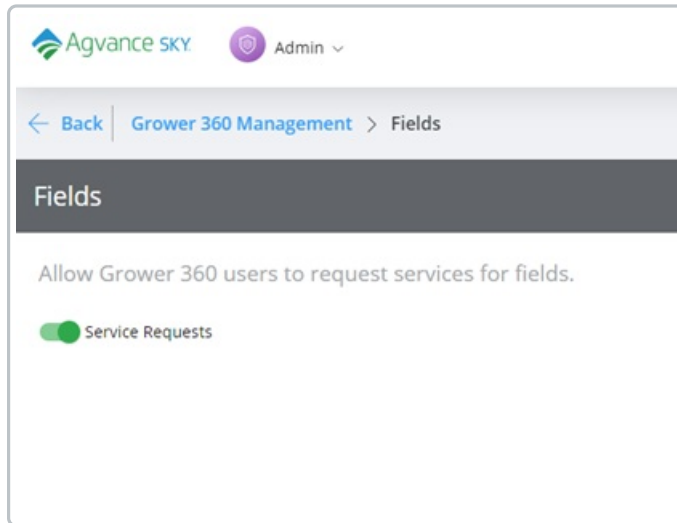


Grower360 Field Service Request - SKY Admin

Last Modified on 02/27/2024 3:44 pm CST

The Request Service feature allows Grower360 users to quickly request field services such as product application. In order to receive notifications from growers, Grower360 Admin must perform the following steps.

In Agvance SKY, use the toggle switch found at *Admin / Grower360 / Fields* to turn on the *Service Requests* option.



A SKY user must subscribe to receive field service notifications. It is recommend at least one SKY user per company is subscribed to ALL customers to prevent requests from not being received by the company.

Service Requests

Receive tasks to start orders when field services are requested from Grower360

No rules setup for this type. Setup a rule to start receiving notifications

Customer Parameters

<input type="text" value="Salespeople"/> <small>Multiple selections activates rule if any selection matches</small>	<input type="text" value="Location(s)"/> <input type="button" value="Main Plant X"/> <small>Multiple selections activates rule if any selection matches</small>	<input type="text" value="Customer Classification(s)"/> <small>Multiple selections activates rule if any selection matches</small>
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1. Select **+ Add Rule** to set up Customer Parameters.
2. Specify *Salespeople*, *Location(s)*, and/or *Customer Classification(s)*.
 - The *Salesperson* defaults as the Salesperson selected on the User profile in SKY Admin.

- Customers with the selected Location(s) set as the default on their profile are included.
 - Any customers who are members of the Agvance Customer Classification(s) selected will be included.
3. Select **Save Rule** when finished.

Grower Functionality

Selecting **Request Service** from the *Fields* page of the Grower360 account allows the grower to select the fields they would like to include in the service request.

The screenshot shows a user interface for requesting service for fields. At the top, there is a search bar containing the name 'Jim'. To the right of the search bar are two buttons: 'Cancel Request' in red and 'Request Service for Fields' in blue. Below the search bar, the text 'Select the fields that you want on the service request' is displayed. The main section is titled 'Jims West Farm' and contains three field selection cards. Each card has a checkbox, a field icon, the field name, and the acreage. The first card, 'Jims West of House Field' (48 acres), has a checked checkbox. The second card, 'Jims Home Field' (100 acres), also has a checked checkbox. The third card, 'Jims East of Waterway' (36 acres), has an unchecked checkbox. Each card includes a small satellite map of the field. At the bottom of each map, the text 'Google Imagery ©2022 Landsat / Copernicus, Maxar Technologies, USDA/FPAC/GEO' is visible.

Once all the desired fields are selected, selecting the **Request Service for Fields** button displays a *Request Service* window. Here, an *Application Type* must be selected as well as a *Crop*. Optional information such as *Window of Application*, which displays in *Days*, and any necessary comments can be added.

Request Service

Application Type *
 Dry Fertilizer


Crop *
 Corn
 4 / 30


Window of Application
 Optional Days
 2

Comments
 0 / 250

[Cancel](#) [Make Request](#)

Selecting the **Make Request** button sends the service request to the SKY Account. Choose the **Eye** icon to expand information related to the service request, **View Customer** to navigate to that customer in SKY Customer, or **Mark Resolved** to indicate the request has been completed. Enter *Comments* indicating how the request was resolved. These comments can be referenced in the task list.

09/30/22 

 Tommy Tester requested Dry Fertilizer application

Requested By
 Tommy Tester

Customer
 Tommy Tester

Field(s)
 Jims West of House Field

Crop
 Corn

Application Window
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[View Customer](#) | [Mark Resolved](#)