

# SKY Notifications

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Subscriptions can be found by selecting the User drop-down and choosing *My SKY Account* then choosing **Manage** on the *Subscriptions* card. Select the *Subscribe to All* checkbox when subscribing to receive every Notification or Task of that type. Notifications will display under the **Notifications** icon in SKY and, if set up, will be sent as an email to the email used to log into SKY.

**Note:** If a Notifications Admin assigns a task to a SKY User, the notification will only be sent to the SKY Notifications area (**Notifications** icon) and that assignment will not generate an email.

## Communication Method

Additional ways to receive notifications other than via Task Center

Send notification emails to:

**Note:** In order to manage Subscriptions, the option must be enabled in SKY Admin under [Task Center](#).

Subscriptions will need managed for each individual Task and Notification type per SKY User.

1. Select **+ Add Rule** to set up Customer Parameters.
2. Optionally turn on *Email Notifications* to receive an email of Tasks and Notifications. These will be sent to the email used to log into SKY. Notifications will still be available under the **Notifications** icon in SKY.
3. Specify *Salespeople*, *Location(s)*, and/or *Customer Classification(s)* or *Subscribe to All*.
  - The *Salesperson* setting will look at the salesperson selected on the *Customer Profile* tab in Agvance.
  - 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.
5. After Subscriptions have been set up, use the **Ellipsis** to **Edit Rule**, **Show Customers**, or **Delete Rule**.
  - **Show Customers** displays a full list of the customers for whom notifications will be received.

## Tasks


*Tasks* are notifications that have an associated action item. *Tasks* include *Plan Approvals*, *Service Requests*, *Energy Order Requests*, and *Reorder Products Requests*.

## Plan Approval

Receive tasks to update the Plan status when Plans are approved from Grower360.

## Plan Approval


Receive tasks to update plan status when plans are approved from Grower360

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

Customer Parameters

Email Notifications

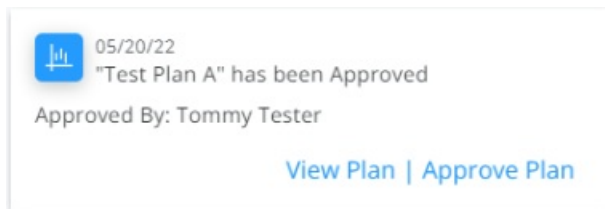
Subscribe to All

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

[Discard Rule](#)

[Save Rule](#)

- The Plan must be flagged as *Visible in Grower360*.
- The Grower must log in and respond to the Plan from Grower360 to initiate the notification in SKY.
- In SKY, **View Plan** or **Approve Plan**.



See [Notifications in SKY and Grower360](#) for more information.

## Service Requests

Receive tasks to start orders when field services are requested from Grower360. See [here](#) for more on Field Service Request setup in SKY Admin.

## 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

Email Notifications

Subscribe to All

<p>Salespeople</p> <p>Blake Arnold </p> <p>Multiple selections activates rule if any selection matches</p>	<p>Location(s)</p> <p>Multiple selections activates rule if any selection matches</p>	<p>Customer Classification(s)</p> <p>Multiple selections activates rule if any selection matches</p>
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[Discard Rule](#)

[Save Rule](#)

- The toggle must be turned on in SKY Admin to allow Growers to see the **Field Service Requests** button from *Fields* in Grower360.
- The Grower will select a field or fields then the type of service request.
- Submitting the request will send a notification in SKY to any subscribed users.

## Energy Order Requests

Receive tasks to start orders when Energy orders are requested from Grower360.

## Energy Order Requests

Receive tasks to start orders when energy orders are requested from Grower360

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

### Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches


Customer Classification(s)

Multiple selections activates rule if any selection matches

Discard Rule

Save Rule

This serves as a notification with the option to **Mark Resolved**. This gives the ability to enter a note indicating how the order was handled (i.e., *A PDO was created* or *Salesman was contacted*). The note added can also be referenced from the notifications list.

 08/24/22  
Energy Order Request

Requested By Sara	Customer 123 Processing	Contact 2178210212
Tank Serial Number 1561	Product Propane - Grain Dryer	Amount 500 Gallons Requested
Comments Call if the gate is locked.		

Task Comments  
PDO 1454 created on 9/20/22

Resolved by Sara

## Reorder Products Requests

Receive tasks to reorder Products when Product reorders are requested from Grower360.

## Reorder Products Requests

Receive tasks to reorder products when product reorders are requested from Grower360

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

Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches

Customer Classification(s)

Multiple selections activates rule if any selection matches

Discard Rule

Save Rule

- The toggle must be turned on in [SKY Admin](#) to allow Growers to see the reorder Products in Grower360.
- The Grower will reorder the Products from the *Invoice*, *Bookings*, or *Products* pages in Grower360.
- Submitting the request will send a notification in SKY to any subscribed users.

## Notifications Only

*Notifications Only* are information notifications with no action needed. *Notifications Only* includes *Booking Contract Signed*, *Grain Purchase Contract Signed*, *Prepayments*, and *Payment Failures*.

## Booking Contract Signed

Receive notifications a Booking Contract has been signed in Grower360.

## Booking Contract Signed

Receive notifications when a booking contract is signed in Grower360

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

Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches

Customer Classification(s)

Multiple selections activates rule if any selection matches

[Discard Rule](#)

[Save Rule](#)

- The Booking needs to be saved in Agvance with a *Contract Type* and *Seller Signature* applied.
- The Grower will receive a notification that a Booking is available to sign.
- The Grower can then log into Grower360 and electronically sign the Booking.
- A notification goes to subscribed SKY users indicating the Booking has been signed.

## Grain Purchase Contract Signed

Receive notifications when a Grain Purchase Contract is signed in Grower360.

## Grain Purchase Contract Signed

Receive notifications when a grain purchase contract is signed in Grower360

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

Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches

Customer Classification(s)

Multiple selections activates rule if any selection matches

[Discard Rule](#)

[Save Rule](#)

- A notification is sent to subscribed SKY users indicating a Grain Purchase Contract has been electronically signed.
- The notification includes the Contract Number, Grower Name, Account ID, and a link to view the Purchase Contract within Customer.

## Prepayments

Receive notifications when a prepayment has been submitted in Grower360.

## Prepayments

Receive notifications when a prepayment has been submitted in Grower360

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

### Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches

Customer Classification(s)

Multiple selections activates rule if any selection matches

Discard Rule

Save Rule

Once a Prepayment is posted successfully, a notification is sent to subscribed Agvance users including the following:

- Grower Name
- Account ID (Cust ID)
- Agvance Payment Number
- \$ Amount of Prepay
- Pay Method
- Bookings paid (if applicable)
  - If no Bookings were paid, it will state *Payment sent to Unapplied Cash.*

A link is also available to view the specific payment within SKY Customer.

## Payment Failures

Receive notifications when a payment has failed in Grower360.

## Payment Failures

Receive notifications when a payment has failed in Grower360

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

Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches

Customer Classification(s)

Multiple selections activates rule if any selection matches

Discard Rule

Save Rule

If a payment fails, a notification is sent to subscribed Agvance users including the following:

- Attempted By (Name of who attempted the payment)
- Customer
- Amount
- Pay Method
- Payment Failure (failure message)

## Recurring Payment

Receive notifications when a recurring payment has been set up or removed in Grower360.

## Recurring Payment

Receive notifications when a recurring payment has been set up or removed in Grower360

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

Customer Parameters

Email Notifications

Subscribe to All

Salespeople

Multiple selections activates rule if any selection matches

Location(s)

Multiple selections activates rule if any selection matches

Customer Classification(s)



Multiple selections activates rule if any selection matches


[Discard Rule](#)


[Save Rule](#)

## Notifications Panel in SKY

In SKY, a notification will show on the **Notifications** icon. Upon selecting the icon, *Pending Tasks* display.

 Pending Tasks 

 05/20/22  
Booking 54 has been signed  
Signed By: Tommy Tester  
Customer: Tommy Tester  
[Mark as Read](#) | [View Booking](#)

 05/20/22  
"Test Plan A" has been Approved  
Approved By: Tommy Tester  
[View Plan](#) | [Approve Plan](#)

No More Results

[View Task Center](#)

Select **Mark as Read** to keep the count of unread notifications up-to-date. The **Settings** icon can be chosen to manage **Subscription Settings**.

Select **View Task Center** to view all Tasks/Notifications and use the *Search* field to display a specific notification. Turning off the *View Notifications* toggle will display only Tasks set up under *Subscriptions* in *My SKY Account*. Task Center information can be found [here](#).