



# 3iVerify User Manual

## Email Templates

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## About 3iVerify

3iVerify is a cloud-based Supplier Compliance Management system that automates time consuming, laborious Supplier compliance monitoring tasks. The system does this by enabling any type of Questionnaire / Assessment to be sent to Suppliers for them to complete and upload information about the Supplier, their food safety and quality systems and their raw material and product information. It helps you verify their claims about food safety and quality and provides a documented record of this with a full audit trail. The data entered into the system by both parties has integrity built in, as each party cannot edit the other party's information. This helps ensure that the information originates from the source that is making the claim. 3iVerify also provides tools for risk assessing the information that comes from Suppliers and ensures that robust due diligence and verification processes which stand up to regulatory and food safety and quality standards are in place. The system also provides easy ways to share information with others, such as regulatory bodies and customers, so that all supporting documentation can be viewed by those with whom the user or the Supplier wish to share it.

## About this User Manual

This User Manual is intended for the use of Customers and Users of 3iVerify, so they can quickly gain an understanding of how the system works. Because 3iVerify is highly customisable and is developed iteratively, some of the screens in this document may look slightly different to the latest version of the system. Please ensure that you are using the latest version of this document. You can request the latest version by contacting us at [support@primority.com](mailto:support@primority.com).

For more information about 3iVerify please visit [www.3iVerify.com](http://www.3iVerify.com).

## Supported Web Browsers

3iVerify is an HTML 5 compliant system and supports the latest version of Google® Chrome® and Microsoft® Internet Explorer® / Edge®. It should perform satisfactorily on the latest versions of all other HTML 5 compliant web browsers, but we do not guarantee this. We recommend that you always work on the latest version of the above web browsers for best results.

## Internet Connection

As 3iVerify is a cloud-based solution you will require a fast internet connection for best performance.

## Conventions in this User Manual:

**Entity Names:** These are data entities like Supplier, Customer, and any data that is saved or stored in the system and these will be Capitalized to make them stand out.

**On Screen Text:** Where on screen text, or messages are referred to these will be quoted in “double quotation” marks.

**Tips:** Any tips we recommend are highlighted in a yellow box like this one.

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## 1. Introduction

3iVerify communicates with Suppliers and their Manufacturers as well as Users using email. To make this configurable we implement this using Email Templates that administrator users can configure and customise. This manual is intended to achieve the following objectives:

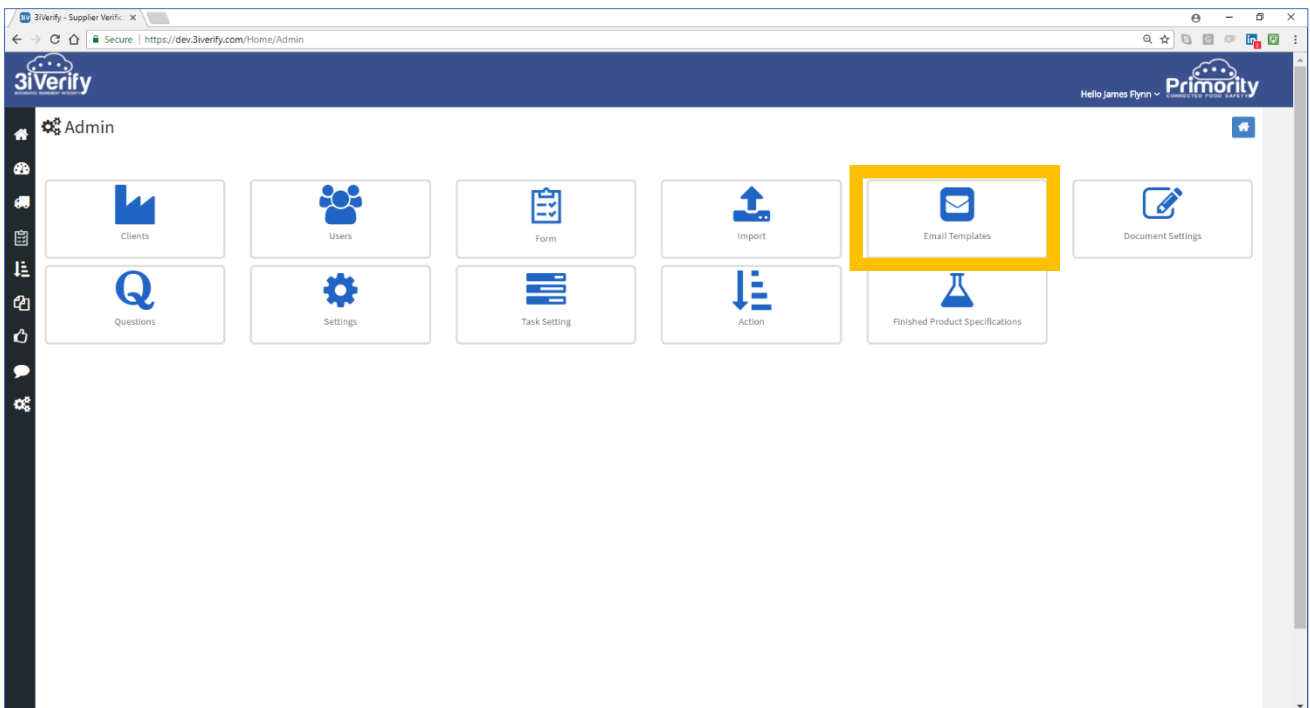
- Help the User understand where and how to edit Email Templates
- Help the User understand which Email Templates are sent and when

Understanding the above will help ensure that the User is in control of the system and can configure it with confidence to achieve their goals.

## 2. What Are Email Templates?

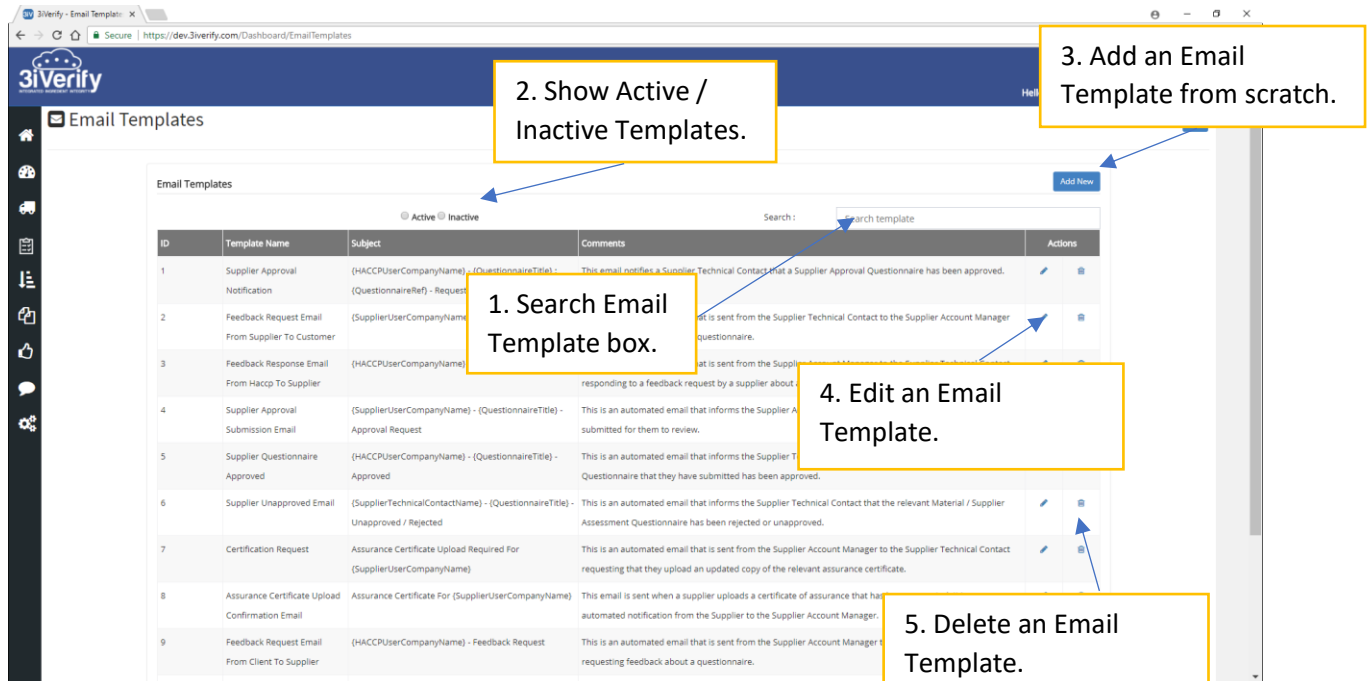
An Email Template is a pre-defined email containing text and data placeholders. Email Templates can be System or Custom. System Email Templates cannot be deleted from the system as they are critical to correct operation. Custom Email Templates can be added to the system by 3iVerify administrators and can be used for certain non-hard coded actions, e.g. sending a custom email to a user list generated by the Dashboard Reporting area. They can also be defined as the default Email Template to be used for individual Questionnaires.

All Email Templates are managed in the 3iVerify Administration area and can only be accessed by an authorized administrator. See the screen shot below:



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Once you have accessed the Email Template list view you will see the screen below. Notice that there is a search field at the top of the table where you can search for a specific template. This will filter the list of Email Templates in the list to only those containing the word or words entered.



3. Add an Email Template from scratch.

2. Show Active / Inactive Templates.

1. Search Email Template box.

4. Edit an Email Template.

5. Delete an Email Template.

ID	Template Name	Subject	Comments	Actions
1	Supplier Approval Notification	(HACCPUserCompanyName) - (QuestionnaireTitle) - Request	This email notifies a Supplier Technical Contact that a Supplier Approval Questionnaire has been approved.	[Pencil] [Trash]
2	Feedback Request Email From Supplier To Customer	(SupplierUserCompanyName) - Feedback Request	This email is sent from the Supplier Technical Contact to the Supplier Account Manager regarding a feedback request.	[Pencil] [Trash]
3	Feedback Response Email From Haccp To Supplier	(HACCPUserCompanyName) - Feedback Response	This email is sent from the Supplier Account Manager to the Supplier Technical Contact responding to a feedback request by a supplier about a feedback request.	[Pencil] [Trash]
4	Supplier Approval Submission Email	(SupplierUserCompanyName) - (QuestionnaireTitle) - Approval Request	This is an automated email that informs the Supplier Account Manager of a submission submitted for them to review.	[Pencil] [Trash]
5	Supplier Questionnaire Approved	(HACCPUserCompanyName) - (QuestionnaireTitle) - Approved	This is an automated email that informs the Supplier Technical Contact that their Questionnaire that they have submitted has been approved.	[Pencil] [Trash]
6	Supplier Unapproved Email	(SupplierTechnicalContactName) - (QuestionnaireTitle) - Unapproved / Rejected	This is an automated email that informs the Supplier Technical Contact that the relevant Material / Supplier Assessment Questionnaire has been rejected or unapproved.	[Pencil] [Trash]
7	Certification Request	Assurance Certificate Upload Required For (SupplierUserCompanyName)	This is an automated email that is sent from the Supplier Account Manager to the Supplier Technical Contact requesting that they upload an updated copy of the relevant assurance certificate.	[Pencil] [Trash]
8	Assurance Certificate Upload Confirmation Email	Assurance Certificate For (SupplierUserCompanyName)	This email is sent when a supplier uploads a certificate of assurance that has been confirmed by the Supplier Account Manager.	[Pencil] [Trash]
9	Feedback Request Email From Client To Supplier	(HACCPUserCompanyName) - Feedback Request	This is an automated email that is sent from the Supplier Account Manager to the Supplier Technical Contact requesting feedback about a questionnaire.	[Pencil] [Trash]

Things you can do in the Email Template admin list screen include:

**2.1. Search for an Email Template:** Over time the list of Email Templates may become large and finding a specific Email Template may become an issue. The Search Email Templates box enables you to quickly find the Email Template of interest. Just start entering the name and the list will filter down automatically.

**2.2. Show Active / Inactive Email Templates:** When Email Templates are deleted (using the delete icon on the right of the Actions column) they are not actually deleted, they are set to inactive status and hidden from view in case we need to retrieve the Email Template and use it again. This ensures that we can retrieve records in case of accidental deletion and for audit trail purposes.

**2.3. Add Email Templates:** The blue 'Add new' button enables the User to create a new Custom or System Email Template. We will look at this later.

**2.4. Edit Email Template:** The Edit pencil icon allows the user to edit an existing System or Custom Email Template. This will display the edit Email Template screen. We will look at this later.

**2.5. Delete Email Template:** This option allows us to delete a Custom Email Template only. As previously mentioned, this will NOT actually delete the Email Template record but merely hide it from view, so we can retrieve it later if we need to. Note: System Email Templates cannot be deleted as they are critical to proper system operation.

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### 3. Editing Email Templates

To edit an Email Template, click on the 'Edit' pencil icon in the left-hand side of the Action cell for the relevant Email Template record. The screen below will be shown:

Add Email Template
Save Template

Is System Mail

Template Name

Template Subject

Comments

This email notifies a Supplier Technical Contact that a Supplier Approval Questionnaire has been approved.

Email Template Type

Approvals ▼

Select Placeholder

Insert Placeholder Text ▼

Template Body

H1H2H3H4H5H6P”BIU↺↻C⊗≡≡≡≡≡≡

Words: 0Characters: 0

Dear {SupplierTechnicalContactName}

Please complete the request for information at the link below so we can approve you as a supplier

Link : {RedirectUri}

Please login with the following details:

Account Name: {AccountName}

User Name : {SupplierTechnicalContactEmail}

Password : {SupplierTechnicalContactPassword}

If you have any questions regarding above, please let me know.

Regards,

{SupplierAccountManagerFullName}

{SupplierAccountManagerJobTitle}

{SupplierAccountManagerEMail}

{SupplierAccountManagerTel}

{HACCPUserCompanyName}

Please do not reply to this email as it is an unattended email box. Instead forward this email with any response you wish to make to [support@primority.com](mailto:support@primority.com).

This request for information is powered by [www.3iVerify.com](http://www.3iVerify.com) - visit the web site to find out how you can automated your supplier and food material approval processes.

Save Template
Close

Most of the fields above are self-explanatory apart from the 'Is System Email' checkbox, the Email Template Type and Select Placeholder drop down lists. We will explain all fields in more detail on the next page.

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### 3.1 Email Template Form Field Definitions:

Below is a table explaining each of the fields on the Add / Edit Email Template screen:

Field / Function	What it is use for	Comments
Save Template button	Saves the Email Template record.	Changes will not be saved unless the Save button has been clicked.
Is System Email checkbox	Indicates that this is a System email.	System emails cannot be deleted by the User later. This is because they are critical to system operation. Once checked the 'Is System Email' checkbox cannot be unchecked.
Template Name field	The name of the Email Template.	This can be edited to suit the User's needs.
Template Subject Field	This is the actual Subject of the Email Template when it is sent.	This is fully editable and will be shown as the subject when an email is sent from the system. Data Placeholders may be pasted into this text box to further customize the Email Template.
Comments	These are for internal use only.	Use the comments to enter a description of what the Email Template is intended to be used for. This is not shown to the recipients of the Email.
Email Template Type list	This is used in conjunction with the Select Placeholder drop down list to populate only relevant Data Placeholders.	Use the Email Template Type to find Data Placeholders that are relevant to the Email Template you are creating.
Select Placeholder list	This list is filtered by the Email Template Type list and displays relevant Data Placeholders for insertion into the body of the email.	To use a Placeholder, first select the place in the email body that you wish to insert the Placeholder. After this click on the Email Template Type and then select the relevant Placeholder in the 'Select Placeholder' list. This will then enter the Placeholder at the selected spot. These can then be copied and pasted into the Template Subject if needed. Placeholders can be removed by simply deleting them. Note that incomplete Placeholders will show as text in an email that is sent containing them.
Template Body	This is the body of the email message to be sent and contains a mixture of text, placeholders and formatting.	It also is possible to add links, images and to format the email according to the tools available on the Email Template body menu.
Save Template button	Saves the data on the screen to the Email Template table after validation.	Template Name, Template Subject, Comments, Email Template Type and Template Body are all mandatory fields and the Save Template button will not be enabled until there are values in all of these fields.

**Important Note:** We strongly recommend that after adding or changing an Email Template that you test the Email Template out using a Test Supplier and Test User before putting it into live action. Also note that these are live updates to the system and therefore if an email is sent immediately before, or after, you save a template then it will be changed according to the changes you have made.

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#### 4. System Email Templates

It is important to understand how the system emails are organised and what each one is used for and when. All Email Templates have a unique Email Template ID and this can be used to identify each System email. A table of all System emails is given below, this explains what each one is used for and when it is sent.

To clarify these emails further we need to define the following parties:

- **Account Manager** – This is the nominated Account Manager of the Customer (Client) for a given Supplier.
- **Supplier Technical Contact** – This is the Technical Contact at the Supplier and the person whose email address will be used to send all Supplier correspondence.

Email Template ID	Email Template Name	Where used	When used
1	Supplier Approval Questionnaire Notification	Supplier Approval Questionnaire	Sending a Supplier Approval Questionnaire request to a Supplier or Manufacturer. Also sent when a reminder is issued.
2	Feedback Request Email From Supplier To Customer	Supplier / Material Approval Feedback Request	Sent from the Supplier Technical Contact to the Customer (Client) Account Manager requesting feedback about a questionnaire.
3	Feedback Response Email From Customer To Supplier	Supplier / Material Approval Feedback Response	Sent from the Supplier Account Manager (or Logged in Contact who is approving Questionnaires) to the Supplier Technical Contact when responding to a feedback request from a supplier about a questionnaire.
4	Supplier Approval Submission Email	Supplier / Material Approval Submission by Supplier	Email sent by the Supplier that informs the Supplier Account Manager at the Customer (Client) that a Supplier Approval has been submitted for them to review.
5	Supplier Questionnaire Approved	Supplier / Material Approval Questionnaire	Email sent by the Customer (Client) Account Manager which informs the Supplier Technical Contact that a Questionnaire that they have submitted has been approved.
6	Supplier Unapproved Email	Supplier / Material Approval Questionnaire	Email sent by the Customer (Client) Account Manager which informs the Supplier Technical Contact that the relevant Questionnaire has been rejected or unapproved.
7	Certification Request	Supplier Assurance / Certification Request	Email that is sent from the Supplier Account Manager to the Supplier Technical Contact requesting that they upload an updated copy of

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			the relevant assurance certificate. Also sent when a reminder is sent.
8	Assurance Certificate Upload Confirmation Email	Supplier Assurance / Certification Request	Email is sent when a Supplier uploads a certificate of assurance that has been requested. It is an automated notification from the Supplier to the Supplier Account Manager.
9	Feedback Request Email From Customer To Supplier	Supplier / Material Approval Questionnaire	Email that is sent from the Supplier Account Manager to the Supplier Technical Contact requesting feedback about a questionnaire.
10	Feedback Response Email From Supplier To Customer	Supplier / Material Approval Questionnaire	Email that is sent from the Supplier Technical Contact to the Supplier Account Manager at the Customer (Client) responding to a feedback request by about a questionnaire.
12	Material Approval Questionnaire Notification	Material Approval Questionnaire	Email sent to the Supplier Technical Contact when a Material Questionnaire has been sent for completion. It is different from the Supplier email as it has the Material Name in it.
13	Material Questionnaire Expiry Email Notification	Material Approval Questionnaire	Email that is sent out on previous questionnaire expiry to the Supplier Technical Contact from the Supplier Account Manager.
14	Email To Stage One Approvers To Approve Document	Customer Documents	Email sent to all Stage One Approvers from the system to notify them that a new Document Approval is waiting for them to review.
15	Email to Author on Document Rejection	Customer Documents	This template is used to notify the Document Author of the rejection of a Document by a Stage One or a Stage Two Approver.
16	Document Approval Notification	Customer Documents	Email to Author from First Stage and Final Stage Approvers.
17	New 3iVerify Login Details	Supplier Details Email Address Changed	Used when the Supplier Technical Contact email address is changed. This email is sent automatically to notify the Supplier Technical Contact that they must login with the new details in future.
18	New Action Added	Action	When a new Action has been created, this email is sent to the Assigned User.
23	Action Following Notification	Action	This email is sent whenever a User is 'Following' an Action and a change has been made. It informs the User of what has changed.

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24	Action pending closure	Action	Email notification to the Owner of an Action. This fires when an Action has been set to Pending Closure status.
25	Forwarded Questionnaire to Manufacturer	Supplier / Material Approval Questionnaire	Email notification to a Manufacturer email contact sent from the Supplier (by using the 'Forward to Manufacturer' button) requesting that the Supplier Forwards the Questionnaire to manufacturer. Applies only to Questionnaires where an Approval is required for a Manufacturer.
26	Supplier Forward Questionnaire to Manufacture Notification Request	Supplier / Material Approval Questionnaire	Email to the Supplier Technical Contact from the Customer (Client) Account Manager asking them to login and click the 'Forward to Manufacturer' button in the Questionnaire.
27	Certification Request for Manufacturer	Manufacturer Assurance / Certification Request	Email sent to the Supplier Technical Contact requesting that they login and forward a Certification request for a Manufacturer
28	Forward Certification to Manufacturer Request	Manufacturer Assurance / Certification Request	Email sent to a Manufacturer contact email address by the Supplier Technical Contact asking them to login and upload a copy of the relevant Assurance Certificate.

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## 5. Email Template Types & Placeholders

Below is a list of all the Placeholders listed by Email Template Type. Any Email Template can only have one Email Template Type. The Email Template Type selected for any Email Template determines which Placeholders may be used in that Email Template.

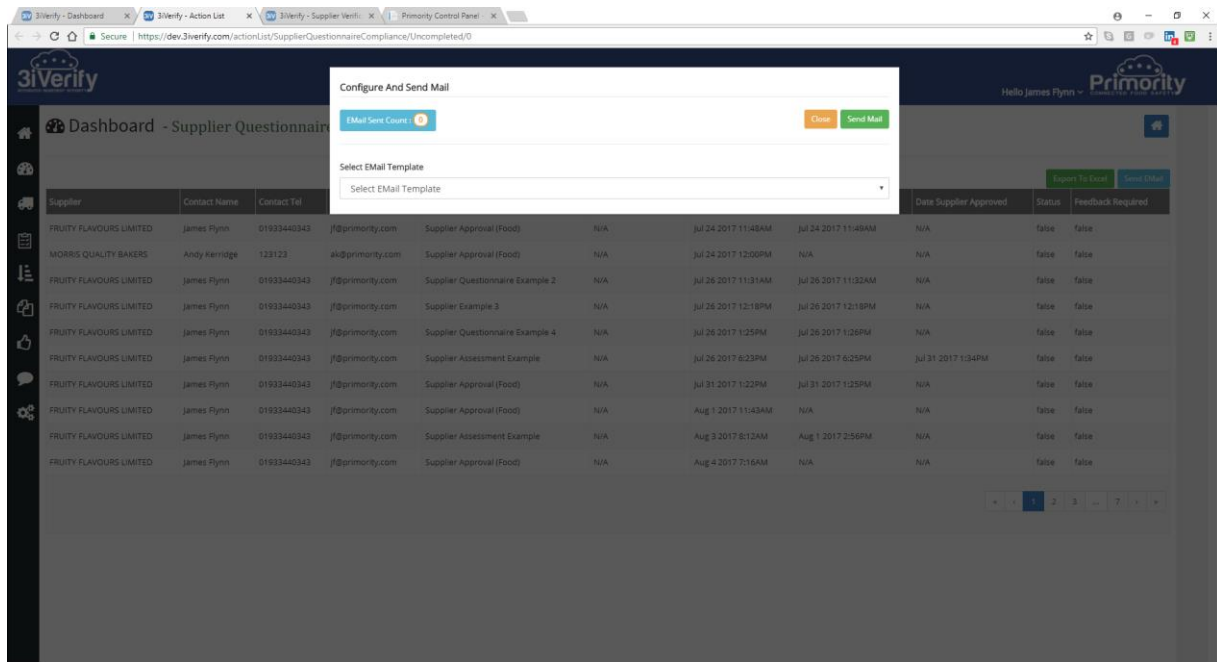
Email Template Type	Placeholder	Data element
Forms	{RawMaterial}	The name of a Material that the Material Questionnaire refers to.
	{QuestionnaireTitle}	The title of the Questionnaire as defined in 3iVerify.
	{HACCPUserCompanyName}	The name of the Customer (or client) of the 3iVerify user.
	{DateSupplierSent}	The date a Questionnaire was first sent to a Supplier.
	{DateSupplierReceived}	The date / time a Questionnaire was opened by a Supplier.
	{DateSupplierApproved}	The date / time a supplier was approved for a questionnaire.
	{IssueDate}	The issue date of a Questionnaire. Generated each time a new Questionnaire PDF is created.
	{SupplierTechnicalContactName}	The name of the Technical Contact at the Supplier.
	{SupplierTechnicalContactJobTitle}	The job title of the Technical contact at the Supplier.
	{SupplierTechnicalContactEmail}	The Supplier Technical contact email address.
	{SupplierTechnicalContactTel}	The Supplier Technical contact telephone number.
	{SupplierTechnicalContactPassword}	The Supplier Technical contact password.
	{SupplierUserCompanyName}	The Supplier Technical Contact company name (i.e. Supplier name).
	{SupplierAccountManagerFullName}	The Supplier Account Manager (3iVerify User) full name.
	{SupplierAccountManagerJobTitle}	The Supplier Account Manager (3iVerify User) job title.
	{SupplierAccountManagerEMail}	The Supplier Account Manager (3iVerify User) email.
	{RedirectUrl}	The URL web link that will take the Supplier / 3iVerify User to the relevant Questionnaire.
	{AccountName}	The Account Name to be used during the login process.
	Reminders	{FirstName}
{LastName}		The last name of the 3iVerify User to whom a reminder is sent from the system.

	{Subject}	The subject of a reminder sent from the system.
	{Details}	The details of a reminder sent from the system.
	{DueDate}	The due date of a reminder sent from the system.
Certification	{SchemeName}	The assurance or certification scheme name.
	{AssuranceNo}	The assurance number of an assurance certificate.
Documents	{ApprovalDocumentFileName}	The filename of a Document requiring approval.
	{DocumentName}	The name of a document requiring approval.
	{ApproverName}	The name of the Approver of the document.
	{DocumentLink}	The URL link to the Document record to open and view it.
Feedback Requests	{CustFeedbackName}	The name of the 3iVerify user who has sent (or responded to) a Feedback Request to (or from) a Supplier Technical Contact.
	{CustFeedbackJobTitle}	The job title of the 3iVerify user who has sent (or responded to) a Feedback Request to (or from) a Supplier Technical Contact.
	{SuppFeedbackName}	The name of the Supplier Technical Contact who has sent (or responded to) a Feedback Request to (or from) a 3iVerify user.
	{SuppFeedbackJobTitle}	The job title of a Supplier Technical Contact who has sent (or responded to) a Feedback Request to (or from) a 3iVerify user.
	{SectionName}	The Section Name of a Questionnaire to which a Feedback Request refers.
Dashboard	{TechContact}	The Supplier Technical Contact name in a Dashboard list for which an email is to be sent to.
	{Supplier}	The name of the Supplier in a Dashboard list for which an email is to be sent to.
	{TechContactEmail}	The Supplier Technical Contact email in a Dashboard list for which an email is to be sent to.
	{QuestionnaireName}	The name of the Questionnaire in a Dashboard list for which an email is to be sent to.
	{ExpiryDate}	The Expiry Date of a Questionnaire, Assurance Certificate or Document in

		a Dashboard list for which an email is to be sent to.
Actions	{ActionChanges}	The changes that have been made to an Action.
	{PriorityName}	The Priority of an Action.
	{DueDateTime}	The Due Date / Time of an Action.
	{ActionTitle}	The Action Title.
	{Detail}	The Action Details.
	{ActionLink}	A URL link to the Action Record.

## 6. Custom Email Templates

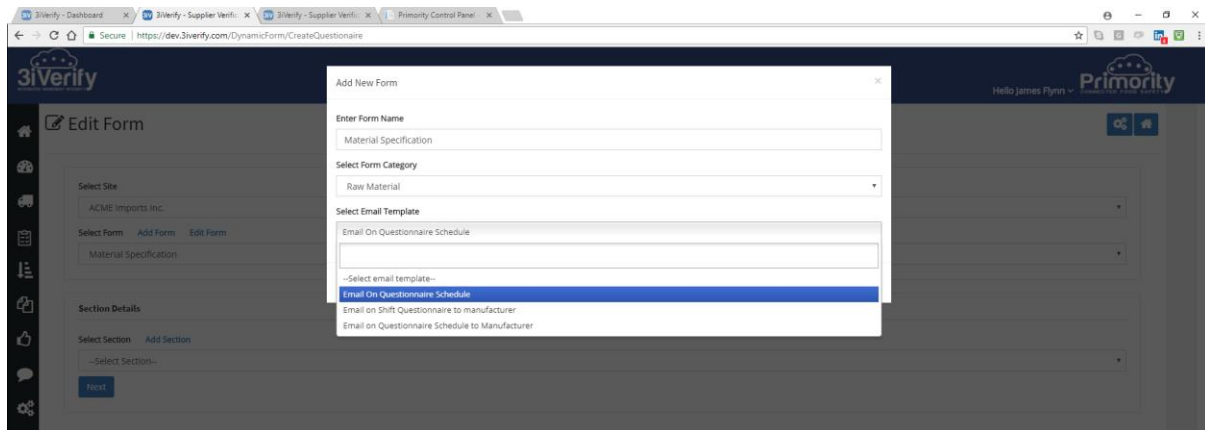
**Dashboard:** Custom Email Templates may be created for use with Dashboard emails. To do this click the 'Add New' Email Template button in the Email Template list screen and set the Email Template Type to 'Dashboard'. Then use the Placeholders list in section 5. to insert your data placeholders into the email body by selecting the place where you wish to insert the placeholder and then selecting the relevant Placeholder from the Placeholder list. Dashboard Email Templates will then be available for use in the Dashboard 'drill down' list for use in bulk follow ups and reminders as shown in the screen shot below. This feature will be developed further in future.



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## 6. Custom Email Templates (cont'ed)

**Forms (Questionnaires):** Custom Email Templates may also be created for individual Forms or Questionnaires. To do this click the 'Add New' Email Template button in the Email Template list screen and use the 'Forms' Email Template Type. Again, use the Placeholders list to insert your data placeholders into the email body by selecting the place where you wish to insert the placeholder and then selecting the relevant Placeholder from the Placeholder list. When you have saved the Custom Email Template you may then head over to the Edit Form area in the Administration menu and select the Custom Email Template that you wish to send for that specific Form (or Questionnaire) as shown below:



## 7. Summary

The Email Template approach in 3iVerify is designed to give you full control over the content of emails that are sent from the system to Suppliers, 3iVerify users and other scenarios. Whenever making changes to this area we strongly recommend that you use this document as a reference and that you test your email templates using a test account before going live with any changes. If you require help or support with any of the above, please email us at [support@primority.com](mailto:support@primority.com). We are happy to help you configure your Email Templates to achieve your goals.

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