

Dispatch (Operations) - Service Notifications Email Not Sending (21666)

Last Modified on 07/13/2026 2:27 pm PDT

An issue was fixed where service notification emails failed to send from the *Operations > Dispatch > Service List* screen when using the right-click **Send Service Notification** menu option.

Users can now successfully send service notifications about the selected service records from the . The notifications are sent to Account contacts with the **Receive Service Notifications** configuration set to 'Yes'. The notification will be sent via email or text depending on how the **Service Notification Method** configuration is set.

The screenshot shows the 'SERVICES LIST' interface with a table of service records. A context menu is open over the table, and a 'SERVICE NOTIFICATION' dialog box is displayed in the foreground.

SERVICES LIST

ROUTE	SEQ	ORDER NOTE	SITE	SCHEDULED DATE	CREATED ON	WO#	WO TYPE	SERVICE TYPE	QTY	EQUIPMENT	PHOTOS
			PROPERTIES, LLC 8603 Broadway St, Pearland								
HOU 202			49371001 Testing 33161 2706 Cortlandt St, Houston	Tue 7/7/26	5/24/26 4:10am	11546451	Scheduled Service	FL Service	1	2 Yard FL	
HOU 202			43383001 * SCR PLAZA LLC 15818 HWY 288, PEARLAND	Tue 7/7/26	5/24/26 4:10am	11546462	Scheduled Service	FL Service	2	8 Yard FL	
HOU 202			59950001 Highline 600 Alk Shepherd Dr,	Tue 7/7/26	6/9/26 3:21pm	11647464	Scheduled Service	FL Service	1	3 Yard FL	
HOU 202				Tue 7/7/26	6/9/26 3:45pm	11647470 *	Scheduled Service	FL Service	1	4 Yard FL	
HOU 202										4 Yard FL	
HOU 202										2 Yard FL	
HOU 202										2 Yard FL	
HOU 202										4 Yard FL	

SERVICE NOTIFICATION

NOTIFICATION TEMPLATE: Route email-Delay

SUBJECT: Route Delayed

Email Body | Text Body

Dear @@site.name;;

The route for your service for @@servicecode.name;; scheduled @@scheduleddate;; at @@site.address.addressLine1;; has been delayed.

We apologize for the inconvenience and appreciate your patience during these trying times.

SEND NOTIFICATION CANCEL

Pathway: *Operations > Dispatch > Service List*