

# Version 25



Trapeze

Enterprise Asset Management

**Directory of Notifications**

Reference Guide

**Trade Secret | February 2025**

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## Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone: 1-877-411-8727

E-mail: [cc@trapezegroup.com](mailto:cc@trapezegroup.com)

FTP Site: <https://ftp.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

## Product Compatibility

Refer to the latest [Product Compatibility](#) information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

# Directory of Notifications

Version 25.x

February 2025

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# 1. Overview

Just as maintenance and fleet management practices are becoming more active and less passive, software systems are expected to do the same. It is recognized that a static maintenance system no longer meets the needs of most organizations. A system that notifies you and provides timely information is essential for efficient and effective business operation. The Notifications module is an important first step in addressing this need.

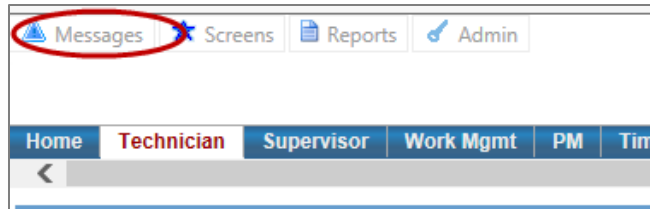
## The Notifications module provides:

- Instant alerts of important and need-to-know scenarios
- Flexibility in the what and how of notifications that lets you choose what scenarios are important to you and specify how the alerts should arrive (email, pager, on-screen messages)
- Better communication and information sharing between departments
- Instant value from the system without having to train your customers on the system
- A collection of out-of-the-box notification scenarios to get you started
- A tool that can create custom notification scenarios to meet the unique needs of your organization

The Notifications module provides a means to send messages and, optionally, emails to its users. Because the integrated Send Message feature in the system is used, users can view notifications in the client GUI, Enterprise Portal, or all other Web Modules.

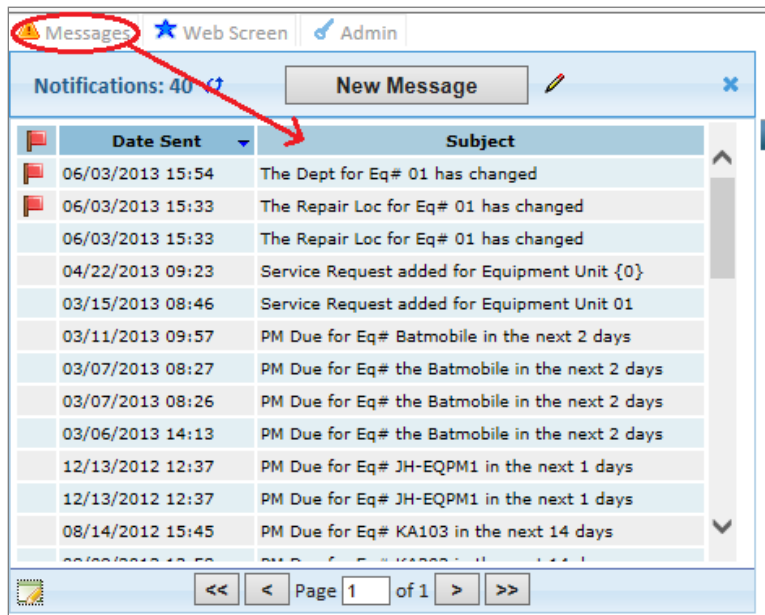
The screenshot shows the 'Send Message' interface. At the top, there's a header bar with 'Send Message' on the left and 'ADMIN MODE' and 'CHANGE REQUEST' on the right. Below the header, there's a toolbar with icons for Search, Reload, Sort, and a dropdown menu. To the right of the toolbar are buttons for New, Copy, Delete, Edit, and Save. The main area is divided into a left sidebar and a right content area. The sidebar has a 'Send Message' button, a 'HTML message' section, and a 'Files' section. The right content area has a 'Send Message' title, a 'Mark all my messages in the grid as read' button, and a form with 'Subject' and 'Message' fields.

*The Send Message screen*

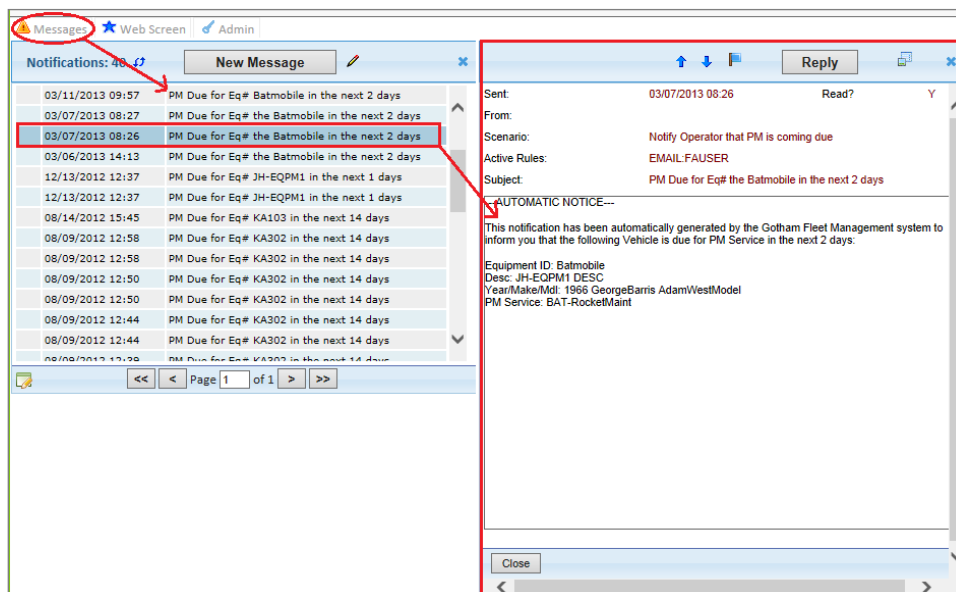


### Notifications shortcut in Web Modules

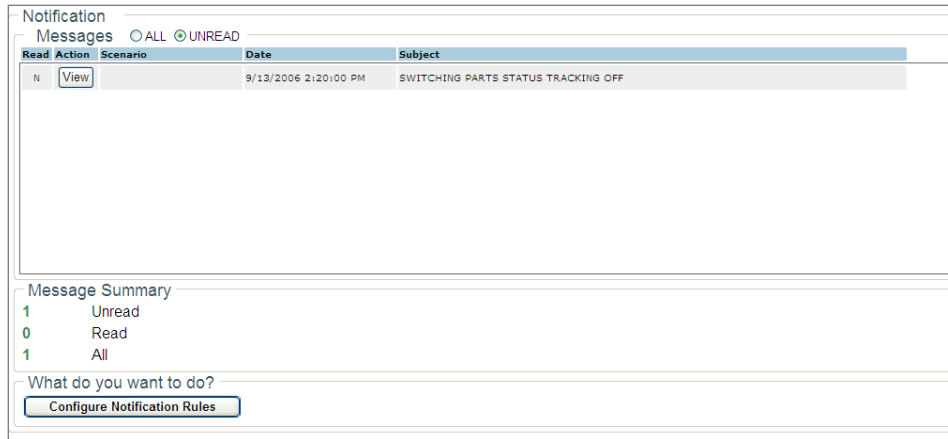
1. Click the shortcut to see the list of notifications



2. Select the notification to view details







*Viewing notifications via a Notifications tab*

## Requirements

Application 25.x

Web Modules 25.x

MAXQueue

## Assumptions

This guide assumes familiarity with workflows and configuration of the application and MAXQueue.

- ❗ The intended audience for this Notifications Admin Guide is IT (Information Technology) staff. Please ensure that the individual installing and configuring Notifications is from your IT department.

## 2. Notification Scenarios

The out-of-the-box notifications are detailed below in their appropriate sections. The data is in standard format so the MAXQueue Notification – Rules service may interpret the data as a notification event and apply user or global defined notification rules.

- ❗ For notifications to be sent correctly, they must be enabled and have a defined global or user notification rule. If the notification is triggered on a data event, and that data event is not enabled, the notification will not be sent. Be sure to enable data events associated with notifications.

**For each Notification the following information is provided:**

- **Trigger:** Examples include a timed event or a Data Event trigger. Information about Data Event triggers can be found in [Appendix A](#).
- **Customizable Text:** Most notifications have customizable text, and allow you to edit text in the subject and message body without modifying the notification workflow. This process is defined in the *Notification User Guide, Section 7. Customizing Notifications*. Text is customizable in most notifications unless marked below as not allowing customizable text in the specific notification's information.
- **Scenario:** The description associated with the scenario ID. This is the description you will see in the **Scenario** drop-down list when creating a global or user notification rule.
- **Recipient:** Denotes the employee, operator, user, or subscriber that the notification is intended for.
  - **Subscribable:** A notification is marked as subscribable if a user, not designated as a recipient of the notification, can set up personal rules to allow notification messages and emails to be sent to them. For more detailed information, refer to the Notifications Administrator Guide.
    - To receive this notification, the user must be subscribed to the notification. To receive a message and an email, the user must create a personal rule and make sure their email address is on the user record, operator record, or employee record depending on what is defined in the notification.

| Create New Notification Rule                       |                                             |
|----------------------------------------------------|---------------------------------------------|
| Scenario                                           | Notify Operator that Work Order is complete |
| Destination                                        | EMAIL ▼                                     |
| <input type="checkbox"/> Disable                   |                                             |
| Destination Configuration                          |                                             |
| Email Address                                      | FAUSER                                      |
| <input type="checkbox"/> Flag Notification as Read |                                             |

- For sending a direct email, create a global rule and specify the email address. Instead of using the system user name in the notification set up, use the email address.

The screenshot shows a 'Global Notification Rule' configuration window. It has a 'New' section with a 'Scenario' dropdown set to 'Notify Operator that Work Order is complete' and a 'Destination' dropdown set to 'EMAIL'. Below this is a 'Destination Configuration' section with an 'Email Address' text field containing 'EMAIL@USER.COM' and an unchecked checkbox for 'Flag Notification as Read'.

- For sending a text message, create a global rule and use the phone number and the cell phone provider email domain name. For example: 5550001234@tmobile.com
- **Summary:** A brief summary about the notification and what it does.
- **Service Workflow:** A screenshot of the actual notification service.
- **Configuration:** This section will show an example configuration and explain how to configure the notification service. If there is no configuration area, no further configuration is needed other than setting the timer adapter and enabling the service. The order of the variable presented will not always match the order of variables in the MAXQueue Designer.
- **Default Message:** An example of the subject and message (body) of the notification.
- **Replacement Values:** These are all the dynamic values exposed by the notification script that can be used when creating a custom notification message (which overrides the out-of-the-box message). Some notification services will not have any exposed variables.
- **Additional Notes:** This section contains special notes for the notification service, if any.

⚠ The only Notification Data Events that can be used are listed in [Appendix A](#).

### 3. General and Administration

#### Interface Errors Threshold Reached

**Trigger:** Timer Adapter

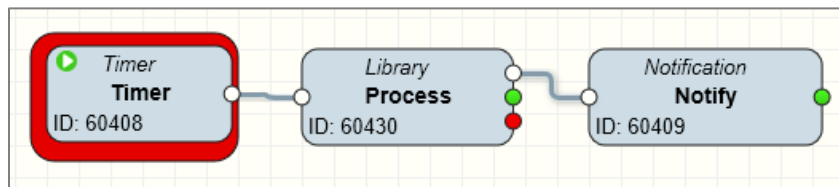
**Customizable Text:** No. This notification does not have customizable text.

**Scenario:** Notify individual subscriber that Interface Error Threshold has been met

**Recipient:** Notification subscriber

**Summary:** The Interface Errors Threshold Reached notification sends a message when the number of interface errors exceeds a configured threshold. The user can set two variable values within the Service Variable settings. These values are used to determine how many errors have to occur to trigger this notification, and if the notification sends a list of interfaces and services with the number of errors for each service, or a list of adapter errors for a specific interface and service.

#### Service Workflow



#### Configuration

##### Instance Configuration/Service Variables:

- **vars.NumberOfErrors:** The minimum number of errors before a notification is sent.
- **vars.ServiceNumber:** The interface/service number as listed in the Service drop-down list within the MAXQueue Designer. The **vars.ServiceNumber** may be blank, ALL, a single service, or a comma separated list of services. If the **vars.ServiceNumber** (Config 2) is set to a single or comma separated list of services, then the **vars.NumberOfErrors** (threshold) is applied to each specific service. If **vars.ServiceNumber** is blank or ALL, then **vars.NumberOfErrors** (threshold) is applied to all services. A message is sent only when the number of errors for that service meet or exceed the **vars.NumberOfErrors** threshold.
- **vars.LocationErrorFilter:** This may contain a comma separated list of valid location IDs. If there is a list entered, then only those errors that are specifically flagged for one of the listed locations is included in the notification. For example, if you enter the location

KEYVALET here, then only errors that also have KEYVALET as the location in the MAXQueue error portal will be included.

Info

Error Message

VAR.S.NUMBEROFERRORS - VARIABLE NOT SET, PLEASE CONFIGURE

Error ID

300

Name

INTERFACE ERRORS THRESHOLD REACHED - PROCESS

Connector

Date

01/03/2019 13:11

Location

KEYVALET

Reprocess Error

Delete Error

Service Variables:

| Variable                 | Value                           | Encrypt | Description                     |
|--------------------------|---------------------------------|---------|---------------------------------|
| vars.NumberOfErrors      | [The minimum number of errors]  |         | [The minimum number of errors]  |
| vars.ServiceNumber       | [ALL or a comma separated list] |         | [ALL or a comma separated list] |
| vars.LocationErrorFilter | Blank or comma separated list   |         | [Blank or comma separated list] |
|                          |                                 |         |                                 |

### Default Message

| Message Type                                            | Message Area | Text                                                                                                                                              |
|---------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for vars.ServiceNumber blank (Config 1) | Subject      | [NumberOfErrors] (or more) Interface Errors Exists                                                                                                |
|                                                         | Body         | ---AUTOMATIC NOTICE---<br>Service: Number of Errors<br>-----<br>A1639458705^153: 8<br>A1639458705^631: 2<br>-----<br>• Total Interface Errors: 10 |
|                                                         | Subject      | [NumberOfErrors] (or more) [ServiceNumber] Interface Errors Exists                                                                                |

| Message Type                                                              | Message Area | Text                                                                                                                                                                                 |
|---------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for<br><b>vars.ServiceNumber</b><br>stipulated (Config 2) | Body         | ---AUTOMATIC NOTICE---<br>Adapter: Number of Errors<br><br>-----<br>A1639458705^505^160: 6<br>A1639458705^505^166: 2<br><br>-----<br>Total 505 Service Adapter Errors: [TotalErrors] |

### Exposed Variables

- Subject
- NumberOfErrors
- ServiceNumber
- TotalErrors

## New Employee

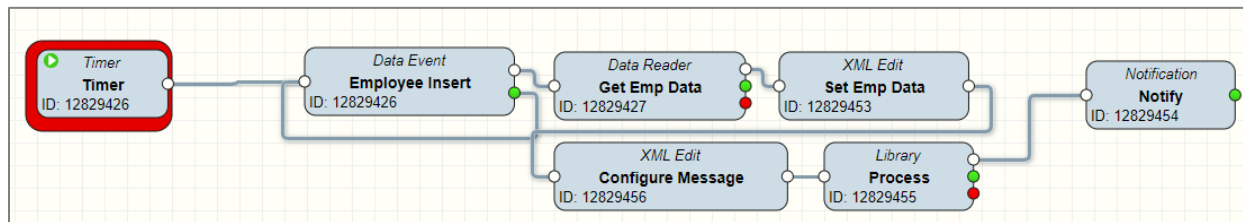
**Trigger:** AWEmployeeInsert

**Scenario:** Notify individual that a new employee has been added.

**Recipient:** The email address of the global variable **vars.EmailAddress**.

**Summary:** After completing the insertion of a new employee, an email is sent to the email address of **vars.EmailAddress**.

### Service Workflow



### Configuration

#### Service Variable:

- **vars.EmailAddress** - This variable needs to be configured because this is the address the email will go to when entering a new employee.
- **vars.UseHtmlForNotification**: Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate**: if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

#### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                           |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | A new employee has been added.                                                                                                                                                                                                                                 |
|                 | Body         | <p>-- THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. --</p> <p>A new employee has been added with the following information:</p> <p>Employee - ID: {0}</p> <p>Name: {1}</p> <p>Assigned Shop Location: {2}</p> <p>Assigned Department Location: {3}</p> |

## Exposed Variables

- [EmployeeID] – Employee ID
- [EmployeeName] – Name
- [ShopLocation] – Shop Location
- [DepartmentLocation] – Department Location
- [EmailAdress] – email address



## Triggered Report

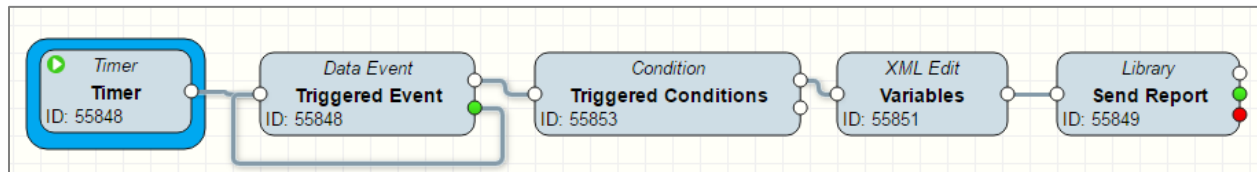
**Trigger:** Any valid data event (refer to the data event section in [Appendix A](#) for more information about data events).

**Scenario:** N/A

**Recipient:** User-defined user

**Summary:** This notification uses the Report Scheduler functionality to run a Crystal Report and send it as an attachment to an email. MAXQueue creates the Scheduler event as a run **One Time Only** and **Run Immediately** report. The intended user is any valid user.

### Service Workflow



### Configuration

- **Timer adapter:** The default setting is the best option for this notification. It is recommended to not change this setting.
- **Triggered Event adapter:** Select a valid data event. The data event must include either the data that will be submitted to the Crystal Reports parameters or unique data that can be used to query for a single row of data in the system. Please read through all steps, including the example, before implementing this notification so that the total concept and logic can be understood.

**Data Event**

☐ Requires Review

Description:

**Properties**

☐ Define Custom Trigger

Name:

Comments:

- **Triggered Conditions adapter:** The Triggered Conditions adapter gives the ability to filter the records based on the fields and columns that the data event returns. The default has no conditions defined. To define a condition, the field or column to evaluate must exist in the data event or a field or column in the data event that can be used to query for a single record in the system.
- **Variables adapter:** The Variables adapter contains the settings that the Crystal Report requires to run and the settings that Report Schedule require. The default variables settings are all blank or null since each one requires values that differ [are unique to] the Crystal Report selected to be scheduled to run.
  - **vars.ReportPathName:** This is the actual file (.rpt) name and location of the Crystal Report to run on the Web Modules server (for example \Reporting\Equipment Info\FA-EQDetail.rpt).
  - **vars.ExportType:** The only valid export types are PDF or CSV.
  - **vars.EmailSubject:** This is what the email subject displays. It can be configured to a specific value (such as Equipment History report) or to a dynamic value (such as Equipment History report for equipment SPK-01). To configure the **vars.EmailSubject** for a dynamic value (where the equipment number will vary) it is performed the same way as the Subject in section the *Notifications User Guide, Customizing Notifications* section.
  - **vars.EmailMessage:** This is what the email message body will be. It can be configured to a specific value (such as Attached is the Equipment History Report)

or to a dynamic value (such as Attached is the Equipment History Report for Equipment SPK-01 in PDF format). To configure the **vars.EmailMessage** for a dynamic value (where the equipment number and format will vary) it is performed the same way as the Message in the *Notifications User Guide, Customizing Notifications* section.

- **vars.EmailFrom:** A valid email address that the recipient (**vars.EmailTo**) can reply to.
- **vars.EmailTo:** A valid email address that the Crystal Report attachment will be sent to.
- **vars.FAUserID:** Enter a valid user ID of the user requesting the report.
- **vars.ParamName1:** This is the first Crystal Report Parameter Field. If the Crystal Report contains more than one Parameter Field, additional ParamName Node Maps need to be configured (for example, **vars.ParamName2**, **vars.ParamName3**). Please refer to the **Example** section later in this notification.
- **vars.ParamValue1:** This is the value to be passed to the first Crystal Report Parameter Field. This value is usually a dynamic value derived from either the data event or data queried. If the Crystal Report contains more than one Parameter Field additional ParamValue Node Maps will need to be configured (e.g. **vars.ParamValue2**, **vars.ParamValue3**). Please refer to the **Example** section later in this notification.
- **vars.SessionRequired:** Set to **Y** (or true) if the crystal report configured requires an application session to successfully run.

### **Example**

In this example the Equipment WO History report is sent whenever a new work order is opened for a vehicle that is assigned to the CEO. To do this, the Triggered Event adapter must be configured. Create a condition by configuring the Triggered Conditions adapter and add additional ParamName and ParamValue Node Maps to the Variables adapter.

1. **Triggered Event adapter:** First, select a data event that triggers this notification whenever a work order is created. This example uses the [AWWorkOrderInsert](#) data event to trigger this notification.
  - i. Open the properties of the Triggered Event adapter and select the [AWWorkOrderInsert](#) data event from the **Name** drop-down list.

**Data Event**

☐ Requires Review

Description: Triggered Event

**Properties**

☐ Define Custom Trigger

Name: AWWorkOrderInsert

Comments

AWTstLineInsert  
AWTstLineUpdate  
AWTstUpdate  
AWWUsageInsert  
AWWUsageUpdate  
AWWenConPartPriceInsert  
AWWenConPartPriceUpdate  
AWWenConTskInsert  
AWWenConTskUpdate  
AWWVendorContractInsert  
AWWVendorContractUpdate  
AWWVendorInsert  
AWWVendorPartInsert  
AWWVendorUpdate  
AWWVItemUpdate  
AWWVOLocationInsert  
AWWarrantyClaimInsert  
AWWarrantyClaimUpdate  
AWWWorkOrderDelete  
AWWWorkOrderInsert

Save Revert

- ii. Save the change by clicking **Save**.
2. **Triggered Conditions adapter:** Since the data event includes the eq\_equip\_no column from the job\_main table, a condition can only be created to run the report if it is the CEO's vehicle.
  - i. Open the Triggered Conditions adapter and start entering information. This adds a new row to create the condition.

**Condition** ⓘ

☐ Requires Review

Description:

**Properties**

Comparison Type:

Conditions:

| this         | Data Type | Operator | with this |
|--------------|-----------|----------|-----------|
| /eq equip_no | String    | Equal    | "SPK"     |

Comments

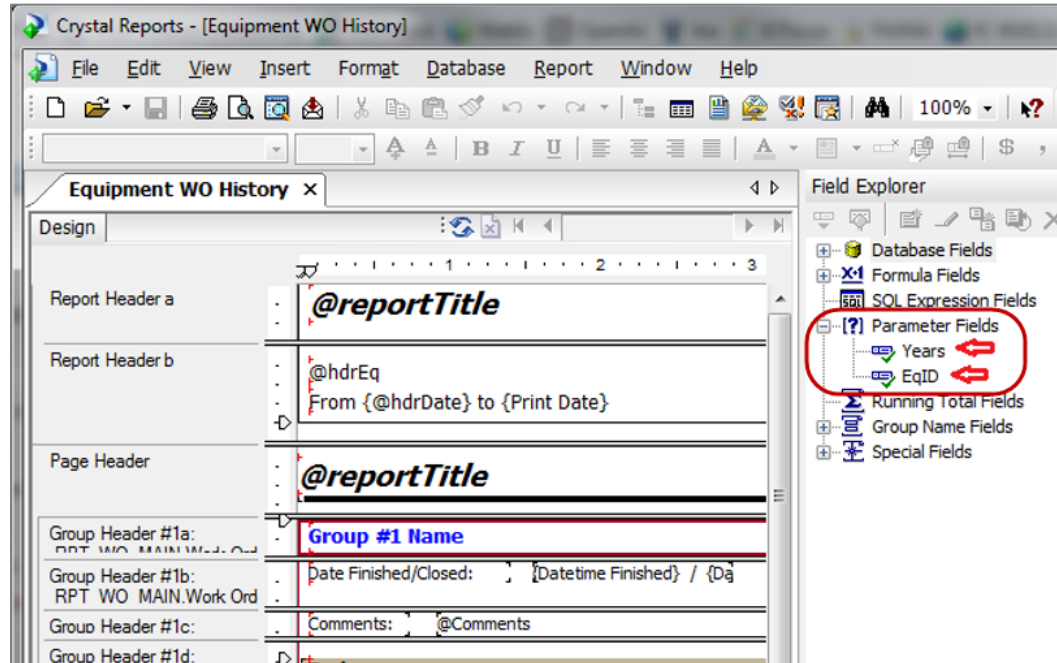
- ii. Look at the data event to see what table and column is needed to use for the condition, and enter it into the **Compare this** column with the table name, forward slash (/) and the column name.
- iii. Select the appropriate Data Type and Operator, and type in the CEO's equipment number between double quotes (") into the **with this** column.

*When the record processes through the Triggered Conditions adapter, only new work orders created that are for the CEO's vehicle continue forward to the Variables adapter.*

3. **Variables adapter:** This adapter contains most of the variables that the report requires. Referring back to the Variables adapter section explaining each variable, enter the following:
  - **vars.ReportPathName:** "C:\AssetWorks\FASuite\Reporting\Equipment Info\ FA-EQDetail.rpt"
  - **vars.ExportType:** "PDF"
  - **vars.EmailSubject:** "The CEO's Vehicle has a New WO"
  - **vars.EmailMessage:** "Attached is the Equipment WO History report"
  - **vars.EmailTo:** "JET@assetworks.com"
  - **vars.FAUserID:** "ShopSupervisor@gitrdone.com"

4. Find and enter the values for **vars.ParamName1** and **vars.ParamValue1**.

- i. Open the Crystal Report in the Crystal Report Designer and look at the *Parameter Fields* on the Crystal Report.



On this screen, the first parameter field in the Crystal Report is **Years** and the second parameter field is **EqID**.

- ii. Update the following variables:
  - **vars.ParamName1:** "Years"
  - **vars.ParamValue1:** "5"

*Because each report is unique in the number of parameters it has, the number of parameters may need to be adjusted to fit the report. The report selected for this example has two parameters, and the notifications' default is configured for only one parameter.*

5. Add the second parameter field (or more, if needed by the report being set up). Use the same naming convention as was done for the first parameter field.

- i. Click the **New Node** button twice to add info for two additional variables.
- ii. Enter the parameter information:
  - **vars.ParamName2:** "EqID"
  - **vars.ParamValues2:** job\_main/eq\_equip\_no

*The **job\_main/eq\_equip\_no** is used for **vars.ParamValue2** because the data event needs to supply the value of this field instead of a hard coded value.*

6. Enable the notification.
7. Ensure that the Notification – Rules service is enabled, and perform a publish operation (Save and Publish or Force Publish).

### Replacement values

The replacement values vary depending on the data event selected and data (if any) that is queried. However the below replacement values are always available.

- |                  |              |                |
|------------------|--------------|----------------|
| • ReportPathName | • ExportType | • EmailSubject |
| • EmailMessage   | • EmailFrom  | • EmailFrom    |
| • FAUserID       | • ParamName1 | • ParamValue1  |

## 4. Asset Information

### Asset Location Change

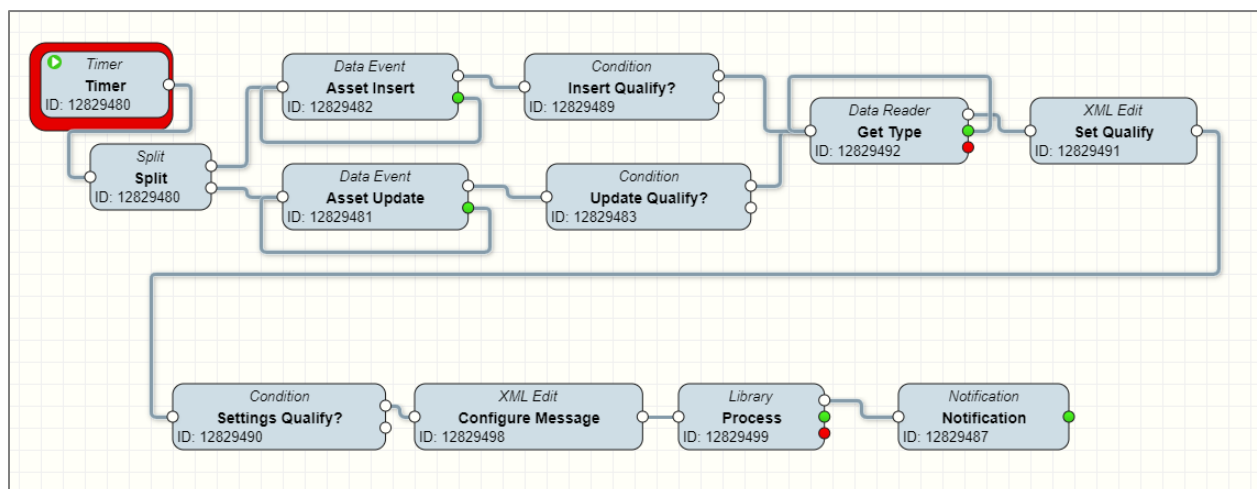
**Triggers:** Asset Insert/Update

**Scenario:** Asset Location Change

**Recipient:** Users subscribed through the Notification Portal. For recipients outside of the system, individual email addresses may be specified.

**Summary:** This notification is intended to alert recipients when positional data is changed or added to assets. It will trigger each time an asset is created or updated. These assets may be filtered by type, using the service level variables. It then checks to see if the latitude or longitude of the asset is new or changed. If it has, listed recipients will be notified.

#### Service Workflow



#### Configuration

##### Service Variables:

- **vars.EquipmentTypeToQualify:** Semi-colon separated list of equipment types.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.



**Message Customization:**

Message and subject may be customized by editing the **vars.message** and **vars.subject** nodes in the Format Notification XML Edit adapter. Default values and available replacement values shown below.

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | "Position update for asset number: [EquipmentID]"                                                                                                                                                                                                                                                                                                                                                                                                        |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Asset Management system to inform you that the following asset position information has changed:</p> <p>Asset Number: [EquipmentID]<br/>Asset Description: [EquipmentDescription]<br/>Previous Latitude: [PreviousLatitude]<br/>Current Latitude: [CurrentLatitude]<br/>Previous Longitude: [PreviousLongitude]<br/>Current Longitude: [CurrentLongitude]</p> |

**Replacement values**

- EquipmentID
- EquipmentDescription
- CurrentLongitude
- PreviousLongitude
- CurrentLatitude
- PreviousLatitude

## Assignment Request Status Changed

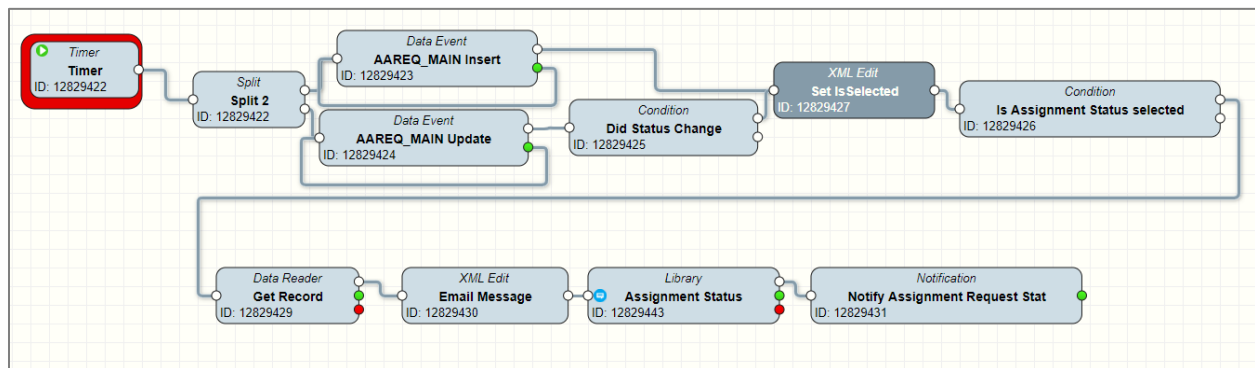
**Triggers:** AAREQ\_MAIN Insert, AAREQ\_MAIN Update

**Scenario:** Notify Assignment Request Status Changed.

**Recipient:** Configurable. See **vars.NotificationDestination**

**Summary:** The *Assignment Request Status Changed* notification sends a message when the Assignment Request status changes. This notification is triggered by a Timer Event; which in turn monitors the aareq\_main for updates and inserts (AWAssignRequestUpdate and AWAssignRequestInsert). The service can be configured to notify for only specific request and approval statuses. Who will receive the notification is also configurable.

### Service Workflow



### Configuration

#### Service Variables

- **vars.SelectRequestStatuses:** This value allows you to specify that only Assignment Request for certain request statuses will be processed. The default is ALL and will not filter off any assignment request. You can also enter a semicolon separated list of request statuses, i.e., PENDING;APPROVAL will only create notifications for assignment requests that have a request status of either of these values.
- **vars. SelectApprovalStatuses:** This value allow you to specify that only Assignment Request for certain approval statuses will be processed. The default is ALL and will not filter off any assignment request. You can also enter a semicolon separated list of approval statuses, i.e., REJECTED will only create notifications for assignment requests that have an approval status of REJECTED.
- **vars.NotificationDestination:** This value controls who will get the notification. Valid values are:
  - **REQUESTOR:** the user who entered this request will get the notification.

- **EQUIPMENT:** the employee who is responsible for the department the piece of equipment identified on the request is assigned to.
- **OPERATOR:** the operator the request is assigned to. If the operator is associated to a user account, then the notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the operator or employee account are not associated to a user account then the operator or employee email address is used
- **LOCATION:** the employee who is responsible for the location the request is assigned to.
- **DEPT:** the employee who is responsible for the department the request is assigned to.
- A specific user will receive all notifications.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | "[RequestReason] Assignment Request is [RequestStatus]"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                 | Body         | <p>"You are being notified of a [RequestStatus] [RequestReason] request submitted by [UserEntered].</p> <p>Requested for: [RequestedToNo] [LocRequestedToCode] [OperatorRequestedToNo] [DepartmentRequestedToCode] [AccountRequestedToCode] - [RequestedToDescription]</p> <p>[ApprovalStatus] Request Details: Request # [RequestID]</p> <p>Request Date: [RequestDate]</p> <p>Description: [RequestedItem]</p> <p>Manufacturer - Model: [Manufacturer] - [Model]</p> <p>Item: [EquipmentRequestedNo] - [EquipmentDescription] [PartRequestedNo] [PartRequestedSuffix] - [PartDescription] [SerialNo]</p> <p>Qty: [RequestedQty]</p> <p>Note / Justification [RequestDescription]"</p> |

**Replacement Values:**

- RequestStatus
- ApprovalStatus
- DepartmentRequestedToCode
- RequestID
- Manufacturer
- RequestedToNo
- PartRequestedSuffix
- RequestedQty
- RequestReason
- LocRequestedToCode
- AccountRequestedToCode
- RequestDate
- Model
- EquipmentDescription
- PartDescription
- RequestDescription
- UserEntered
- OpereratorRequestedToNo
- RequestedToDescription
- RequestedItem
- EquipmentRequestedNo
- PartRequestedNo
- SerialNo

## EQ Assignment

**Trigger:** AWEquipmentAssignInsert

**Scenario:** Notify Departments that Equipment Department has changed

- **Recipient:** Equipment – Department ID – Responsible Employee – User, or subscribed user

**Scenario:** Notify Departments that Equipment Repair Location has changed

- **Recipient:** Equipment – Department ID – Responsible Employee – User, or subscribed user

**Scenario:** Notify Locations that Equipment Repair Location has changed

- **Recipient:** Equipment – Repair Location – Responsible Employee – User, or subscribed user

**Summary:** The *Equipment Assignment* notification will send a notification when an equipment's department changes, its repair location changes, or both.

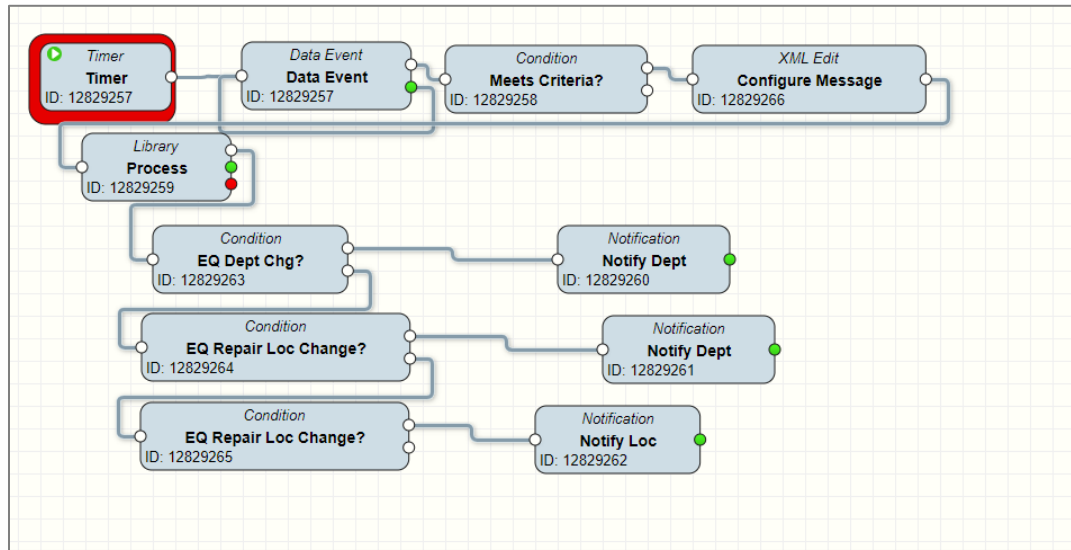
**When a department changes the following individuals are notified:**

- The losing responsible employee of the department that was assigned to the *Department ID* on the *Fleet Equipment, Assignments* tab.
- The gaining responsible employee of the department that is being assigned to the *Department ID* on the *Fleet Equipment, Assignments* tab.

**When a repair location changes the following individuals are notified:**

- The responsible employee of the department that is assigned to the Department ID on the Fleet Equipment, Assignments tab.
- The losing responsible employee of the location that was assigned to the Assigned repair on the Fleet Equipment, Locations tab.
- The gaining responsible employee of the location that is being assigned to the Assigned repair on the Fleet Equipment, Locations tab.
- If the employee is associated to a user account, then the Equipment Assignment notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user account's printer or email.
- If the employee account is not associated to a user account, then the employee email address is used.

## Service Workflow



## Configuration

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

## Default Message

| Message Type      | Message Area                   | Text                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message 1 | Subject                        | The Dept for Eq# [EquipmentID] has changed                                                                                                                                                                                                                                                                                                                                                                    |
|                   | Body:<br>Department<br>Changed | ---AUTOMATIC NOTICE---<br>This notification has been automatically generated by the Fleet Management system to inform you that the Department for the following Vehicle has changed:<br>From Dept ID/Name: [OldDeptID]/[OldDeptName]<br>To Dept ID/Name: [NewDeptID]/[NewDeptName]<br>Equipment ID: [EquipmentID]<br>Desc: [EquipmentDesc]<br>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel] |
| Default Message 2 | Subject                        | The Repair Loc for Eq# [EquipmentID] has changed                                                                                                                                                                                                                                                                                                                                                              |

| Message Type | Message Area                  | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | Body: Repair Location Changed | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the Repair Location for the following Vehicle has changed:</p> <p>From Repair Loc ID/Name: [OldRepairID]/[OldRepairName]</p> <p>To Repair Loc ID/Name: [NewRepairID]/[NewRepairName]</p> <p>Equipment ID: [EquipmentID]</p> <p>Desc: [EquipmentDesc]</p> <p>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</p> |

### Replacement values

- EquipmentID
- EquipmentMake
- NewDeptName
- NewRepairID (new repair location ID)
- OldRepairName (old repair location name)
- EquipmentDesc
- EquipmentModel
- OldDeptID
- NewRepairName (new repair location name)
- EquipmentYear
- NewDeptID
- OldDeptName
- OldRepairID (Old repair location ID)

## Equipment PM Due

**Trigger:** Timer Adapter

**Scenario:** Notify Department that PM is coming due.

- **Recipient:** The user account associated with the responsible employee listed as the PM Notify Department for the equipment.

**Scenario:** Notify operator that PM is coming due.

- **Recipient:** The user account associated with the operator on the equipment.

**Summary:** This scenario notifies the Department and the operator that an equipment unit is coming due for a PM. It uses the Equipment Due for PM/Inspection – by Location screen to project when equipment units will come due for a PM (based on user configured data in the Service settings). The responsible employee at the **Department to Notify for PM** is notified if an equipment unit is coming due within the defined range. Additionally, the operator of the equipment is notified.

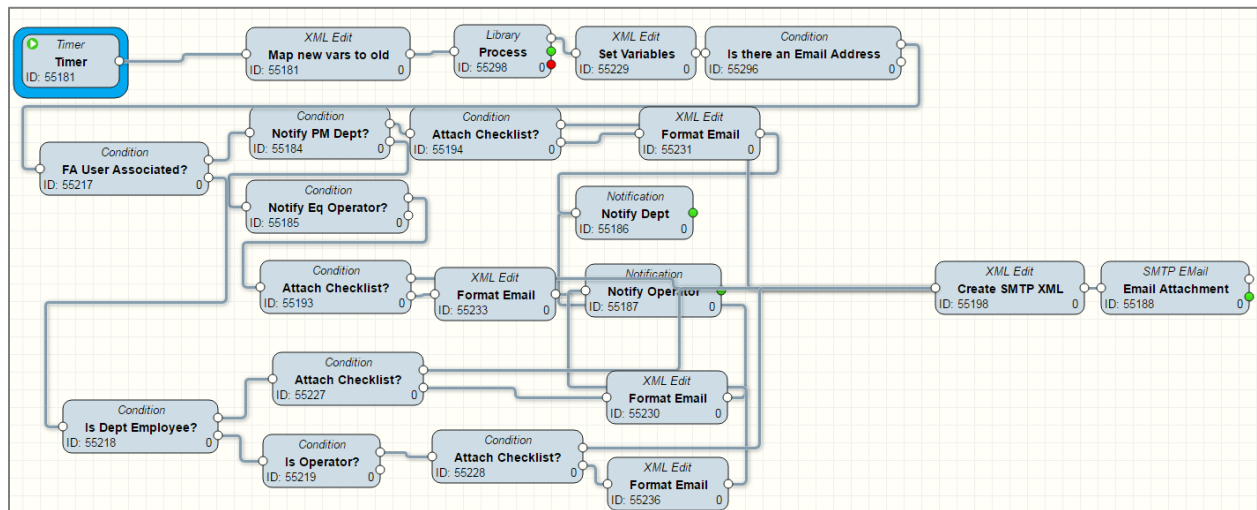
- If the operator or employee are associated to a user account, then the Equipment PM Due notification service queries for that user ID. If the Notification – Rules service enabled for forwarding the notification message to a printer or email, it uses the associated user's account printer or email.
- If the operator or employee account are not associated to a user account, then the operator or employee email address is used.

The service level variable **vars.CombineNotifications**, when set to **N**, creates an email/notification for each piece of equipment reported. This can cause multiple email/notifications to a single person. If the variable is instead set to **Y**, then the email/notification created includes all the pieces of equipment for a single person in one email/notification.

This service also allows modification of the contents of the notification message.



## Service Workflow



## Configuration

### Service Variables:

- **vars.PMDueFAUser:** Enter a valid user account between double quotes.
- **vars.PMDueFAPassword:** Enter the user password between double quotes.
- **vars.NumberofDaysToProject** Number of days from today (or when the PM Due notification is set to run per the Timer Adapter) to project between double quotes.
- **vars.NotifDptEmp:** If set to **Y**, the notification sends a message to the department responsible employee. The department that is set on the equipment unit (Fleet Equipment screen, Assignments tab, **Department to notify for PM** field) is used to determine which department responsibly employee to send the message to. Valid values are **Y** or **N**.
- **vars.NotifOpr:** If set to **Y**, the notification sends a message to the equipment's assigned operator (Fleet Equipment screen, Assignments tab, **Operator ID** field). Valid values are **Y** or **N**.
- **vars.AttachChecklist:** If set to **Y** the PM checklist is attached to an email. Valid values are **Y** or **N**.
- **vars.DeptsFilter:** A list of departments, separated by semicolons (;), who can receive the notification. Valid values can be entered as a semicolon separated list of departments, or this can be blank. This variable also accepts the percent sign (%) as a wildcard.
- **vars.ArchiveTListDays:** The number of days to keep the generated PM checklist attachment files in the MAXQueue\Server\PMCheckList directory until they are moved into the MAXQueue\Server\PMCheckList\Archive directory).

- **vars.CombineNotifications:** Set to **Y** to have all the equipment notifications being sent to an individual combined into one notification; if set to **N** then each notification is for a single piece of equipment.
- **vars.IncludeServicesToBeSoonDueByMeter:** Set to **Y** to include equipment that is due by meter on the report. This is the equivalent of setting the **Include services to be soon due by meter** filter on the Equipment Due for Service/inspection - by Location screen.
- **vars.ExcludeServicesOnOpenWorkOrder:** Set to **Y** to exclude open Work Orders from the report. This is the equivalent of setting the **Exclude services on open work orders to Yes** on the Equipment Due for Service/inspection - by Location screen.
- **vars.IncludeOutOfServiceEquipment:** Set to **Y** to include out of service equipment on the report. This is the equivalent of setting the **Include equipment currently out of service to Yes** on the Equipment Due for Service/inspection - by Location screen.
- **vars.FromEmailUserAddress:** Set a from email address to be used for email notifications. User must have an email address populated, leave blank if not applicable.



Note: Use this variable for email notifications only.

- **vars.MinDateDue:** Filter setting to determine minimum due date, format of MM/DD/YYYY. Leave blank if not applicable.
- **vars.MaxDateDue:** Filter setting to determine maximum due date, format of MM/DD/YYYY. Leave blank if not applicable.
- **vars.MinDaysLate:** Filter setting to determine minimum days late, must be a valid number. Leave blank if not applicable.
- **vars.MaxDaysLate:** Filter setting to determine maximum days late, must be a valid number. Leave blank if not applicable.
- **vars.Meter1DueFilter:** Filter setting to determine meter 1 due qualification, must be a valid number. This includes less than or equal to qualify values. This value must be greater than 0. Leave blank if not applicable.
- **vars.Meter2DueFilter:** Filter setting to determine meter 2 due qualification, must be a valid number. This includes less than or equal to qualify values. This value must be greater than 0. Leave blank if not applicable.
- **vars.Meter1LateFilter:** Filter setting to determine meter 1 late qualification, must be a valid number. This includes less than or equal to qualify values. This value must be greater than 0. Leave blank if not applicable.
- **vars.Meter2LateFilter:** Filter setting to determine meter 2 late qualification, must be a valid number. This includes less than or equal to qualify values. This value must be greater than 0. Leave blank if not applicable.

- **vars.ExcludeReasonDueByDate:** Enter **Y**, **N** or blank. **Y** filters out any notified equipment that is being reported because of Due Date. **N** or blank continues to include equipment units for notifications.
- **vars.ExcludeReasonDueByMeterFuelOverride:** Enter **Y**, **N** or blank. **Y** filters out any notified equipment that is being reported because of Meter Fuel Override. **N** or blank continues to include equipment units for notifications.
- **vars.ExcludeReasonDueByMeter1ProjectedOverride:** Enter **Y**, **N** or blank. **Y** filters out any notified equipment that is being reported because of Meter 1 Projected Override. **N** or blank continues to include equipment units for notifications.
- **vars.ExcludeReasonDueByMeter2ProjectedOverride:** Enter **Y**, **N** or blank. **Y** filters out any notified equipment that is being reported because of Meter 2 Projected Override. **N** or blank continues to include equipment units for notifications.
- **vars.ExcludeReasonDueByMeterDue:** Enter **Y**, **N** or blank. **Y** filters out any notified equipment that is being reported because of Meter Due. **N** or blank continues to include equipment units for notifications.
- **vars.ExcludeReasonDueByFuelProjectOverride:** Enter **Y**, **N** or blank. **Y** filters out any notified equipment that is being reported because of Fuel Projected Override. **N** or blank continue to include equipment units for notifications.
- **vars.ExcludeAlreadyNotified:** Enter **Y** or **N**. **Y** will filter out already notified equipment units, **N** will continue to include equipment units for notifications.
- The following variables are semicolon separated lists. Leave a variable blank to receive no filtering on that field.
  - **vars.ProgramType:** List of program types to include.
  - **vars.PMService:** List of PM services to include.
  - **vars.PMLocation:** List of shop locations to include.
  - **vars.ReasonDue:** List of reasons due to include.
  - The following configuration selects equipment which has a PM due of the program type CLASS or INSPECTION, AND a PM service of CTC45I or LMBRAKES, AND in the PM Location CHLOC01 or CNLOC4, AND a reason due of METER OR FUEL OVERRIDE or METER DUE:
    - vars.ProgramType = CLASS;INSPECTION
    - vars.PMService = CTC45I;LMBRAKES
    - vars.PMLocation = CHLOC01;CNLOC4
    - vars.ReasonDue = METER OR FUEL OVERRIDE;METER DUE

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

## Default Message



The message varies depending on the setting for **vars.CombineNotifications**.

| Message Type                                                      | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message When <b>vars.CombineNotifications</b> is <b>Y</b> | Subject      | PM Due for equipment in next [PMDaystoProject] days<br>Notification Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                   | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following Vehicle(s) is/are due for PM Service in the next [PMDaystoProject] days:</p> <p>Equipment ID: [equip_no]<br/> Desc: [description]<br/> Type: [program_type]<br/> Service: [SERVICE]</p> <p>-----</p> <p>This then repeats for each piece of equipment the recipient will receive.</p> <p>[Attachment] (if enabled)</p> <p>TASK CHECKLIST<br/> Vehicle: [ToEquipment]<br/> PM Class: [PM Class]<br/> PM Service: [PM Service]</p> <p>TASK ID TASK<br/> [PM Task Code] [PMTaskDescription]<br/> [PM Task Code] [PMTaskDescription]<br/> [PM Task Code] [PMTaskDescription]</p> |
| When <b>vars.CombineNotifications</b> is <b>N</b>                 | Subject      | PM Due for Eq# [equip_no] in the next [pm_days] days<br>Notification Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                   | Body         | ---AUTOMATIC NOTICE---                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Message Type | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |              | <p>This notification has been automatically generated by the Fleet Management system to inform you that the following Vehicle is due for a/an [program_type] PM Service in the next [pm_days] days:</p> <p>Equipment ID: [equip_no]<br/> Desc: [description]<br/> Year/Make/Mdl: [year] [make] [model]<br/> Assigned Operator: [oper_no] - [oper_name]<br/> PM Type: [program_type]<br/> Service: [SERVICE]<br/> Reason Due: [reason_due]<br/> Date Due: [date_due]<br/> Days Late: [days_late]<br/> Meter 1 until due: [meter_1_due]<br/> Meter 2 until due: [meter_2_due]<br/> Meter 1 late: [meter_1_late]<br/> Meter 2 late: [meter_2_late]<br/> [Attachment] (if enabled)</p> <p>TASK CHECKLIST<br/> Vehicle: [ToEquipment]<br/> PM Class: [PM Class]<br/> PM Service: [PM Service]</p> <p>TASK ID TASK<br/> [PM Task Code] [PMTaskDescription]<br/> [PM Task Code] [PMTaskDescription]<br/> [PM Task Code] [PMTaskDescription]</p> |

### The default combined message

| Message Type                                               | Message Area | Text                                                                                                                                                                                                                     |
|------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message When <b>vars.CombineNotifications</b> is Y | Subject      | PM Due for equipment in next [pm_days] days                                                                                                                                                                              |
|                                                            | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following Vehicle(s) is/are due for PM Service in the next [pm_days] days:</p> |

| Message Type | Message Area | Text                                                                                                   |
|--------------|--------------|--------------------------------------------------------------------------------------------------------|
|              | Item         | Equipment ID: [equip_no]<br>Desc: [description]<br>Type: [program_type]<br>Service: [SERVICE]<br>----- |

The text in the **Subject** section will appear in the subject line of the notification; the text in the **Body** section will appear in the body of the notification; the text in the **Item** section will appear in the body of notification, once for each piece of equipment being reported.

Clients can modify this text as they wish; the fields in brackets [ ] are variables that will be replaced at run-time with data for the piece of equipment being reported.

### Replacement values

The list of possible variables that can be included in the message are as follows:

- [equip\_no] = Equipment Number
- [description] = Equipment Description
- [year] = Equipment Year
- [make] = Equipment Make
- [model] = Equipment Model
- [oper\_no] = The operator number for the equipment
- [oper\_name] = The name of the operator for the equipment
- [pm\_class] = Name of the PM class that is due
- [pm\_days] = Number of days until the PM is due
- [program\_type] = Name of PM program type that is due
- [service] = Name of PM service that is due
- [reason\_due] = Reason equipment is due.
- [date\_due] = Date equipment is due.
- [days\_late] = Number of days equipment is late for PM.
- [meter\_1\_due] = Meter 1 reading when equipment is due.
- [meter\_2\_due] = Meter 2 reading when equipmen is due.

- [meter\_1\_late] = Meter 1 reading in excess of meter due.
- [meter\_2\_late] = Meter 2 reading in excess of meter due.
- [dept\_dept\_code] = Equipment Department ID.
- [dept\_pm\_notify\_dept] = Equipment Department to notify for PM.

**Additional Notes:**

The Equipment PM Due notification runs the PM Due by Location screen and then filters those records where the **eq\_main\_addl.email\_pm\_sent** is **N**. This filter is reset by the application (not MAXQueue) when the PM Service has been performed (Work Order on finish and Update PM Schedule is set).

- If **vars.AttachChecklist** is set to **Y**, then notifications will be sent via email; if it is set to **N**, then a normal notification is created and will be handle as such.
- If **vars.CombineNotifications** is set to **N**, then each notification/email will report a single piece of equipment. This can cause a single person to receive more than one notification/email per run of this service. If this variable is set to **Y**, then a single notification/email will report one or more pieces of equipment.

## Equipment Warranty Claim Created

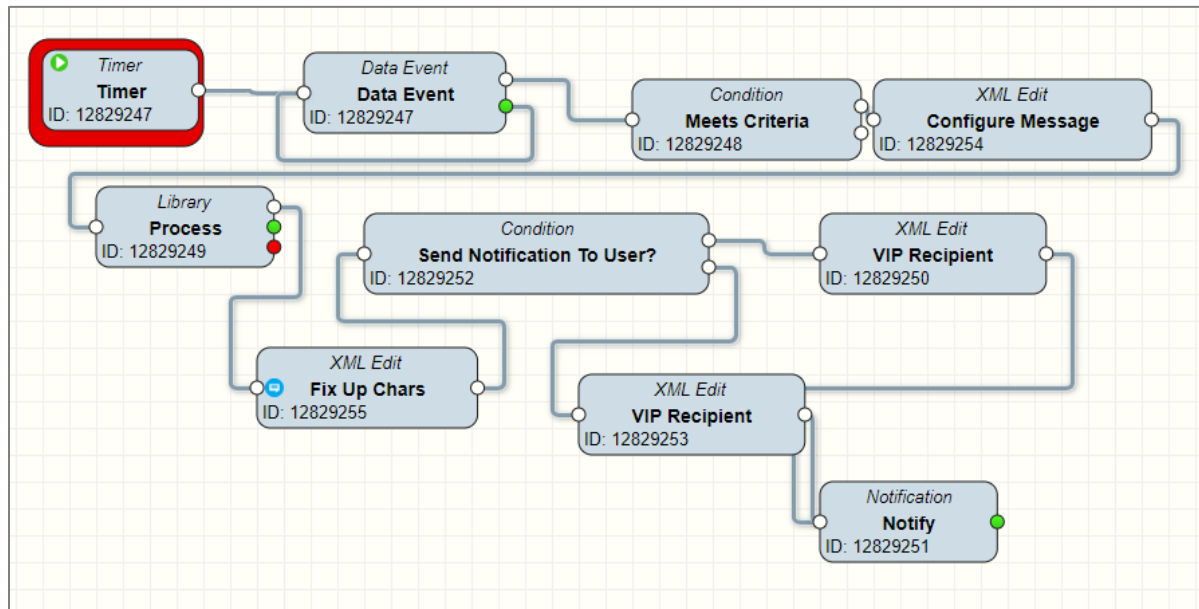
**Trigger:** AWWarrantyClaimInsert

**Scenario:** Notify Warranty Department that an Equipment Claim has been created

**Recipient:** Manually configured user

**Summary:** The Equipment Warranty Claim Created notification can send a message to the specified user, or send an email to an individual when a part warranty claim is created. If sending an email to an individual, the Notification – Rules service must enabled and properly configured.

### Service Workflow



### Configuration

#### Service Variables

- **vars.ClaimType:** Set to claim type to validate against
- **vars.FAUser:** Enter the user that will receive the notification.  
 Note: Leave blank if sending to email address
- **vars.Email:** Set the email address that will receive the notification.  
 Note: Leave blank if sending notification to user.



- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                       |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Equipment Warranty Claim [ClaimID] Created.                                                                                                                                                                                |
|                 | Body         | ---AUTOMATIC NOTICE---<br>This notification has been automatically generated by the Fleet Management system to inform you that Warranty Claim ID [ClaimID] has been created for Equipment [EquipmentID] / [EquipmentDesc]. |

### Replacement values

- ToUser
- EquipmentID
- Subject
- EquipmentDesc
- ClaimID

## License Renewal

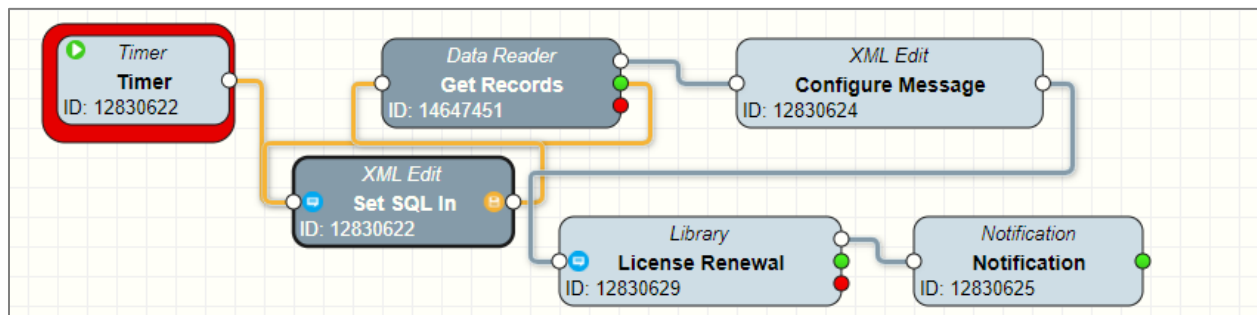
**Trigger:** Timer

**Scenario:** License Renewal

**Recipient:** Configurable – single person, or user assigned to equipment

**Summary:** The License Renewal notification sends messages pertaining to pieces of equipment within a specified asset type that have a registration expiration date that expire soon. For example, messages can be sent about all pieces of equipment with an asset type of **ASSET** that have a license registration expiration date less than seven days in the future. The specified asset type and number of days in the future are configurable.

### Service Workflow



### Configuration

- **vars.AssetType:** Enter one or more valid Asset Types in a comma separated list. For example: **ASSET** or **ASSET,RAIL** or **STATIONARY**.
- **vars.LeadDays:** Set to the number of days warning the customer wants before a license registration expires.
- **vars.Operator:** Enter the operator to send notifications to.  
 Note: Leave blank to send notification to the operator associated with equipment.
- **vars.Employee:** Enter a valid employee ID that will receive the renewal message, or leave blank.
- **vars.Email:** Enter a valid email address which will receive all license renewal messages, or leave blank.
- **vars.User:** Enter a valid user ID which will receive all license renewal messages, or leave blank.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, the notification will use the HTML template that is specified in vars.HtmlTemplate.

- **vars.HtmlTemplate:** If vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                            |
|-----------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Vehicle [EquipmentID] License Registration                                                                                                                                                                                                                                                                                                      |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <ul style="list-style-type: none"><li>• This notification has been automatically generated by the Fleet Management system to inform you that vehicle [EquipmentID], asset [AssetNo], with license [LicenseNo], has registration expiration on [RegistrationExpireDate]. Please renew registration ASAP.</li></ul> |

### Replacement values

- EquipmentID
- AssetNo
- LicenseNo
- RegistrationExpireDate
- DepartmentID
- OperatorID
- EquipmentDescription

## PM Due Follow-up

**Notification Triggers:** Timer adapter

**Scenario:** Send a follow-up notification to the operator that a PM is due.

- **Recipient:** The user account associated with the operator ID on the equipment record.

**Scenario:** Send a follow-up notification to the department to notify the responsible employee that a PM is due.

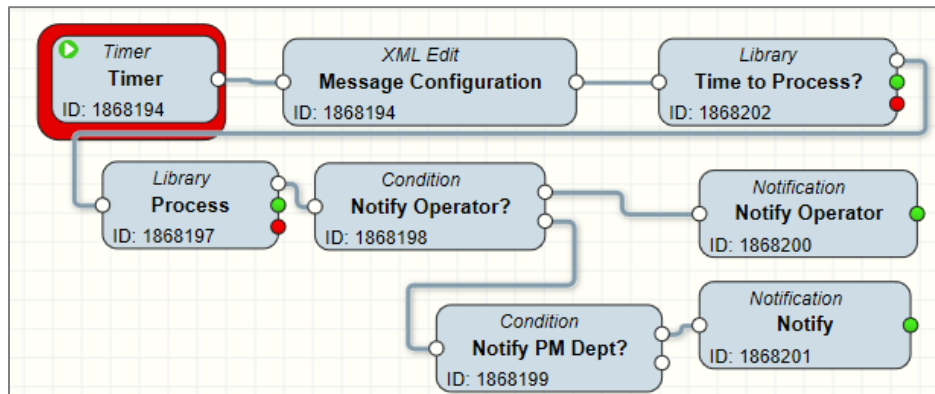
- **Recipient:** The user account associated with the responsible employee assigned to the **Department to notify for PM** field.

**Summary:** The PM Due Follow-up notification can send a notification to the equipment assigned operator, the responsible employee assigned to the equipment's Department to notify for PM field (Fleet Equipment, Assignments tab, **Department to notify for PM** field), or both.

This notification can be configured to send weekly PM follow-ups, monthly PM follow-ups, or a combination of both. A PM work order in a PENDING status must exist since the notification looks at the creation date (job\_main.x\_datetime\_insert) to determine if a PM Due Follow-up notification needs to be sent. This notification differs from the Equipment PM Due notification which is not based on a PM work order. Therefore, if a PM work order in a PENDING status does not exist for the equipment, no notification is sent.

- If the operator or employee are associated to a user account, then the PM Due Follow-up notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the operator or employee account are not associated to a user account, then the operator or employee email address is used.

### Service Workflow



## Configuration

### Service Variables:

- **vars.FromDay:** The number of days greater to or equal to the creation date of the PM due work order.
- **vars.ToDay:** The number of days less than or equal to the **vars.FromDay** variable. If set to 0 (zero), then only the **vars.FromDay** variable is used.



Note: The variables **vars.FromDay** and **vars.ToDay** compliments the timer adapter in defining the schedule basis.

**Example:** The two variables (**vars.FromDay** and **vars.ToDay**) enables creating a custom follow-up notification based on the span of days. If the user needs to set up a week 1 overdue notification, set the **vars.FromDay** to **8**, and the **vars.ToDay** to **14**, and the timer adapter to run weekly.

- **vars.PMServices:** This variable allows a user to narrow down which PM services receive the PM Due Follow-up notification. This is a CSV (comma separated value) field where the user can filter the PM Due Follow-up records. If this field is left blank (null), all PM work orders that meet the **vars.FromDay** and **vars.ToDay** variables criteria will be sent.

**Example:** If **vars.PMServices** is **A,B,C** then only the PM Work Orders that have a PM service of A or B or C will be sent the notification.

- **vars. NotifyDptEmp:** Setting this variable to **Y** will send a notification to the responsibly employee assigned to the department that is set in the **Department to notify for PM** field on the equipment record (Fleet Equipment screen, assignments tab, **Department to notify for PM**). Setting to **N** will not send a notification to the responsibly employee.
- **vars.Notify.Opr:** Setting the variable to **Y** will send a notification to the assigned operator of the equipment (Fleet Equipment screen, assignments tab, **Operator ID**). Setting to **N** which will not send a notification to the assigned operator of the equipment.
- **vars.CombineNotifications:** Set to **Y** to have all the equipment notifications being sent to an individual combined into one notification; if set to **N** then each notification is for a single piece of equipment. If **vars.CombineNotifications** is set to **N**, then each notification or email will report a single piece of equipment. This can cause a single person to receive more than one notification or email per run of this service. If this variable is set to **Y**, then a single notification will report one or more pieces of equipment.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.

- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

## Message Configuration



Each of these variables may use any of the replacement values.

- **vars.MessageSubject:** If the vars.CombineNotifications is set to **N**, then the notification will use this as the subject of the notification.
- **vars.MessageSubjectCombined:** If the vars.CombineNotifications is set to **Y**, then the notification will use this as the subject of the notification.
- **vars.MessageBody:** If the vars.CombineNotifications is set to **N**, then the notification will use this as the message body of the notification.
- **vars.MessageBodyCombined:** If the vars.CombineNotifications is set to **Y**, then the notification will use this as the message body of the notification.
- **vars.MessageBodyRepeatItem:** If the vars.CombineNotifications is set to **Y**, then in the body of the notification, this will repeat for ever piece of equipment being reported.

**Creating multiple PM Due Follow-ups:** If more than one PM Due Follow-up will be created, it requires that a new scenario notification be created for the operator and department responsible employee. The following example and steps show the logic and configuration that is required for four different PM follow-ups.

### Example:

#### 1st Week PM Follow-up

- Import in the PM Due Follow-up service (as described in the [Enabling a Notification](#) section). Enter a description of **1<sup>st</sup> Week PM Due Follow-up**.
- Set the timer adapter to a weekly schedule with the **vars.FromDay** set to **8** and the **vars.ToDay** set to **14**.
- Create two new scenarios:
  - Select the properties of the Notify Operator adapter, click the **Define New Notification**, enter a description, and click the **Save**.
  - Select the properties of the Notify adapter, click the **Define New Notification**, enter a description, and click **Save**.

#### 2nd Week PM Follow-up

- Import in the PM Due Follow-up service (as described in the [Enabling a Notification](#) section). Enter a description of **2<sup>nd</sup> Week PM Due Follow-up**.

- Set the timer adapter to a weekly schedule with the **vars.FromDay** set to **15** and the **vars.ToDay** set to **21**.
- Create two new scenarios:
  - Select the properties of the Notify Operator adapter, click **Define New Notification**, type a description different from the 1<sup>st</sup> Week PM Due Follow-up Notify Operator adapter, and click **Save**.
  - Select the properties of the Notify adapter, click **Define New Notification**, type a description different from the 1<sup>st</sup> Week PM Due Follow-up Notify adapter, and click **Save**.

### 3rd Week PM Follow-up

- Import in the PM Due Follow-up service (as described in the [Enabling a Notification](#) section) giving it a description of **3rd Week PM Due Follow-up**.
- Set the timer adapter to a weekly schedule with the **vars.FromDay** set to **22** and the **vars.ToDay** set to **28**.
- Create two new scenarios:
  - Select the properties of the Notify Operator adapter, click **Define New Notification**, type in a Description different from the 1<sup>st</sup> and 2<sup>nd</sup> Week PM Due Follow-ups Notify Operator adapters, and click **Save**.
  - Select the properties of the Notify adapter, click **Define New Notification**, type in a Description different from the 1<sup>st</sup> and 2<sup>nd</sup> Week PM Due Follow-ups Notify adapters, and click **Save**.

### Monthly PM Follow-up

- Import in the PM Due Follow-up service (as described in the [Enabling a Notification](#) section) giving it a description of Monthly PM Due Follow-up.
- Set the timer adapter is set to a monthly schedule with the **vars.FromDay** set to **28** and the **vars.ToDay** set to **0**.
- Create two new scenarios are created by:
  - Select the properties of the Notify Operator adapter, clicking **Define New Notification**, type in a Description different from the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Week PM Due Follow-ups Notify Operator adapters, and click **Save**.
  - Select the properties of the Notify adapter, clicking **Define New Notification**, type in a Description different from the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Week PM Due Follow-ups Notify adapters, and click **Save**.

By creating multiple PM Due Follow-up notifications, an organization can effectively remind the operator and departments that they need to bring the

equipment into the shop for servicing. An organization can even create a spamming PM Due Follow-up notification. If after the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> weekly notifications are sent and the vehicle has not been turned into the shop, the organization could replace the monthly PM Due Follow-up notification like so:

### Daily Spam PM Follow-up

- Import in the PM Due Follow-up service giving it a description of Daily Spam PM Due Follow-up.
- Set the timer adapter to a daily schedule with the **vars.FromDay** set to **30** and the **vars.ToDay** set to **0**.
- Create two new scenarios are created by:
  - Select the properties of the Notify Operator adapter, click **Define New Notification**, type in a description different from the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Week PM Due Follow-ups Notify Operator adapters, and click **Save**.
  - Select the properties of the Notify adapter, click **Define New Notification**, type in a description different from the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Week PM Due Follow-ups Notify adapters, and click **Save**

Setting the Timer adapter to a Daily schedule, the **vars.FromDay** to **30** and the **vars.ToDay** to **0** the operator and department would receive a notification every day the equipment has not been brought into the shop where the PM work order (in a PENDING status) is 30 days old or older.

⚠ When creating multiple PM Due Follow-up notifications, do not repeat a description on either the Notify Operator or Notify adapters. Using a duplicate description will result in errored notifications

Changing the **Notify Operator** Notification Description:

The image displays two side-by-side screenshots of a web-based 'Notification' configuration interface. Both forms have a title bar 'Notification' and a checkbox 'Requires Review'.

**Left Screenshot:**

- Requires Review:** Checked (checkbox is filled).
- Description:** Text input field containing 'Notify Operator'.
- Properties:** Section with a dropdown menu showing 'Send a follow-up notification to the ( )'.
- Buttons:** 'Define New Notification', 'Save', and 'Revert'.

**Right Screenshot:**

- Requires Review:** Unchecked (checkbox is empty).
- Description:** Text input field containing 'Notify Operator'.
- Properties:** Section with a dropdown menu showing '1st Week PM Due Follow-up to the Operati'.
- Comments:** A large empty text area.
- Buttons:** 'Save' and 'Revert'.



## Default Messages



The message varies depending on the setting for **vars.CombineNotifications**.

| Message Type                                               | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message when <b>vars.CombineNotifications</b> is Y | Subject      | PM Due for Equipment                                                                                                                                                                                                                                                                                                                                                                       |
|                                                            | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following Vehicle(s) is/are due for PM Service:</p> <p>Equipment ID: [ToEquipment]</p> <p>Desc: [EquipmentDesc]</p> <p>PM Service: [PMService]</p> <p>-----</p> <p>This then repeats for each piece of equipment the recipient will receive.</p> |
| Default Message when <b>vars.CombineNotifications</b> is N | Subject      | PM Due for Eq# [ToEquipment]                                                                                                                                                                                                                                                                                                                                                               |
|                                                            | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following Vehicle is due for PM Service:</p> <p>Equipment ID: [ToEquipment]</p> <p>Desc: [EquipmentDesc]</p> <p>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</p> <p>PM Service: [PMService]</p>                               |

### Replacement values

- EquipmentDescription
- EquipmentMake
- PMServiceDescription
- WOYear
- DepartmentID
- EquipmentID
- EquipmentModel
- PMCreated
- WONumber
- NewLine – This will create a new line in the message.
- EquipmentYear
- PMService
- WOLocationID
- LocationName

## 5. Fuel Information

### Fuel Other Event (ICU EM)

The FuelFocus ICU Emergency Mode Notification

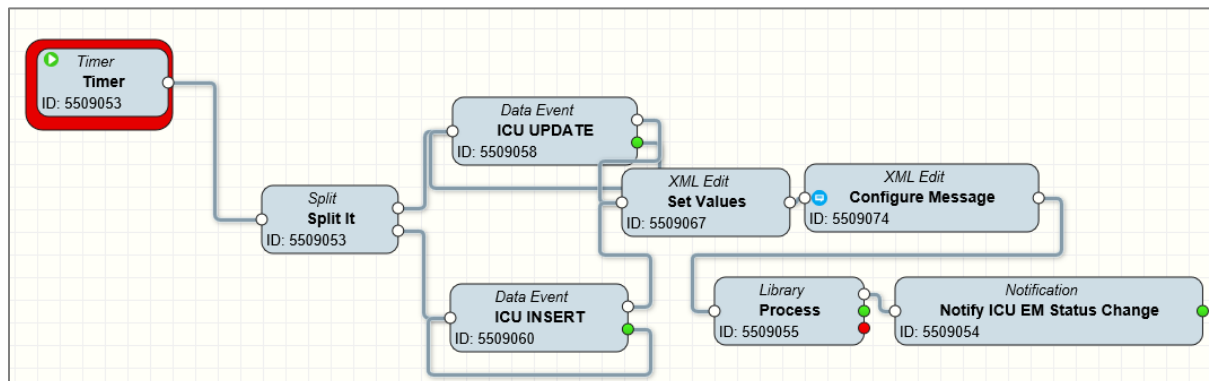
**Triggers:** Timer-based, and based on the type of change made to the ICU\_MAIN table.

**Scenario:** ICU Emergency Mode Status Change

**Recipient:** The notified employee is the associated user account configured for the employee responsible to the ICU's location, or a subscribed user. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it uses the associated user's account printer or email. If the employee account is not associated to a user account, then the employee email address is used.

**Summary:** This notification is generated when the **Send emergency mode notification message** is enabled on the Island Control Unit Setup screen, Emergency Mode tab.

#### Service Workflow



## Configuration

### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | ICU Emergency Mode Setting Change Occurred at Site:[Site Name], ICU: [ICU number]                                                                                                                                                                                                                                                                                                                                                                                      |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you an ICU Emergency Mode Has Changed Setting(s) on [Date Time] for:</p> <p>Site #: [site number] - [site number]</p> <p>ICU #: [ICU number]</p> <p>Emergency mode enabled: [TRUE/FALSE]</p> <p>Send Emergency mode notifications: [TRUE/FALSE]</p> <p>Emergency Class ID for ICU:</p> <p>[List of emergency classes assigned to ICU]</p> |

### Replacement values

- |                          |                      |                    |
|--------------------------|----------------------|--------------------|
| • EventTypeLongDesc      | • EventTypeShortDesc | • EventDate        |
| • EventTime              | • EventType          | • SiteNo           |
| • SiteName               | • ICUNo              | • EmergencyEnabled |
| • EmergencyNotifyEnabled | • EmergencyClass     | •                  |

## Fuel Other Event (ICU Health)

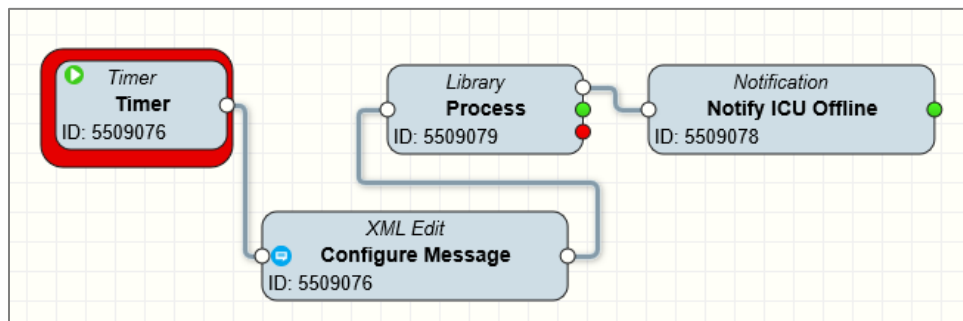
**Triggers:** Timer-based, and if current server system datetime minus the retrieved last ping time (**Last health check update** field on Island Control Unit Setup screen, More Info tab) exceeds the configured offline threshold interval (**Health check interval minutes** field on Island Control Unit Setup screen, More Info tab) and the offline threshold has been enabled, then a notification will be sent.

**Scenario:** Notify ICU is offline.

**Recipient:** The employee notified is the associated user account configured for the employee responsible to the ICU's location (Locations – Primary Information), and any subscribed users. If the Notification – Rules service are enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the employee account is not associated to a user account then the employee email address is used.

**Summary:** This notification retrieves a list of ICUs that have enabled the **Send health check status notification message** setting on the Island Control Unit Setup screen, More Info tab. For each ICU found, it uses current system datetime minus the retrieved last ping time associated to the ICU. If the calculated time in minutes exceeds the configured offline threshold interval (in minutes) for the ICU, the system creates the notification.

### Service Workflow



### Configuration

#### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                     |
|-----------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | ICU Health Check - Offline Occurred at [SiteName]                                                                                                                                                                                                                        |
|                 | Body         | ---AUTOMATIC NOTICE---<br><br>This notification has been automatically generated by the Fleet Management system to inform you that a ICU Health Check was detected offline on [EventDate] at [EventTime] for:<br><br>Site #: [SiteNo] - [SiteName]<br><br>ICU #: [ICUNo] |

**Replacement values**

- EventTypeLongDesc
- EventTypeShortDesc
- EventDate
- EventTime
- EventType
- SiteNo
- SiteName
- ICUNo

## Fuel Other Events (Pulser Failure/Low Battery)

**Trigger:** AWFuelOtherEventInsert

### Scenarios:

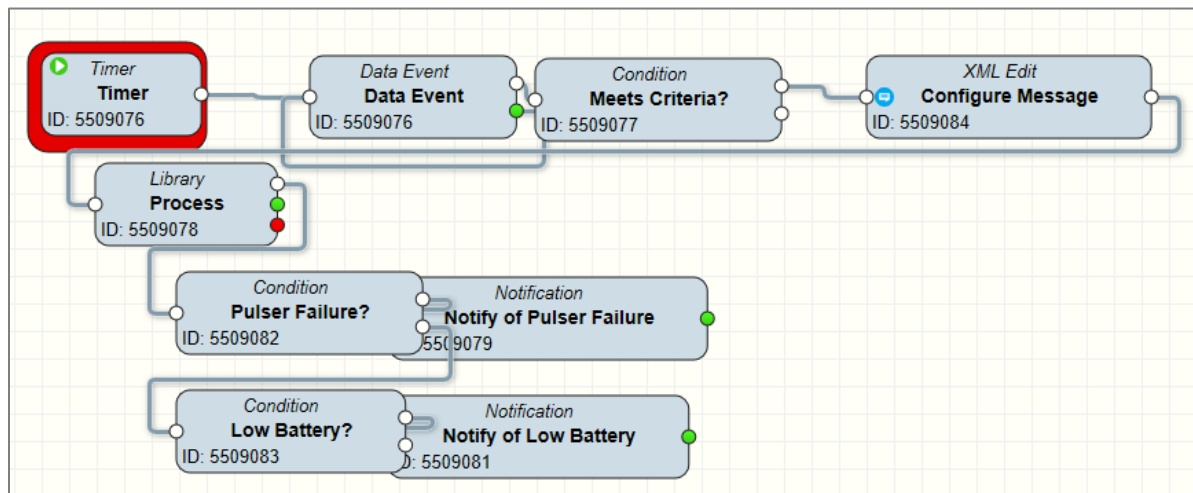
- Notify Tank Location of Pulser Failure
- Notify Tank Location of Low Battery

**Recipient:** The user account associated with the responsible employee ID for the tank's location, and any subscribed users.

**Summary:** When a Pulser or Low Battery alert occurs, a notification will be sent to the responsible employee of the location set on the Fuel/Fluid Tanks – Primary information screen, Basic Info tab, Location ID field.

- If the employee is associated to a user account, then the Fuel Other Events notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the employee account is not associated to a user account, then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.

- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Messages

| Message Type                            | Message Area | Text                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Pulser Failure      | Subject      | [EventTypeShortDesc] Occurred at [SiteName]                                                                                                                                                                                                                                                                    |
|                                         | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that a [EventTypeLongDesc ] on [EventDate] at [EventTime] for:</p> <p>Site #: [SiteNo] - [SiteName]</p> <p>ICU #: [ICUNo]</p> <p>Pump #: [PumpNo]</p> <p>Nozzle: [Nozzle]</p> |
| Default Message for Low Battery Failure | Subject      | [EventTypeShortDesc] Occurred at [SiteName]                                                                                                                                                                                                                                                                    |
|                                         | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that a [EventTypeLongDesc] on [EventDate] at [EventTime] for:</p> <p>Site #: [SiteNo] - [SiteName]</p> <p>ICU #: [ICUNo]</p> <p>Pump #: [PumpNo]</p> <p>Nozzle: [Nozzle]</p>  |

### Replacement values

- EventTypeLongDesc
- EventTypeShortDesc
- EventDate
- EventType
- SiteNo
- SiteName – This is the name of the Location the site is associated with
- ICUNo
- PumpNumber
- NozzleNumber
- TankNumber
- FluidName
- FluidType



## Fuel Reorder Point Reached/Surpassed

**Trigger:** AWFuelTankUpdate

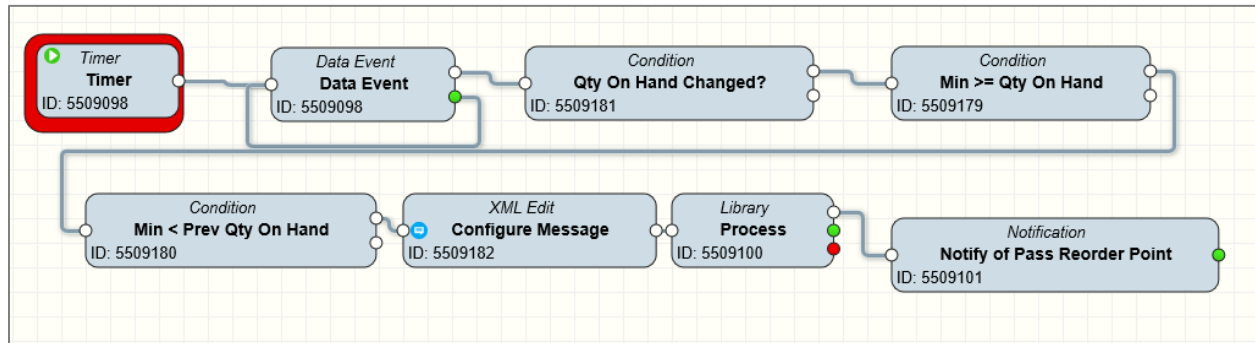
**Scenario:** Notify Tank Location that Reorder Point has been reached or passed.

**Recipient:** The user account associated with the responsible employee ID for the tank's location, and to any subscribed user.

**Summary:** The Fuel Reorder Point Reached/Surpassed notification sends a notification to the responsible employee assigned to the tank location.

- If the employee is associated to a user account, then the Fuel Reorder Point Reached/Surpassed notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it uses the associated user's account printer or email.
- If the employee account is not associated to a user account, then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Tank [TankNumber] Qty On Hand dropped below Reorder Point [ReorderPoint].                                                                                                                                                                                                                                                                                                                                                                 |
|                 | Body         | <p>--AUTOMATICNOTICE--</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the Quantity On Hand for the following Fuel/Fluid Tank has fallen below the Reorder Point:</p> <p>Tank ID: [TankNumber]<br/>Fuel Type: [FuelType]<br/>Location ID: [Location]</p> <p>Quantity On Hand: [QuantityOnHand]<br/>Reorder point: [ReorderPoint]<br/>Quantity On Order: [QuantityOnOrder]</p> |

**Replacement Values**

- ToUser
- TankNumber
- QuantityOnHand
- ToEmployee
- FuelType
- ReorderPoint
- Subject
- LocationID
- QuantityOnOrder

## Fuel Tank (Veeder Root) Alarm

**Trigger:** AWFuelReadDataInsert

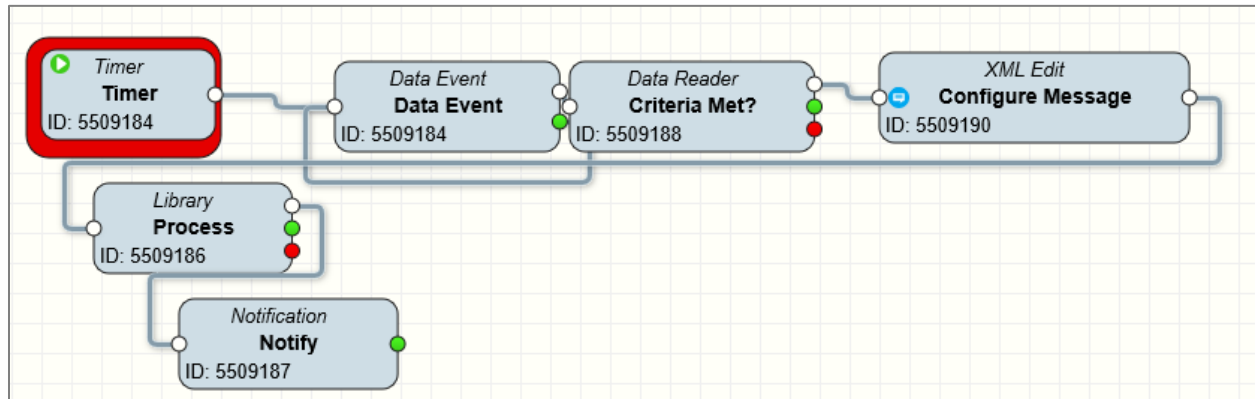
**Scenario:** Notify Tank Location that a Tank (Veeder root) Alarm has occurred

**Recipient:** The user account associated with the responsible employee ID for the tank's location, or subscribed user.

**Summary:** The Fuel Tank Alarm notification sends a notification to the responsible employee assigned to the location record where the fuel tank resides when a veeder root alarm occurs.

- If the employee is associated to a user account, then the Fuel Tank Alarm notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it uses the associated user's account printer or email.
- If the employee account is not associated to a user account, then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables

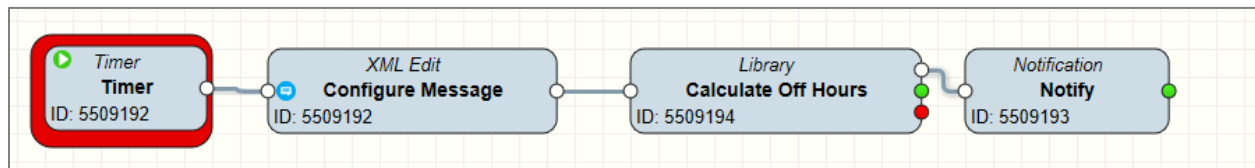
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Alarm [AlarmCode] occurred on Tank [TankNumber]                                                                                                                                                                                                                                                                                                                                                               |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that a tank alarm has occurred:</p> <p>Tank ID: [TankNumber]<br/> Alarm Code: [AlarmCode]<br/> Fuel Type:[ FuelType]<br/> Location ID: [Location]</p> <p>Quantity On Hand: [QuantityOnHand]<br/> Reorder point: [ReorderPoint]<br/> Quantity On Order: [QuantityOnOrder]</p> |

**Replacement Values**

- TankNumber
- AlarmCode
- FuelType
- LocationID
- QuantityOnHand
- ReorderPoint
- QuantityOnOrder

**FuelFocus Site Activity****Trigger:** Timer**Scenario:** FuelFocus Site Activity Notification**Recipient:** Any user that subscribes through the Notifications module**Summary:** The FuelFocus Site Activity notification sends a message to any user that subscribes to it (user rule) or is subscribed (global rule).**Service Workflow**

## Configuration

### Service Variables

- **vars.Sites:** This is a required variable. Enter the fuel sites needed for monitoring inactivity. If there is more than one site, separate the sites with a comma.
- **vars.OffHrsStart:** Enter the start time that represents the beginning of the period when the notification service should not check for fuel site inactivity.

**Example:** Your organization runs two shifts, 7:00 AM to 3:00 PM and 3:00 PM to 11:00 PM. Enter **2300** for the **vars.OffHrsStart** and **0700** for the **vars.OffHrsEnd** since this represents the time that no one will be working and no activity will be occurring.

You must enter the times for the **vars.OffHrsStart** and **vars.OffHrsEnd** variables in 24-hour format. The notification service calculates whether the off hours are for the same day, or starts on one day and ends on the next day.

- **vars.OffHrsEnd:** Enter the end time that represents the beginning of the period when the notification service should not check for fuel site inactivity. See example and details in **vars.OffHrsStart** above.
- **vars.InactiveMinutes:** This is a required variable. This is the number of minutes that the notification service uses to determine if a fuel site is inactive.

**Example:** If one sets **vars.InactiveMinutes** to 60 minutes, when the notification service queries for activity, it will look to see if there has been any activity for that fuel site within the last 60 minutes. It is recommended that the timer should be set to the same amount of minutes.

- **vars.UseLocationCalendar:** This is a required variable. If set to **N** then the **vars.OffHrsStart** and **vars.OffHrsEnd** will determine the off hours for all the sites. If set to **Y**, then the notification service will use each fuel site location calendar to determine each site off hours (non-work hours).
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                           |
|-----------------|--------------|--------------------------------|
| Default Message | Subject      | Fuel Site(s) Inactivity Status |

| Message Type | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | Body         | <p>--- Do not reply to this message. This is an automated message. ---</p> <p>The following sites have met your inactivity criteria:</p> <ul style="list-style-type: none"><li>• Site [SiteID] is inactive. Last transaction for the site was on [DateTimelastActivity]</li><li>• Site [SiteID] is inactive. Last transaction for the site was on [DateTimelastActivity]</li><li>• Site [SiteID] is inactive. Last transaction for the site was on [DateTimelastActivity]</li></ul> |

## Replacement Values

SitesList: The site list displays the following for each inactive site found.

- *Site [SiteName] is inactive. Last transaction for the site was on MM/DD/YYYY HH:MM*

## PM Due - ICU

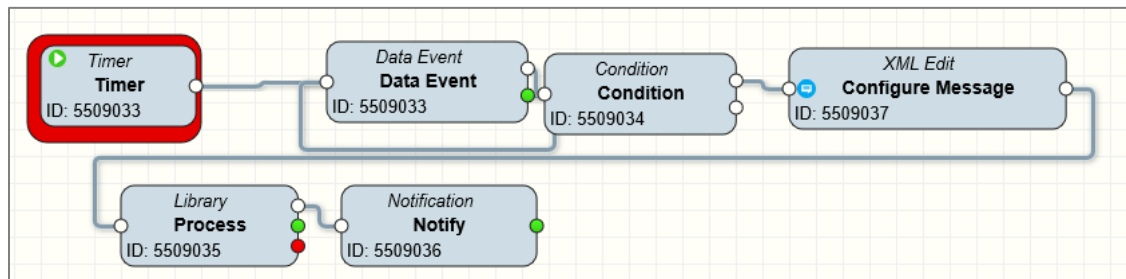
**Trigger:** AWorkOrderInsert

**Scenario:** Notify ICU Equipment PM is Due

**Recipient:** ICU (Island Control Unit)

**Summary:** This notification sends a message to the ICU (Island Control Unit) when a new PM work order is created with a status of PENDING. It does not send a message to any individual (such as an operator, employee, or user). For the ICU to pick up these messages, the Fuel/Fluid screens must be configured correctly.

### Service Workflow



### Configuration

- **Data Setup:** The ICU must be setup properly within the system. Please refer to the **FuelFocus Administrator Guide** for information about configuring the ICU through these screens. Be sure the **Enable Equipment Notification Messages** checkbox on the Island Control Units Setup screen, More Info tab is checked.

Be sure to enable the PM Due Message Update notification (refer to [Additional PM Due Notification \(PM Due - Msg – Update\)](#)) to update the message main records. This will stop the message from displaying on the ICU once the work order is taken out of a PENDING status.

### Default Message

| Message Type    | Message Area | Text                           |
|-----------------|--------------|--------------------------------|
| Default Message | Subject      | [WOLocation]-[WOYr]-[WONumber] |
|                 | Body         | A PM is due<br>[PmServiceCode] |

### Replacement values:

- WOLocation
- WOYr
- WONumber

- EquipmentID
- PmServiceCode
-



## Additional PM Due Notification (PM Due - Msg – Update)

**Notification Type:** None

**Trigger:** AWorkOrderUpdate

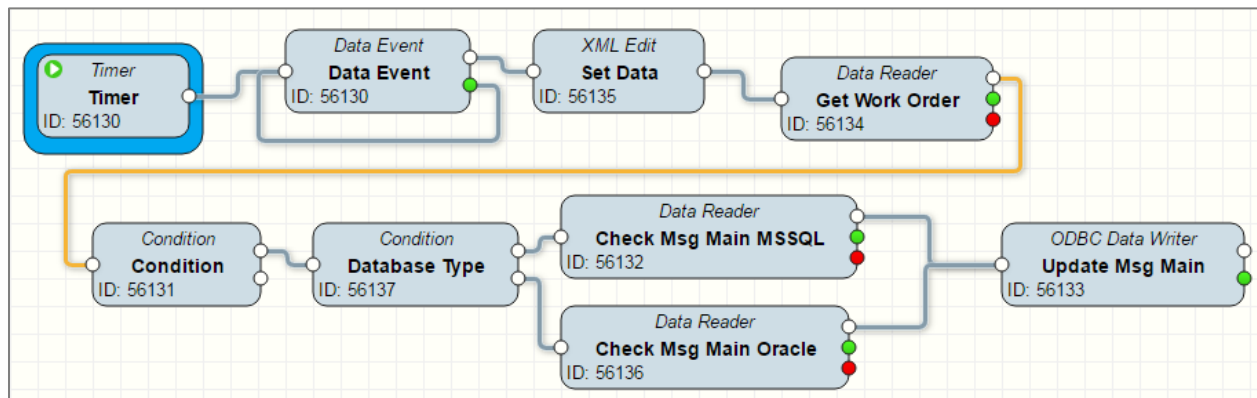
**Scenario:** None

**Customizable text:** N/A

**Recipient:** None

**Summary:** This MAXQueue service does not send any notifications. It is used to reset the message (flag the message as being received) that was sent to the ICU. If the PM Due – ICU notification is enabled and this service is not, the ICU continues to display the message. This notification stops the message from displaying on the ICU once the work order is taken out of a PENDING status.

### Service



### Configuration

#### Service Variables:

- **vars.ODBC\_NAME:** Enter the DSN name from the Data Sources (ODBC).
- **vars.ODBC\_UserID:** Enter the ODBC user.
- **vars.ODBC\_Password:** Enter the emsdba password.
- **vars.IsDBTypeMSSQL:** Set to **Y** if using MSSQL, otherwise the service will assume Oracle.
- **vars.JobType:** Set the job type to validate against.
- **vars.WorkOrderStatus:** Set the work order status to validate against.

## 6. Motor Pool and KeyValet

### KeyValet – Health Check

**Trigger:** Timer

**Scenario:** Notify keybox offline

**Recipient:** The user configured in **vars.KeyValetAlarmUserID**.

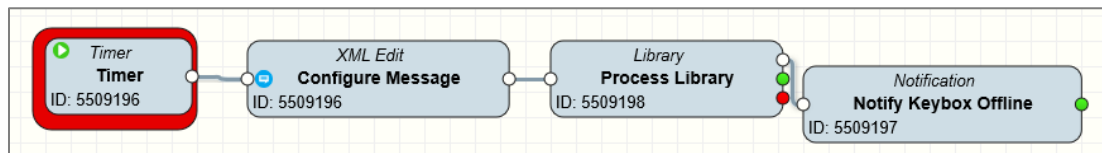
**Summary:** This notification alerts a subscribed user and any user that has been set up to receive information when a KeyValet Keybox has bad health (the keybox has not communicated to the server for a specified amount of time).

If the current system datetime minus last ping date and time exceeds the configured offline threshold interval (in minutes), and the offline threshold has been enabled, then a one-time notification is sent. Health check interval is set up on the KeyValet Box Configuration screen, **Health check interval minutes** field, and the option to enable the threshold is set up on KeyValet Box Configuration screen, **Send health check status notification** field.



Note: If there has been no health check done against Key Valet, where the **Last health check update** field on the KeyValet Box Configuration screen remains blank, the notification will not trigger.

### Service Workflow



## Configuration

### Instance Variables:

- **vars.KeyValetAlarmUserId:** This is a required variable. This is set when the KeyValet module is installed.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | KeyBox Health Check – Offline Occurred at [KeyboxName]                                                                                                                                                                                                                                                                                                                    |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that a KeyValet Controller was detected offline:</p> <p>Date/Time: [EventTime]</p> <p>Keybox ID: [KeyBoxID]</p> <p>Keybox Name: [KeyboxName]</p> <p>Keybox Location ID: [KeyBoxID]</p> <p>Vendor: [Vendor]</p> <p>Address: [Address]</p> |

### Exposed Value:

- EventDate
- EventTypeShortDesc
- KeyBoxID
- LocationID
- EventTime
- EventTypeLongDesc
- Vendor
- EventType
- KeyboxName
- Address – keybox IP Address

## Motor Pool Operator Reservation Confirmation

### Trigger:

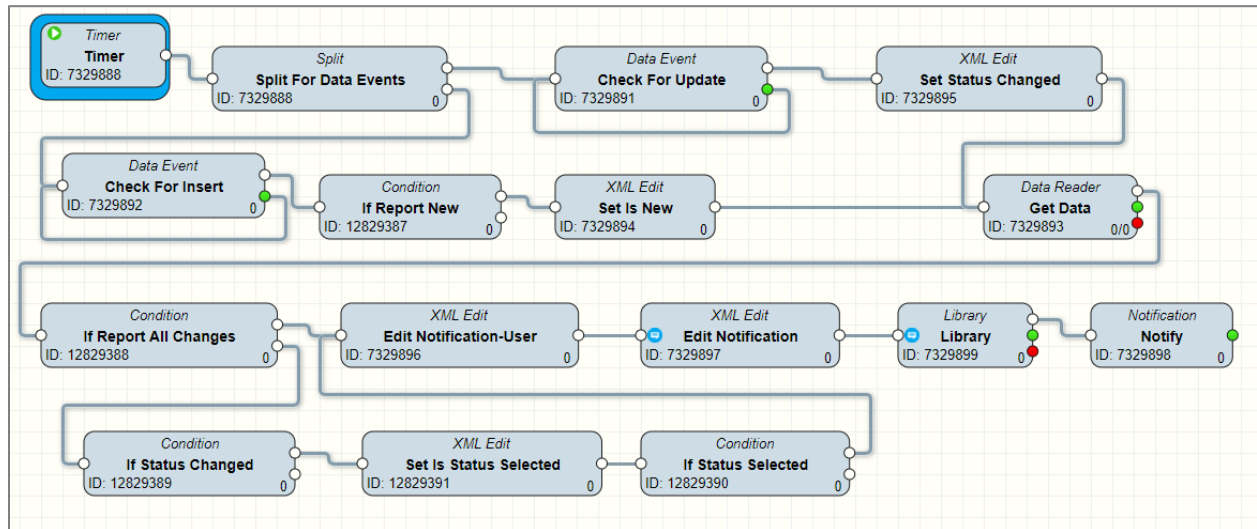
- INSERT on emsdba.RES\_MAIN
- UPDATE on emsdba.RES\_MAIN

**Scenarios:** Notify Operator of a Reservation Update

**Recipient:** Notification will be sent to the operator the reservation is for.

**Summary:** This notification may send a message to the operator of the reservation when a reservation is created or updated. The updates are sent anytime the status is updated after the operator first submits the reservation during its initial creation. If a notification rule is set to send an email, then an email is sent, and optionally an .ics file will be attached. The subject line and the body of the notification can be edited with all the same keywords as the email settings for Reservation Portal.

### Service Workflow



## Configuration

This notification can be configured to attach .ics files to the emails with the dates and times of the reservation pick up and drop off.

Additionally, this can be configured to report when a new reservation is made, or to only create a notification on status changes instead of any change to the reservation. If *vars.ReportOnlyStatusChanges* is set to **YES**, then *vars.ReportStatusCodes* can be used to determine what status codes will trigger a notification.

## Service Variables

- **vars.AttachCalendarToNotification:** Set to **Y** to allow ics attachments to the notification email, or **N** to not allow this. Valid values are **Y** or **N**.
- **vars.ReportNewReservations:** If set to **Y**, then when a reservation is created, a notification is sent.
- **vars.ReportOnlyStatusChanges:** If set to **Y**, then only changes to the reservation that include the status code changing are reported. If this is set to **N**, then all changes on the reservation will cause a notification to be sent. This variable is very closely related to *vars.ReportStatusCodes*.
- **vars.ReportStatusCodes:** If this is blank and *vars.ReportOnlyStatusChanges* is set to **Y**, then all status code changes are reported; if this contains one or more status codes (separated by a semi-colon), then only changes to these status codes are reported.

## Message Customization

The message information is used whenever a notification is sent about the reservation. It can contain numerous pieces of information about the reservation. The available values are the same as the customizable message (Confirmation Template) found in the Reservation Portal settings.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | RESERVATION ID [RESERVATION ID] IS [RESERVATION STATUS]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                 | Body         | <p>VEHICLE RESERVATION DETAILS</p> <p>RESERVATION ID [RESERVATION ID] IS [RESERVATION STATUS].</p> <p>CUSTOMER: [OPERATOR NAME]<br/> DEPARTMENT: [DEPARTMENT ID]<br/> ACCOUNT: [ACCOUNT ID]<br/> WORK PHONE: [OPERATOR WORK PHONE]</p> <p>PICKUP LOCATION:<br/> [DISPATCH LOCATION ID]<br/> [DISPATCH LOCATION ADDRESS LINE 1]<br/> [DISPATCH LOCATION ADDRESS LINE 2]<br/> [DISPATCH LOCATION ADDRESS LINE 3]<br/> [DISPATCH LOCATION ADDRESS LINE 4]</p> <p>PHONE: [DISPATCH LOCATION PHONE]<br/> FAX: [DISPATCH LOCATION FAX]</p> <p>PICKUP TIME: [DATETIME REQUIRED]<br/> RETURN TIME: [DATETIME EXPECTED RETURN]</p> <p>VEHICLE TYPE: [POOL VEHICLE TYPE]</p> <p>RENTAL RATES:<br/> [RATES]</p> |

**Replacement Values**

- Account ID
- Datetime Expected Return
- Datetime Required
- Datetime Reserved
- Department ID
- Dispatch Location Address Line 1
- Dispatch Location Address line 2
- Dispatch Location Address Line 3
- Dispatch Location Address Line 4
- Dispatch Location Fax
- Dispatch Location ID
- Dispatch Location Phone
- Driver License
- Number of Passengers
- Primary Operator ID
- Operator Name
- Operator Work Phone
- Pool Vehicle Type
- Rates
- Reservation ID
- Reservation Status
- Confirmation Code

## Motor Pool Reservation

**Trigger:** AWEquipRsvnUpdate

**Scenarios:**

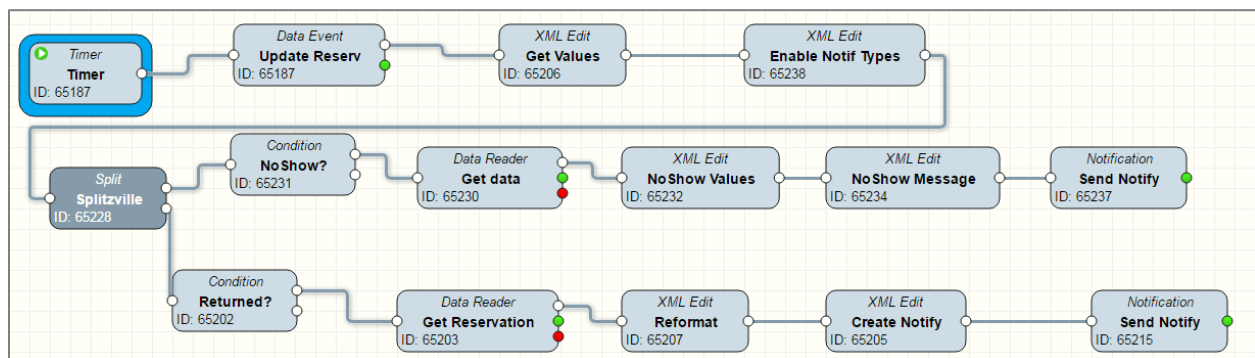
- Motor Pool No Show Reservation Summary
- Motor Pool Return Reservation Summary

**Recipient:** Reservation Operator

**Summary:** The Motor Pool Reservation notification can be configured to send two notifications to the operator:

- A reservation summary notification to the operator when a reservation status changes from **Dispatched** to **Returned**.
- A no show notification when a reservation status of **Confirmed** is changed to a status of **No Show**.

### Service Workflow



### Configuration

**Service Variables:**

- **vars.EnableReturnReservation:** Set to **Y** to enable the Motor Pool Return Reservation Summary notification.
- **vars.EnableNoShow:** Set to **Y** to enable the Motor Pool No Show Reservation Summary notification.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.

- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type                                              | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Motor Pool Return Reservation Summary | Subject      | Reservation Return Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                           | Body         | Reservation ID: [ReservationID]<br>Out Date: [OutDateTime]<br>Expected Return Date & Time: [DueDateTime]<br>Return Date & Time: [ReturnDateTime]<br>Originally Due Date & Time: [DueDateTimeOriginal]<br>Dispatch Location: [DispatchLocationID]<br>[DispatchLocationName]<br>Return Location: [ReturnLocationID]<br>[ReturnLocationName]<br>Department: [DepartmentID] [DepartmentName]<br>Equipment Dispatched:[EquipmentID]<br>[EquipmentDescription]<br>Pool Type : [PoolRateType]<br>Primary Operator: [PrimaryOperatorID]<br>[PrimaryOperatorName] |

### Replacement Values

- [ReservationID]
- [DispatchLocationID]
- [DispatchLocationName]
- [DepartmentLocation]
- [PoolRateType]
- [PrimaryOperatorID]
- [PrimaryOperatorName]
- [DepartmentID]
- [DepartmentName]
- [OutDateTime]
- [DueDateTime]
- [DueDateTimeOriginal]
- [EquipmentID]
- [EquipmentDescription]
- [ReturnDateTime]
- [ReturnLocationID]
- [ReturnLocationName]



**Default Message**

| Message Type                                               | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Motor Pool No Show Reservation Summary | Subject      | No Show Notification                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                            | Body         | Reservation ID: [ReservationID]<br>Dispatch Location: [DispatchLocationID]<br>[DispatchLocationName]<br>Pool Type : [PoolRateType]<br>Primary Operator: [PrimaryOperatorID]<br>[PrimaryOperatorName]<br>Department: [DepartmentID] [DepartmentName]<br>Out Date: [OutDateTime]<br>Expected Return Date & Time: [DueDateTime]<br>Originally Due Date & Time: [DueDateTimeOriginal]<br>Equipment Dispatched: [EquipmentID]<br>[EquipmentDescription] |

**Replacement Values**

|                         |                          |                          |
|-------------------------|--------------------------|--------------------------|
| • [ReservationID]       | • [DispatchLocationID]   | • [DispatchLocationName] |
| • [DepartmentLocation]  | • [PoolRateType]         | • [PrimaryOperatorID]    |
| • [PrimaryOperatorName] | • [DepartmentID]         | • [DepartmentName]       |
| • [OutDateTime]         | • [DueDateTime]          | • [DueDateTimeOriginal]  |
| • [EquipmentID]         | • [EquipmentDescription] | • [ReturnDateTime]       |
| • [ReturnLocationID]    | • [ReturnLocationName]   |                          |

## Motor Pool Reservation Past Due

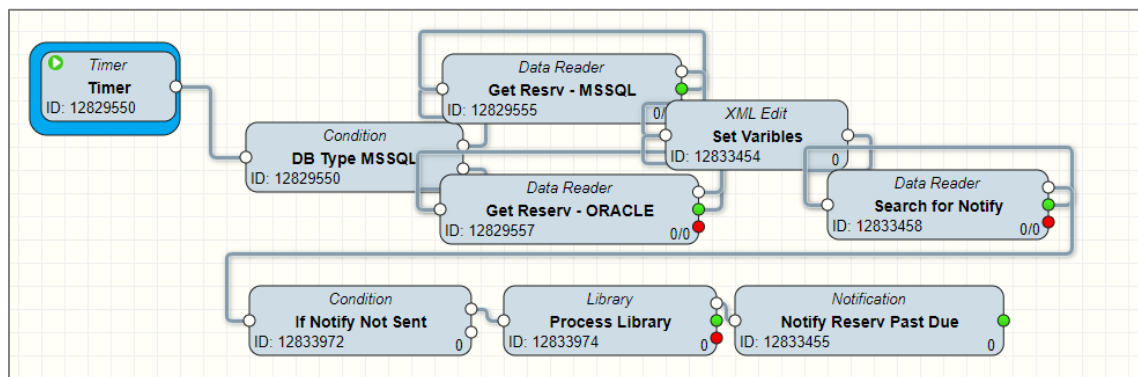
**Trigger:** Timer

**Scenario:** Notify Reserv Past Due

**Recipient:** Reservation Operator or the dispatch location administrator

**Summary:** This notification is used to notify subscribers that a motor pool reservation has not been returned. A settings variable is used to determine the number of minutes past the **Date and Time of expected return** field on the Motor Pool Center screen before the notification is created. Users must subscribe to the **Notify Reservation Past Due** scenario in the Notification portal to receive these notifications.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.DBType:** This setting is used to specify the database type (Microsoft SQL Server or Oracle). This is a required variable. Possible values are MSSQL or ORACLE.
- **vars.PastDueMinutes:** This setting is used to calculate if the dispatched reservation has exceeded its expected date and time of return in minutes.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Reservation ({0}) Past Due                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                 | Body         | <p>"Reservation ID: [ReservationID] is PAST DUE.</p> <p>Dispatched Location:<br/>[DispatchLocationID]<br/>[DispatchLocationName]</p> <p>Pool Type:<br/>[PoolVehicleType]</p> <p>Primary Operator:<br/>[PrimaryOperatorID]<br/>[PrimaryOperatorName]</p> <p>Department:<br/>[DepartmentID]<br/>[DepartmentName]</p> <p>Expected Return Date &amp; Time:<br/>[DueDateTime]</p> <p>Hours:Minutes Past Due:<br/>[PastDueHours]:[PastDueMinutes]</p> <p>Equipment Dispatched:<br/>[EquipmentID]<br/>[EquipmentYear] [EquipmentManufacturer] [EquipmentModel]<br/>[EquipmentDescription]</p> <p>-- Please contact the administrative office if you have questions.</p> <p>THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. --</p> |

**Exposed Value for Subject:**

- 0 – resv\_reserv\_no from data reader

**Replacement Values:**

- [ReservationID]
- [DispatchLocationID]
- [DispatchLocationName]
- [DepartmentLocation]
- [PoolVehicleType]
- [PrimaryOperatorID]
- [PrimaryOperatorName]
- [DepartmentID]
- [DepartmentName]
- [DueDateTime]
- [EquipmentID]
- [EquipmentDescription]
- [EquipmentManufacturer]
- [EquipmentModel]
- [EquipmentYear]
- [PastDueHours]
- [PastDueMinutes]

# Motor Pool Reservation Update

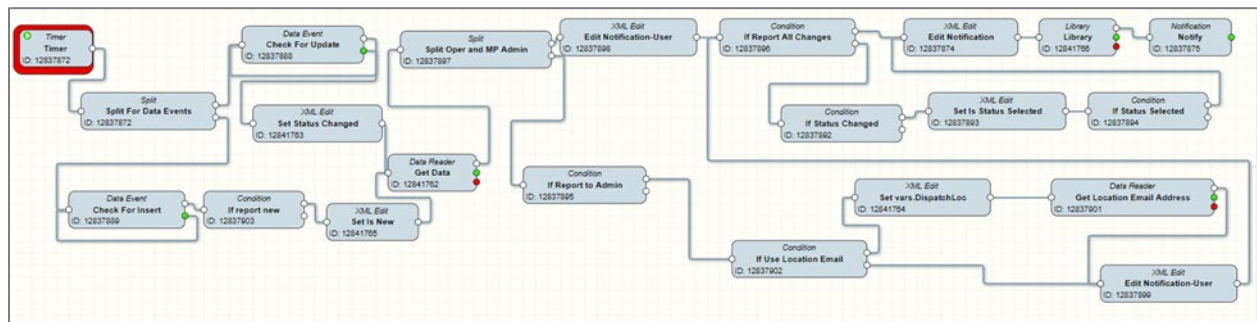
**Trigger:** Two dynamic triggers: RES\_MAIN Update and RES\_MAIN Insert (update and new)

**Scenario:** Notify operator of reservation update

**Recipient:** Reservation Operator or the dispatch location administrator

**Summary:** The Motor Pool Reservation Update notification may send a message when a reservation is updated to the operator of the reservation or the administrator of the dispatch location. The updates are sent anytime the status is updated after the operator first submits the reservation, or, optionally, during the initial creation of the reservation.

## Service Workflow



## Configuration

**Service Level Variables:**

- **vars.MotorPoolUserToNotify:** Enter a valid user ID or leave blank.
  - Enter a valid user ID to have the user receive this notification. If this user has a personal rule set up (and the Notification Rule service is enabled) then an email is sent to the email address on the user record.
  - Leave this field blank to have the system notify the email address associated with the dispatch location ID on the Motor Pool Center screen. This location ID is a location on the Locations – Primary Information page, and the email address is the associated address for that location on the Basic Info tab.
- **vars.ReportOnlyStatusChanges:** If set to **YES**, then only changes to the reservation that include the status code changing are reported. If this is set to **NO**, then all changes on the reservation will cause a notification to be sent. This variable is very closely related to **vars.ReportStatusCodes**.
- **vars.ReportStatusCodes:** A semicolon separated list of reservation status codes to select. If blank and **vars.ReportOnlyStatusChanges** is set to **YES**, then all status code

changes are reported; if this contains one or more status codes (separated by a semicolon), then only changes to these status codes are reported.

- **vars.ReportToMotorPoolUser:** If set to **YES**, then the administrator of the motor pool receives a notification, in addition to the vehicle operator. This variable is closely related to **vars.ReportPoolUserToNotify**.
- **vars.ReportNewReservations:** If set to **YES**, then when a reservation is created, a notification is sent to the administrator of the motor pool.
- **vars.AttachCalendarToNotification:** Set to **YES** to have a calendar attached to the notification. This sends an .ics file to use with a calendar such as Outlook.
- **vars.AttachCalendarOrganizer:** The email address, which will appear in Outlook as the organizer of the appointment. The email address must be in valid email format in order to be recognized by the email client. If left blank, the recipient appears as the organizer instead.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

## Default Message

The Edit Notification adapter contains several vars that control the contents of the notifications produced. There are three distinct notifications: New Reservation; Status Changed; and Other Changes.

| Message Type                       | Message Area                                      | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Status Changed | SubjectStatusChanged                              | Reservation # [ReservationNo]: Status is changed to [Status].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                    | MessageReservationIntroBody<br>and<br>MessageBody | <p>Reservation [ReservationID] has been updated.</p> <p>Status: [ReservationStatus]<br/>           Operator-ID: [OperatorNo] - [OperatorName]<br/>           Pool Vehicle Type: [PoolVehicleType]<br/>           Number of Passengers: [NumberOfPassengers]<br/>           Destination: [DestinationCity]<br/>           Datetime Required: [DateTimeRequired]<br/>           Datetime of Expected Return: [ExpectedReturnDateTime]</p> <p>-- Please contact the administrative office if you have questions. THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. --</p> |

| Message Type                        | Message Area                                          | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for New Reservation | SubjectNewReservation                                 | "Reservation # [ReservationID] Created as [ReservationStatus]"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                     | MessageNewReservationIntro<br>and<br>vars.MessageBody | <p>New reservation [ReservationID] has been created in status of [ReservationStatus].</p> <p>Status: [ReservationStatus]<br/>           Operator-ID: [OperatorID] - [OperatorName]<br/>           Pool Vehicle Type: [PoolVehicleType]<br/>           Number of Passengers: [NumberOfPassengers]<br/>           Destination City: [DestinationCity]<br/>           Datetime Required: [DateTimeRequired]<br/>           Datetime of Expected Return: [DateTimeExpectedReturn]</p> <p>-- Please contact the administrative office if you have questions.</p> <p>THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. --</p> |

| Message Type                      | Message Area                                | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Other Changes | SubjectStatusChanged                        | Reservation # [ReservationID] Details Changed                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                   | MessageReservationInfo and vars.MessageBody | <p>"Reservation [ReservationID] has been updated.</p> <p>Status: [ReservationStatus]<br/> Operator-ID: [OperatorID] - [OperatorName]<br/> Pool Vehicle Type: [PoolVehicleType]<br/> Number of Passengers: [NumberOfPassengers]<br/> Destination City: [DestinationCity]<br/> Datetime Required: [DateTimeRequired]<br/> Datetime of Expected Return: [DateTimeExpectedReturn]</p> <p>-- Please contact the administrative office if you have questions.</p> <p>THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. --</p> |

### Replacement Values

- [ReservationID]
- [NumberOfPassengers]
- [DateTimeRequired]
- [DateTimeExpectedReturn]
- [ReservationStatus]
- [OperatorID]
- [OperatorName]
- [DestinationCity]
- [PoolVehicleType]
- [DispatchLocation]



## Prep Reservation

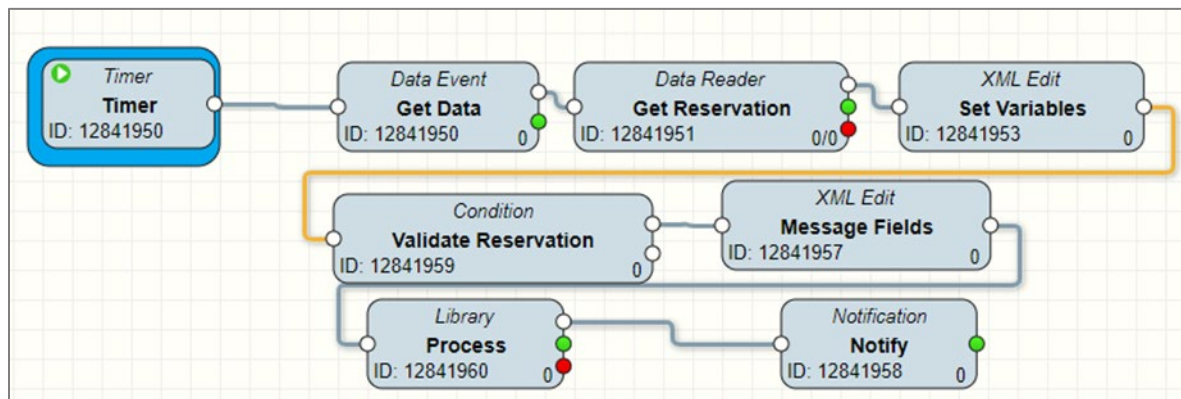
**Trigger:** AWResrvRequestInsert

**Scenario:** Prep Reservation

**Recipient:** Motor Pool Reservation Location Email

**Summary:** The Prep Reservation notification sends a message when a reservation is created with a status of CONFIRMED, the dispatch location on the reservation is not blank or null, and the dispatch location email address field is not blank or null. The purpose of this notification is to send an email to the dispatching motor pool to get the vehicle ready (fill the gas tank, vacuum, wash the vehicle, etc.).

### Service Workflow



### Configuration

#### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

## Default Message

The Message Fields adapter contains two vars that allow you to modify the default subject and message for this notification.

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                    |
|-----------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | A Reservation for a [PoolType] Pool Vehicle type Created                                                                                                                                                                                                                                                                |
|                 | Body         | Reservation [ReservationID needs to be prepared and ready for dispatch by [RequiredDate].<br>Operator - ID: [OperatorID] - [OperatorName]<br>Operator Phone: [OperatorWorkPhone]<br>Operator Email: [OperatorEmail]<br>Number of Passengers: [NumberOfPassengers]<br>Destination: [DestinationCity], [DestinationState] |

## Replacement Values

### Subject

- [PoolType] Pool Type

### Message

- |                                               |                                                        |                                         |
|-----------------------------------------------|--------------------------------------------------------|-----------------------------------------|
| • [ReservationID]– Reservation Number         | • [RequiredDate]– Require Date                         | • [OperatorName]– Operator Name         |
| • [OperatorID]– Operator Number               | • [OperatorWorkPhone]– Operator Phone                  | • [OperatorEmail]– Operator Email       |
| • [NumberOfPassengers]– Number of Passengers  | • [DestinationCity]– Destination City                  | • [DestinationState]– Destination State |
| • [DispatchLocation] – Dispatch Location Code | • [DispatchEmail] – Email address of dispatch location |                                         |

## Returned Resv Meter Check

**Trigger:** AWResvRequestUpdate

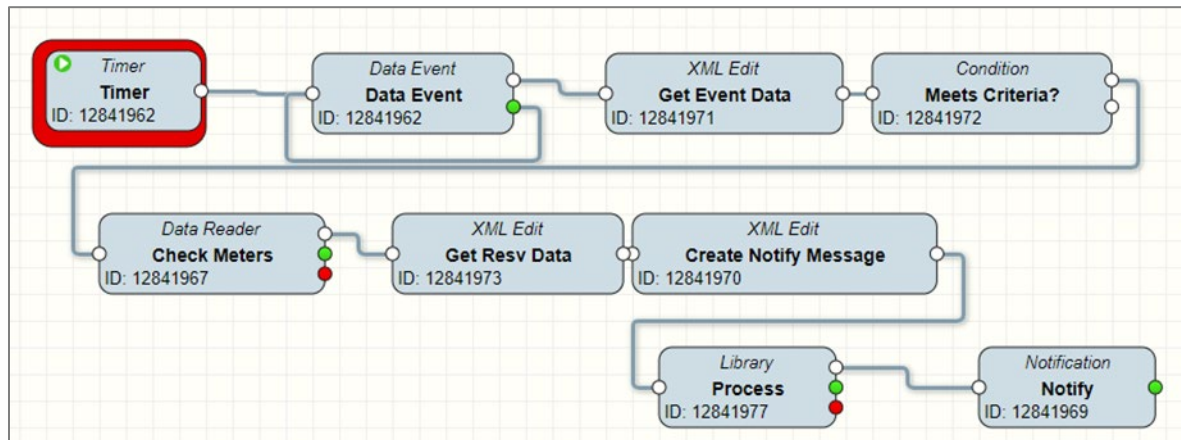
**Scenario:** Notify Returned Resv with No Meter Change

**Recipient:** User (user defined value) using **vars.FAUser**

**Summary:** The Returned Reservation Meter Check notification sends a message to a user when a reservation is returned (status of RETURNED), the previous status was DISPATCHED, and the meter 1 reading has not changed.

If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.

### Service Workflow



### Configuration

#### Service Variables

- **vars.ReturnDateTimeFormat:** The format of the returned date and time may be modified by changing the **vars.ReturnDateTimeFormat** value. The default format is mm/dd/yyyy. The following format patterns maybe used:

Format string pattern:

|      |                                          |
|------|------------------------------------------|
| MM   | display two-digit month                  |
| dd   | display two-digit day of the month       |
| yyyy | display four-digit year                  |
| HH   | display two-digit hours on 24-hour scale |
| mm   | display two-digit minutes                |

Format Examples:

"MM/dd/yyyy HH:mm" - 12/31/2012 09:59

"dd/MM/yyyy HH:mm" - 31/12/2012 09:59

"yyyy/MM/dd" - 2012/12/31

- **vars.FAUser:** Enter the user that will receive the notification.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Motor Pool - No Meter Change - Reservation ID [ReservationID]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that Reservation ID # [ReservationID] has been returned without any change in the meter reading:</p> <p>Primary Operator Name: [PrimaryOperatorName]<br/>           Primary Operator ID: [PrimaryOperatorID]<br/>           Equipment ID: [EquipmentID]<br/>           Confirmation Code: [ConfirmationCode]<br/>           Returned Location: [ReturnedLocation]<br/>           Returned Date: [ReturnedDateTime]<br/>           Meter 1 Reading: [Meter1Reading]</p> |

### Replacement values

- |                                         |                                                |                                        |
|-----------------------------------------|------------------------------------------------|----------------------------------------|
| • [ReservationID] – Reservation Number  | • [PrimaryOperatorName]– Primary Operator Name | • [EquipmentID]– Equipment ID          |
| • [ConfirmationCode]– Confirmation Code | • [ReturnedLocation]– Returned Location        | • [ReturnedDateTime]– Return Date Time |
| • [Meter1Reading]                       | • [[PrimaryOperatorID]] Primary Operator ID    |                                        |

## Rideshare Joined/Left

### Trigger:

- AWEquipRsvnOperInsert
- AWEquipRsvnOperUpdate

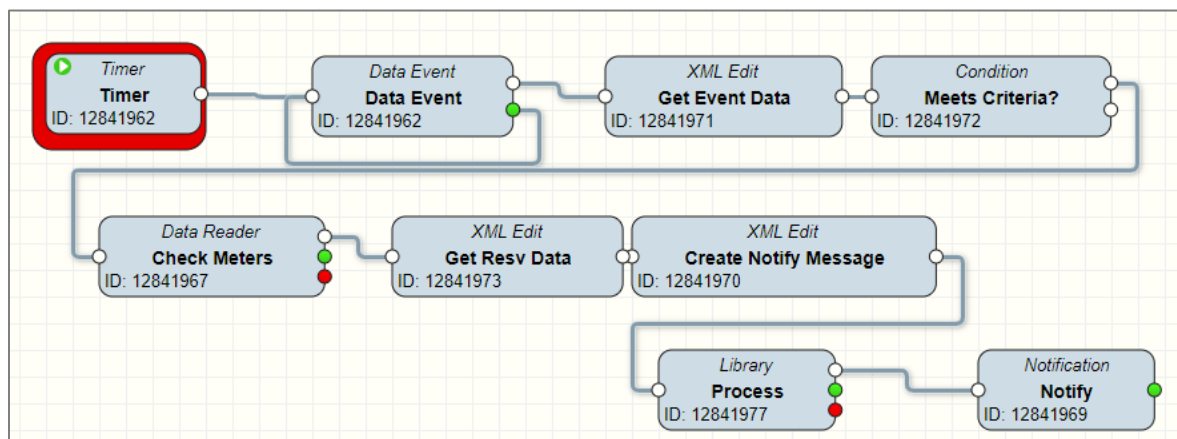
**Scenario:** Notify the primary operator that the rideshare list has been altered.

**Recipient:** The user account associated with the reservation operator.

**Summary:** The Rideshare Joined/Left notification sends a notification to the primary operator when a rideshare member joins or leaves the rideshare.

If the operator is associated to a user account, then the Rideshare Joined/Left notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the operator account is not associated to a user account then the operator email address is used.

### Service Workflow



### Configuration

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

## Default Message

The Construct Notification adapter contains two variables that allow for customization of the notification Subject and Message.

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Someone [RideShareAction]Rideshare [ReservationID] departing on [DateTimeRequired]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                 | Body         | <p>The following person has [RideShareAction] Rideshare # [ReservationID] (see details below). Contact them to confirm details:</p> <p>[RideShareOperatorName] ([RideShareOperatorDept] - [RideShareDeptName])<br/> Email: [RideShareOperatorEmail]<br/> Phone: [RidshareOperatorWorkPhone]</p> <p>Info for Rideshare # [ReservationID]<br/> Destination: [DestinationCity]<br/> Departure: [DateTimeRequired]<br/> Return: [DateTimeExpectedReturn]<br/> Vehicle Type: [PoolVehicleType]</p> <p>Leaving from:<br/> [DepartingLocationName]<br/> [DepartingAddress1]<br/> [DepartingAddress2]<br/> [DepartingAddress3]<br/> [DepartingAddress4]<br/> [FollowupActionMessage]</p> |

## Replacement Values

### Subject

- [RideShareAction]–  
Rideshare Action
- [ReservationID– Reservation  
ID
- [DateTimeRequired]–  
Reservation Date Time  
Required

### Message

- [RideShareOperatorDept]–  
Rideshare Opearator  
Department
- [RideShareDeptName] –  
Rideshare Operatore  
Department Name
- [RideShareOperatorName]  
– Rideshare Operator  
Name
- [RidshareOperatorWorkPhone]  
– Rideshare Operator Work  
Phone
- [PoolVehicleType] –  
Reservation Pool Vehicle  
Type
- [RideShareOperatorEmail]–  
Rideshare Operator Email
- [DepartingAddress1]–  
Reservation Dispatch Location  
Address 1
- [DepartingAddress2] –  
Reservation Dispatch  
Location Address 2
- [DestinationCity]–  
Reservation Destination  
City
- [DepartingAddress4]–  
Reservation Dispatch Location  
Address 4
- [FollowupActionMessage]  
- Optional followup  
message.
- [DepartingLocationName]–  
Reservation Dispatch  
Location Name
- [DepartingAddress3] –  
Reservation Dispatch Location  
Address 3

## Rideshare Rejected/Cancelled

### Triggers:

- AWEquipRsvnUpdate
- AWEquipRsvnOperDelete

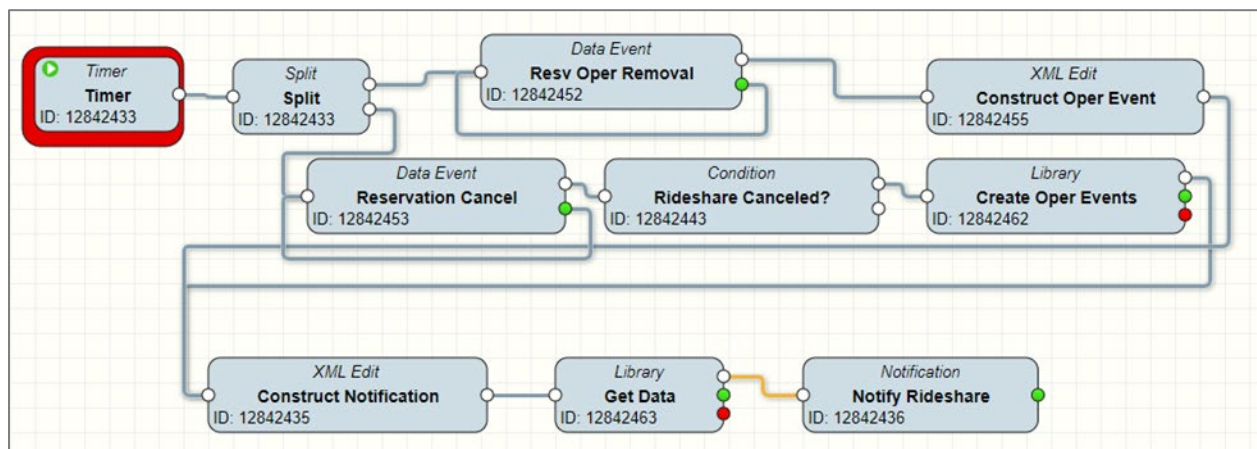
**Scenario:** Notify Rideshare Operator that Rideshare is unavailable

**Recipient:** The user account associated with the rideshare operator.

**Summary:** The Rideshare Rejected/Cancelled notification will send a notification to the primary operator when a rideshare member is rejected for a rideshare or the rideshare is cancelled.

- If the operator is associated to a user account, then the Rideshare Rejected/Cancelled notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the operator account is not associated to a user account, then the operator email address is used.

### Service Workflow



### Configuration

#### Service Variables

- **Followup Msg Config adapter:** The **vars.FollowupActionMsg** value can be configured with customer specific text (such as a message containing a URL to the motor pool system) or left to use the default value.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.



- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Removed from Rideshare [ReservationID] departing on [DateTimeRequired]                                                                                                                                                                                                                                                                                                                                                    |
|                 | Body         | <p>Rideshare Notice:</p> <p>You were removed from reservation [ReservationID]:</p> <p>Destination: [DestinationCity]<br/> Departure: [DateTimeRequired]<br/> Return: [DateTimeExpectedReturn]<br/> Vehicle Type: [PoolVehicleType]</p> <p>Leaving from:<br/> [DepartingLocationName]<br/> [DepartingAddress1]<br/> [DepartingAddress2]<br/> [DepartingAddress3]<br/> [DepartingAddress4]<br/> [FollowupActionMessage]</p> |

### Replacement Values

#### Message

- [ReservationID] – Reservation ID
- [DestinationCity]– Reservation Destination City
- [DateTimeRequired] – Reservation Departure
- [DateTimeExpectedReturn] – Reservation Date Time Expected Return
- [PoolVehicleType] – Reservation Pool Vehicle Type
- [DepartingLocationName] – Reservation Dispatch Location Name
- [DepartingAddress1] – Reservation Dispatch Address 1
- [DepartingAddress2] – Reservation Dispatch Address 2
- [DepartingAddress3] – Reservation Dispatch Address 3
- [DepartingAddress4] – Reservation Dispatch Address 4
- [FollowupActionMessage] – Reservation Status

## 7. Shop Activity

### Appointment Scheduling Activity

**Triggers:**

- AWAppointmentInsert
- AWAppointmentUpdate
- AWAppointmentDelete
- Customizable text: Yes

**Scenario:** Notify Operator of Appointment Activity

- **Recipient:** The user associated with the operator for the equipment and its work order, or those who have subscribed.

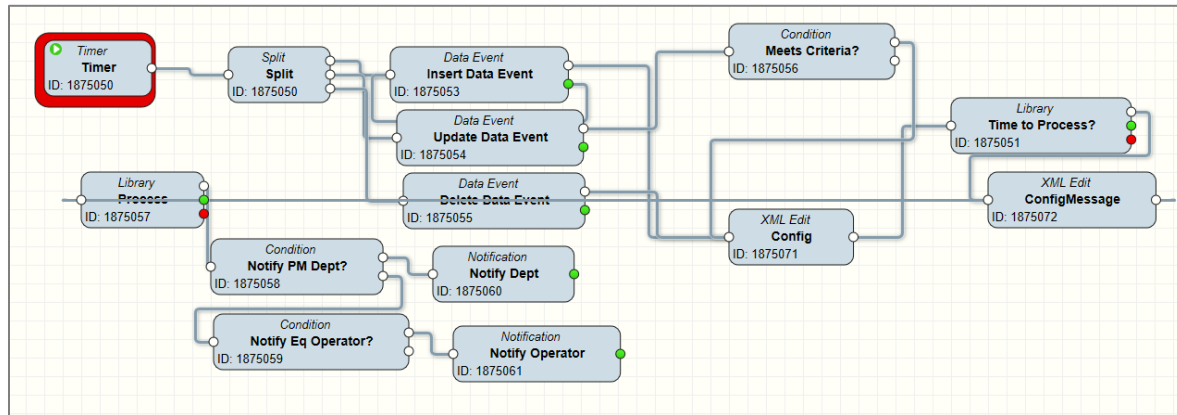
**Scenario:** Notify Department of Appointment Activity

- **Recipient:** The user account associated with the responsible employee listed in the **Department to Notify for PM** field for the equipment on the work order, or those who have subscribed.

**Summary:** The Appointment Scheduling Activity notification will send a notification when a work order appointment is created, updated/changed, and deleted to the assigned operator of the equipment (Fleet Equipment, Assignments tab, Operator ID field) and the responsible employee of the Department to notify for PM assigned to the equipment (Fleet Equipment, Assignments tab, Department to notify for PM field).

- If the operator or employee are associated to a user account then the Appointment Scheduling Activity notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the operator or employee account are not associated to a user account then the operator or employee email address is used.

## Service Workflow



## Configuration

### Service Variables:

- **vars.ApptMinPrior:** If this variable is not set, then the body of the notification will not include the minutes syntax (see Default Message, Body section below).
- **vars.TakeAssetToWOLoc:** This variable may be blank, **true**, or **false**. This variable controls where the message specifies the vehicle should be taken to for servicing.
  - If blank or **false**, the message will indicate to drop the vehicle off at the assigned PM location.
  - If this is **true**, then the message will indicate to drop the vehicle off at the work order location.

### Example:

- Please deliver the vehicle to [EquipAssignRepairLocName]  
([EquipAssignRepairLoc]) [VarApptMinPrior] minutes prior to your appointment or call to cancel.
- or-
- Please deliver the vehicle to [EquipAssignRepairLocName]  
([EquipAssignRepairLoc]) or call to cancel.
- **vars.IgnorePrefPMShifts:** Enter one or more preferred PM Shifts that will not result in a notification being sent. If this variable is left blank ("" ) then no PM shifts are ignored. This variable can hold more than one PM shift by separating each shift by the pipe character (|)

Example: S2|S3

- **vars.IgnoreFinishedWO:** Set to **Y** if ignoring appointment activity related to finished or closed WOs
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### ConfigMessage

Use this adapter to configure the messages this notification produces. This notification produces three different message: New, Change and Cancelled. There are six variables that control the appearance of the notification.

- vars.NewAppointmentSubject
- vars.NewAppointmentMessage
- vars.UpdatedAppointmentSubject
- vars.UpdatedAppointmentMessage
- vars.CanceledAppointmentSubject
- vars.CanceledAppointmentMessage

The following placeholders can be used in the subject/message variables:

- |                     |                         |                          |
|---------------------|-------------------------|--------------------------|
| • [EquipmentID]     | • [AppointmentDate]     | • [LocationName]         |
| • [LocationID]      | • [EquipmentYear]       | • [EquipmentPMDeptPhone] |
| • [EquipmentMake]   | • [EquipmentNumber]     | • [EquipmentPMDeptEmail] |
| • [EquipDesc]       | • [WorkOrderLocationID] | • [WorkOrderYear]        |
| • [WorkOrderNumber] |                         |                          |

**Default Message**

| Message Type                            | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for New Appointment     | Subject      | Bring Eq# [ToEquipment] in for maintenance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                         | Body         | <p>---AUTOMATIC NOTICE---</p> <p>An appointment for your assigned equipment has been scheduled for [ApptDateTime].</p> <p>Please deliver the vehicle to [EquipAssignRepairLocName] ([EquipAssignRepairLoc]) 3 minutes prior to your appointment or call to cancel.</p> <p>Work Order: [WOLoc]-[WOYr]-[WONo]</p> <p>Vehicle: [ToEquipment]</p> <p>Vehicle Description: [EquipYear] [EquipMake] [EquipModel]</p> <p>If you have any questions regarding this cancellation, refer them to:</p> <p>Email: [EquipPMDeptEMail]</p> <p>Phone: [EquipPMDeptPhone]</p> |
| Default Message for Updated Appointment | Subject      | Appt for Eq# [ToEquipment] has been changed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                         | Body         | <p>---AUTOMATIC NOTICE---</p> <p>The appointment for your assigned vehicle has been changed to [ApptDateTime].</p> <p>Please deliver the vehicle to [EquipAssignRepairLocName] ([EquipAssignRepairLoc]) 3 minutes prior to your appointment or call to cancel.</p> <p>Work Order: [WOLoc]-[WOYr]-[WONo]</p> <p>Vehicle: [ToEquipment]</p> <p>Vehicle Description: [EquipYear] [EquipMake] [EquipModel]</p> <p>If you have any questions regarding this cancellation, refer them to:</p> <p>Email: [EquipPMDeptEMail]</p> <p>Phone: [EquipPMDeptPhone]</p>     |

| Message Type                            | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Deleted Appointment | Subject      | Appt for Eq# [ToEquipment] has been cancelled                                                                                                                                                                                                                                                                                                                                             |
|                                         | Body         | <p>---AUTOMATIC NOTICE---</p> <p>The appointment for your assigned vehicle has been cancelled.</p> <p>Work Order: [WOLoc]-[WOYr]-[WONo]</p> <p>Vehicle: [ToEquipment]</p> <p>Vehicle Description: [EquipYear] [EquipMake] [EquipModel]</p> <p>If you have any questions regarding this cancellation, refer them to:</p> <p>Email: [EquipPMDeptEMail]</p> <p>Phone: [EquipPMDeptPhone]</p> |

### Replacement values

- UserID
- EquipmentID
- WOLoc
- EquipDesc
- EquipModel
- EquipPMDeptCode
- EquipPMDeptPhone
- OperatorID
- Subject
- WOYr
- EquipYear
- EquipAssignRepairLoc
- EquipPMDeptName
- VarApptMinPrior
- EmployeeID
- ApptDateTime
- WONo
- EquipMake
- EquipAssignRepairLocName
- EquipPMDeptEMail

## Asset Condition Threshold

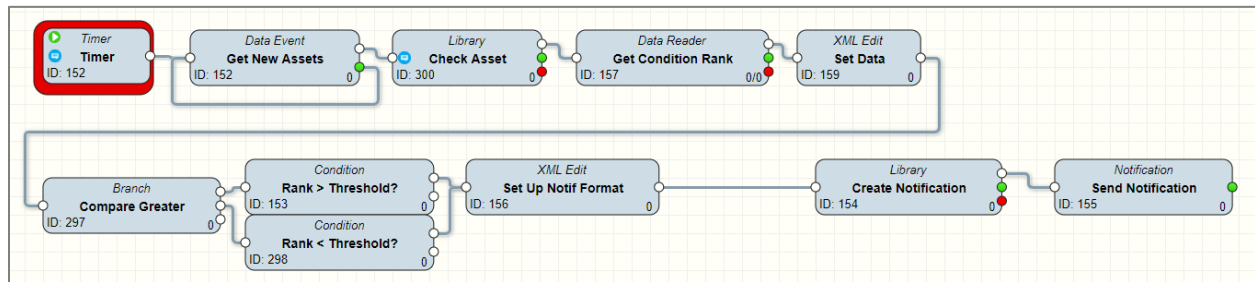
**Triggers:** INSERT on table EQ\_COND\_READ

**Scenario:** Asset Condition Threshold

**Recipient:** Users subscribed through the Notification portal. Also, responsible employees for the asset's PM location. If no responsible employees are found, then responsible employees for the asset's repair location.

**Summary:** This notification is intended to alert recipients when an asset's condition rating does not meet a condition threshold. It will trigger every time an entry is created in the Equipment Conditions Ratings screen. The assets that trigger the notification can be filtered by using the service level variables.

### Service Workflow



### Configuration

**Asset Condition Threshold:** A condition threshold and whether to compare greater than or less than must be configured. The assets that trigger a notification can be configured through various filters.

- If an asset does not match the filter variables then it will not create a notification. Each of the filter variables can have multiple values by delimiting the values with a semicolon (;).
- If multiple values are provided for a filter, then the asset just needs to match one. If no values are provided for any filter, then every asset will be considered valid for triggering a notification.
- If multiple filters are configured, then the asset must meet all of them to trigger a notification.

### Service Variables:

- **vars.ConditionThreshold:** This is a required variable. The threshold for condition rank that the adapter checks against. Must be an integer value.

- **vars.GreaterThanOrLessThan:** This is a required variable. Valid values are “**greater**” or “**less**”. If set to greater, then the adapter will check if the condition rank is greater than the threshold. If set to less, then the adapter will check if the condition rank is less than the threshold.
- **vars.AssetTypes:** Adapter will filter condition changes by the asset’s Asset Type field.
- **vars.EquipmentTypes:** Adapter will filter condition changes by the asset’s Equipment Type field.
- **vars.AssetCategories:** Adapter will filter condition changes by the asset’s Asset Category field.
- **vars.MaintClasses:** Adapter will filter condition changes by the asset’s Maintenance Class field.
- **vars.PMProgramClasses:** Adapter will filter condition changes by the asset’s PM program class field.
- **vars.AssetGroups:** Adapter will filter for all the equipment IDs that the asset group encompasses. This filters by the same fields that the asset group does.
- **vars.AssetHierarchies:** Adapter will filter in the same way as vars.AssetGroups but includes all asset groups within the hierarchy.

### Message Customization:

The message and subject may be customized by editing the vars.subject and vars.message nodes in the Set Up Notif Format XML Edit adapter. Default values and available replacement values shown below.

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Condition Threshold Reached for Asset: [eq_equip_no]                                                                                                                                                                                                                                                                                                                                                                                           |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the Condition of Asset [eq_equip_no] is worse than the Condition Threshold.</p> <p>Condition Threshold: [condition_threshold]</p> <p>Current Condition Rank: [condition_rank]</p> <p>&lt;a href = "[link_to_screen]"&gt;Click here to visit the Asset Primary Screen for Equipment ID: [eq_equip_no]</p> |



### Replacement values

- eq\_equip\_no: Equipment ID
- condition\_threshold: The value of the condition threshold that was configured
- eq\_equip\_no: Equipment ID
- condition\_rank: The rank of the assets condition rating the notification is for.

### Additional Notes:

Ratings with a source of **Calculated Score** or **Calculated Component** are ignored and will not trigger a notification, nor will they be used in determining if the asset condition rating has changed.

## Multi-Unit Project Update

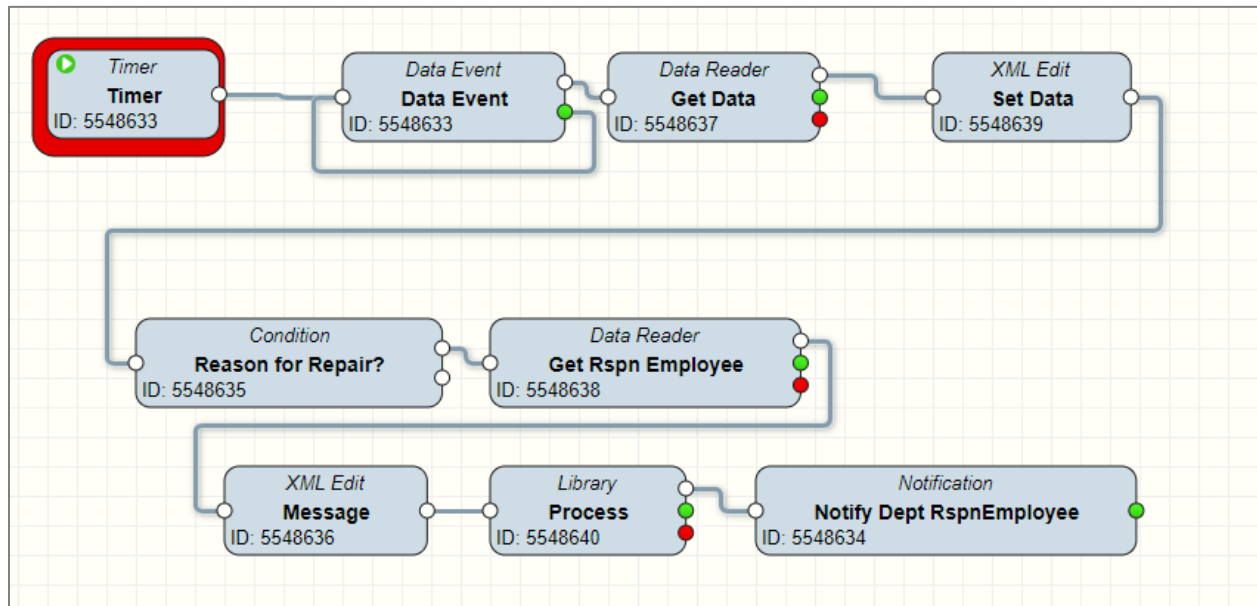
**Triggers:** AWorkOrderInsert

**Scenario:** Multi-unit Project Update Notification.

**Recipient:** Responsible employee for the department assigned to the work order.

**Summary:** When a work order is inserted, MAXQueue checks to see if the work order's repair reason is in a user specified list of repair reasons (**vars.RepairReasons**), and if so, it generates an email to the email address listed in the Users screen for the responsible employee for the department that is assigned to the work order.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.RepairReason:** This is a pipe delimited list of repair reasons that trigger the sending of the notification. If this is left undefined or empty, all repair reasons will trigger the notification.

#### Examples:

- Single Repair Reason: **ReasonA**
- Multiple Repair Reasons: **ReasonA|ReasonB|ReasonC**
- All Repair Reasons: **""** (leave blank)

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Project created for equipment [EquipmentID]                                                                                                                                                                                                                                                                                                                                          |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>"A project has been created for the following equipment:<br/>           [EquipmentID] - [EquipmentDescription]Serial number:<br/>           [SerialNo]</p> <p>Date Due: [CompletedDate]</p> <p>Campaign number: [CampaignNo]</p> <p>Project Description: [ProjectDescription]</p> <p>Please contact the shop or vendor to complete this repair.</p> |

### Replacement Values

- [EquipmentID]
- [EquipmentDescription]
- [SerialNo]
- [CompletedDate]
- [CampaignNo]
- [ProjectDescription]

## New Service Request

**Trigger:** AWSERVICERequestInsert

**Scenario:** Notify Repair Location that Service Request has been created

**Recipient:** The user account associated with the responsible employee that is assigned to the repair shop location. For the responsible employee (Locations – Primary Information, Work Orders – More Info tab, **Responsible employee ID** field) to receive an email, the employee must subscribe to the notification, or a global rule has to be created through the Notifications portal within the Web Modules

- If the employee is associated to a user account, then the New Service Request notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it uses the associated user's account printer or email.
- If the employee account is not associated to a user account then the employee email address is used.

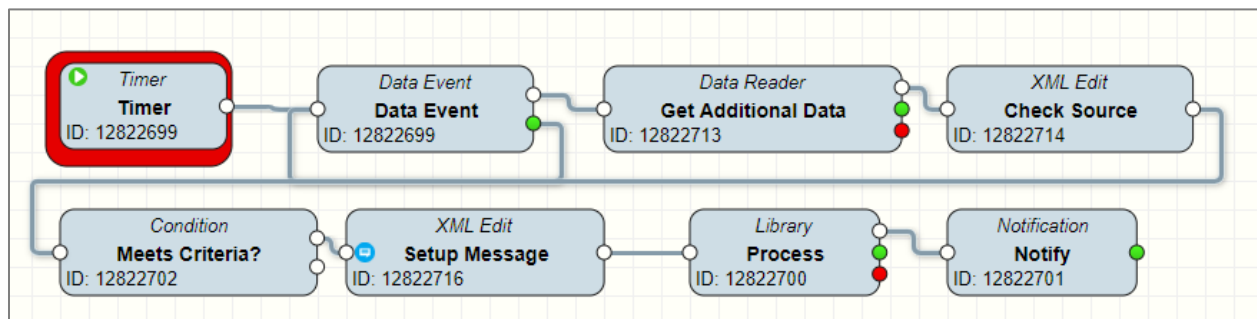
**Summary:** The New Service Request notification sends a message to the responsible employee based on the priority ID assigned when the service request was created.

The service request must have a valid task code, symptom code, and location task code (shop ID). The service request does not require an equipment ID. The contents of the notification changes slightly based on the presence of equipment on the service request.



Note: If a comment is greater than 200 characters, it will be truncated in the notification message by adding an ellipses to indicate that there is more text available. To see the whole message, open the service request in the Web Modules or the Service Requests/Defects screen. If the comment area is important to notifications, make the first portion a summary of important information, or condense the comment.

## Service Workflow



## Configuration

### Service Variables

- **vars.AllowedSources:** This setting allows a user to specify which sources should trigger a notification. This corresponds to the "Reporting Source ID" field on the "Service Requests/Defects" Enterprise Portal screen
- **vars.AllowedPriorities:** This setting allows a user to specify which priority codes should trigger a notification. This corresponds to the "Priority ID" field on the "Service Requests/Defects" Enterprise Portal screen

Both lists follow the same format.

- To specify one source or priority, simply enter the desired source or priority (e.g. EXTERNAL).
- To specify multiple sources or priority codes, enter them in a pipe ("|") delimited list (e.g. EXTERNAL|INTERNAL|WEB).



The pipe character can be found as the shifted value on the backslash ("\") key. On typical US keyboards, that is located below the **Backspace** key, and on typical UK keyboards, the pipe character is located to the right of the **Left-Shift** key. Be aware that on many keyboards, the pipe character is printed as a broken vertical line rather than a solid vertical line.

- To allow all sources or priority codes, leave the field empty



If empty string is an allowable source or priority, add an extra trailing pipe character (e.g. EXTERNAL|). If empty string is the only allowable source or priority, input a single pipe character.

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

## Message Configuration

Each message type can be configured. The Setup Message adapter exposes the Subject and Message for both equipment-related and shop-related messages.

**Nodes:**

| IsPython | Node    | Value                   |
|----------|---------|-------------------------|
|          | Subject | "Service Request add... |
|          | Message | "-- -AUTOMATIC NO...    |

**Comments**

Configure here the Subject line and Message that will be received when the notification is for equipment.

**Nodes:**

| IsPython | Node                  | Value                   |
|----------|-----------------------|-------------------------|
|          | vars.EquipmentMessage | "-- -AUTOMATIC NO...    |
|          | vars.EquipmentSubject | "Service Request add... |
|          | vars.ShopMessage      | "-- -AUTOMATIC NO...    |
|          | vars.ShopSubject      | "Service Request add... |

## Default Message

| Message Type                                    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message when the SR has an equipment ID | Subject      | Service Request added for Equipment Unit [ToEquipment]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that a Service Request ([Service Request ID]) has been entered against the following equipment unit:</p> <ul style="list-style-type: none"> <li>Equipment ID: [ToEquipment]</li> <li>Desc: [EquipmentDesc]</li> <li>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</li> <li>Symptom Code: [SymptomCode]</li> <li>Name: [SymptomName]</li> <li>Task Code: [TaskCode]</li> <li>Desc: [TaskDesc]</li> <li>Priority: [TaskPriority]</li> </ul> <p>---Comments---</p> <p>[CommentDescription]</p> <p>[Comment]</p> <p>Please contact the following person for more detail:</p> <ul style="list-style-type: none"> <li>Contact Name: [Contact]</li> </ul> <p>Contact Phone: [ContactPhone]</p> |
|                                                 | Subject      | Service Request added for Shop [LocTaskLocCode ]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Message Type                                    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message when the SR has an equipment ID | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that a Service Request ([Service Request ID]) has been entered against the following shop:</p> <p>Location ID: [LocLocCode]</p> <p>Name: [Name]</p> <p>Contact: [ContactName]</p> <p>Symptom Code: [SymptomCode]</p> <p>Name: [SymptomName]</p> <p>Task Code: [TaskCode]</p> <p>Desc: [TaskDesc]</p> <p>Priority: [TaskPriority]</p> <p>---Comments---</p> <p>[CommentDescription]</p> <p>[Comment]</p> <p>Please contact the following person for more detail:</p> <p>Contact Name: [Contact]</p> <p>Contact Phone: [ContactPhone]</p> |

### Replacement values

- ToUser
- Subject
- EquipmentMake
- SymptomName
- TaskPriority
- ContactPhone
- ServiceRequestID
- ShopLocationDescription
- ToEmployee
- EquipmentDesc
- EquipmentModel
- TaskCode
- Comment
- EnteredByUser
- EquipmentDescription
- ShopLocationContact
- ToEquipment
- EquipmentYear
- SymptomCode
- TaskDesc
- Contact
- EnteredByUserName
- ShopLocationID

## Part or Commercial Request

**Trigger:** AWPARTRequestInsert

**Scenario:** Notify Location of Part or Commercial Request

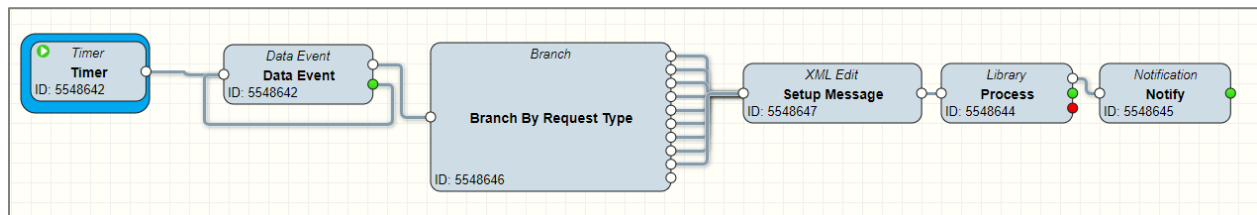
**Recipient:** The user account associated with the responsible employee that is assigned to the location.

**Summary:** The Part or Commercial Request notification sends a notification to the responsible employee assigned to the location when a request is created, or when a new request line is added to the list on the original requests.

A Part or Commercial Request notification is sent when a request is created that contains a list of parts or commercial [to be requested] where a row/record has no Part ID (it is blank/null) and the Comment is not blank/null.

- If the employee is associated to a user account, then the Part or Commercial Request notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it uses the associated user's account printer or email.
- If the employee account is not associated to a user account then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.RequestType:** Set to **ALL**, **PART**, or **COMMENT**
- **vars.LineItemType:** Set to **ALL**, **PART**, or **COMMERCIAL**
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.



## Understanding Branch by Request Type adapter



The following cases are set up in a way where only one can be true. These cases do not need to be adjusted.

- Case 1: No filter set so any new requests will send a notification.
- Case 2: A notification is sent for any requests with a line item type of **COMMERCIAL**.
- Case 3: A notification is sent for any requests with a line item type of **PART**.
- Case 4: A notification is sent for any requests with a line item type of **PART** where the part\_part\_no is what is configured in the pts\_request/part\_part\_no.
- Case 5: A notification is sent for a PART request with a line item type of **COMMERCIAL**.
- Case 6: A notification is sent for a PART request for any line item type.
- Case 7: A notification is sent for any requests with a line item type of **PART** that has a comment value.
- Case 8: A notification is sent for any requests with a line item type of **COMMERCIAL** that has a comment value.
- Case 9: A notification is sent for any requests that have a comment value.

## Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Request Submitted by Part Or Commercial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>[RequestingEmployeeName] has submitted Part/Commercial Request [RequestId] from Location ID [FromLoc].</p> <p>Comments: [Comments]</p> <p>Date Required: [RequiredDate]</p> <p>Quantity: [Quantity]</p> <p>Equipment ID: [ToEquipment]</p> <p>Desc: [EquipmentDesc]</p> <p>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</p> <p>Task Code: [TaskCode]</p> <p>Desc: [TaskDesc]</p> <p>Work Order ID: [HeaderWorkOrderLocation]-[HeaderWorkOrderYear]-[HeaderWorkOrderNo]</p> |

### Replacement values

- ToUser
- RequestingEmployeeName
- EquipmentDesc
- EquipmentModel
- HeaderWorkOrderLocation
- WorkOrderLocation
- ItemType
- WorkOrderNo
- ToEmployee
- RequestId
- Comments
- RequiredDate
- EquipmentYear
- TaskCode
- HeaderWorkOrderYear
- WorkOrderYear
- ToEquipment
- RequestingEmployee
- ToLoc
- Quantity
- EquipmentMake
- TaskDesc
- HeaderWorkOrderNo

## Part or Commercial Request Main

**Trigger:** AWPARTRequestMainInsert

**Scenario:** Notify Location of Commercial or Part Request Main

**Recipient:** The user account associated with the responsible employee that is assigned to the location.

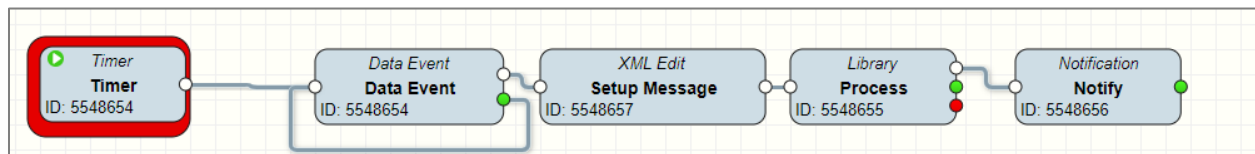
**Summary:** The Part or Commercial Request Main notification sends a notification to the responsible employee assigned to the location when a request is created that meets the criteria or definition of a request.

The Part or Commercial Request Main notification differs from the Part or Commercial Request notification by trigger on the pts\_request\_main table when an insert has been performed. In other words, it sends all requests for any given request on insert. As a result, it only sends notifications for new requests, and additions or updates to an existing request do not send a notification message.

This notification combines the individual request rows found on a given request ID into a single notification message at the time the request is created. One caveat to this notification is that a user cannot add any new line items and expect a notification (as the Part or Commercial Request notification allows since adding a line item to the Request is an insert into pts\_request).

- If the employee is associated to a user account, then the Part or Commercial Request Main notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the employee account is not associated to a user account then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.LineItemType:** Set to **ALL**, **PART**, or **COMMERCIAL**.
- **vars.CommentHasValue:** Y/N – If set to **Y** then a notification will be sent if a request with a comment has a value.

- **vars.PartNumber:** If this is set to a value a notification will be sent only if the request has a part number with this value. Leave blank to not filter on this value.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Request Submitted - Batch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                 | Body         | <p>--- Do not reply to this message. This is an automated message. ---</p> <p>[RequestingEmployeeName] has submitted Request [RequestId]</p> <p>Equipment ID: [ToEquipment]</p> <p>Desc: [EquipmentDesc]</p> <p>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</p> <p>Has the following Requests:</p> <p>Comments: [Comments]</p> <p>Date Required: [RequiredDate]<br/> Quantity: [Quantity]<br/> From Location ID: [FromLocation]<br/> Task Code: [TaskCode]<br/> Desc: [TaskDesc]<br/> Work Order ID: [HeaderWorkOrderLocation]-[HeaderWorkOrderYear]-[HeaderWorkOrderNo]<br/> ---PART/COMMERCIAL REQUEST---</p> <p>Comments: [Comments]<br/> Date Required: [RequiredDate]<br/> Quantity: [Quantity]<br/> From Location ID: [FromLocation]<br/> Task Code: [TaskCode]<br/> Desc: [TaskDesc]<br/> Work Order ID: [HeaderWorkOrderLocation]-[HeaderWorkOrderYear]-[HeaderWorkOrderNo]<br/> ---PART/COMMERCIAL REQUEST---</p> |

### Replacement values

- |                        |                 |                   |
|------------------------|-----------------|-------------------|
| • EmpEmpID             | • EmpEmpName    | • Comments        |
| • Subject              | • RequestID     | • EquipmentID     |
| • EquipmentDescription | • EquipmentYear | • EquipmentMake   |
| • EquipmentModel       | • RequiredDate  | • Quantity        |
| • FromLocationID       | • TaskID        | • TaskDescription |
| • WOLocationID         | • WOYear        | • WONumber        |
| • ItemType             |                 |                   |

## Part Warranty Claim Created

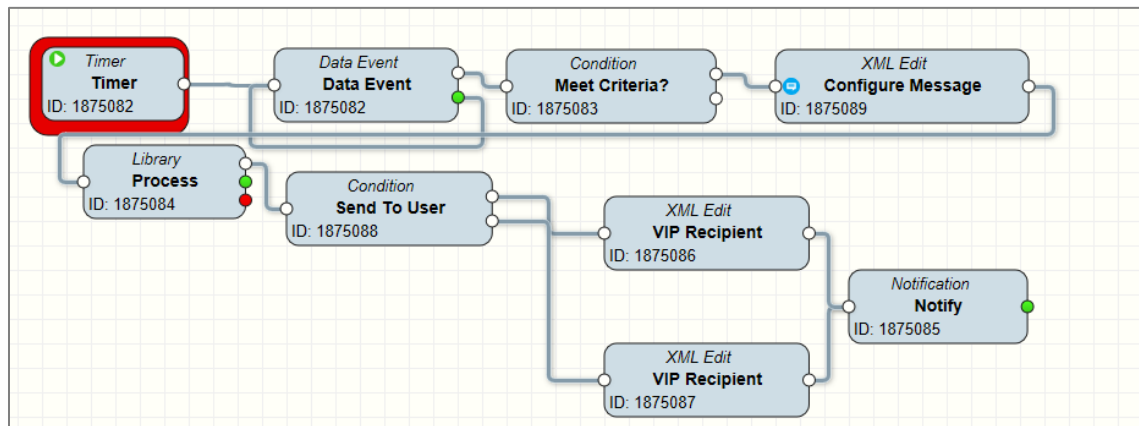
**Trigger:** AWWarrantyClaimInsert

**Scenario:** Notify Warranty Department that a part claim has been created

**Recipient:** Manually Configured user

**Summary:** The Part Warranty Claim Created notification can send a message to the specified user or send an email to an individual when a part warranty claim is created. If sending an email to an individual, the Notification – Rules service must enabled and properly configured.

### Service Workflow



### Configuration

#### Service Variables

- **vars.ClaimType:** Enter the claim type to validate against.
- **vars.FAUser:** Enter the user that will receive the notification.  
 Note: Leave blank if sending directly to email.
- **vars.Email:** Enter email to send notification to.  
 Note: Leave blank if sending to user.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                         |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Part Warranty Claim [ClaimID] Created                                                                                                                                                                                        |
|                 | Body         | ---AUTOMATIC NOTICE---<br><br>This notification has been automatically generated by the Fleet Management system to inform you that Warranty Claim ID [ClaimID] has been created for Part [PartID]-[PartSuffix] / [PartDesc]. |

**Replacement values**

- ToUser
- Subject
- ClaimID
- PartID
- PartSuffix
- PartDescription

## PM Work Order Opened

**Trigger:** AWorkOrderInsert

**Scenario:** Notify Department that PM work order is open

- **Recipient:** The user account associated with the responsible employee listed in the **Department to notify for PM** field for the equipment on the work order.

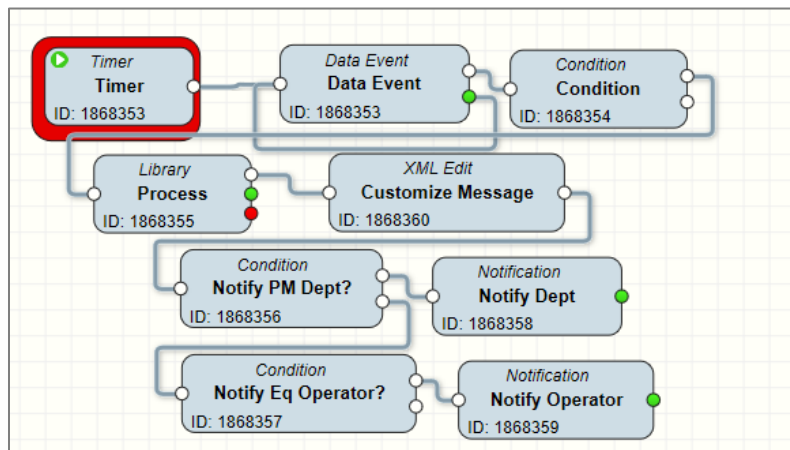
**Scenario:** Notify Operator that PM work order has been created

- **Recipient:** The user account associated with the operator on for the equipment on the work order.

**Summary:** The PM Work Order Opened notification sends a notification to the assigned operator of the equipment and to the Responsible Employee, on the Department Primary record assigned to the equipment's **Department to notify for PM** field, when a PM work order is open in a PENDING status.

If the operator or employee are associated to a user account then the PM Work Order Opened notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the operator or employee account are not associated to a user account then the operator or employee email address is used.

### Service Workflow



### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.



**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | PM WO for [ToEquipment] OPENED - [WorkOrderOpenedDate]                                                                                                                                                                                                                                                                                                                                                                                         |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following PM Work Order has been opened:</p> <p>Work Order: [WorkOrderLocation]-[WorkOrderYear]-[WorkOrderNumber]</p> <p>Equipment ID: [ToEquipment]</p> <p>Desc: [EquipmentDesc]</p> <p>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</p> <p>PM Service: [WorkOrderPMService]</p> |

**Replacement values**

- ToUser
- ToEquipment
- EquipmentYear
- WorkOrderOpenedDate
- WorkOrderLocationContact Name
- WorkOrderPMService
- ToOperator
- EquipmentMake
- WorkOrderLocation
- WorkOrderLocationPhone
- WorkOrderYear
- WorkOrderNumber
- ToEmployee
- EquipmentDesc
- EquipmentModel
- WorkOrderLocationName
- WorkOrderLocationEMailAddr

## Priority Dispatch SR

**Triggers:** Service Request Update and Service Request Insert.

**Scenario:** Priority Dispatch SR Notification.

**Recipient:** There are three ways to receive this notification.

- Each employee with the location ID assigned to them (that is used for this notification) will receive the notification.
- Any employee configured as Supporting the location of the service request (Employees – Primary Information, Assignment Info tab, Supported locations section)
- Anyone who has subscribed to the Priority Dispatch SR notification.

Employees receiving this notification also automatically receive an email to their configured Employee Primary Email Address

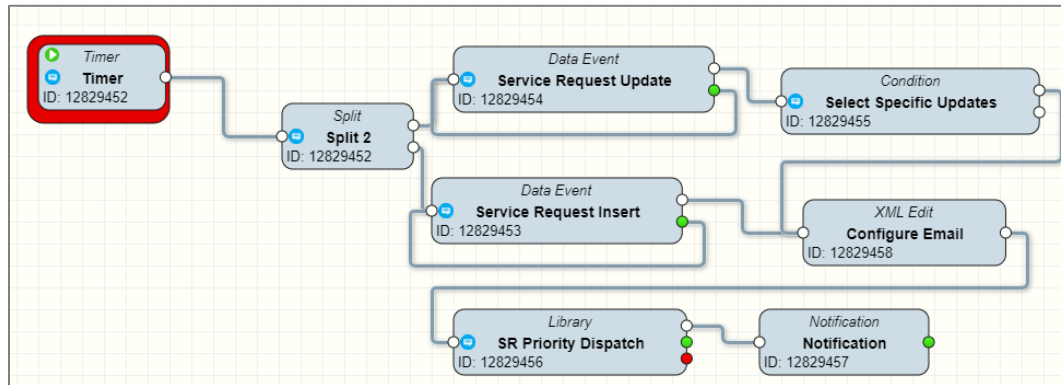
**Summary:** The notification is designed for emergency operations in the public works environment.

Public works operations typically have 24-hour dispatch, and new requests need to be routed to a group of supervisors via email so they can review and determine the appropriate response. They would typically receive this notification on a smart phone during off hours (weekends and nights). This notification gives enough detail to understand the severity of the issue, including the location if immediate assessment of the situation is needed.

**Customization of Notification:** The body of the notification is broken up into logical areas or sections. Each individual piece of data becomes a section. For example, the entire Contact Information section, which is made up of several pieces of data, is one section, and the Jurisdiction, which is a single data point, is one section.

- **vars.SectionOrder:** This contains a semi-colon separated list of section names. These are the order the sections appear on the notification.
- **vars.Section<SectionName>Label:** One variable for each section that contains the Label for that section. For example, Service Request ID and Physical Address.
- **vars.Section<SectionName>Display:** One variable for each section that contains one of the values:

## Service Workflow



## Configuration

### Service Variables

- **vars.ReportingSources:** Enter a semicolon separated list of reporting source IDs. This list indicates that this notification should only be sent when the service request was created in one of these reporting sources.
- **vars.PriorityIds:** Enter a semicolon separated list of priority IDs. This list indicates that this notification should only be sent when the service request was created with one of these priority IDs.
- **vars.ShopCalendarHours:** Either **ON** or **OFF**. **ON** indicates that this notification should only be sent during normal business hours; **OFF** indicates that this notification should only be sent outside of normal business hours.
- **vars.JobClassifications:** a semicolon separated list of job classifications. When a notification is sent, only employees with one of these listed job classifications will have the notification sent to them.
- **vars.WebServerName:** Name of the webserver that is hosting the web application. A prefix of `http://` or `https://` (depending on your configuration) will need to be added to the web instance name.
- **vars.WebInstance:** Name of web instance that is hosting the web application. A prefix of `http://` or `https://` (depending on your configuration) will need to be added to the web instance name.
- **vars.HoursOffset:** The hour difference between web host and client location. This defaults to 0 hours.
- **vars.MapLink:** This is the map link URL. The notification library will replace the **[latitude]** and **[longitude]** values for what is in the work order position record. It is noteworthy that the URL can be changed to any other mapping URL that can leverage these values. If the formats and URLs change, the management of the value also needs

to be updated. Default for this value is:

**`https://maps.google.com/?q=[latitude],[longitude]`**.

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate. If using the HTML Template, set vars.SendStandardTextEmail to **Y**.
- **vars.HtmlTemplate:** If vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to **HTMLEmail.html**.

### Default Message

| Message Type            | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Subject         | Subject      | Priority Dispatch Service Request Notification - [ServiceRequestId]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Default Message Example | Body         | <p>[bold]---AUTOMATIC NOTICE---[:bold]</p> <p>[bold]Reported By[:bold] [ReportedBy]</p> <p>[bold]Service Request ID[:bold] [ServiceRequestId] - [ServiceRequestDateTimeCreated]</p> <p>[bold]Priority ID[:bold] [PriorityID] - [PriorityDescription]</p> <p>[bold]Symptom[:bold] [SymptomID] - [SymptomName]</p> <p>[bold]Location[:bold] [TaskLocationID] - [LocationName]</p> <p>[bold]Jurisdiction[:bold] [Jurisdiction]</p> <p>[bold]Contact Info[:bold]<br/>[ContactInformation]</p> <p>[bold]Asset Information[:bold]<br/>[AssetInformation]</p> <p>[bold]Physical Address[:bold]<br/>[PhysicalAddress]</p> <p>[bold]Geographic Coordinates[:bold]<br/>[MapLinkToLoc]</p> <p>[bold]Description[:bold]<br/>[SRDescription]</p> <p>[bold]Comment[:bold]<br/>[CommentArea]</p> <p>[LinkToWorkManagementPortal]</p> |

**Replacement values**

- |                    |                        |                                 |
|--------------------|------------------------|---------------------------------|
| • ServiceRequestID | • ReportedBy           | • ServiceRequestDateTimeCreated |
| • PriorityID       | • PriorityDescription  | • SymptomID                     |
| • SymptomName      | • TaskLocationID       | • LocationName                  |
| • Jurisdiction     | • ReportingSourceID    | • ContactName                   |
| • ContactPhone     | • ContactEmail         | • ContactInformation            |
| • EquipmentID      | • EquipmentDescription | • AssetInformation              |

**Replacement values – Special Notes**

**ContactInformation:** This is a combination of the reporting source ID and, if present, the service request contact name, phone, and email address.

**AssetInformation:** If the service request has an asset, then this is the asset ID and description. If there is no asset associated with the service request, then the Comment area of the service request note searches for the **ASSET TYPE:**, **ASSET CATEGORY:** and **DESCRIPTION:**. If any or all of these are present, then the value after them will be displayed as the asset Information.

**PhysicalAddress:** The Comment area of the service request note searches for **ADDRESS** and if found, then the value after it will be displayed as the physical address.

**MessageDescription:** If the Comment area begins with the service request description, then no message will be displayed. If the Comment area does not begin with the service request description, then the message description will be the service request description.

## Requisition Approval StatusTriggers:

- AWRequisitionInsert
- AWRequisitionUpdate

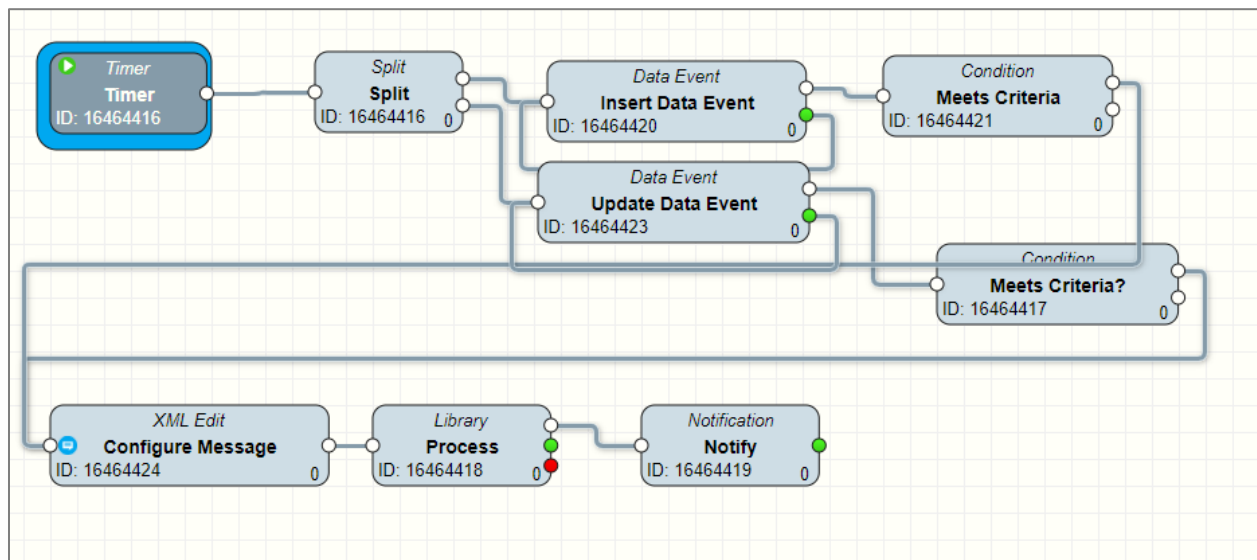
**Scenario:** Notify Requisition Location of Approval Status

**Recipient:** The user account associated with the responsible employee for the location on the requisition, and those that have subscribed to the notification.

**Summary:** The Requisition Approval Status notification sends a notification to the responsible employee assigned to the requisition location. The notification is sent when the requisition is created with an approval, or when the requisition is updated and the approval has been changed. Optionally, the notification can be configured to only be created when the requisition is over a certain amount.

If the employee is associated to a user account, then the Requisition Approval Status notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the employee account is not associated to a user account then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables

- **vars.ApprovalType:** Enter the approval type to validate against

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.
- **vars.ApprovalThreshold:** Minimum threshold to be met to trigger this notification. The lowest acceptable value is 0 (zero) or blank (to mean zero).
- **vars.CostType:** This setting decides which items the threshold, defined in vars.ApprovalThreshold, is compared to out of the following options:

**ESTIMATED:** Estimated total cost on the requisition

**CALCULATED:** Calculated total cost on the requisition

**GROSS:** Gross total cost on the requisition

**BOTH:** The sum of the estimated and the calculated total cost on the requisition

#### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Requisition [RequisitionId] - [ApprovalId]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>Requisition [RequisitionId] at Location [Location] has been [RequisitionAction].</p> <p>Purchase Type: [PurchaseType]</p> <p>Vendor ID: [VendorId]</p> <p>Account ID: [AccountId]</p> <p>Requested Date/Time: [RequestedDateTime]</p> <p>Status ID: [StatusId]</p> <p>Approval ID: [ApprovalId]</p> <p>-Requisition Header Notes-</p> <p>[RequisitionHeaderNotes]</p> <p>Estimated Total Cost: [EstimatedCost]</p> <p>Gross Amount: [GrossCost]</p> <p>Calculated Cost: [CalculatedCost]</p> <p>Both Costs: [BothCosts]</p> <p>Estimated Total Cost: [EstimatedCost]</p> <p>Gross Amount: [GrossCost]</p> <p>Calculated Cost: [CalculatedCost]</p> <p>Both Costs: [BothCosts]</p> <p>Please contact the following person for more detail:</p> |

| Message Type | Message Area | Text                                                                                 |
|--------------|--------------|--------------------------------------------------------------------------------------|
|              |              | Requester: [RequesterName]<br>Phone: [RequesterWorkPhone]<br>Email: [RequesterEmail] |

**Replacement values**

- RequisitionId
- RequisitionLineAction
- PartSuffix
- OtherID
- UnitPrice
- ApprovalID
- LineNumber
- LineItemType
- PartDescription
- Quantity
- OrderedDateTime
- RequisitionLineNotes
- Location
- Part
- Description
- UnitOfMeasure
- Status



## Requisition Line Approval Status

### Triggers:

- AWRequisitionLineInsert
- AWRequisitionLineUpdate

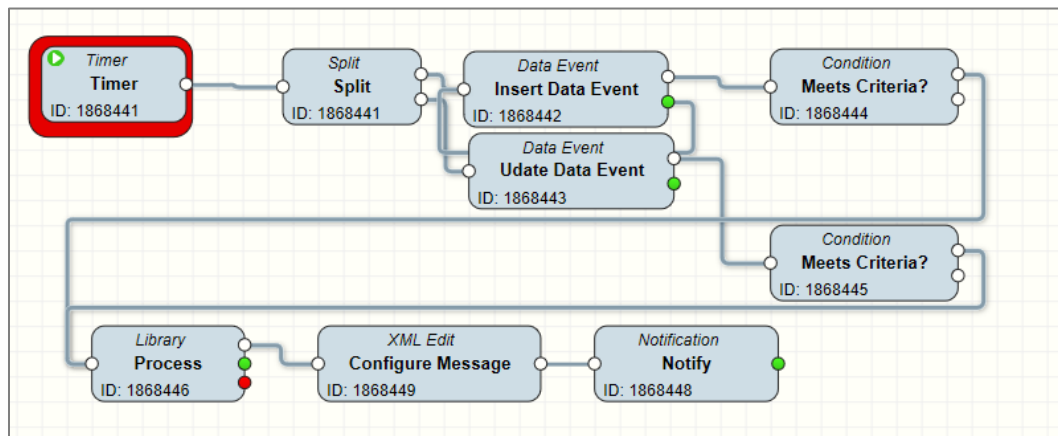
**Scenario:** Notify Requisition Location of Line Approval Status

**Recipient:** The user account associated with the responsible employee for the requisition location.

**Summary:** The Requisition Line Approval Status notification will send a notification to the responsible employee assigned to the requisition location. The notification is sent when the requisition is created with a line item that has an approval or when a requisition line item is updated and the approval has been changed.

If the employee is associated to a user account then the Requisition Line Approval Status notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the employee account is not associated to a user account then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables

- **vars.ApprovalType:** Enter the approval type to validate against
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.

- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Requisition/Line [RequisitionId]/[LineNumber] – [ApprovalId]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>Requisition/Line [RequisitionId]/[LineNumber] at Location [Location] has been [RequisitionLineAction].</p> <p>Line Item Type: [LineItemType]</p> <p>Part ID/Suffix: [Part]/[PartSuffix]<br/> Part Description: [PartDescription]<br/> Description: [Description]<br/> Other ID: [OtherId]</p> <p>Quantity: [Quantity]<br/> UOM: [UnitOfMeasure]<br/> Unit Price: [UnitPrice]<br/> Ordered Date/Time: [OrderedDateTime]<br/> Status ID: [Status]<br/> Approval ID: [ApprovalId]</p> <p>-Requisition Line Notes-<br/> [RequisitionLineNotes]</p> |

### Replacement values

- RequisitionID
- RequisitionLineAction
- PartSuffix
- OtherID
- UnitPrice
- ApprovalID
- LineNumber
- LineItemType
- PartDescription
- Quantity
- OrderedDateTime
- RequisitionLineNotes
- Location
- Part
- Description
- UnitOfMeasure
- Status

## Service Request Closed

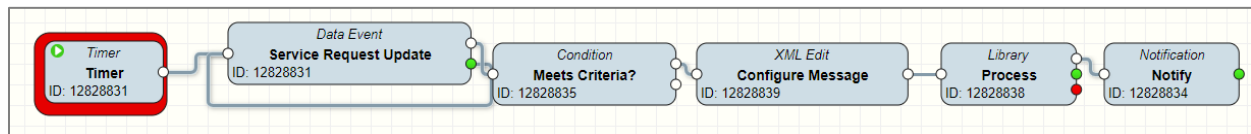
**Trigger:** AWSERVICEREQUESTUPDATE

**Scenario:** Notifies the individual that the service request has been closed.

**Recipient:** The individual who performed the update, or an individual who subscribed to this notification.

**Summary:** When a service request is closed, the email address on the service request receives an email with information about the closure of the service request.

### Service Workflow



### Configuration

#### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

#### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Service Request closed for Equipment Unit [ToEquipment]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                 | Body         | <p>---AUTOMATIC NOTICE--- This notification has been automatically generated by the Fleet Management system to inform you that a Service Request has been closed against the following equipment unit: Equipment ID: [ToEquipment] Desc: [EquipmentDesc] Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel] Symptom Code: [SymptomCode] Name: [SymptomName] Task Code: [TaskCode] Desc: [TaskDesc] Priority: [TaskPriority]</p> <p>---Comments---</p> <p>[Comment]</p> <p>Please contact the following person for more detail:</p> |

| Message Type | Message Area | Text                                                     |
|--------------|--------------|----------------------------------------------------------|
|              |              | Contact Name: [Contact]<br>Contact Phone: [ContactPhone] |

### Replacement values

- EquipmentID
- EmailAddress
- EqYear
- SymptomCode
- TaskPriority
- ContactPhone
- OperatorID
- EnteredByUserID
- EqMake
- SymptomName
- Comment
- EmployeeID
- EqDescription
- EqModel
- TaskCode
- Contact

## Service Request Cycle

**Triggers:** Service Request Insert and Service Request Update

**Scenario:** Service request cycle notification.

**Recipient:** Notification reporting individual based on configuration settings and subscription based.

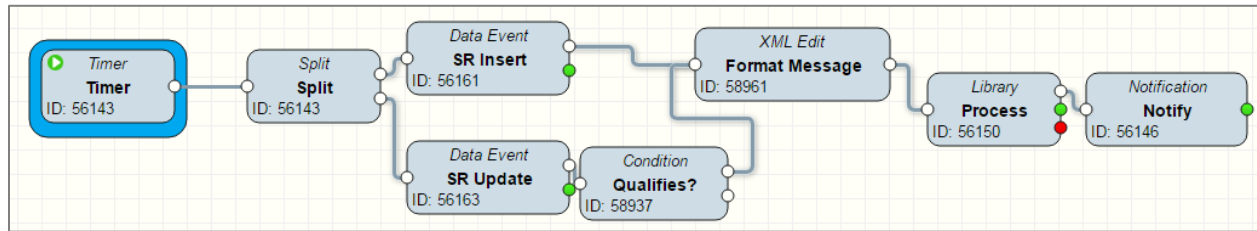
**Summary:** The notification is designed to be filtered by priority IDs and status specified in the configuration settings. Recipients are notified if the service request insert or update qualifies.

Use case of this notification includes notifying the service request reporting individual of the service request life cycle, initial reporting information, when they are assigned to a work order, and completion of the service request.



**Note:** If a comment is greater than 200 characters, it will be truncated in the notification message by adding an ellipses to indicate that there is more text available. To see the whole message, open the service request in the Web Modules or the Service Requests/Defects screen. If the comment area is important to notifications, make the first portion a summary of important information, or condense the comment.

## Service Workflow



## Configuration

### Service Variables:

- **vars.PriorityIDs:** Enter a semicolon separated list of Priority IDs. This list indicates that this notification should only be sent when the service request has one of these priority IDs, and an allowable setting of ALL for any priority IDs.
- **vars.IncludePortalLinkInEmail:** Y or N. Y indicates that the notification message will include a link to the work management portal.
- **vars.WebServerName:** Name of the webserver that is hosting the web application. A prefix of http:// or https:// (depending on your configuration) will need to be added to the web instance name.
- **vars.WebInstance:** Name of web instance that is hosting the web application.
- **vars.StatusQualification:** Enter a semi-colon separated list of status. The list indicates that this notification should only be send when the service request has one of these status.
- **vars.AllStatusChanges:** Y or N. Will override status changes specified in **vars.StatusQualification**, and makes all status changes qualify for a notification.
- **vars.UseHtmlForNotification:** Accepts values Y or N. If set to Y, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is Y, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                             |
|-----------------|--------------|----------------------------------------------------------------------------------|
| Default Message | Subject      | Service Request Cycle Notification for ID: [service_request_id] Status: [status] |
|                 | Body         | ---AUTOMATIC NOTICE---                                                           |

| Message Type | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |              | <p>This notification has been automatically generated by the Fleet Management system to inform you that the following service request [service_request_id] reported by [user_id] with a status update of [status].</p> <p>Reported by: [user_id]<br/> Request: [service_request_id_with_date]<br/> Priority: [priority_code]<br/> Reporter Information:<br/> Reporting Source: [reporting_source_id]<br/> Contact Name: [contact_name]<br/> Contact Phone: [contact_phone]<br/> Email Address: [contact_email_address]<br/> Service Request Information:<br/> Symptom: [symptom_code] - [symptom_name]<br/> Description: [description]<br/> Comment: [comment]<br/> Geographical Coordinates:<br/> Location: [latitude] [longitude]<br/> [portal_link]</p> |

### Replacement values

- [service\_request\_id]
- [user\_id]
- [status]
- [service\_request\_id\_with\_date]
- [priority\_code]
- [reporting\_source\_id]
- [contact\_name]
- [contact\_phone]
- [contact\_email\_address]
- [symptom\_code]
- [symptom\_name]
- [description]
- [comment]
- [latitude]
- [longitude]
- [portal\_link].

## Service Request Work Assignment

**Triggers:** Work Assignment Insert, Work Assignment Update, and Employee Assignment Insert.

**Scenario:** Notify Individual of Service Request Assignments

**Recipient:** Location responsible employees for both the repair and PM locations assigned to the equipment on the work order. Optionally, the employee that reported the service request may be included, based on configuration. Subscribable.

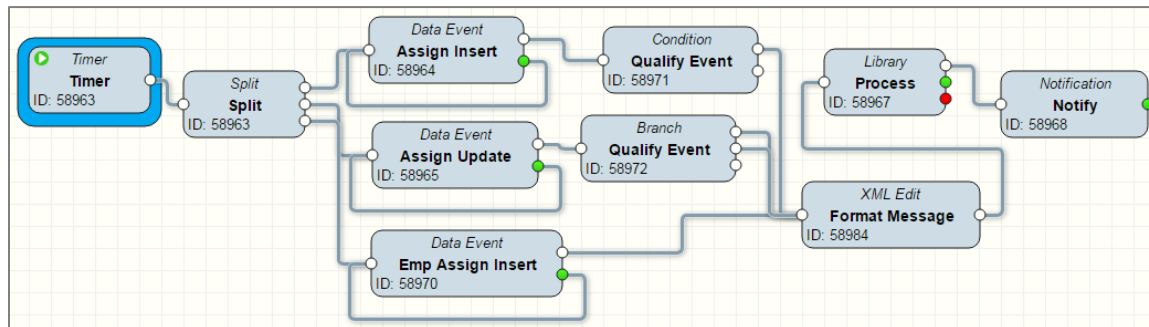


Note: All recipients receive emails, regardless of notification subscriptions. All recipients must have an email address listed on their employee record to receive the notification.

**Summary:** This notification is intended to notify the location's responsible employees that a service request has been assigned to an employee or crew, and to expect those individuals to perform work.

The notification triggers when a work order is assigned or scheduled. If the work order also has an assigned service request that matches the configured criteria, a notification will be sent to the recipients.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.PriorityIDs:** Enter a semicolon separated list of Priority IDs. This list indicates that this notification should only be sent when the service request has one of these priority IDs, and an allowable setting of ALL for any priority IDs.
- **vars.IncludePortalLinkInEmail:** Y or N. Y indicates that the notification message will include a link to the work management portal. N indicates that it will not include the link.

- **vars.WebServerName:** Name of the webserver that is hosting the web application. A prefix of http:// or https:// (depending on your configuration) will need to be added to the web instance name.
- **vars.WebInstance:** Name of web instance that is hosting the web application.
- **vars.StatusQualification:** Enter a semi-colon separated list of statuses. The list indicates that this notification should only be sent when the service request has one of these statuses.
- **vars.AllStatusChanges:** **Y** or **N**. Will override status changes specified in **vars.StatusChanges** and makes all status changes qualify for a notification.
- **vars.NotifReportingIndividual:** **Y** or **N**. **Y** indicates that a notification will be sent to the reporting individual in the contact section of the service request. Email address takes precedence over employee ID, but employee ID can also be used.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Service Request Assignment Notification for ID: [service_request_id] Event: [event]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                 | Body         | <p>This notification has been automatically generated by the Fleet Management system to inform you that the following service request [service_request_id] reported by [user_id] with a status of [status] has been [event].</p> <p>Assigned to (crew and/or employee): [assigned]<br/>Scheduled date of: [scheduled_date]</p> <p>Reported by: [user_id]<br/>Request: [service_request_id_with_date]<br/>Priority: [priority_code]</p> <p>Reporter Information:<br/>Reporting Source: [reporting_source_id]<br/>Contact Name: [contact_name]<br/>Contact Phone: [contact_phone]<br/>Email Address: [contact_email_address]</p> <p>Service Request Information:<br/>Symptom: [symptom_code] - [symptom_name]<br/>Description: [description]</p> |



| Message Type | Message Area | Text                                                                                                 |
|--------------|--------------|------------------------------------------------------------------------------------------------------|
|              |              | Comment: [comment]<br>Geographical Coordinates:<br>Location: [latitude] [longitude]<br>[portal_link] |

### Replacement values

- [service\_request\_id]
- [user\_id]
- [status]
- [service\_request\_id\_with\_date]
- [priority\_code]
- [reporting\_source\_id]
- [contact\_name]
- [contact\_phone]
- [contact\_email\_address]
- [symptom\_code]
- [symptom\_name]
- [description]
- [comment]
- [latitude]
- [longitude]
- [portal\_link]
- [scheduled\_date]
- [event]
- [assigned].

## Task Assignment Due

**Trigger:** Scheduled or Timer based

**Scenario:** Task Assignment Due Notification

**Recipient:**

- Asset Department Responsible Employee.
- Asset Location Responsible Employee. (PM / Repair)
- Asset Operator
- Work Assigned Employee
- Subscribed Employee or Email Addresses (Notification Portal Config)

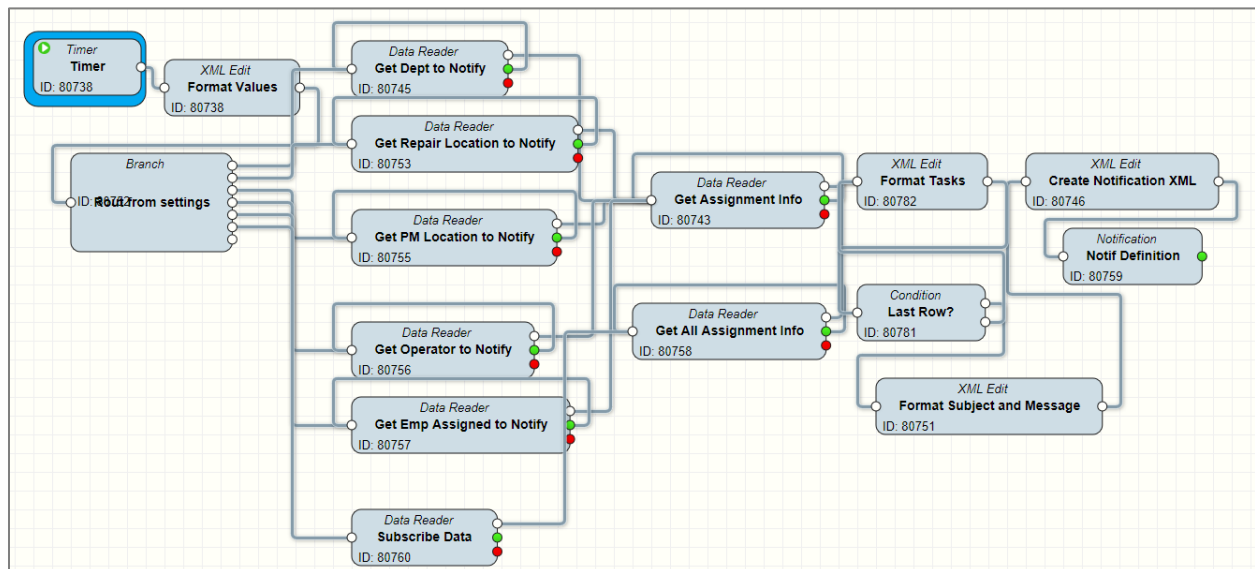


Note: All recipients with a configured email address will receive an email notification.

**Summary:** This notification is intended to notify the recipients of scheduled work a specified number of days in advance.

The notification triggers on a timer. When it runs, it finds all work assignments with a scheduled date of x days from the current date. It then combines these assignments into a single notification, and sends it to the specified recipients.

### Service Workflow



## Configuration

### Service Variables:

- **vars.LeadTimeDays:** The lead time in number of days for qualifying task assignments. For example, entering **3** will send notifications three days prior to being due.
- **vars.NotifyLocation:** **Y** or **N**, **Y** will notify location responsible employee. **N** does not notify.  
 Note: Recipients will receive different emails for PM and REPAIR.
- **vars.NotifyDepartment:** **Y** or **N**. **Y** will notify department to notify email address. **N** does not notify.
- **vars.NotifyAssetOperator:** **Y** or **N**. **Y** will notify asset primary operator email address. **N** does not notify.
- **vars.NotifyWOAssignment:** **Y** or **N**. **Y** will notify employee assignments using employee email address. **N** does not notify.
- **vars.NotifySubscribable:** **Y** or **N**. **Y** will create a message that includes all task assignments that qualify which one can subscribe to. **N** does not notify.
- **vars.DBType:** ORACLE or MSSQL, this determines the format for the data readers SQL queries. This defaults to ORACLE but changes accordingly to the associated database framework.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Message Customization:

This notification is designed to build a list of all the applicable tasks for each recipient, and add this list to the main body of the notification. The format of this list may be customized by editing **vars.TaskTemp** in the Format Tasks adapter.

The format of the subject and body of the notification may be customized by editing the **vars.Message** and **vars.Subject** nodes in the Format Subject and Message adapter. The default values for these messages and available replacement values are shown below.

### Replacement values

#### TasksTemp:

{0} {1} Equipment: {2} Task ID: {3} Estimated Time: {4} Employees Assigned: {5} Vendors: {6}

**Values:**

- {0} New Line
- {1} Bullet Point
- {2} Asset Number
- {3} Task ID
- {4} Estimated Time
- {5} Assigned Employees
- {6} Vendors

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                               |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | There are upcoming Inspection(s) Scheduled on {0}                                                                                                                                                  |
|                 | Body         | ---AUTOMATIC NOTICE--- This notification has been automatically generated by the Fleet Management system to inform you that the following equipment is scheduled to be inspected on {0}<br><br>{1} |

**Replacement values**

- {0} Date Scheduled
- {1} List of scheduled tasks ("TempTasks" – see above)

## Timesheet Approval

**Trigger:** When a timesheet is approved or rejected by either the employee or supervisor.

**Scenario:** Timesheet approval

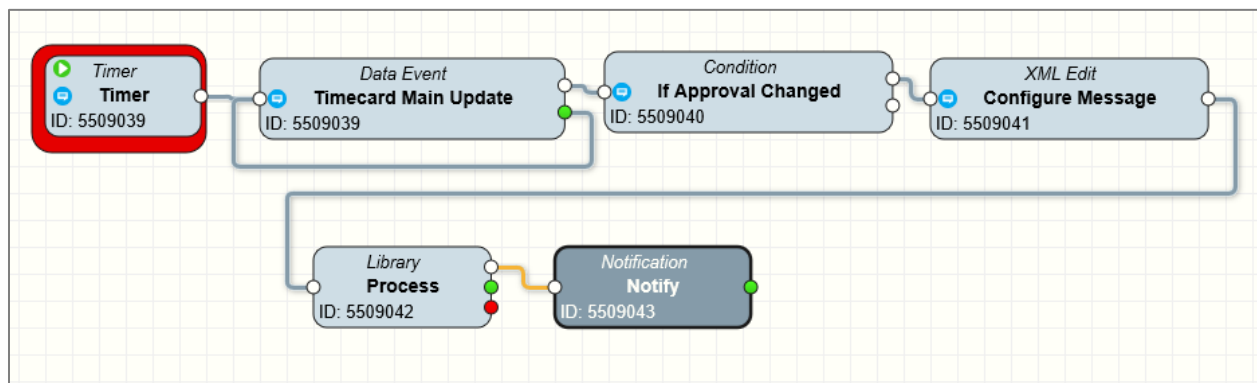
**Recipient:**

- Employee associated with timesheet
- Supervisor of employee associated with timesheet.

**Summary:** This notification helps track the status of timesheet approvals. There are three possible messages:

- To the supervisor when an employee has approved their timesheet
- To the employee when their supervisor rejects their timesheet
- To the employee when their supervisor approves their timesheet

### Service Workflow



### Configuration

#### Service Variables

- **vars.EmployeeToReceiveNotification:** Possible values are APPROVED, REJECTED, BOTH, or NONE.
  - **NONE:** Employees will never receive a message from this notification
  - **APPROVED:** Employees will only receive a message when their supervisor approves their timesheet
  - **REJECTED:** Employees will only receive a message when their supervisor reject their timesheet. If set to BOTH, they will receive a message whenever their supervisor approves or rejects their timesheet

- **vars.ManagerToReceiveNotification:** Possible values are APPROVED or NONE.
  - NONE: The manager will never receive a message from this notification
  - APPROVED: The manager will receive a message when any of their employees approve their timesheet.

### Default Message

| Message Type                          | Message Area | Text                                                                                                                                  |
|---------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Default Message for Employee Approved | Subject      | Timesheet For [EmployeeID] Waiting For Your Approval                                                                                  |
|                                       | Body         | The timesheet from [EmployeeID] for time period ending [END-DATE] has been approved by the employee and is waiting for your approval. |
| Default Message for Manager Approved  | Subject      | Timesheet Ending [END-DATE] Has Been Approved                                                                                         |
|                                       | Body         | Your timesheet for [START-DATE] through [END-DATE] has been approved.                                                                 |
| Default Message for Manager Rejected  | Subject      | Timesheet Ending [END-DATE] Has Been Rejected                                                                                         |
|                                       | Body         | Your timesheet for [START-DATE] through [END-DATE] has been rejected.<br><br>NOTE: [LATEST-NOTE]                                      |

### Replacement values

- [Start-Date]
- [End-Date]
- [EmployeeID]
- [Latest-Note]

## Vendor Contract Threshold Reached

**Trigger:** AWWVendorContractUpdate

**Scenario:** Notify the user that the vendor contract notification threshold has been reached or passed.

**Recipient:** The user configured in the **vars.FAUser** variable, or a subscribed user.

**Summary:** This interface creates and maintains the MAXQ\_NOTIF\_WRK\_VCTHRESHOLD table. This table stores the date and time, and percentage information at the time of notification so that no further notification is performed.

The determination of whether to send a notification to a specific user is when one of the following is true at the time the vendor contract amount used (bpo\_main.amount\_used **Vendor Contract** screen, **Basic Info** tab, **Amount used** field) is updated:

Percentage Threshold:

- ((current pct used >= notification pct) and (last notification pct used < notification pct))

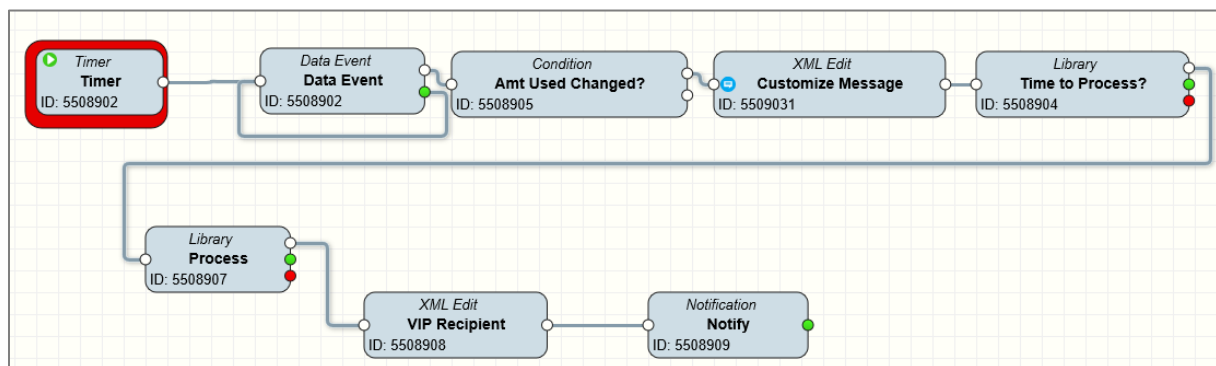
Date Threshold (only considers records with threshold date greater than the user configured ActivationDate):

- (current date >= (vendor contract end date – user configured days before end))

[and]

- (last notification date < (vendor contract end date – user configured days before end))

### Service Workflow



## Configuration

### Service Variables

- **vars.FAUser:** Enter the user that will receive the notification.
- **vars.DaysLeftOnVendCon:** number of days left on the contract
- **vars.ActivationDate:** The date the contract was activated. This is displayed in the “mm/dd/yyyy” format
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Vendor contract end alert: [VendorContractId] - [VendorName]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the Vendor Contract [VendorContractId] for [VendorName] has (a) reached the level of [VendorContractPercentUsed] used or (b) there are only [ConfiguredDaysBeforeEndDateThreshold] days left until the end of the contract. See the data below for details.</p> <p>Description: [VendorContractDescription]<br/>         Begin/End Dates: [VendorContractBeginDate] to [VendorContractEndDate]<br/>         Days Until End: [CalculatedDaysBeforeContractEndDate]</p> <p>Purchase Limit: \$[VendorContractPurchasingLimit]<br/>         Amt Used: \$[VendorContractAmountUsed]<br/>         Amt Remaining: \$[VendorContractAmountRemaining]<br/>         Percent Used: [VendorContractPercentUsed]<br/>         See the Vendor Contracts screen in the system for more details.</p> |



### Replacement values

- VendorContractId
- VendorContractPercentUsed
- VendorContractDescription
- VendorContractBeginDate
- VendorContractEndDate
- ConfiguredDaysBeforeEndDateThreshold
- CalculatedDaysBeforeContractEndDate
- VendorContractPurchasingLimit
- VendorContractAmountUsed
- VendorContractAmountRemaining
- VendorName
- IsDateThresholdReached
- IsPctThresholdReached

## WO Complete

**Trigger:** AWorkOrderUpdate

**Scenario:** Notify the department that work order is complete

- **Recipient:** The user account associated with the responsible employee listed on the equipment record's PM Notify Department field.

**Scenario:** Notify the operator that work order is complete

- **Recipient:** The user account associated with the operator of the equipment.

**Scenario:** Notify the contact that work order is complete

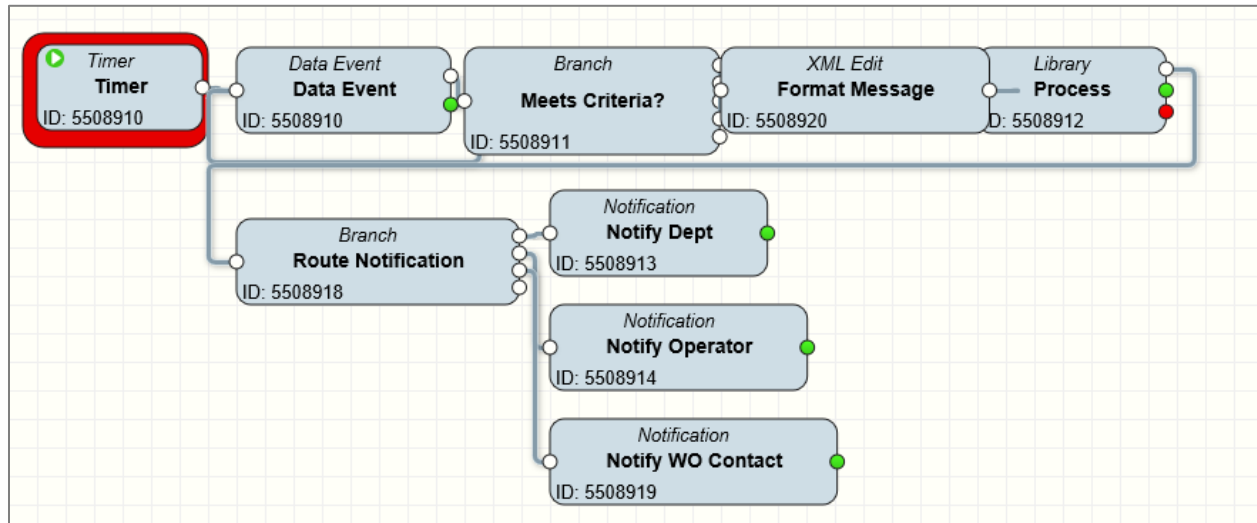
- **Recipient:** The user account associated with the operator of the equipment.

**Summary:** This scenario notifies the department responsible employee or the operator that a work order has been completed. The assigned responsible employee (set on the Department record that is assigned to the **Department to Notify for PM** field) is notified if a work order for a departmental assigned equipment unit has been completed. Additionally, the assigned operator of the equipment is notified.

- If the operator or employee is associated to a user account, then the Work Order Complete notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the operator or employee account are not associated to a user account, then the operator or employee email address is used.

Settings are available that allow the notification to include work orders for the piece of equipment that are still in process.

## Service Workflow



## Configuration

### Service Variables:

- **vars.Status:** Allows a user to decide if they want a notification to trigger on work finished or complete status, or both; Enter WORK FINISHED, CLOSED, or BOTH.
- **vars.ShowTechnician:** If set to Y, then the notification will include the name of the technician that performed the service.
- **vars.UnfinishedWork:** Does the client want the notification to include unfinished work; enter Y or N.
- **if vars.UnfinishedWork is set to Y**, then the following variables are used:
  - **vars.UnfinishedWorkType:** In the list of unfinished work, include only those work orders that are PM or REPAIR, or include both PM and REPAIR.
  - **vars.UnfinishedWorkStatus:** In the list of unfinished work, include only those work orders that have a work order status of OPEN, PENDING, or both OPEN and PENDING.
  - **vars.UnfinishedWorkLocation:** In the list of unfinished work, include only those work orders where the location of the unfinished work order is in the same location of the work order that just completed, or include all locations.
- **vars.UseWorkOrderContact:** Accepts values Y or N, if set to Y will use work order contact email address to set notification to if populated.
- **vars.UseNotifyDepartment:** Accepts values Y or N, if set to Y will use department notification if configured.

- **vars.UseNotifyOperator:** Accepts values Y or N, if set to Y will use operator notification if configured.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Message Customization

Message and subject may be customized by editing the **vars.message**, **vars.subject**, **vars.contactinformation**, **vars.followupmessage**, **vars.followuplineitem** nodes in the Format Notification XML Edit adapter. Default values and available replacement values shown below.

| Message Type    | Message Area       | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject            | Position update for asset number: {0}                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                 | Message            | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following [WorkOrderType] Work Order has been placed in [WorkOrderStatus] status:</p> <p>Work Order: [WorkOrderLoc]-[WorkOrderYr]-[WorkOrderNo]<br/>           Equipment ID: [EquipmentID]<br/>           Desc: [EquipmentDesc]<br/>           Year/Make/Mdl: [EquipmentYr] [EquipmentMake] [EquipmentModel]<br/>           [Technician]</p> |
|                 | ContactInformation | <p>Please contact Maintenance to arrange for pickup of your equipment unit:</p> <p>Location/Name: [WorkOrderLoc] [LocationName]<br/>           Contact: [LocationContact]<br/>           Phone: [LocationPhone]<br/>           EMail: [LocationEmail]</p>                                                                                                                                                                                                                              |
|                 | FollowupMessage    | <p>-----</p> <p>NOTICE OF OTHER WORK ORDERS:</p> <p>Equipment ID [EquipmentID] has additional Work Orders(s) scheduled or in progress:</p>                                                                                                                                                                                                                                                                                                                                             |

| Message Type | Message Area     | Text                                                                                                                                                                                                                                                         |
|--------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | FollowupLineItem | Work Order: [WorkOrderLoc]-[WorkOrderYr]-<br>[WorkOrderNo]<br>Work Order Type: [WorkOrderType]<br>Work Order Status: [WorkOrderStatus]<br>Location Contact: [LocationContact]<br>Location Phone: [LocationPhone]<br>Location EMail: [LocationEmail]<br>----- |

**Default Message:**

| Message Type                                             | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message when <b>vars.UnfinishedWorkType</b> is N | Subject      | WO for Eq# [EquipmentID] COMPLETED - [CompletedDate]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                          | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following [WorkOrderType] has been placed in [WorkOrderStatus] status:</p> <p>Work Order: [WorkOrderLoc]-[WorkOrderYr]-[WorkOrderNo]<br/> Equipment ID: [EquipmentID]<br/> Desc: [EquipmentDesc]<br/> Year/Make/Mdl: [EquipmentYr] [EquipmentMake] [EquipmentModel]</p> <p>[Technician] (<i>when vars.TechnicianName = "Y"</i>)</p> <p>Please contact Maintenance to arrange for pickup of your equipment unit:</p> <p>Location/Name: [WorkOrderLoc] [LocationName]<br/> Contact: [LocationContact]<br/> Phone: [LocationPhone]<br/> EMail: [LocationEmail]</p> |

| Message Type                                                | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message when<br><b>vars.UnfinishedWorkType</b> is Y | Subject      | WO for Eq# [EquipmentID] COMPLETED - [CompletedDate]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                             | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following [WorkOrderType] Work Order has been placed in [WorkOrderStatus] status:</p> <p>Work Order: [WorkOrderLoc]-[WorkOrderYr]-[WorkOrderNo]<br/> Equipment ID: [EquipmentID]<br/> Desc: [EquipmentDesc]<br/> Year/Make/Mdl: [EquipmentYr] [EquipmentMake] [EquipmentModel]<br/> [Technician] (when vars.TechnicianName = "Y")</p> <p><b><i>If there are open work orders for this piece of equipment:</i></b></p> <p>-----</p> <p>NOTICE OF OTHER WORK ORDERS:</p> <p>Equipment ID [EquipmentID] has additional Work Orders(s) scheduled or in progress:</p> <p>Work Order: [WorkOrderLoc]-[WorkOrderYr]-[WorkOrderNo]<br/> Work Order Type: [WorkOrderType]<br/> Work Order Status: [WorkOrderStatus]<br/> Location Contact: [LocationContact]<br/> Location Phone: [LocationPhone]<br/> Location EMail: [LocationEmail]</p> <p>-----</p> <p><b><i>This repeats for each work order for this equipment that is in process. After all work orders have been detailed:</i></b></p> <p>You will be notified when the [RepairType] is completed and ready to be picked up. If you have questions please contact the location(s) listed above.</p> |

## Replacement values

- [WorkOrderLoc] – Work order location.
- [EquipmentID] – Equipment number.
- [EquipmentMake] – Equipment make.
- [WorkOrderStatus] – Work order job status.
- [LocationName] – Location name.
- [LocationEmail] – Location email address.
- [WorkOrderYr] – Work order year.
- [EquipmentDesc] – Equipment description.
- [EquipmentModel] – Equipment model.
- [Technician] – Work order finished by user.
- [LocationContact] – Location contact name.
- [WorkOrderNo] – Work order number.
- [EquipmentYr] – Equipment year.
- [WorkOrderType] – Work order job type.
- [CompletedDate] – Work order completed date.
- [LocationPhone] – Location phone number.



## WO Part Received

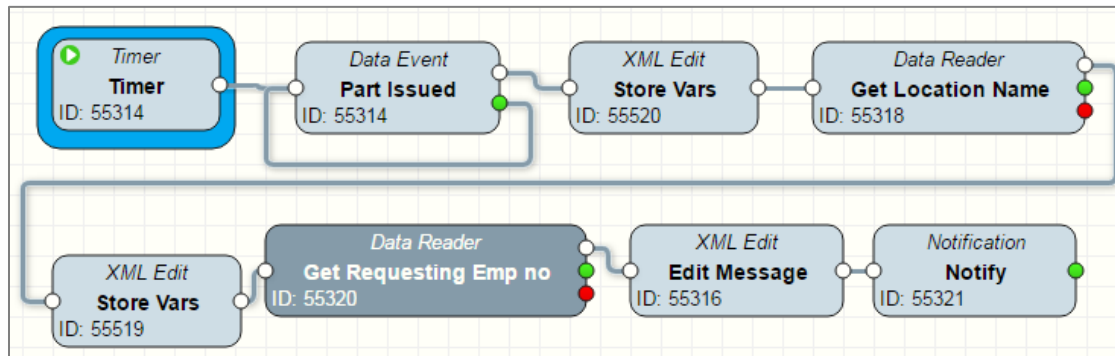
**Trigger:** AWPartIssueInsert

**Scenario:** Notify employee that the part requested has been received

**Recipient:** Requesting Employee

**Summary:** This interface sends a message when a part is issued to a work order. This interface does not require the employee to subscribe to the *Notify Shop that Parts have been received* notification. Once the notification has been enabled, it will begin sending part issue updates. These updates will be sent anytime a part is issued to a work order.

### Service Workflow



### Configuration

#### Service Variables

- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

#### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                             |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | WO Part {0}-{1} Received                                                                                                                                                                                                         |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that Part {0}-{1} / {2} for Work Order {3}-{4}-{5} has been received at Location {3} / {6}.</p> |

### Replacement values

- {0} – Part ID
- {1} – Part Suffix
- {2} – Part Description
- {3} – Work Order Location
- {4} – Work Order Year
- {5} – Work Order Number
- {6} – Location Name

## Work Management

**Triggers:** Update of a work order with a status of CLOSED.

**Scenario:** Notify Work Order Management

**Recipient:** Asset Location Responsible Employee, based on the Work Order type (PM or Repair). Any employees assigned to the qualifying work orders via the Work Assignment screen. Users may also subscribe to this notification.

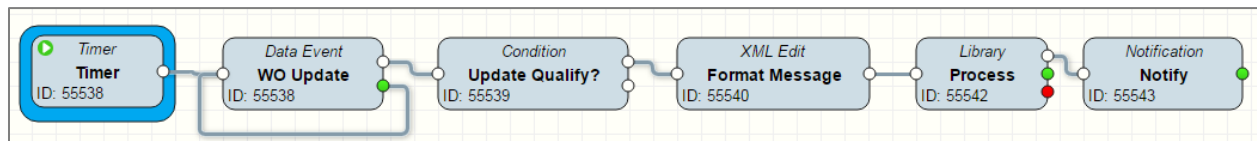


Note: This notification always sends an email notification to the employee, regardless of notification portal subscription settings.

**Summary:** This notification is intended to notify a recipient when prerequisite work has been completed for a work order they are responsible for, and lets them know that it is okay to begin work on their assigned work order.

This notification triggers when any work order is CLOSED. It then looks for open parent work orders that have an assigned task with the specified work management classification. If any work orders meet these qualifications, it notifies the specified recipients.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.IncludePortalLinkInEmail:** Y or N. Set as Y to indicate that the notification message will include a link to the work management portal. This is required.
- **vars.WebServerName:** Name of the webserver that is hosting the web application. This is required if **vars.IncludePortalLinkInEmail** is set to Y. A prefix of **http://** or **https://** (depending on your configuration) will need to be added to the web instance name.
- **vars.WebInstance:** Name of web instance that is hosting the web application. This is required if **vars.IncludePortalLinkInEmail** is set to Y.
- **vars.WorkManagementClassifications:** Enter a semi-colon separated list of work management classifications. These classifications qualify a child work order for this notification if the parent work order has tasks containing the classification, and the work order has child relationships with other work orders.

- **vars.NotifyLocationEmployee:** **Y** or **N**. Set as **Y** to indicate that a notification will be sent to the asset's location responsible employee based on work order job type (PM or REPAIR).
- **vars.NotifyWorkOrderAssignments:** **Y** or **N**. Set as **Y** to indicate that a notification will be sent to employees that are assigned to the child work orders. Qualifications require that a work assignment entry for the work order exists with the employee.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Prerequisite Work Management Classification Work Order Has Been Completed for [wo_action].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Asset Management system to inform you that the following work order [work_order_id] has been completed for [wo_action] and the next dependent work order for your assigned work is ready.</p> <p>Asset ID: [asset_id] Type: [asset_type]<br/> Asset Category: [category]<br/> Description: [asset_description]<br/> Year Make Model: [asset_full_description]<br/> Work Order Ready: [work_order_id_ready]<br/> Assigned To: [assignments]<br/> Date Scheduled: [scheduled_date]<br/> Address: [address]</p> <p>Geographical Coordinates:<br/> Location: [latitude] [longitude]<br/> [portal_link]</p> |

### Replacement values

- [wo\_action]: Work Management Classification Description.
- [work\_order\_id]: Work Order closed.
- [work\_order\_id\_ready]: Child work order ready.

- [asset\_id]: Asset Number.
- [asset\_type]: Asset Type.
- [category]: Asset Category.
- [asset\_description]: Asset Description.
- [asset\_full\_description]: Asset year, manufacturer, model, description.
- [assignments]: Crew or Employee's assigned to work order.
- [address]: Location address assigned to equipment unit, location is pulled from PM or REPAIR based on work order type.
- [scheduled\_date]: Date scheduled on the work order assignments.

## Work Order Assignment

**Triggers:** Update of a work order with a status of OPEN.

**Scenario:** Notify Work Order Assignments.

**Recipient:**

- Asset location responsible employee based on job type (PM or REPAIR)
- Rollup parent location responsible employee
- Asset operator
- Asset department responsible employee.

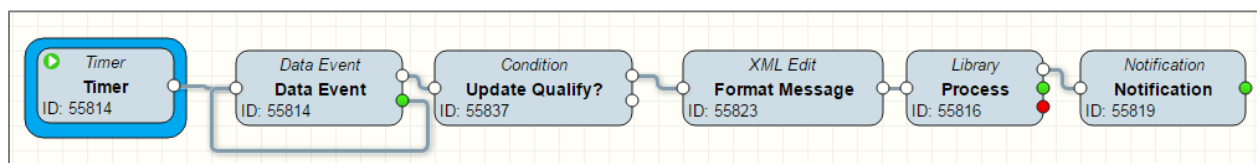


Note: Recipients must have an email address. This notification will always send an email notification to the employee, regardless of notification rules defined in the Notification portal..

**Summary:** This notification is intended to notify the recipients that a work order has been assigned and work has been started.

The notification triggers when a work order changes status from PENDING to OPEN. It then checks to make sure the work order has an assigned employee or crew. If it does, all specified recipients are notified.

## Service Workflow



## Configuration

### Service Variables:

- **vars.WorkOrderType:** Work Order Type of **PM**, **REPAIR**, or **BOTH** values available. This is required.
- **vars.NotifyAssetOperator:** Options are **Y** or **N**. Enable this (set as **Y**) to notify the asset primary operator. This is required.
- **vars.NotifyDepartment:** **Y** or **N**. Enable this (set as **Y**) to indicate asset department is to be notified. This is required.
- **vars.NotifyLocation:** **Y** or **N**. Enable this (set to **Y**) to indicate that asset assigned location is to be notified. The location is based on **PM** or **REPAIR WO** type. This is required.
- **vars.LocationRollUps:** **Y** or **N**. Enable this (set as **Y**) to indicate if roll ups are included. This will notify all parent roll up locations. This is required.
- **vars.IncludePortalLinkInEmail:** **Y** or **N**. Enable this (set to **Y**) to indicate that the notification message will include a link to the work management portal. This is required.
- **vars.WebServerName:** The name of the webserver that is hosting the web application. This is required if **vars.IncludePortalLinkInEmail** is set to **Y**. A prefix of **http://** or **https://** (depending on your configuration) will need to be added to the web instance name.
- **vars.WebInstance:** The name of web instance that is hosting the web application. This is required if **vars.IncludePortalLinkInEmail** is set to **Y**.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.
- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory **HTML/HTMLTemplate**. If this **vars.HtmlTemplate** is left blank, it defaults to **HTMLEmail.html**.

**Default Message**

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Work Order Assignment Notification for [work_order_id]<br>with Job Type: [job_type]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Asset Management system to inform you that the following [job_type] work order [work_order_id] has been assigned.</p> <p>Asset ID: [asset_id] Type: [asset_type]<br/>Asset Category: [category]<br/>Description: [description]<br/>Year Make Model: [asset_full_description]<br/>Work Order: [work_order_id]<br/>Repair Reason: [repair_reason_id_with_description]<br/>PM Service: [pm_service] [pm_scheduled]<br/>Assigned To: [assignments]<br/>Date Scheduled: [scheduled_date]<br/>Address: [address]</p> <p>Geographical Coordinates:<br/>Location: [latitude] [longitude]<br/>[portal_link]</p> |

### Replacement values

- **[work\_order\_id]**: Work Order opened.
- **[job\_type]**: Work Order Job Type.
- **[asset\_id]**: Asset Number.
- **[asset\_type]**: Asset Type.
- **[category]**: Asset Category.
- **[description]**: Asset Description.
- **[asset\_full\_description]**: Asset year, manufacturer, model, description.
- **[repair\_reason\_id\_with\_description]**: Reason for repair with reason description.
- **[pm\_service]**: PM Service Code
- **[pm\_scheduled]**: Date PM scheduled.
- **[assignments]**: Crew or Employee's assigned to work order.
- **[address]**: Location address assigned to equipment unit, location is pulled from PM or REPAIR based on work order type.
- **[scheduled\_date]**: Date scheduled on the work order assignments.



## Work Order Completed Above Cost Threshold

**Trigger:** AWorkOrderUpdate

**Scenario:** Work order or single item sum exceeds threshold value

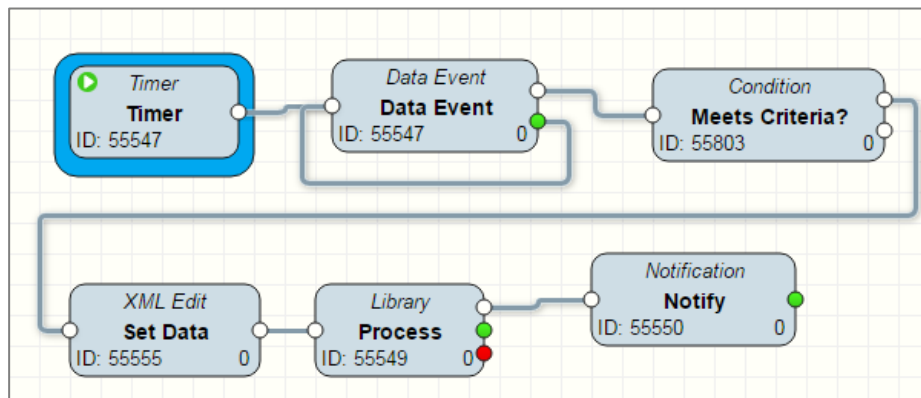
**Recipient:** The user account associated with the responsible employee for the department.

**Summary:** This notification will send a message to the responsible employee of the department assigned to the equipment record (Fleet Equipment, Assignments tab, Department ID) whenever the threshold has been met or exceeded. The notification can be configured to evaluate the threshold value against one item exceeding or meeting the threshold value or the total costs of the work order when the work order is finished or closed (this can be configured for either finished or closed). Which items (labor, parts, commercial labor, commercial parts, and commercial misc) to include in the Work Order Total can be configured by the client.

This notification also honors the application thresholds for department and location on the Rates and Markups screen.

If the employee is associated to a user account then the Work Order Cost Threshold reached notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email. If the employee account is not associated to a user account then the employee email address is used.

### Service Workflow



### Configuration

#### Service Variables:

- **vars.UseApplicationThresholdValue:** There are two valid values for this variable:
  - **Y**, which will set the notification to use application threshold settings for either department, location, or both.

- **N**, which will set the notification to use custom configurations below and ignore application thresholds. This is the default value.
- **vars.ApplicationThresholdSetting:** There are three valid values for this variable.
  - **LOC**, which will set the notification to use location work order threshold when using application threshold setting.
  - **DEPT**, which will set the notification to use department work order threshold when using application threshold setting.
  - **ALL**, which will set the notification to use all application work order thresholds which currently include location and department settings.
- **vars.Part:** There are two valid values for this variable:
  - **Y**, which is the sum of all part charges (Work Order Center, Parts tab). This is the default value.
  - **N**, which is not the sum of any part charges (Work Order Center, Parts tab)
- **vars.Labor:** There are two valid values for this variable:
  - **Y**, which is the sum of all labor charges (Work Order Center, Labor tab). This is the default value.
  - **N**, which is not the sum of any labor charges (Work Order Center, Labor tab)
- **vars.Threshold:** This the threshold amount that determines when a threshold is met. If **vars.SingleItem** is set to **Y**, then the notification is sent with a part, labor, or commercial charge. The default value is **1000**.
- **vars.Commercial:** There are two ways to configure this variable:
  - **N**, which is not the sum of any Commercial charges (Work Order Center, Commercial tab).
  - **part,labor,misc** which is the sum of the specified commercial charges (Work Order Center, Commercial tab). This is the default value. This can also support one or any combination of the three commercial charges (part, labor, or misc) as long as the charge types are separated by a comma within "" (for example, "**part,labor**" or "**misc**").
- **vars.SingleItem:** There are two valid values for this variable:
  - **Y**, which evaluates the **vars.Threshold** value against a single item that meets or exceeds the **vars.Threshold** value.
  - **N**, which evaluates the **vars.Threshold** value against the work order total amount. This is the default value.
- **vars.Finished:** There are two valid values for this variable:

- **Y** which will send out the notification on work order finish. This is the default value.
- **N** which will not send out the notification on work order finish.
- **vars.Closed:** There are two valid values for this variable:
  - **Y** which will send out the notification on work order closed. This is the default value.
  - **N** which will not send out the notification on work order closed.
- **vars.IgnoreRepairReason:** Semicolon separated list of repair reasons to disqualify event.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Total costs exceeded for Work order ID [WOLocation]-[WOYr]-[ WONumber]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                 | Body         | <p>--- THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. ---</p> <ul style="list-style-type: none"> <li>• Work Order [WONumber] total costs of \$ [WOTotalCost] exceeds the threshold value of \$[Threshold] for:</li> <li>• Equipment: [EquipNo]</li> <li>• Year/Make/Model: [EQYear] [EQMake] [EQModel]</li> <li>• LICENSE #: [EQLicenseNo]</li> <li>• Department: [DepartmentID]/[DeptDescription]</li> </ul> <p><b>Costs:</b></p> <ul style="list-style-type: none"> <li>• Commercial:</li> <li>• Task: [CommTaskID] Labor: \$[LineCommLabor] Parts: \$[LineCommPart] Misc: \$[LineCommMisc]</li> <li>• Total Commercial: \$[CommTotalCost]</li> </ul> <p><b>Labor:</b></p> <ul style="list-style-type: none"> <li>• Task: [LaborTaskID] Cost: \$[LineLabor]</li> <li>• Total Labor: \$[LaborCosts]</li> </ul> |

| Message Type | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |              | <b>Parts:</b> <ul style="list-style-type: none"> <li>Task: [PartTaskID] Cost: \$[LinePart]</li> <li>Total Labor: \$[PartCosts]</li> </ul> Total Work Order Costs: \$ [WOTotalCost]<br>If you have any questions regarding this equipment request, refer them to: <ul style="list-style-type: none"> <li>Email: [RepairLocEmail]</li> <li>Phone: [RepairLocPhn]</li> </ul> |

### Replacement values

- WOLocation
- EQMake
- DepartmentID
- WOYr
- WODatetimeOpen
- CommTaskDesc
- CommPartCost
- LaborTaskID
- LaborCosts
- LinePart
- DeptRespEmp
- RepairLocPhn
- EquipNo
- EQModel
- DeptDescription
- WODatetimeClosed
- CommVenID
- CommDate
- CommMiscCost
- LaborTaskDesc
- PartTaskID
- PartCosts
- Threshold
- EQYear
- EQLicenseNo
- WONumber
- WODatetimeFinished
- CommTaskID
- CommLaborCost
- CommTotalCost
- LineLabor
- PartTaskDesc
- WOTotalCost
- RepairLocEmail

## Work Order Cost Threshold Exceeded

**Trigger:** Timer

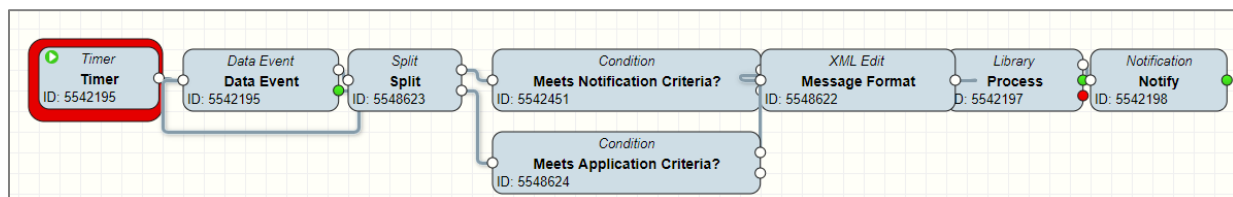
**Scenario:** Work Order Cost Threshold Exceeded

**Recipient:** The user account associated with the operator of the equipment on the work order.

**Summary:** This notification will send a message to the responsible employee of the department assigned to the equipment record (Fleet Equipment, Assignments tab, Department ID) whenever the threshold has been met or exceeded. The notification can be configured to evaluate the threshold value against one item exceeding or meeting the threshold value or the total costs of the work order when the work order receives a new cost posting. Which items (labor, parts, commercial labor, commercial parts, or commercial misc) to include in the work order total can be configured by the client. The notification also will honor application thresholds for department and location on the Rates and Markups section. To configure this notification for application thresholds set the appropriate variable to **Y** and the associated setting to select location, department, or both.

If the employee is associated to a User account then the Work Order Cost Threshold Exceeded reached notification service queries for that User ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated User's account printer and/or email. If the employee account is not associated to a user account then the employee email address is used.

### Service Workflow



## Configuration

### Service Variables:

- **vars.UseApplicationThresholdValue:** There are two valid values for this variable:
  - **Y**, which will set the notification to use application threshold settings for either department, location, or both.
  - **N**, which will set the notification to use custom configurations below and ignore application thresholds. This is the default value.
- **vars.ApplicationThresholdSetting:** There are three valid values for this variable.
  - **LOC**, which will set the notification to use location work order threshold when using application threshold setting.
  - **DEPT**, which will set the notification to use department work order threshold when using application threshold setting.
  - **ALL**, which will set the notification to use all application work order thresholds which currently include location and department settings.
- **vars.Part:** There are two valid values for this variable:
  - **Y**, which is the sum of all part charges (Work Order Center, Parts tab). This is the default value.
  - **N**, which is not the sum of any part charges (Work Order Center, Parts tab)
- **vars.Labor:** There are two valid values for this variable:
  - **Y**, which is the sum of all labor charges (Work Order Center, Labor tab). This is the default value.
  - **N**, which is not the sum of any labor charges (Work Order Center, Labor tab)
- **vars.Threshold:** This the threshold amount that determines when a threshold is met. If **vars.SingleItem** is set to **Y**, then the notification is sent with a part, labor, or commercial charge. The default value is **1000**.
- **vars.Commercial:** There are two ways to configure this variable:
  - **N**, which is not the sum of any Commercial charges (Work Order Center, Commercial tab).
  - **part,labor,misc** which is the sum of the specified commercial charges (Work Order Center, Commercial tab). This is the default value. This can also support one or any combination of the three commercial charges (part, labor, or misc) as long as the charge types are separated by a comma within "" (for example, "**part,labor**" or "**misc**").
- **vars.SingleItem:** There are two valid values for this variable:

- **Y**, which evaluates the **vars.Threshold** value against a single item that meets or exceeds the **vars.Threshold** value.
- **N**, which evaluates the **vars.Threshold** value against the work order total amount. This is the default value.
- **vars.Statuses:** This field is a single status or a semicolon separated list of qualifying statuses. Can be set to a single status (for example, OPEN) or a combination (for example, "OPEN;WORK FINISHED").
- **vars.IgnoreRepairReason:** Semicolon separated list of repair reasons to disqualify event.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | [WorkOrderType] WO for [ToEquipment] OPENED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                 | Body         | <p>--- THIS IS AN AUTOMATED MESSAGE. DO NOT REPLY TO SENDER. ---</p> <ul style="list-style-type: none"> <li>• Work Order [WONumber] total costs of \$ [WOTotalCost] exceeds the threshold value of \$[Threshold] for:</li> <li>• Equipment: [EquipNo]</li> <li>• Year/Make/Model: [EQYear] [EQMake] [EQModel]</li> <li>• LICENSE #: [EQLicenseNo]</li> <li>• Department: [DepartmentID]/[DeptDescription]</li> </ul> <p><b>Costs:</b></p> <ul style="list-style-type: none"> <li>• Commercial:</li> <li>• Task: [CommTaskID] Labor: \$[LineCommLabor] Parts: \$[LineCommPart] Misc: \$[LineCommMisc]</li> <li>• Total Commercial: \$[CommTotalCost]</li> </ul> <p><b>Labor:</b></p> <ul style="list-style-type: none"> <li>• Task: [LaborTaskID] Cost: \$[LineLabor]</li> <li>• Total Labor: \$[LaborCosts]</li> </ul> <p><b>Parts:</b></p> |

| Message Type | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                           |
|--------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |              | <ul style="list-style-type: none"> <li>• Task: [PartTaskID] Cost: \$[LinePart]</li> <li>• Total Labor: \$[PartCosts]</li> </ul> <p>Total Work Order Costs: \$ [WOTotalCost]</p> <p>If you have any questions regarding this equipment request, refer them to:</p> <ul style="list-style-type: none"> <li>• Email: [RepairLocEmail]</li> <li>• Phone: [RepairLocPhn]</li> </ul> |

### Replacement values

- |                  |                    |                      |
|------------------|--------------------|----------------------|
| • WOLocation     | • EquipNo          | • EQYear             |
| • EQMake         | • EQModel          | • EQLicenseNo        |
| • DepartmentID   | • DeptDescription  | • WONumber           |
| • WOYr           | • WODatetimeClosed | • WODatetimeFinished |
| • WODatetimeOpen | • CommMiscCost     | • CommTaskID         |
| • CommPartCost   | • PartCosts        | • CommLaborCost      |
| • TaskID         | • Threshold        | • CommTotalCost      |
| • LaborCosts     | • WOTotalCost      | • RepairLocEmail     |
| • DeptRespEmp    | • RepairLocPhn     |                      |



## Work Order Opened

**Trigger:** AWorkOrderInsert

**Scenario:** Notify department that work order is open

- **Recipient:** The user account associated with the responsible employee of the department listed on the equipment's work order.

**Scenario:** Notify operator that work order is open

- **Recipient:** The user account associated with the operator of the equipment on the work order.

**Scenario:** Notify contact that work order is open

- **Recipient:** The user account associated with the contact of the work order.

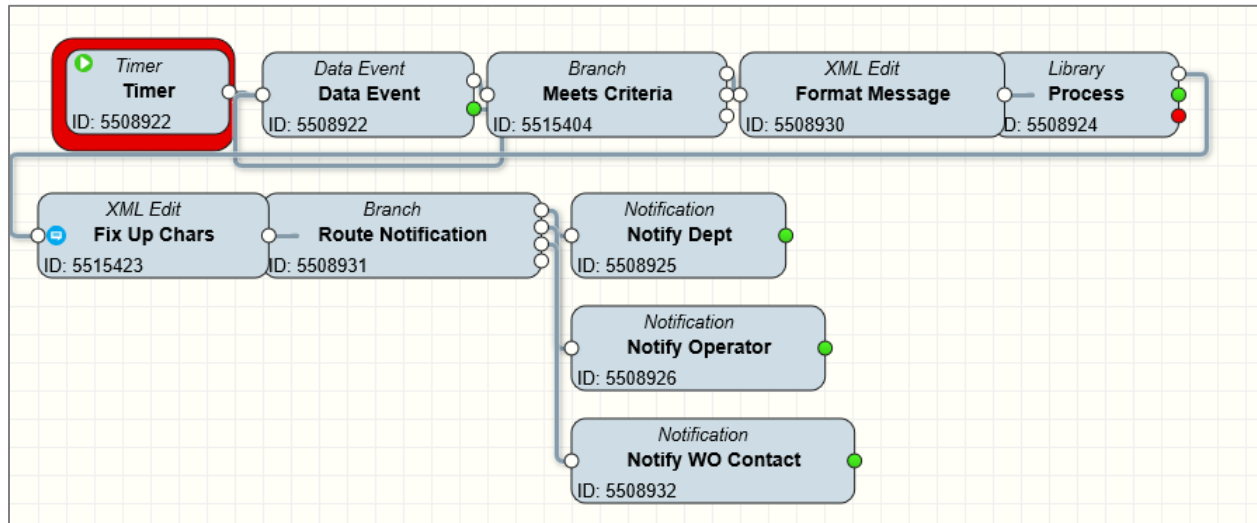


Note: Users may also subscribe to this notification.

**Summary:** The Work Order Opened notification sends a notification to the assigned operator of the equipment, and to the responsible employee (on the Department Primary record assigned to the equipment's **Department to notify for PM** field) for a specified work order job type. This notification can also send an email to the work order contact as a direct message.

- If the operator or employee is associated to a user account, then the Work Order Opened notification service queries for that user ID. If the Notification – Rules service is enabled for forwarding the notification message to a printer or email, it will use the associated user's account printer or email.
- If the operator or employee account is not associated to a user account then the operator or employee email address is used.

## Service Workflow



## Configuration

### Service Variables

- **vars.WorkOrderStatus:** Acceptable values are OPEN, PENDING, or PLANNING. Due to the purpose of this interface, for which it send information on job\_main inserts, this interface will only ever work for these settings.
- **vars.Repair:** Set to Y to send notifications for repair type work orders
- **vars.PM:** Set to Y to process PM work orders
- **vars.UseWorkOrderContact:** Set to Y to use work order contact email address for notifications.
- **vars.UseNotifyDepartment:** Set to Y to use work order department responsible employee for notifications.
- **vars.UseNotifyOperator:** Set to Y to use work order operator for notifications.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.

## Message Customization

Message and subject may be customized by editing the **vars.message**, and **vars.subject**, nodes in the Format Notification XML Edit adapter. Default values and available replacement values shown below.

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | [WorkOrderType] WO for Eq# [EquipmentID] has been created                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                 | Message      | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following [WorkOrderType] Work Order has been created:</p> <p>Work Order: [WorkOrderLoc]-[WorkOrderYr]-[WorkOrderNo]<br/>           Equipment ID: [EquipmentID]<br/>           Desc: [EquipmentDesc]<br/>           Year/Make/Mdl: [EquipmentYr] [EquipmentMake] [EquipmentModel]<br/>           Work Order Status: [WorkOrderStatus]"""</p> |

## Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | [WorkOrderType] WO for [ToEquipment] has been created                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following [WorkOrderType] Work Order has been created:</p> <p>Work Order: [WorkOrderLocation]-[WorkOrderYear]-[WorkOrderNumber]Equipment ID: [ToEquipment]<br/>           Desc: [EquipmentDesc]<br/>           Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]<br/>           Work Order Status: [WorkOrderStatus]"""</p> |

**Replacement values**

- [WorkOrderLoc] – Work order location.
- [EquipmentID] – Equipment number.
- [EquipmentMake] – Equipment make.
- [WorkOrderStatus] – Work order job status.
- [LocationPhone] – Work Order Location phone number.
- [ToOperator]  
The Operator Code receiving the notification.
- [WorkOrderYr] – Work order year.
- [EquipmentDesc] – Equipment description.
- [EquipmentModel] – Equipment model.
- [LocationName] – Work Order Location name.
- [LocationEmail] – Location email address
- [WorkOrderNo] – Work order number.
- [EquipmentYr] – Equipment year.
- [WorkOrderType] – Work order job type.
- [LocationContact] – Work Order Location contact name.
- [WorkOrderOpenedDate]  
Date and Time the WO was opened

## Work Order Service Status Change

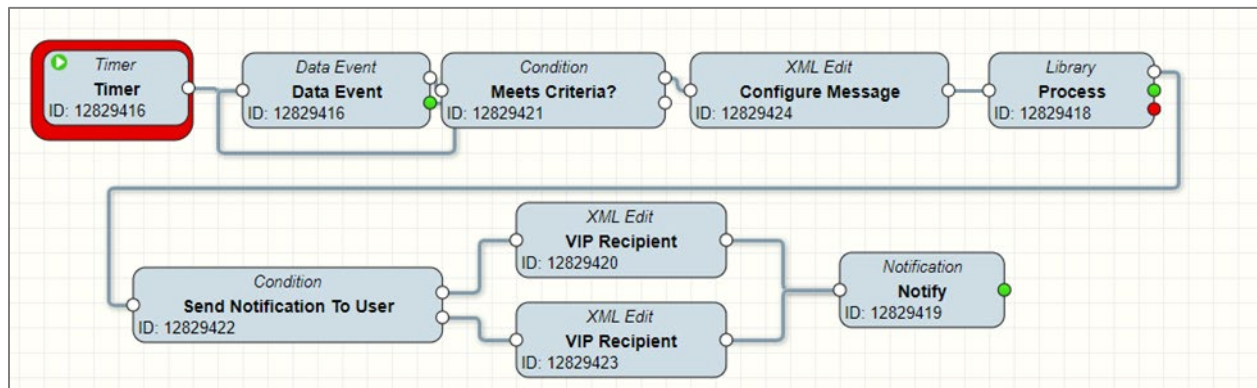
**Trigger:** AWorkOrderUpdate

**Scenario:** Notify VIP of work order put in service status XYZ

**Recipients:** VIP, a specified user account.

**Summary:** The Work Order Service Status Change notification sends a message to the specified user or to an individual. If sending an email to an individual, the Notification – Rules service must be enabled and properly configured.

### Service Workflow



### Configuration

#### Service Variables

- **vars.EquipmentStatus:** Enter the equipment status which is used in the **Compare this** column for job\_main/equip\_status\_code.
- **vars.WorkOrderStatus:** Enter the work order status code which is used in the **Compare this** column for job\_main/work\_order\_status.
- **vars.FAUser:** Enter the user which is used in the VIP Recipient Adapter.  
 Note: Leave blank if using email.
- **vars.Email:** Enter email address to send notification directly to that email.  
 Note: Leave blank if sending notification to user.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in **vars.HtmlTemplate**.

- **vars.HtmlTemplate:** if **vars.UseHtmlForNotification** is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this **vars.HtmlTemplate** is left blank, it defaults to HTMLEmail.html.

### Default Message

| Message Type    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message | Subject      | Eq# [EquipmentID] WO Put in Service Status [ServiceStatus]                                                                                                                                                                                                                                                                                                                                                                            |
|                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Fleet Management system to inform you that the following Work Order has been placed in Service Status [ServiceStatus]:</p> <p>Work Order: [WorkOrderLocation]-[WorkOrderYear]-[WorkOrderNumber]</p> <p>Equipment ID: [EquipmentID]</p> <p>Desc: [EquipmentDesc]</p> <p>Year/Make/Mdl: [EquipmentYear] [EquipmentMake] [EquipmentModel]</p> |

### Replacement values

- EquipmentDesc
- EquipmentYear
- EquipmentMake
- EquipmentModel
- ServiceStatus
- WorkOrderLocation
- WorkOrderYear
- WorkOrderNumber
- WorkOrderLocationName
- WorkOrderLocationContact Name
- WorkOrderLocationPhone
- WorkOrderLocationEMailAddr
- EquipmentID

## Work Order Task Complete

**Trigger:** This depends on the service variable settings:

- With **NotifyOnlyOnClose** set as **Y**, work orders update when the status is set to CLOSED.
- With **NotifyOnlyOnClose** set as **N**, this is triggered when a task is updated on a work order where the task WAC is changed. If **NotifyOnlyOnTaskDone** is set as **Y**, then the task must also be flagged as done.

**Scenario:** Notify Work Order Task Complete

### Recipients:

- Asset location responsible employee based on work order type (PM/REPAIR)
- Asset department responsible employee
- Asset operator
- Work order employee (set via basic info on the work order)
- Work order vendor contact
- Assigned service request contact.

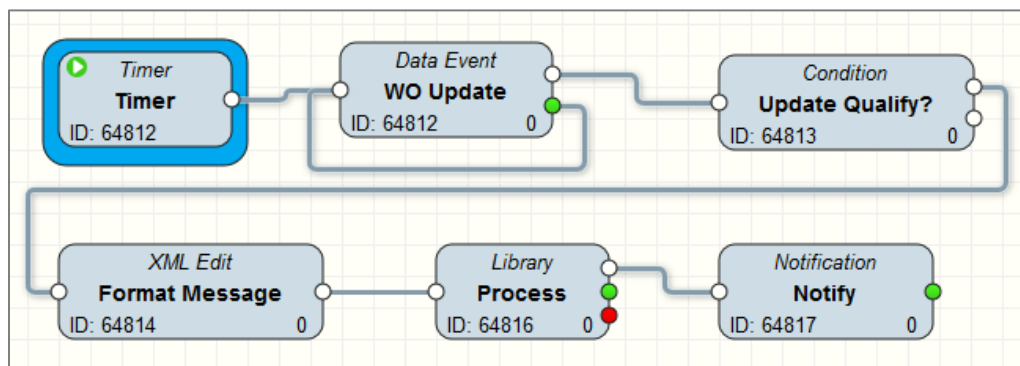


Note: Recipients must have an email address. This notification will always send an email notification to the employee, regardless of notification rules defined in the Notification portal.

**Summary:** This notification is intended to notify recipients when work has been completed on prerequisite work order tasks.

The notification triggers when a work order is closed or a task WAC is changed. It then looks for tasks assigned to that work order that have the specified work accomplished code. If any are found, the specified recipients will be notified.

### Service Workflow



## Configuration

### Service Variables

- **vars.TaskWACs:** Semi-colon separated list of WAC codes that will qualify a work order by tasks completed that contain the WAC. ALL is available for all WACs. This is required.
- **vars.NotifyLocation:** **Y** or **N**; determines if the asset assigned location is notified. This is location based on the PM or REPAIR work order type. This is required.
- **vars.NotifyDepartment:** **Y** or **N**; determines if asset department to notify is included. This is required.
- **vars.NotifyAssetOperator:** **Y** or **N**; determines if asset primary operator is notified. This is required.
- **vars.NotifyWOAssignment:** **Y** or **N**; determines if the work order employee assignment is notified. This is required.
- **vars.NotifyWOWendor:** **Y** or **N**; determines if the work order vendor is notified. This is required.
- **vars.NotifyServiceRequestContact:** **Y** or **N**; determines if the service request contact on the work order is notified. This is required.
- **vars.IncludePortalLinkInEmail:** **Y** or **N**. **Y** indicates that the notification message will include a link to the work management portal. This is required.
- **vars.WebServerName:** Name of the webserver that is hosting the web application. This is required if **vars.IncludePortalLinkInEmail** is set to **Y**.
- **vars.WebInstance:** Name of web instance that is hosting the web application. This is required if **vars.IncludePortalLinkInEmail** is set to **Y**.
- **vars.UseHtmlForNotification:** Accepts values **Y** or **N**. If set to **Y**, it will wrap the notification in the HTML template that is specified in vars.HtmlTemplate.
- **vars.HtmlTemplate:** if vars.UseHtmlForNotification is **Y**, then this is the name of the HTML template found in the directory HTML/HTMLTemplate. If this vars.HtmlTemplate is left blank, it defaults to HTMLEmail.html.
- **vars.NotifyOnlyOnClose:** **Y** or **N**; if **Y**, notification only triggers when a work order is closed.
- **vars.NotifyOnlyOnTaskDone:** **Y** or **N**; if **Y** and **vars.NotifyOnlyOnClose** is **N** then the notification only triggers when the task's Done flag is set.



## Default Message

There are two different default messages depending on the value of **vars.NotifyOnlyOnClose**.

| Message Type                                                   | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message if <b>NotifyOnlyOnClose</b> is set to <b>Y</b> | Subject      | Work Order [work_order_id] Has Been Completed with a Qualified Work Accomplished Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Asset Management system to inform you that the following work order [work_order_id] has been completed as a prerequisite step in a work order assigned to you and your work can now begin.</p> <p>Asset ID: [asset_id] Type: [asset_type]<br/>Asset Category: [category]<br/>Description: [asset_description]<br/>Year Make Model: [asset_full_description]<br/><br/>Work Order: [work_order_id]<br/>[task_wac_list]<br/><br/>Assigned To: [assignment]<br/>Address: [address]<br/><br/>Geographical Coordinates:<br/>Location: [latitude] [longitude]<br/><br/>[portal_link]</p> |

**Default Message**

| Message Type                                                    | Message Area | Text                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Message if <b>NotifyOnlyOnClose</b> is set to <b>Ni</b> | Subject      | Task [task_task_code] on Work Order [work_order_id] Has Been Completed with a Qualified Work Accomplished Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                 | Body         | <p>---AUTOMATIC NOTICE---</p> <p>This notification has been automatically generated by the Asset Management system to inform you that the task [task_task_code] on the following work order [work_order_id] has been completed as a prerequisite step in a work order assigned to you and your work can now begin.</p> <p>Asset ID: [asset_id] Type: [asset_type]<br/> Asset Category: [category]<br/> Description: [asset_description]<br/> Year Make Model: [asset_full_description]</p> <p>Work Order: [work_order_id]<br/> Task: [task_task_code]<br/> [task_wac_list]</p> <p>Assigned To: [assignment]<br/> Address: [address]</p> <p>Geographical Coordinates:<br/> Location: [latitude] [longitude]<br/> [portal_link]</p> |

**Replacement values**

- [work\_order\_id]: Work Order closed.
- [category]: Asset Category
- [task\_wac\_list]: List of task and associated WAC's that qualified the work order
- [latitude]: Last work order latitude position
- [task\_task\_code]: The Task ID that triggered the notification
- [asset\_id]: Asset Number
- [asset\_description]: Asset Description
- [assignments]: Crew or Employee's assigned to work order
- [longitude]: Last work order longitude position
- [asset\_type]: Asset Type
- [asset\_full\_description]: Asset year, manufacturer, model, description
- [address]: Location address assigned to equipment unit, location is pulled from PM or REPAIR based on work order type
- [portal\_link]: Link to Work Management Portal

## Appendix A. Data Events

### Understanding Data Events

The Data Event adapter watches for database triggered events, and forwards the data using a data structure defined by the given data event. A data event has the following information associated with it:

- **Table Name:** The table from which data is being pulled
- **Action:** The action being applied to the table that needs to be met to consider this a successful data event trigger
- **Key:** The primary key for the specified table
- **Columns:** The columns for this table that are being pulled

Each enabled data event results in an insert, update, or delete trigger being placed on a given table. If the applicable database action (insert, update, delete row) occurs against the specified table, this is marked as a successfully triggered event.

#### A.1 AWAppointmentDelete:

```
<TableEvent name='AWAppointmentDelete' action="">
<Table name='emsdba.tsk_assign_appt' action='Delete' key='row_id'>
<Column name='row_id' />
<Column name='tsk_assign_id' />
<Column name='datetime_sched' />
<Column name='active' />
<Column name='datetime_dropoff' />
</Table>
</TableEvent>
```

#### A.2 AWAppointmentInsert:

```
<TableEvent name='AWAppointmentInsert' action="">
<Table name='emsdba.tsk_assign_appt' action='Insert' key='row_id'>
<Column name='row_id' />
<Column name='tsk_assign_id' />
<Column name='datetime_sched' />
</Table>
</TableEvent>
```

### A.3 AWAAppointmentUpdate:

```
<TableEvent name='AWAppointmentUpdate' action=''>
<Table name='emsdba.tsk_assign_appt' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='delete_row' />
<Column name='tsk_assign_id' />
<Column name='datetime_sched' />
</Table>
</TableEvent>
```

### A.4 AWEquipmentAssignInsert:

```
<TableEvent name='AWEquipmentAssignInsert' action=''>
<Table name='emsdba.eqa_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='new_dept' />
<Column name='new_repair_loc' />
</Table>
</TableEvent>
```

### A.5 AWEquipmentCondInsert

```
<TableEvent action="PUBLISH" name="AWEquipmentCondInsert">
<Table action="INSERT" key="row_id" name="emsdba.EQ.COND.READ">
<Column name="row_id"/>
<Column name="eq_equip_no"/>
<Column name="COND_condition_id"/>
<Column name="last_cond_source"/>
</Table>
</TableEvent>
```

### A.6 AWEquipRsvnOperDelete:

```
<TableEvent name='AWEquipRsvnOperDelete' action=''>
<Table name='emsdba.res_oper' action='DELETE' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
<Column name='oper_oper_no' />
<Column name='oper_name' />
</Table>
</TableEvent>
```

## A.7 AWEquipRsvnOperInsert:

```
<TableEvent name='AWEquipRsvnOperInsert' action="">
<Table name='emsdba.res_oper' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
<Column name='oper_oper_no' />
<Column name='oper_name' />
</Table>
</TableEvent>
```

## A.8 AWEquipRsvnOperUpdate:

```
<TableEvent name='AWEquipRsvnOperUpdate' action="">
<Table name='emsdba.res_oper' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
<Column name='oper_oper_no' />
<Column name='oper_name' />
<Column name='delete_row' />
</Table>
</TableEvent>
```

## A.9 AWEquipRsvnUpdate:

```
<TableEvent name='AWEquipRsvnUpdate' action="">
<Table name='emsdba.res_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
<Column name='oper_primary_oper' />
<Column name='status' />
<Column name='rideshare_flag' />
</Table>
</TableEvent>
```

## A.10 AWFuelOtherEventInsert:

```
<TableEvent name='AWFuelOtherEventInsert' action="">
<Table name='emsdba.fuel_other_events' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='event_type' />
</Table>
```

```
</TableEvent>
```

## A.11 AWFuelReadDataInsert:

```
<TableEvent name='AWFuelReadDataInsert' action="">  
<Table name='emsdba.fue_read_data' action='INSERT' key='row_id'>  
<Column name='row_id' />  
</Table>  
</TableEvent>
```

## A.12 AWFuelTankUpdate:

```
<TableEvent name='AWFuelTankUpdate' action="">  
<Table name='emsdba.fue_main' action='UPDATE' key='row_id'>  
<Column name='row_id' />  
<Column name='minimum_level' />  
<Column name='qty_on_hand' />  
<Column name='qty_on_order' />  
</Table>  
</TableEvent>
```

## A.13 AWMMessageInsert:

```
<TableEvent name='AWMessageInsert' action="">  
<Table name='emsdba.msg_main' action='INSERT' key='row_id'>  
<Column name='row_id' />  
</Table>  
</TableEvent>
```

## A.14 AWPARTRequestInsert:

```
<TableEvent name='AWPARTRequestInsert' action="">  
<Table name='emsdba.pts_request' action='INSERT' key='row_id'>  
<Column name='row_id' />  
<Column name='part_part_no' />  
<Column name='comment_area' />  
</Table>  
</TableEvent>
```

## A.15 AWPARTRequestMainInsert:

```
<TableEvent name='AWPARTRequestMainInsert' action="">
```

```
<Table name='emsdba.pts_request_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='request_id' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

## **A.16 AWPARTRequestUpdate:**

```
<TableEvent name='AWPARTRequestUpdate' action=''>
<Table name='emsdba.pts_request' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='action' />
<Column name='part_part_no' />
<Column name='action_comment' />
</Table>
</TableEvent>
```

## **A.17 AWRequisitionInsert:**

```
<TableEvent name='AWRequisitionInsert' action=''>
<Table name='emsdba.erq_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='epappr_approval_id' />
</Table>
</TableEvent>
```

## **A.18 AWRequisitionLineInsert:**

```
<TableEvent name='AWRequisitionLineInsert' action=''>
<Table name='emsdba.erq_line' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='epappr_approval_id' />
</Table>
</TableEvent>
```

## **A.19 AWRequisitionLineUpdate:**

```
<TableEvent name='AWRequisitionLineUpdate' action=''>
<Table name='emsdba.erq_line' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='epappr_approval_id' />
```

</Table>  
</TableEvent>



## A.20 AWRequisitionUpdate:

```
<TableEvent name='AWRequisitionUpdate' action="">
<Table name='emsdba.erq_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='epappr_approval_id' />
</Table>
</TableEvent>
```

## A.21 AWServiceRequestInsert:

```
<TableEvent name='AWServiceRequestInsert' action="">
<Table name='emsdba.srv_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='x_userid_insert' />
<Column name='pri_priority_code' />
<Column name='loc_work_order_occur_loc' />
<Column name='work_order_occur_yr' />
<Column name='work_order_occur_no' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='unique_id' />
<Column name='status' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
</TableEvent>
```

## A.22 AWVendorContractUpdate:

```
<TableEvent name='AWVendorContractUpdate' action="">
<Table name='emsdba.bpo_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='bpo_bpo_no' />
<Column name='start_date' />
<Column name='end_date' />
<Column name='limit' />
<Column name='amount_used' />
<Column name='description' />
</Table>
</TableEvent>
```

### A.23 AWWarrantyClaimInsert:

```
<TableEvent name='AWWarrantyClaimInsert' action="">
<Table name='emsdba.war_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='claim_type' />
</Table>
</TableEvent>
```

### A.24 AWWorkOrderInsert:

```
<TableEvent name='AWWorkOrderInsert' action="">
<Table name='emsdba.job_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='eq_equip_no' />
<Column name='job_type' />
<Column name='work_order_status' />
<Column name='task_pm_service_code' />
</Table>
</TableEvent>
```

### A.25 AWWorkOrderUpdate:

```
<TableEvent name='AWWorkOrderUpdate' action="">
<Table name='emsdba.job_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='equip_status_code' />
<Column name='datetime_finished' />
<Column name='datetime_closed' />
<Column name='work_order_status' />
<Column name='eq_equip_no' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
</Table>
</TableEvent>
```

## A.26 AWServiceRequestUpdate:

```
<TableEvent name='AWServiceRequestUpdate' action="">
<Table name='emsdba.srv_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='x_userid_insert' />
<Column name='unique_id' />
<Column name='pri_priority_code' />
<Column name='status' />
<Column name='loc_work_order_occur_loc' />
<Column name='work_order_occur_yr' />
<Column name='work_order_occur_no' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

## A.27 AWOperatorInsert:

```
<TableEvent name='AWOperatorInsert' action="">
<Table name='opr_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='oper_oper_no' />
<Column name='active' />
</Table>
</TableEvent>
```

## A.28 AWOperatorDelete:

```
<TableEvent name='AWOperatorDelete' action="">
<Table name='opr_main' action='DELETE' key='row_id'>
<Column name='oper_oper_no' />
</Table>
</TableEvent>
```

## A.29 AWOperatorUpdate:

```
<TableEvent name='AWOperatorUpdate' action=''>
<Table name='opr_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='oper_oper_no' />
<Column name='active' />
</Table>
</TableEvent>
```

## A.30 AWLaborInsert:

```
<TableEvent name='AWLaborInsert' action=''>
<Table name='emsdba.lab_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='unique_id' />
<Column name='lab_start_datetime' />
<Column name='part_rebuild_part_no' />
<Column name='indirect_flag' />
<Column name='TASK_task_code' />
</Table>
</TableEvent>
```

## A.31 AWAcidMainInsert:

```
<TableEvent name='AWAcidMainInsert' action='PUBLISH'>
<Table name='emsdba.acd_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='acd_accident_no' />
<Column name='accident_datetime' />
<Column name='int_damage_actual' />
<Column name='int_damage_descr' />
<Column name='oper_operator_no' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

### A.32 AWCommercialInsert:

```
<TableEvent name='AWCommercialInsert' action=''>
<Table name='emsdba.cml_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='unique_id' />
</Table>
</TableEvent>
```

### A.33 AWEopLogInsert:

```
<TableEvent name='AWEopLogInsert' action='PUBLISH'>
<Table name='emsdba.eop_log' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='x_datetime_insert' />
<Column name='proc_type' />
<Column name='run_month' />
<Column name='run_year' />
</Table>
</TableEvent>
```

### A.34 AWEquipmentInsert:

```
<TableEvent name='AWEquipmentInsert' action=''>
<Table name='emsdba.eq_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='eq_equip_no' />
<Column name='asset_type' />
<Column name='eqtyp_equip_type' />
<Column name='procst_proc_status' />
</Table>
</TableEvent>
```

### A.35 AWEquipmentTypeInsert:

```
<TableEvent name='AWEquipmentTypeInsert' action=''>
<Table name='emsdba.eqt_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='eqtyp_equip_type' />
</Table>
</TableEvent>
```

### A.36 AWEquipmentTypeUpdate:

```
<TableEvent name='AWEquipmentTypeUpdate' action="">
<Table name='emsdba.eqt_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='eqtyp_equip_type' />
</Table>
</TableEvent>
```

### A.37 AWEquipmentUpdate:

```
<TableEvent name='AWEquipmentUpdate' action="">
<Table name='emsdba.eq_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='eq_equip_no' />
<Column name='asset_type' />
<Column name='eqtyp_equip_type' />
<Column name='procst_proc_status' />
</Table>
</TableEvent>
```

### A.38 AWEquipSubsystemInsert:

```
<TableEvent name='AWEquipSubsystemInsert' action="">
<Table name='emsdba.eq_subsys' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='subsys_subsystem' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

### A.39 AWEquipSubsystemPropInsert:

```
<TableEvent name='AWEquipSubsystemPropInsert' action="">
<Table name='emsdba.eq_subsys_detail' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='group_row_id' />
<Column name='subsys_subsystem' />
</Table>
</TableEvent>
```

## A.40 AWEquipSubsystemPropUpdate:

```
<TableEvent name='AWEquipSubsystemPropUpdate' action=''>
<Table name='emsdba.eq_subsys_detail' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='group_row_id' />
<Column name='subsys_subsystem' />
</Table>
</TableEvent>
```

## A.41 AWEquipSubsystemUpdate:

```
<TableEvent name='AWEquipSubsystemUpdate' action=''>
<Table name='emsdba.eq_subsys' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='subsys_subsystem' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

## A.42 AWFuelReadInsert:

```
<TableEvent name='AWFuelReadInsert' action='PUBLISH'>
<Table name='emsdba.fue_read' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='before_value_on_hand' />
<Column name='after_value_on_hand' />
<Column name='adjustment_type' />
</Table>
</TableEvent>
```

## A.43 AWFuelTicketInsert:

```
<TableEvent name='AWFuelTicketInsert' action=''>
<Table name='emsdba.ftk_main' action='INSERT' key='row_id'>
<Column name='row_id' />
</Table>
</TableEvent>
```

#### A.44 AWIncidentInsert:

```
<TableEvent name='AWIncidentInsert' action="">
<Table name='emsdba.inc_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='inc_id' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

#### A.45 AWIncidentUpdate:

```
<TableEvent name='AWIncidentUpdate' action="">
<Table name='emsdba.inc_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='inc_id' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```

#### A.46 AWInternalRebuildInsert:

```
<TableEvent name='AWInternalRebuildInsert' action="">
<Table name='emsdba.job_inv_rbld' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='group_row_id' />
<Column name='date_released' />
<Column name='unit_cost' />
<Column name='qty_released' />
</Table>
</TableEvent>
```

#### A.47 AWLocationInsert:

```
<TableEvent name='AWLocationInsert' action="">
<Table name='emsdba.loc_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='loc_loc_code' />
</Table>
</TableEvent>
```



## A.48 AWLocationUpdate:

```
<TableEvent name='AWLocationUpdate' action=''>
<Table name='emsdba.loc_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='loc_loc_code' />
</Table>
</TableEvent>
```

## A.49 AWPARTAdjustmentInsert:

```
<TableEvent name='AWPARTAdjustmentInsert' action=''>
<Table name='emsdba.adj_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='x_datetime_insert' />
<Column name='adj_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='action' />
<Column name='adjustment_type' />
<Column name='adjustment_qty' />
<Column name='loc_loc_code' />
</Table>
</TableEvent>
```

## A.50 AWPARTCatalogMapInsert:

```
<TableEvent name='AWPARTCatalogMapInsert' action=''>
<Table name='emsdba.pts_catmap' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='ptsmfr_manuf_code' />
<Column name='manuf_part_no' />
<Column name='validated' />
</Table>
</TableEvent>
```

### A.51 AWPPartCatalogMapUpdate:

```
<TableEvent name='AWPartCatalogMapUpdate' action=''>
<Table name='emsdba.pts_catmap' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='ptsmfr_manuf_code' />
<Column name='manuf_part_no' />
<Column name='validated' />
</Table>
</TableEvent>
```

### A.52 AWPPartDelete:

```
<TableEvent name='AWPartDelete' action='PUBLISH'>
<Table name='emsdba.pts_main' action='DELETE' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='description' />
<Column name='prd_product_category' />
</Table>
</TableEvent>
```

### A.53 AWPPartInsert:

```
<TableEvent name='AWPartInsert' action=''>
<Table name='emsdba.pts_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='description_short' />
<Column name='prd_product_category' />
<Column name='pcl_part_classif' />
<Column name='acct_def_po_acct' />
</Table>
</TableEvent>
```

## A.54 AWPartIssueInsert:

```
<TableEvent name='AWPartIssueInsert' action=''>
<Table name='emsdba.ptd_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='unique_id' />
<Column name='emp_empl_no' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='issue_date' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='qty_issued' />
<Column name='unit_issue_price' />
<Column name='loc_issue_loc' />
<Column name='acct_acct_code' />
<Column name='not_from_inventory' />
<Column name='description' />
</Table>
</TableEvent>
```

## A.55 AWPartLocDelete:

```
<TableEvent name='AWPartLocDelete' action='PUBLISH'>
<Table name='emsdba.plo_main' action='DELETE' key='row_id'>
<Column name='row_id' />
<Column name='loc_loc_code' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='qty_on_hand' />
<Column name='mea_unit_of_issue' />
<Column name='vend_pref_vendor' />
<Column name='manuf_part_no' />
<Column name='value_on_hand' />
</Table>
</TableEvent>
```

## A.56 AWPPartLocInsert:

```
<TableEvent name='AWPartLocInsert' action='PUBLISH'>
<Table name='emsdba.plo_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='loc_loc_code' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='qty_on_hand' />
<Column name='manufacturer' />
<Column name='vend_pref_vendor' />
<Column name='manuf_part_no' />
<Column name='model' />
<Column name='mea_unit_of_issue' />
<Column name='value_on_hand' />
</Table>
</TableEvent>
```

## A.57 AWPPartLocUpdate:

```
<TableEvent name='AWPartLocUpdate' action='PUBLISH'>
<Table name='emsdba.plo_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='loc_loc_code' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='qty_on_hand' />
<Column name='manufacturer' />
<Column name='vend_pref_vendor' />
<Column name='manuf_part_no' />
<Column name='model' />
<Column name='mea_unit_of_issue' />
<Column name='value_on_hand' />
</Table>
</TableEvent>
```

## A.58 AWPPartMergeInsert:

```
<TableEvent name='AWPartMergeInsert' action='PUBLISH'>
<Table name='emsdba.pts_merge' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no_merged' />
<Column name='part_suffix_merged' />
<Column name='part_part_no_survivor' />
<Column name='part_suffix_survivor' />
</Table>
</TableEvent>
```

## A.59 AWPPartTransferUpdate:

```
<TableEvent name='AWPartTransferUpdate' action=''>
<Table name='emsdba.trf_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='transfer_id' />
<Column name='status' />
</Table>
</TableEvent>
```

## A.60 AWPPartUpdate:

```
<TableEvent name='AWPartUpdate' action='PUBLISH'>
<Table name='emsdba.pts_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='description_short' />
<Column name='prd_product_category' />
<Column name='pcl_part_classif' />
<Column name='acct_def_po_acct' />
<Column name='part_invalidated' />
<Column name='part_part_no_new' />
<Column name='part_suffix_new' />
</Table>
</TableEvent>
```

### A.61 AWPPartXrefInsert:

```
<TableEvent name='AWPartXrefInsert' action=''>
<Table name='emsdba.rpt_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='part_xref_part_no' />
<Column name='xref_part_suffix' />
<Column name='xref_vendor' />
</Table>
</TableEvent>
```

### A.62 AWPPartXrefUpdate:

```
<TableEvent name='AWPartXrefUpdate' action=''>
<Table name='emsdba.rpt_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='part_part_no' />
<Column name='part_suffix' />
<Column name='part_xref_part_no' />
<Column name='xref_part_suffix' />
<Column name='xref_vendor' />
</Table>
</TableEvent>
```

### A.63 AWPriorityInsert:

```
<TableEvent name='AWPriorityInsert' action=''>
<Table name='emsdba.pri_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='pri_priority_code' />
</Table>
</TableEvent>
```

### A.64 AWPriorityUpdate:

```
<TableEvent name='AWPriorityUpdate' action=''>
<Table name='emsdba.pri_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='pri_priority_code' />
</Table>
</TableEvent>
```

### A.65 AWPurchaseOrderInsert:

```
<TableEvent name='AWPurchaseOrderInsert' action="">
<Table name='emsdba.epo_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='epo_po_id' />
<Column name='epappr_approval_id' />
</Table>
</TableEvent>
```

### A.66 AWPurchaseOrderUpdate:

```
<TableEvent name='AWPurchaseOrderUpdate' action="">
<Table name='emsdba.epo_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='epo_po_id' />
<Column name='epappr_approval_id' />
<Column name='epstat_status_id' />
</Table>
</TableEvent>
```

### A.67 AWPurchaseReceiptInsert:

```
<TableEvent name='AWPurchaseReceiptInsert' action="">
<Table name='emsdba.ERCPT_MAIN' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='ercpt_receipt_id' />
</Table>
</TableEvent>
```

### A.68 AWReceiptInsert:

```
<TableEvent name='AWReceiptInsert' action="">
<Table name='emsdba.ercpt_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='epo_po_id' />
<Column name='line_no' />
</Table>
</TableEvent>
```

## A.69 AWResrvRequestInsert:

```
<TableEvent name='AWResrvRequestInsert' action=''>
<Table name='emsdba.res_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
<Column name='oper_primary_oper' />
<Column name='required_datetime' />
<Column name='status' />
<Column name='pooltyp_avail_type' />
<Column name='loc_dispatch_loc' />
</Table>
</TableEvent>
```

## A.70 AWResrvRequestUpdate:

```
<TableEvent name='AWResrvRequestUpdate' action='PUBLISH'>
<Table name='emsdba.res_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
<Column name='status' />
</Table>
</TableEvent>
```

## A.71 AWServiceRequestDelete:

```
<TableEvent name='AWServiceRequestDelete' action=''>
<Table name='emsdba.srv_main' action='DELETE' key='row_id'>
<Column name='row_id' />
<Column name='x_userid_insert' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='unique_id' />
<Column name='status' />
<Column name='eq_equip_no' />
</Table>
</TableEvent>
```



## A.72 AWUsageInsert:

```
<TableEvent name='AWUsageInsert' action=''>
<Table name='emsdba.usg_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='resv_reserv_no' />
</Table>
</TableEvent>
```

## A.73 AWWarrantyClaimUpdate:

```
<TableEvent name='AWWarrantyClaimUpdate' action=''>
<Table name='emsdba.war_main' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='claim_type' />
<Column name='claim_status' />
</Table>
</TableEvent>
```

## A.74 AWWorkOrderDelete:

```
<TableEvent name='AWWorkOrderDelete' action=''>
<Table name='emsdba.job_main' action='DELETE' key='row_id'>
<Column name='row_id' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='eq_equip_no' />
<Column name='job_type' />
<Column name='work_order_status' />
</Table>
</TableEvent>
```

## A.75 AWEquipPlanProjEventInsert:

```
<TableEvent name='AWEquipPlanProjEventInsert' action=''>
<Table name='emsdba.eqplan_prj_event' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='prj_eqplan_proj' />
<Column name='evt_event_type' />
<Column name='date_planned_compl' />
</Table>
</TableEvent>
```

## A.76 AWVendorContractCommercialInsert:

```
<TableEvent name="AWVendorContractCommercialInsert">
<Table name="emsdba.bpc_tasks" action="INSERT" key="row_id">
<Column name="row_id" />
</Table>
</TableEvent>
```

## A.77 AWVendorContractCommercialUpdate:

```
<TableEvent name="AWVendorContractCommercialUpdate">
<Table name="emsdba.BPC_TASKS" action="UPDATE" key="row_id">
<Column name="group_row_id" />
<Column name="TASK_task_code" />
<Column name="labor_cost" />
    <Column name="parts_cost" />
    <Column name="comments" />
    <Column name="currency_row_id" />
</Table>
</TableEvent>
```

## A.78 AWVendorContractPartPriceUpdate:

```
<TableEvent name="AWVendorContractPartPriceUpdate">
<Table name="emsdba.bpp_mea" action="UPDATE" key="row_id">
<Column name="row_id" />
<Column name="bpo_bpo_no" />
<Column name="unit_price" />
<Column name="discount_pct" />
<Column name="MEA_unit_measure" />
<Column name="qty_low" />
<Column name="qty_high" />
    <Column name="PART_part_no" />
    <Column name="group_row_id" />
</Table>
</TableEvent>
```

### A.79 AWVendorContractPartPriceInsert:

```
<TableEvent name="AWVendorContractPartPriceInsert">
  <Table name="emsdba.bpp_mea" action="INSERT" key="row_id">
    <Column name="row_id" />
  </Table>
</TableEvent>
```

### A.80 AWAcctPeriodsUpdate:

```
<TableEvent name="AWAcctPeriodsUpdate" action='PUBLISH'>
  <Table name="emsdba.acct_periods" action="UPDATE" key="row_id">
    <Column name="row_id" />
    <Column name="CLOSED" />
    <Column name="PERIOD_id" />
  </Table>
</TableEvent>
```

### A.81 AWPOWorkOrdInsert:

```
<TableEvent name='AWPOWorkOrdInsert'>
  <Table name='emsdba.epo_workord' action='INSERT' key='row_id'>
    <Column name='row_id' />
  </Table>
</TableEvent>
```

### A.82 AWPurchaseOrderLineUpdate:

```
<TableEvent name='AWPurchaseOrderLineUpdate'>
  <Table name='emsdba.epo_line' action='UPDATE' key='row_id'>
    <Column name='row_id' />
    <Column name='epstat_status_id' />
    <Column name='qty' />
  </Table>
</TableEvent>
```

### A.83 AWPurchaseOrderLineInsert:

```
<TableEvent name='AWPurchaseOrderLineInsert'>
  <Table name='emsdba.epo_line' action='INSERT' key='row_id'>
    <Column name='row_id' />
  </Table>
</TableEvent>
```

## A.84 AWorkOrderInsert

```
<TableEvent name='AWWorkOrderInsert' action="">
<Table name='emsdba.job_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='loc_work_order_loc' />
<Column name='work_order_yr' />
<Column name='work_order_no' />
<Column name='eq_equip_no' />
<Column name='job_type' />
<Column name='work_order_status' />
<Column name='task_pm_service_code' />
</Table>
</TableEvent>
```

## A.85 AWEmployeeInsert

```
<TableEvent name='AWEmployeeInsert' action="">
<Table name='emsdba.emp_main' action='INSERT' key='row_id'>
<Column name='row_id' />
</Table>
</TableEvent>
```

## A.86 AWAssignRequestInsert

```
<TableEvent name='AWAssignRequestInsert' action='PUBLISH'>
<Table name='emsdba.aareq_main' action='INSERT' key='row_id'>
<Column name='row_id' />
<Column name='approval_status' />
<Column name='request_status' />
</Table>
</TableEvent>
```

## A.87 AWAssignRequestUpdate

```
<TableEvent name='AWAppointmentUpdate' action="">
<Table name='emsdba.tsk_assign_appt' action='UPDATE' key='row_id'>
<Column name='row_id' />
<Column name='delete_row' />
<Column name='tsk_assign_id' />
<Column name='datetime_sched' />
</Table>
</TableEvent>
```