

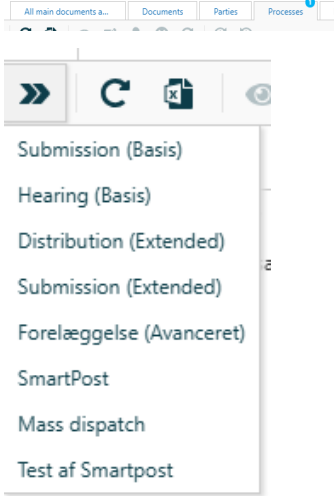

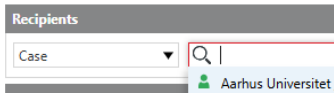




Send letter to Digital Mail (SmartPost)

This guide explains how to send a digital letter to an employee, student, or Danish company’s Digital Mail inbox via Workzone SmartPost. Please note:

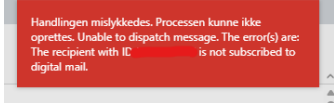

- You must have written the letter in Word in advance
- The letter (document) must be saved with the status *Draft* or *Personal Draft* on the case
- The letter (document) must *not* be open in Word when you send it
- The recipient(s) must be added as parties to the case

On page 3, you will find tips for various SmartPost features.

Instructions	Explanation	Navigation
<p>Start SmartPost</p>	<p>Open the case from which you want to send the letter.</p> <p>Click on the Processes icon and select Smartpost.</p>	
<p>Select letter</p>	<p>Click on the Letter field and select the document you want to send.</p> <p>The document’s title will automatically become the title of the letter. You can edit the letter title in the Title field.</p>	
<p>Select recipient(s)</p>	<p>Select the recipient(s) of the letter. Workzone will suggest the party/parties added to the case.</p>	
<p>Dispatch</p>	<p>The dispatch sequence is already pre-filled.</p>	
<p>Send the letter</p>	<p>Click the Start button to send the letter</p>	



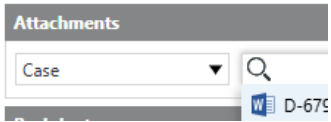
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<p>The recipient does not have Digital Mail</p>	<p>If one or more recipients do not have Digital Mail, a red box will appear in the top right corner after clicking Start. The red box shows which recipients who do not have Digital Mail.</p> <p>You must now do the following:</p> <ol style="list-style-type: none"> 1. Start a SmartPost without the recipients who do not have Digital Mail 2. Send the letter by other means to those recipients, for example via their AU Staff email or by physical mail 	
<p>Dispatch log</p>	<p>Once you have started a SmartPost, a dispatch log will automatically be generated on the case under the field Doucments.</p> <p>If the dispatch log title contains PRELIMINARY, the dispatch has not yet been sent.</p> <p>When the dispatch log has a record number other than 0, the dispatch has been completed.</p> <p>In the dispatch log, you can see:</p> <ul style="list-style-type: none"> • Sent via: how the letter was sent, e.g. e.boks • Recipient: who received the letter • Overall status: whether the dispatch is in progress, completed, or failed <p>Note: If a SmartPost fails, you as the case handler will receive an email informing you that the dispatch failed. Try sending a new SmartPost or send the letter by other means. You must register your handling of the failed SmartPost by clicking Completed (udført) in the email.</p> <p>Note: You must <i>not</i> close the case before the dispatch log is completed, as the dispatch log serves as your receipt that the letter has been delivered to Digital Mail.</p>	



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Tips

<p>Add attachment(s)</p>	<p>You have the option to attach documents when sending letters with SmartPost. Fill in the following fields:</p> <p>Select attachments from: Here you specify the location of the attachment, e.g. Current case. Note that the attachment must be in Workzone.</p> <p>Attachments: Select the documents you want to include as attachments. Archived documents can also be used as attachments.</p>	
<p>Approval / Preview</p>	<p>If the Approval field is selected, the user assigned as the case handler will be able to approve the letter before it is sent.</p> <p>If the Preview field is selected, the user currently logged into Workzone (typically yourself) will be able to review the letter before it is sent.</p>	<p><input type="checkbox"/> Approval</p> <p><input type="checkbox"/> Preview</p>