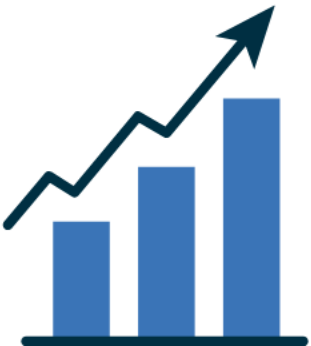
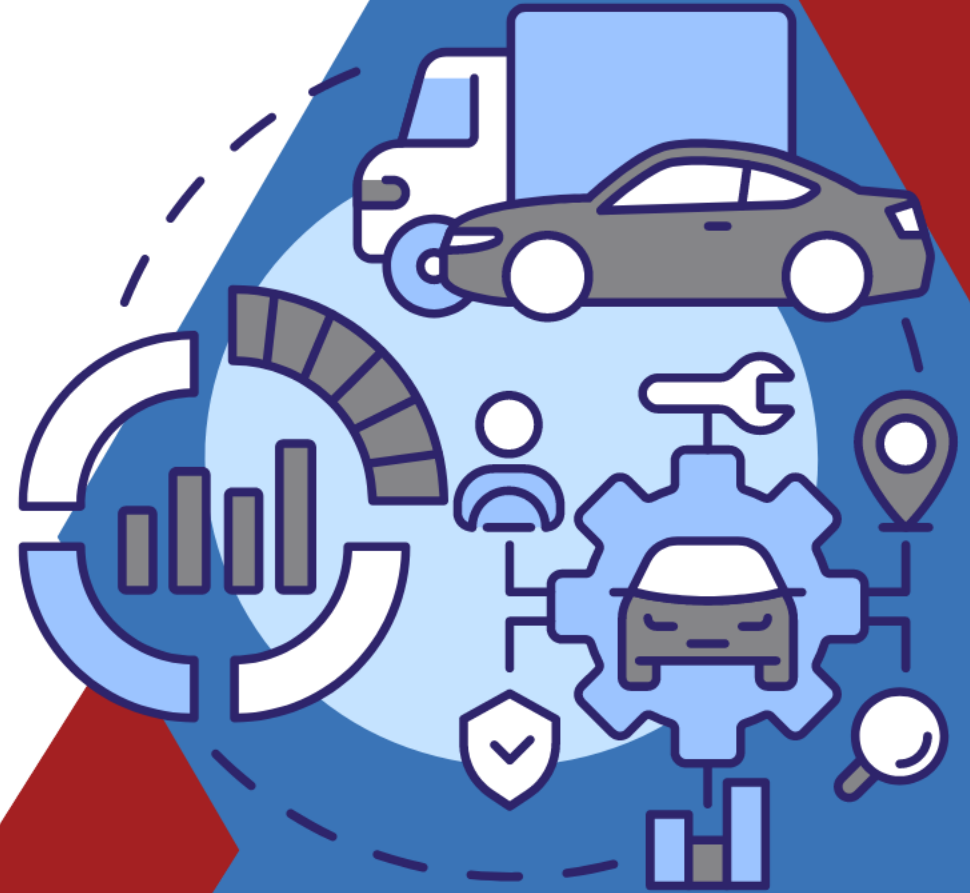




# WELCOME TO COMMAND 24

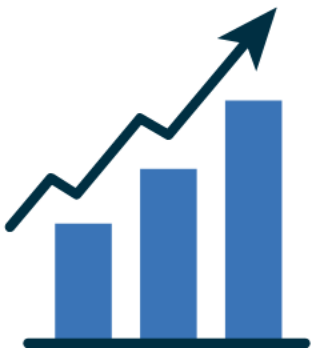
Learn. Network. Engage.



# Impactful Emails:

**a guide to effective  
communication via  
FleetCommander**

October 3, 2024



# Guess the Frequency

By 2025, an estimated **4.35 MILLION EMAILS** will be sent world-wide every \_\_\_\_\_.

- A. MONTH
- B. DAY
- C. MINUTE
- D. SECOND

STAND WHEN YOU  
HAVE AN ANSWER



# Guess the Frequency

By 2025, an estimated **4.35 MILLION EMAILS** will be sent world-wide every \_\_\_\_\_.

- A. MONTH
- B. DAY
- C. MINUTE
- D. SECOND**

**STAND WHEN YOU  
HAVE AN ANSWER**



# Think About It

Print and pile **4.35 MILLION** emails  
**EVERY SECOND**, in **24-HOURS** you will have...

**86,400 STACKS**

each one the height of the



1,450 ft tall!

Willis Tower

**HOW CAN YOUR EMAILS  
STAND OUT AND BE NOTICED?**

**COMMAND 24**





# Session Inbox

**Importance of Effective  
Email Communication**

**Anatomy of  
an Email**

**Common  
Email  
Mistakes**

**Make Your  
Emails  
Stand Out**

**FleetCommander  
Emails**

**Email  
Types**

**Must  
Have  
Emails**

**Configuration  
and  
Customization**

**COMMAND 24**



# Session Inbox

**Importance of Effective  
Email Communication**

**Anatomy of  
an Email**

**COMMAND 24**

Common  
Email  
Mistakes

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Emails  
Stand Out

FleetCommander  
Emails

Email  
Types

Must  
Have  
Emails

Configuration  
and  
Customization



# Anatomy of an Email

## **Subject Line:**

Entice Interest and Set Expectations

## **Greeting:**

Quick greeting to acknowledge recipient

## **Body:**

Heart of the communication. Clear, concise, and specific purpose

## **Closing:**

Friendly sign-off. Use standards or be creative.  
“All the best” “Respectfully” and “Take care”



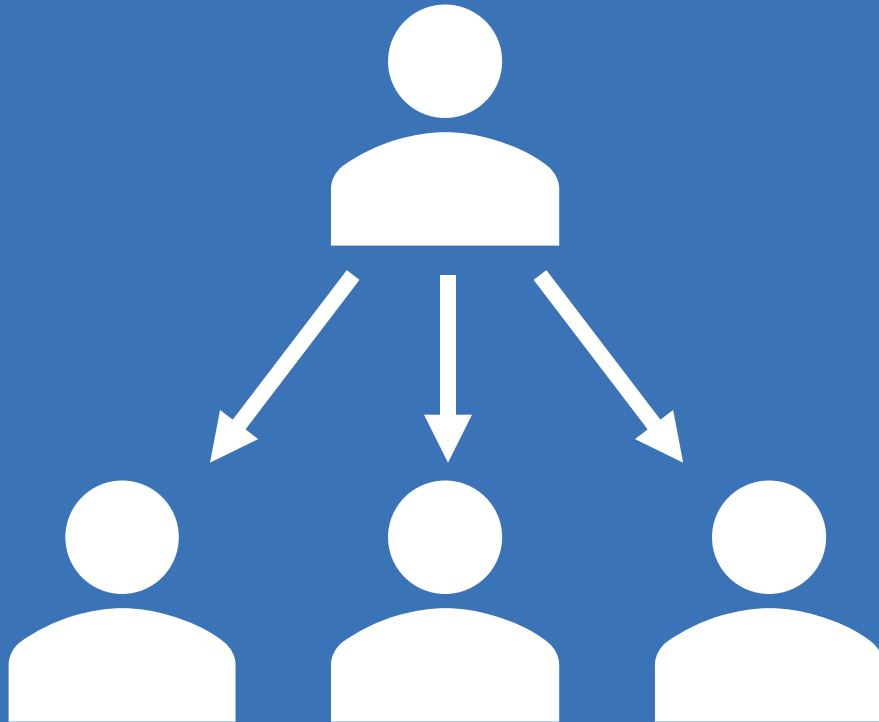




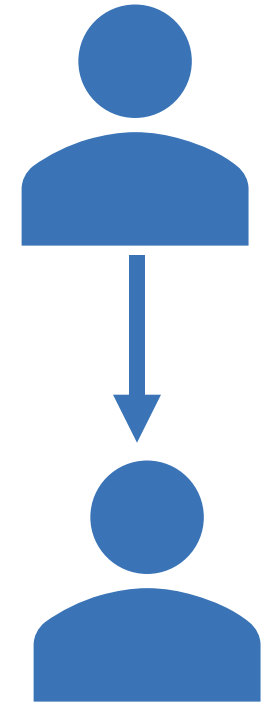
# Know Your Recipient

COMMAND 24

## One-to-Many Communication



## One-to-One Communication



# Session Inbox

**Importance of Effective  
Email Communication**

**Anatomy of  
an Email**

**COMMAND 24**

Common  
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# Session Inbox

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Emails

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and  
Customization

**COMMAND 24**



Stand up when you find the  
**the** mistake

1 2 3 4 5 6 7 8 9



# COMMON EMAIL MISTAKES

## Burying the lead

COMMAND 24





# COMMON EMAIL MISTAKES

## Hedging Language

COMMAND 24



# Long and Unclear Copy

[illegible]



# COMMON EMAIL MISTAKES

## Being too Casual or Formal





# COMMON EMAIL MISTAKES

**Clichés -avoid them  
like the plague**

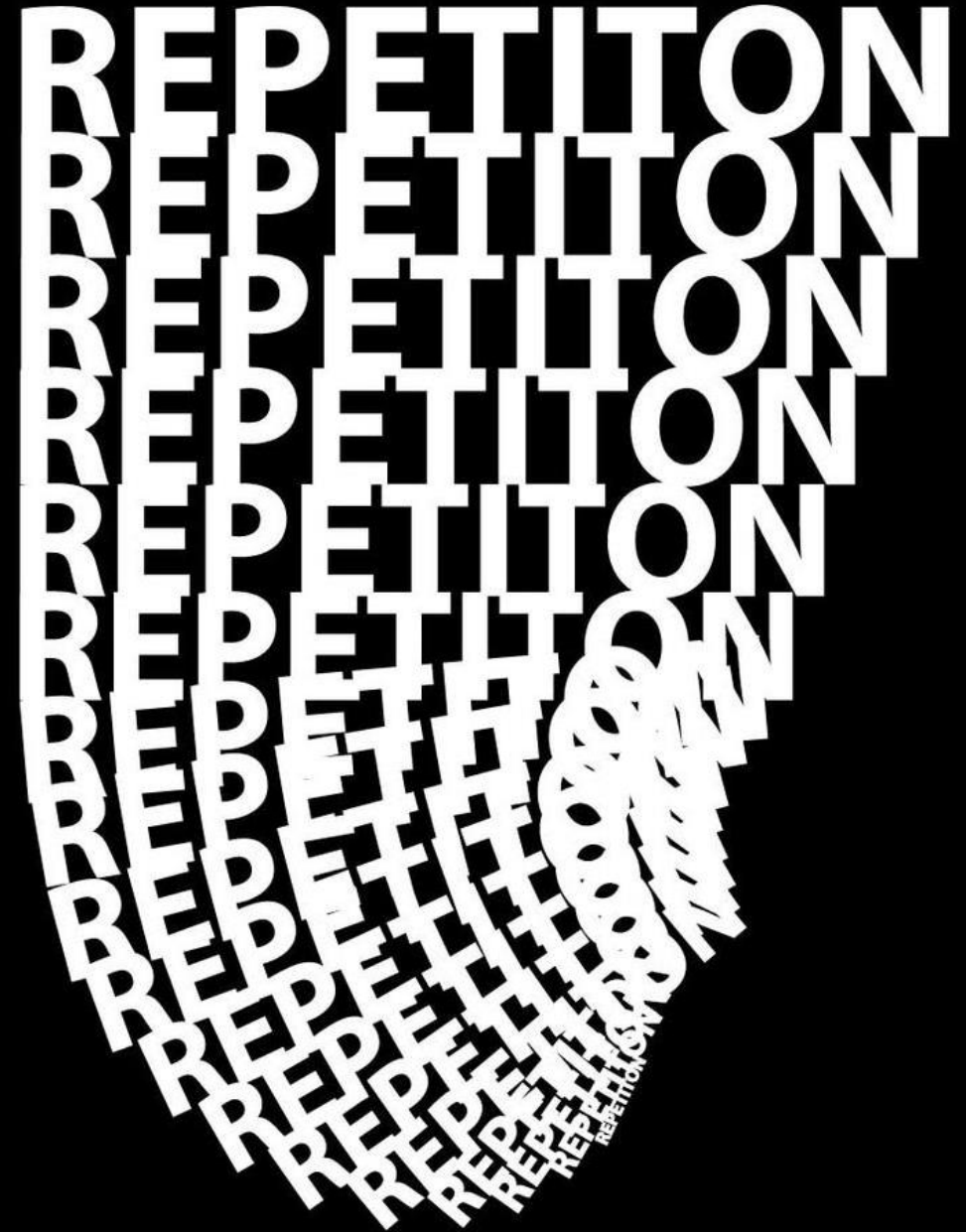
COMMAND 24



# COMMON EMAIL MISTAKES

## Unfocused Repetition

COMMAND 24



# COMMON EMAIL MISTAKES

## Omitting Oxford Comma

with  
an OXFORD  
COMMA

COMMAND 24

Come meet Janet,  
a clown, and an acrobat!



# COMMON EMAIL MISTAKES

## Omitting Oxford Comma

WITHOUT  
an OXFORD  
COMMA

COMMAND 24

Come meet Janet,  
a clown and an acrobat!!!!





# COMMON EMAIL MISTAKES

**Overuse of exclamation  
points!**

COMMAND 24



# Session Inbox

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Anatomy of  
an Email

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FleetCommander  
Emails

Email  
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and  
Customization

**COMMAND 24**



# Session Inbox

## Importance of Effective Email Communication

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and  
Customization

COMMAND 24



A large field of white umbrellas, viewed from a low angle, creating a sense of depth and repetition. In the center of the field, one umbrella is a vibrant blue, making it stand out from the rest. The text "Make Your Emails Stand Out" is overlaid on the blue umbrella.

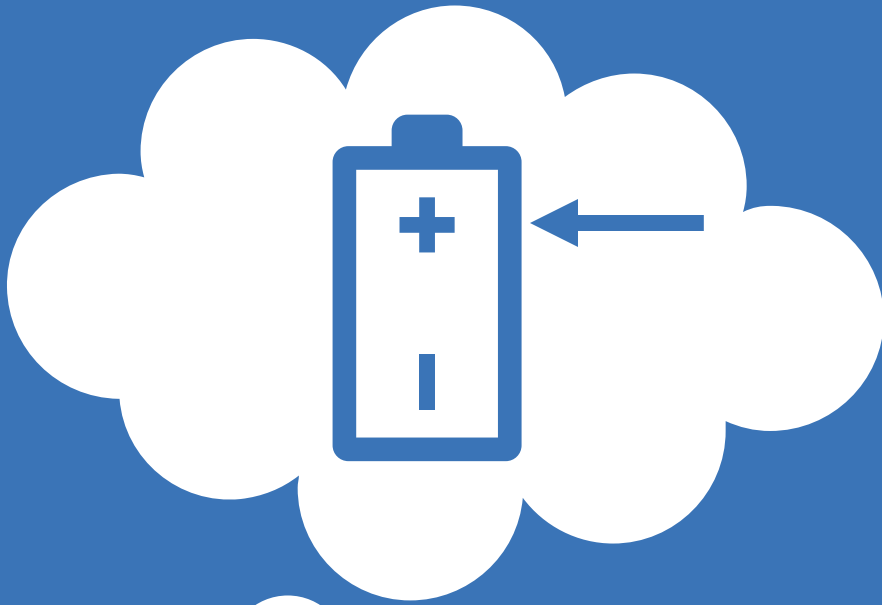
**Make Your Emails Stand Out**





# Make Your Emails Stand Out

COMMAND 24



THINK

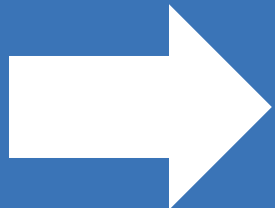
POSITIVE



# Make Your Emails Stand Out

COMMAND 24

T  
O  
N  
E



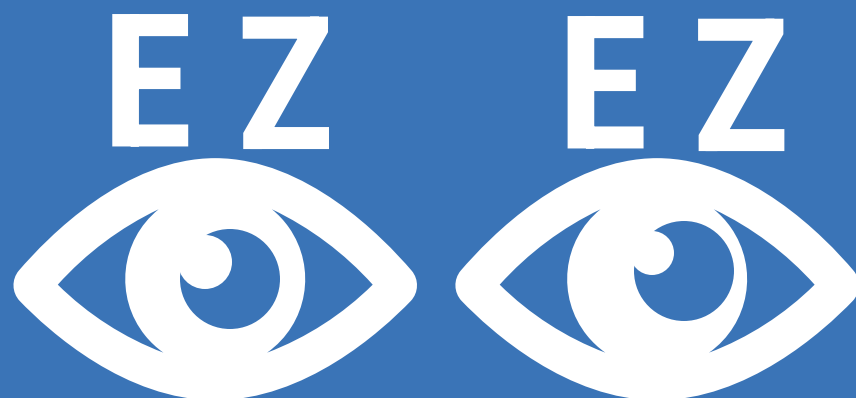
T  
O  
N  
E

R I G H T  
T O N E



# Make Your Emails Stand Out

COMMAND 24



EASY ON THE EYES

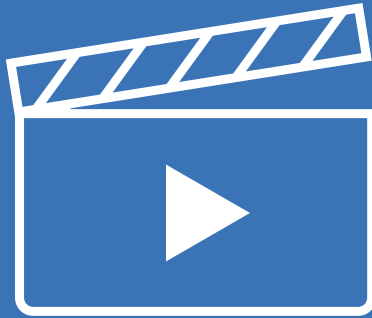


# Make Your Emails Stand Out

COMMAND 24



2



CALL TO ACTION





# Make Your Emails Stand Out

COMMAND 24



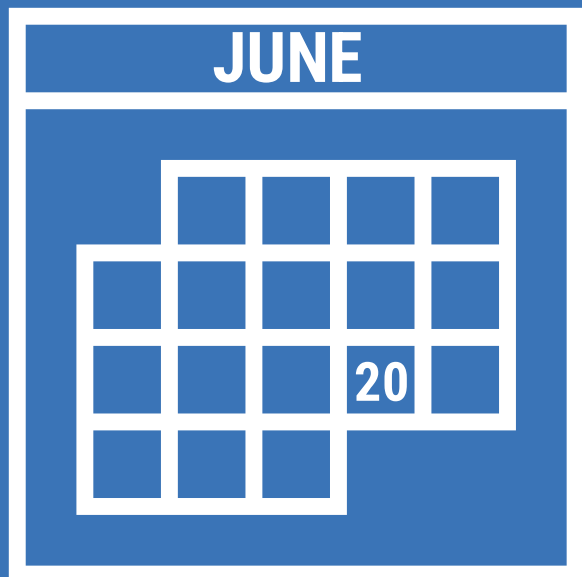
ONE EMAIL

THREAD



# Make Your Emails Stand Out

COMMAND 24



SUMMARIZE

**ORIGINAL  
MESSAGE**



# Make Your Emails Stand Out

COMMAND 24



**MANAGE RECEIPTS**

# Session Inbox

## Importance of Effective Email Communication

Common  
Email  
Mistakes

Anatomy of  
an Email

Make Your  
Emails  
Stand Out

FleetCommander  
Emails

Email  
Types

Must  
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and  
Customization

COMMAND 24





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Customization

**COMMAND 24**



# Through Automated and Manual Emails



**MANAGEABLE**



**FOUNDATIONAL**



**ACTIONABLE**



# Enterprise and Site Level Emails

**FleetCommander can be used to manage assets, users, and reservations at a single facility or at multiple facilities.**

## **“Enterprise”**

- is used to describe FleetCommander settings, and capabilities **COMMON** across the **ENTIRE FLEETCOMMANDER INSTANCE**, regardless of how many **DIFFERENT FACILITIES** the operation is dispersed across.

## **“Site”**

- settings, and capabilities **UNIQUE** to each **FLEET SUBSET** managed as a **GROUP** within FleetCommander.



# Enterprise Level

settings and capabilities applied across the whole of FC

Welcome Email Text  
Get Feedback Email Text  
Update User Profile - Email

Claim Notification Email  
Deductible Letter Text  
Dependent Email - Dependent Edited  
Dependent Email - New Dependent Added  
Expenses - Supervisor Email  
Expired License Email Text  
Incident Submittal Policy Text  
Repair Shop E-mail Text  
Subrogation Letter Text  
Tag Mail-To Letter  
Tag Pick-Up Letter  
TPA Notification Email



CONFIGURE

ENTERPRISE SETTINGS

SITE SETTINGS

USAGE TYPES

ADD USAGE TYPES

ACCESS GROUPS

RISK MANAGEMENT ▶

RESERVATIONS ▶

USERS ▶

VEHICLES ▶

MAINTENANCE ▶

PROVIDERS (HTML Not Supported)

WEEKDAYS

HOLIDAYS

STATES

FUEL ▶

RFID CARDS

DISPOSAL ▶

FAST ▶

TIME ZONES

NAVIGATION

Users

Vehicles

Fuel

Layout

Policy

Maintenance

Enterprise Settings - Layout

description

Page Type Selection

Deductible Letter Text

Subrogation Letter Text

Expired License Email Text



# Site Level

settings and capabilities  
applied to specific locale

Maintenance Notification Email  
Mileage Request Email  
Registration Confirmation Text  
Registration Email Text  
Reservation Email - Change request completed  
Reservation Email - Change request completed (Admin)  
Reservation Email - Driver change request  
Reservation Email - Late Pickup Email Text  
Reservation Email - Late Return Email Text  
Reservation Email - Modification by requestor  
Reservation Email - New request  
Reservation Email - New request (Admin)  
Reservation Email - No Vehicles Available for Auto-Assign (Admin)  
Reservation Email - Reservation approved  
Reservation Email - Reservation approved (Admin)  
Reservation Email - Reservation cancelled  
Reservation Email - Vehicle change  
Reservation Email - Vehicle removed  
Scheduler - Late Pickup Reminder Text  
Scheduler - Late Return Reminder Text



Check In - Confirmation Email  
Check Out - Confirmation Email  
Kiosk Comments Email

COMMAND 24

CONFIGURE

ENTERPRISE SETTINGS

SITE SETTINGS

USAGE TYPES

ADD USAGE TYPES

ACCESS GROUPS

RISK MANAGEMENT ▶

RESERVATIONS ▶

USERS ▶

VEHICLES ▶

MAINTENANCE ▶

PROVIDERS

WEEKDAYS

HOLIDAYS

STATES

FUEL ▶

RFID CARDS

DISPOSAL ▶

FAST ▶

TIME ZONES

NAVIGATION

ervations

Users

Vehicles

Layout

Locations

Ki

### Chantilly Site Settings

ion - Comments Description  
mail Text  
onfirmation Text  
otification Email  
st Email  
ions Help Text - Reservation Form  
ions Help Text - Confirm Page  
mail - Late Pickup Email Text  
mail - Late Return Email Text  
mail - New request  
mail - Modification by requestor  
mail - Driver change request  
mail - Change request completed  
mail - Reservation cancelled  
mail - Reservation approved  
mail - New request (Admin)  
mail - Change request completed (Admin)  
mail - Reservation approved (Admin)  
mail - Vehicle change  
mail - Vehicle removed  
mail - No Vehicles Available for Auto-Assign (Admin)  
e Accident Help  
e - Text Message Help Text  
te Pickup Reminder Text  
te Return Reminder Text



# EMAIL TYPES – AUTO GENERATED

COMMAND 24

## User Registration

- Registration Email

## Reservations

- New Request
- New Request (Admin)
- Reservations Approved
- Reservation Approved (Admin)
- No Vehicles Available for Auto-Assign
- Driver Change Request
- Modification by Requestor





# EMAIL TYPES – AUTO GENERATED

COMMAND 24

## Reservations (continued)

- Late Pickup Email (scheduler-generated)
- Later Return Email (scheduler-generated)
- Reservation Cancelled
- Upcoming Reservation (Not Configurable)

## Kiosk

- Check-Out Confirmation
- Check-In Confirmation
- Kiosk Comment





# EMAIL TYPES – MANUALLY GENERATED

COMMAND 24

## Assigned Vehicle

- Request Mileage

## Maintenance

- Maintenance Notification Email

## Reservations

- Vehicle Removed
- Vehicle Change
- Change Request Completed
- Change Request Completed (Admin)
- Late Pickup Email (dispatcher-generated)
- Late Return Email (dispatcher-generated)

## User Profile

- Expired License
- Update User Profile
- Welcome Email





# Session Inbox

Importance of Effective  
Email Communication

Common  
Email  
Mistakes

Anatomy of  
an Email

Make Your  
Emails  
Stand Out

**FleetCommander  
Emails**

**Email  
Types**

Must  
Have  
Emails

Configuration  
and  
Customization

**COMMAND 24**



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Customization**

**COMMAND 24**





# Customizing Emails

COMMAND 24

## Managing Your Emails

- By default, FleetCommander emails are sent in **PLAIN TEXT**

Welcome to Command



notifications@agilefleetcommander.com

To ✓ Jon Roodschild

We removed extra line breaks from this message.



← Reply

↩ Reply All

→ Forward

Name: Jon Roodschild

Username: jroodschild

Password: xxxxxxxxxx

URL: <https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffcuc13.agilefleet.com%2F&data=05%7C02%7Cjroodschild%40%7C1f3893811d734348c69208dc75ac87e2%7C6569c3e447dd4417aa7ac67b4dabbf05%7C0%7C0%7C638514631071292887%7CUnkr7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliCjBTiil6lk1haWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=eFz%2F2FQbDp8A6XYvbom9qkNctiObpqkXKnUbc%3D&reserved=0>

You will have to use your Username (jroodschild) to login.

Hello and welcome to the motor pool reservation system! No more phone calls, fax machines or walking down to the motor pool office forms. FleetCommander is an Internet-based system that provides easy-to-use forms and buttons to allow you to make motor pool reservations.

Other benefits:

- \* FleetCommander is working 24 hours a day, 7 days a week - make reservations, update your profile and check your reservation schedule to.
- \* No More Paperwork! - Make reservations in just a couple of minutes.
- \* Your reservation won't get lost - it's all kept safe and secure within the system.
- \* Mistakes will be reduced because it performs automatic error checking.
- \* You will receive automatic email confirmations for requests, modifications, approvals and cancellations.
- \* You don't have to make any calls (unless you want to). Converse with the fleet managers through the email system.
- \* Your user profile is kept safely online.
- \* And best of all - it's easy to use!

Information That You Will Need

<https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffcuc13.agilefleet.com%2F&data=05%7C02%7Cjroodschild%40%7C1f3893811d734348c69208dc75ac87e2%7C6569c3e447dd4417aa7ac67b4dabbf05%7C0%7C0%7C638514631071306709%7CUnkr7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliCjBTiil6lk1haWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=5RD8i>



# Customizing Emails

COMMAND 24

## Managing Your Emails

- However, there is the option to present them in **HTML format**

Welcome to Command

notifications@agilefleetcommander.com  
To Jon Roodschild

Reply Reply All Forward

Tue 9/3/2024 8:41 AM

**Welcome To FleetCommander, Jon**

**Name:** Jon A Roodschild

**Username:** jroodschild

**URL:** <https://training.agilefleet.com>

Hello and welcome to the motor pool reservation system! Say goodbye to phone calls, fax machines, and trips to the motor pool office to fill out forms. FleetCommander offers easy-to-use online forms and features to streamline your reservation process.

**Highlights of the system:**

- Accessible 24/7 for reservations, profile updates, and schedule checks.
- Quick and paperless reservation process.
- Secure system ensures your reservation details are safe.
- Automatic error checking reduces mistakes.
- Integrated with the Motor Vehicle Record (MVR) system for driver verification.
- Receive automatic email confirmations for various actions.
- Communicate with fleet managers via the integrated email system.
- User-friendly and easy to navigate.

To make a reservation, select "Make Reservation" on the left side of the homepage. To view your schedule, choose "My Schedule" also found on the left. For assistance, reach out to the Motor Pool staff.





# Customizing Emails

COMMAND 24

General Reservations Users Vehicles Fuel Layout Policy Maintenance Risk Management Other Advanced

## Enterprise Settings - Layout

**Layout**

- Registration Text
- Registration Text - Comments Description
- Welcome Email Text**
- Welcome Text
- Instructions Text

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☐

[Insert Dynamic Field](#)

Name: @@FullName@@  
Username: @@UserName@@  
Password: @@Password@@  
URL: @@WebURL@@

You will have to use your Username ( @@UserName@@ ) to login.

Hello and welcome to the motor pool reservation system! No more phone calls, fax machines or walking down to the motor pool office to fill out paper forms. FleetCommander is an Internet-based system that provides easy-to-use forms and buttons to allow you to make motor pool reservations on-line.

Other benefits:

- \* FleetCommander is working 24 hours a day, 7 days a week - make reservations, update your profile and check your reservation schedule when you want to.
- \* No More Paperwork! - Make reservations in just a couple of minutes.
- \* Your reservation won't get lost - it's all kept safe and secure within the system.

## Managing Your Emails

- PLAIN TEXT



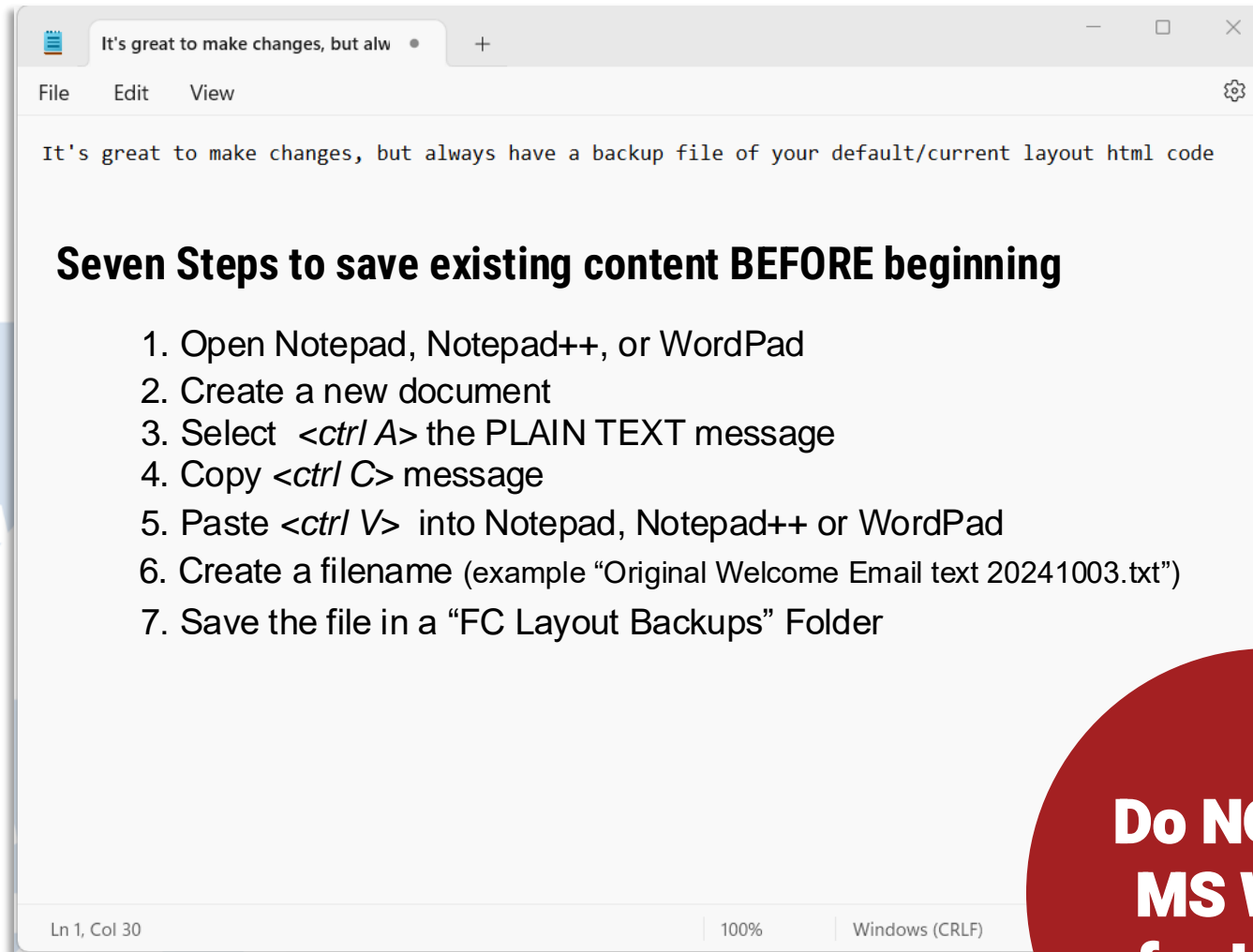
## COMMAND 24

# Managing Your Emails

- **HTML format**

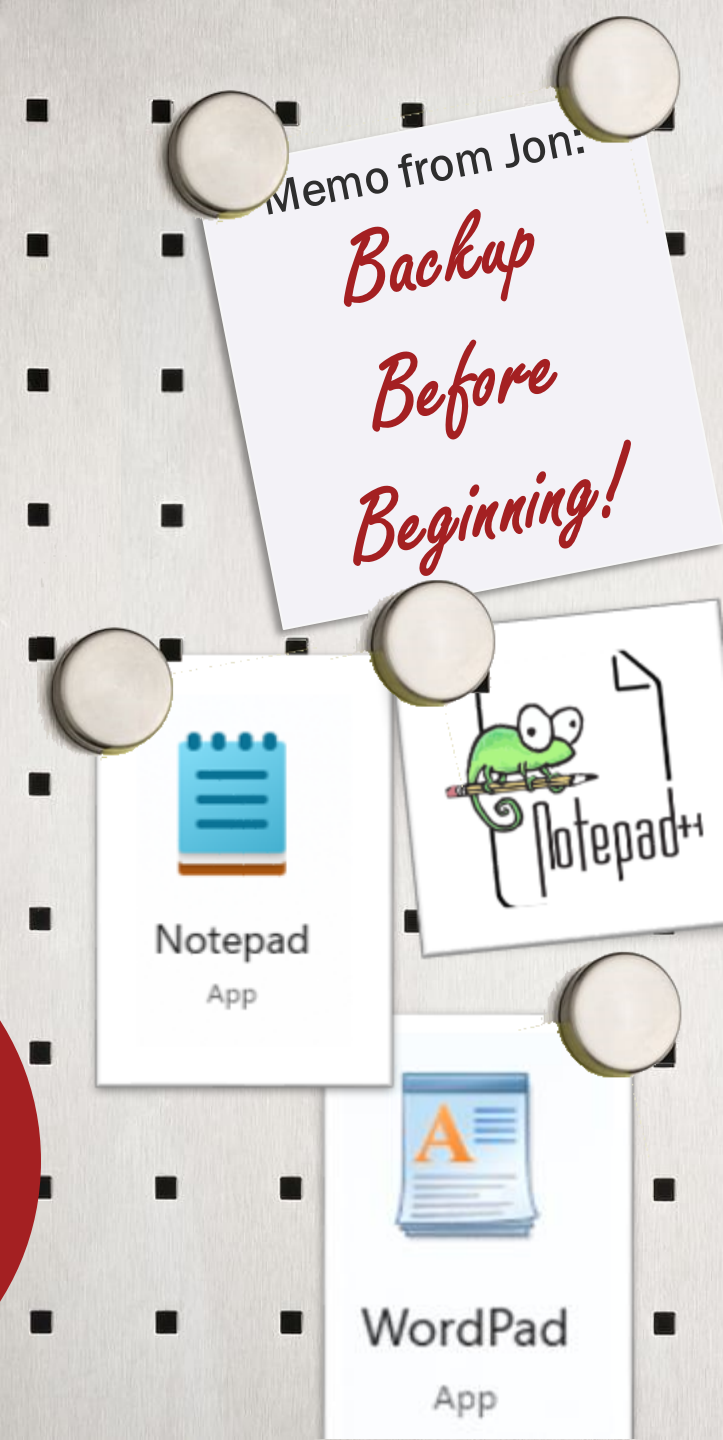
# CAUTION!!

# Before You Make Changes



**Do NOT use  
MS WORD  
for HTML!**

**COMMAND 24**





# Customizing Emails

COMMAND 24

Reservation Modify: JON, your Avis reservation #08988306US5 at Bloomington, IN,B2O has been modified

Avis <avis@e.avis.com>  
To Jon Roodschild

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Outlook found new events



Avis reservation

Reservation Code: 08988306US5

Download Pictures

Change Automatic Download Settings...

Add Sender to Safe Senders List

Add the Domain @e.avis.com to Safe Senders List

View in Browser

912 S Walnut St, Bloomington, IN 47401 US

View in calendar

AVIS

PREFERRED

Reservations Locations Offers Car Sales Customer Service

## ADDITIONAL LIABILITY INSURANCE

Additional Liability Insurance protects you and all authorized drivers against third-party bodily injury and property-damage claims.

LEARN MORE

[View In Browser](#)

Add avis@e.avis.com to your Address Book.

# CAUTION!!

- Images in HTML email might need to be “unblocked”



# Customizing Emails

COMMAND 24

**What should you use?**

Select the tool you are MOST comfortable using

**HTML CODE**

**VS**

**WYSIWYG**



# Html Wizards Welcomed!

COMMAND 24





# Customizing Emails

COMMAND 24

General

Reservations

Users

Vehicles

Fuel

Layout

Policy

Maintenance

Risk Management

Other

Advanced

Enterprise Settings - Layout

Layout

Registration Text

Registration Text - Comments Description

Welcome Email Text

Welcome Text

Instructions Text

Reset Password Email Text

Change Password Email Text Confirmation

Welcome Email Text

View HTML

```
<table align="center" width="600" cellpadding="15" cellspacing="0" style="margin:auto;font-family:Arial, sans-serif;font-size:14px;background-color:#f9f9f9;border-collapse:collapse;"><tbody><tr style="background:rgb(58, 115, 182);"><th align="center"><h1 style="color:#ffffff;font-size:18px;">Welcome To FleetCommander, @@FirstName@@</h1></th></tr><tr><td align="left"><p><strong>Name:</strong> @@FullName@@</p><p><strong>Username:</strong> @@UserName@@</p><p><strong>URL:</strong> <a href="@@WebURL@@" target="_blank" style="color:#3A7487;text-decoration:underline;">@@WebURL@@</a></p><p>Hello and welcome to the motor pool reservation system! Say goodbye to phone calls, fax machines, and trips to the motor pool office to fill out forms. FleetCommander offers easy-to-use online forms and features to streamline your reservation process.</p><h2>Highlights of the system:</h2><ul><li>Accessible 24/7 for reservations, profile updates, and schedule checks.</li><li>Quick and paperless reservation process.</li><li>Secure system ensures your reservation details are safe.</li></ul></td></tr></tbody></table>
```

Update Cancel

Managing Your Emails

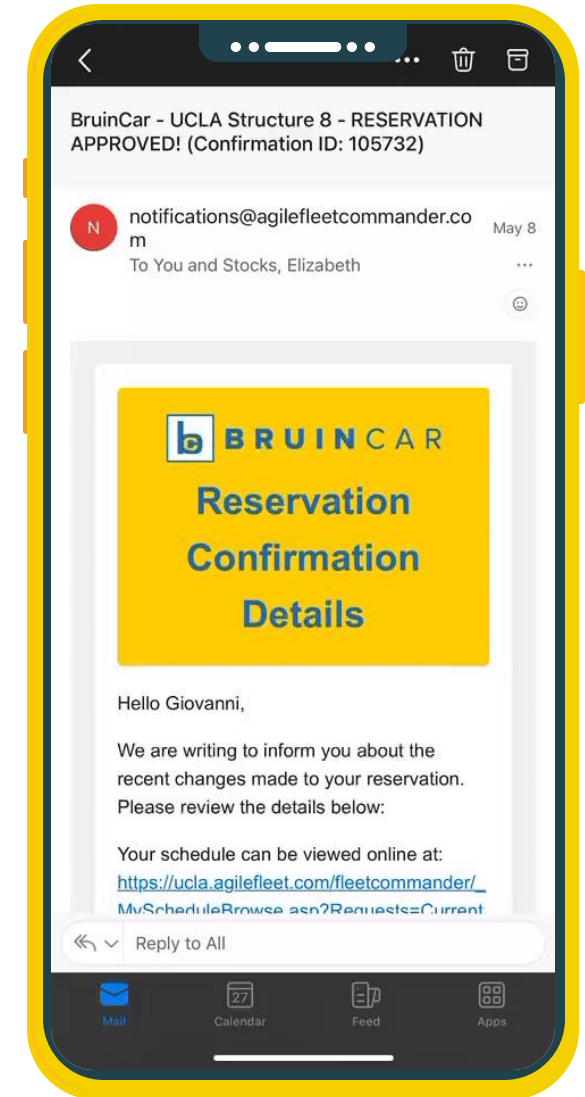
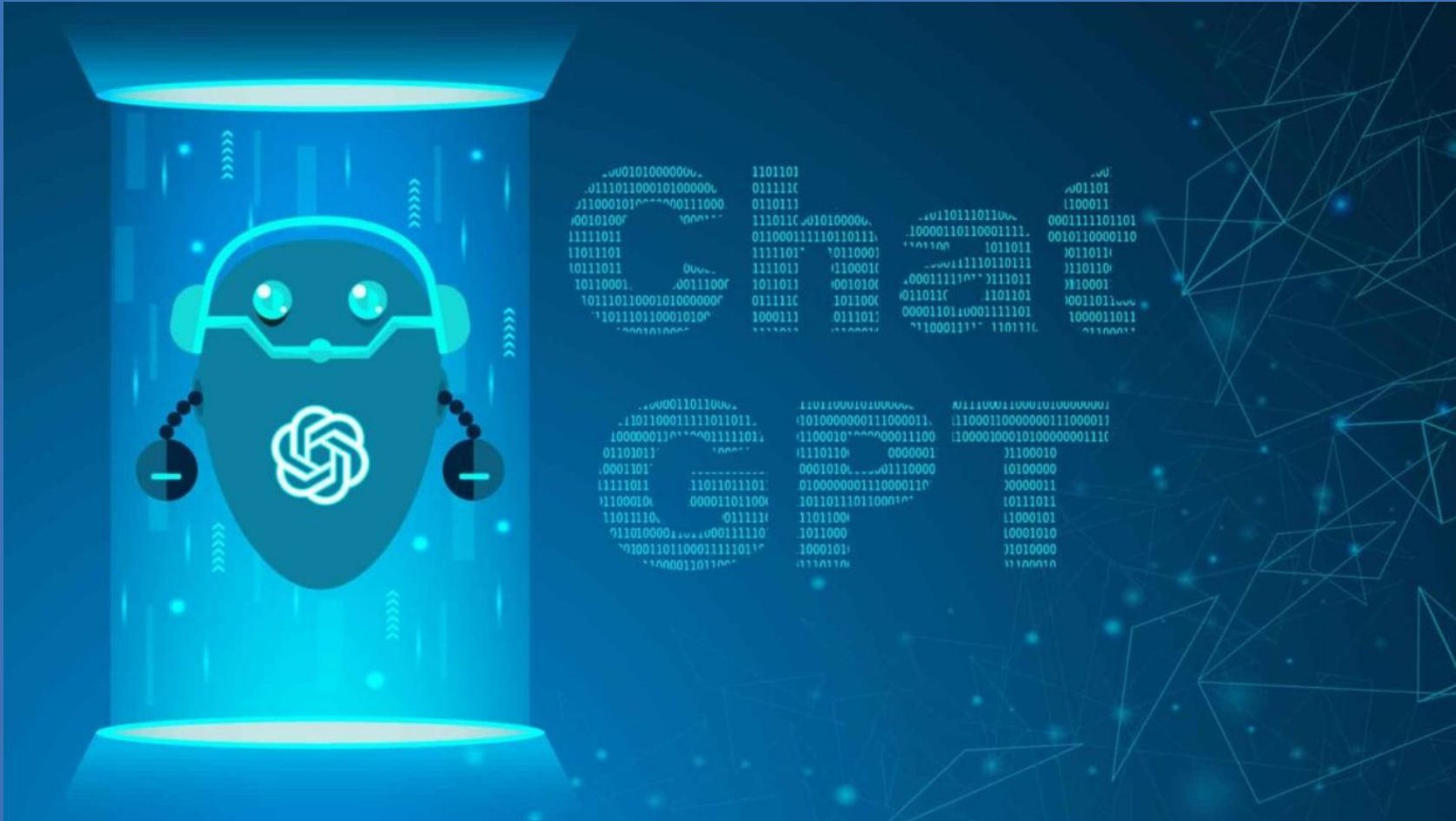
- You **CAN SWITCH** from Editor to HTML by clicking the `</>` action button





# Customizing Emails

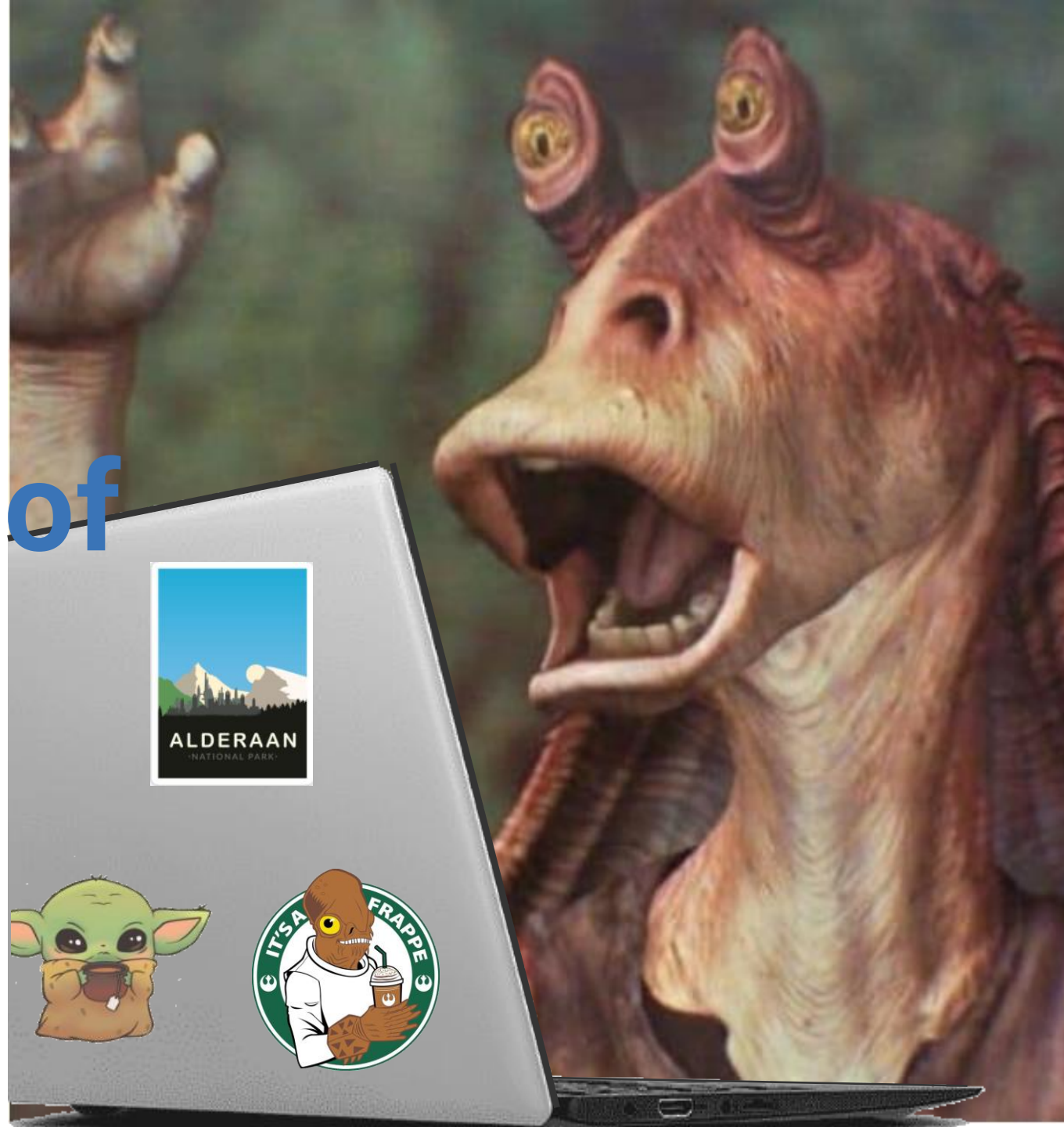
## COMMAND 24





# HTML for All the Rest of Us

COMMAND 24





# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

Formatting toolbar:

- Buttons: **B**, ***I***, **U**, abc, list icons, link, unlink, image, insert, subscript ( $x_2$ ), superscript ( $x^2$ ), table, source code (</>), Format dropdown, and a delete icon.
- Dropdowns: (inherited ...), (inherited ...), A (font color), and a water drop icon (background color).
- Icons: Print and Settings.

The text area below the toolbar is partially obscured by a torn paper effect.

## WYSIWYG Editor

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.





# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

**Formatting Tools:**

- Buttons: **B** (Bold), **I** (Italic), **U** (Underline), **abc** (Text color), alignment (left, center, right, justified), bulleted list, numbered list, indent, outdent, link, unlink, insert image, insert file, subscript ( $\times_2$ ), superscript ( $\times^2$ ), table, source code (</>), Format dropdown, and a delete icon.
- Font settings: Arial (font face), 5 (18pt) (font size), A (font color), and a background color picker.

*Note: The 'B' (Bold) button is highlighted with a blue box and a mouse cursor icon.*

*Note: The bottom of the editor window is obscured by a torn paper effect.*

## WYSIWYG Editor

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.



# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

Rich text editor toolbar:

- Buttons: Bold (B), Italic (I), Underline (U), abc, bulleted list, numbered list, indent, outdent, link, unlink, insert image, insert table, source code (</>), Format dropdown, and a disabled icon.
- Font settings: Arial, 5 (18pt), and a color selection button (A) which is highlighted with a blue box and a mouse cursor.
- A large color palette is open below the color selection button, showing a grid of various colors.

**WYSIWYG Editor**

- “what you see is what you get”
- Formatting with WYSIWYG uses



# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

Formatting toolbar:

- Buttons: **B**, **I**, **U**, abc, list icons, link, unlink, image, insert,  $\times_2$ ,  $\times^2$ , table, code, Format dropdown, and a delete icon.
- Font settings: Arial dropdown, 5 (18pt) dropdown, A dropdown.
- Color selection: A color picker icon (water drop) is highlighted with a blue box and a hand cursor pointing to it.
- Other icons: Print and Settings.

Below the toolbar is a large text area with a blue background and a torn paper effect at the bottom.

## WYSIWYG Editor

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Wor



# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

**Formatting Tools:** B, I, U, abc, [List Icons], [Link Icon], [Image Icon], [Table Icon], [Code Icon], Format, [Undo Icon]

**Font Settings:** Arial, 5 (18pt), A, [Color Icon], [Background Color Icon], [Settings Icon]

**Insert hyperlink**

Web address:

Text:

ToolTip:

☒ Open link in new window

Insert Cancel

## WYSIWYG Editor

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.



# Customizing Emails

COMMAND 24

## Managing Your Emails

- However, there is the option to present them in **HTML format**

Welcome to Command

notifications@agilefleetcommander.com  
To Jon Roodschild

Reply Reply All Forward

Tue 9/3/2024 8:41 AM

**Welcome To FleetCommander, Jon**

**Name:** Jon A Roodschild  
**Username:** jroodschild  
**URL:** <https://training.agilefleet.com>

Hello and welcome to the motor pool reservation system! Say goodbye to phone calls, fax machines, and trips to the motor pool office to fill out forms. FleetCommander offers easy-to-use online forms and features to streamline your reservation process.

**Highlights of the system:**

- Accessible 24/7 for reservations, profile updates, and schedule checks.
- Quick and paperless reservation process.
- Secure system ensures your reservation details are safe.
- Automatic error checking reduces mistakes.
- Integrated with the Motor Vehicle Record (MVR) system for driver verification.
- Receive automatic email confirmations for various actions.
- Communicate with fleet managers via the integrated email system.
- User-friendly and easy to navigate.

To make a reservation, select "Make Reservation" on the left side of the homepage. To view your schedule, choose "My Schedule" also found on the left. For assistance, reach out to the Motor Pool staff.





# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

**WYSIWYG Editor**

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.

**Insert image**

Web address

Alternate text

Width (px)

Height (px)



# Customizing Emails

COMMAND 24

TOOLS CONFIGURE

## Content Manager

**File:** IMG\_7074(1).JPG [Change Document File](#)

**Document URL:** [https://matt.agilefleet.com/files/custom/content/IMG\\_7074\(1\).JPG](https://matt.agilefleet.com/files/custom/content/IMG_7074(1).JPG)

**Document Name/Title:**

[Return to Documents](#) [Reset Form](#) [Save Changes](#)

[Copy](#)  
[Search](#)  
[Hide menu](#) >  
[More actions](#)

## WYSIWYG Editor

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.



# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

**WYSIWYG Editor**

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.

**Insert image**

Web address:

Alternate text:

Width (px):

Height (px):



# Customizing Emails

COMMAND 24

**Welcome Email Text**

Email subject text (if applicable):

HTML Format (check if wanted): ☒

**WYSIWYG Editor**

- “what you see is what you get”
- Formatting with WYSIWYG uses ‘Word’ like tools.



# Customizing Emails

COMMAND 24

## Welcome Email Text

Email subject text (if applicable):

Welcome to @@SiteName@@

HTML Format (check if wanted):



Arial

5 (18pt)

Table	Cell	Accessibility
Width	<input type="text"/>	px
Height	<input type="text"/>	px
Columns	<input type="text"/>	
Rows	<input type="text"/>	
Cell Spacing	<input type="text"/>	
Cell Padding	<input type="text"/>	
Alignment	<input type="text"/>	
Background	<input type="text"/>	
CSS Class	<input type="text"/>	
ID	<input type="text"/>	
Border	<input type="text"/>	
Border Style	<input type="text"/>	
<input type="checkbox"/> Collapse borders		

Table	Cell	Accessibility
<input type="checkbox"/> Select All Cells		
Width	<input type="text"/>	px
Height	<input type="text"/>	px
Cell Margin	<input type="text"/>	
Cell Padding	<input type="text"/>	
Alignment	<input type="text"/>	
Background	<input type="text"/>	
CSS Class	<input type="text"/>	
ID	<input type="text"/>	
Border	<input type="text"/>	
Border Style	<input type="text"/>	
<input checked="" type="checkbox"/> Wrap text		

Table	Cell	Accessibility
Caption	<input type="text"/>	
Alignment	<input type="text"/>	
Summary	<input type="text"/>	
<input type="checkbox"/> Associate cells with headers		

## WYSIWYG Editor

- “what you see is what you get”
- Formatting with WYSIWYG



# Let's Talk Tokens!

COMMAND 24



# Customizing Emails



Download the Impactful Emails Supplement PDF for more details!

COMMAND 24

## 14.1.5.1.3 Using Dynamic Fields

Throughout layouts, Dynamic Fields may be available to use. This pulls information from a specific field within FleetCommander such a User Profile or Reservation Form. The list of fields available varies by Layout.

1. In the Plain Text Format, with the cursor in place of where the field should appear, click on the "Insert Dynamic Field" button to view the list of dynamic field options.

The screenshot shows the 'Plain Text Format' editor for email customization. It includes fields for 'Email subject text (if applicable):' and 'HTML Format (check if wanted):'. A list of dynamic fields is displayed: ContactName, EMailAddress, FirstName, FullName, LastName, MiddleName, Password, PhoneNumber1, UserName, and WebURL. The 'ContactName' field is selected. An 'Insert Dynamic Field' button is highlighted with a red box. Below the list, there are 'Insert' and 'Cancel' buttons. The main text area contains placeholder text like 'Name: @@FullName@@' and 'Username: @@UserName@@'. At the bottom, there are 'Cancel' and 'Save this Entry' buttons.

Select the desired field and press "Insert" on the "Insert a Token" window. The field will now appear in the text. Press "Save this Entry" after all changes are made.

2. In the HTML Format, use the ctrl+shift+F (if available) to view the list of dynamic field options.

# Customizing Emails



Download the Impactful Emails  
Supplement PDF for more details!

COMMAND 24

2. In HTML Format, use the gear shift icon, if available, to view the list of dynamic field options.

HTML Format (check if wanted): ☒

Insert a Token

AccountNumber

AssetLocation

AssetName

Color

Comments

ConfirmationId

DepartmentName

DriverFirstName

DriverLastName

DriverUserName

Duration

LicenseNumber

Select the desired field and click "Insert". The field will now appear in the text. Press "Save this Entry" after all changes are made.

Hi @@UserName@@,

Reference: Confirmation n

Our records reflect that yo

contact the fleet administ

Please help us keep the co

up vehicles on time increa

have used this vehicle if it w

Your schedule can be viewe

Thank you.

If you feel that you received

@). Please

s. Not picking

rs that could

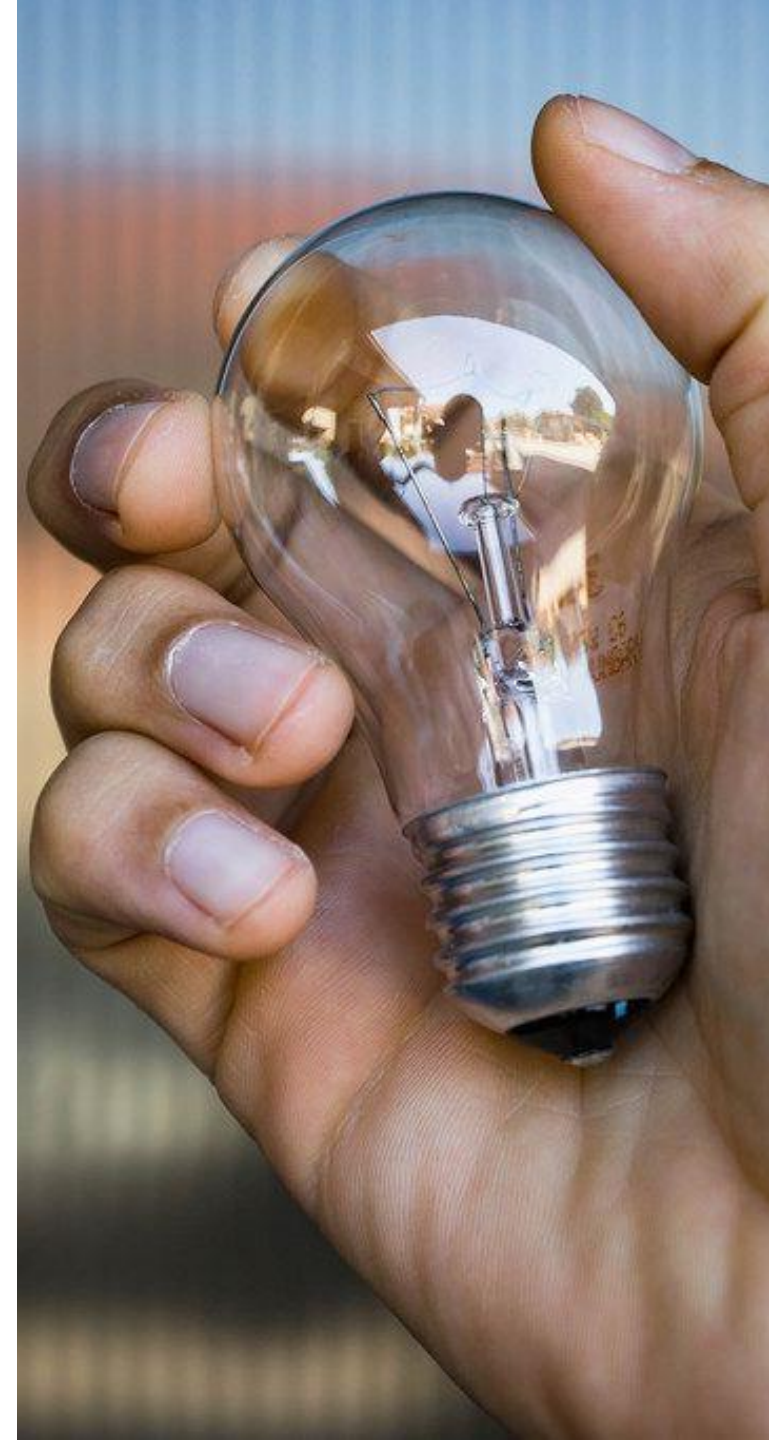
eed to speak with motor pool staff, please

Cancel Save this Entry

# COMMAND 2024

## Bright Ideas

COMMAND 24







# COMMAND 2024 Bright Idea

Use <ctrl F> to conduct  
KEYWORDS SEARCHES...

in Configuration>  
Layout Tab

The screenshot shows the AF FLEETCOMMANDER web application interface. At the top, there is a navigation bar with the AF logo, the text 'AGILE FLEET FLEET MANAGEMENT SOLUTIONS', and social media icons for YouTube, LinkedIn, Facebook, and Twitter. Below this is a dark blue bar with the 'AF FLEETCOMMANDER' logo. A horizontal menu contains tabs for 'MANAGE', 'REPORTS', 'TOOLS', 'CONFIGURE', and 'DASHBOARDS'. The 'CONFIGURE' tab is selected, leading to the 'Configure Enterprise Settings' page. This page has sub-tabs for 'General', 'Reservations', 'Users', 'Vehicles', 'TCO', 'Fuel', 'Layout', 'Policy', 'Maintenance', and 'Risk M'. The 'Layout' sub-tab is active, displaying a list of settings: 'Registration Text', 'Registration Text - Comments Description', 'Welcome Email Text', 'Welcome Text', 'Instructions Text', 'Login Help Text', 'Vehicle Rates Text', 'Update User Profile - Warning (HTML Not Supported)', 'Update User Profile - Email', 'Locations Text', and 'Privacy Policy Text'. A search bar is overlaid on the 'Layout' settings, containing the text 'Welcome'. The search bar also shows '1/2' results and navigation icons (up, down, filter, and close).







# COMMAND 2024 Bright Idea

Use <ctrl F> to conduct  
KEYWORDS SEARCHES...

in FC  
Admin Manual  
(PDF)

#2

## Agile FleetCommander™ System Admin Manual

Welcome Text: The "Welcome Text" is displayed on the Home Page of FleetCommander after a successful login.

Instructions Text: The "Instructions Text" is displayed on the Home Page of FleetCommander after clicking on the Instructions link found in the bottom-left

Login Help Text: The "Login Help Text" is displayed on login prompt.

Vehicle Rates Text: The "Vehicle Rates Text" is displayed on the Home Page of FleetCommander after clicking on the Vehicles and Rates link found in the bottom-left navigation bar.

Update User Profile - Warning (HTML Not Supported): The "Update User Profile – Warning" is displayed in a warning pop-up when a User Profile Update is needed after login. This layout is not HTML supported.

Update User Profile – Email: The "Update User Profile – Email" is sent when using the User Profile Notification tool.

Locations Text: The "Locations Text" is displayed on the Home Page of FleetCommander after clicking on the Locations Text link found in the bottom-left navigation bar.

Privacy Policy Text: The "Privacy Policy Text" is displayed on the Home Page of FleetCommander after clicking on the Privacy Policy link found in the bottom-left navigation bar.

Contact Us Text: The "Contact Us Text" is displayed on the Home Page of FleetCommander after clicking on the Contact Us link found in the bottom-left navigation bar.

FAQ Text: The "FAQ (Frequently Asked Questions) Text" is displayed on the Home Page of FleetCommander after clicking on the FAQ link found in the bottom-left navigation bar.

Terms of Use Text: The "Terms of Use Text" is displayed on the Home Page of FleetCommander after

Welcome|

14/17





# COMMAND 2024 Bright Idea

Use <ctrl F> to conduct  
KEYWORDS SEARCHES...

within Report  
Outputs in HTML

## User Detail Extra Report

Agile Success Fleet Site  
14101 Willard Road  
Chantilly, VA 20151

Primary Phone: (571) 498-7  
Secondary Phone: (571) 498-7  
Fax: (571) 498-7

Red											
3/5											
UserId	Last Name	First Name	Middle Name	Salutation	Username	Last Password Change	Last Login	Access Groups	Usage Types	Status	Time Zone
93	.Saunders	Harlan			hsaunder		08/04/2020 07:16 PM	Standard, Live-Training	Short Term Rental, Seasonal Rental, Yearly Rental	Enabled	Central Standard Time
226	Roodman	Red			bbonestr			Standard, Live-Training	Short Term Rental, Seasonal Rental	Enabled	Central Standard Time
461	Aggarwal	Raj			rka		04/04/2016 02:55 PM	Standard, Live-Training	Short Term Rental, Seasonal Rental	Disabled	Central Standard Time

#3







## in Reservation> Assign Vehicle

[illegible]



# COMMAND 2024 Bright Idea

Enlarge your view of WYSIWYG  
via “Open link in new window”

The screenshot shows the Agile Fleet Fleet Commander web application. The top navigation bar includes 'MANAGE', 'REPORTS', and 'TOOLS'. The main content area is titled 'Configure Enterprise Settings' and has tabs for 'General', 'Reservations', 'Users', 'Vehicles', and 'Tools'. A right-click context menu is open over the 'Users' tab, with the option 'Open link in new window' highlighted. A blue callout box with the text 'HOVER> RIGHT CLICK' points to the 'Users' tab.

**HOVER>  
RIGHT CLICK**



# Session Inbox

Importance of Effective  
Email Communication

Common  
Email  
Mistakes

Anatomy of  
an Email

Make Your  
Emails  
Stand Out

**FleetCommander  
Emails**

Email  
Types

Must  
Have  
Emails

**Configuration  
and  
Customization**

**COMMAND 24**





# Session Inbox

Importance of Effective  
Email Communication

Common  
Email  
Mistakes

Anatomy of  
an Email

Make Your  
Emails  
Stand Out

**FleetCommander  
Emails**

Email  
Types

**Must  
Have  
Emails**

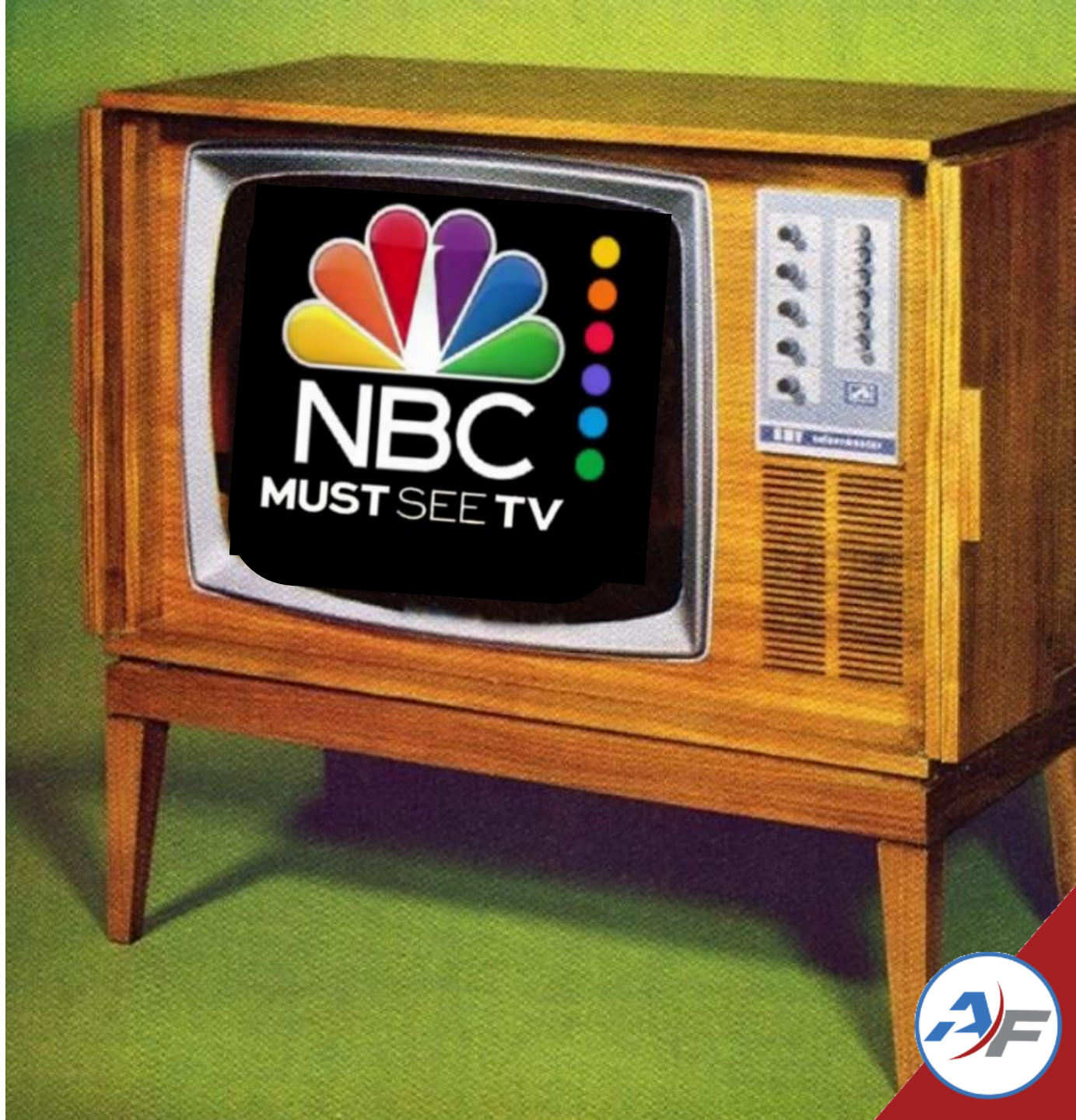
Configuration  
and  
Customization

**COMMAND 24**



# Must Have Emails


COMMAND 24





# Must Have Emails

COMMAND 24



MANAGE

REPORTS

TOOLS

CONFIGURE

Configure Enterprise Settings

General

Reservations

Users

Vehicles

TCO

Fuel

Layout

Policy

Maintenance

Risk Management

Other

Enterprise Settings - Layout

Layout

Registration Text

Registration Text - Comments Description

Welcome Email Text

Welcome Text


Instructions Text

Login Help Text

Vehicle Rates Text

Update User Profile - Warning (HTML Not Supported)

Update User Profile - Warning (HTML Not Supported)



Download the Impactful Emails Supplement PDF for examples

To edit these emails, go to  
**CONFIGURE>ENTERPRISE>LAYOUT**







# Must Have Emails

COMMAND 24



MANAGE

REPORTS

TOOLS

CONFIGURE

About

Edit Site Settings: Layout

General

Reservations

Users

Vehicles

Layout

Locations

Kiosks

Billing Rates



County Motor Pool Site Settings - Layout

Layout

Registration Email Text

Registration Confirmation Text

Maintenance Notification Email

Mileage Request Email

Make Reservation Help Text - Reservation Form

Make Reservation - Comments Description

Make Reservation Help Text - Confirm Page

Reservation Email - Late Pickup Email Text

Reservation Email - Late Return Email Text

Reservation Email - New request

Reservation Email - Modification by requestor

Reservation Email - Driver change request

Reservation Email - Change request completed

Reservation Email - Reservation cancelled

Reservation Email - Reservation approved



Download the Impactful Emails Supplement PDF for examples

To edit these emails, go to  
**CONFIGURE>SITE>SITE NAME>LAYOUT**





# Must Have Emails

COMMAND 24



MANAGE

REPORTS

TOOLS

CONFIGURE

Edit Site Settings: Layout

General

Reservations

Users

Vehicles

Layout

Locations

Kiosks

Billing Rates

Reservation Email - New request (Admin)  
Reservation Email - Change request completed (Admin)  
Reservation Email - Reservation approved (Admin)  
Reservation Email - Vehicle change  
Reservation Email - Vehicle removed  
Reservation Email - No Vehicles Available for Auto-Assign (Admin)  
Mobile Website Accident Help  
Mobile Website - Text Message Help Text  
Scheduler - Late Pickup Reminder Text  
Scheduler - Late Return Reminder Text



Download the Impactful Emails  
Supplement PDF for examples

To edit these emails, go to  
**CONFIGURE>SITE>SITE NAME>LAYOUT**

Back to Browse







# Must Have Emails

COMMAND 24

MANAGE

REPORTS

TOOLS

CONFIGURE

About

Edit Site Settings: Kiosks - Layout

General

Reservations

Users

Vehicles

Layout

Locations

Kiosks

Billing Rates

| KIOSK | CARTRIDGE | LAYOUT | ADVANCED |

Select a layout to edit.

Welcome/Main Menu Text

Login Text

Grab and Go - Select Vehicle Type Text

Check Out - Select Vehicle Text

Check Out - Confirm and Check Out

Check Out - Checkout Succeeded Text

Check In - Select Vehicle Text

Check In - Check-in Succeeded Text

Check In - Confirmation Email

Check Out - Confirmation Email

Kiosk Comments Email

Grab and Go - Reservation Information

Kiosk Header Text

Kiosk Footer Text



Download the Impactful Emails Supplement PDF for examples

To edit these emails, go to  
CONFIGURE>SITE>SITE NAME  
KIOSK>LAYOUT



# Session Inbox

Importance of Effective  
Email Communication

Common  
Email  
Mistakes

Anatomy of  
an Email

Make Your  
Emails  
Stand Out

**FleetCommander  
Emails**

Email  
Types

**Must  
Have  
Emails**

Configuration  
and  
Customization

**COMMAND 24**



# Session Inbox

**Importance of Effective  
Email Communication**

**Common  
Email  
Mistakes**

**Anatomy of  
an Email**

**Make Your  
Emails  
Stand Out**

**FleetCommander  
Emails**

**Email  
Types**

**Must  
Have  
Emails**

**Configuration  
and  
Customization**

**COMMAND 24**



# Note To Self

Email yourself at least one idea  
from this session you want to  
**APPLY, ADAPT, or ADOPT**

**COMMAND 24**

**Anatomy of  
an Email**

**Must  
Have  
Emails**

**Common  
Email  
Mistakes**

**Make Your  
Emails  
Stand Out**

**Email  
Types**

**Configuration  
and  
Customization**





# Wrap-Up

COMMAND 24

Questions?  
Next Up: Billing & Rate-  
Setting

THANK YOU

