



Alerts

Creating a Premise Alert

Harris Computer Systems

V1.0 05/09/2017

Premise Alerts

Premise alerts are created to show on all occupants for a premise, and also follow the premise from occupant to occupant without having to recreate them in a move situation.

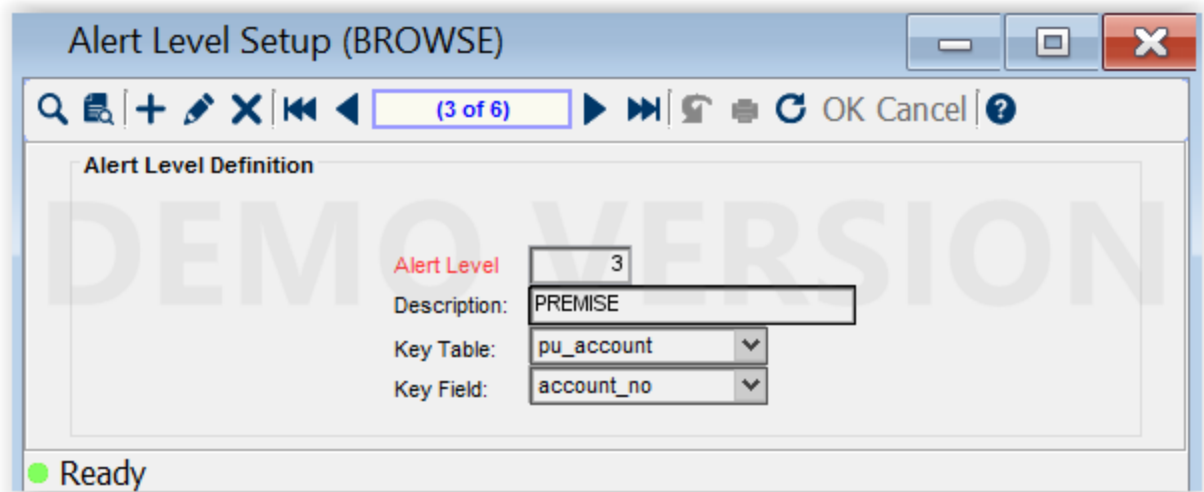
1. Setups > Setups > Standard > Alerts > Alert Level Setup

Alert Level Setup

Create a Premise Level where

Key Table = pu_account

Key Field = account_no



Alert Level Setup (BROWSE)

(3 of 6)

Alert Level Definition

Alert Level: 3

Description: PREMISE

Key Table: pu_account

Key Field: account_no

Ready

2. *Setups > Setups > Standard > Alerts > Alert Codes Maintenance*
Alert Maintenance Setup

Add (+) to create the Alert which will be used for warnings at the premise level:

Alert Level = 3
(This is the level created in 1.)

Alert Maintenance Setup (BROWSE)

Alert code: NODIG
Description: Property has GAS MAIN - do not DIG
Duration:

Raise in Cash Receipts? : Raise in CARE? :
Raise in Account Maintenance? : B Raise in Billing? : N
Disallow Payment Code? : Disallow Service Code? :

Alert level: 3

Disallow payment codes Disallow Service Order Codes
Details C. C. Exempt Level

Alert Details (BROWSE)

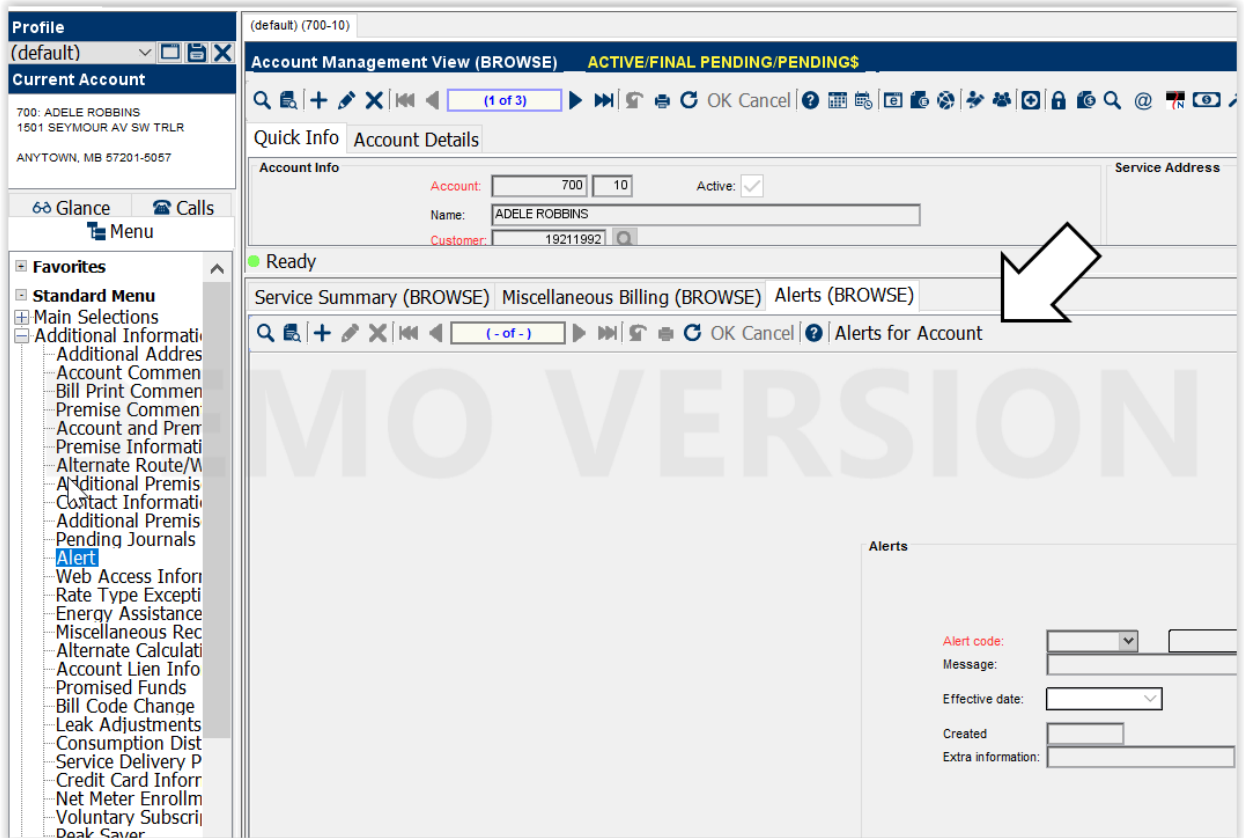
Account Customer Description Start date End date

Account	Customer	Description	Start date	End date
			05-09-2017	

3. Adding the Alert to a Premise:

Launch Alerts Account for Account from Account Gateway

Or Navigate to *Setups > Setups > Standard > Alerts > Alert for Account*



4. From *Alert for Account* screen:

Add (+) and select *Alert Code*.

In the example below insert *Alert Code* 'NODIG'

Insert 'account number' in key value field.

In the example below the account number is 700.

The screenshot shows a software window titled "Alerts For Account (ADD)". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. Below the title bar is a toolbar with various icons, including a search icon, a plus sign, a minus sign, a refresh icon, and buttons for "None Selected", "OK", and "Cancel".

The main content area is titled "Alerts" and contains the following fields:

- Alert code:** A dropdown menu with "NODIG" selected. To its right is a text box containing "Property has GAS MAIN - do not DIG".
- Message:** A large empty text box.
- Effective date:** A date picker showing "15-09-2017".
- Ending date:** An empty date picker.
- Account:** Two empty text boxes with search icons.
- Customer:** An empty text box with a search icon.
- Created:** A text box containing "probbins".
- Extra information:** An empty text box.
- Key table:** A text box containing "pu_account".
- Key field:** A text box containing "account_no".
- Key value:** A text box containing "700".

A black arrow points to the "Key field" text box. At the bottom left of the window, there is a green status indicator and the text "Ready".

5. *Alert* will now be populated on all occupants (including future occupants) for account number 700.