

# SKY Notifications

Last Modified on 04/28/2023 12:09 pm CDT

In order to manage Subscriptions, the option must be enabled in SKY Admin under [Task Center](#).

*Tasks* are notifications that have an associated action item. *Notifications Only* are information notifications with no action needed.

*Tasks* include *Plan Approvals*, *Service Requests*, and *Energy Order Requests*. *Notifications Only* currently includes *Booking Contract Signed*, *Grain Purchase Contract Signed*, *Prepayments*, and *Payment Failures*.

Select the *Subscribe to All* checkbox when subscribing to receive every Notification or Task of that type.

## Plan Approval

Receive tasks to update the Plan status when Plans are approved from Grower360.

### Plan Approval

Receive tasks to update plan status when plans are approved from Grower360

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

Customer Parameters

☐ Subscribe to All

Blake Arnold - ArnBla

Your Salesperson from the User  
Management area in SKY

Location(s)

Multiple selections activates rule if  
any selection matches

Customer Classification(s)

Multiple selections activates rule if  
any selection matches

Discard Rule

Save Rule

- The Plan must be flagged as *Visible in Grower360*.
- The Grower must log in and respond to the Plan from Grower360 to initiate the notification in SKY.
- In SKY, **Approve Plan** or **View Plan**.



05/20/22

"Test Plan A" has been Approved

Approved By: Tommy Tester

[View Plan](#) | [Approve Plan](#)


See [Notifications in SKY](#) and [Grower360](#) for more information.

# Service Requests

Receive tasks to start orders when field services are requested from Grower360. See[here](#) for more on Field Service Requests.

### 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

☐

Subscribe to All

Blake Arnold - ArnBla	Location(s)	Customer Classification(s)
Your Salesperson from the User Management area in SKY	Multiple selections activates rule if any selection matches	Multiple selections activates rule if any selection matches

Discard Rule

Save Rule

- The toggle must be turned on in SKY Admin to allow Growers to see the **Field Service Requests** button from *Fields* in Grower360.
- The Grower will select a field or fields then the type of service request.
- Submitting the request will send a notification in SKY to any subscribed users.

# Energy Order Requests

Receive tasks to start orders when Energy orders are requested from Grower360.

## Energy Order Requests

Receive tasks to start orders when energy orders are requested from Grower360

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

Customer Parameters

☐ Subscribe to All

Blake Arnold - ArnBla

Your Salesperson from the User  
Management area in SKY

Location(s)

Multiple selections activates rule if  
any selection matches


Customer Classification(s)

Multiple selections activates rule if  
any selection matches

Discard Rule

Save Rule

This serves as a notification with the option to **Mark Resolved**. This gives the ability to enter a note indicating how the order was handled (i.e., *A PDO was created* or *Salesman was contacted*). The note added can also be referenced from the notifications list.

 08/24/22  
Energy Order Request

Requested By  
Sara

Customer  
123 Processing

Contact  
2178210212

Tank Serial Number  
1561

Product  
Propane - Grain Dryer

Amount  
500 Gallons Requested

Comments  
Call if the gate is locked.

Task Comments  
PDO 1454 created on 9/20/22

Resolved by Sara

## Booking Contract Signed

Receive notifications a Booking Contract has been signed in Grower360.

## Booking Contract Signed

Receive notifications when a booking contract is signed in Grower360

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

Customer Parameters

☐ Subscribe to All

Blake Arnold - ArnBla

Your Salesperson from the User  
Management area in SKY

Location(s)

Multiple selections activates rule if  
any selection matches

Customer Classification(s)

Multiple selections activates rule if  
any selection matches

Discard Rule

Save Rule

- The Booking needs to be saved in Agvance with a *Contract Type* and *Seller Signature* applied.
- The Grower will receive a notification that a Booking is available to sign.
- The Grower can then log into Grower360 and electronically sign the Booking.
- A notification goes to subscribed SKY users indicating the Booking has been signed.

## Grain Purchase Contract Signed

Receive notifications when a Grain Purchase Contract is signed in Grower360.

### Grain Purchase Contract Signed

Receive notifications when a grain purchase contract is signed in Grower360

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

Customer Parameters

☐ Subscribe to All

Blake Arnold - ArnBla

Your Salesperson from the User  
Management area in SKY

Location(s)

Multiple selections activates rule if  
any selection matches

Customer Classification(s)

Multiple selections activates rule if  
any selection matches

Discard Rule

Save Rule

- A notification is sent to subscribed SKY users indicating a Grain Purchase Contract has been electronically signed.


- The notification includes the Contract Number, Grower Name, Account ID, and a link to view the Purchase Contract within Customer.

## Prepayments

Receive notifications when a prepayment has been submitted in Grower360.

### Prepayments

Receive notifications when a prepayment has been submitted in Grower360

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

#### Customer Parameters

☐ Subscribe to All

Blake Arnold - ArnBla	Location(s)	Customer Classification(s)
Your Salesperson from the User Management area in SKY	Multiple selections activates rule if any selection matches	Multiple selections activates rule if any selection matches

Discard Rule      Save Rule

Once a Prepayment is posted successfully, a notification is sent to subscribed Agvance users including the following:

- Grower Name
- Account ID (Cust ID)
- Agvance Payment Number
- \$ Amount of Prepay
- Pay Method
- Bookings paid (if applicable)
  - If no Bookings were paid, it will state *Payment sent to Unapplied Cash*.

A link is also available to view the specific payment within SKY Customer.

## Payment Failures

Receive notifications when a payment has failed in Grower360.

## Payment Failures

Receive notifications when a payment has failed in Grower360

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

Customer Parameters

☐ Subscribe to All

Blake Arnold - ArnBla

Your Salesperson from the User  
Management area in SKY

Location(s)

Multiple selections activates rule if  
any selection matches

Customer Classification(s)

Multiple selections activates rule if  
any selection matches

Discard Rule

Save Rule

If a payment fails, a notification is sent to subscribed Agvance users including the following:

- Attempted By (Name of who attempted the payment)
- Customer
- Amount
- Pay Method
- Payment Failure (failure message)

## Subscriptions

Subscriptions will need managed for each individual task and notification type.

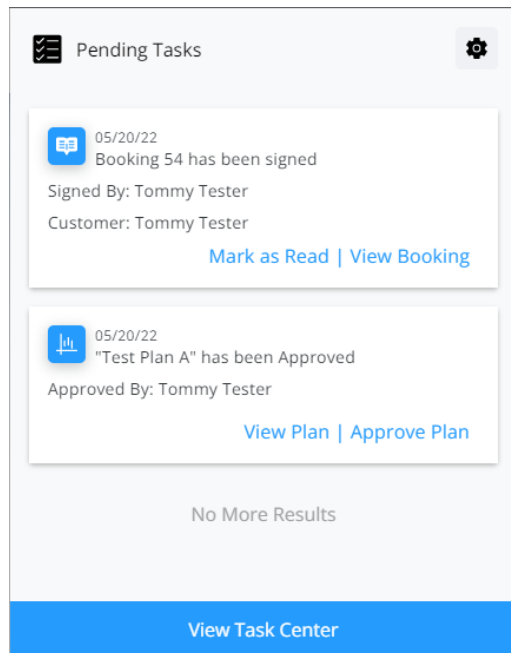
1. Select **+ Add Rule** to set up Customer Parameters.
2. Specify *Salespeople*, *Location(s)*, and/or *Customer Classification(s)*.
  - The *Salesperson* setting will look at the salesperson selected on the *Customer Profile* tab in Agvance.
  - Customers with the selected *Location(s)* set as the 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.
4. After Subscriptions have been set up, use the **Ellipsis** to **Edit Rule**, **Show Customers**, or **Delete Rule**.
  - **Show Customers** displays a full list of the customers for whom notifications will be received.

## Notifications Panel in SKY

In SKY, a notification will show on the **Bell** icon.



Upon selecting the icon, *Pending Tasks* display.



Select **Mark as Read** to keep the count of unread notifications up-to-date. The **Settings** icon can be chosen to manage **Subscription Settings**.

Select **View Task Center** to view all Tasks/Notifications and use the *Search* field to display a specific notification. Turning off the *View Notifications* toggle will display only Tasks set up under *Subscriptions* in *My SKY Account*. Task Center information can be found [here](#).