

Dispatch Notification Emails

Last Modified on 01/10/2023 10:41 am CST

Q. How are Job Complete notification emails setup in Agvance Dispatch?

A. Agvance Dispatch has the ability to send a notification for completed Jobs to a customer's contacts. This email contains the *JobID*, *Customer*, *Field*, *Date*, *Time*, and *Ticket Number*. Below is an example.

JobID: BT211-Main-1-051515-165112
Cust: Barry Anderson
Field: Long/Barrys East of lane
Date: 06/02/2015
Time: 8:36:35 AM
Split 209, 210 Spring fertility program

Please do not respond to this email. This is an unattended email address.

Setup must be completed in the following areas:

- *Hub / Setup / Company Preferences / General tab*
- *Hub / Setup / Users / Profile tab*
- *Hub or Accounting / File / Open / Customers / Contacts / Customer Contacts window*
- *Dispatch / Agronomy Work Orders / Setup / Multi API Work Order Setup / General tab*

Navigate to the *Hub / Setup / Company Preferences / General* tab. Enter the *Mail Host* information.

The screenshot shows the 'Preferences' dialog box with the 'General' tab selected. The 'Mail Host' section is highlighted with a red box. It contains the following fields and options:

- Login Using Windows User
- Allow users to login from multiple machines
- Mail Host** section:
 - Mail Host:
 - Port:
 - Use SSL
 - If no Mail Host Port is specified, default port 25 will be used.
- Mail Host Email** section:
 - Address:
 - Password:
 - Mail Host and Port must be filled out if using Mail Host Email
- Map Layer Password:
- Filter Invalid Databases
- Prop 65 Warning Statement:

At the bottom of the dialog, there are buttons for 'AGIS Setup', 'KwikTag Setup', 'Print', 'Save', and 'Cancel'. On the right side, there is a 'Web API Database Connection Information' section with an 'API Database ID' field, a link to 'Contact SSI Support to complete your setup', and an 'Activate Mobile Sales' button.

An email address needs setup for each individual Dispatch Scheduling Manager. To do so, navigate to the *Hub / Setup / Users / Profile* tab. Enter an *Email Address* and *Password*.

The screenshot shows the 'Edit a User Robert Ellis (1RE)' window. The 'Profile' tab is selected. The 'E-Mail Address' and 'E-Mail Password' fields are highlighted with a red box. Other fields include ID (1RE), First Name (Robert), Last Name (Ellis), Password, and Role (Controller). There are also notification settings and checkboxes for geocoding and updates.

This email address is used to send notifications to the contacts setup on the *Customer Contacts* window. In the Hub or the Accounting module, navigate to *File / Open / Customers*. Select the necessary customer, and choose the **Contacts** button. The *Customer Contacts* window displays. Enter the *Name* of the contact, set the *Contact Type* to *Dispatch*, and enter the *Email Address*. If the *Contact Type* dropdown menu is blank or does not have *Dispatch* as an option, click inside the textbox and type 'Dispatch'.

	Name	Contact Type	Relationship	Address 1	Address 2	City	State	ZIP	Email Address	PhoneNumber
1	Barry	Dispatch							barry@agvance.net	
2										
3										
4										
5										
6										
7										
8										
9										

Select the **Setup** button on the *Dispatch / Agronomy Work Orders* window to open the *Multi API Work Order Setup* window. Select the *Send Email* option, and set the *Contact Type* to *Dispatch*. Optionally, select the *Display Email Notifications* preference.

Multi API Work Order Setup

General | Mobile Job Manager | Raven

<Select Service Department> SpreM Application - Main

Priority Names
 Unknown Unknown
 Priority 1 1
 Priority 2 2
 Priority 3 3
 Priority 4 4
 Priority 5 5

Sync Devices Timer
 Sync Devices Interval 0 (seconds)

Contact Type to notify with email
 Send Email Contact Type Dispatch
 Decision Maker
 All Display Email Notifications

Grid / Map Settings
 Device icons? Yes No Plot Locations
 Set grid font size 8 Sync all jobs for selected applicator or vehicle
 Live Map
 Interval 300 seconds (0 for Off)

<ID>	Salesperson	Scheduling Manager	Limit to Ship Via	Allow Sync	User Email
1	1RE	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
2	2KA	<input checked="" type="checkbox"/>		<input type="checkbox"/>	

Location Preferences Save Cancel

Once setup, Job Complete Notification emails are sent when a job in Dispatch changes from *Ready* to *Complete*.

Sending Worker Protection Sheets and Custom Application Sheets

Dispatch has the ability to send a copy of the Worker Protection Sheet and the Custom Application sheet to the customer's and/or applicator's contacts. Worker Protection Sheets are only created and sent for chemical tickets and Agvance products linked with a regulatory database. Select any additional documents to send on the *Dispatch / Agronomy Work Orders / Setup / Location Preferences* window.

Sending the documents to the applicator also requires an *Email Address* be setup on the *Hub / Setup / Applicators / Edit Applicators Information* window.

To receive copies of the documents, add the necessary *User ID* and *Email Address* to the grid on the *Dispatch / Agronomy Work Orders / Setup / Multi API Work Order Setup / General* tab.

Multi API Work Order Setup

General | Mobile Job Manager | Raven

<Select Service Department> SpreM Application - Main

Priority Names

Unknown	Unknown	Priority 3	3
Priority 1	1	Priority 4	4
Priority 2	2	Priority 5	5

Sync Devices Timer

Sync Devices Interval 0 (seconds)

Contact Type to notify with email

Send Email Contact Type Dispatch

Decision Maker

All Display Email Notifications

Grid / Map Settings

Device icons? Yes No Plot Locations

Set grid font size 8 Sync all jobs for selected applicator or vehicle

Live Map

Interval 300 seconds (0 for Off)

	<ID>	Salesperson	Scheduling Manager	Limit to Ship Via	Allow Sync	User Email
1	▶ 1RE	▼	<input checked="" type="checkbox"/>	▼	<input type="checkbox"/>	
2	2KA	▼	<input type="checkbox"/>	▼	<input type="checkbox"/>	

Location Preferences Save Cancel