DOCMAIL & FLEX :

PULLING TOGETHER TO MAKE CUSTOMER CONTACT EASIER

HOW IT WORKS

Leading hybrid print and mail system Docmail and Optinet have pulled together to offer you the perfect solution for customer communication.

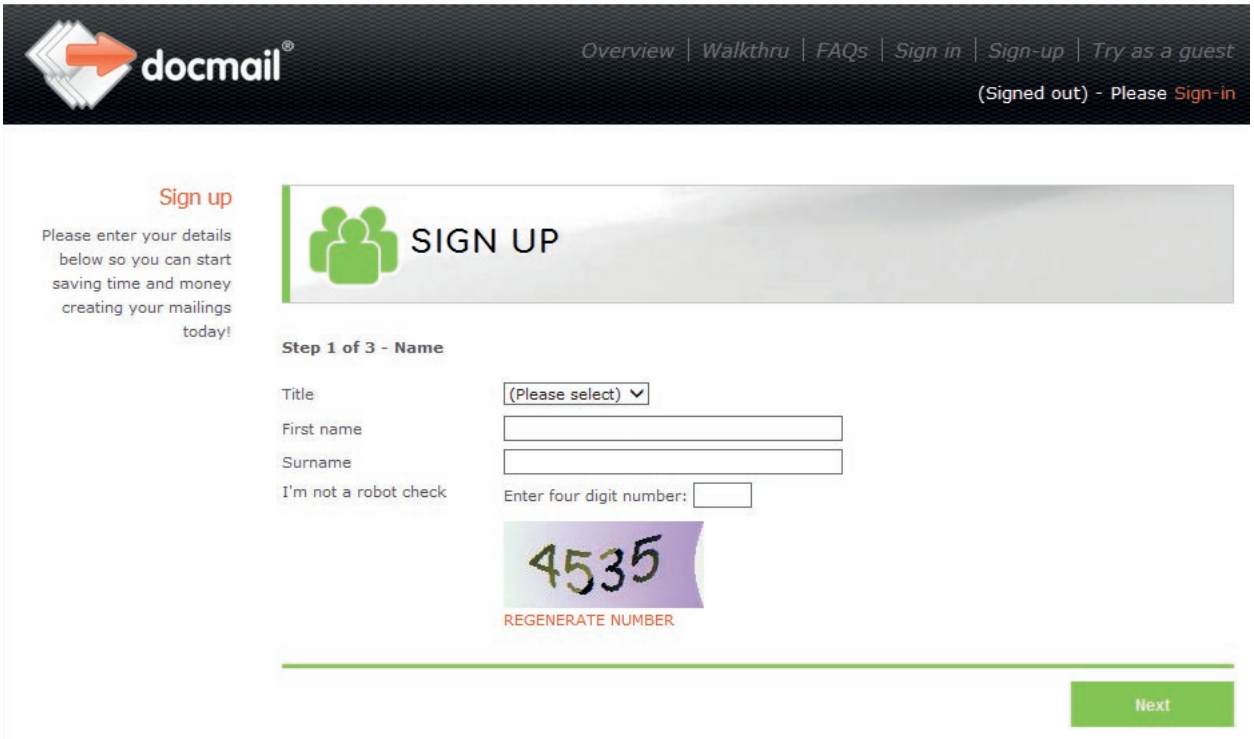
Docmail is fully integrated with Optinet FLEX allowing you to print and mail to your customers direct. No need to come out of your software and login to Docmail – saving you even more time!

To begin the Docmail sign up process follow the below link:

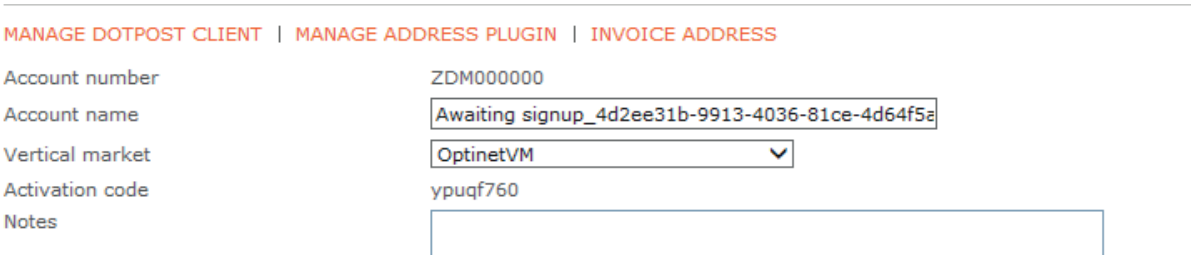
https://www.cfhdocmail.com/Live/signupnew.aspx?VM=OptinetVM

REGISTERING AND LOGGING IN TO **DOCMAIL**

The above link will take you to the following page, to complete the sign up process. During the sign up, you will receive an activation code by email to activate the account so that it is ready to use.



When registering, the Optinet vertical market is already a preselected option, ensuring that you receive the benefits from the integration. The image below shows this.

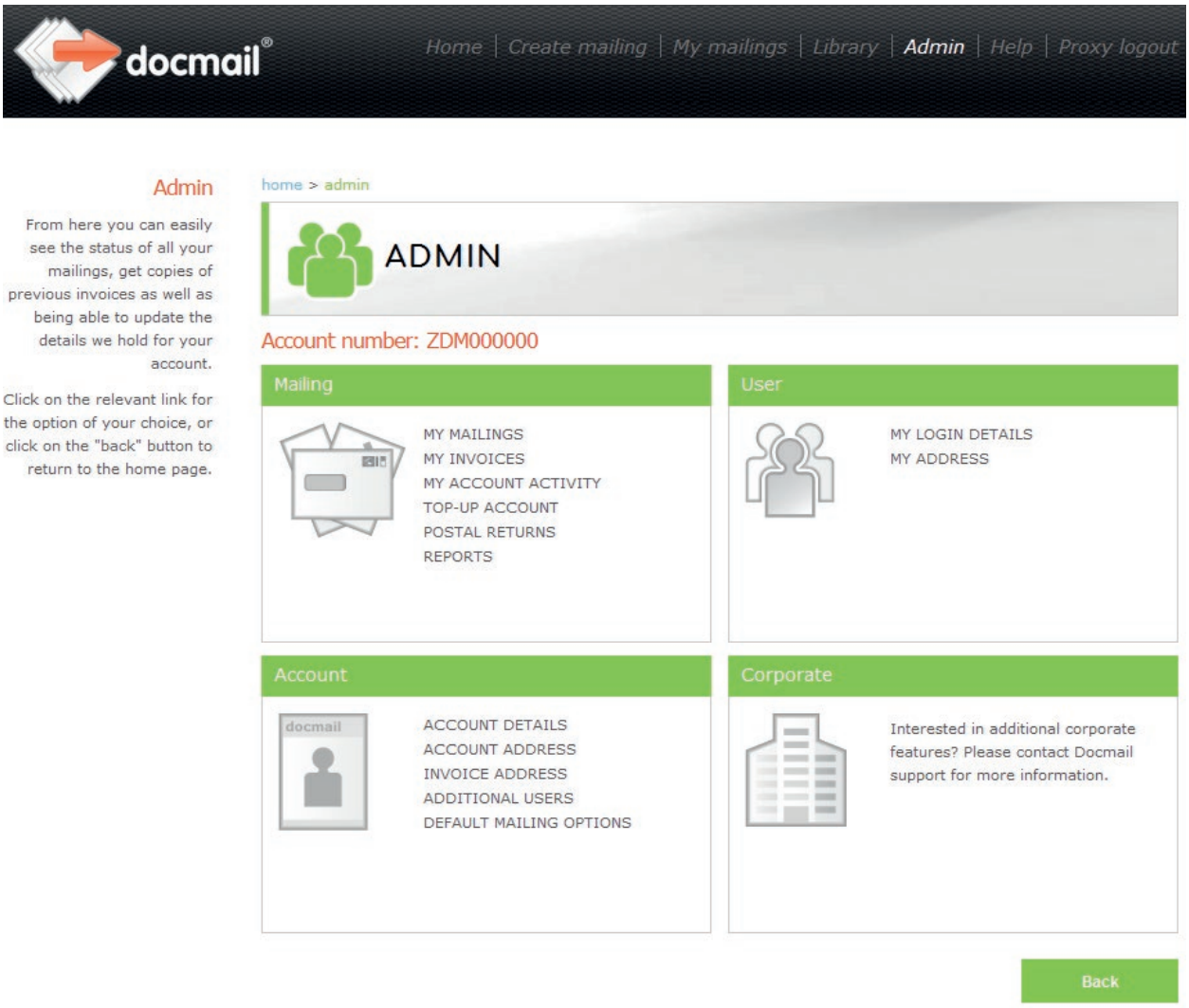


You can now login to Docmail from our website http://www.cfhdocmail.com/live/login using the username and password given when you signed up.

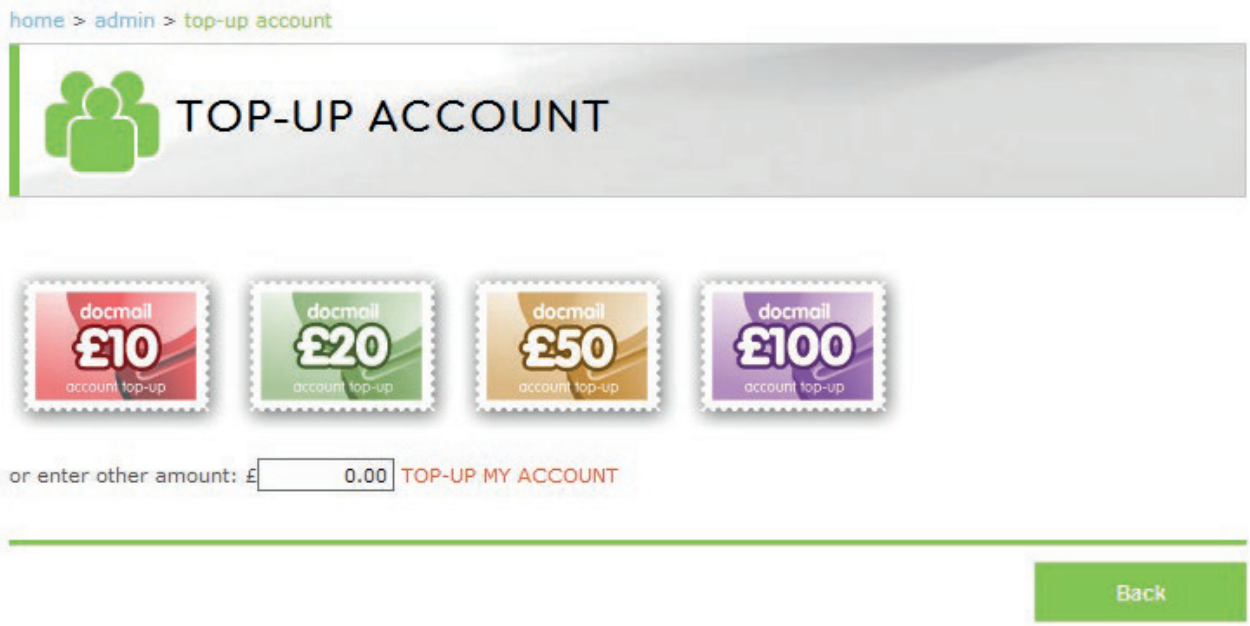
When you are logged in you will be on the Docmail home page and you can navigate the system from here. You are now able to print and mail to your customers, helping you receive the best results.

TOPPING UP YOUR ACCOUNT

You can add credit to your Docmail account by visiting admin, top-up account.

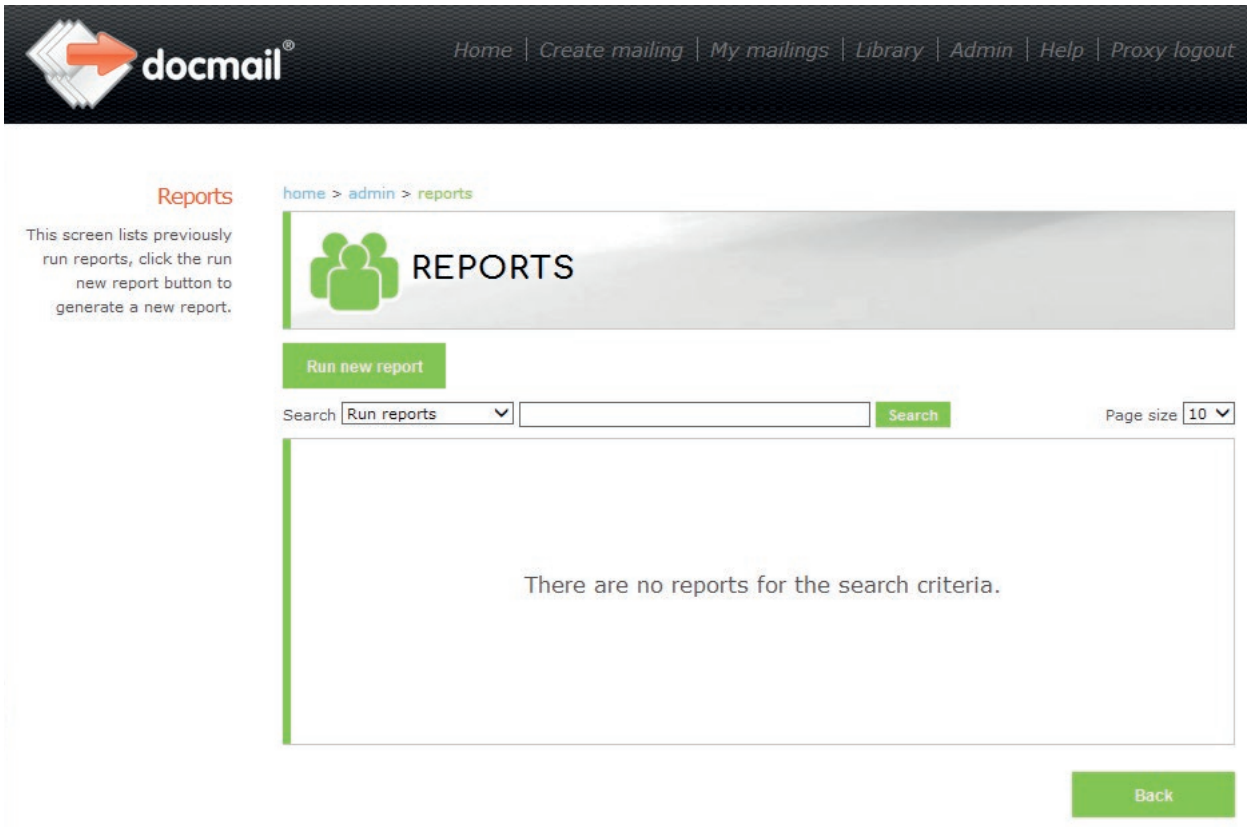


Choose one of the standard amounts by clicking the stamp symbol or enter your own amount and click the 'Top-up my account' link. From here follow the online prompts to complete the payment. Please note that it is not possible to refund top up monies and the credit must be used within 24 months of the top up date.



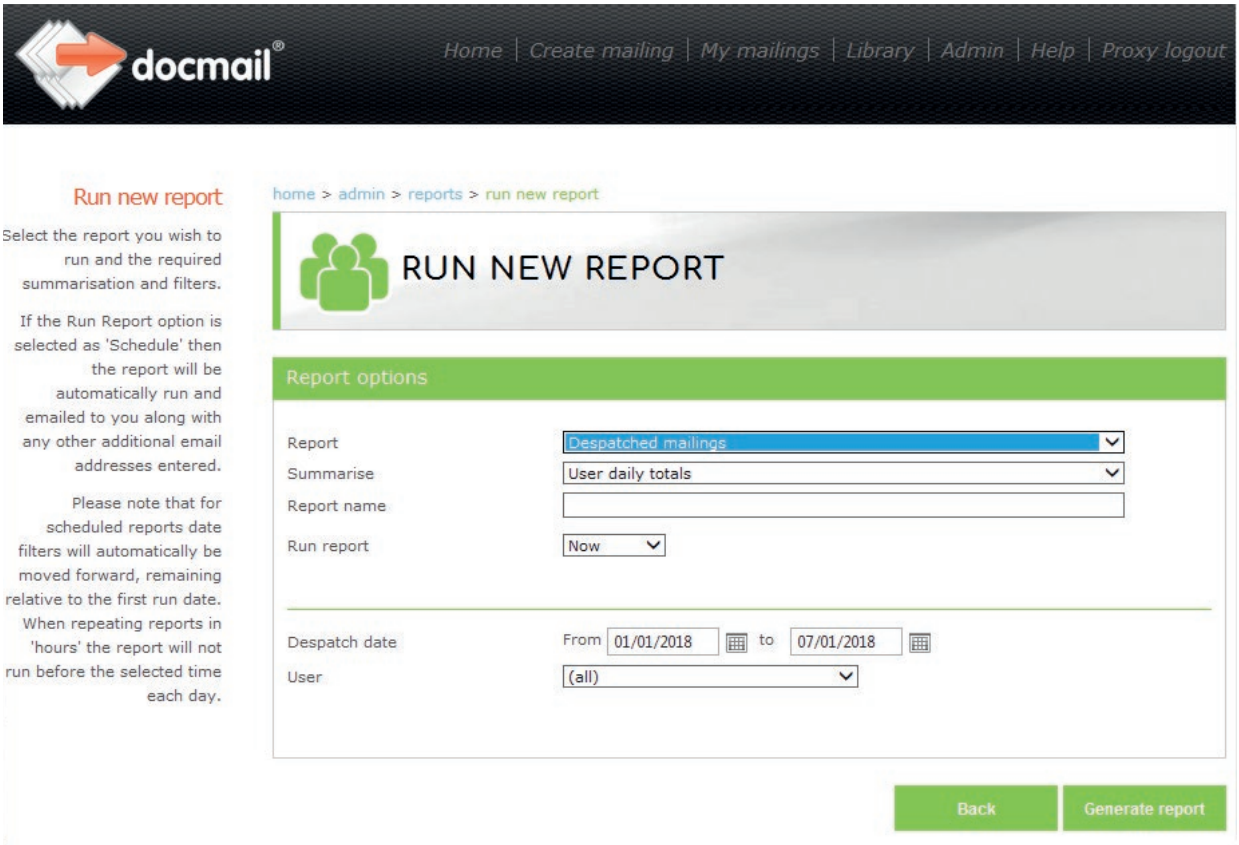
REPORTING SYSTEMS

To run and view existing reports on your mailings, visit the reports section on the Admin page. This page allows you to run new reports and view report history which are all available to download.



To run a new report, use the drop down menus to determine the information you want to see displayed. From here you can view your reports online or they are free to download. You can also schedule a report to run on a regular basis which will be stored in the reports section of your account.

You will receive a secure link via email to access the report directly and you can invite others to view the report as well.



docmail®

optinet™ FLEX
ADVANCED PRACTICE MANAGEMENT SOFTWARE

bsi. ISO/IEC 27001 Information Security Management
bsi. ISO 9001 Quality Management
bsi. ISO 14001 Environmental Management
Crown Commercial Service Supplier
Association of Electoral Administrators
irrv ORGANISATIONAL MEMBER
NHS

If you require any assistance whilst using Docmail, please contact our friendly customer service team on:

T: **01761 409701/2** | E: **docmailsupport@cfh.com**

www.docmail.co.uk