

Notification Module

Several important concepts about the notification module:

- The system supports notifications by email or fax.
- If both are specified – email will always take priority.
- A single email or fax number for notification will be used for a contractor or permit.
- The user may select to allow only email notification, or only fax notification, or both at a system-wide level.

The System Notification Default Screen will allow the setting of the following options:

- General
 - Notifications Active – turns the notification system on or off
 - Allow Email – allow sending emails for notification
 - Allow Fax – allow sending faxes for notification
 - Allow certificate override – allow the use of the Certificate Notification Events Screen to override the notification events for a specific certificate. The certificate overrides can choose to turn off a notification event that is turned on at the system level for that particular certificate. It CANNOT turn on a notification event if it is turned off at the system level. If turned off – selections on the certificate notification events page are ignored.
- Certificates
 - Any Status Change – any change in the status of a certificate will trigger this notification. Notification will be sent to the email or fax on the certificate screen.
 - Any Comment "HOLDS" – any addition of a HOLD on a certificate comment will trigger this notification. Notification will be sent to the email or fax on the certificate screen.
- Permits
 - Any Status Change – any change in the status of a permit will trigger this notification. Notification will be sent to the job email or job fax on the permit screen.
 - Permit Expire Warning – the regularly scheduled permit update program will send out a warning 30, 20, and 10 days prior to permit expiration.
 - NOC Expirations are included for systems that have this feature.
 - Any Comment "HOLDS" – any addition of a HOLD on a permit comment will trigger this notification. Notification will be sent to the job email or job fax on the permit screen.

 - Any Subcontractor change – any addition of a subcontractor or change of a subcontractor's status addition on a permit comment will trigger this notification. Notification will be sent to the email or fax of the subcontractor's certificate.
- Inspections
 - Any Inspection Request – a confirming email or fax will be sent upon the setting of a request date on an inspection. Notification will be sent to the job email or job fax on the permit screen.

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- Any Inspection Result– a confirming email or fax will be sent upon the setting of a result on an inspection. Notification will be sent to the job email or job fax on the permit screen.
- Plan Reviews
 - Plan Review Reject/Holds – if the status of a plan review is changed and the resulting status is not "PENDING" or "COMPLETE", a notification event will be triggered. Notification will be sent to the job email or job fax on the permit screen.

Additionally, the System Notification screen will allow the user to set the standard text which will be sent as part of the notification message.

- Salutation – this portion of the message starts all notification messages.
- Cert Closing – this portion of the message would appear only for the notifications listed in the certificate section of this screen. It would appear after the merged data portion of the message.
- Perm Closing – this portion of the message would appear only for the notifications listed in the Permits section of this screen. It would appear after the merged data portion of the message.
- Insp Closing – this portion of the message would appear only for the notifications listed in the Inspections section of this screen. It would appear after the merged data portion of the message.
- Plan Closing – this portion of the message would appear only for the notifications listed in the Plan Reviews section of this screen. It would appear after the merged data portion of the message.
- Disclaimer – the disclaimer appears at the end of the notification message, after all of the other sections have been merged into the message.

The Audit tab – shows the change history for the notification screen.

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A sample System Notification screen follows:

System Notification Defaults

General		
Notifications Active	<input checked="" type="checkbox"/>	Last Update User
Allow Email	<input checked="" type="checkbox"/>	SAL
Allow Fax	<input checked="" type="checkbox"/>	Last Update Date
Allow Certificate Override	<input checked="" type="checkbox"/>	5/14/2007 5:13:09 PM
		Prev Update User
Certificates		SAL
Any Status Change	<input checked="" type="checkbox"/>	Prev Update Date
Any Comment "HOLDs"	<input checked="" type="checkbox"/>	4/9/2007 10:31:08 AM
Permits		
Any Status Change	<input checked="" type="checkbox"/>	
Permit Expire Warnings	<input checked="" type="checkbox"/>	
Any Comment "HOLDs"	<input checked="" type="checkbox"/>	
Any Subcontractor change	<input checked="" type="checkbox"/>	
Inspections		
Any Inspection Request	<input checked="" type="checkbox"/>	
Any Inspection Result	<input checked="" type="checkbox"/>	
Plan Reviews		
Plan Review Reject/Holds	<input checked="" type="checkbox"/>	

Return

Salutation | Cert Closing | Perm Closing | Insp Closing | Plan Closing | Disclaimer | Audit

The Contractor Notification screen, which can be located from the Certificate Edit menu, allows the user to turn off selected notification options for a particular certificate. The Certificate Notification screen cannot turn ON a notification option that is turned OFF at the system level.

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A sample Contractor Notification screen follows:

	System Defaults	Cert Options
Cert Status Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cert HOLDs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Permit Status Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Permit HOLDs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Permit Subs Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insp Requests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insp Results	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Plan Review Stsus	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Last Update	<input type="text"/>	by <input type="text"/>
Previous Update	<input type="text"/>	by <input type="text"/>

If the options selected on this screen match the system options when the OK button is clicked, then no certificate notification record is saved and the certificate will continue to follow the system options, even if they are changed at a later date.

The "Notify User" – a Notify User has been created in the CDPlus Secure_User table with the Administration program. The email address specified there is the address that is used as the "reply to" address for emails. It must be a valid email address for your SMTP mail server.

All notify events create a record in the notify_queue table which are then translated (in an asynchronous thread on the same workstation) into the appropriate Email or Fax queue records for transmission. Some notify_queue records may not result in email or fax queue records if there are not valid emails or fax numbers defined in the appropriate records. Those Notify_queue records are posted as such and maintained in the queue for historical purposes. Those records which translate properly are marked as to the queue to which they have been forwarded.