



EMAIL2CRM - Email Integration for Rent Manager

Use Outlook or Gmail to instantly create service tickets and history/notes for tenants, units, properties, owners & vendors, including attachments!

Example: Create a Service Ticket with BCC:

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Paste Clipboards Basic Text Names Include Tags Dictate

Send To: johntenant@whatever.com

Cc:

Bcc: 2ticket.xyz@aarghsoftware.com

Subject: Re: Book a move-in for Kings Pointe

Attached: Move-in Information form.DOC, John Tenant Signed Lease.PDF

Hi John:

Welcome to the Kings Pointe! We'll have to organize a few things here, including the elevator and security. I'll create a service ticket to make sure we've got everything organized.

Can you fill out the attached Move-In form and return it to me? I've also included your signed lease. Have a great day,

~Pat

In this example, Pat is replying to a new tenant.

Pat Bcc:'s one of the Aargh Rent Manager email addresses we customized for her firm when they activated.

EMAIL2CRM automagically finds the tenant and creates a Service Ticket, using info in the email and attached files.

Your team will see big time savings, deliver better quality resident service and get all their communications into one place: Rent Manager.

"It took only about a half hour for our staff to 'get' EMAIL2CRM. The number of service tickets in Rent Manager increased by 153% in just four months. In addition to service tickets, there are many more history/notes for our tenants/units/properties/owners & vendors! We have better service tracking, better team collaboration, better customer service, and happier tenants. That makes me happy. We can't live without it now."

~ Peter Best, President/Broker,
Magnum York Property Management



Aargh Software Inc.
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QR Code to watch some videos --->



Another way to create a Service Ticket is by "Forwarding" the email to 2Ticket. Include the tenant email address as a [] shortcode in the subject line. You can also dispatch to another other Rent Manager user, e.g. [mworth].

Example: Client email address shortcode in sub

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Clipboard Basic Text Include Tags

Send To 2ticket.xyz@aarghsoftware.com

Cc

Bcc

Subject [97526] Final Notice to remove deck items

Attached ABC Deck Company Quote.PDF

Deck company is coming back next Friday to get started on all the decks they missed first time around.

~John didn't remove his deck items, we need to send an infraction letter to him.

Please note that items on your balcony or decks must be removed in order for the construction company to have access for repairs due to timber rot.

Example: Create & Dispatch a Service Ticket in RM

File Message Insert Options Format Text Review Developer Help Grammar

Clipboard Basic Text Include Tags

Send To 2tenant.xyz@aarghsoftware.com

Cc

Bcc

Subject [PropertyShortname@Unit#] [mworth] Re: Move-in to Kin

Attached Move-in Information form.DOC John Tenant Signed Lease.PDF

Hi John:

Welcome to the Kings Pointe! We'll have to organize a few things here, including the elevator and security. I'll create a service ticket to make sure we've got everything organized.

Can you fill out the attached Move-In form and return it to me? I've also included your signed lease. Have a great day,

~Pat

You can add an email and it's attachments to an existing service ticket by using Rent Manager service issue # as a [] shortcode in the subject line.

Add a History/Note with Attachments to a Tenant, Prospect, Unit, Property, Owner, or Vendor in Rent Manager.



In this example, the email will be added as a History|Note to both the tenant AND the unit found at [propertyshortcode@unit#] in the subject line.

Example: Forward to a Tenant and a Unit at same time

File Message Insert Options Format Text Review Developer Help Grammar

Clipboard Basic Text Include Tags

Send To 2tenant.xyz@aarghsoftware.com; 2unit.xyz@aarghsoftware.com

Cc

Bcc

Subject [KP391@24] Re: Move-in to Kings Pointe

Attached Unit 24 Water damage pic 1.JPG Insurance Inspection Opinion

Note: Deductible to be paid by tenant, they plugged it with food

Forwarded:

From: Sally Gunther <SallyGunther@biginsurance.com>

Sent: October 22, 2021 3:48 PM

To: Pat Peterson <ppeterson@propertymanagerxyz.com>

Subject: Toilet overflow in unit 24

Hello, Pat. Our adjuster visited unit 24 at Kings Pointe to review damage (see attached) and confirm the tenant plugged toilet. I don't