AssetWORKS

Notification Manager

Quick Reference Guide

Version 24.x
Last Modified 24.0 | March 2024

Technical Support

AssetWorks provides several ways to connect with the Customer Support team. Be prepared to provide detailed information to the representative. If you are reporting an issue by email, include screen shots of your problem. This will provide the Customer Support representative with the information needed to respond quickly and effectively.

Customer Support is available Monday through Friday, 7:00 a.m. to 7:00 p.m., Eastern Time.

Telephone: 1-610-225-8300

Email: M5Support@AssetWorks.com

Website: https://community.assetworks.com/hc/en-us

The support website can be used to open issues, subscribe to user groups and download documentation, as well as to access the latest AssetWorks news. For secure access to the website, contact Customer Support by calling the number above.

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Overview

The Notification Manager frame functionality sends emails (notifications) to certain users when specific events take place within the system. These events can be reviewed using the Notification History Query frame.

There are several notifications that exist where special setup is required in order to use the event notification. These notifications require special items to be created and the value of these items can determine who the notification is sent to.

A notification event can be disabled so that it will not be used.

1. Setup

Notification Manager frame

Available Notifications

The Notification Manager frame allows the user to enable or disable any of the notification events. The user cannot create their own notification, however, they can edit any of the notification **Subject** lines or **Message** content provided that are not disabled.

The variable used in the **Subject** line and **Message** will show the exact value for which the event occurred. For example, :U means the exact unit number will be shown in the email message.

Multiple emails can be sent to different people for certain notification events. For example, an email message can be sent when a unit is sold. The message can be sent to both the owning department contact of the unit as well as the maintenance location contact.

Note: When you select the Exclude from Unit Notifications checkbox on the Category Main frame, a notification will not be sent for the category code.

Available Notifications list

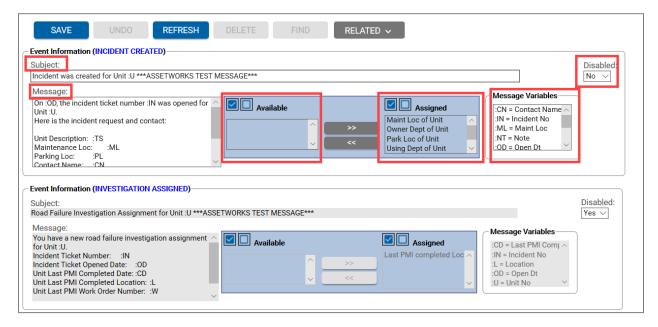| Available Notification	Description
Accident Entry	When an accident is created, up to three people can be notified.
Acquire Unit	When an acquisition date is entered into Unit Main, one person can be notified.
Acquire Unit Fuel Card	When a fuel card is entered for a unit, one person can be notified. Two items are required.
Activate Unit	When a unit is put into service and has a replacement unit, one person is notified.
Activate Unit Commuter	When a unit is put into service, one person is notified.
Appointment Request Approved	Generated when a Maintenance Appointment Request is approved.
Appointment Request Cancelled	Generated when a Maintenance Appointment Request is cancelled.
Appointment Request Denied	Generated when a Maintenance Appointment Request is denied.
Appointment Request Made	Generated when a Maintenance Appointment Request is created.
Appointment Request Rescheduled	Generated when a Maintenace Appointment Request is created.
Budget Unit	When a unit is budget status, one peron is notified.
Class Changed	When any of the five user classes is changed.
Decommission Unit	When a decommissioned designated job is on a WO, one person can be notified.
Disp Unit – Close Card	When a unit is flagged, one person is notified to review the fuel card. One item is required.
Driver Event Approaching Expiry	Generated when a created driver event is approaching the expiry date.
Driver Event Expired	Generated when a created driver event expires.
ICU Health Check	When an ICU reports a health check, up to one person can be notified.
ICU Low Battery	When a hose has a low battery condition, up to one person can be notified.
ICU Pulser Failure	If a has a pulser failure and up to three fuelings did not occur, up to one person can be notified.
ICU EM Status	Generated to provide updates on an ICU status change out of emergency mode.
Incident Created	Generated when an incident is created.

Investigation Assigned	Generated when a road failure investigation is assigned to a unit.
Invoice Correction Required	Generated when an invoice requires correction.
Invoice Rejected	Generated when an invoice is rejected.
Issue Request Rejected	When a part issue request is rejected, up to two people can be notified.
Keyvalet Controller Offline	Generated when the controloer goes offline.
Keyvalet Failed Return	When a motor pool ticket cannot be completed by key valet, one person is notified.
Keyvalet Vehicle Keys Not Returned	Generated when the keys are not detected in the key box, either because they were not returned or returned improperly.
Motor Pool Cancelled	If a motor pool ticket is cancelled, up to two people can be notified.
Motor Pool Created	When a motor pool ticket is opened, up to two people can be notified.
Motor Pool Reservation Completed	When a motor pool ticket is completed, up to two people can be notified.
Motor Pool Unit Assigned	When a vehicle is assigned to a motor pool ticket, up to two people can be notified. See System Flag 5513.
Motor Pool Unit Updated	If the Unit number that was assigned has been changed, up to two people can be notified.
Motor Pool Ticket Past Due	Generated when a motor pool ticket is past the return date or time.
Order Unit	When a unit is ordered status, one person can be notified.
Order Unit Fuel Card	When a new fuel card is assigned to a unit, one person can be notified.
Parking Loc Changed	When a parking location is changed for a unit, up to one person can be notified.
Part Requisition Approved/Rejected	When a part requisition is approved or rejected, up to two people can be notified.
Part Requisition on Order	When a part requisition is added to a PO, up to one person can be notified.
Part Requisition Rejected	When a part requisition is rejected only, up to two people can be notified.
Reading out of Range	If a telematics reading is out of range, one person can be notified.
Request Approval Needed	If a unit request is awaiting approval, one person can be notified.
Request Rejected	If a unit request is rejected, up to three people can be notified.
Sell Unit	If a unit is sold, up to seven people can be notified.
Tank Alarm	When a tank has set off an alarm based on an event, up to one person can be notified.
Time Sheet Entry Rejected	Generated when a time sheet enty is invalid.

Unit Availability Status Change	When unit availability of an unit has changed, up to four people can be notified.
Unit Delivered	When an arrival date is assigned to a unit, one person can be notified.
Work Order Cancelled	Generated when a work order is cancelled.
Work Order Completed	Generated when a work order is completed.
Work Order Due Date Changed	Generated when a change to the due date is detected.
Work Order Opened	Generated when a work order is opened.
WR Created from Test Failure	Generated when a completed test suite creates work requests as a result of failed tests.

Refer to *Appendix A f*or a complete listing of notifications and where the emails are retrieved from within the application.

Notification Break Down

Each notification includes:

Notification field	Description
Subject	Subject line of the email generated. You can edit this field.
Message	Body of the email generated. You can edit this field.
Available	List of entities that can be notified.
Assigned	List of entities that will be notified.

Disabled	**Yes** – Disable a notification.
	No – Enable a notification.
	Location – When System Flag 5496 is set to **Y,** additional configuration is required on the Notifications tab of the Location Main frame.
Message Variables	List of variables that can appear in the message.
	Note: Variables are replaced with the actual values when the notification is generated.

Disable or Enable a Notification

From the **Disabled** dropdown of a specific notification:

- Select **Yes** to disable a notification.
- Select **No** to enable a notification.
- Select **Location** for a location specific notification.

Location Option

Location Main

Edit Subject or Message

You can edit the **Subject** or **Message** of a notification when the notification is not disabled. If **Disabled** is **Yes**, the notification information is read-only.

When the system sends the email, the real data pertaining to that event will replace the variable. For example, the :U variable means the message will display the real unit number in the email message. After making any changes, select SAVE at the top of the frame.

Add Attachments

You can add additional documentation to be included with the notification email in the form of attachments.

To add attachments to a specific notification:

1. Make sure the notification is enabled.

2. Select **Attach**.

3. In the **Show Attachments** window, use the links at the bottom to add the necessary attachments.

4. When finished, select **OK** to return to the Notification Manager frame.

| SAVE | UNDO | **REFRESH** | DELETE | FIND | RELATED ⌄ |

Show Attachments (not for menu)

Attached to:
Event: ACCIDENT - FATALITIES
Key:
ACCIDENT - FATALITIES~56 ()

Existing Attachments (Loaded 0 records)

Command	Description	Type	Uploaded By	Date Uploaded ▦

Attach a new file.
Attach a web address.
Attach a previously uploaded file or web address.

OK   Cancel

Email Notification Example

🔁 Reply   🔁 Reply All   🔁 Forward   💬 IM

Fri 8/31/2018 8:10 AM

FleetFocus@assetworks.com

New Appointment Request for Unit 0987654321

To

ⓘ We removed extra line breaks from this message.

You have new appointment request for Unit 0987654321.
Appointment Requested DATE 8/31/2018 1:30:00 PM for Location FM

2. Notification History Query

Notification events that have occurred can be viewed using the Notification History Query frame. The Notification History Query displays each notification event that has been sent including the **Event** name, **Notify Date**, **Send To** email address, message **Subject**, and the **Message** link to view the message. You can filter the information by **Event**, **Send To**, and **Date Range**.

To generate the **Notification Event History** query:

1. Enter the **Event** name or double-click in the **Event** field to select from the **Notification Event** list.

2. Optionally, enter an email address in the **Send To** field.

3. Narrow your results by entering a **Date Range**.

4. Select **Retrieve** to display the results matching your criteria.

5. To view the contents of a specific notification, select the **Message** link.

6. To generate a new query, select **Clear** and then enter new criteria.

Notification History Message Information

SAVE **UNDO** **REFRESH** **DELETE** **FIND**

Notification APPOINTMENT REQUEST MADE Message Information

Subject

New Appointment Request for Unit JW1 ***ASSETWORKS TEST MESSAGE***

Message

You have new appointment request for Unit JW1.
Appointment Requested DATE 4/24/2020 5:00:00 PM
for Location NORMM

ASSETWORKS TEST MESSAGE

3. Appendix A

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
ACCIDENT – FATALITIES	AN = Accident No. DT = Date/Time NK = Number killed U = Unit No.	Crash Officer 1 through 6	Email address associated with corresponding Accident Item from Item Master Definition frame.	System Flag 5476
ACCIDENT ENTRY	AN = Accident No. DT = Date/Time U = Unit No.	Supervisor of Operator, Administration and owning dept of unit	Employee Main email of supervisor of operator; accident item value = DCAS ACCIDENT EMAIL; department item value = CARS PREVENTION EMAIL	
ACCIDENT - INJURIES	AN = Accident No. DT = Date/Time NI = Number injured U = Unit No	Crash Officer 1 through 6	Email address associated with corresponding Accident Item from Item Master Definition frame.	System Flag 5475
ACQUIRE UNIT	A = Arrival Date U = Unit No. RU = Replaces Unit ML = Maint Location	Maint Loc of Unit Using Dept of Unit Owner Dept of Unit	Location Main email address.	
ACQUIRE UNIT FUEL CARD	C = Card No. U = Unit No. O = Order Date PL = Parking Location	Park Loc of Unit	Location item value where item = FUEL CARD ADMINISTRATOR	And unit item value = Y where item = FUEL CARD REQ'D
ACTIVATE UNIT	N = Effective Date RU = Replaces Unit U = Unit No.	Maint Loc of Unit	Location Main email address.	
ACTIVATE UNIT COMMUTER	N = Effective Date U = Unit No.	Park Loc Unit Act	Location Main email address of parking loc.	And Activity code = COMMUTING
APPOINTMENT	AD = Appointment	Maint Loc of	Location Main Email	

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
REQUEST APPROVED	Date L = Location U = Unit Number	Unit Park Loc of Unit Using Dept of Unit Owner Dept of Unit Vehicle Operator	Department Email Employee Email	
APPOINTMENT REQUEST CANCELLED	AD = Appointment Date L = Location U = Unit Number	Maint Loc of Unit Park Loc of Unit Using Dept of Unit Owner Dept of Unit Vehicle Operator	Location Main Email Department Email Employee Email	
APPOINTMENT REQUEST DENIED	AD = Appointment Date L = Location U = Unit Number	Maint Loc of Unit Park Loc of Unit Using Dept of Unit Owner Dept of Unit Vehicle Operator APPT Contact	Location Main Email Department Email Employee Email	
APPOINTMENT REQUEST MADE	AD = Appointment Date L = Location U = Unit Number	Maint Loc of Unit Park Loc of Unit Using Dept of Unit Owner Dept of Unit Vehicle Operator APPT Contact	Location Main Email Department Email Employee Email	
APPOINTMENT REQUEST RESCHEDULED	AD = Appointment Date L = Location U = Unit Number	Maint Loc of Unit Park Loc of Unit Using Dept of Unit Owner Dept of	Location Main Email Department Email Employee Email	

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Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
		Unit Vehicle Operator APPT Contact		
BUDGET UNIT	B = Budget Date PL = Parking Loc U = Unit No.	Park Loc of Unit	Location Main email address.	
CLASS CHANGED	N = Effective Date NV = New Value OV = Old Value U = Unit No.	Class1 of Unit Class2 of Unit Class3 of Unit Class4 of Unit Class5 of Unit	Department Main email address of owning dept of unit.	If you only want notified when class 2 is changed, for example, then you select Class2 of Unit
DECOMMISSION UNIT	J = Job code W = Wo No. N = Effective Date U = Unit No X = WO Comp Date	Park Loc of Unit Lease Admin	Location item value where item = LEASE ADMINISTRATOR	
DISP UNIT - CLOSE CARD	U = Unit No. D = Disposal Date C = Card No.	Owner Dept of Vehicle Dept Item Bank	Department Item value where item = BANK EMAIL	DISP UNIT - CLOSE CARD
DRIVER EVENT APPROACHING EXPIRY	C = Pre-expiry notification D = Driver Number DN = Driver Name ED = Expiry Date NF = Notification T = Driver Event Type TD = Driver Event Type Date S: Driver Event Score SI: Driver Event Situation/Impact	Driver Department Driver Training Coordinator Employee Supervisor	Department Email Driver Email	System Flag 5498 - When set to N, Driver Events with an expiry date in the past that do not have an actual date populated will still send a High-Risk notification when set up to do so, as well as an expiry notification, if set up to do so. When set to Y, If an event has no Actual Date and its expiry date is in the past, do not send the High Risk Notification on the initial entry, only send the High Risk

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
				notification when the Situation is setup for a score that is a "RED" value. This will cause High Risk notifications to ONLY be sent when a user chooses a Situation that is setup as "RED" via the Driver Event Risk Management frame.
DRIVER EVENT EXPIRED	C = Pre-expiry notification D = Driver Number DN = Driver Name ED = Expiry Date NF = Notification T = Driver Event Type TD = Driver Event Type Date S: Driver Event Score SI: Driver Situation/Impact	Driver Department Driver Training Coordinator Employee Supervisor	Department Email Driver Email	System Flag 5498 - When set to N, Driver Events with an expiry date in the past that do not have an actual date populated will still send a High-Risk notification when set up to do so, as well as an expiry notification, if set up to do so. When set to Y, If an event has no Actual Date and its expiry date is in the past, do not send the High Risk Notification on the initial entry, only send the High Risk notification when the Situation is setup for a score that is a "RED" value. This will cause High Risk notifications to ONLY be sent when a user chooses a Situation that is setup as "RED" via the Driver Event Risk Management frame.
DRIVER EVENT HIGH RISK	C = Pre-expiry notification D = Driver Number DN = Driver Name	Driver Department Driver Training Coordinator	Department Email Driver Email	System Flag 5498 - When set to N, Driver Events with an expiry date in the past that do not have an actual date populated will

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
	ED = Expiry Date NF = Notification T = Driver Event Type TD = Driver Event Type Date S: Driver Event Score SI: Driver Event	Employee Supervisor		still send a High Risk notification when set up to do so, as well as an expiry notification, if set up to do so. When set to Y, If an event has no Actual Date and its expiry date is in the past, do not send the High Risk Notification on the initial entry, only send the High Risk notification when the Situation is setup for a score that is a "RED" value. This will cause High Risk notifications to ONLY be sent when a user chooses a Situation that is setup as "RED" via the Driver Event Risk Management frame.
ICU HEALTH CHECK		ICU Event	Email set up for event on PRODUCT SETUP FUEL ISLAND	FuelFocus
ICU LOW BATTERY	H = Hose IC = ICU No. IE = ICU Event L = Location N = Effective Date	ICU Event	Email set up for event on PRODUCT SETUP FUEL ISLAND	FuelFocus
ICU PULSER FAILURE	H = Hose IC = ICU No. IE = ICU Event L = Location N = Effective Date	ICU Event	Email set up for event on PRODUCT SETUP FUEL ISLAND	FuelFocus
ISSUE REQUEST REJECTED	EN=Emp Name IR=Issue Request No.	Reserve Ref No. Request Emp	Department Main email address;Employee Main email address of requestor.	Reserve Ref No. notification is only for a rejected part request for a department.

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
	P=Part No. PE=Part Description			
KEYVALET CONTROLLER OFFLINE	:L = Location	Location	Email address contained in the MaxQ variable, vars.KeyValetAlarmUserID will receive notification. Location Main email address for KeyValet Health Check parameters.	KeyValet Location must be set to 'Other' on Location Main Configuration tab to enter in KeyValet Health check information for this Notification.
KEYVALET FAILED RETURN	MP = MP Ticket	Motor Pool Location	Location Main email address of MP location.	Key Valet
KEYVALET VEHICLE KEYS NOT RETURNED	:MP = Motor Pool Ticket	Motor Pool Location Request Emp/Dr No	Location Main email address of MP location. Employee Main email address of requestor.	KeyValet
MOTOR POOL CANCELLED	MP = MP Ticket U = Unit No.	Motor Pool Location Request Emp/Dr No	Location Main email address of MP location; Employee Main email address of requestor.	
MOTOR POOL CREATED	EN = Emp Name MD = Msg Detail	Motor Pool Location Request Emp/Dr No	Location Main email address of MP location; Employee Main email address of requestor.	
MOTOR POOL RESERVATION COMPLETED	EN = Emp Name MD = Msg Detail MP = MP Ticket	Motor Pool Location Request Emp/Dr No	Location Main email address of MP location; Employee Main email address of requestor.	
MOTOR POOL UNIT ASSIGNED	EN = Emp Name MD = msg Detail MP = MP Ticket	Motor Pool Location Request Emp/Dr No	Location Main email address of MP location; Employee Main email address of requestor.	System Flag 5513 - When this flag is set to Y, notifications will be sent regardless of the Pickup Date's date value. When this flag is set to N, notification will be sent only when Pick Up date <> Today.
MOTOR POOL UNIT UPDATED	MP = MP Ticket NV = New Val	Motor Pool Location	Location Main email address of MP location;	

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
	OV = Old Val PD = Pickup Date	Request Emp/Dr No	Employee Main email address of requestor.	
ORDER UNIT	U = Unit No. O = Order Date PL =Parking Location	Park Loc of Unit	Location Main email address.	
ORDER UNIT FUEL CARD	C = Card No. U = Unit No. O = Order Date PL = Parking Location	Unit Fuel Card Admin	Location Item Value where item = FUEL CARD ADMINISTRATOR	And Unit item value = Y where item = FUEL CARD REQ'D (Y/N)
PARKING LOC CHANGE	N = Effective Date NV = New Value OV = Old Value U = Unit No.	Park Loc of Unit	Location Main email address for old value and new value.	
PART REQUISITION APPROVED / REJECTED	AL = Approve List L = Location RL = Reject List RN Part Req No.	Inv Loc Restock Part Req Approved	Location Main, email restock messages to email; Application User email address of person generated part requisition.	
PART REQUISITION ON ORDER	AL = Approve List L = Location PO = PO Number	Inv Loc Restock	Location Main, email restock messages to email.	
PART REQUISITION REJECTED	L = Location RL = Reject List RN = Part Req No UN = Requestor	Inv Loc Restock Part Req Approved	Location Main, email restock messages to email; Application User email address of person generated part requisition.	
READING OUT OF RANGE	ML = Maint Loc U = Unit No.	Maint Loc of Unit	Location Main email address of Maint Loc.	Telematics
REQUEST APPROVAL NEEDED	UR = Unit Request No. U = Unit No.	Unit Req Approval	Employee Main email address where the application user employee number field matches and database user as Tier 2 privilege.	
REQUEST	UR = Unit Request	Request Emp	Employee Main email address where the	

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
REJECTED	No. U = Unit No.	Requestor Unit Req Approval	application user employee number field matches the unit request record.	
SELL UNIT	S = Sell Date U = Unit No.	Maint Loc of Unit Park Loc of Unit Location Item County Owner Dept of Unit Dept Item Acct. Dept Item Flt. Mgr Location Item DMV	Location Main email address. Location item value where item in DMV Email, County email and so on. Dept item value where items = Fleet Manager, Accounting Contact and so on.	
TANK ALARM	ED = ICU Event Date IC = ICU No. IE = ICU Event L = Location N = Effective Date T = Tank	ICU Event	Email set up for event on PRODUCT SETUP FUEL ISLAND	Notifications are suppressed for alarm code 00.
UNIT AVAILABILITY STATUS CHANGE	CM = Comment N = Effective Date SD = Status Desc ST = Status	Operator Supervisor Unit Avail Notify Vehicle Operator Vehicle Parking Location	Email from EMPLOYEE MAIN	Employee must be designated as an operator.
UNIT DELIVERED	U = Unit No. A = Arrival Date PL = Parking Location ML = Maint Location	Maint Loc of Unit	Location Main email address	
WORK ORDER CANCELLED	:DT = Date/Time :L = Location :U = Unit No	Unit Item High Priority Unit Using Dept	Email address assigned to the Unit Item HIGH PRIORITY EMAIL	Send WO Notifications checkbox must be

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
	:W = WO No	(WO) Vehicle Operator (WO)	Work Order Using Department Email. Email of Employee Assigned as Operator of the Unit on the Work Order.	selected on the Location Main Maintenance tab.
WORK ORDER COMPLETED	:DT = Date/Time :L = Location :MA = Maint APPT ID :U = Unit No :W = WO No	Appointment Contact Unit Item High Priority Unit Using Dept (WO) Vehicle Operator (WO)	Email for the Appointment Contact on the Maintenance Request Appointment. Email address assigned to the Unit Item HIGH PRIORITY EMAIL. Work Order Using Department Email. Email of Employee Assigned as Operator of the Unit on the Work Order.	Send WO Notifications checkbox must be selected on the Location Main Maintenance tab.
WORK ORDER DUE DATE CHANGED	:CR = Change Code Reason Description	Location Controller Owning Department Using Department Vehicle Operator	Email addressed assigned to Location Item LOCATION CONTROLLER Owning Department Email assigned to Unit on Work Order. Using Department Email assigned to Unit on Work Order. Email of Employee Assigned as Operator of the Unit on the Work Order.	
WORK ORDER OPENED	:DT = Date/Time :L = Location :U = Unit No :W = WO No	Unit Item High Priority Unit Using Dept (WO) Vehicle Operator (WO)	Email address assigned to the Unit Item HIGH PRIORITY EMAIL. Work Order Using Department Email. Email of Employee Assigned as Operator of the Unit on the Work Order.	Send WO Notifications checkbox must be selected on the Location Main Maintenance tab.
WR CREATED FROM TEST	:DT = Date/Time :L = location	Maint. Loc of Unit	Location Main email address.	

Event	Message Variables	Qualification Variables	Email Address Field	Special Qualifier
FAILURE	:T = Test Suite Description :U = Unit No. :WR = Work Request	Owner Dept of Unit Using Dept of Unit Vehicle Operator	Department Main email address. Department Main email address. Employee Main email address.	

4. Updates

Release	Section	Description
23.1	3. Appendix A – Tank Alarm	Added Special Qualifier.
23.2	All sections	Applied miscellaneous writing style updates throughout the document.