

Review Emails Sent to Users

Overview

All internal communications, including mass and automatic messages sent by the system, are now able to be viewed from user profiles.

The history page now lists each message sent, making it easy to track that emails have been received by their intended recipients and are being sent as expected.

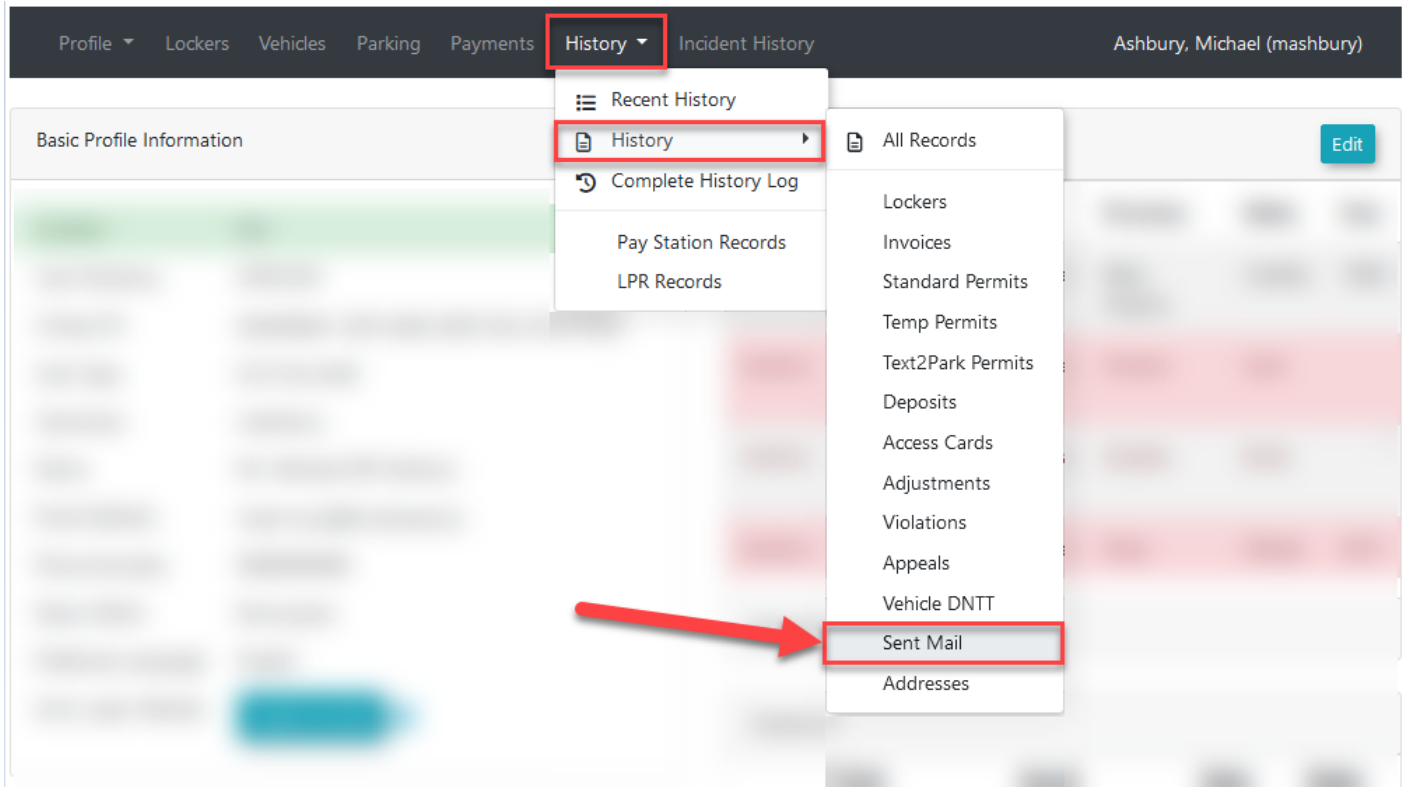
Internal and automatic messaging are generated in these situations:

- New violation notices are sent
- Overdue violation notices are sent
- A receipt is sent
- An invoice is sent

These emails will now appear in the user history page.

Viewing Emails

Emails a user has received can be viewed by going to the history section of a user's profile and selecting the sent mail page.



On the view emails page, the emails sent will be listed.


The email sent can be viewed by clicking on the subject button of the email.

| Profile ▾ Lockers Vehicles Parking Payments History ▾ Incident History | | | Ashbury, Michael (mashbury) | |
|--|--|--------|-----------------------------|--|
| Viewing Michael Ashbury's History | | | Complete History Log 154 | |
| Sent Mail 24 | | | | |
| Subject | | Sender | Sent Date | |
| Invoice | | | Aug. 6, 2024 | |
| Overdue Violation Notice (TT-19026) - OperationsCommander | | | Jul. 17, 2024 | |
| New Violation Notice (TT-19025) - OperationsCommander | | | Jul. 9, 2024 | |
| User Receipt | | | Jul. 9, 2024 | |
| User Receipt | | | Jul. 9, 2024 | |
| User Receipt | | | Jul. 9, 2024 | |
| User Receipt | | | Jul. 9, 2024 | |
| User Receipt | | | Jul. 9, 2024 | |
| User Receipt | | | Jul. 9, 2024 | |
| User Receipt | | | Jun. 27, 2024 | |
| New Violation Notice (TT-19011) - OperationsCommander | | | Jun. 25, 2024 | |

This will open a popup displaying the email sent.

| Violation Information | |
|-----------------------|----------------------|
| Sent: | Jun 25, 2024 5:02 pm |
| Ticket #: | TT-19011 |
| Issued: | Mar 13, 2024 3:29 pm |
| Due: | Mar 23, 2024 3:29 pm |

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| Actual Violation Notice Sent Print | |
|---|--|
|  | |

New Violation Notices

When the System Task "Send New Violation Notices" is run, it will send out notice letters to the owners of the violations by email.

The link presented on the history page will show the notice letter that was sent. This is the same view shown as when viewing the notice letter from the violation info page.

Overdue Violation Notices

When the System Task "Overdue Violation Notices" is run, it will send out notice letters to the owners of the violations by email.

The link presented on the history page will show the notice letter that was sent. This is the same view shown as when viewing the notice letter from the violation info page.

Receipts

When a user makes a payment on the website, an email will be sent to them containing the payment details.

The link presented on the history page will show a popup of the email of the receipt that was sent. Since the content of the receipt in the email that was sent can be different than is what is on an OPS-COM receipt, it will show the actual email that was sent.

Invoices

When an invoice is generated, it will be sent by email to the user set to receive it.

The link presented on the history page will show the invoice itself.

Revision #2

Created 9 August 2024 14:16:29 by Nicole

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