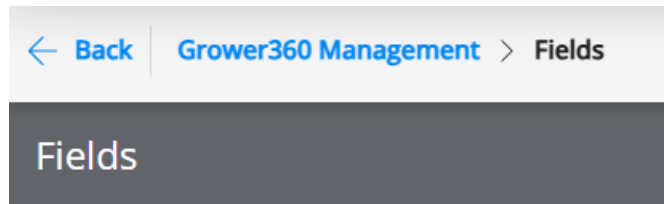


Grower360 Field Service Request - SKY Admin

Last Modified on 11/12/2024 8:03 am CST

The Services Requests feature allows Grower360 users to quickly request Field services such as product application. In order to receive notifications from Growers, Grower360 Admin must perform the following steps.

In Agvance SKY, use the toggle found at *Admin / Grower360 / Fields* to turn on the *Service Requests* option.



Services Requests

Allow Grower 360 users to request services for fields.

Service Requests

A SKY User must subscribe to receive Field service notifications. It is recommend at least one SKY User per company be subscribed to ALL Customers to prevent the company from missing requests.

1. From the *User* drop-down, select *My SKY Account* and select **Manage** on the *Subscriptions* card.
2. Select **+ Add Rule** to set up Customer Parameters.
3. Specify *Salespeople*, *Location(s)*, and/or *Customer Classification(s)*.

Service Requests

Receive tasks to start orders when field services are requested from Grower360

No rules setup for this type. Setup a rule to start receiving notifications

Customer Parameters

Subscribe to All

Salespeople	Location(s)	Customer Classification(s)
<small>Multiple selections activates rule if any selection matches</small>	<small>Multiple selections activates rule if any selection matches</small>	<small>Multiple selections activates rule if any selection matches</small>

[Discard Rule](#)

[Save Rule](#)

- The *Salesperson* defaults as the Salesperson selected on the User profile in SKY Admin.
 - Customers with the selected *Location(s)* set as the default on their profile are included.
 - Any Customers who are members of the Agvance Customer Classification(s) selected will be included.
4. Select **Save Rule** when finished.

Grower Functionality



Selecting **Request Service** from the *Fields* page of the Grower360 account allows the Grower to select the Fields to include in the service request.



Search



Cancel Request **Request Service for Fields**

Select the fields that you want on the service request

Jims West Farm

 Jims West of House Field
48 acres


 Jims Home Field
100 acres


 Jims East of Waterway
36 acres


Once all the desired Fields are selected, selecting the **Request Service for Fields** button displays a *Request Service* window. Here, an *Application Type* must be selected as well as a *Crop*. Optional information such as *Window of Application*, which displays in *Days*, and any necessary *Comments* can be added.

Request Service

Application Type *

Dry Fertilizer

Crop *

Corn

4 / 30

Window of Application
Optional

Days

Comments

0 / 250

Cancel **Make Request**

Selecting the **Make Request** button sends the service request to the SKY Account. Choose the **Expand** icon to view more information related to the service request, **View Customer** to navigate to that Customer in SKY Customer, or **Mark Resolved** to indicate the request has been completed. Enter *Comments* indicating how the request was resolved. These comments can be referenced in the task list.



Tommy Tester requested Dry Fertilizer application



Requested By
Tommy Tester

Customer
Tommy Tester

Field(s)
Jims West of House Field

Crop
Corn

Application Window
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[View Customer](#) | [Mark Resolved](#)