Overview of Notice Setups

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This guide provides information about notices and suggests best practices for working with them. It is intended for system administrators.

aACE can automatically send notices based on event criteria. The event criteria, message, and receiving team are coordinated by a notice setup. System administrators can use the Notice Setups module to configure notice setups, such as assigning the right team (http://aace6.knowledgeowl.com/help/reassigning-notice-setups-to-different-teams) to receive a notice or deactivating unneeded notices (http://aace6.knowledgeowl.com/help/deactivating-notice-setups).

Some notice setups interact with other aACE preferences. For example, the Line Item Code Ordered notice will only send if the preference Send notice when ordered is enabled for your line item code(s).

From the Main Menu, go to System Admin > Notice Setups, then select a specific setup. At the detail view, you can customize the notice setup:

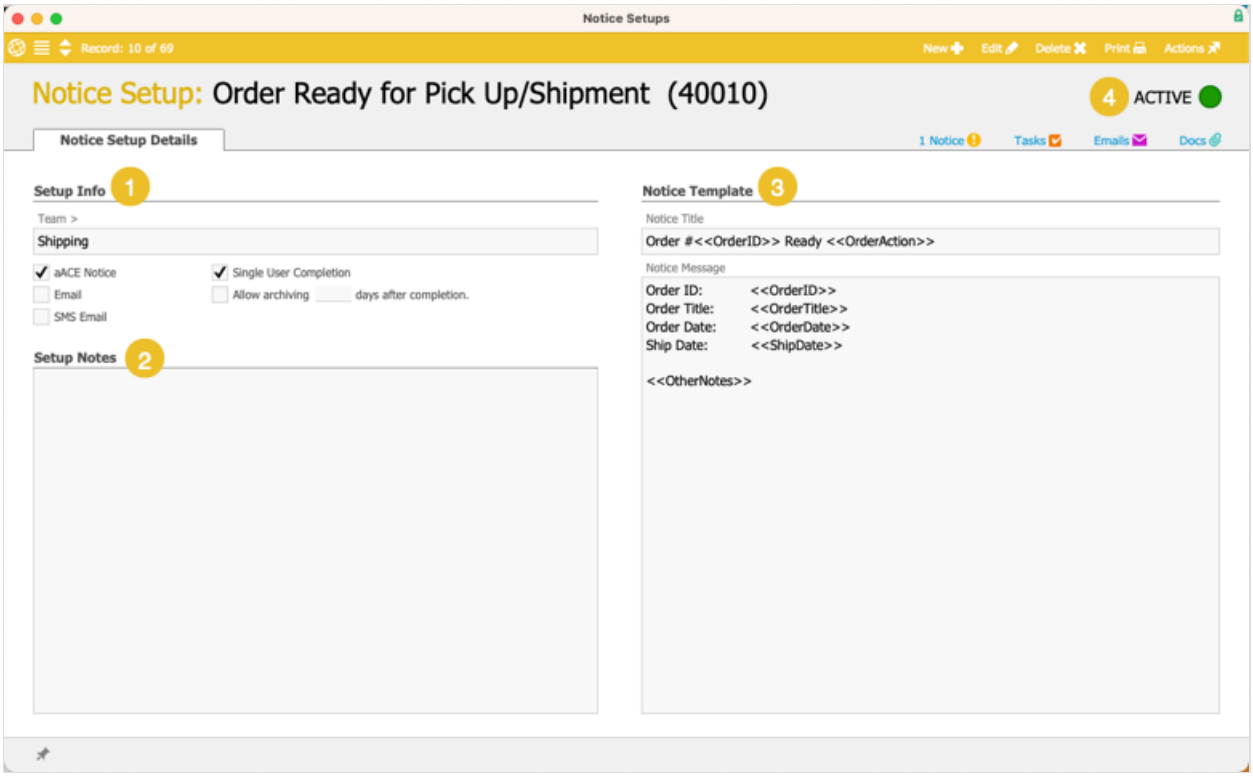


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1. Setup Info

Team

In the Setup Info section, you can specify the group of team members who will receive the notice. If a notice setup is active but does not have a team specified or the specified team has no team members assigned to it, any notices the notice setup generates are automatically marked void and not delivered.

You can reassign the notices to a different team (https://aace6.knowledgeowl.com/help/reassigning-notice-setups-to-different-teams), if needed.

Delivery Method

In the Setup Info section, you can also specify how aACE will deliver this notice to team members. You can enable multiple preferences:

- **aACE Notice** — Sends the notice through your aACE system, listed at the My Notices module. All recipients must be team members within your aACE system to receive notices through this delivery method.
- **Email** — Sends the notice through your Mailgun integration (https://aace6.knowledgeowl.com/help/setting-up-mailgun) to your recipients with a valid email address on their team member record
- **SMS Email** — Sends the notice through your Mailgun integration to your recipients with a valid SMS address on their team member record. To set up an SMS email address, you must provide the person's phone number and their carrier's text domain. Some of the most common text domains include:
  - Verizon — 1234567890@vztext.com
  - Sprint — 1234567890@messaging.sprintpcs.com
  - AT&T — 1234567890@txt.att.net

Completion Details

Use these preferences to specify what happens when team members complete a notice.

Single User Completion

The Single User Completion preference determines who needs to complete the notice:

- When the preference is enabled — When one team member completes a notice, aACE updates the entire notice record status to Complete.
- When the preference is disabled — Each recipient must individually complete the notice.

aACE assumes the team members who receive a notice are responsible for completing related activities. The necessary actions should be completed before any team member completes the notice. When enabling Single User Completion, ensure only relevant team members are included.

Allow Archiving

When you enable Allow archiving days after completion and specify the number of days, aACE will automatically move completed notices to an archive table after the timeframe. The archive table is not accessible through the system interface. After a notice has been archived, it can only be recovered by an aACE developer.

This feature is most useful for notices that are sent frequently and which are not required for an audit trail. For example, a company may receive a large volume of shipments. The Shipment Received notice may be helpful to keep the warehouse staff informed. However, after the shipment is received, the notice has served its purpose. Enabling this preference can help keep the Notices module organized.

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2. Setup Notes

The Setup Notes text field can be used to record additional notes about the setup record. This field is not visible to the end user and contains information specific to the setup.

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3. Notice Template

You can edit each notice template to support your business processes:

- Notice Title — Displays in the My Notices module list view
- Notice Message — Content of the notice
  Note: The message can include various merge fields that draw information from other modules (e.g. <<OrderID>>). Merge fields must be programmed.

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4. Notice Setup Status

You can activate or deactivate a notice setup using the Actions options. This can be useful when organizing your notices (https://aace6.knowledgeowl.com/help/working-with-notices).

Reactivating a notice setup only enables future notices to be sent. It does not generate notices for any event criteria that happened while the notice setup was deactivated.