

Dispatch (Services List) - Email Notification Added (14084) [Enhancement]

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An Email Notification icon has been added to the Services List screen display to send service notification emails to select locations on a route. To use this feature, a template must be created (and marked Active) for the Operations Notification (Type) in *Setup > System > Notification Template*.

To create an email notification:

1. Select the service locations you would like to include in the notification.
2. Click the **email icon** and the Email Notification popup window will display.
3. Select a template from the **Notification Template** dropdown. This will populate the Subject and Body fields with what is found in the template. If necessary, these fields can be edited before the email is sent.
4. Select **Send Email** when finished.

The screenshot shows the 'SERVICES LIST' interface. At the top, there are navigation buttons: 'Dispatch', 'Select Print Format', 'SET POSTING', 'EDIT', and 'PRINT COMPLETED'. A red box highlights an email icon in the top right corner. Below the navigation bar is a table with columns: ROUTE, SEQ, ORDER NOTE, LOCATION, SCHEDULED DATE, CREATED ON, WO#, WO TYPE, SERVICE TYPE, QTY, EQUIPMENT, and PHOTOS. The table contains 10 rows of service data. An 'EMAIL NOTIFICATION' popup window is open in the foreground. It has a title bar with a question mark and a close button. The popup contains a 'NOTIFICATION TEMPLATE' dropdown menu set to 'Operations notification'. Below it is a 'SUBJECT' field with the text 'Notification' and a red 'Edit Subject Line' link. The 'BODY' field contains the text '@@division.email;;test' and '@@division.addressline1;; operations notification', with a red 'Edit body of message' link. At the bottom of the popup are 'SEND EMAIL' and 'CANCEL' buttons. At the bottom of the main screen are 'SAVE' and 'CLOSE' buttons.

Pathway: *Operations > Dispatch; Setup > System > Notification Template*

Article Link: [Route Service Notifications](#)