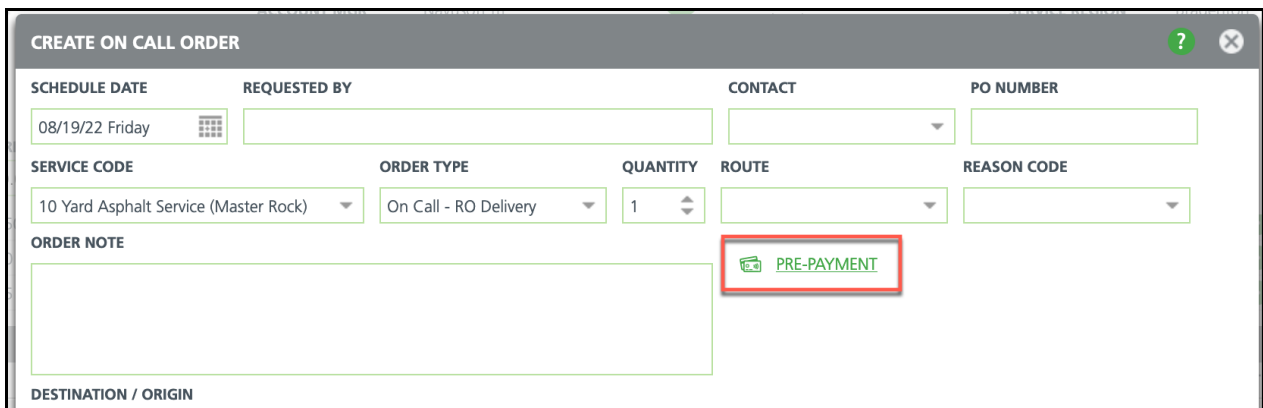


On Call Orders - Unable to Send Text Message Prepayment Requests to Contacts For On Call Orders (13911)

Last Modified on 01/23/2023 3:07 pm EST

Previously, an issue was reported that the option to send an account contact a prepayment request via text message was not available. This has been fixed. Contacts are eligible to receive a texted prepayment request if:

1. Email and Text Message templates have been created in *Setup > System > Notification Template*
2. The Contact has a verified mobile phone number WHERE their service notification method is set to Text Message.



The screenshot shows a web form titled "CREATE ON CALL ORDER" with a search icon and a close button in the top right corner. The form is organized into several sections:

- SCHEDULE DATE:** A date picker showing "08/19/22 Friday".
- REQUESTED BY:** An empty text input field.
- CONTACT:** A dropdown menu.
- PO NUMBER:** An empty text input field.
- SERVICE CODE:** A dropdown menu showing "10 Yard Asphalt Service (Master Rock)".
- ORDER TYPE:** A dropdown menu showing "On Call - RO Delivery".
- QUANTITY:** A spinner control set to "1".
- ROUTE:** A dropdown menu.
- REASON CODE:** A dropdown menu.
- ORDER NOTE:** A large empty text area.
- PRE-PAYMENT:** A button with a text message icon and the label "PRE-PAYMENT", which is highlighted with a red rectangular box.
- DESTINATION / ORIGIN:** A label at the bottom left of the form.

Pathway: *Customer > Account - Create On Call Order*