

ORDER POWER!

Setting up E-Mail for ***ORDER POWER!***

User Guide



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Setting up E-mail

for **ORDER POWER!** and the AS/400 Document Version 4.1

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Setting up E-Mail

for ORDER POWER! and the AS/400

In the Information Age, E-mail has become the quickest, and most cost-effective forms of communication. Even if you are not running an **ORDER POWER! Web Store**, your AS/400 can still act as your E-mail connection. There are two basic requirements to set up E-Mail on the AS/400:

- Your AS/400 must be at least at IBM release level 4.2 to use E-mail.
- You must have QSECOFR authority
- Before you begin, you must have answers to the following questions:
- What will my e-Mail addresses look like?
- What is the address of my Name Server (DNS)?
- Do I have a firewall? If the answer is yes, what is the IP address?
- Do I have a Mail Proxy, Mail Router, or Mail Relay? If the answer is yes, what is the IP address?

To configure the AS/400 system as an Internet or intranet e-Mail server, you must determine the format of your Mail Addresses and have your Name Server(s) configured appropriately. For example, if you want your Mail Addresses to look like the following:

john.doe@mycompany.com
jane.roe@mycompany.com

you must have your Domain Name Server (DNS) provider configure the Name Server to identify your AS/400 system as the Mail Server for *yourcompany.com*. This is known as creating an MX Record.

Receiving Mail

The AS/400 system must be able to recognize the **SMTP DOMAIN** for the recipient (the part of the e-Mail address to the right of the @) as its own to receive mail. This is done by configuring the **Local Host Table** as follows:

To configure the Local Host Table

1. On the OS/400 command line, type CFGTCP, then press **Enter** to display the *Configure TCP/IP menu (figure 1)*.

```

CFGTCP                               Configure TCP/IP                               System:  S987MA2M
Select one of the following:

  1. Work with TCP/IP interfaces
  2. Work with TCP/IP routes
  3. Change TCP/IP attributes
  4. Work with TCP/IP port restrictions
  5. Work with TCP/IP remote system information

 10. Work with TCP/IP host table entries
 11. Merge TCP/IP host table
 12. Change TCP/IP domain information

 20. Configure TCP/IP applications
 21. Configure related tables
 22. Configure point-to-point TCP/IP

Selection or command
===> _____

F3=Exit  F4=Prompt  F9=Retrieve  F12=Cancel

```

Configure TCP/IP menu (figure 1)

2. Select **Option 1** (Work with TCP/IP interfaces), then press **Enter** to display the *Work with TCP/IP Interfaces* panel (figure 2).

```

                                Work with TCP/IP Interfaces                               System:  S987MA2M
Type options, press Enter.
  1=Add  2=Change  4=Remove  5=Display  9=Start  10=End

Opt  Internet      Subnet      Line      Line
     Address      Mask       Description Type
---
  --- 127.0.0.1      255.0.0.0  *LOOPBACK *NONE
  --- 100.100.100.1  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.2  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.3  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.4  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.5  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.6  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.7  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.8  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.9  100.100.100.0 LAN01      *ELAN
  --- 100.100.100.20 100.100.100.0 LAN01      *ELAN
  --- 100.100.100.21 100.100.100.0 LAN01      *ELAN

More...

F3=Exit    F5=Refresh  F6=Print list  F11=Display interface status
F12=Cancel F17=Top     F18=Bottom

```

Work with TCP/IP Interfaces panel (figure 2)

3. Write down all **Internet Addresses** there (except 127.0.0.1, which is an internal system address), then press **F3** to redisplay the *Configure TCP/IP menu* (figure 1).
4. Select **Option 10** (Work with TCP/IP host table entries), then press **Enter** to display the *Work with TCP/IP Host Table Entries* panel (figure 3).

```

                                Work with TCP/IP Host Table Entries
                                System:  S987MA2M
Type options, press Enter.
  1=Add  2=Change  4=Remove  5=Display  7=Rename

Opt  Internet      Host
    Address        Name
  --  -
  -   127.0.0.1    LOOPBACK
  -   100.100.100.1 LOCALHOST
  -   100.100.100.10 S987MA2M
  -   100.100.100.50 ORDERPOWER.COM
  -   100.100.100.50 CSIFLORIDA.COM
  -   100.100.100.10 S103LCWM
  -   100.100.100.50 S1017548

                                Bottom
F3=Exit  F5=Refresh  F6=Print list  F12=Cancel  F17=Position to

```

Work with TCP/IP Host Table Entries panel (figure 3)

- For each **Internet Addresses** recorded in step 3:

If the address already exists in the table

Use **Option 2** (Change) to add your **Domain name** (*mycompany.com*) to the name(s) already associated with that address.

If the address is not in the table

Use **Option 1** (Add) to add it, associating your **Domain Name** (*mycompany.com*) with the address.

- Press **Enter** to return to update the **Local Host Table** and redisplay *Configure TCP/IP menu* (figure 1), then select **Option 12** (Change TCP/IP domain information to display the *Change TCP/IP Domain panel* (figure 4).

```

                                Change TCP/IP Domain (CHGTCPDMN)
Type choices, press Enter.
Host name . . . . . 'S987MA2M'
Domain name . . . . . 'CSIFLORIDA.COM'

Host name search priority . . . *LOCAL      *REMOTE, *LOCAL, *SAME
Domain name server:
  Internet address . . . . . '100.100.100.1'

                                Bottom
F3=Exit  F4=Prompt  F5=Refresh  F10=Additional parameters  F12=Cancel
F13=How to use this display  F24=More keys

```

Change TCP/IP Domain panel (figure 4)

- Complete these fields:

Host name

If there is nothing already specified, type the AS/400 system name.

Domain name

If there is nothing already specified, type your **Domain name** (such as *mycompany.com*).



To verify that you are online you can "Ping" a reliable website, such as Yahoo.com.

Host name search priority

Type ***LOCAL** .

Domain name server

Type the address(es) for the Internet Nameserver provided by your Internet Service Provider (ISP). This is the server which translates a domain name, such as *yourcompany.com*, to an IP address on the Internet. Then when you send an e-mail to "Joe@yourcompany.com" the server at the above IP address knows where *yourcompany.com* is found on the Internet.

To Ping Yahoo:

At an AS/400 command line, type:
PING YAHOO.COM
then press **Enter**. Scroll through the message lines until the end. You should see a message similar to:
"Connection verification statistics: 5 of 5 successful (100 %)."

- 8. Press **Enter** to update.

Receiving Mail for POP Users (Mail only Clients)

Even if they never sign on the AS/400 system, each POP (Post Office Protocol) mail user is considered an AS/400 user and must have a user profile. Users who normally sign on the AS/400 system already have a user profile. If that is the case, skip to the section on **Directory Entries**. Otherwise, you must create a **User Profile**.

To create a new User Profile

- 1. On the OS/400 command line, type **CRTUSRPRF** , then press **Enter** to display *Create User Profile panel 1* (figure 5).

Create User Profile (CRTUSRPRF)		
Type choices, press Enter.		
User profile	<u>*USRPRF</u>	Name
User password	<u>*NO</u>	Name, *USRPRF, *NONE
Set password to expired	<u>*ENABLED</u>	*NO, *YES
Status	<u>*USER</u>	*ENABLED, *DISABLED
User class	<u>*SYSVAL</u>	*USER, *SYSOPR, *PGMR...
Assistance level	<u>*CRTDFT</u>	*SYSVAL, *BASIC, *INTERMED...
Current library	<u>*NONE</u>	Name, *CRTDFT
Initial program to call	<u>*SIGNOFF</u>	Name, *NONE
Library	<u>*LIBL</u>	Name, *LIBL, *CURLIB
Initial menu	<u>*YES</u>	Name, *SIGNOFF
Library	<u>*BLANK</u>	Name, *LIBL, *CURLIB
Limit capabilities		*NO, *PARTIAL, *YES
Text 'description'		
Bottom		
F3=Exit	F4=Prompt	F5=Refresh
F13=How to use this display	F10=Additional parameters	F12=Cancel
	F24=More keys	

Create User Profile panel 1 (figure 5)

- 2. Most of the defaults can be used, but the following parameters require attention. Complete these fields:

Set password to expired

Type ***NO** for this parameter is recommended because setting this parameter to ***YES** forces the user sign on the AS/400 system to change the password.

Initial menu

Type ***SIGNOFF** to prevent this **User Profile** from being used to sign on the AS/400 system.

Limit capabilities

Specify ***YES** for security purposes.

3. Press **F10** (Additional parameters), then **Roll Up** (or **Page Down** on most PCs) to display *Create User Profile panel 2* (figure 6).

Create User Profile (CRTUSRPRF)		
Type choices, press Enter.		
Additional Parameters		
Special authority	<u>*USRCLS</u>	*USRCLS, *NONE, *ALLOBJ...
+ for more values		
Special environment	<u>*SYSVAL</u>	*SYSVAL, *NONE, *S36
Display sign-on information . .	<u>*SYSVAL</u>	*SYSVAL, *NO, *YES
Password expiration interval . .	<u>*NOMAX</u>	1-366, *SYSVAL, *NOMAX
Limit device sessions	<u>*SYSVAL</u>	*SYSVAL, *YES, *NO
Keyboard buffering	<u>*SYSVAL</u>	*SYSVAL, *NO, *TYPEAHEAD...
Maximum allowed storage	<u>*NOMAX</u>	Kilobytes, *NOMAX
Highest schedule priority	<u>3</u>	0-9
Job description	<u>QDFTJOB</u>	Name
Library	<u>*LIBL</u>	Name, *LIBL, *CURLIB
Group profile	<u>*NONE</u>	Name, *NONE
Owner	<u>*USRPRF</u>	*USRPRF, *GRPPRF
F3=Exit F4=Prompt F5=Refresh F12=Cancel		F13=How to use this display
F24=More keys		More...

Create User Profile panel 2 (figure 6)

4. Complete these fields:

Password expiration interval (related to **Set password to expired**)

Type ***NOMAX** if the user does not sign on the AS/400 system. (Otherwise, when the password expires, the user cannot access mail.)

5. Press **Enter** to update the **User Profile**.

The **User Profile** and **Password** configured here are the same as those configured on the POP Client as **UserID**, **ACCOUNT**, or a similar parameter. Often, for security reasons, the **User Profile** is not the same as the e-Mail user. For example, if the e-Mail address for the user is *jane.roe@mycompany.com*, the User Profile name might be ROE or JROE.

Using that example, the command is: **CRTUSRPRF USRPRF(JROE) PWDEXP(*NO) INLMNU(*SIGNOFF) +LMTCPB(*YES) PWDEXPITV(*NOMAX)**

To create Directory Entries

Each user also requires a **Directory Entry**. The **Directory Entry** is where the e-Mail Address gets matched with the **User Profile**. If the user does not already have a directory entry, you need to add one. This example adds a new **Directory Entry**, using the **User Profile** from the example above.

1. On the OS/400 command line, type **ADDIRE**, then press **Enter** to display *Add Directory Entry panel 1* (figure 7).

```

Add Directory Entry (ADDIRE)

Type choices, press Enter.

User identifier:
  User ID . . . . . > JANEROE      Character value
  Address . . . . . > SYSNAME      Character value
  User description . . . . . > 'Jane Roe - POP3 User'
  _____

User profile . . . . . > JROE      Name, *NONE
System name:
  System name . . . . . *LCL      Character value, *LCL, *PC...
  System group . . . . .          Character value
Network user ID . . . . . *USRID
  _____

Last name . . . . . *NONE
First name . . . . . *NONE
Middle name . . . . . *NONE
Preferred name . . . . . *NONE

F3=Exit  F4=Prompt  F5=Refresh  F12=Cancel  F13=How to use this display
F24=More keys
Already at top of area.
More...

```

Add Directory Entry panel 1 (figure 7)

2. Complete these fields:

User ID

Type the **User ID** of the person for whom you are creating this **Directory Entry**.

Address

Type **SYSNAME**.

User Description

Type an identifying description of the user.

User Profile

Type the **User Profile** of the person for whom you are creating this **Directory Entry** (in most cases, this is the same as the **User ID**).

3. Press **F10** (Additional parameters), then **Roll Up** (or **Page Down** on most PCs) five times to display *Add Directory Entry panel 6* (figure 8).

```

Add Directory Entry (ADDIRE)

Type choices, press Enter.

User-defined fields:
  Field name . . . . . *NONE      Character value, *NONE
  Product ID . . . . .          Character value, *NONE
  Value . . . . .
  _____
  _____
  _____
  _____
  _____
  + for more values
Mail service level:
  Field name . . . . . > *SYSMS      Character value, *USRIDX...
  Product ID . . . . .          Character value, *NONE

F3=Exit  F4=Prompt  F5=Refresh  F12=Cancel  F13=How to use this display
F24=More keys
More...

```

Add Directory Entry panel 6 (figure 8)

- Complete this field:

Mail service level: Field name
Type **SYSMS**.

- Press **Roll Up** (or **Page Down** on most PCs) to display *Add Directory Entry panel* (figure 9).

Add Directory Entry (ADDIRE)			
Type choices, press Enter.			
Preferred address:			
Field name	> *SMTP	Character value, *USRID...	
Product ID	_____	Character value, *NONE	
Address type	_____	Character value	
cc:Mail address	*NONE		

cc:Mail comment	*NONE		

Allow synchronization	*YES	*YES, *NO	
DLO owner	*USRPRF	*USRPRF, *GRPPRF	

F3=Exit F4=Prompt F5=Refresh F12=Cancel F13=How to use this display			Bottom
F24=More keys			

Add Directory Entry panel (figure 9)

- Complete this field:

Preferred address: Field name
Type **SMTP**.

- Press **Enter** to update the **Directory Entry**.

Using that example, the command is:

ADDIRE USRID(JANEROE SYSNAME) USRD('Jane Roe - POP3 User') + USER(JROE) SYSNAME(*LCL) MSFSRVLVL(*SYSMS) PREFADR(*SMTP)

Note: If the user already has a **Directory Entry**, use the change command to modify it.

To modify an existing Directory Entry

- On the OS/400 command line, type **CHGDIRE**, then press **Enter** to display the *Change Directory Entry panel*, similar to *Add Directory Entry panel 1* (figure 7).
- Complete the fields as described in steps 2 – 7 of the “To create Directory Entries” section above.

Using that example, the command is:

CHGDIRE USRID(JANEROE SYSNAME) MSFSRVLVL(*SYSMS) + PREFADR(*SMTP)

To create an e-mail address for a user

This step ties it all together and assigns the actual e-mail address for the user.

- On the OS/400 command line, type **WRKDIRE**, then press **Enter** to display the *Work with Directory Entries panel* (figure 10).

```

                                Work with Directory Entries

Type options, press Enter.
  1=Add      2=Change  4=Remove  5=Display details  6=Print details
  7=Rename   8=Assign different ID to description  9=Add another description

Opt  User ID  Address  Description
---  -
  -  ADIEL    S987MA2M  Adiel Gonzalez
  -  ANDREA   S987MA2M  Andrea Bentley
  -  ARMANDO  S987MA2M  Armando Someillan
  -  BONNIE   S987MA2M  Bonnie Rogers
  -  CLARA    S987MA2M  Clara Guzman
  -  CONNIE   S987MA2M  Connie Jo Church
  -  CSI      S103LCWM  CSI - Distributions to S170
  -  CSI      S1037CCA  Distributions to SISK
  -  CSI      S987MA2M  CSI - Local Distributions
  -  CSI      S9871847  Karol Media Distributions
  -  DARREN   S987MA2M  Darren D'Cunha
  -  DAVID    S987MA2M  David Scorca
                                           More...

F3=Exit    F5=Refresh  F9=work with nicknames  F11=Sort by description
F12=Cancel F13=work with departments  F17=Position to  F24=More keys

```

Work with Directory Entries panel (figure 10)

2. Type **2** (Change) beside the **User ID** you want to work with, then press **Enter** to display the *Change Directory Entry* panel (figure 11).

```

                                Change Directory Entry

User ID/Address . . . . :  MARV   S987MA2M

Type changes, press Enter.

Description . . . . .  Marv Smith
System name/Group . . .  S987MA2M      F4 for list
User profile . . . . .  MARV          F4 for list
Network user ID . . . .  MARV   S987MA2M

Name:
  Last . . . . .      _____
  First . . . . .     _____
  Middle . . . . .    _____
  Preferred . . . . .  _____
  Full . . . . .      _____

                                           More...

F3=Exit  F4=Prompt  F5=Refresh  F12=Cancel  F18=Display location details
F19=Change name for SMTP  F22=Remove name for SMTP

```

Change Directory Entry panel (figure 11)

3. Press **F19** (Change name for SMTP) to display the *Change Name for SMTP* panel (figure 12).

```

Change Name for SMTP
User ID/Address . . . . . : MARV S987MA2M      System: S987MA2M

Type choices, press Enter.

SMTP user ID . . . . . : marv_smith
SMTP domain . . . . . : CSIFLORIDA.COM
_____
_____
SMTP route . . . . . : _____
_____
_____

F3=Exit  F12=Cancel

```

Change Name for SMTP panel (figure 12)

4. Complete these fields:

SMTP user ID

Type the name you want to assign as this user's e-mail address.

SMTP domain

Type your domain name.

(In the example above, the full e-mail address becomes **marv_smith@csiflorida.com**.)

5. Press **Enter** to redisplay the display the *Change Directory Entry panel (figure 11)*. Press **Enter** to update." Press **Enter** to update.

Receiving Mail for OV/400 Users

OfficeVision/400 users already have a **User Profile** and a **Directory Entry**. All you need to do is add the e-Mail Address to the **Directory Entry**. To do that for each user, follow the "To create an e-mail address for a user" on page 7.

Receiving Mail for Domino Users

No additional OS/400 configuration is required to allow Domino/400 users to receive mail. Refer to the Lotus documentation for required DOMINO configuration steps.

Sending Mail

No additional configuration is required to allow POP or Domino users to send mail.

To allow OV/400 users to send mail

1. On the OS/400 command line type:
**ADDIRE USRID(INTERNET GATEWAY) USRD('Allow OV/400 to send INTERNET Mail')
+ SYSNAME(INTERNET) MSFSRVLVL(*USRIDX) PREFADR(NETUSRID *IBM
ATCONXT)**
2. Press **Enter**. Then, type:
CHGDSTA SMTPRTE(INTERNET GATEWAY)
3. Press **Enter**. If you have a firewall and/or a mail proxy, on the OS/400 command line type:
CHGSMTPA MAILROUTER(MAIL.ROUTER.NAME) FIREWALL(*YES)

4. Press **Enter** to complete.

Going Live with E-Mail

After all your users are set up, make sure that the mail router name is in the AS/400 Host Table (CFGTCP, Option 10) or can be resolved via your Name Server (DNS).

When all configurations are complete:

1. On the OS/400 command line, type: **ENDTCPSVR *SMTP**, then press **Enter**.
2. Type: **ENDMSF**, then press **Enter**.
3. Type: **STRTCPSVR *SMTP**, then press **Enter**.
4. Type: **STRMSF**, then press **Enter**.
5. Type: **WRKACTJOB SBS(QSYSWRK)**, then press **Enter**.
6. In the display that results from Step 5, verify that there are:
 - 3 jobs named QMSF running
 - A job named QTSMTPBRCCL running
 - A job named QTSMTPBRSR running
 - A job named QTSMTPLCNT running
 - A job named QTSMTPSRVR running
7. Set system value **WRKSYSVAL SYSVAL(QUTCOFFSET)** to your difference from GMT (Greenwich Mean Time). For example, Computer Solutions, Inc. in Miami is now in Daylight Savings Time, which is -04:00 relative to GMT. When we go back to regular time, we need to set it back to -05:00.

Troubleshooting E-Mail

If mail does not work after following the above instructions above, you can do some preliminary troubleshooting by looking at the job logs for the QMSF jobs, and for QTSMTPBRSR, QTSMTPBRCCL, QTSMTPLCNT, and QTSMTPSRVR. If any of these jobs is not running, we must have the job logs. Most error messages that are found in those logs have a workable recovery procedure or lead to a PTF.

Working with automatic E-mails (E-mail Classes)

E-mail Classes allow the user to define what e-mails should be sent for each customer, order, and vendor. An **ORDER POWER! E-Mail Class** is a collection of predefined messages that you want to send to customers who you have identified by adding a specific **E-Mail Class** code to their Mail List (customer) record in **ORDER POWER!**.

E-mails can be sent automatically for these events:

- **Order Was Shipped**
- **Web Order Has Check-out**
- Response to **Contact Us Query** from Web
- Order confirmation (*Future enhancement*)
- Credit card denial (*Future enhancement*)
- **Marketing** (see the "ORDER POWER! E-mail Campaigns User Guide")
- Invoices (*Future enhancement*)



E-mail Classes allow the user to define what e-mails should be sent for each customer, order, and vendor. For Web customers, this code overrides the (non-Web) **E-mail Class** defined in the **Company Profile**. See the "Working with automatic E-mails (E-mail Classes)" section on page 12 for more information.

Each **E-mail Class** contains a list of **E-mail Types**. By assigning an **E-mail Class** to a **Customer** or **Vendor**, you are actually defining the types of e-mails to be sent to that **Customer** or **Vendor**. Within the **E-mail Class**, each **E-mail Type** specifies the "Subject Line" and where you store the text document used for the "Body" of the e-mail.

To set up automatic E-mails

1. Create the **E-mail Classes** *see page 13*
2. Create the **E-mail Class/Types** *see page 15*
3. Specify the **E-mail Class** in your **Web Store Profile** *see page 17*

To work with E-mail classes

On the **ORDER POWER! Work with Files** menu, select **E-mail Class Codes**, then press **Enter** to display the *E-mail Class Inquiry* panel (figure 13).

Option	Class	Description	Del
-	ALL	All E-mail are selected	
-	AND	Andrea's Email Class	
-	BON	Bonnie's Classy Class	
-	QUO	Quotes	
-	WB1	Web - Only web order is checked out	
-	WB2	Web - Only Contact Us	
-	WB3	Web - Only order is shipped e-mail	
-	WB4	Order is taken/shipped - no contact us	
-	WB5	Contact Us and Order Receipt	
-	WB6	Contact us and shipping confirmation	
-	WEB	All possible web e-mails are selected	

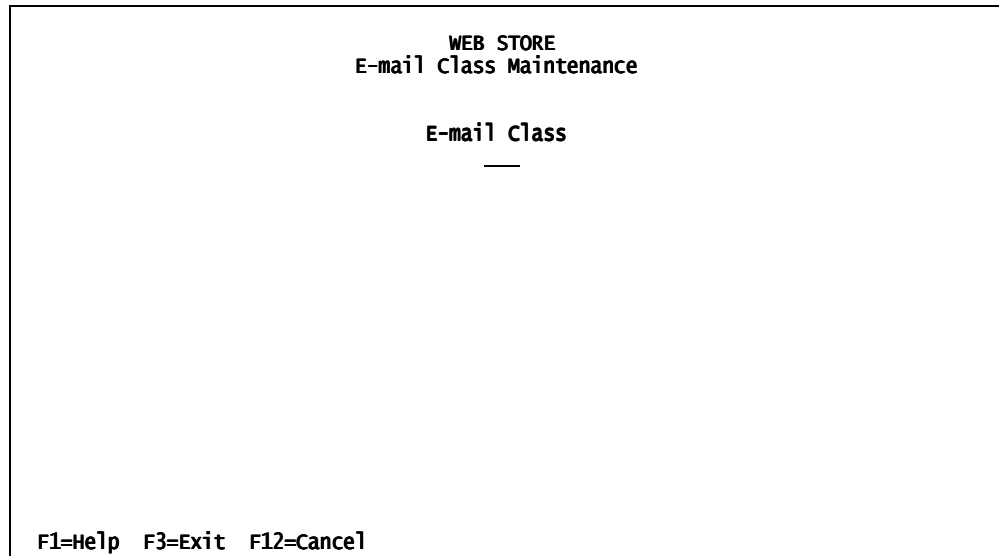
E-mail Class Inquiry panel (figure 13)

These actions are available, in addition to the standard **ORDER POWER!** functions:

Action	Description
2=Change	Display <i>E-mail Class Maintenance panel (figure 15)</i> to change the description of an E-mail Class , or delete that code.
5=Display	Display a window similar to <i>E-mail Class Maintenance panel (figure 15)</i> view E-mail Class code and description .
6=Class/Type Details	Display <i>E-mail Class Detail Inquiry panel (figure 16)</i> to work with E-mail Class/Types .
F6=Create	Display the <i>E-mail Class Maintenance panel (figure 14)</i> to create a new E-mail Class .

To create a new E-mail Class

1. On the *E-mail Class Inquiry panel (figure 13)*, press **F6** (Create) to display the *E-mail Class Maintenance panel (figure 14)*.



E-mail Class Maintenance panel (figure 14)

- 1a. Complete this field:

E-mail Class

Type a code to identify the **E-mail Class** you are creating.

- 1b. Press **Enter** to display the *E-mail Class Maintenance panel (figure 15)*.

To change E-mail Class

1. On the *E-mail Class Inquiry panel (figure 13)*, type **2** (Change) to display the *E-mail Class Maintenance panel (figure 15)*.

```

          WEB STORE
        E-mail Class Maintenance

          E-mail Class
          WB5

Description  Contact Us and Order Receipt

Info1       _____
Info2       _____
Info3       _____

F1=Help  F3=Exit  F12=Cancel

Delete _

```

E-mail Class Maintenance panel (figure 15)

2. Complete this field:

Description

Type an identifying description of the **E-mail Class**.

Info fields 1 / 2 / 3

Type the text you want to populate these 10-character user-defined fields.



If you are creating a new **E-mail Class**, you must create Class/Types before any e-mails will actually be sent. See below for details.

3. Press **Enter** to update the **E-mail Class** record.

To display an E-mail Class

1. On the *E-mail Class Inquiry panel (figure 13)*, type **5** (Display) to display the *E-mail Class Display window* similar to *E-mail Class Maintenance panel (figure 15)*.

To work with E-mail Class Types

1. On the *E-mail Class Inquiry panel (figure 13)*, type **6** (Class/Type Details) to display *E-mail Class Detail Inquiry panel (figure 16)*.

```

          WEB STORE
        E-mail Class Detail Inquiry          Show Delete : N

Position to : _____
ALL
All E-mail are selected
2=Change  5=Display
Option    E-mail Type          Description          Del
-         ORSHP                Order Was Shipped
-         WBCKO                Web Order Has Check-out
-         WBCUS                Response to Contact Us Query from Web

F1=Help  F3=Exit  F6=Create  F7=Bkwd  F8=Fwd  F12=Cancel  F21=Print

Bottom

```

E-mail Class Detail Inquiry panel (figure 16)

1b. Press **Enter** to display the *E-mail Class/Type Maintenance panel 2* (figure 18).

To change an E-mail Type

1. On the *E-mail Class Detail Inquiry panel* (figure 16), type **2** (Change) to display the *E-mail Class/Type Maintenance panel 2* (figure 18).

		WEB STORE	
		E-mail Class/Type Maintenance	
E-mail Class	WB5	Contact Us and Order Receipt	
E-mail Type	WBCKO	Web Order Has Check-out	
Send e-mail to the customer		Y	Y/N
Subject line for the e-mail	_____		
Override User ID to send e-mail	_____	Blank = Runtime User	
Where is the document located	-	I = In folder QDLS/PEMAIL, A = AS/400	
If "I", what is the document name	_____		
F1=Help F3=Exit F12=Cancel			Delete _

E-mail Class/Type Maintenance panel 2 (figure 18)

2. Complete these fields:

Send e-mail to ordered-by customer

Type **Y**(es) or **N**(o) to indicate whether or not you want to send this **E-mail Type** to the **Ordered-By Customer**.

Subject line for the e-mail

Type the text you want the *Web Store* to use for the “Subject” line of this e-mail message.

Override User ID to send e-mail

Type a User ID that you want to use as the “Sender” of the E-Mails. If this is left blank, **ORDER POWER!** will use the ID of the person running the job.

Where is the document located

Type a code to indicate the location of the document you want to use for the “Body” of this e-mail message.

I In IFS folder QDLS/PEMAIL

A On the AS/400 in a document you will be prompted to create in step 3.

If "I", what is the document name

Type the name of the document you want to use for the “Body” of this e-mail message. This document **MUST** be stored in IFS folder **QDLS/PEMAIL**.

3. Press **Enter** to update the **E-mail Class/Type**. If you selected **A** (AS/400) in the **Where is the document located** field, **ORDER POWER!** displays *AS/4000 E-mail Message Entry panel* (figure 19).

2. Complete these fields:

E-mail class for this Web Store

Type a user-defined code that identifies which **E-mail Class** you want assigned to new **Customers** created by *Web Store* orders.

SMTP Server IP (required)

Type the numeric Internet Protocol address your System Administrator has established for your e-mail server. This is used for outbound e-mails such as Order and Shipment confirmations.

3. Press **Enter** to update the *Web Store*.

Including tracking info in the "Order Was Shipped" ORSHIP e-mails

You can include a link to a shipper's website when if the **Ship Via** provides that function on their own website. Shoppers can then track their own packages, which will lighten the load on your customer service department

1. From the **ORDER POWER! Main Menu**, select: **Work with Files** → **Ship Via Codes** to display the *Ship Via Inquiry panel* (not shown).
2. Type **2** (Change) beside the **Ship Via** you want to work with, then press **Enter** to display *Ship Via Update panel* (figure 21).

```

OP! 4.1 DEVELOPMENT ** CO# 001
Ship Via Update

Ship via  UPS
Description UPS Ground
Allow COD Tender Y      ?Manifest Code  UPS      Barcode Ship Via BC
?Logistic Pro Carrier UPSGNSVR  ?Service Level  _____
?Shipper type: (Used for package tracking) UPS
Ship Zone Calculation Method _____ Shipper Telephone _____
Characters of Zip 3
State N
Country N
?Shipping/Handling Calculation Method 3      Chart Id AAA
      ?Alternate Method  _      Chart Id  ___
      Add-On Charge _____ Amt/Pct  _
Override all Shipping/Handling Calculation Methods N
?Shipping Address Restriction Class _____
Rate Ship During Ord Ret N
Shipping Message _____
URL Address http://www.ups.com/WebTracking/track?loc=en_US
Delete _

F1=Help F3=EXIT F4=F1st F12=Cancel
    
```

Ship Via Update panel (figure 21)

3. In the **URL Address** field, types the web address for the selected Ship Via's tracking site, then press **Enter** to update. This enables **ORDER POWER!** to include the tracking number and web address for the selected Ship Via's tracking site in the automated e-mails you send to customers when their orders ship.

