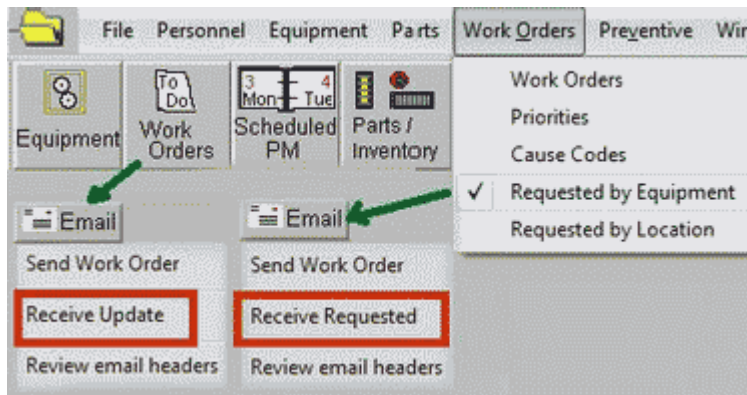# Davison Systems, LLC
www.DavisonSoftware.com

Receiving Work Order Updates from Email

In the work order window select "Receive Update" from the Email menu [Email]. This is intended to receive only email with a subject "Work Order Number" followed by an existing work order number. This is the format created by email sent from either Work Orders or Equipment.

In the Equipment window Email menu selecting "Receive Requested" should receive only work order requests.

To receive work requests, select "Work Orders, Requested by Equipment":Receive **work request** email from an account named like: WorkRequests@MyServer.com.

In the Work Order window:Receive **work order updates** from an account named like: WorkOrders@MyServer.com
From each email menu you can review email headers before receiving updates or work request email.

This email does not update work orders until you press [Import]. Only Mail Text before "== END My Comments" is added to the work order with a line showing who sent the mail and the date and time. The "Additional Comments" column contains the text that will be added to the work order.

Keeping original text out of email for work order updates.
Some email programs may add text before the "== END" marker about the previous email message. This should be removed before you update from the work order. Click on the "Additional Comments" column to edit the text that will be added to the work order.
However, unwanted text can be automatically removed. Copy and paste some text from the first line of unwanted text to the field: Original Text. This identifies the first line of unwanted text before the "== END" marker. For example, paste "Original Message" if your emails add text like:
----- Original Message -----
From: Manager < WorkOrders@MyServer.com>
…

In some cases the email subject is not received or for other reasons you might need to edit the "Update from email" information before importing to work orders.

Closing a Work Order from email

If Completed [ ] in the email subject is not filled, the work order status remains unchanged and comments before "== END My Comments" in the email are added to the work order description.
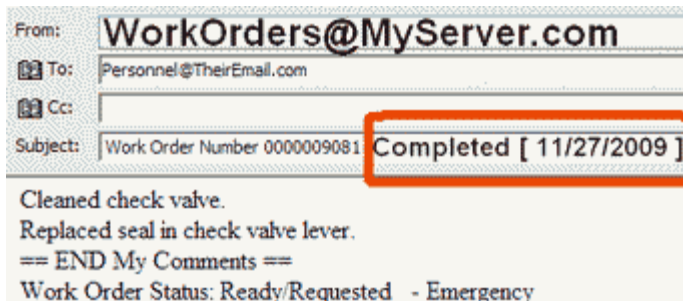
In the email subject, enter a date or just a single letter in the Completed[ ] brackets. If the email subject contains "Completed[ ]" the work order will be closed if a date or single character is entered in the square brackets. If a work order is already closed, the completed date remains unchanged, but new comments will be added. Date format depends on the windows local setting (mm/dd/ccyy or dd/mm/ccyy). Time must be hh:mm or hh am/pm. After receiving email, this date and time is displayed in the Completed and Time columns.

Examples for closing a work order:

Completed[12/01/2007] (Date only) or Dec 1 2007, 1 Dec 07, 01 Dec.

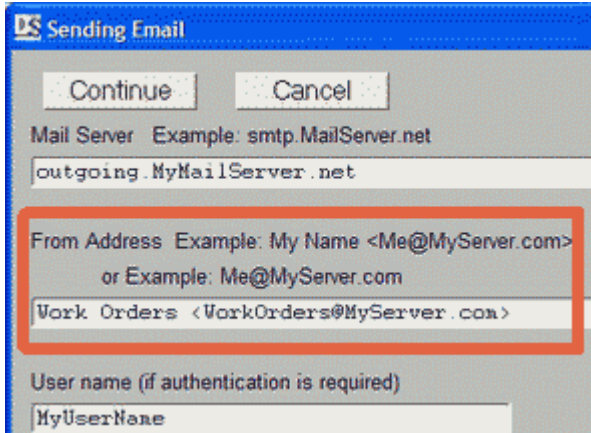Completed[12/01/2007] Time[13:10] (Date and time) or 1:10 pm, 1pm

Completed [Y] (A single letter indicates work order closed on the date of the mail.)

Example email for a completed work order. IMPORTANT: Send the email "**From**" an account where you want personnel to reply to the email.

- In the Work Order window:
  - o   Send to personnel.
  - o Receive from an email account that was entered as "**From**" when sending the email to personnel. For example: "WorkOrders@MyServer.com".
- In the Equipment window or requested work orders:
  - o   Send to personnel.
  - o   Receive from an email account for work order **Requests**. For example: WorkRequests@MyServer.com.

IMPORTANT: Send the email "From" an account where you want personnel to reply to the email. For example From: "WorkOrders@MyServer.com" This is the email account from which to receive updates to work orders.

Virus warning: If your mail server requires an SSL secure connection (GMail, Hotmail, Yahoo) the Stunnel proxy server is loaded (Stunnel.exe). Your virus protection might identify Stunnel as a threat, but you can ignore this and "Allow" Stunnel.

Review work orders in you email account first.

It might be better to manage work requests and returned work orders in the email application, before receiving these emails to the CMMS. Simply open your email account for work orders in MS-Outlook or equivalent, and review the emails before receiving emails.

Since you can send and receive email to many devices, you can issue work orders with no special wireless connection. You can even send preventive maintenance work as a "Ready" PM work order by email.