

# Keywords



A1 proofreading not yet effective for this page. In the meantime, you can ask any questions on the [forum](#).

💡 You can use keywords not only in the body of standard messages, but also in the subject of the latter.

## Generic keywords

They are available for all messages:

- %DT\_SYS%: system date ("DD/MM/YYYY")
- %MM/YYYY%: system date ("MM/YYYY")
- %MM/YY%: system date ("MM/YY")

Keywords regarding the company:

- %SOC\_RAISON%: Company name
- %SOC\_TELBUR%: Telephone

Keywords regarding the logged in user:

- %USR\_NAME%: user name
- %USR\_PRENOM%: first name
- %USR\_TELBUR%: office phone
- %USR\_GSMBUR%: GSM office
- %USR\_NOMAPP%: apparent name
- %USR\_FONCTION%: function
- %USR\_MAILBUR%: office email

## Keywords contacts

You can use the following keywords in contact template messages:

- %CONTACT\_NAME%: last name (can also be used in the subject of the message)
- %PRENOM\_CONTACT%: first name (also usable in the subject of the message)
- %RAISON\_SOCIALE%: company name (can also be used in the subject of the message)
- %SECTOR\_PRO%: professional sector
- %CONTACT\_FUNCTION%: contact function
  
- %NUMERO\_TVA%: VAT number
- %NUMERO\_ENTREP%: company number
- %CODE\_APE%: APE code
- %DEWISE\_CONTACT%: currency of the contact

- %USDEF\_LIB\_1% to 5: user labels 1 to 5
- %USDEF\_NUM\_1% to 5: user numerics 1 to 5
- %USDEF\_BOO\_1% to 5: user boolean indicators 1 to 5
- %USDEF\_DATE\_1% to 5: user dates 1 to 5
- %USDEF\_CBO\_1% to 5: user combo 1 to 5 (number)
- %USDEF\_CBOLIB\_1% to 5: user combo 1 to 5 (label)
- %CATEGORY\_1% to 20: user category 1 to 20
- %CIVILITE\_LONG%: long civility, e.g. "Mr. and Madam"
- %CIVILITE\_LITT%: literary civility, e.g. [Sir, Madam] (for the beginning of a letter or polite expression)
- %CIVILITE\_COURT%: short civility, e.g. [Mr and Mrs]
- %ADRESSE\_1\_DOM%: line 1 of the address
- %ADRESSE\_2\_DOM%: line 2 of the address
- %ADRESSE\_1\_2\_DOM%: concatenation on two lines of lines 1 and 2 of the address
- %CODE\_POSTAL\_DOM%: postal code
- %VILLE\_DOM%: city
- %PAYS\_DOM%: country
- %TEL1\_DOM%: tel 1 contact staff
- %TEL1\_DOMBUR%: tel 1 contact staff, professional if not specified
- %TEL2\_DOM%: tel 2 contact staff
- %TEL2\_DOMBUR%: tel 2 contact staff, professional if not specified
- %EMAIL\_DOM%: personal email of the contact
- %EMAIL\_DOMBUR%: personal email of the contact, professional if not specified
- %CTSUIVI\_PAR%: user code that tracks the contact
- %CTSUIVI\_PAR\_APPARENT%: Apparent name of the user following the contact
- %CTSUIVI\_PAR\_NOM%: Name of the user who follows the contact
- %CTSUIVI\_PAR\_PRENOM%: First name of the user following the contact
- %CTSUIVI\_PAR\_TEL%: Phone of the user following the contact
- %CTSUIVI\_PAR\_MAILBUR%: Professional email of the user who follows the contact

The same goes for professional values:

- %CIVILITE\_LONG\_BUR%
- %CIVILITE\_LITT\_BUR%
- %CIVILITE\_COURT\_BUR%
- %ADDRESS\_1\_BUR%
- %ADDRESS\_2\_BUR%
- %ADDRESS\_1\_2\_BUR%
- %CODE\_POSTAL\_BUR%
- %CITY\_BUR%
- %PAYS\_BUR%: country
- %TEL1\_BUR%: tel 1 contact professional
- %TEL2\_BUR%: tel 2 contact professional
- %EMAIL\_BUR%: professional email of the contact
- %EMAIL\_BURDOM%: professional email of the contact, personal if not specified

## Keywords [actions]

For standard messages that relate to an action, you can use the following keywords:

- %LIBELLE\_ACTION%: action wording
- %LIEU\_ACTION%: location of the action
- %DETAILS\_ACTION%: the details of the action (the comment area)
- %SUIVI\_PAR%: user code to which the action is assigned
- %SUIVI\_PAR\_APPARENT%: Apparent name of the user to whom the action is assigned
- %SUIVI\_PAR\_NOM%: Name of the user to whom the action is assigned
- %SUIVI\_PAR\_PRENOM%: First name of the user to whom the action is assigned
- %SUIVI\_PAR\_TEL%: Phone of the user to whom the action is assigned
- %SUIVI\_PAR\_MAILBUR%: Professional email of the user to whom the action is assigned
- %DT\_DEBUT\_ACTION%: start date
- %HR\_DEBUT\_ACTION%: start time
- %DT\_FIN\_ACTION%: end date
- %HR\_FIN\_ACTION%: end time
- %DH\_ACTION\_PEC%: date time the action was taken into account
- %DH\_ACTION\_TERMINEE%: date time action completed.
- %DT\_REAL\_ACTION%: date of completion
- %HR\_REAL\_ACTION%: completion time
- %PRIO\_ACTION%: action priority

## Keywords interventions

For standard messages that relate to an intervention, you can use the following keywords:

- %NUM\_PIECE%: part number
- %DT\_INTER\_DBT%: intervention date
- %HR\_DBT%: Start time
- %HR\_FIN%: End time
- %LIB\_INTER%: wording of the intervention
- %DETAILS\_INTER%: intervention details
- %DEMANDEUR\_INTER%: requester of the intervention
- %SUR\_SITE%: yes or no depending on whether the intervention is on site or not
- %CD\_PRODUIIT%: possible product code of the intervention
- %STATUT\_INTER%: status of the intervention (Completed, In progress, To be continued)
- %INT\_USDEF\_LIB\_1% to 5: user labels 1 to 5
- %INT\_USDEF\_NUM\_1% to 5: user numerics 1 to 5
- %INT\_USDEF\_IND\_1% to 5: user boolean indicators 1 to 5
- %INT\_USDEF\_DATE\_1% to 5: user dates 1 to 5
- %INT\_USDEF\_CBO\_1% to 5: user combo 1 to 5 (number)
- %INT\_USDEF\_CBOLIB\_1% to 5: user combo 1 to 5 (label)
- %DT\_PROCH\_INTER%: date of the next intervention
- %LIB\_PROCH\_INTER%: next intervention wording
  
- %SOCIAL\_RAISON%: social name of the contact linked to the intervention
- %NOM\_COMPLET\_CONTACT%: full name of the contact linked to the intervention (First name + last name)
- %ADRESSE\_COMPLETE\_DOM%, %ADRESSE\_COMPLETE\_BUR%: complete home or office address (address line 1 + postal code + city)
- %ADRESSE\_COMPLETE\_DOMBUR%, %ADRESSE\_COMPLETE\_BURDOM%: complete home address (or office if not provided) or office (or home if not provided) (address line 1 + postal code + city)

- %TEL1\_DOM%: tel 1 home of the contact
- %TEL1\_BUR%: tel 1 contact office
- %TEL2\_DOM%: personal tel 2 of the contact
- %TEL2\_BUR%: tel 2 contact professional
- %TEL1\_DOMBUR%: tel 1 home of the contact, office if not specified
- %TEL1\_BURDOM%: tel 1 contact office, home if not specified
- %TEL2\_DOMBUR%: personal tel 2 of the contact, professional if not specified
- %TEL2\_BURDOM%: tel 2 contact professional, personal if not specified
  
- %SUIVI\_PAR%: user code to which the action is assigned
- %SUIVI\_PAR\_APPARENT%: Apparent name of the user to whom the action is assigned
- %SUIVI\_PAR\_NOM%: Name of the user to whom the action is assigned
- %SUIVI\_PAR\_PRENOM%: First name of the user to whom the action is assigned
- %SUIVI\_PAR\_TEL%: Phone of the user to whom the action is assigned
- %SUIVI\_PAR\_MAILBUR%: Professional email of the user to whom the action is assigned

## Keywords documents

For standard messages that relate to a document, you can use the following keywords:

- %TITRE\_DOCUMENT%: title of the document
- %DETAILS\_DOCUMENT%: document details

The CONTACT keywords can also be used.

## Keywords locations

For standard messages that relate to a rental, you can use the following keywords:

- %DT\_RESA\_DEBUT%, %DT\_RESA\_FIN%: start and end date of reservation
- %HR\_RESA\_DEBUT%, %HR\_RESA\_FIN%: start and end time of reservation
- %DT\_LOC\_DEBUT%, %DT\_LOC\_FIN%: start and end date of rental
- %HR\_LOC\_DEBUT%, %HR\_LOC\_FIN%: start and end time of rental

The keywords CONTACT, MACHINE and PRODUCT are also available.

## Keywords machines

For standard messages that relate to a document, you can use the following keywords:

- %CD\_MACHINE%: machine code (subject or text)
- %LIB\_MACHINE%: machine label (subject or text)
- %NUM\_SERIE\_MACHINE%: serial number (subject or text)
- %BRAND\_MACHINE%: brand
- %MODELE\_MACHINE%: model
- %TYPE\_MACHINE%: type
- %IMMAT\_MACHINE%: registration

- %KILOMETRAGE\_MACHINE%: mileage
- %DT\_FONCTION\_MACHINE%: start-up date
- %DT\_DBT\_GARANTIE\_MACHINE%: warranty start date
- %DT\_EXP\_GARANTIE\_MACHINE%: end of warranty date
- %DT\_PROCH\_MNT\_MACHINE%: next maintenance date
- %US\_RESP\_MACHINE%: responsible user code
- %MAC\_USDEF\_LIB\_1% to 5: user labels 1 to 5
- %MAC\_USDEF\_NUM\_1% to 5: user numerics 1 to 5
- %MAC\_USDEF\_BOO\_1% to 5: user boolean indicators 1 to 5
- %MAC\_USDEF\_DATE\_1% to 5: user dates 1 to 5
- %MAC\_USDEF\_CBO\_1% to 5: user combo 1 to 5 (number)
- %MAC\_USDEF\_CBOLIB\_1% to 5: user combo 1 to 5 (label)

## Keywords contracts

For standard messages that relate to a contract, you can use the following keywords in addition to the keywords available for contacts:

- %LIB\_CONTRAT%: contract wording
- %NUM\_CONTRAT%: contract number
- %DT\_EFFET\_CONTRAT%: effective date
- %REF\_CONTRAT%: contract reference
- %MTT\_CONTRAT\_TTC%: amount including tax of the contract
- %MTT\_CONTRAT\_HT%: amount excluding tax of the contract
- %MTT\_CONTRAT\_TVA%: VAT amount of the contract
- %CTR\_USDEF\_LIB\_1% to 5: user labels 1 to 5
- %CTR\_USDEF\_NUM\_1% to 5: user numerics 1 to 5
- %CTR\_USDEF\_BOO\_1% to 5: user boolean indicators 1 to 5
- %CTR\_USDEF\_DATE\_1% to 5: user dates 1 to 5
- %CTR\_USDEF\_CBO\_1% to 5: user combo 1 to 5 (number)
- %CTR\_USDEF\_CBOLIB\_1% to 5: user combo 1 to 5 (label)

## Keywords parts

For standard messages that relate to a part (invoice, quote, etc.), you can use the following keywords:

- %NUM\_PIECE%: part number (also usable in the subject of the message)
- %DT\_PIECE%: part date (can also be used in the subject of the message)
- %DT\_EXPED%: shipping date
- %DT\_ECH\_PIECE%: expiry date of the part (possibly)
- %DT\_MULTI%: multi-use date (payment date for an invoice, acceptance date for a quote, delivery date for an order)
- %NATURE\_PIECE%: nature of part (also usable in the subject of the message)
- %AMONTANT\_TTC%: amount including tax
- %AMONTANT\_TTCx100%: amount including tax \* 100 (for example, 1234.05 will give 123405 - useful for integrating a payment link in the body of the email)
- %AMONTANT\_TTC\_DDAX100%: amount of the deposit request \* 100 (e.g., 1234.05 will give 123405 - useful for integrating a payment link in the body of the email)

- %AMONTANT\_TTC\_A%: amount including tax minus amount of the deposit
- %AMONTANT\_TTC\_SOLDE%: amount including tax of the balance to be paid on the invoice
- %AMONTANT\_HT%: amount excluding tax
- %SUIVI\_PAR%: user code which follows the part
- %SUIVI\_PAR\_APPARENT%: Apparent name of the user who follows the piece
- %SUIVI\_PAR\_NOM%: Name of the user who follows the part
- %SUIVI\_PAR\_PRENOM%: First name of the user following the piece
- %SUIVI\_PAR\_TEL%: Phone number of the user following the room
- %SUIVI\_PAR\_MAILBUR%: Professional email of the user who follows the piece
- %LIBELLE\_REMISE%: discount label
- %MONTANT\_REMISE%: amount discounted
- %MONTANT\_ACOMPTE%: deposit amount
- %REMISE\_PC%: discount percentage
- %ACOMPTE\_PC%: percentage of deposit
- %BASE\_HT%, %BASE\_TTC%: base price excluding VAT or including VAT without taking into account deposits or discounts
- %COMPLEMENTARY\_MENTIONS%: additional information

## Additional keywords

These keywords are available in the enterprise version only.

- %VREF%: V/REF (also usable in the subject of the message)
- %ORIGIN%: Origin of the part (also usable in the subject of the message)
- %NB\_COLIS%: number of packages
- %NB\_PALETTES%: number of pallets
- %TOTAL\_WEIGHT%: total weight
- %CARRIER%: name of the carrier
- %NB\_RAPPELS%: number of reminders
- %DT\_DERNIER\_RAPPEL%: date of the last reminder
- %ORIGIN%: origin of the part
- %CDTS\_LIVRAISON%: delivery conditions
- %MODE\_PAIEMENT%: payment method

If the part is linked to a project:

- %LIB\_PROJET%: project name
- %CD\_AFFAIRE%: deal code
- %USDEF\_LIB\_PRJ\_1% to 5: user labels 1 to 5

## Complex keywords

- %xxxxxx\_#QTY%: Quantity of a part line (with xxxxxx = product code)
- %xxxxxx\_#LIB%: Label of a part line (with xxxxxx = product code)

These last two keywords extend the possibilities of the process of generating email or mail messages: they allow you to edit standard documents of which certain fields are linked to the lines of the original document, whether they are the labels and/or quantities.

For example, let's imagine that you are a training center. When you make a quote, this quote includes a line with the product code □FORMA□. The “title” column contains the description of the training, the “quantity” column contains the number of people concerned, and the “price” column, the price per person.

Then the quote includes a “RETRO” line, with the label “RP-2R2M overhead projector” and 2 for the “quantity” column: for this training, you will provide 2 RP-2R2M brand overhead projectors.

For this quote, the keywords %FORMA\_#QTE%, %FORMA\_#LIB%, %RETRO\_#QTE%, %RETRO\_#LIB% are available: they allow the quote lines to be integrated into a standard letter which could be, in this case, your proposal for training action

## Keywords □CGV and CGI□

When you use T&Cs or CGIs, you can personalize them with the following keywords:

- %CIVILITE\_COURT\_PRO%: short civility, e.g. □Mr and Mrs□
- %CIVILITE\_LITT\_PRO%: literary civility, e.g. “Sir, Madam” (for the start of a letter or polite expression)
- %CONTACT\_NAME%: last name (can also be used in the subject of the message)
- %PRENOM\_CONTACT%: first name (also usable in the subject of the message)
- %RAISON\_SOCIALE%: company name (can also be used in the subject of the message)
- %ADRESSE\_1\_2\_PRO%: concatenation on two lines of lines 1 and 2 of the address
- %CODE\_POSTAL\_PRO%: postal code
- %VILLE\_PRO%: city



### Other “Comm” articles

[Keywords](#)

[Message templates](#)

[Typical messages](#)

From:

<https://manuel.gestan.fr/> - **Le manuel de Gestan**

Permanent link:

<https://manuel.gestan.fr/en/wiki/comm/motscle>

Last update: **2025/06/24 21:16**