

# Operations (Work Type) - Enhancements to Service Notifications (14781) [Enhancement]

Last Modified on 03/17/2023 2:02 pm EDT

The following changes have been applied to Service Notifications:

- Update to existing alert names to indicate alerts are sent based on calendar days (Monday - Sunday)
  - The existing 'Service reminder for every x weeks services (Send 3 **Calendar** days prior to scheduled service at 7am)
  - The existing 'Service reminder for every x weeks services (Send 2 **Calendar** days prior to scheduled service at 7am)
  - The existing 'Service reminder for every x weeks services (Send 1 **Calendar** day prior to scheduled service at 7am)
- New alerts added to indicate alerts are sent based on business days (Monday - Friday):
  - Service reminder for every x weeks services (Send 3 **business** days prior to scheduled service at 7am)
  - Service reminder for every x weeks services (Send 2 **business** days prior to scheduled service at 7am)
  - Service reminder for every x weeks services (Send 1 **business** day prior to scheduled service at 7am)

| WORK TYPE SETUP  |                   |            |                 |                     |                                |
|--|-------------------|------------|-----------------|---------------------|--------------------------------|
| <div style="display: flex; align-items: center;"> <span style="margin-right: 10px;">+</span> <div style="border: 1px solid #ccc; padding: 2px;">             LINE OF BUSINESS <span style="float: right;">All</span> </div> </div> |                   |            |                 |                     |                                |
| ID   | NAME              | LOB        | ACTION CATEGORY | INVENTORY MOVE TYPE | MANIFEST NOTIFICATION TEMPLATE |
| DUMPONLY   | Dump Only         | Roll Off   |                 | None                |                                |
| FL_DELIVER   | FL Delivery       | Commercial | Delivery        | Delivery            |                                |
| FL_EXCHNGE   | FL Exchange       | Commercial | Swap            | Exchange            |                                |
| FL_EXTRAPU   | FL Extra Pick Up  | Commercial |                 | None                |                                |
| FL_MISSED  | FL Missed Pick Up | Commercial |                 | None                |                                |
| FL_MOVE  | FL Move           | Commercial |                 | None                |                                |
| FL_RELOCAT   | FL Relocate       | Commercial |                 | None                |                                |
| FL_REMOVE  | FL Removal        | Commercial | Removal         | Removal             |                                |
| FL_REPAIR  | FL Repair         | Commercial | Repair          | None                |                                |
| FL_SERVICE   | FL Service        | Commercial |                 | None                |                                |
| INBOUNDLD  | Inbound Load      | Landfill   | Inbound Load    | None                |                                |
| RETURNBOX  | Return Box        | Roll Off   |                 | None                |                                |

  

| Alerts  | Surcharges |
|---|------------|
| NOTIFICATION TYPE<br>Order Creation (Send immediately)<br>Service Completion (Send immediately upon status update)<br>Service Completion (Send at 7pm)<br>Service Completion (Send immediately upon order posting)<br>Service Completion Summary (Send end of the day)<br>Service Cancelled Notification (Send immediately upon status update)<br>Service Rescheduled Notification (Send immediately upon schedule change)<br>Not Serviced Notification (Send immediately upon status update)<br>Service reminder for every x weeks services (Send 3 Calendar days prior to scheduled service at 7am)<br>Service reminder for every x weeks services (Send 2 Calendar days prior to scheduled service at 7am)<br>Service reminder for every x weeks services (Send 1 Calendar day prior to scheduled service at 7am)<br>Service reminder for every x weeks services (Send 3 business days prior to scheduled service at 7am)<br>Service reminder for every x weeks services (Send 2 business days prior to scheduled service at 7am)<br>Service reminder for every x weeks services (Send 1 business day prior to scheduled service at 7am)<br>Service reminder for on call services (Send day of scheduled service at 7am)<br>Service reminder for on call services (Send 1 day prior to scheduled service at 7am) |            |

Pathway: Setup > Operations > Work Type