

# formMule Add-on: FAQs & Known Issues

The FormMule Add-on for Google Sheets enables you to automate the creation of personalized emails from the cloud. FormMule is a multi-purpose document merge tool that allows you to take any row-based spreadsheet data and create a personalized email.. Use <<Merge tags>> to build an email with tags populated from data in your Sheet!

## Frequently Asked Questions/Issues:

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## What browser should I be using?

FormMule has been optimized for Google's Chrome browser. If something is acting funny, the first thing to do is try running it in Chrome if you are not already.

## How do I stop FormMule from re-merging the same data every time it runs?

By default, FormMule will NOT re-merge any data that has already been merged. Each time FormMule runs, it will first look to the status column for the given merge job. If this column has any text in it at all, that row will be skipped.

## How do I re-merge a row of data that has already been merged?

FormMule will not merge any rows that have any text in it at all in the status column. To get FormMule to re-merge a row, simply delete the status message in that merge jobs status column.

## My formulas disappear when I submit a new form!

When a new form is submitted Google inserts the a new row after the last form submission. This new row won't have any of the formatting that you applied to the rest of your sheet. If you have a formula that you want to calculate prior to FormMule running the merge, install [the copyDown add-on](#) that we created for exactly this scenario.

## Dates or time don't appear correctly in the merged document?

FormMule supports a number of date formats, but not all, via the [sheetConverter library for Apps Script](#). Common failures are non-American date formats. If FormMule is not merging a date the way you like, the solution is to use the text() function in a separate column. If you want this to work on a form submission sheet, you should also install [the copyDown add-on](#) or use an ArrayFormula to have the formula operate on new rows.

- If your date is in column A put a version of the following formula in another column = text ( A2, "dd/mm/yyyy") OR = text ( A2, "dd/mm/yyyy hh:mm a") **You should also format the column as plain text.**

### In case you're curious:

There are two dates in a cell: The date you see, which incorporates the [format](#) you have applied, and the underlying date "object" that your spreadsheet sees. The object has much more information than you probably need (seconds, timezone, etc.).

When FormMule runs a merge, it uses a [third party library](#) that looks at the formatting you have applied to the spreadsheet, and also applies it to the date. Not all formats are supported, though the list is growing. If the format chosen is not supported, FormMule falls back to a default date string.

## Why does the merge give a "Failed to send email" error?

A document can fail to send an email for various reasons:

1. You have reached your [quota for the day](#) for a particular action within Google
2. The email address is not valid
3. There is a bug or problem in your Sheet or setup that is preventing the email to be sent
  - a. If 1 & 2 above are not the case, head over to the [FormMule G+ community](#) and report the issue there, with as much detail as you possibly can give

## My form submit trigger is not working

There are two possible things occurring. They are:

1. A form submit trigger will only run for the row of data that includes the actual form submission, and it can only run on the spreadsheet that is the destination for your form. This means if you are using a

formula such as =ARRAYFORMULA or =FILTER to pull data into a secondary sheet FormMule will not “see” the merge job when the form is submitted and the trigger runs. The only work around for this is to use a time trigger instead.

2. There is a bug (possibly on Google’s end) that will sometimes cause working form triggers to stop. The solution is to go to the FormMule menu and reset the triggers.

### **My form submit trigger works sometimes, but sometimes it fails**

If you have a lot of people completing a form at basically the same time, then FormMule can get overwhelmed and skip over some of your entries. This is because if a new entry comes in while FormMule is already running, then it will miss that new entry.

The best work around is to set a one-hour time trigger as well as the form submit trigger. The time trigger will catch any of the missed rows sometime within the hour.

### **Understanding Triggers in FormMule**

Triggers are automated actions that occur for specific events, like on a form submit or at a moment in time. *A trigger is authorized to run actions as the user who sets it, which means that emails and docs run on a trigger will look as though they were produced by the user who “owns” the trigger.*

Google allows add-ons to have one trigger per type (i.e. form submit trigger, time trigger) per user, per document. This means technically each user can install their own trigger on formMule, but that would create duplicate merged emails. To avoid this we only allow a single trigger to be installed by any document collaborator. This is the trigger.

For example, if Beth sets a form or time trigger, the trigger will be on Beth’s account only. So when the form triggered merge runs, it runs as Beth. This means any emails being sent would be sent from Beth’s email account. If Doug is a collaborator, he cannot remove the trigger set by Beth. Only she can do this.

If Doug wants the email to come from his account, he needs to ask Beth to “Turn off the form and/or time triggers” in the first step of the formMule setup UI. And then he can install the form trigger, which will then be attached to his account.

This is super confusing, I know...

### **Understanding Conditions**

Conditions can be of three types. NULL, NOT NULL and Equal. NULL means the field does not have any data. NOT NULL means the field has any data. Equal means the field must match exactly.

If you don’t have a field that matches exactly then you need to create one by adding a column to the sheet and giving it a title in Row one. Add a formula to compute the value to be used in the Equal part of the condition..

You can use any formula you like. The most popular is =if(comparison,"true value","false value"). Use the CopyDown Add-on to copy the formula to all new submissions. Using a formula lets the user set the condition value using as complex logic as is needed. This eliminates the need for FormMule to have complicated logic in the condition.

### **FormMule is not sending emails from the correct account**

FormMule uses the email address of the Google account that is logged in when the merge settings are set as the Sent From address (see [understanding triggers](#) above). In order for this address to be changed, you must be logged into the account that has the email address you wish to use.

If you are using Chrome's multi-accounts while setting up FormMule, FormMule will make its best guess as to which account to use for the Sent From address. To eliminate this problem, you will need to go to Settings - People - Add person. Here you can assign each of your accounts to separate "people" and while in Chrome, you can switch between them. Also, for the new "Person" account that is created, you will need to install the add-on and give it permission to use the new account.

## Quota Limits

[According to Google](#) :

Action	Consumer	Google Apps (free)	Google Apps for Business, Edu And Gov
Email Sent	100 / day	100 / day	1500 / day
Email Sent Within Domain	100 / day	100 / day	2000 / day
Email Total Attachments Size	25600kB / msg	25600kB / msg	25600kB / msg
Email Recipients Per Message	50 / msg	50 / msg	50 / msg
Spreadsheet Create	250 / day	500 / day	3200 / day

E.g. the only way to increase quota limit to greater than 100/day is to set up Google Apps for Biz or EDU. When upgrading to Biz, new quotas only become available after a pre-ordained number of “user-months” on the paid plan. See Google’s documentation for details.

From [Google Support](#)

## Limits related to group messages & trial accounts

If you're using Google Groups through a [G Suite trial](#) account, you might experience the following limits:

Your sending limits might be lower than those stated above. Sending limits are automatically increased at the end of your trial period.

Important: Sending limits are not increased during your trial period. Your account must have started a subscription and ended the trial period before sending limits can be increased.

You cannot turn on auto-replies for anyone outside your organization, whether or not they are members of the group.

These limits are removed when the following **two requirements** have been met:

The account is no longer in trial and has started an active subscription.

The account is cumulatively billed for at least \$30 USD (or the same amount in local currency).

To end your trial and convert to a paid account, go to [Set up paid G Suite service](#).

## Multiple approval Forms.

See [request / approval options](#). For information on using multiple forms for the request and as many approvers as needed.

## Language Translation

When creating an email template, you have the option of appending a translated copy of your email body to the bottom of the email. In the 'Build/ preview templates' step of Form Mule, place the language code into the 'Lang' field to enable the auto-translation feature. Click "Save and send all" to get a preview of the entire email body. Use this list of [Google Language Codes](#) to insert one language code per email template.

## Known Bugs and Issues

### Headers

1. A header cannot begin with non-alpha characters (i.e. 1,2, \$, @, etc.)
  - a. It has been pointed out that headers with trailing questions marks can also cause trouble. As a short term work-around, until this is resolved, try stripping all non-alpha characters from both your question and your tag.
  - b. The safest bet is to exclude ANY non-alpha non-numeric characters. This is something we will be upgrading, but timeline is TBD.
2. Long headers seem to fail
  - a. We're not sure how long is too long, but a number of users have reported that shortening their headers has solved the problem.
3. A change about Feb. 15th, 2024, caused additional errors to be caused by headers. The symptoms are getting stuck in step two and not being able to set conditions or add templates.

See [Find Formmule errors](#). Read the directions tab. Make sure you use the "Copy To" option on the Errors tab. See [Video explanation](#)