

# Email Mapping Rules - Deletion

## Overview

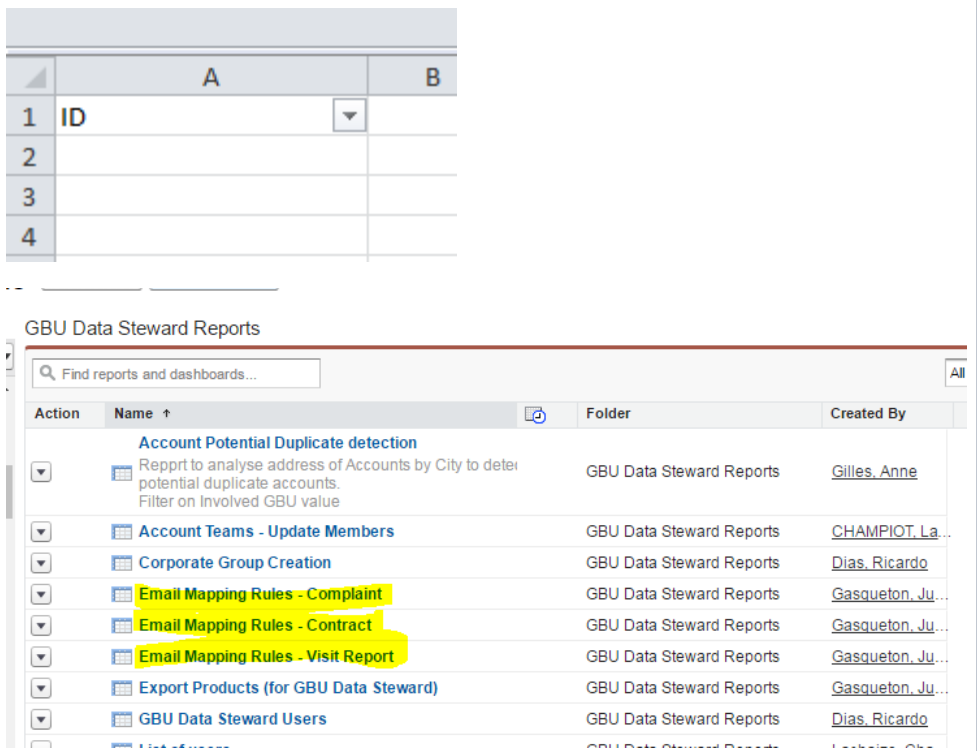
**Who:** GBU Data Stewards

**What:** Fill an Excel template to delete existing *Email Mapping Rules*, and send it via a freshdesk ticket.

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## Step-by-step

| I. Identify accounts and users                                                                                                                                                                               |                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Download the Excel template : <a href="https://solvay-crm.my.salesforce.com/01524000003G0He">https://solvay-crm.my.salesforce.com/01524000003G0He</a> or just indicate EMR id or link in Service one request |                                                                                      |
| Open the excel template, and select "EMR Deletion" sheet.                                                                                                                                                    |                                                                                      |
| II. Fill the Excel template                                                                                                                                                                                  |                                                                                      |
| You can refer to <a href="#">this page</a> to have the global description of all the template columns                                                                                                        |                                                                                      |
| To delete EMR, we only need the EMR ID.                                                                                                                                                                      |                                                                                      |
| To find them, run the report " <i>Email Mapping Rules - Complaint</i> ", " <i>Email Mapping Rules - Contract</i> " or " <i>Email Mapping Rules - Visit Report</i> ".                                         |                                                                                      |
| These reports are in the GBU Data Stewards Reports folder                                                                                                                                                    |  |

### III. Send the template to CRM support via Service One

Once filled, attach template or just give the link if only one to delete in catalog request corresponding to the process in Service One.

The screenshot shows the 'Complaint Management (CRM)' form in Service One. The form is titled 'Request for' and shows the user 'Anne Gilles' with a quantity of '1'. The form fields include:

- GBU/Function (required):** A dropdown menu with 'Select' as the current value.
- Service (required):** A text field containing 'Customer Care Services'.
- Sub service:** A dropdown menu with 'Complaint management' as the current value.
- Request Type (required):** A dropdown menu with 'Data Management' as the current value.
- Service Request (required):** A dropdown menu with 'Request change Assignment rules / Approval process / email mapping rules' as the current value.
- Description of request (required):** A large text area for the user to provide details.
- Link to record or record id:** A text field for providing a link or record ID.
- File Attachment:** A section for attaching files, with a button labeled 'Attach Files' and a note 'or drag and drop files here'.

On the right side of the form, there are two buttons: 'Submit request' (in blue) and 'Save and close' (in white).

#### Related articles

[Email Mapping Rules - Creation](#)

[Email Mapping Rules - Update](#)

#### Can't find information?

- [Web support contact](#)