

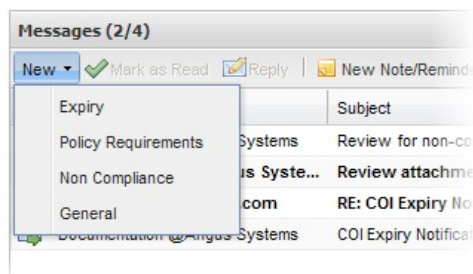




## Sending a Message

You can manually send custom, template-based messages with attachments via the Messages tab.

1. Click **New**, and select a message type from the list provided:
  - **Expiry**: send an expiry notification manually.
  - **Policy Requirements**: send a request for new policy documents (attaches policy requirements document)
  - **Non Compliance**: send a non-compliance notification.
  - **General**: send a custom message that does not use a template.



2. The New Message window will open. By default, the COI contact listed for the vendor or tenant is auto-filled. You can edit the **To** and **Cc** fields as desired; please note that to enter multiple email addresses into the **To** or **Cc** fields, additional email addresses must be separated with semicolons (;).
3. The **Subject** field is auto-filled based on the template type you selected (or blank if the **General** message type was used). You can edit this field as necessary.
4. The **Message** field is also auto-filled based on the template type you selected (or blank if the **General** message type was used). You can edit this field as necessary.
5. The default settings for what attachments will be sent are based on your attachment settings, defined in the Attachments section of the [Policy & Compliance tab](#) as well as in your COI Expiry Notifications options in the [Messages tab](#). You can override these defaults by placing or removing the checkmarks beside each document listed.
6. Click **Send**.

