-30 - 2017-06-30	3 day	14:41	jasmin@satelax.com	finished
10	TestGCat_18Jan2017	2017-01-20 - 2017-01-23	1 day	16:30	Test	finished
11	TestGCat_25May17	2017-05-25 - 2017-05-26	1 day	19:40	jasmin@satelax.com	finished
12	jasmine 01 on 8.8 17 test	2017-06-10 - 2017-06-11	2 day	06:10	jasmin@satelax.com	finished
13	jasmine 02 on 8.8 17 test	2017-06-10 - 2017-06-11	2 day	06:19	jasmin@satelax.com	finished
14	test 15.6 17	2017-06-16 - 2017-06-16	1 day	01:00	jasmin@satelax.com	finished
15	test today by jasmine 08 8 17	2017-07-01 - 2017-07-03	1 day	13:00	jasmin@satelax.com	finished
16	jesper list	2017-07-22 - 2017-07-31	2 day	04:50	jasmin@satelax.com	finished
17	test	2017-08-19 - 2017-08-20	1 day	12:00	lyrico18@gmail.com	finished
18	ya test	2018-11-13 - 2018-11-13	1 day	17:28	lyrico18@gmail.com	finished
19	ya test 2	2018-11-08 - 2018-11-10	1 day	09:10	lyrico18@gmail.com	finished
20	ya test 3	2018-11-08 - 2018-11-09	1 day	17:00	lyrico18@gmail.com	finished

Figure 29: Google Calendar SMS – SMS Scheduler List

3.8 Support

The user may click **Support** for the following:

- **Help assistant** to guide the user on the user interface,
- **Knowledge base** for video tutorial on the use of the service, and
- **Contact us** for the user to reach out for additional support from SendQuick

3.9 Profile

There is a **Profile** (see Figure 30) for every user. User can change **Email Address**, **Mobile No** and **login password** (see Figure 31) if required.

Users can also choose to enable or disable 2FA Authentication during login.

If there is a need to manage User Keyword, Autoreply Message (where applicable), Forward message (where applicable), Sender ID, and Add SMS Quota if the remaining is low, kindly approach the Administrator to do the needful.

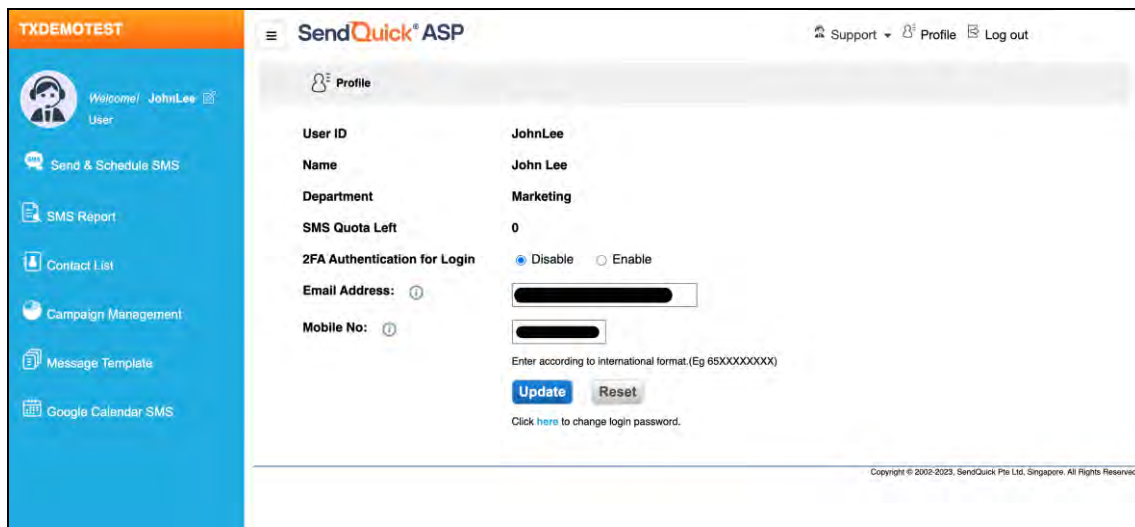


Figure 30: Profile

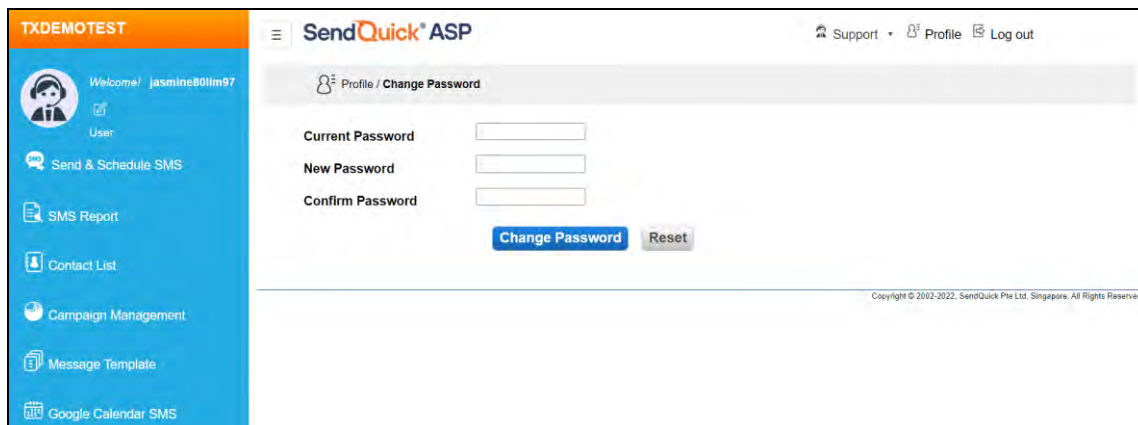


Figure 31: Profile – Change Password

3.10 Logout

To logout, the user may click **Log out** to exit from the web portal.