

14. How To Reply An SMS Sent Out Via ECHO

14.1 Important Notes

1. The first time you receive an SMS through the ECHO system, save the contact number 60123221663 or 60162291739 to your mobile phone. *(You may also check with your administrator to confirm the number.)*
2. Follow the guidelines in the section 'Guidelines On SMS Reply' to reply to the SMS messages.
3. SMS is meant for short messages so please keep your reply short and precise. You are encouraged to use abbreviation in the table in Section 14.4 to make your SMS short.
4. Reply to the SMS immediately or before the deadline stated in the SMS.
5. Be specific in your reply. Instead of typing 'later' or 'soon', reply with a specific date and time (Eg. 16/7/09, 3pm).
6. You can type in the reason in English or Bahasa Melayu.

14.2 Reply Email Sent From ECHO

1. Reply to the email immediately or before the deadline stated in the message.
2. Reply to emails sent from ECHO according to the format below:
<Answer><Space><Reason>
3. <Answer> can be 'Y', 'Yes', 'Ok', 'Can', 'Ya', 'N', 'No', 'Tidak', 'Tak', 'Boleh', 'Cannot' or a number.
4. <Space> is a single space in your SMS.
5. <Reason> is optional. You can type your reason in English or Bahasa Melayu.
6. For email, if your email client automatically inserts any text or headings before your text, delete them before sending. If you can choose whether to compose your email in text or HTML, choose text.

14.3 Guidelines On SMS Reply

1. Please reply according to the format below:
<Answer><Space><Reason>
2. <Answer> can be 'Y', 'Yes', 'Ok', 'Can', 'Ya', 'N', 'No', 'Tidak', 'Tak', 'Boleh', 'Cannot' or a number.
3. <Space> is a single space in your SMS.
4. <Reason> is optional. You can type your reason in English or Bahasa Melayu.

Example 1: To reply 'Yes' or 'No', refer to Screen 1 and Screen 2



To:
0123221663

Message:
Y

(Screen 1)



To:
0123221663

Message:
N

(Screen 2)

Example 2: To reply 'Yes' or 'No' with a reason, refer to Screen 3 and Screen 4

(Note: There is a space after 'Y' and 'N')



To:
0123221663

Message:
Y Can only join on 2nd day.

(Screen 3)



To:
0123221663

Message:
N Postpone to 12/8/09

(Screen 4)

Example 3: To reply with a number followed by a reason, refer to Screen 5

(Note: There is a space after the number '5')



To:
0123221663

Message:
5 Pick up on 15/6/09, 11am.

(Screen 5)

14.4 Abbreviations

Account	acc	Organization	org
Activity	act	People	ppl
Address	addr	Per day	/d
And	n or &	Picture	pic
Are	r	Please	pls
As soon as possible	asap	Probably	prob
be	b	Quick	ack
Because	cos	Regards	rgds
Before	b4	Right	rite
Between	btwn	Same place same time	spst
Birthday	bdav	Same stuff different day	ssdd
By the way	btw	See	c
Deadline	dtl	Something	sth
Description	desc	Sorry	srv
Discount	disc	Standard	std
Document	doc	Subject	subi
Don't	dun	Take	tk
Enough	enuf	Talk to you later	ttvl
For	4	Telephone	tel
For your information	fvi	Text	txt
Friend	fren	Thank you	ta
From	fr	Thinking	thinkg
Good	gd	This	tis
Great	grt	Thought	tot
Handphone	hp	Today	2dav
Have	hv	Tomorrow	tmr
Hold on	h/o	Tonight	2nite
Homepage	h/page	Training	trng
House	hse	Understand	u/s
Just	ius	Until	til
Kilogram	kg	Using	usng
Later	l8r	Volume	vol
Malaysia	msia	Year	yr
Management	mgmt	Yes	y
Maximum	max	You	u
Meeting	mtg	Your	ur

Message	msg	Want	wt
Minimum	min	Weekend	wknd
Month	mth	Welcome	wcome
Never	nvr	What	wat
Never mind	nvm	Whatever	watevr
Next	nxt	When	wen
Night	nite	Why	v
No	n	With	w/
No Later Than	NLT	Within	w/in
No problem	np	Without	w/out
No Reply Required	NRR	Would	wud
Not applicable	N/a	Wouldn't	wudn

Other codes

Days: Mon, Tues, Wed, Thu, Fri, Sat, Sun

Months: Jan, Feb, Mar, Apr, May, Jun. Jul, Aug, Sep. Oct, Nov, Dec